

City of Toronto's Active TO Quiet Streets Public Survey Results Report

Survey Period June 23 – September 30, 2020



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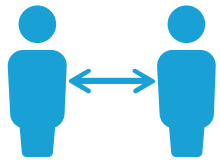
In 2020, 8 8o Cities led an evaluation of the Quiet Streets program, the results of which are outlined in this report.

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Executive Summary

9,824 Total Survey Responses



63%
of Respondents
Agreed/Strongly Agreed
the program helped
to physically distance



60%
of Respondents
Agreed/Strongly Agreed
the program enabled
safer sharing of streets



6.1/10
Average Respondent
Perception
of effectiveness in
reducing vehicular speeds

In the Spring of 2020, the City of Toronto launched the Quiet Streets program as part of the ActiveTO initiative created in response to the COVID-19 pandemic. Quiet Streets were introduced across 65 kilometers in 31 locations to make it safer and easier for people to maintain physical distance while walking and cycling on local streets. This program was designed to enable trips to essential businesses as well as recreational access to the outdoors in the earliest days of the pandemic, when parks were closed and norms and standards of physical distancing and mask wearing were not yet established. Quiet Streets were installed in May 2020 and continued until mid-October 2020.

On these streets, signs and barricades were placed at each intersection along the route either in the centre of the lane or at the curbside, depending on the characteristic of the location. There were two signs facing oncoming traffic - one saying 'Shared Space' depicting a pedestrian, a person cycling, and a car, and the other one saying 'Local Traffic Only'. There was a third sign on the reverse saying 'Do your part, stay apart'. Routes were also designated as soft closures on digital wayfinding platforms (e.g. Google Maps and Waze). A few weeks into the program Google Maps introduced a designation called 'Pedestrian Street' and converted the code for all Quiet Streets to the new designation.

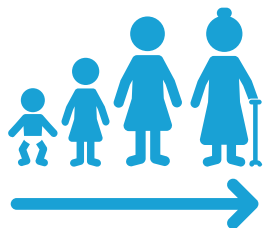
From June 23rd – September 30th, an online survey was open to gather feedback from users of the Quiet Streets. The survey was promoted 4 | with sidewalk stickers and decals on barricades. Ward offices were

also encouraged to include the link in Councillors' newsletters. A total of 9,842 survey responses were collected. This report summarizes that feedback, first looking at the data from a program-wide perspective, and then breaking it down on a route-by-route basis.

Quiet Streets provoked a wide range of responses. The vast majority of survey respondents agreed with the goals of Quiet Streets. They wanted to see a reduction in vehicular speeds, wanted more space to safely physically distance, and wanted safer, shared streets. Where people tended to disagree was in how successful the Quiet Streets program was at achieving those goals. A small portion of respondents rejected the premise of the Quiet Streets program.

Some respondents identified and appreciated many benefits of Quiet Streets, most commonly the ability to safely distance from others, feeling safer while walking or cycling along the route, and reductions in non-local traffic. Less commonly identified, but still prominent benefits of the program include improvements to respondents mental, physical, and environmental health. Other respondents disagreed that Quiet Streets helped reduce non-local traffic or reckless driving, and expressed frustration with the quality of program materials, considering them to be too easily tampered with to affect change. The survey question about program benefits generated demonstrably more engagement than the survey question about program pain points, suggesting that the program was viewed more positively overall, with room for improvement.

The Average Respondent:



Was Between the Ages of

30-55

64% of Respondents



Was Predominantly

Female

52% of Respondents



Identified as

Not Living with a Disability

82% of Respondents



Traveled Quiet Streets by mode of

**Walking/
Jogging**

81% of Respondents



Lived in a Household of

**3 to 5
People**

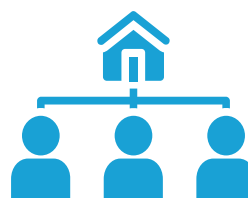
47% of Respondents



Lived or Worked on or within
3 Minutes of a

Quiet Street

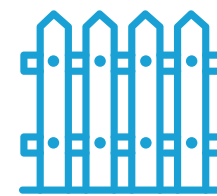
67% of Respondents



Used a Quiet Street with

**Adult Members
of the Same Household**

69% of Respondents



Did not Rely on Parks or
Public Spaces for
**Access to the
Outdoors**

86% of Respondents

When reviewing the data on a route by route basis, it becomes even clearer how many respondents supported Quiet Streets in theory but were less satisfied with about how it was implemented. Many of the streets with mixed or negative responses to the program were not opposed to traffic calming in general. On the contrary, many communities would like to see permanent improvements to road safety on their streets and expressed negative impressions of the quality, durability, and overall effectiveness of the temporary materials used for Quiet Streets. As with the overall data, respondents from only a few Quiet Streets routes saw little or no value at all in what the program set out to achieve. There were more calls to improve Quiet Streets and make it permanent than to end the program entirely. Quiet Streets was

conceived, planned, and implemented in a very short time frame amidst a global pandemic of a scale and impact unprecedented in our lifetimes. As a rapid response initiative, the program design did not involve any consultation with impacted communities, and was limited to the use of readily available materials. Overall, most respondents were eager to see traffic managed on local streets to make walking and cycling easier and safer by having traffic speeds and volumes lower, but not relying on very limited range of temporary interventions, basic materials, and limited community engagement. The survey suggested that while Quiet Streets may not have had a consistent or lasting impact on traffic management, the program was a valued aspect of the City's efforts to respond to COVID-19.

Part 1: Program Overview



Introduction

What were Quiet Streets?

Quiet Streets were shared spaces designed to enable local residents to maintain physical distancing from others within their communities. Signs and temporary barricades have been placed on select neighbourhood streets to open up space for people who walk, run, use wheelchairs, and bike by encouraging slow, local vehicles access only.

The Quiet Streets program began the week of May 11 and continued until October of 2020. Approximately 65 km of Quiet Streets were installed in 31 locations.

The Quiet Streets survey collected user feedback on how successful the program has been at creating safer streets that support physical distancing and active travel. It was an opportunity for Torontonians to share their thoughts and experiences with the program. The survey was promoted online through social media networks as well as on the Quiet Streets routes using sidewalk decals and stickers on signs. This survey was open from June 23 – September 30, and this report will summarize all the data gathered

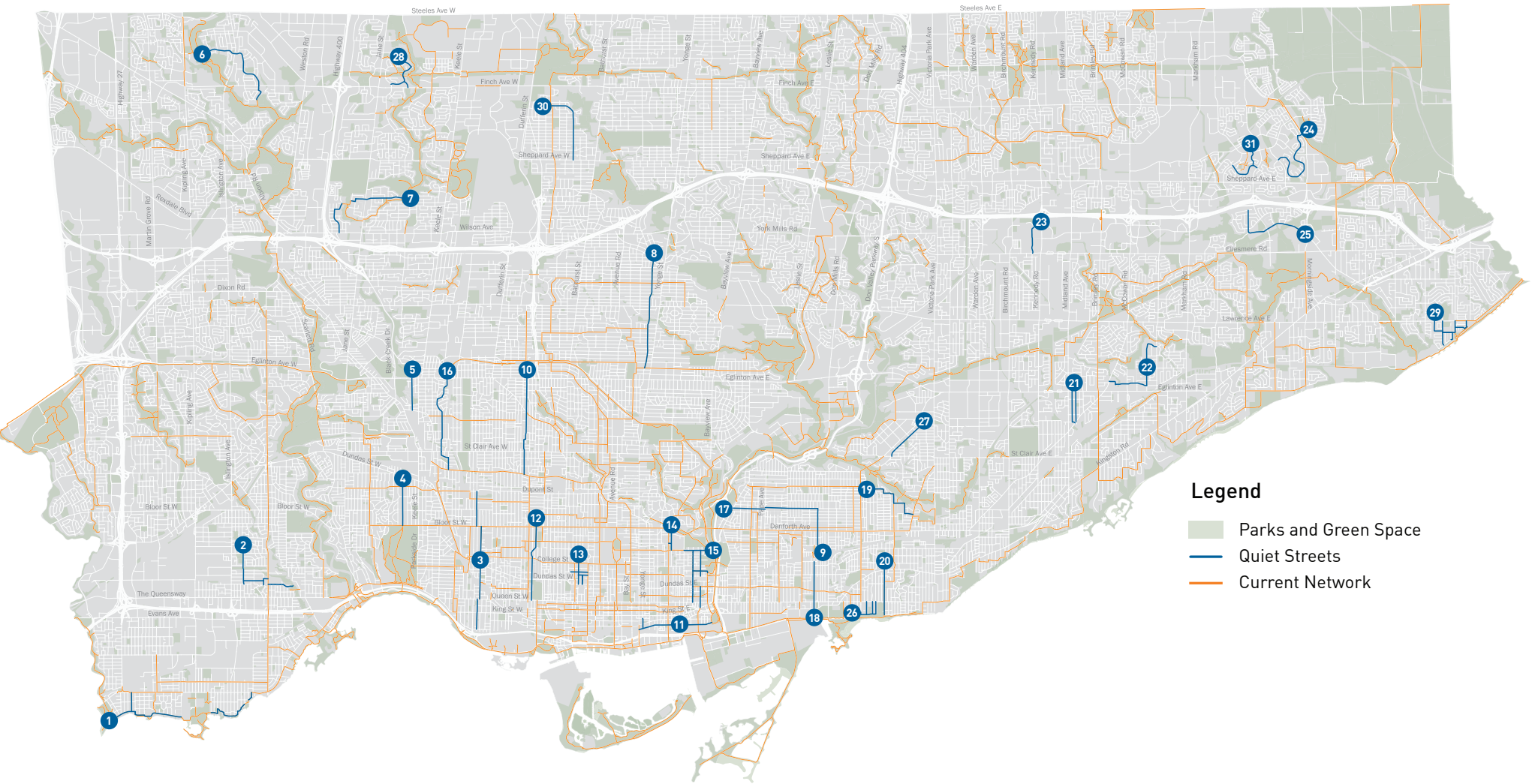


This report will summarize the following information:

- Overall response to the Quiet Streets program
- Demographic of survey respondents
- Respondents level of understanding of the Quiet Streets program
- Effectiveness of Quiet Streets program
- User experience of Quiet Streets program
- Experiential comparison between Quiet Streets
- Survey commentary
- Quiet Street by Quiet Street breakdown

Total Survey Responses: 9,824

Map of Quiet Street Locations

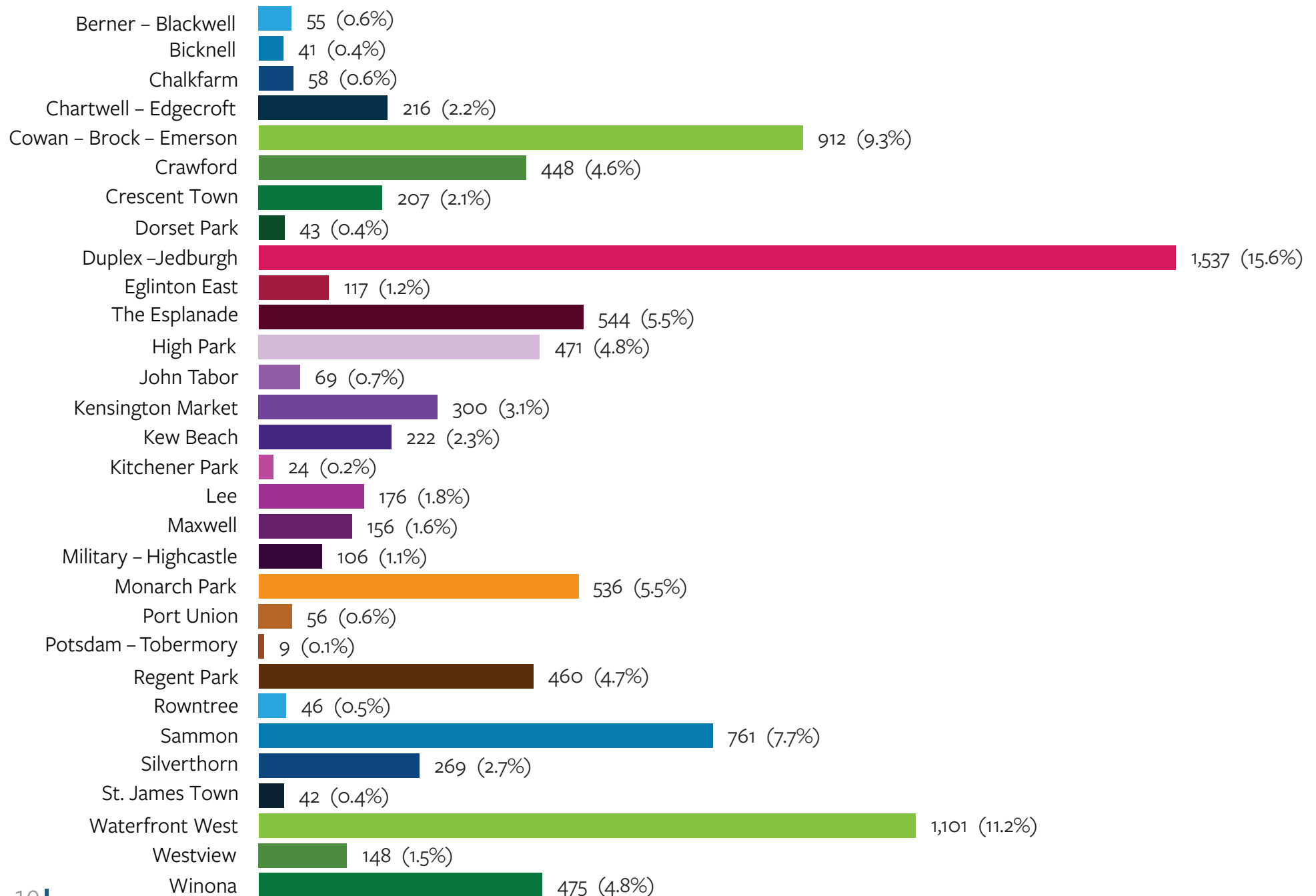


- Legend**
- Parks and Green Space
 - Quiet Streets
 - Current Network

Quiet Street Routes

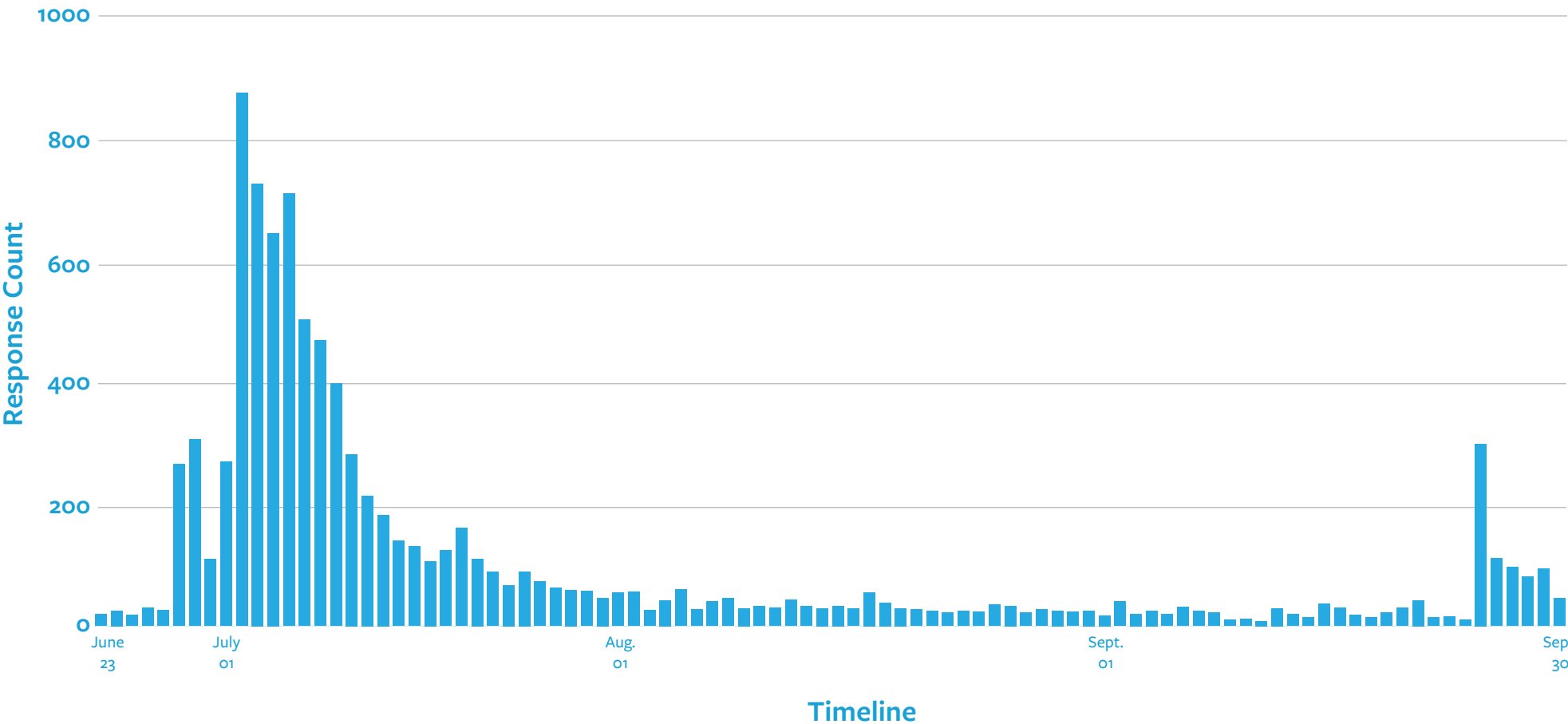
- | | | | | |
|-----------------------|----------------------|-------------------|------------------------|---------------------|
| 1 Waterfront West | 8 Duplex-Jedburgh | 15 Regent Park | 22 Eglinton East | 29 Port Union |
| 2 Chartwell-Edgecroft | 9 Monarch Park | 16 Silverthorn | 23 Dorset Park | 30 Maxwell St |
| 3 Cowan-Brock-Emerson | 10 Winona | 17 Sammon | 24 John Tabor | 31 Berner-Blackwell |
| 4 High Park | 11 The Esplanade | 18 Woodfield | 25 Military-Highcastle | |
| 5 Bicknell | 12 Crawford | 19 Crescent Town | 26 Kew Beach | |
| 6 Rowntree | 13 Kensington Market | 20 Lee | 27 Westview | |
| 7 Chalkfarm | 14 St. Jamestown | 21 Kitchener Park | 28 Potsdam-Tobermory | |

Survey Responses by Quiet Street Route



Response Timeline

June 23 - September 30, 2020



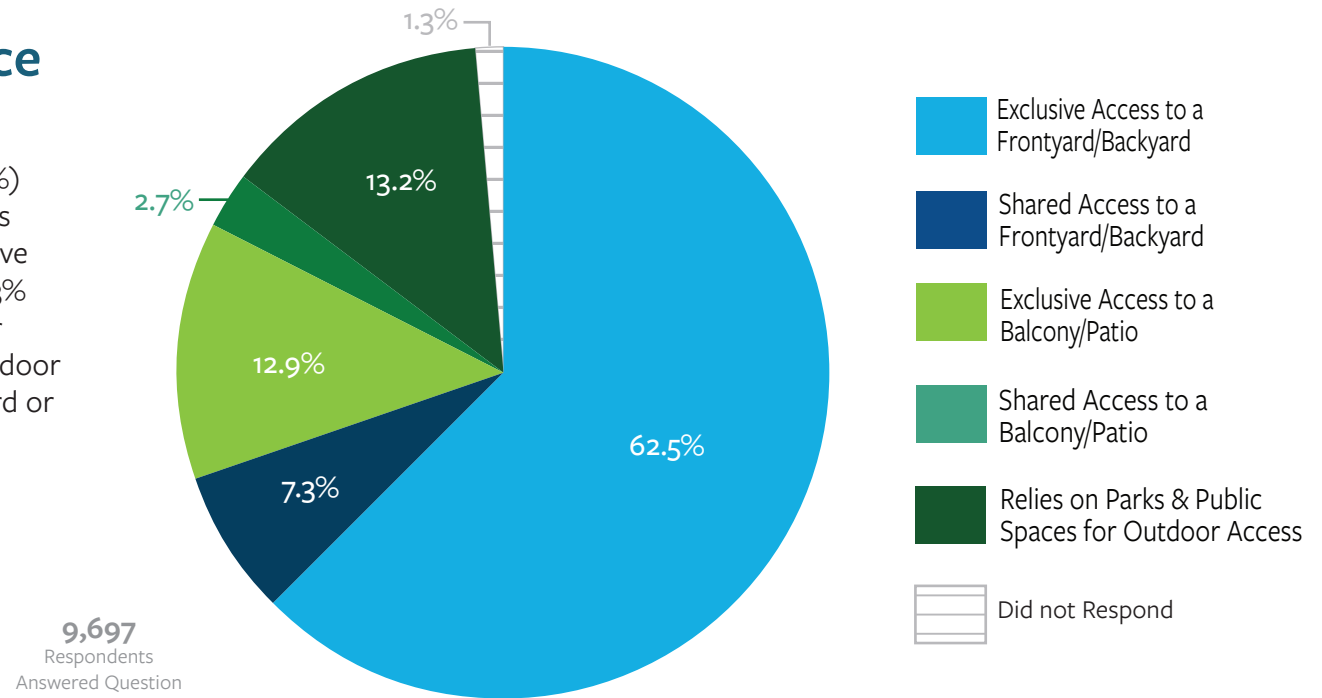
Overall Survey Findings



Access to Outdoor Space

Overall Survey Response

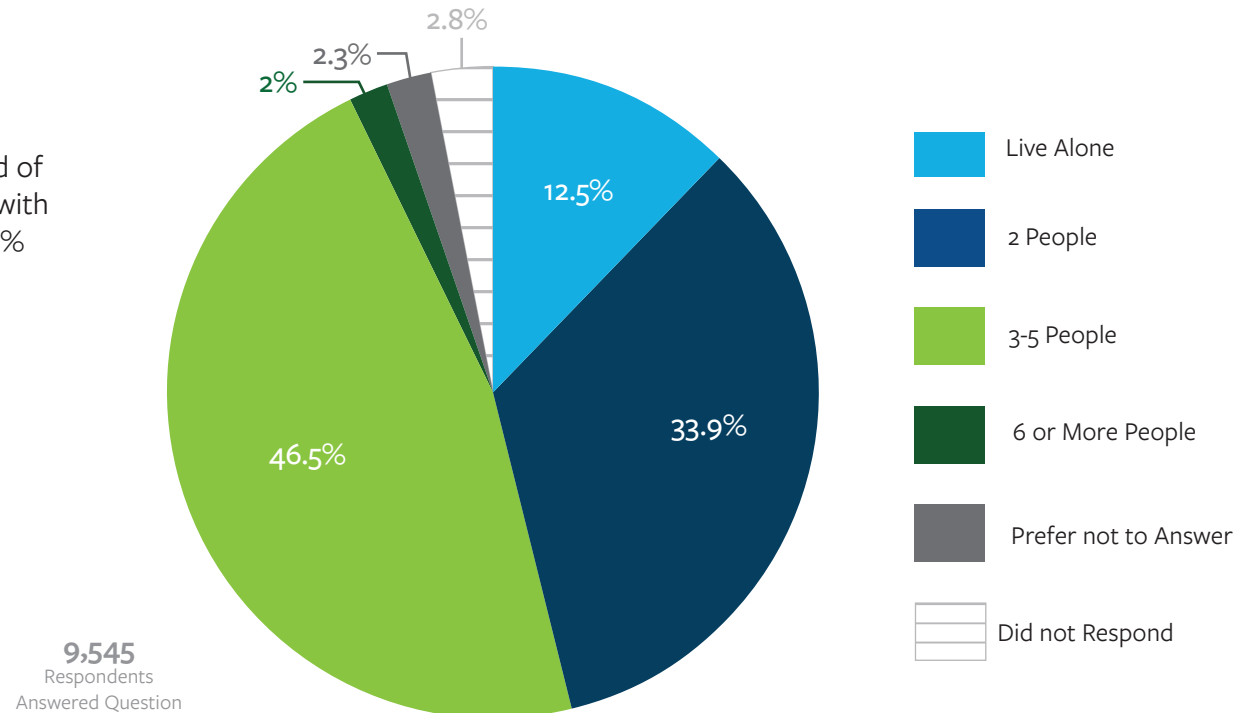
The majority of all survey respondents (63%) live in households that have exclusive access to a back or front yard. 13% live with exclusive access to a balcony or patio, and another 13% rely on parks and public spaces for outdoor space. 10% of respondents have shared outdoor space with either a shared front or back yard or a shared balcony or patio.



Household Density

Overall Survey Response

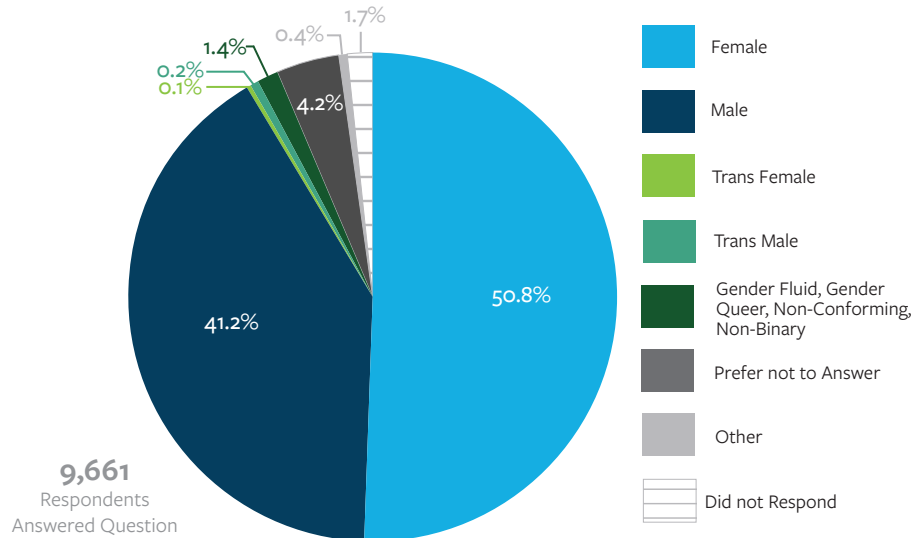
47% of survey respondents live in household of 3-5 people, whereas 34% live in households with two people. 12% reported living alone, and 2% live in households with 6 or more people.



Gender

Overall Survey Response

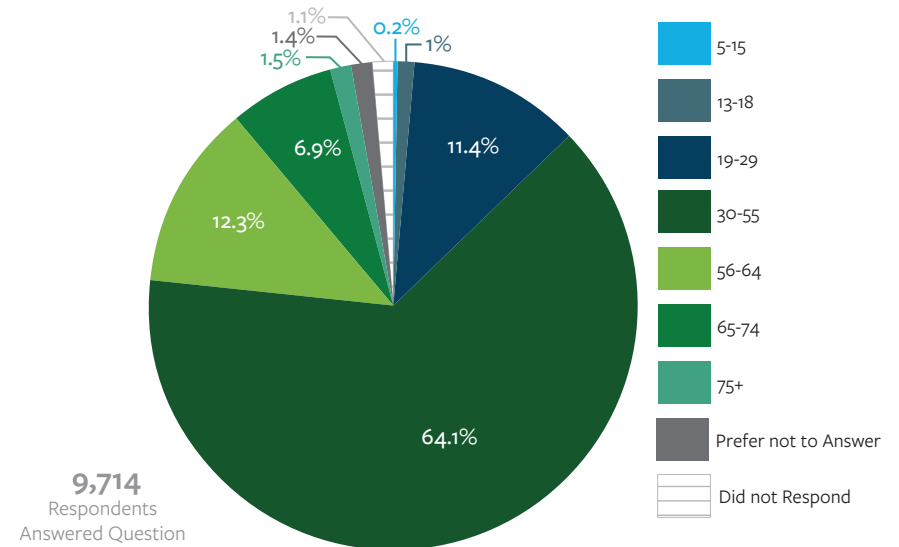
51% of survey respondents identify as female, while 41% identify as male. 4% preferred not to answer, 1% selected other, and 1% identify as gender fluid, gender queer, non-conforming, or trans (both trans male and trans female).



Age

Overall Survey Response

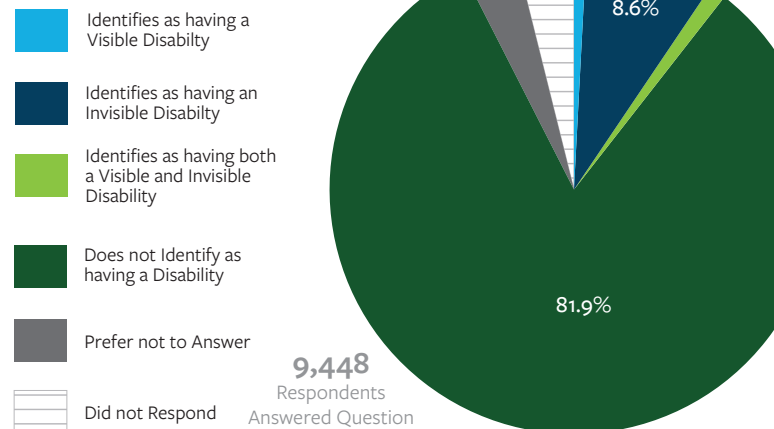
Over two thirds of all survey respondents (64%) fall within the ages of thirty to fifty-five, with 12% aged fifty-six to seventy-four. 11% of respondents were nineteen to twenty-nine. 7% were seventy-five and older.



Ability of Survey Respondents

Overall Survey Response

A majority of respondents (82%) reports having no disability. 9% of respondents have an invisible disability, 1% have a visible disability, and 1% have both a visible and invisible disability.



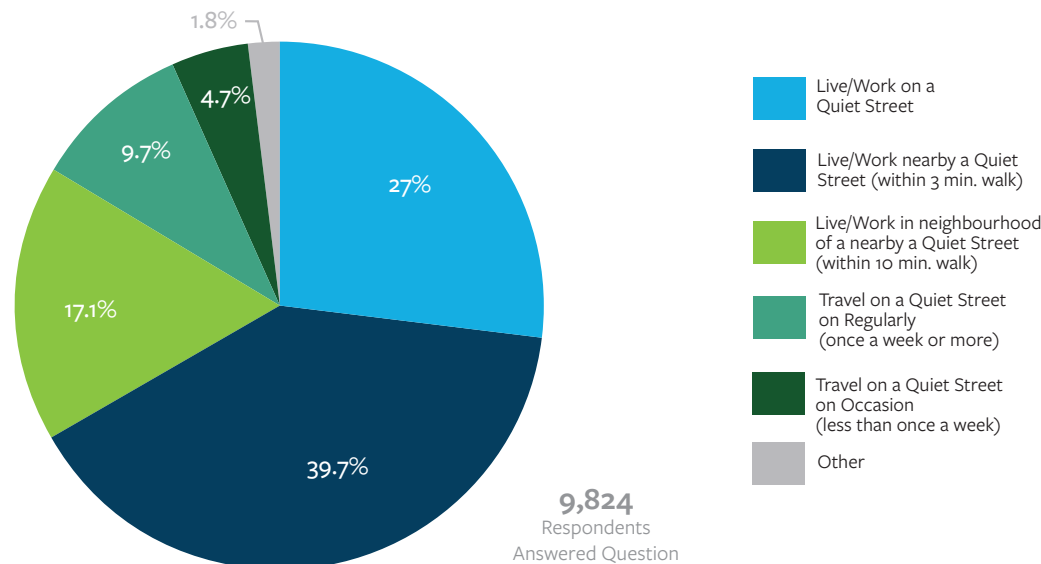
Note on Demographic Data

It should be noted that no data was collected on the race or socio-economic status of survey participants.

Relationship to Quiet Street

Overall Survey Response

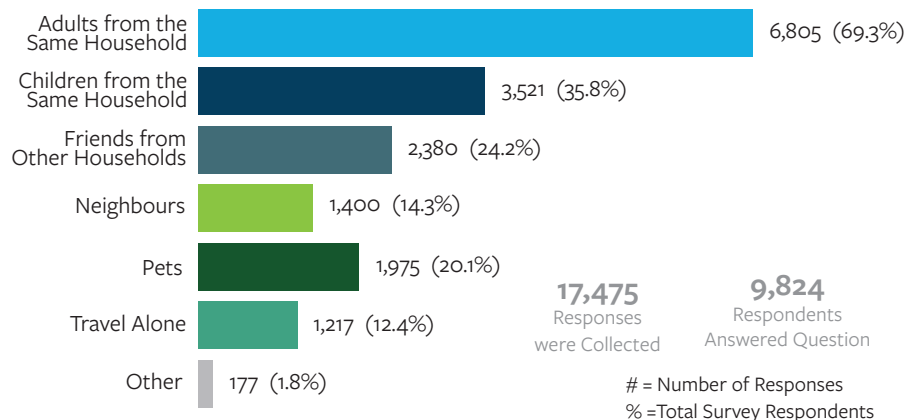
40% of respondents live or work within a 3 minute walk of a Quiet Street, while over one quarter (27%) live or work directly on one of the routes. 17% live or work in a neighbourhood with a Quiet Street. 10% travel along the Quiet Street regularly, while 5% use the route occasionally.



Using Quiet Streets with Others

Overall Survey Response

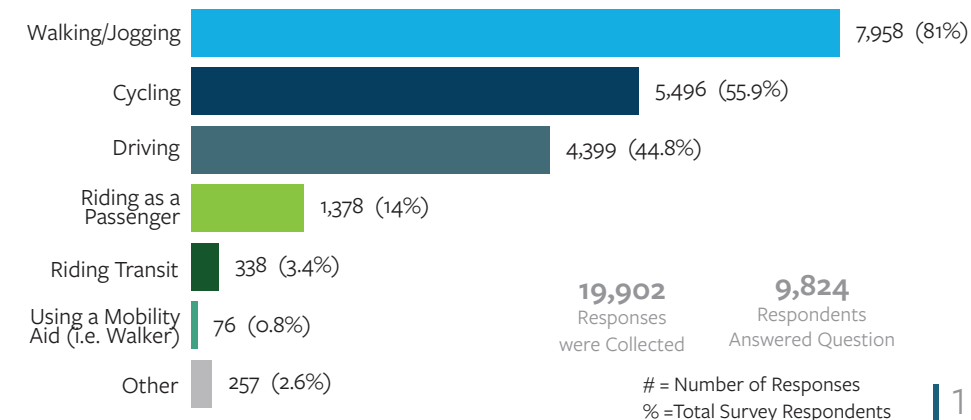
Over two thirds (69%) of Quiet Streets users travel along the route with other adults from the same households and 36% use the routes with children from their home. 39% say they use Quiet Streets with friends or neighbours from other households. 20% use the program with their pet. 12% use Quiet Streets alone.



Mode of Travel by Respondents

Overall Survey Response

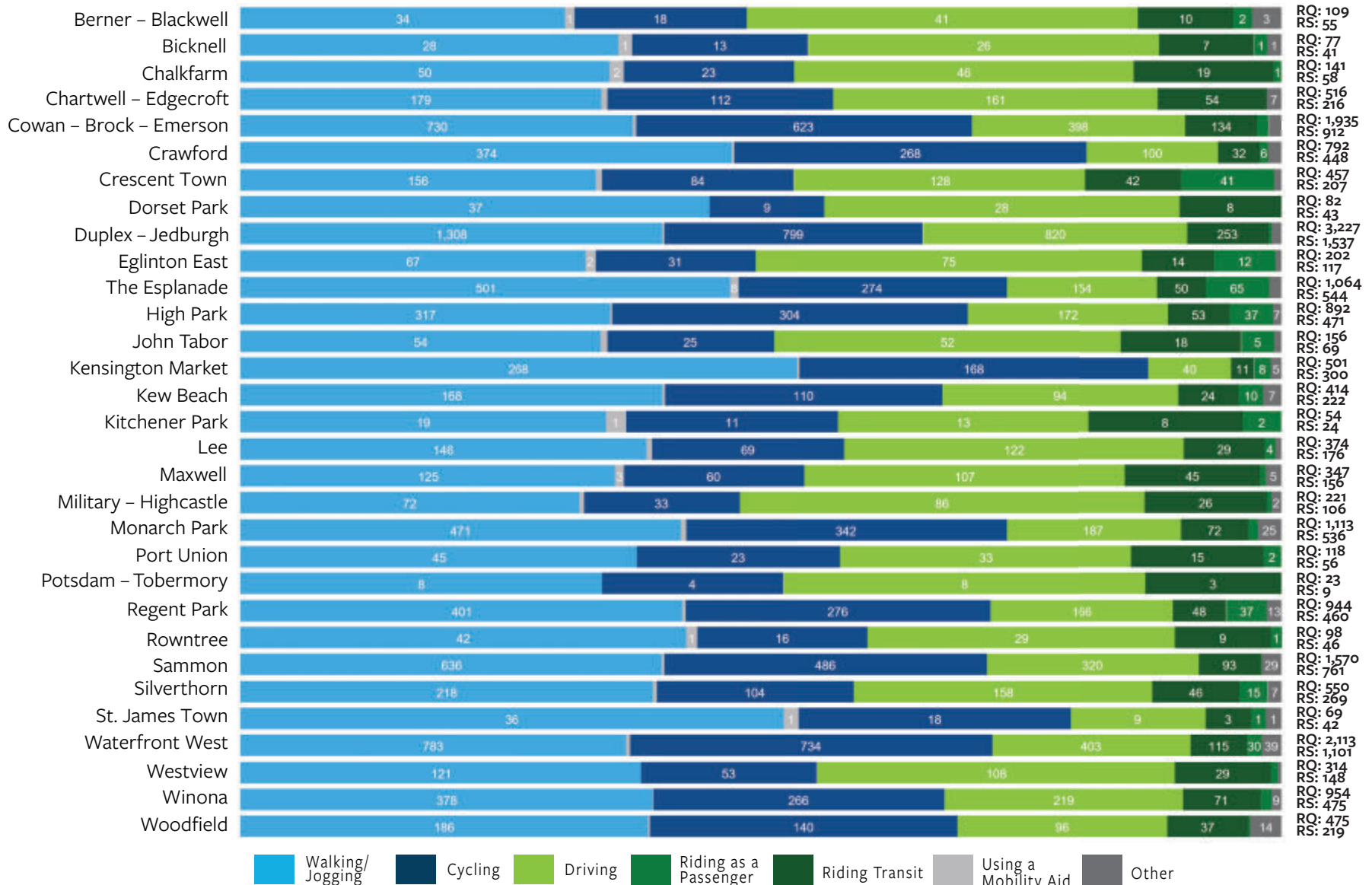
81% of respondents indicated that they often walked or jogged along Quiet Streets. 56% indicated cycling, and 45% indicated driving. Riding as a passenger in a car was a common form of travel 14% of the time, and taking transit was a common mode of travel for 3% of respondents.



Modes of Travel Reported by Respondents

Walking and jogging were the most common modes of travel on 28 Quiet Streets Routes as reported by respondents, and were the second most common on the remaining three routes. Driving was the most common mode of travel on three routes (Berner – Blackwell, Eglinton East, Military – Highcastle), the second most common form of travel on 14 routes.

Potsdam – Tobermory was tied between driving and walking as the most common form of travel. Cycling was the second most common form of travel on 13 routes and the third most common on 18 routes.



RQ = Total Number of Responses for Question
RS = Total Number of Respondents for Street

Quiet Streets Understanding

The Intention of Quiet Streets

The Quiet Streets program intends to create shared space that enables local residents to maintain physical distancing within their communities. Signs and barricades have been placed either in the centre of the lane or at the curbside, depending on the location of the Quiet Street. The placement of the signs and barricades encouraged drivers to slow down and take extra care when navigating the route, while creating a more inviting space for active travel such as walking or cycling.



93% of Respondents

reported that their understanding was or had become that “Quiet Streets are shared space to allow local residents to maintain physical distancing within their communities through the installation of signage and temporary barricades to encourage slow, local vehicle access only. They do not invite people to congregate or host social gatherings on the street.”

Routes with the best understanding

Out of the 31 Quiet Streets active in the City of Toronto, these five routes have the highest level of program understanding:

1. Sammon - 97%
1. Crawford - 97%
3. Duplex – Jedburgh - 96%
4. Monarch Park - 95%
5. Woodfield - 94%

Routes with the least understanding

In contrast, these five Quiet Street routes have the lowest levels of program understanding:

1. Berner – Blackwell - 22%
1. Kitchener Park – 22%
3. John Tabor - 19%
4. Chalkfarm - 17%
5. Port Union – 15%

Comments about Program Understanding

Overall Survey Response

"It is confusing to understand the closing of streets when construction is taking place on nearby roads. Users of the road will simply disregard the quiet street signage, as there is no fine, and use the quiet street anyway."

"It just makes the city feel more livable. It makes me feel like Toronto is going to come out of this a better place."

"I never understood what I was supposed to do on a quiet street. We walk on the sidewalk like we always did. cars drive on the street like they always did. Very few cyclists. NOBODY walks on the street, assuming that's what you want us to do."

"If the signage looked more permanent and official car drivers might follow rules. I think many drivers have no idea what the program is."

"We should implement quiet streets permanently on many of the quiet residential streets in our areas. There is no reason for so many car-centric roads in residential neighbourhoods that are already over-served by vehicular routes."

"The program is not well publicized or clearly explained. Basically, it looks like the city just put pylons on various downtown streets. The pylons were not locked down so of course people move them back to the curb. It is kind of a joke."

"I think more clarity would help - particularly for drivers - about how the street is to be used. Whether this be through better signage, more physical barriers, or different street."

"We understand the reasoning and appreciate the effort, but we found the signs and barriers to be ineffective at slowing traffic and preventing non-local traffic from passing through or parking on the streets."

"I honestly had no idea what it was for and anyone else I talked to were also very confused about it. Now that I'm learning more about its purpose through this survey, I think the intention is good, but I think communications about the purpose could have been better and I don't think it accomplishes any of the above unfortunately. There's just as much vehicular traffic. I appreciate the effort."

"I don't think anyone really knew what it was about. Do you really expect drivers to find a new route to where they usually drive because there's signs saying local access only? I'm not even sure what exactly you wanted to happen."

"Many drivers seem either to not understand how the quiet streets are supposed to work or are actively opposed to the program and willing to flout the rules. I think the program would benefit from an education campaign and traffic enforcement. The program would improve further if we established some pedestrian only streets."

"Keep it forever. Many of these streets should be local traffic only anyway. They're not major thoroughfares. It inconveniences almost no-one and makes the city so much more walkable and enjoyable."

"I never understood what I was supposed to do on a quiet street. We walk on the sidewalk like we always did. cars drive on the street like they always did. Very few cyclists. NOBODY walks on the street, assuming that's what you want us to do."

"I felt unwelcome in the street where I do not reside. As if I am using a gated neighbourhood. We always shared the road and practiced social distancing everywhere not just in those 'special streets.'"

"An education blitz is needed for car owners. Do a campaign with volunteers/educators that stop each car as they enter the market streets, talk with the drivers and give a flyer explaining the program."

"LOVE the idea of this program, but I have almost been hit twice (once very close) by people in vehicles confused about the signage and still turning onto the street and speeding. Not sure what specific improvement could be made to still allow those who live on the street the ability to access it."

"I think the definition of 'local traffic' needs to be made cleared on signage at the Quiet Street location. I understand it to mean traffic of people who live on the street, or have no other route option to get to their home, but found out this wasn't necessarily universally known."

"I would like to see some education/enforcement along the route. Local and non-local drivers should be given clear instructions as to what constitutes 'local' traffic, which to means you either live between barricaded intersections, or you live on a street that is accessed directly from the barricaded block. 'Local traffic' is not a clear-enough direction for drivers to understand the intent."

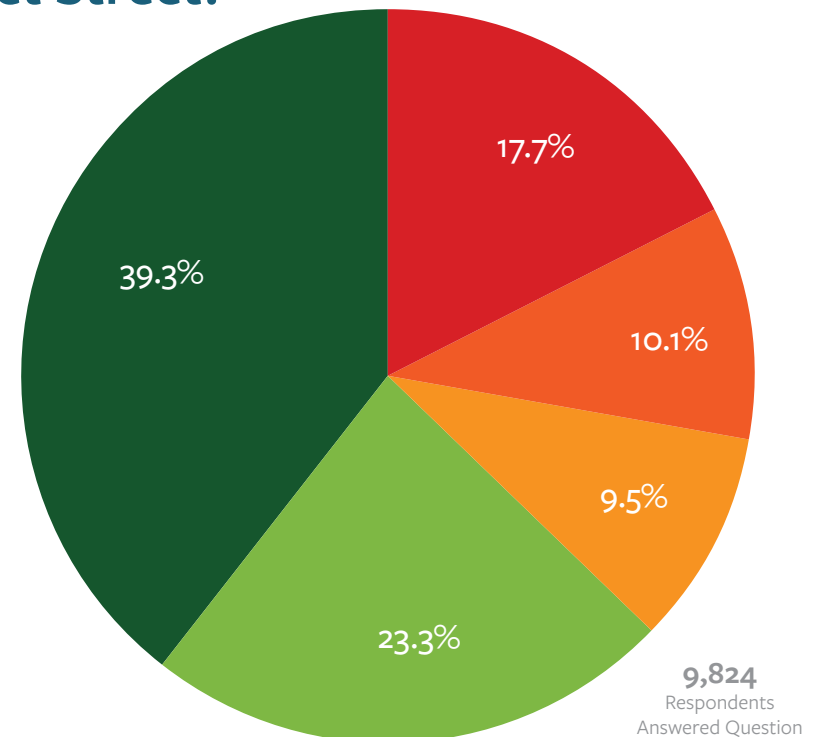
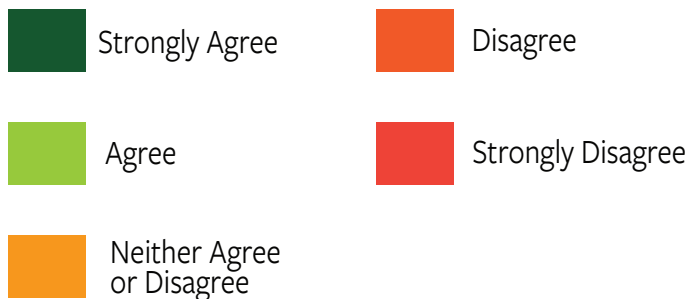
"Without reading about the program, I was very confused. I thought it was just setting up for construction..... While cars avoid the traffic cones, nothing stops them from moving back over on the length of the street. My mom asked one man to slow down in a quiet street zone and got yelled at and called names."

Enabling Physical Distancing

To what extent do you agree/disagree with this statement: Quiet Streets improved my ability to maintain physical distancing while walking, running, using a mobility device, and or cycling along the Quiet Street?

Overall Survey Response

A majority of respondents (62%) either agree or strongly agree that Quiet Streets improved their ability to maintain physical distancing while walking, running, using a mobility device, and/or cycling. 23% agree with that statement, while 39% strongly agree. Just over one quarter (28%) feel that Quiet Streets did not improve their ability to maintain physical distancing, with 10% disagreeing and 18% strongly disagreeing. 10% of respondents neither agreed or disagreed with that statement.



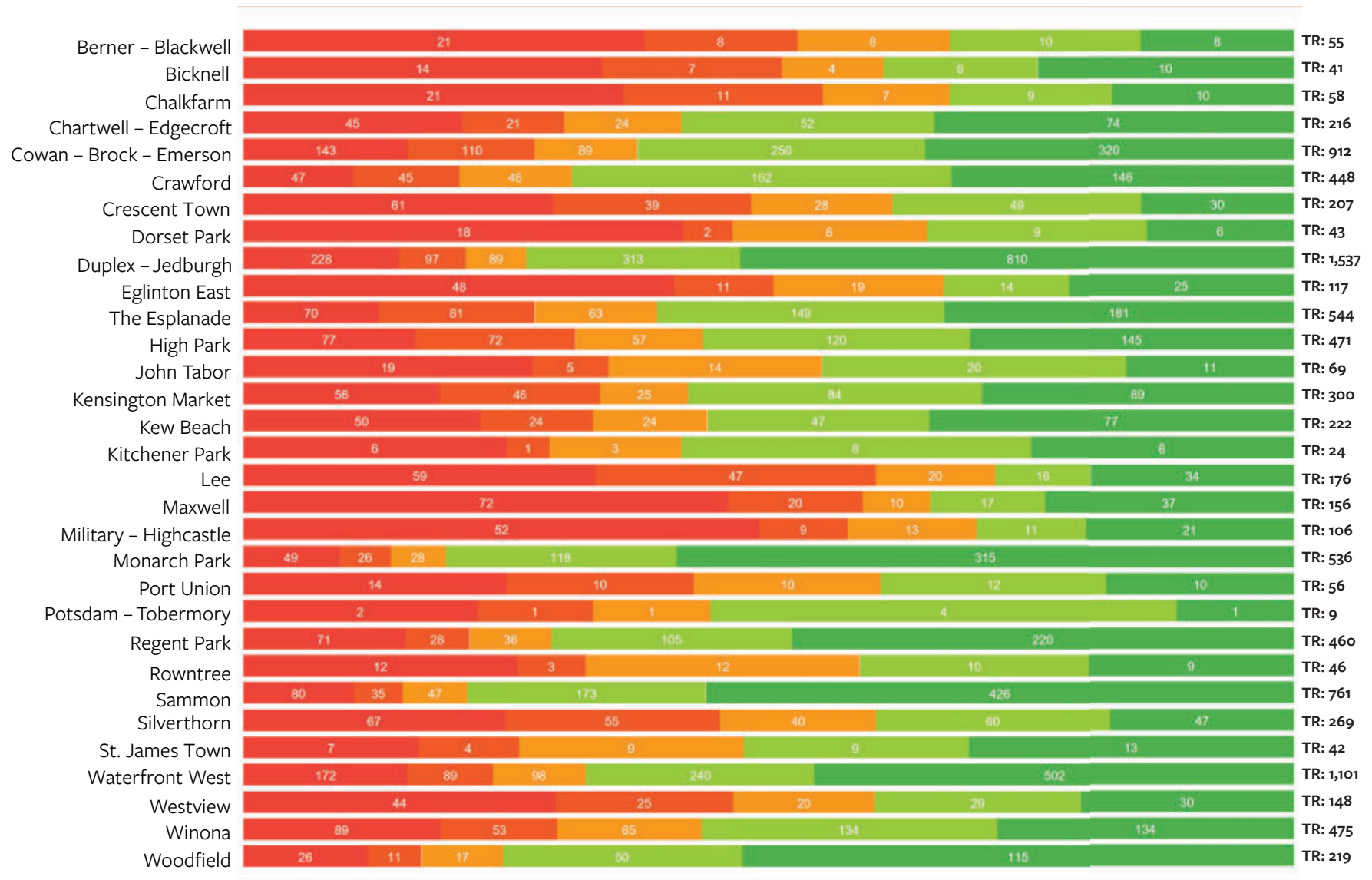
Top 5 Routes that Strongly Agreed Quiet Streets helped to Physically Distance:

1. Monarch Park – 59%
2. Sammon – 56%
3. Duplex – Jedburgh – 53%
3. Woodfield – 53%
5. Regent Park – 48%

Top 5 Routes that Strongly Disagreed Quiet Streets helped to Physically Distance:

1. Military – Highcastle – 49%
2. Maxwell – 46%
3. Dorset Park – 42%
4. Berner – Blackwell – 40%
5. Chalkfarm – 36%

Has Quiet Streets improved the ability to maintain physical distancing while walking, jogging, or biking?



Strongly Disagree Disagree Neither Agree or Disagree Agree Strongly Agree

TR = Total Respondents

Comments about Quiet Streets enabling physical distancing

Overall Survey Response

“There’s more of a community feel, cars travel much slower in residential streets.”

“The Quiet Street signs are helpful visual reminders for people to maintain physical distance and share space. It may also be helpful to have explicit reminders about avoiding social gatherings.”

“I really appreciate the Esplanade was selected for the program because it is impossible to physically distance on the sidewalks due to the number of pedestrian.”

“Initially it was the extra distance that I really loved and the peace of the neighbourhood with less cars racing by, but over time the road is very busy with cyclists and cars that it’s dangerous to walk in the street.”

“I really love this program. It helped my mental health tremendously being able to get outside and go for a simple walk without having to worry about social distancing.”

“It is an inviting space to walk and enjoy being outdoor and remain physically distant.”

“There was more space available for outings with children.”

“I have to use a stroller when I’m out with my kiddo, and it takes up a lot of sidewalk space - the program has really helped to support safe physical distancing (when other pedestrians are paying attention, that is).”

“I love the Quiet Streets. I was afraid to use my bike prior to Quiet Streets but now I use my bike often, as a form of exercise and enjoyment, as I feel very safe and happy on the Quiet Streets. Thank you so much. Also when I am walking it is so much easier to keep physically distanced on the Quiet Streets.....it is not nearly as easy on the narrow neighbourhood sidewalks.”

“I LOVE these corridors. They enhance social distancing, but over and above that, the de-prioritize vehicles which promotes pedestrian and cyclist activity. I feel so much safer walking my kids to preschool and cycling through our neighbourhood now.”



"The signs have zero impact - cars still drive through as normal, often speeding, making it very difficult for pedestrians to make use of the intended extra space. It seems okay for cyclists, who already have some claim to road space, but as a pedestrian I do not feel safe to step into the road to maintain physical distance from other pedestrians."

"Orange barrels and signs were frequently not in place and even when in place were largely ignored by drivers. Didn't change anything."

"Why not shut down the street completely - no traffic. Or only transit. I don't think I've seen any difference in the volume of car traffic. Also unclear on how this helps with social distancing. Am I meant to be allowed to walk down the street as a pedestrian? That would not be possible in a safe way right now."

"I have seen signs and no changes in people's behaviours. Crowding the sidewalks as usual; many not distancing, and far too many cars."

"It is ok to have this program but it does not help physical distancing."

"Rarely see anyone walking on the road for the purpose of social distancing. People use sidewalks and driveways to allow others to pass. There are more bikes on the sidewalks than roads. With the traffic moving more slowly at 4 way stops there is more jaywalking/walking."

"We all know that we have to practice social distancing during COVID, and a sign will not force or encourage people to do so."

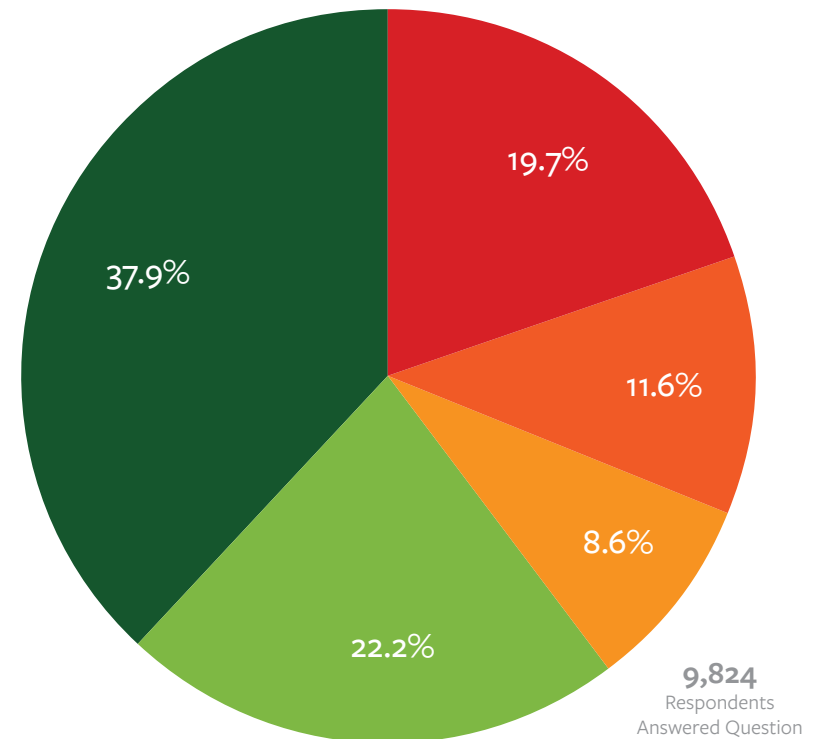
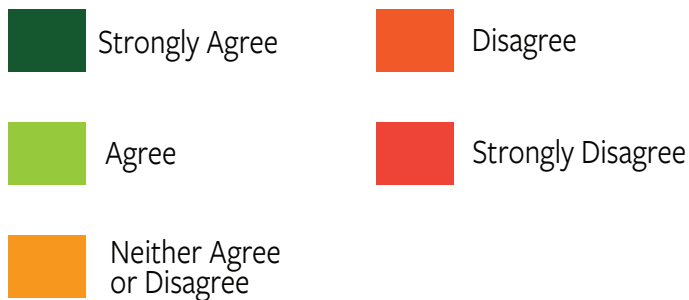
"I believe we need more education for drivers, in general, about reducing speed and sharing the road - this predates covid-19, but is needed more than ever."

Providing Shared Space

To what extent do you agree/disagree with this statement: The Quiet Streets program makes me feel more safe sharing space on the Quiet Street with other people travelling by different modes?

Overall Survey Response

A majority of respondents feel more safe sharing street space with people and modes of travel on Quiet Streets routes. 60% of respondents either agree or strongly agree with that statement. 31% of survey respondents disagree or strongly disagree, while 9% neither agreeing or disagreeing.



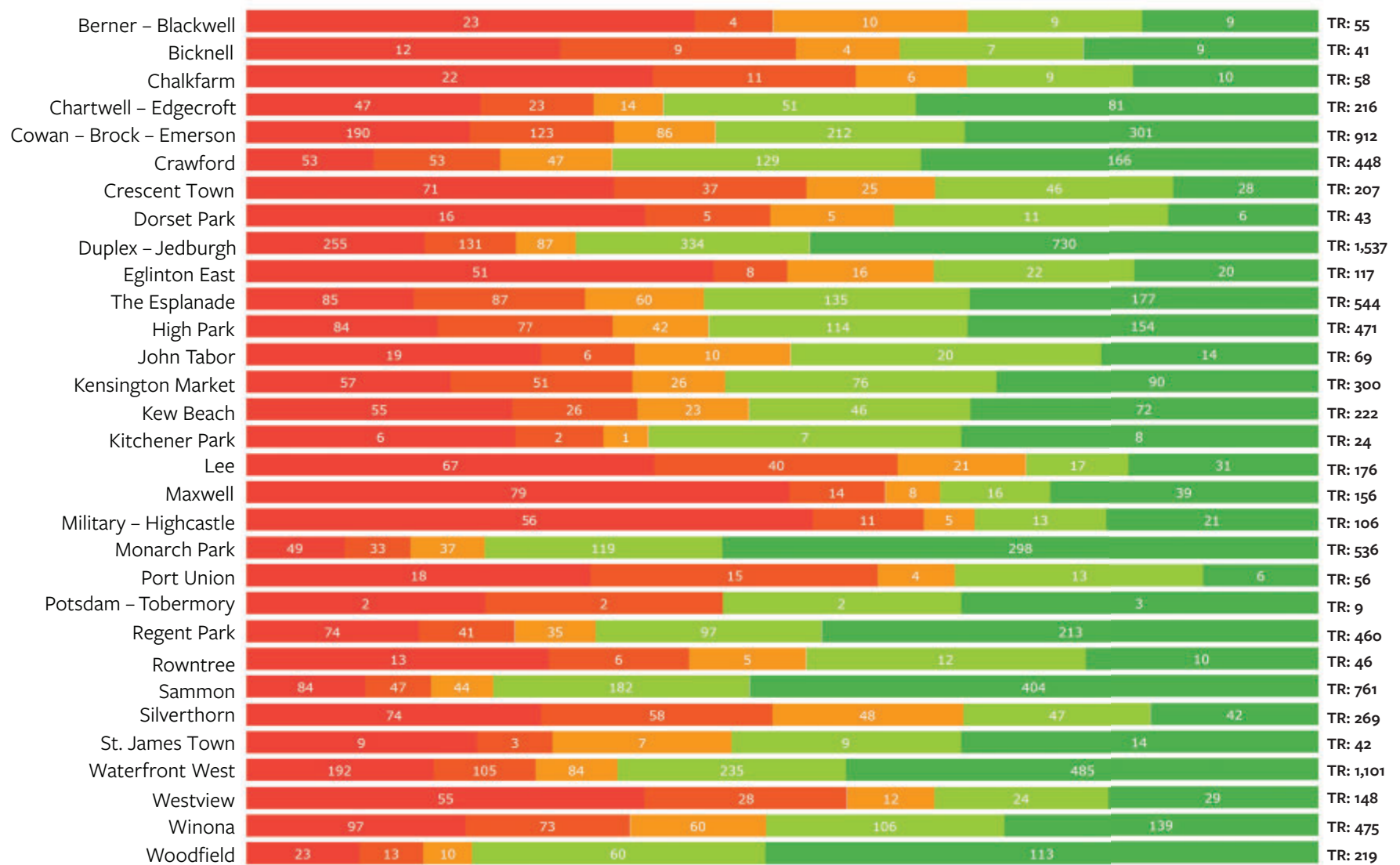
Top 5 Routes that Agreed/Strongly Agreed that the Quiet Streets program made streets feel safer:

1. Monarch Park - 56%
2. Sammon - 53%
2. Woodfield - 53%
4. Duplex - Jedburgh - 47%
5. Regent Park- 46%

Bottom 5 Routes that Disagreed/Strongly Disagreed that the Quiet Streets program made streets feel safer:

1. Military - Highcastle - 53%
2. Maxwell - 51%
3. Eglinton East - 44%
4. Berner - Blackwell - 42%
5. Lee - 38%

Has Quiet Streets made it feel more safe sharing the road with other people and other modes of travel?



Strongly Disagree Disagree Neither Agree or Disagree Agree Strongly Agree

TR = Total Respondents

Comments about shared space

Overall Survey Response

“Really like the program and have seen a very large increase in numbers of non-vehicle users of the street.”

“Shared streets should be a part of the City fabric beyond COVID.”

“For the first time, I could see cyclists, pedestrians, joggers... all sharing a space, without problems.”

“The reduction of vehicular traffic in these areas have been the biggest positive outcome of this program. Quiet Streets needs to be the new normal.”

“It works for sharing the road with other pedestrians and bikes. Sharing the road doesn’t work at all for pedestrians when a car is coming down Winona (which is every couple of minutes), the pedestrians are always forced to move onto the sidewalk.”

“Please do not end this program. Our whole neighbourhood uses it to walk safely with their families.”

“While it’d be nice to see a ‘shared street’ initiative I think it’s easier for people to understand when the rules are black and white (road closures), as with Lakeshore Sundays or Pedestrian Sundays in Kensington.”

“My big suggestion would be to think in the Woonerf mode: that Dutch model for sharing streets and civilizing urban life.”

“I walk with my kids and the fact that there is less traffic is amazing.”

“ Cities must radically rethink how streets are shared and the domination of them and our lives by allocating an inordinate amount of space.”

“I think we need in general to share the streets more equitably. The automobile has ruled the streets for too long with disastrous consequences to the health of individuals, the community and we now know to the very planet that sustains us.”

“Seemed like a worthwhile idea to try, but it didn’t result in a useful change for walking and cycling. The barrels just ended up creating conflict at intersections. Traffic volumes continued as normal and pedestrians were unable to walk safely on the street.”

“I have not seen any pedestrians or cyclists using the Quiet Streets. Cyclists still stay to the right (on the road) and people walk on the sidewalks.”

“It makes less room for bikes, so it feels less safe.”

“I don’t find the road barriers helpful. As a driver I have less room on the road and more distraction with pedestrians stepping onto the road and cyclists and all with less room!”

“In theory it promotes active transportation over the car, but like most places in Toronto, the car is still ever present.”

“Too many cars are using this street, so I’m sticking with the sidewalk.”

“Good idea, but the bicyclists do not share the road. They are all over it.”

“The barriers do not at all assist pedestrians with social distancing. Nor do they afford more space for cyclists & drivers; rather, they reduce the space. I think the barriers confuse traffic for drivers & cyclists.”

“People still only use the sidewalks as there is too much traffic on the Quiet Street. Signs are constantly being moved aside or tampered with.”

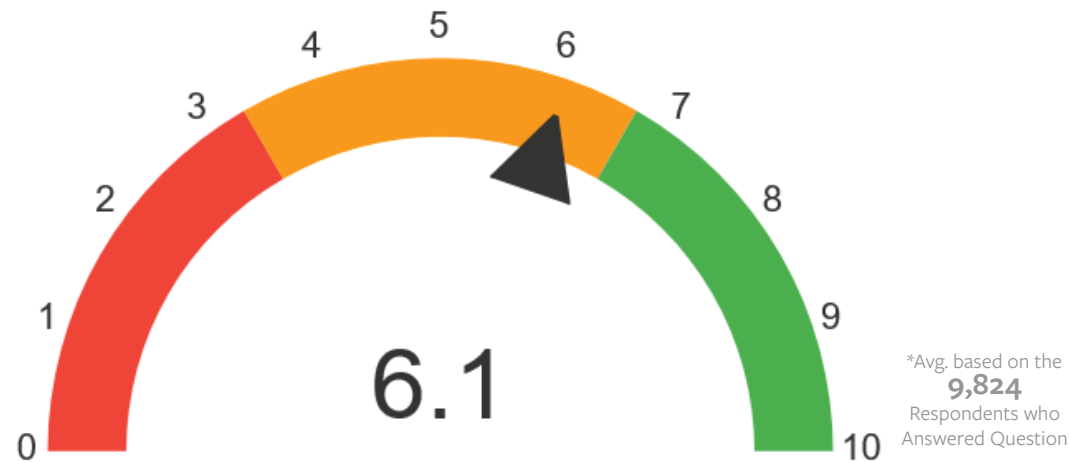
“With parking on the street and driveways, the barriers made the street unsafe. Cars have to swerve to get access to the streets they need.”

“The numerous signs and cones take up a lot of space and ironically create congestion and less space for everyone.”

Reduction in Vehicle Speeds

On a scale of 1 to 10, how effective are Quiet Streets at slowing/reducing vehicle traffic and improving/increasing active travel?

Average Survey Response



“Speeding vehicles remain the main risk to public safety.”

“I don’t find the road barriers helpful. As a driver I have less room on the road and more distraction with pedestrians stepping onto the road and cyclists and all with less room!”

“There are numerous schools in the immediate vicinity and it is also close to the Lawrence subway stop. The mornings and afternoons are becoming chaotic with commuters and kids being dropped off. It is VERY unsafe as people are dodging the pylons in big SUV’s with MANY children walking to and from school.”

“I loved seeing little kids out on their bikes, families able to walk altogether. Traffic did slow down.”

“When they are deployed properly, it slows down the street, it makes all road users think a little more about the space we share. There needs to be a more permanent version on our streets. The amount of speeding I’ve seen these last 5 months scares me.”

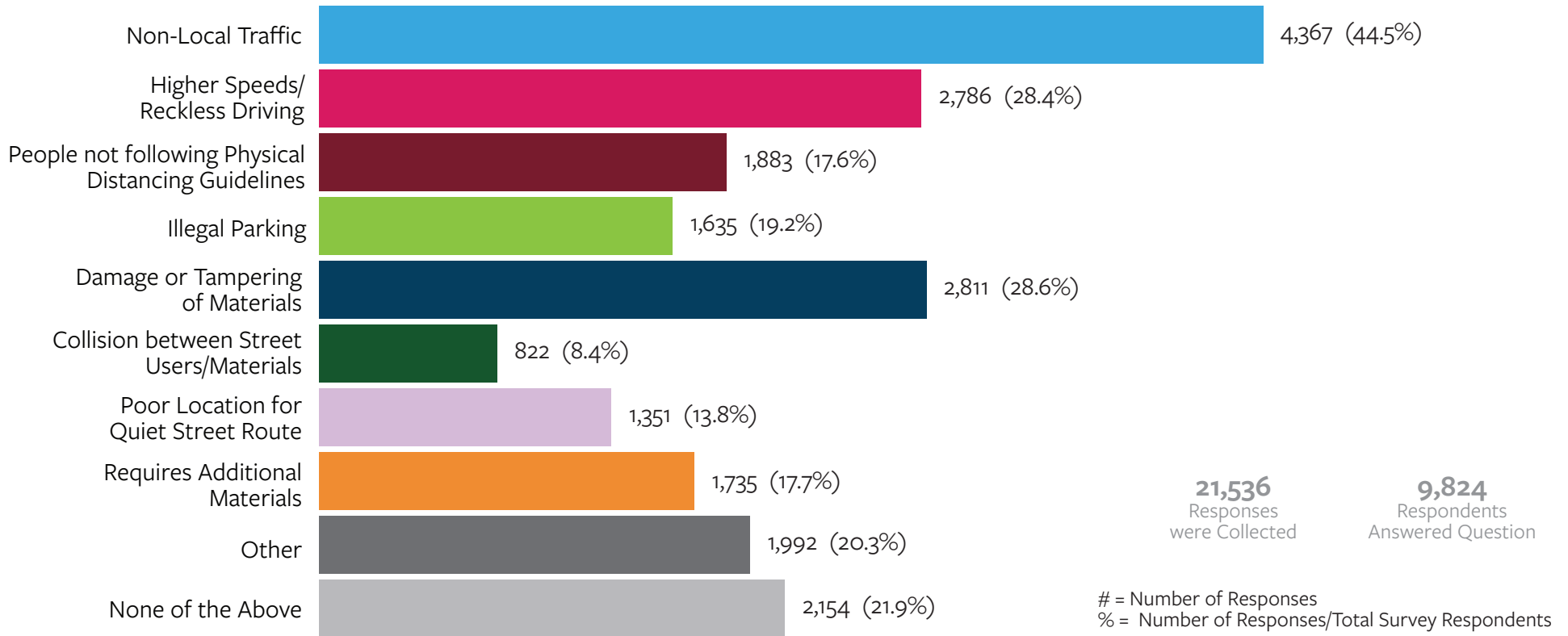
“Barriers force drivers to slow down somewhat where speeding is a frequent issue.”

“They do work at slowing speeding cars down which makes me feel safer and it’s a safer place for my children to play.”

Quiet Streets Pain Points

Problems or issues while using Quiet Street

Overall Survey Response



Non-local traffic was the most common concern identified, with 44% of respondents reporting it as an issue. Damage or tampering of Quiet Streets materials and unsafe driving (29% and 28% respectively) were the next most common concerns. 22% of respondents did not report any major problems or issues with using Quiet Streets. Only 14% of respondents feel poor locations for Quiet Streets routes was a problem, indicating that the locations chosen were for the most part successful.

Many written comments spoke to a need for additional and improved program materials, which is somewhat at odds with it being identified as a concern by just 18% of respondents.

Top 5 Pain Points by Category

Top 5 Routes requesting Additional Materials:

1. Kensington Market – 32%
2. Crescent Town – 28%
2. Dorset Park – 28%
4. Silverthorn – 27%
5. Rowntree – 26%

Top 5 Routes with Non-local Traffic:

1. Dorset Park– 58%
1. Silverthorn– 58%
3. Kensington Market – 56%
4. Crescent Town – 54%
4. Cowan – Brock – Emerson – 54%

Top 5 Routes with people not following Physical Distancing guidelines:

1. Kensington Market– 47%
2. Port Union – 45%
3. The Esplanade – 29%
3. Maxwell – 29%
3. Kew Beach – 29%

Top 5 Routes with Illegal Parking:

1. Port Union – 45%
2. Kitchener Park – 38%
3. Kensington Market – 37%
4. Berner – Blackwell – 36%
5. Chalkfarm - 34%

Top 5 Routes with Unsafe Driving:

1. Potsdam – Tobermory – 56%
2. Dorset Park – 49%
3. Silverthorn - 48%
4. Cowan – Brock – Emerson – 40%
4. Chalkfarm – 40%

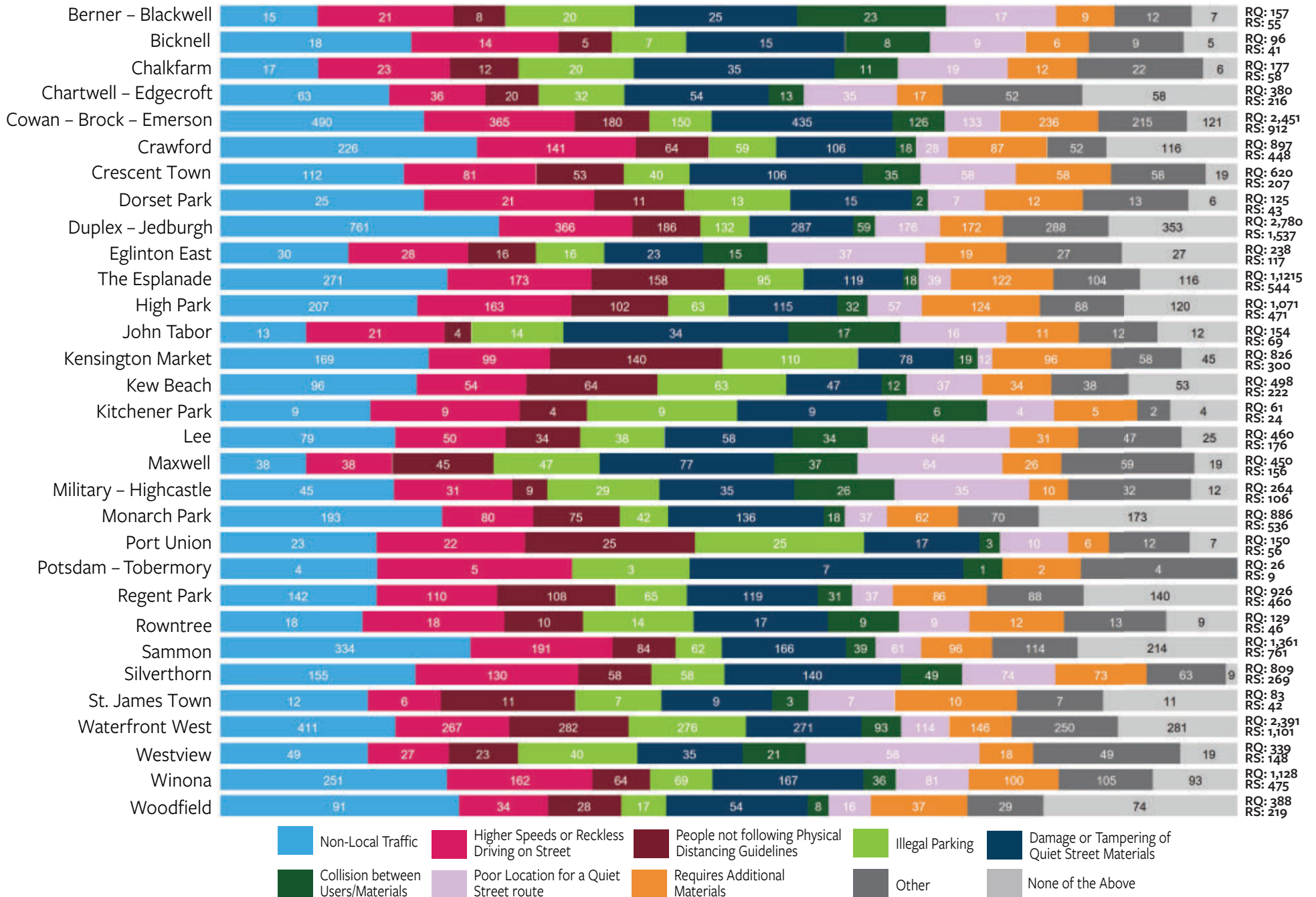
Top 5 Routes with the Greatest Damage/Tampering of Quiet Streets Materials:

1. Potsdam – Tobermory – 78%
2. Chalkfarm – 69%
3. Silverthorn – 52%
4. Crescent Town – 51%
5. Maxwell – 49%

Top 5 Routes where residents suggest that it is a Poor Location for a Quiet Streets Route:

1. Berner – Blackwell – 42%
2. Kitchener Park – 25%
2. Military – Highcastle – 25%
2. John Tabor – 25%
5. Maxwell – 24%

Problems or issues while using Quiet Street



Pain Points Comments

Overall Survey Response

"The signage was bulky and unattractive and created an impediment in the road."

More car drivers going the wrong way down the one-way street. There is also more bicycles traveling in the opposite direction of the one-way street. I'm not clear of the rules for bikes, and if this is in fact allowed, but I'm generally not expecting traffic from the opposite direction so find that it is less safe for me and for the bicycles.

"Poor signage as to how you will be redirected which increases traffic along secondary streets."

"I believe it has made it more dangerous than without it. People on foot and bikes pay less attention, drivers are confused and it is also causing increased traffic on parallel streets."

"I am surprised that there were no accidents. Cars parked on both sides of the street were a real hazard."

"There has been zero enforcement of 'Quiet Street' protocol resulting in a huge increase in illegal parking - this actually makes it EVEN MORE DANGEROUS for pedestrians because the streets are narrow."

"The barriers were moved and never put back. I did it for a bit but it seems as though the city didn't care to maintain the barriers."

"The program had no effect on non-local traffic."

"The cyclists are now the problem on our streets. They speed, travel in packs and I have yet to see a single one obey a stop sign. I am visually impaired and do not feel safe walking in this area."

"Poor signage as to how you will be redirected which increases traffic along secondary streets."

"These barriers have created a serious safety concern because they create a false sense of security especially for children. I have witnesses 2 bicycle/vehicle collisions due to kids riding onto streets from driveways or sidewalks without looking or paying attention."

"The barriers are continually moved to allow better access to cars. Because there is less traffic, cars are now going faster than they used to after the barriers were removed. Last week the barriers were put back to their original position but they have since been moved again."

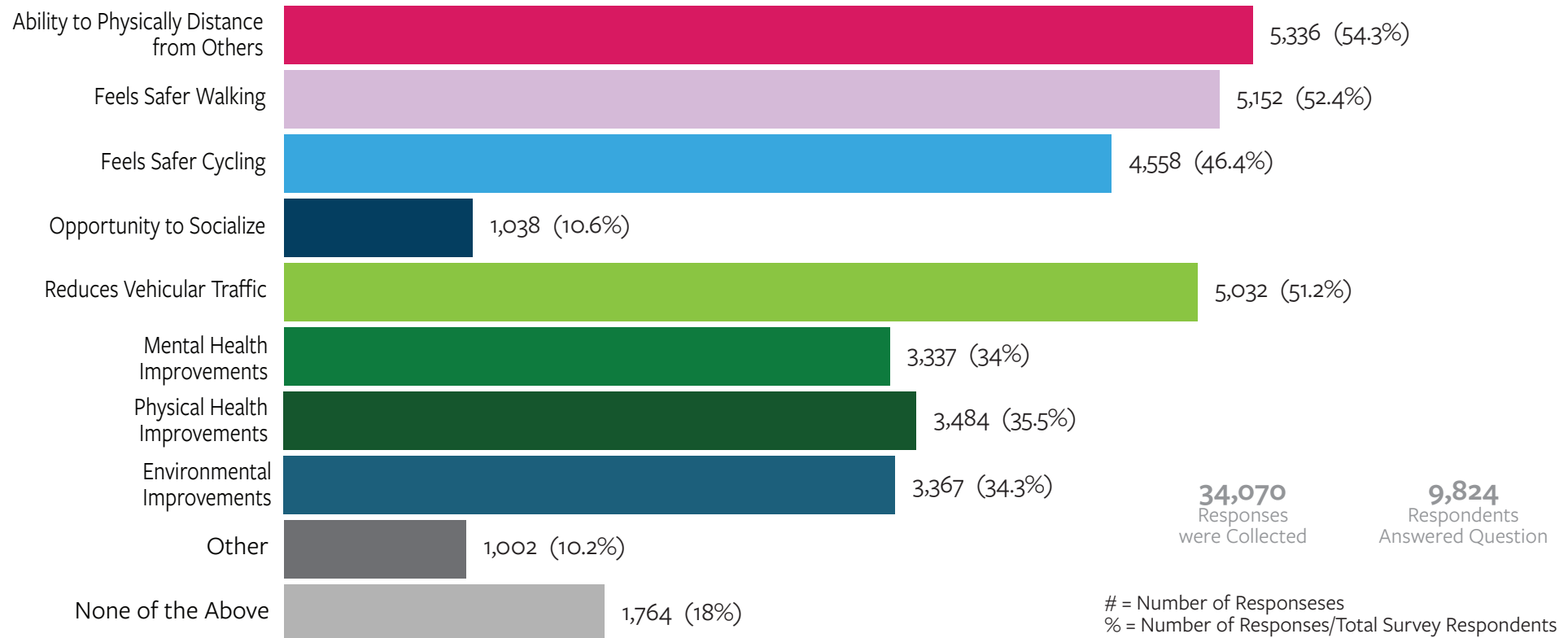
"Street isn't wide enough to accomplish what's intended while also allowing local traffic and parking. Good idea horribly executed."

"People don't respect the signage and continue to use the street as a thoroughfare."

Quiet Streets Benefits

Benefits while using Quiet Streets

Overall Survey Response



Respondents had the opportunity to indicate benefits they experienced. The ability to physically distance from others (54%), feeling safer while walking (52%), and reducing vehicular traffic (51%) were the most common benefits, identified by more than half of all respondents. 46% of respondents identified safer feeling while riding a bike. A little more than a third of respondents identified improvements to mental health, physical health, or environmental improvements. 18% did not identify any benefits at all.

It is interesting to note that while reducing vehicular traffic was one of the most common benefits of the program, non-local traffic was the most common major problem identified as well. While only 12% of respondents use Quiet Streets by themselves, social interaction was identified as a benefit by only 10% of respondents as a main program benefit.

Top 5 Benefits by Category

Top 5 Routes for Safer Walking:

1. Sammon – 69%
1. Monarch Park – 69%
3. Woodfield – 67%
4. Duplex – Jedburgh – 65%
5. Regent Park – 63%

Top 5 Routes for Mental Health Improvements:

1. Monarch Park – 47%
2. Sammon – 46%
3. Regent Park – 43%
3. Waterfront West – 43%
3. Woodfield – 43%

Top 5 Routes for Safer Cycling:

1. Sammon – 64%
2. Monarch Park – 61%
3. Woodfield – 55%
3. Waterfront West – 55%
3. Kitchener Park – 55%

Top 5 Routes for Physical Health Improvements:

1. Monarch Park – 49%
2. Sammon – 48%
3. Waterfront West – 47%
4. Duplex – Jedburgh – 44%
5. St. James Town – 43%

Top 5 Routes with Reducing Vehicular Traffic:

1. Monarch Park – 65%
2. Woodfield – 63%
3. Sammon – 62%
3. Duplex – Jedburgh – 62%
5. Waterfront West – 57%

Top 5 Routes for Environmental Improvements:

1. Kitchener Park – 46%
2. Monarch Park – 43%
3. Regent Park – 42%
4. Sammon – 41%
5. Kensington Market – 40%

Top 5 Routes for its ability to Physically Distance:

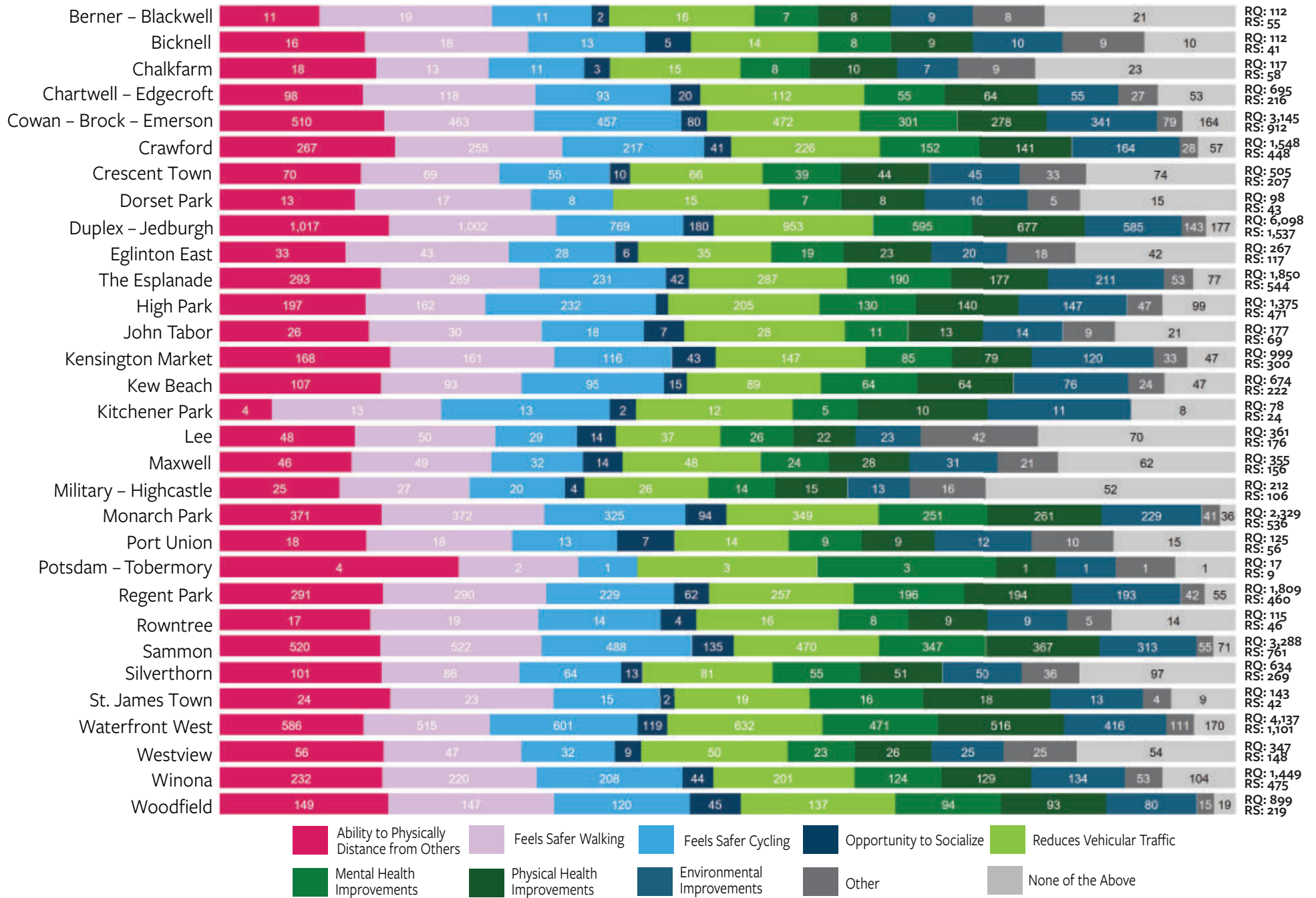
1. Monarch Park – 69%
2. Sammon – 68%
2. Woodfield – 68%
4. Duplex – Jedburgh – 66%
5. Regent Park – 63%

Top 5 Routes for its Opportunity to Socialize

1. Woodfield – 21%
2. Sammon – 18%
2. Monarch Park – 18%
4. Kensington Market – 14%
5. Regent Park – 13%

* denotes a Tie

Benefits while using Quiet Streets



RQ = Total Number of Responses for Question
RS = Total Number of Respondents for Street

Comments on the Benefits of Quiet Streets

Overall Survey Response

"It decreased the amount of traffic cutting through the neighbourhood on my street. I felt much safer on my street because of this initiative."

"It decreased the amount of traffic cutting through the neighbourhood on my street. I felt much safer on my street because of this initiative."

"Prioritizes people in pedestrian-oriented environments. We need to rethink our streets downtown period."

"Safer access to parks and waterfront while cycling with my children."

"Running into neighbors who I don't often see. Seeing so many different people out enjoying the street."

"Eases sidewalk congestion to allow for better physical distancing, especially with our stroller."

"Please extend this program and launch it next year, it has drastically improved my quality of life as a local Torontonion. I am able to run and ride my bicycle with a much greater sense of safety."

"Community engagement and activity has increased. Sense of community has greatly been altered in a positive way."

"It is great seeing the large number of people taking advantage of the Quiet streets. I see a constant flow of cyclists (casual and enthusiasts), joggers (casual and enthusiasts), families, and dog walkers. I also believe it has increased the number of people using mobility devices, the roads have significantly less barriers than the sidewalks."

"I like the artwork on the cement roadblocks."

"It's made everything feel so much better. It's more of a community now. People appreciate where they are and people are even treating each other better."

"It just makes the city feel more liveable. It makes me feel like Toronto is going to come out of this a better place."

"Really wonderful for kids to have space to run/walk/bike/scoot, especially when they had no access to parks and playgrounds."

"It's quieter, so I can easily listen to podcasts and listen to birds."

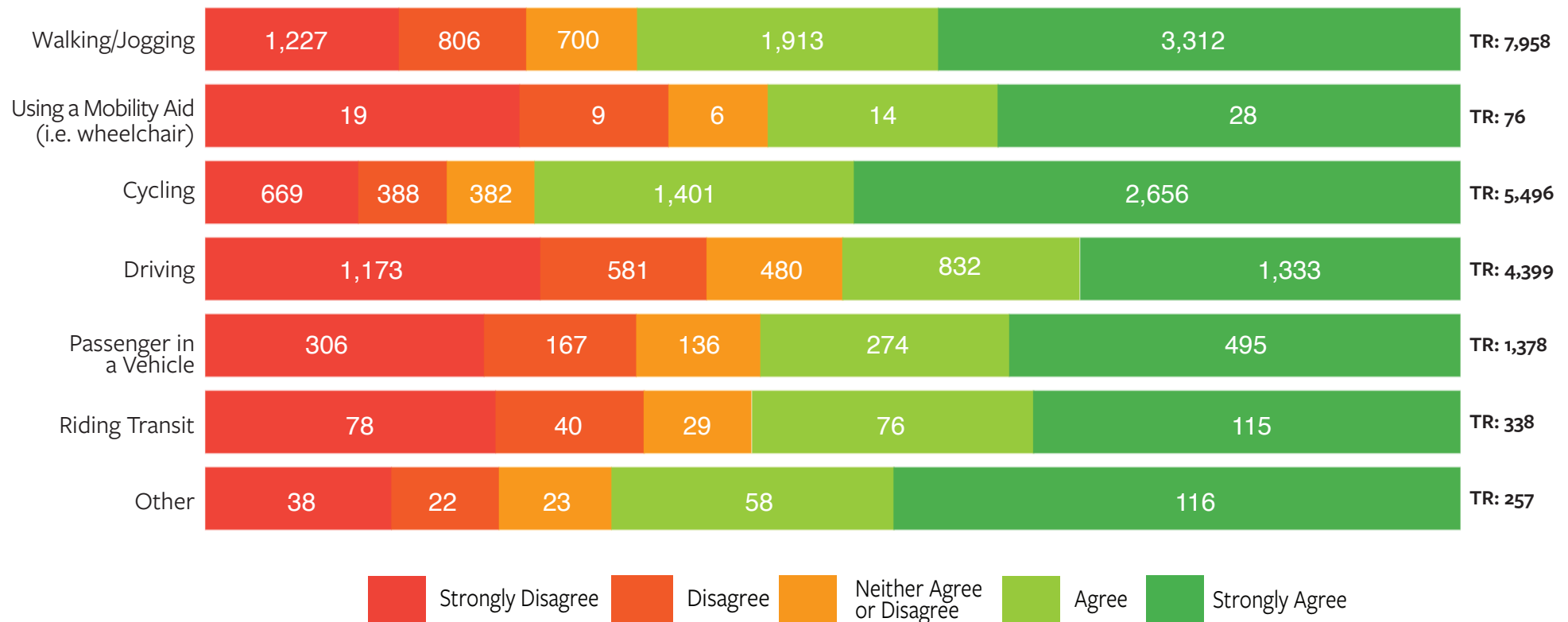
"My kids have been able to ride their bikes on the street since the temporary barricades went up - we love them!"

Comparing Experiences by Mode of Travel

Has Quiet Streets improved the ability to maintain physical distancing while walking, jogging, using a mobility device or cycling?

Every mode of travel agrees or strongly agrees that Quiet Streets has improved their ability to maintain physical distancing more than they disagree or strongly disagree. A majority of those who primarily walk, ride a bike, use a mobility aid, or take transit along Quiet Streets routes agreed

or strongly agreed with that statement. Respondents that indicated they traveled through Quiet Street predominantly by driving a car were more divided on whether the program improved the ability to maintain physical distancing, though more agreed than disagreed.

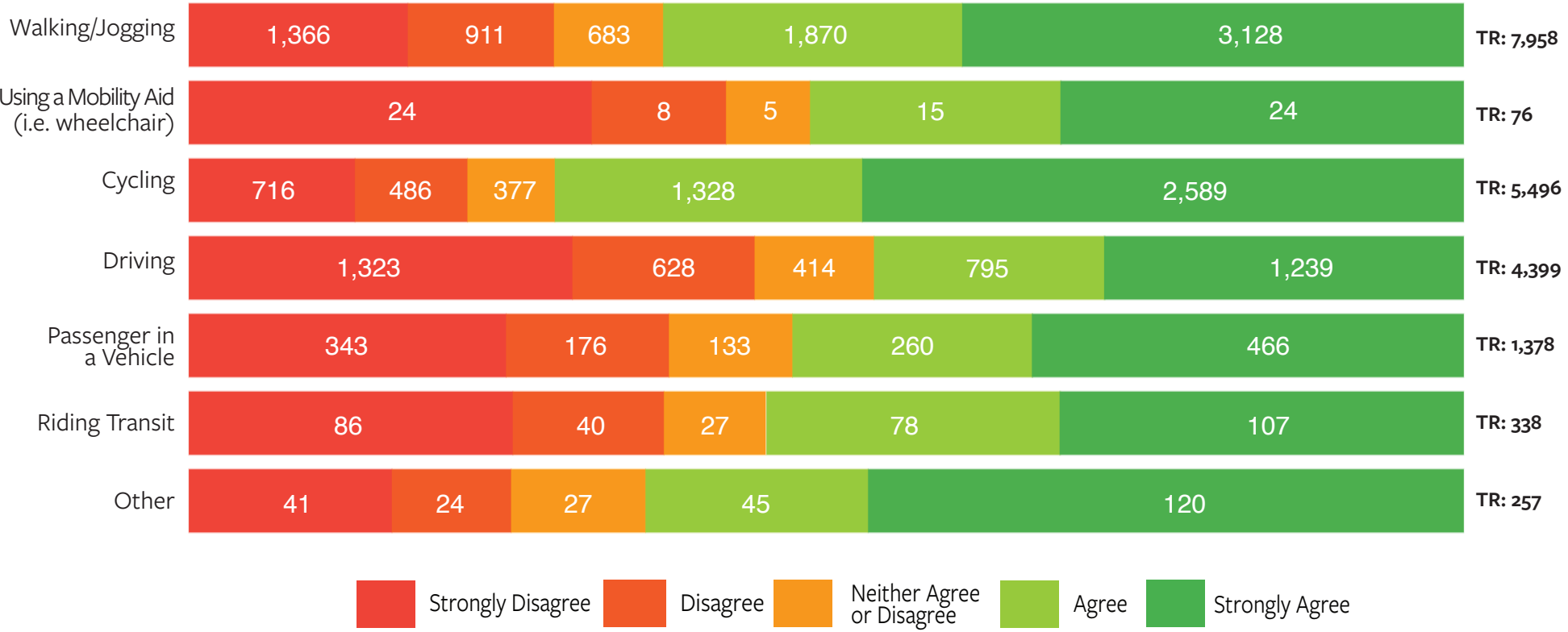


TR = Total Respondents

Has Quiet Streets made it feel more safe sharing the road with other people and other modes of travel?

In a similar trend, every mode of travel had more respondents agreeing or strongly agreeing that Quiet Streets has made them feel safer sharing the road with other people and modes of travel than disagreeing or strongly

disagreeing. Those who predominantly ride their bikes along the route were the most likely to agree or strongly agree at 71%.

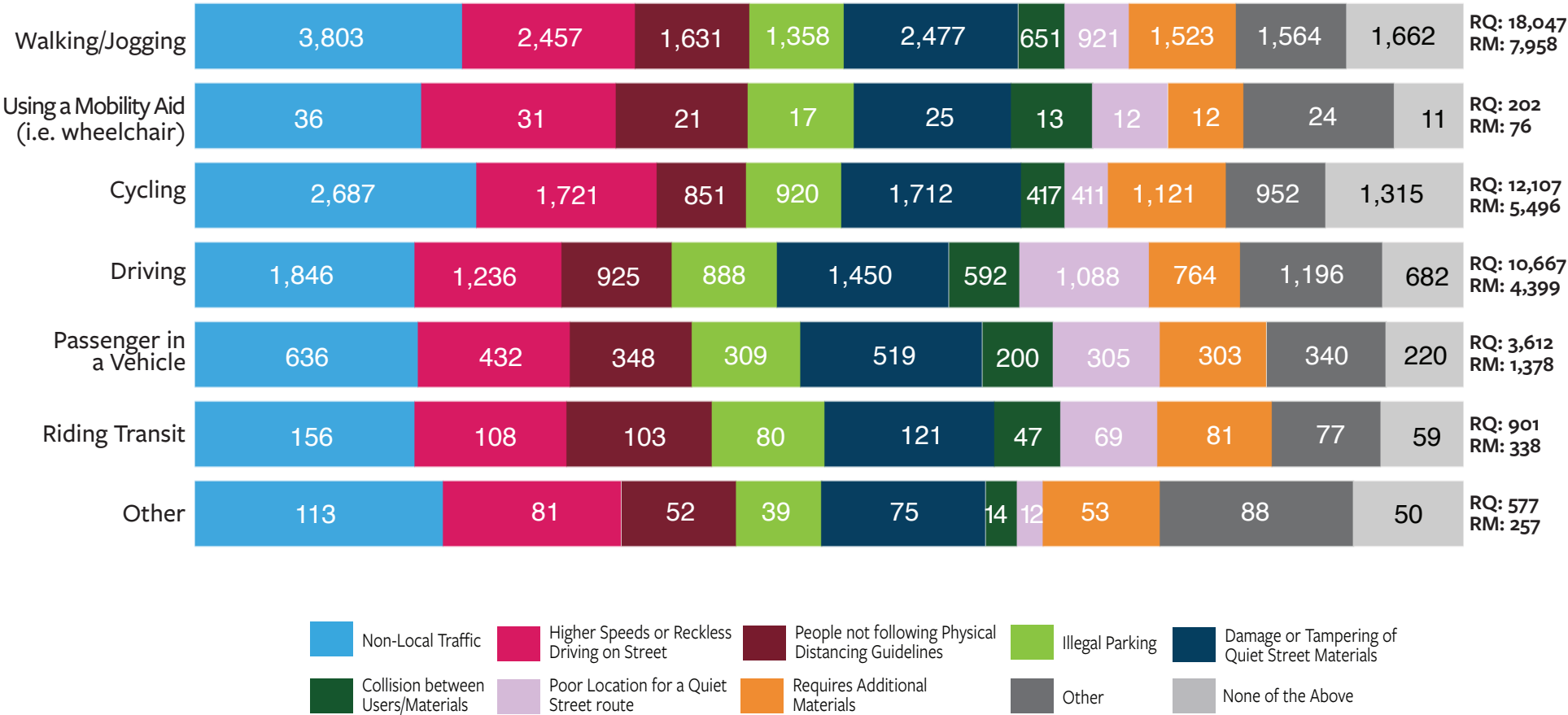


TR = Total Respondents

Problems or issues while using Quiet Street

Non-local traffic was the most common issue identified by every mode of travel, with cyclists (49%) being the most likely identify it as a problem. Respondents primarily traveling by cycling and those using a mobility aid identified reckless driving as their second most common concern, and

damage or tampering of program materials as their third largest issue. This is the reverse of pedestrians, drivers, transit users, and those riding as passengers, who saw damage of program materials as their second most common issue and unsafe driving as their third most common problem.

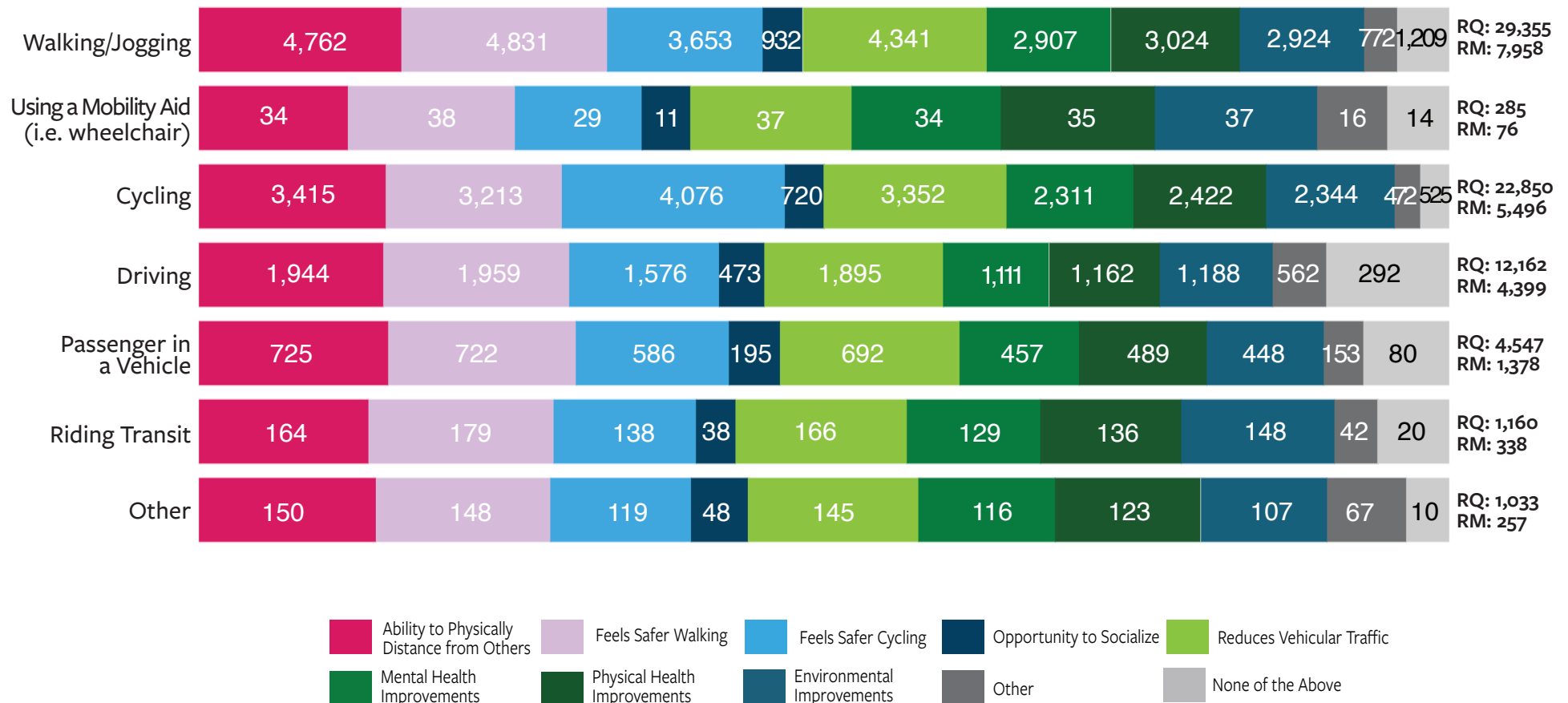


RQ = Total Number of Responses for Question
RM = Total Number of Respondents for Mode of Travel Category

Benefits while using Quiet Streets

Pedestrians, drivers, transit users, and those using a mobility aid were most likely to select safer feelings while walking as their main Quiet Streets benefit. Respondents most likely to ride their bikes listed feeling safer while cycling as their main benefit, while those riding as a passenger selected the ability to physically distance as their main benefit. The ability to maintain physical distancing was the second most common benefit

for pedestrians, cyclists and drivers. Transit users and those riding as passengers identified reductions in vehicular traffic their second most common benefit. Mobility device users tied between reductions in vehicular traffic and environmental health improvements as their second most common benefit.



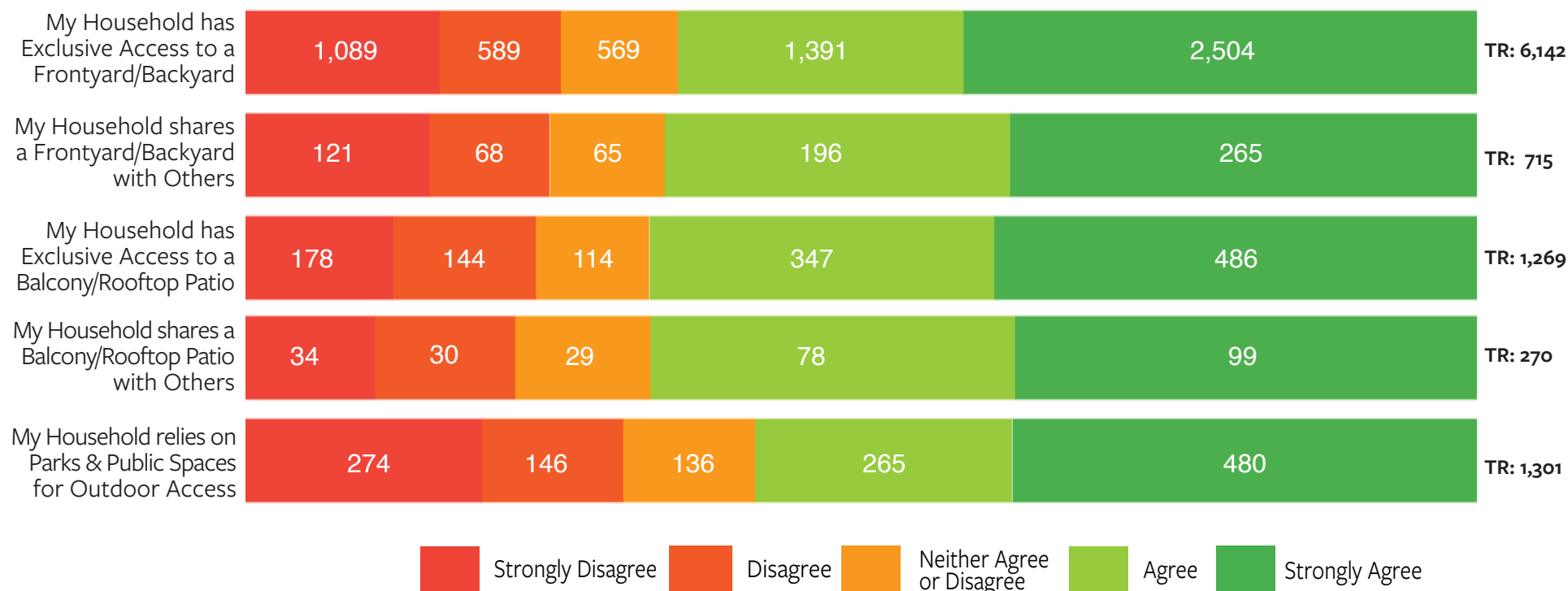
RQ = Total Number of Responses for Question
 RM = Total Number of Respondents for Mode of Travel Category

Comparing Experiences by Access to Outdoor Space

Has Quiet Streets improved the ability to maintain physical distancing while walking, jogging, or biking?

A majority of every household outdoor access types agrees or strongly agrees that Quiet Streets has helped maintain physical distancing while walking, jogging, or cycling. Those with exclusive access to a balcony/patio and those with shared access to a balcony/patio were most like to agree

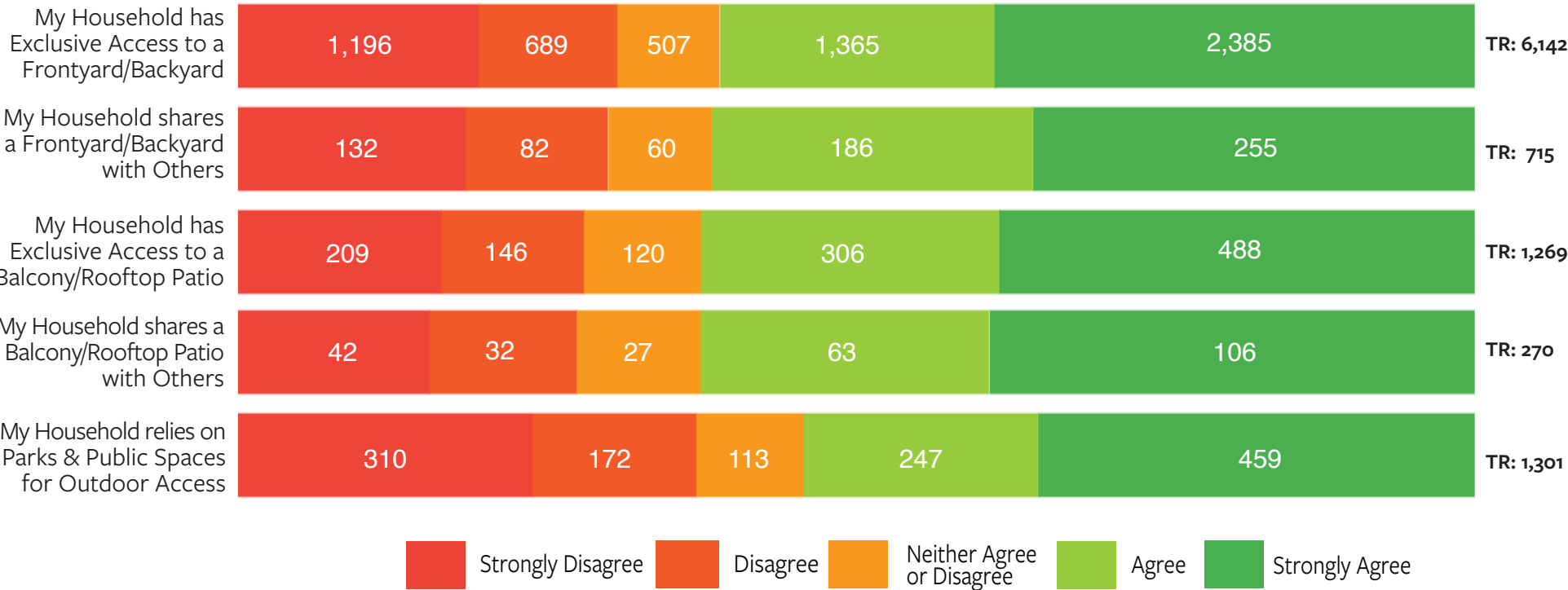
or strongly agree, at 66% each. Those who rely on parks and public spaces for access to outdoor space were least likely to agree or strongly agree at 57%, and most likely to strongly disagree, at 21%.



TR = Total Respondents

Has Quiet Streets made it feel more safe sharing the road with other people and other modes of travel?

Overall the majority of every category strongly agreed or agreed with the statement. Those households with no access to private outdoor space and who rely exclusively on parks and public space were more likely to agree(19%) or strongly agree(35%) than disagree or strongly disagree but not by large margins.

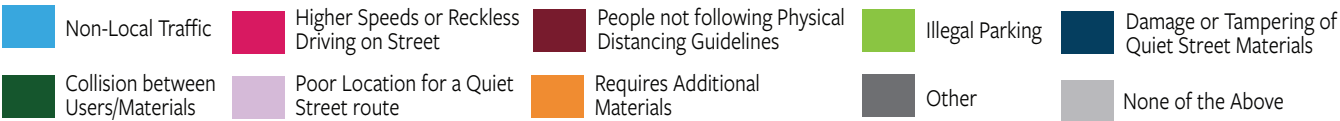
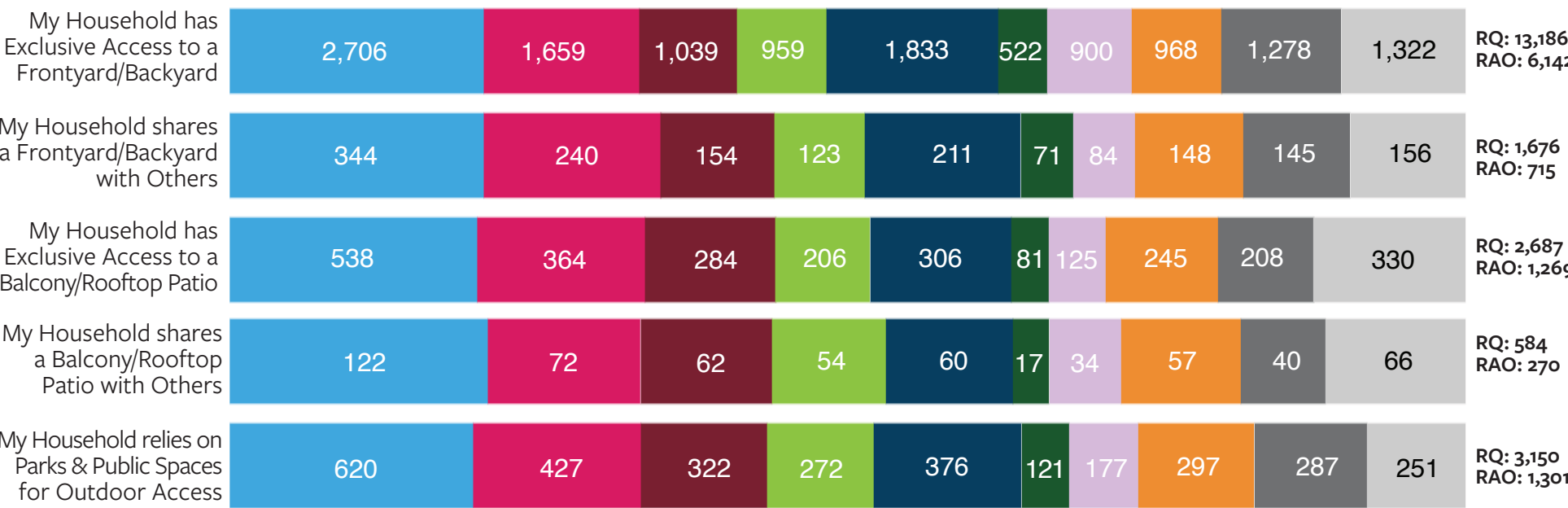


TR = Total Respondents

Problems or issues while using Quiet Street

Non-local traffic was the most common concern for every household with access to outdoor space category, with between 42% - 48% of respondents in every group identifying this issue. Those with shared access to a yard, those with exclusive access to a balcony/patio, and those who rely on public spaces identified reckless driving as their second largest concern and damage of program materials as their third

most common concern. Those with exclusive access to a yard were the opposite, with damage of program materials their second concern, and unsafe driving the third. Those with shared access to as balcony/patio identified reckless driving as their second most common issue, and people not following physical distancing guidelines as their third.

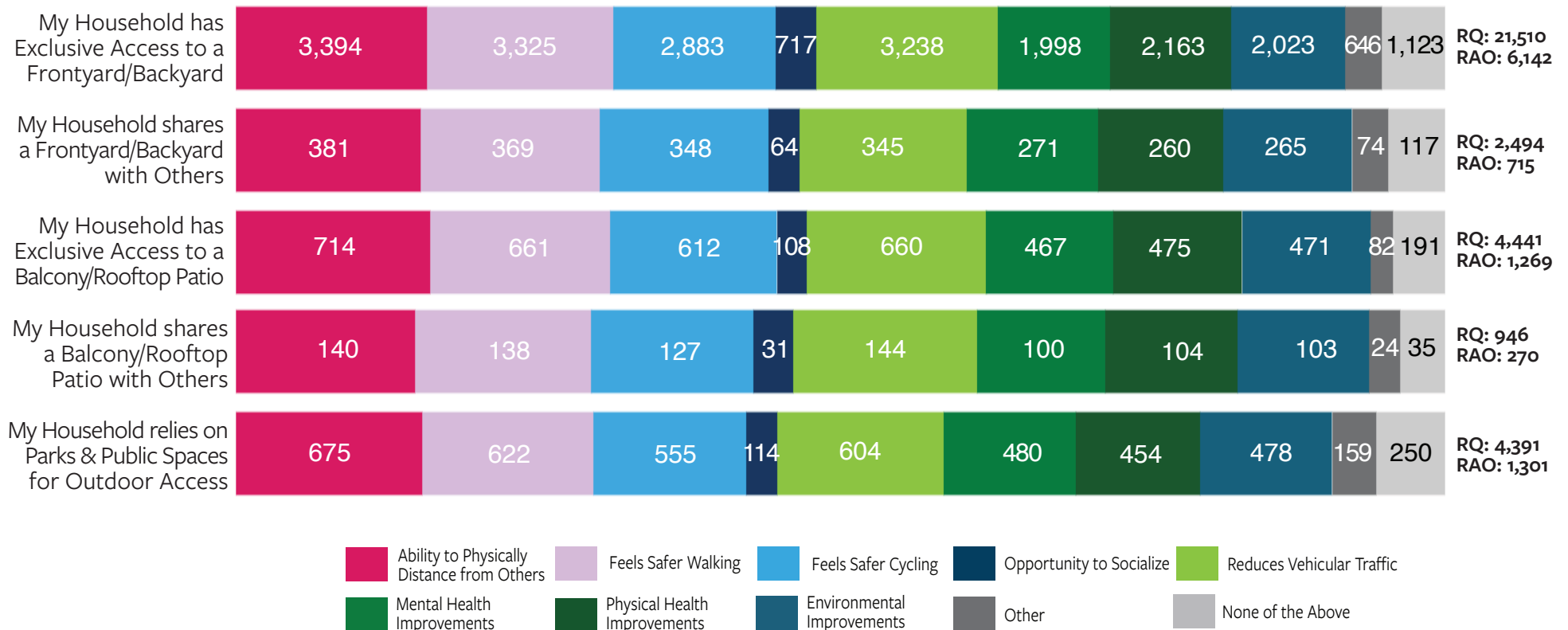


RQ = Total Number of Responses for Question
 RAO = Total Number of Respondents for Access to Outdoor Space Category

Benefits while using Quiet Streets

The ability to physically distance was the most common benefit identified for every category except for those with shared access to a balcony/patio, who had it as the second most common benefit, and reducing vehicular traffic as their top benefit. The ability to physically distance was selected by 52%-56% of every access to outdoor space group. Reducing vehicular

traffic, feeling safer while walking, and feeling safer while cycling were all identified by more than 40% of every outdoor access group as well.



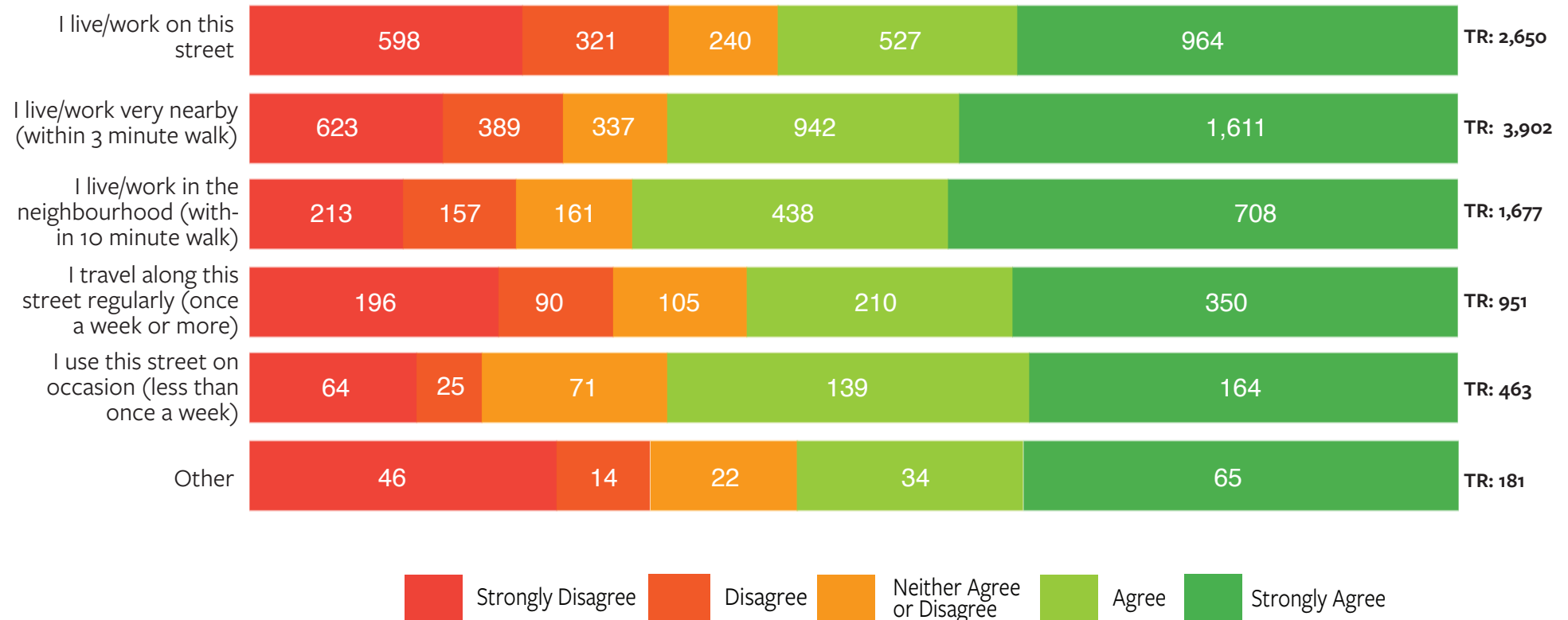
RQ = Total Number of Responses for Question
RAO = Total Number of Respondents for Access to Outdoor Space Category

Comparing Experiences by Relationship to Route

Has the Quiet Streets program improved your ability to maintain physical distancing while walking, jogging, using a mobility device or cycling?

The majority of respondents agreed or strongly agreed that the program helped maintain physical distancing across all categories of their

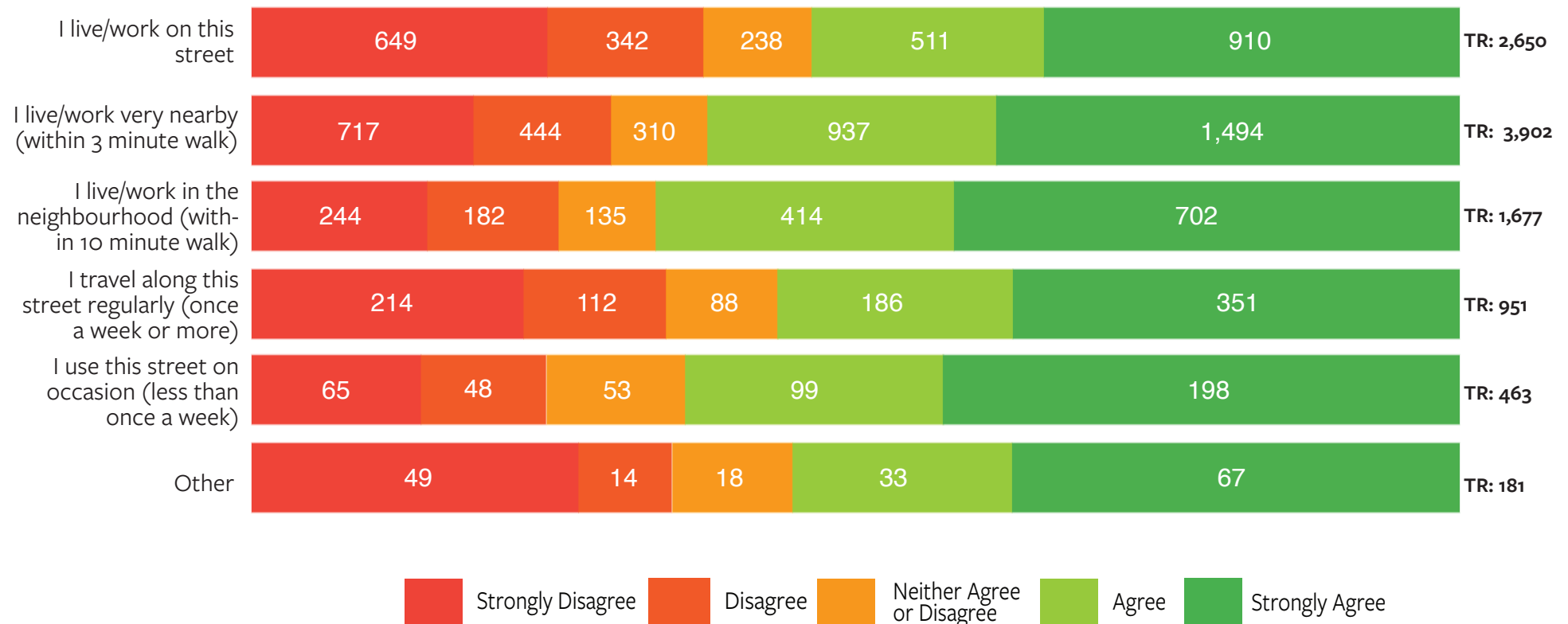
relationship to route. The relationship to the street did not strongly correlate to any answer to this question one way or the other.



TR = Total Respondents

Has Quiet Streets made it feel more safe sharing the road with other people and other modes of travel?

The majority of respondents agreed or strongly agreed that the program helped them feel safer sharing the road with other modes of travel.

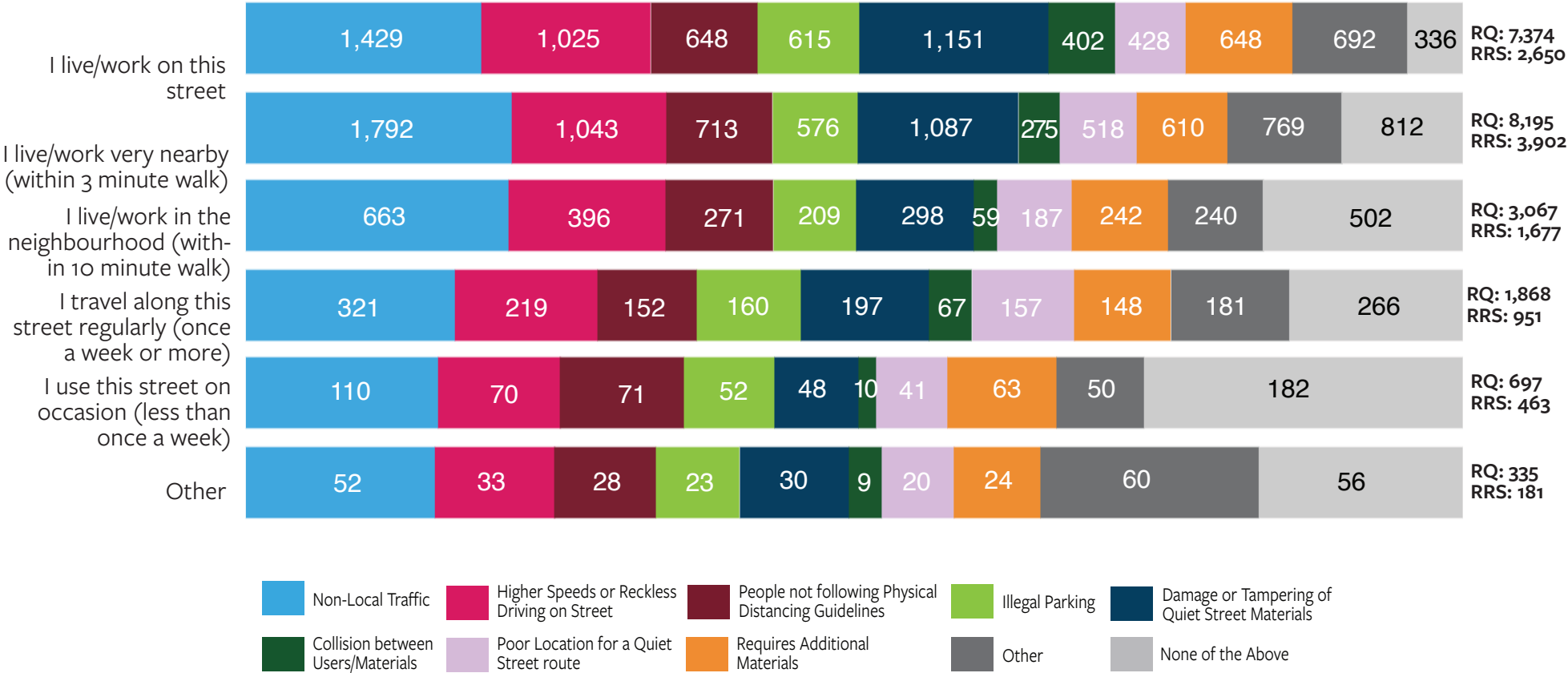


TR = Total Respondents

Problems or issues while using Quiet Street

Non-local traffic was the most common concern for those who live or work on the street (54%), nearby (46%), in the neighbourhood (40%) or travel along the street regularly (34%). For those who use the street on occasion, none of the above was the most common concern (39%) and non-local traffic was the second most common concern (24%). For those who live or work on or nearby the street, the second most concern

was damage of program materials, while those who live or work in the neighbourhood or travel the route regularly identified none of the above as their most common concern.

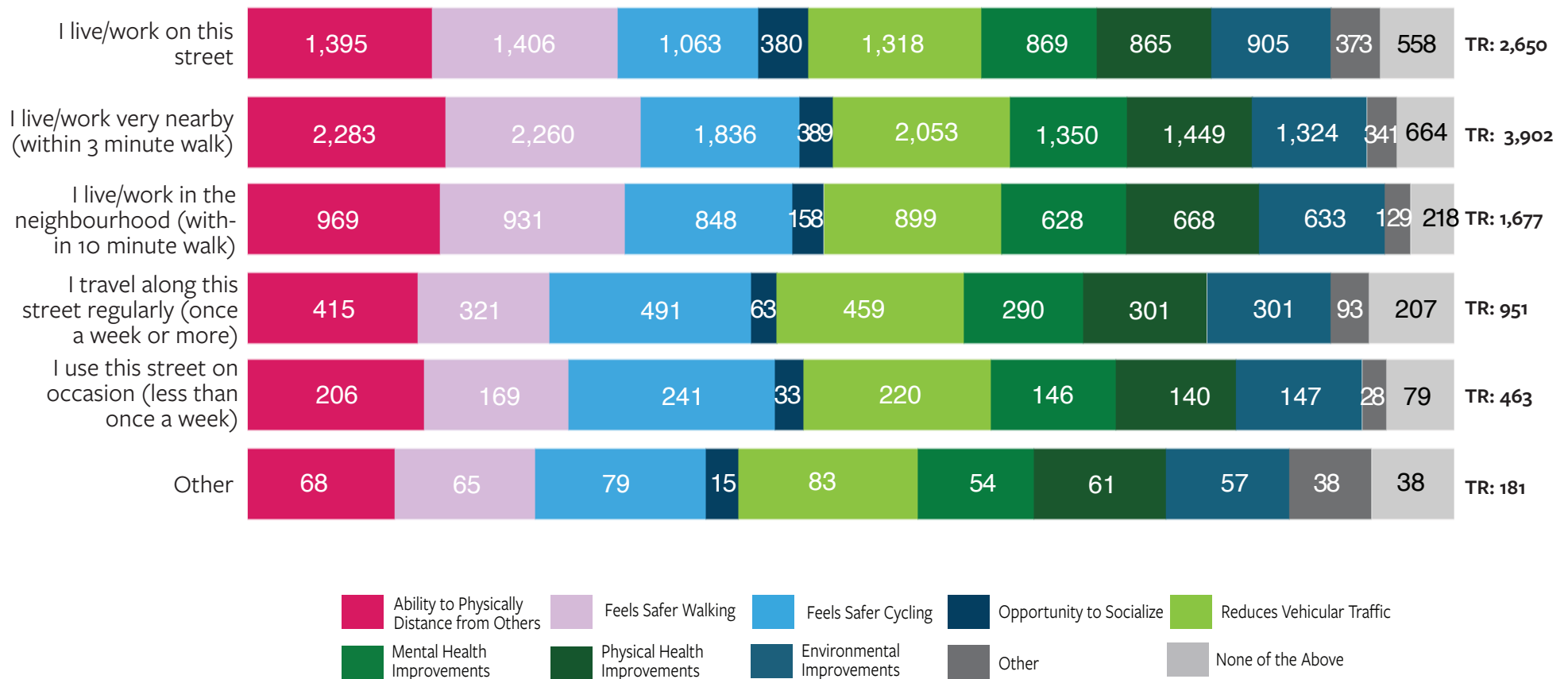


RQ = Total Number of Responses for Question
RRS = Total Number of Respondents for Relationship to Street Category

Benefits while using Quiet Streets

The four most common benefits when broken down by access to outdoor space were the ability to physically distance, feeling safer while walking, feeling safer while cycling, and reducing vehicular traffic. Those who live or work on the street identified feeling safer as the most common benefit. Those who live or work nearby or in the neighbourhood identified the ability to physically distance as their most common benefit. Feeling safer

while cycling was the most common benefit for those who travel regularly or occasionally along the route.



TR = Total Respondents

Part 2: Route Breakdown



Individual Route Analysis

Route Performance

The 31 Quiet Streets routes were geographically spread out across the city, and across a mix of residential densities. Responses to the program varied widely from route to route. Overall, 11 routes were mostly positive about the program, 10 were mixed, and 10 were mostly negative.

It is important to note that not every street who felt negatively about the program did so for the same reasons. Some routes reported disliking Quiet Streets because they did not agree with the program's objectives or do not feel it was necessary on their street. Other routes reported disliking Quiet Streets because the program did not go far enough in trying to calm traffic, and wanted to see more action taken in creating safer streets.

Section 2 provides a brief analysis of each Quiet Streets implemented around the city from their survey responses. Each street snapshot summarizes the following information:

- Overall response rate of the Quiet Street
- Overall sentiment rating
- Respondents' level of understanding of the Quiet Streets program
- Main mode of travel used along the Quiet Street
- Rate of respondents that do not have exclusive access to an outdoor space
- Rate of respondents that do not live on the Quiet Street
- Perception of program on influencing physical distancing measures, safer shared street space, and the reduction of speed on route
- Pain Points and Benefits of the Quiet Street Program



Total Survey Responses: 9,824

Berner – Blackwell - Berner Tr. / Blackwell Ave.

55 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	78%
Main Mode of Travel:	
Driving	75%
% of Respondents with no exclusive access to outdoor space:	
	22%
% of Respondents that do not live/work on the Quiet Street:	
	47%
Perception of Program on:	
influencing physical distancing	33% Agree or Strongly Agree T*29th
providing safer shared street space	33% Agree or Strongly Agree T*29th
perceived reduction in speeds	4.2 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Respondents from Berner – Blackwell route were uniformly unhappy with the Quiet Streets program, though it should be noted that the sample size for this street was quite small as compared to other streets. Berner – Blackwell had one of the lowest levels of program understanding across all Quiet Streets routes. Written comments centered on how the program made it difficult for drivers to safely navigate the street and see pedestrians. There were complaints about pylons falling over and being moved. Commenters noted conflicts arising between drivers trying to park and other road users. There were a minority of commenters who expressed more positive feelings about the program, indicating that it had partially succeeded in slowing down traffic. Most of those who were positive, acknowledged that the program was great in theory but lacking in implementation. Very few comments from Berner – Blackwell were unreservedly positive.

The most common pain points for the Berner – Blackwell Quiet Street were:

- Damage/tampering of program materials
- Collisions between vehicles and materials

The most common benefit identified were:

- Safer pedestrian atmosphere

Bicknell - Bicknell Avenue

41 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents		
Understanding of Program:			
% of Respondents who understood the intent of the program	85%		
Main Mode of Travel:			
Walking/Jogging	68%		
% of Respondents with no exclusive access to outdoor space:	34%		
% of Respondents that do not live/work on the Quiet Street:	66%		
Perception of Program on:			
influencing physical distancing	39%	Agree or Strongly Agree	24th
providing safer shared street space	39%	Agree or Strongly Agree	21st
perceived reduction in speeds	4.7 of 10		
Overall Program Sentiment:	Mixed		

Bicknell had one of the lowest response rates, one of the lowest percentage of people who felt the program improved physical distancing, and a low level of people who felt the program created a safer shared street. Despite this, the written feedback on the program was much more positive than the strict survey results would suggest. While some comments expressed frustration with the program and its impacts on drivers, just as many noted that they appreciated the extra space for walking pets and playing with children. Most written comments indicated support for the program in principle, even if they were unhappy with how the program was implemented. Respondents on the Bicknell route wanted to see permanent improvements, such as speed bumps or bulb outs to combat reckless driving.

The most common pain points for the Bicknell Quiet Street were:

- Non local traffic
- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Safer pedestrian atmosphere
- Ability to safely physically distance

Chalkfarm

- Haymarket Rd./Mayall Ave./Gravenhurst Ave./Chalkfarm Dr./Exbury Rd

58 Total Survey
Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	83%
Main Mode of Travel:	
Walking/Jogging	86%
% of Respondents with no exclusive access to outdoor space:	
	16%
% of Respondents that do not live/work on the Quiet Street:	
	50%
Perception of Program on:	
influencing physical distancing	33% Agree or Strongly Agree T*29th
providing safer shared street space	33% Agree or Strongly Agree T*29th
perceived reduction in speeds	4.1 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Much of the feedback from the Chalkfarm Quiet Street was negative, but in a constructive way. Most negative sentiments were often accompanied with suggests for making the program more effective. There were many calls for more permanent barriers, and for the barriers to be placed in the middle of the road across the entire route, where they are more effective (they were in the middle of the road only on portion of the route). The Exbury Road segment of the route was highlighted in the written comments as a stretch of street in dire need of permanent traffic calming. There were a few comments who wanted the program removed completely, matched by a similar number of comments who were unabashedly happy with the program as implemented. Chalkfarm did receive the 9th fewest number of responses, so the sample size was smaller than most.

The most common pain points for the Chalkfarm Quiet Street were:

- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance

Chartwell – Edgecroft

Chartwell Rd./ Edgecroft Rd./
Bentley Dr./York View Dr./Delroy Dr.

216 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	92%
Main Mode of Travel:	
Walking/Jogging	83%
% of Respondents with no exclusive access to outdoor space:	
	13%
% of Respondents that do not live/work on the Quiet Street:	
	67%
Perception of Program on:	
influencing physical distancing	58% <small>Agree or Strongly Agree</small> T*11th
providing safer shared street space	62% <small>Agree or Strongly Agree</small> 9th
perceived reduction in speeds	6 of 10
Overall Program Sentiment:	Mixed

* denotes a Tie

Chartwell – Edgecroft respondents were all over the map in their feedback on the Quiet Streets program. Many positive comments focused on the reduction in vehicular speeds and a safer, calmer atmosphere on the route. This is reflected in Chartwell-Edgecroft being in the top ten streets with respondents most likely to agree or strongly agree that the program made them feel safer. Negative comments focused on issues around the program materials. Pylons often fell over, were moved onto the sidewalk, or were preventing people from parking. There were also a fair number of comments speaking to confusion about who was allowed to use the street, and whether pedestrians could walk in the middle of road or not. Many of the comments expressed that with better implementation, they would like to see Quiet Streets made permanent.

The most common pain points for the Chartwell – Edgecroft Quiet Street were:

-Non local traffic

The most common benefits identified were:

-Safer pedestrian atmosphere

-Reduction in non-local traffic

Cowan-Brock-Emerson - Cowan Ave. / Brock Ave. / Emerson Ave.

912 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	94%
Main Mode of Travel:	
Walking/Jogging	80%
% of Respondents with no exclusive access to outdoor space:	35%
% of Respondents that do not live/work on the Quiet Street:	70%
Perception of Program on:	
influencing physical distancing	63% <small>Agree or Strongly Agree</small> 8th
providing safer shared street space	62% <small>Agree or Strongly Agree</small> T*12th
perceived reduction in speeds	5.8 of 10
Overall Program Sentiment:	Positive

* denotes a Tie

Commenters from Cowan-Brock-Emerson tended to be positive or supportive of the program's goals but critical of how the program was implemented. There were a lot of frustrations around exactly where the pylons were placed and how easily they could be moved. Drivers were unhappy with being forced to 'swerve' around the pylons, which caused them to slow down as they were uncertain about when another car may be coming from the opposite direction (suggesting the program was successful in slowing down traffic). Positive comments spoke to a quieter, more community-friendly feeling on the street, where kids were able to feel safer playing and crossing the road. Given the generally positive feedback, it is surprising there were only a few calls for the program to be made permanent, in comparison to some other routes where the feedback was more mixed but had more calls for permanent installations.

The most common pain points for the Cowan-Brock-Emerson Quiet Street were:

- Non local traffic
- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Reduction in non-local traffic
- Safer pedestrian atmosphere

Crawford - Montrose Ave. / Crawford St.

448 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	97%
Main Mode of Travel:	
Walking/Jogging	83%
% of Respondents with no exclusive access to outdoor space:	35%
% of Respondents that do not live/work on the Quiet Street:	75%
Perception of Program on:	
influencing physical distancing	69% <small>Agree or Strongly Agree</small> 6th
providing safer shared street space	62% <small>Agree or Strongly Agree</small> 6th
perceived reduction in speeds	6.1 of 10
Overall Program Sentiment:	Positive

Crawford was amongst the highest ranked routes for respondents feeling that program helped them maintain physical distancing, and for creating a safer shared street. That sentiment carried over into the written comments, where respondents expressed a lot of appreciation for Quiet Streets. There were many calls for the program to be made permanent and expanded. Respondents acknowledged that Crawford could be much safer, and that there is a need for traffic calming. Suggestions made to improve Quiet Streets included pylons that are not so easily moved, improved signage, and more visually pleasing program materials. There were calls for nearby streets such as Ossington and Montrose to also receive similar traffic calming installations, as well as calls for permanent street closures on weekends. While negative comments were few, there were some who felt the program was not successful in creating a safer street, and that behaviours from all road users were not substantially changed.

The most common pain points for the Crawford Quiet Street were:

- Non local traffic
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere
- Reduction in non-local traffic

Crescent Town

Second Ave. / Eastdale Ave. / Lumsden Ave. / Main St. /
Hamstead Ave. / Westlake Ave. / Cosburn Ave.

207 Total Survey
Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	90%
Main Mode of Travel:	
Walking/Jogging	75%
% of Respondents with no exclusive access to outdoor space:	18%
% of Respondents that do not live/work on the Quiet Street:	65%
Perception of Program on:	
influencing physical distancing	38% <small>Agree or Strongly Agree</small> 25th
providing safer shared street space	36% <small>Agree or Strongly Agree</small> T*24th
perceived reduction in speeds	3.8 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Most of the responses from the Crescent Town Quiet Streets were negative. However, a lot of the comments tied their feedback to the Danforth Complete Streets installation, suggesting their feelings about that initiative may have coloured their feelings about Quiet Streets. Respondents were concerned that the Danforth project has led to increased traffic on Crescent Town. There were many negative comments about the quality of the Quiet Streets materials, and complaints that the signage had been covered in graffiti. Some respondents did not like the grey concrete barriers for aesthetic reasons, while others preferred them to the pylons, which were easily moveable. Respondents were very concerned about how Quiet Streets might have impacted TTC buses. Comments indicated that buses had a hard time fitting between program materials and parked cars. Some comments were more positive about the program and appreciated that city's efforts in attempting to create a more comfortable street, even if they were not ultimately satisfied with how the program worked on the ground.

The most common pain points for the Crescent Town Quiet Street were:

- Non local traffic
- Damage/tampering of program materials

The most common benefits identified were:

- Ability to safely physically distance

Dorset Park - Dundalk Drive

43 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	88%
Main Mode of Travel:	
Walking/Jogging	86%
% of Respondents with no exclusive access to outdoor space:	
	33%
% of Respondents that do not live/work on the Quiet Street:	
	63%
Perception of Program on:	
influencing physical distancing	35% <small>Agree or Strongly Agree</small> T*27th
providing safer shared street space	40% <small>Agree or Strongly Agree</small> 20th
perceived reduction in speeds	4.5 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

The Dorset Park Quiet Street had very few respondents, and very few written comments. What comments there were spoke to an on-going issue on the streets with heavy trucks travelling quickly along the street on their way to Highway 401. Comments were mixed as to whether Quiet Streets helped with this problem or not. Either way, commenters were supportive of installations that would address this issue, suggesting that more permanent traffic calming could be an option for this street.

The most common pain points for the Dorset Park Quiet Street were:

- Non local traffic
- Reckless driving

The most common benefits identified were:

- Safer pedestrian atmosphere
- Reduction in non-local traffic

Duplex – Jedburgh - Duplex Ave./ Jedburgh Rd./ Ridley Blvd.

1,537 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents		
Understanding of Program:			
% of Respondents who understood the intent of the program	96%		
Main Mode of Travel:			
Walking/Jogging	85%		
% of Respondents with no exclusive access to outdoor space:			
	14%		
% of Respondents that do not live/work on the Quiet Street:			
	84%		
<hr/>			
Perception of Program on:			
influencing physical distancing	73%	Agree or Strongly Agree	4th
providing safer shared street space	69%	Agree or Strongly Agree	4th
perceived reduction in speeds	7 of 10		
Overall Program Sentiment:			
	Positive		

Duplex – Jedburgh received the highest number of respondents across all Quiet Street routes. Much of the feedback indicates that the program was successful in reducing vehicular speeds and creating a safer street, particularly for children to walk and ride their bikes. This corresponds quite closely to the numerical data, as Duplex-Jedburgh was amongst the top performers for routes in providing shared space, space to physically distance, and in perception of reduction of vehicular speeds. Some commenters indicated that Quiet Streets has helped support community cohesion and resiliency during COVID, and there were many calls for the program to be continued year-round. However, there was a very vocal minority of respondents who wished to see the program removed. Some of those do not agree with the program in principle, others feel the implementation was flawed. Intersections along the Duplex-Jedburgh route were highlighted as troublesome spots that created conflict between road users, particularly drivers and cyclists. Some commenters did not feel that the program did enough to reduce the speeds of vehicles and complained that the barriers were too easily moved onto the sidewalk.

Unrelated to the program, there were also complaints about uneven paving and potholes along the route. Many of the comments also referenced bike lanes on Yonge and the Transform Yonge project. Similar to Quiet Streets, more comments were supportive than unsupportive, but there was a vocal minority not pleased with that project.

The most common pain points for the Duplex – Jedburgh Quiet Street were:

- Non local traffic
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

Eglinton East - Trudelle St. / Cedar Brae Blvd.

117 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	85%
Main Mode of Travel:	
Driving	64%
% of Respondents with no exclusive access to outdoor space:	
	21%
% of Respondents that do not live/work on the Quiet Street:	
	74%
Perception of Program on:	
influencing physical distancing	61% Agree or Strongly Agree T*9th
providing safer shared street space	36% Agree or Strongly Agree T*24th
perceived reduction in speeds	4.5 of 10
Overall Program Sentiment:	Mixed

* denotes a Tie

There were not many written comments for the Eglinton East Quiet Street, but what comments there were tended to be mixed and spoke to the program as a whole, rather than Eglinton East specifically. Some felt that the entire Quiet Streets program was not useful or effective, while others expressed support for the initiative. Some felt it was better suited to downtown locations, and others indicated the need for safer streets in suburban areas. There were comments that expressed support for the Lakeshore ActiveTO weekend closures. It is interesting to note that Eglinton East had by far the largest difference between whether respondents felt the program was successful in providing space to safely physically distance (they did), and whether it was successful in created a safer shared street (they didn't). Most routes saw a strong correlation between those responses. It is unclear in this case as to why Eglinton East is an outlier.

The most common pain points for the Eglinton East Quiet Street were:

- Poor location for Quiet Street route
- Non local traffic

The most common benefits identified were:

- Safer pedestrian atmosphere

The Esplanade - Scott St. / The Esplanade / Mill St.

554 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	93%
Main Mode of Travel:	
Walking/Jogging	92%
% of Respondents with no exclusive access to outdoor space:	
	61%
% of Respondents that do not live/work on the Quiet Street:	
	58%
Perception of Program on:	
influencing physical distancing	61% <small>Agree or Strongly Agree</small> T*9th
providing safer shared street space	57% <small>Agree or Strongly Agree</small> T*10th
perceived reduction in speeds	5.8 of 10
Overall Program Sentiment:	Mixed

* denotes a Tie

Feedback on The Esplanade Quiet Street was mostly constructive, with a lot of respondents recognizing the need for traffic calming, appreciating what Quiet Streets was trying to achieve, but expressing that the program ultimately fell short of its goals. Many commenters noted that while they did see more cyclists and pedestrians using the street, they did not see a reduction in vehicular traffic. There was a general acknowledgement that the sidewalks in the area are not wide enough to accommodate physical distancing, and that the program helped people move about while remaining safe. This increase in active modes of travel led to many commenters noting an increase in verbal conflict between road users, particularly drivers and pedestrians. Comments also highlighted issues with the program materials. Pylons were often moved by construction crews, and then not returned to their original places. Concrete barriers were preferred by many as an alternative. TTC buses were often seen having difficulty navigating the pylons as well.

Separate from Quiet Streets, there were general concerns with speed of traffic on The Esplanade, and with drivers routinely blowing through red lights at Jarvis Street. Lastly, there were requests for adding left turn restrictions from The Esplanade onto Jarvis and Sherbourne.

The most common pain points for The Esplanade Quiet Street were:

- Non local traffic
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

High Park - High Park Avenue

471 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	93%
Main Mode of Travel:	
Walking/Jogging	67%
% of Respondents with no exclusive access to outdoor space:	
	38%
% of Respondents that do not live/work on the Quiet Street:	
	82%
Perception of Program on:	
influencing physical distancing	56% <small>Agree or Strongly Agree</small> T*14th
providing safer shared street space	57% <small>Agree or Strongly Agree</small> T*10th
perceived reduction in speeds	5.4 of 10
Overall Program Sentiment:	Positive

* denotes a Tie

Comments from High Park were mostly positive about the program, but also had many suggestions for improvement. There were a lot of concerns about the program materials. Signage was tampered with, and the barriers were often moved or simply fell over. Some commenters felt that there was no appreciable difference in levels of vehicular traffic, and most expressed frustration with drivers hitting pylons and continuing to travel at unsafe speeds. In fact, there was a lot of frustration with driver behaviour in the community, which is somewhat at odds with the relatively high level of respondents who indicated Quiet Streets made the feel safer sharing the road. There were requests to work with city staff on identifying specific locations for permanent traffic calming installations along High Park Avenue. While there were mixed feelings as to whether Quiet Streets was effective, most comments were supportive of the program's goals.

Looking at the City's COVID response as a whole, there were a lot of commenters who expressed their support of the CafeTO program on Bloor Street West, as well as a mix of positive and negative feedback on the Lakeshore West Active TO program. Some called for High Park to be closed completely to vehicular traffic (High Park was closed to visitors when the Quiet Street was conceived but had reopened by the time the Quiet Street was installed). Lastly, there were requests for a crosswalk from Quebec Avenue into High Park itself.

The most common pain points for the High Park Quiet Street were:

- Non local traffic
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

John Tabor - John Tabor Tr. / Fawcett Tr. / John Stoner Dr.

69 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	81%
Main Mode of Travel:	
Walking/Jogging	78%
% of Respondents with no exclusive access to outdoor space:	
	4%
% of Respondents that do not live/work on the Quiet Street:	
	39%
Perception of Program on:	
influencing physical distancing	45% Agree or Strongly Agree 19th
providing safer shared street space	49% Agree or Strongly Agree 19th
perceived reduction in speeds	4.7 of 10
Overall Program Sentiment:	Mixed

John Tabor had relatively few survey respondents, but written feedback indicates that the program was more successful at reducing vehicular speeds than the numbers would suggest. Many comments were from drivers who expressed uncertainty about how they were supposed to use the road, causing them to drive with more caution. Commenters indicated that speeding is a problem on the street, and that they did notice a reduction in reckless driving. Other comments note that John Tabor is a relatively low traffic street already and as such, Quiet Streets is not needed along this route. Should this program happen again in 2021, commenters would like to see permanent concrete barriers rather than pylons installed.

The most common pain points for the John Tabor Quiet Street were:

- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Safer pedestrian atmosphere
- Reduction in non-local traffic

Kensington Market - Nassau St. / Augusta Ave. / Baldwin St. / Kensington Ave.

300 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	91%
Main Mode of Travel:	
Walking/Jogging	89%
% of Respondents with no exclusive access to outdoor space:	49%
% of Respondents that do not live/work on the Quiet Street:	89%
Perception of Program on:	
influencing physical distancing	58% <small>Agree or Strongly Agree</small> T*11th
providing safer shared street space	55% <small>Agree or Strongly Agree</small> 14th
perceived reduction in speeds	5.4 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Respondents from the Kensington Market Quiet Street were negative about how the program was implemented on their route primarily because it did not do enough to deter vehicular traffic or reduce speeds. Many commented that prior to COVID, the sidewalks were too narrow to accommodate the volume of pedestrian traffic typically seen in the market. With the need to maintain physical distancing, it has become impossible to safely walk in the area while still allowing vehicular traffic on streets. Many respondents also criticized the program materials. Their feeling is that for the program to have any impact, barriers must be made permanent, and that there be more of them. In short, commenters like the program idea a great deal, but felt it was not implemented nearly well enough given the sheer number of pedestrians in the community.

It wasn't all negative feedback, however. There was a lot of love for ActiveTO as a whole, even if the implementation was not loved in Kensington. Commenters would like to see the program continued and expanded in 2021, with many suggestions for streets in the Annex, including Markham, Euclid, and Palmerston. There were also many suggestions for creating a safer Kensington Market that allows for proper physical distancing. The most common suggestions included drastically reducing speed limits, limiting vehicular access to deliveries and those with mobility needs, or creating an entirely pedestrianized market.

The most common pain points for the Kensington Market Quiet Street were:

- Damage/tampering of program materials
- Not enough room to physically distance

The most common benefits identified were:

- Safer pedestrian atmosphere

Kew Beach - Kippendavie Ave. / Kenilworth Ave. / Waverley Rd. / Kew Beach Ave. / Woodbine Ave.

222 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	92%
Main Mode of Travel:	
Walking/Jogging	76%
% of Respondents with no exclusive access to outdoor space:	26%
% of Respondents that do not live/work on the Quiet Street:	78%
Perception of Program on:	
influencing physical distancing	56% <small>Agree or Strongly Agree</small> T*14th
providing safer shared street space	53% <small>Agree or Strongly Agree</small> 16th
perceived reduction in speeds	5.4 of 10
Overall Program Sentiment:	Mixed

* denotes a Tie

Situated very near to the Lakeshore East ActiveTO installation, there was a lot of conflation between Quiet Streets and ActiveTO. Respondents expressed mostly positive comments about both programs and wanted to see them continued or hated them and wanted to see them go. There was very little middle ground between them. For those who were not fans of the program, they noted that with more people than usual accessing the beach for much needed outdoor recreation, traffic level on the route was higher than normal, leading to frustration and many driving the wrong way down one-way streets. Some noted that the Lakeshore East ActiveTO was located right next to a separated bike trail, and therefore felt it was redundant. There were fears that the program attracted more people into the area, rather than keeping streets for local use.

Respondents with a more positive view of the programs noted an increase in the amount of vehicular traffic as well, but commented that the speed of traffic was reduced thanks to Quiet Streets. There were many respondents who expressed gratitude towards the city for taking steps to ensure everyone had access to safe outdoor space during the pandemic, while acknowledging that not every initiative was perfectly implemented. Most positive and negative commenters did want to see the benefits of Quiet Streets listed in the survey, even if they disagreed on whether the program delivered on them. Many wished the City would focus on permanent traffic calming and bike lanes

The most common pain points for the Kew Beach Quiet Street were:

- Non local traffic
- Not enough space for physical distancing

The most common benefits identified were:

- Ability to safely physically distance
- Safer cycling environment
- Safer pedestrian atmosphere

Kitchener Park - Huntington Ave./Wolfe Ave./Commonwealth Ave.

24 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	79%
Main Mode of Travel:	
Walking/Jogging	79%
% of Respondents with no exclusive access to outdoor space:	21%
% of Respondents that do not live/work on the Quiet Street:	38%
Perception of Program on:	
influencing physical distancing	58% <small>Agree or Strongly Agree</small> T*11th
providing safer shared street space	63% <small>Agree or Strongly Agree</small> 8th
perceived reduction in speeds	5.4 of 10
Overall Program Sentiment:	Mixed

* denotes a Tie

With 24 respondents, Kitchener Park had the second fewest participants in the survey and had very few written comments. Respondents were evenly split between wanting the program to stay, and wanting it removed. Those who wanted it removed did not feel there was a need for it on Kitchener Park. Those who liked it felt it created a safer feeling on the street but wanted to see the pylons replaced with planters or painted barriers.

The most common pain points for the Kitchener Park Quiet Street were:

- Non local traffic
- Damage/tampering of program materials

The most common benefits identified were:

- Safer cycling environment
- Safer pedestrian environment
- Reduction in non-local traffic

Lee - Lee Avenue

176 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	88%
Main Mode of Travel:	
Walking/Jogging	83%
% of Respondents with no exclusive access to outdoor space:	
	18%
% of Respondents that do not live/work on the Quiet Street:	
	69%
Perception of Program on:	
influencing physical distancing	19% Agree or Strongly Agree 31st
providing safer shared street space	18% Agree or Strongly Agree 31st
perceived reduction in speeds	3.5 of 10
Overall Program Sentiment:	Negative

Of all Quiet Streets routes, the Lee route had the fewest respondents who felt safer sharing road and who felt the program improved physical distancing. While a majority of commenters echoed that sentiment and expressed negative comments about the program, there was a vocal minority that appreciated Quiet Streets. There were a few calls for continuing the program and making it permanent, provided the program materials are not so easily moved by residents. Most respondents however did not feel the program achieved its goals, and did not notice any difference in the volume of traffic, or speed of vehicles. Like many other routes, there were a lot of respondents who liked the idea of the program but did not think the implementation was successful.

The most common pain points for the Lee Quiet Street were:

-Poor location for Quiet Street

The most common benefits identified were:

-Safer pedestrian atmosphere

Maxwell - Maxwell Street

156 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	85%
Main Mode of Travel:	
Walking/Jogging	80%
% of Respondents with no exclusive access to outdoor space:	7%
% of Respondents that do not live/work on the Quiet Street:	78%
Perception of Program on:	
influencing physical distancing	35% Agree or Strongly Agree T*27th
providing safer shared street space	35% Agree or Strongly Agree 25th
perceived reduction in speeds	3.9 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Respondents from the Maxwell route had a lot to say about transportation in their neighbourhood, and very little of it was positive. Much of the negative feedback on the Maxwell Quiet Street also touched on frustrations with construction in area, particularly watermain replacement. Opposition to newly installed sidewalks was also a major point of frustration that impacted people's perceptions of Quiet Streets. Those traveling predominantly by car expressed that the program gave them less space, forcing them to move slowly, 'zig zagging' around the street. A minority of respondents liked the program, feeling it created a greater sense of community and safety for walking and riding bikes with family members. Many of those who do not like Quiet Streets on Maxwell did recognize the value in the program as a whole and wanted to see it carry on in denser neighbourhoods, or on streets with apartment buildings.

The most common pain points for the Maxwell Quiet Street were:

- Damage/tampering of program materials
- Poor location for Quiet Street

The most common benefits identified were:

- Safer pedestrian atmosphere

Military – Highcastle - Military Tr. / Highcastle Rd.

106 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents		
Understanding of Program:			
% of Respondents who understood the intent of the program	85%		
Main Mode of Travel:			
Walking/Jogging	81%		
% of Respondents with no exclusive access to outdoor space:			
	17%		
% of Respondents that do not live/work on the Quiet Street:			
	62%		
<hr/>			
Perception of Program on:			
influencing physical distancing	30%	Agree or Strongly Agree	30th
providing safer shared street space	32%	Agree or Strongly Agree	30th
perceived reduction in speeds	3.6 of 10		
<hr/>			
Overall Program Sentiment:	Mixed		

Military – Highcastle had some of the lowest numbers of respondents feeling the program helped them physically distance, made the road safer to share, and reduced vehicle speeds. However, the written feedback indicated a more nuanced view of the program. Some respondents did express that the program was useless and wanted it removed completely. Others wanted to see it implemented more effectively, and still more were happy with the results. Regardless of their feelings on Quiet Street, most respondents acknowledged that speeding is a problem along the route.

A major point of concern was raised by cyclists and drivers alike, who noted that in some places, pylons in the middle of the road forced them to swerve into the bike lane, created unsafe cycling conditions. Another major issue raised was around pylons being moved and no one from the city coming to replace them, leading residents to feel like they had been forgotten. Lastly, there were some who suggested expanding the program along the full length of Military Trail, starting at Ellesmere. The intersection of Ellesmere and Military Trail was noted as a dangerous intersection for all users.

The most common pain points for the Military – Highcastle Quiet Street were:

- Non local traffic
- Damage/tampering of program materials
- Poor location for Quiet Street

The most common benefits identified were:

- Safer pedestrian atmosphere

Monarch Park - Monarch Park Avenue

536 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	95%
Main Mode of Travel:	
Walking/Jogging	88%
% of Respondents with no exclusive access to outdoor space:	9%
% of Respondents that do not live/work on the Quiet Street:	76%
Perception of Program on:	
influencing physical distancing	81% <small>Agree or Strongly Agree</small> 1st
providing safer shared street space	78% <small>Agree or Strongly Agree</small> 2nd
perceived reduction in speeds	7.6 of 10
Overall Program Sentiment:	Positive

Monarch Park had some of the highest levels of respondents indicating that the program reduced vehicle speeds and feeling safer sharing the road, which was reflected in the written feedback. Most comments noted that the program fostered a greater sense of community connection during a very difficult time. Many respondents expressed appreciation for having more space for children to play safely during the pandemic, and valued the social aspect of connecting with neighbours in the street. There were many calls for the program to be continued and expanded in 2021, as well as a desire for permanent traffic calming infrastructure.

The negative comments expressed frustration at the number of children playing in the street, feeling that roads should be for cars. There were also frustrations at how easily the pylons were moved. Some noted that residents would occasionally use the pylons to completely close the street to vehicular traffic, allowing children and families to fully occupy the road.

The most common pain points for the Monarch Park Quiet Street were:

- Non local traffic

The most common benefits identified were:

- Safer pedestrian atmosphere
- Ability to safely physically distance

Port Union - Marine Approach Dr. / Port Union Rd. / Bridgeport Dr. / Portsmouth Dr. / Bridgend St. / Shoalhaven Dr. / Wharfside Ln.

56 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	84%
Main Mode of Travel:	
Walking/Jogging	80%
% of Respondents with no exclusive access to outdoor space:	
	13%
% of Respondents that do not live/work on the Quiet Street:	
	48%
Perception of Program on:	
influencing physical distancing	39% Agree or Strongly Agree T*23rd
providing safer shared street space	34% Agree or Strongly Agree 26th
perceived reduction in speeds	4.2 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

The Port Union Quiet Street had few respondents, so the sample size is small. Those who did respond noted that the program did little to deter non-local traffic from accessing the waterfront park or reducing levels of traffic. Complaints were made about the level of noise and music coming from the park, causing people to question whether the program was creating a quieter street. While most of the feedback was negative, the criticisms were aimed more at how the program was implemented, rather than the program goals. There is a desire for more successful traffic calming installations, and requests were made for speed humps to be installed along Port Union Rd.

The most common pain points for the Port Union Quiet Street were:

- Illegal parking
- People not following physical distancing guidelines
- Non local traffic

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

Potsdam-Tobermory - Potsdam Rd. / Tobermory Dr. / Niska Rd.

9 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	89%
Main Mode of Travel:	
Walking/Jogging	89%
% of Respondents with no exclusive access to outdoor space:	56%
% of Respondents that do not live/work on the Quiet Street:	33%
Perception of Program on:	
influencing physical distancing	56% <small>Agree or Strongly Agree</small> T*14th
providing safer shared street space	56% <small>Agree or Strongly Agree</small> T*12th
perceived reduction in speeds	4.1 of 10
Overall Program Sentiment:	Positive

* denotes a Tie

Potsdam-Tobermory had the fewest respondents of any Quiet Streets route, with only 9 survey participants. As such, the sample size is too small to draw any meaningful conclusions. The written feedback did lean more towards the positive side, with respondents indicating they appreciate what the program tried to accomplish.

The most common pain points for the Potsdam-Tobermory Quiet Street were:

- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Reduction in non-local traffic

Regent Park - Sackville St. / Sumach St. / Spruce St. / Wellesley St E.

460 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	94%
Main Mode of Travel:	
Walking/Jogging	87%
% of Respondents with no exclusive access to outdoor space:	32%
% of Respondents that do not live/work on the Quiet Street:	63%
Perception of Program on:	
influencing physical distancing	67% <small>Agree or Strongly Agree</small> 5th
providing safer shared street space	67% <small>Agree or Strongly Agree</small> 5th
perceived reduction in speeds	6.7 of 10
Overall Program Sentiment:	Positive

The Regent Park Quiet Streets route was quite positively received, with most respondents indicating that the program was beneficial as a whole. There were many calls for the program to be made permanent, with the caveat that the permanent installations be more visually appealing. Many would like to see them painted or combined with planters to add greenery to the area. Lots of respondents indicated that the program was successful in slowing down vehicular traffic, which made it much easier for children to play in street. On the negative side, some expressed frustration at having to drive slower and wished to see the program ended. Others did not like the program because it did not go far enough in deterring reckless driving, with the barriers being easily moved.

Other comments were frustrated in general with drivers and cyclists going the wrong way down one-way streets. Feedback, both positive and negative, on the Dundas East bike lane was also included in the responses. Lastly, safety concerns about reckless driving along the length of Sumach Streets were raised by many.

The most common pain points for the Regent Park Quiet Street were:

- Damage/tampering of program materials
- Reckless driving

The most common benefits identified were:

- Ability to safely physically distance
- Reduction in non-local traffic
- Mental health improvements

Rowntree - Rowntree Mill Rd. / Duncanwoods Dr. / Ardwick Blvd.

46 Total Survey Respondents

Street Snapshot

Survey Question	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	84%
Main Mode of Travel:	
Walking/Jogging	91%
% of Respondents with no exclusive access to outdoor space:	17%
% of Respondents that do not live/work on the Quiet Street:	55%
Perception of Program on:	
influencing physical distancing	41% <small>Agree or Strongly Agree</small> 20th
providing safer shared street space	48% <small>Agree or Strongly Agree</small> 19th
perceived reduction in speeds	4.3 of 10
Overall Program Sentiment:	Negative

There were a not many respondents to the Rowantree Quiet Street, so the sample size is not large. The feedback on the program tilted towards the negative, with a significant minority appreciating the intent of program. There were many commenters who found the signage confusing and insufficient.

The most common pain points for the Rowntree Quiet Street were:

- Reckless driving
- Non local traffic

The most common benefits identified were:

- Safer pedestrian atmosphere
- Ability to safely physically distance

Sammon - Fulton Ave. / Sammon Ave.

761 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	97%
Main Mode of Travel:	
Walking/Jogging	84%
% of Respondents with no exclusive access to outdoor space:	13%
% of Respondents that do not live/work on the Quiet Street:	76%
Perception of Program on:	
influencing physical distancing	79% <small>Agree or Strongly Agree</small>
providing safer shared street space	77% <small>Agree or Strongly Agree</small>
perceived reduction in speeds	7.3 of 10
Overall Program Sentiment:	Positive

Sammon Quiet Street installation was very well received by survey respondents. There were many comments expressing joy at the increase in families utilizing the street, and kids playing safely. Community connection and cohesion was strengthened through the Quiet Streets program according to many respondents. Calls for making the program permanent were numerous. Those who were more critical expressed frustration at how easily the barriers could be moved, reducing the program's efficacy. Many commented on drivers acting impatiently and driving unsafely. Some drivers were not happy with people playing in street, and with having to accommodate those with mobility devices walking in the road.

Outside the Quiet Streets program, some respondents expressed their support for the Danforth Complete Streets project, and the ActiveTO closures on Lakeshore. There were also complaints about potholes on Sammon Avenue, close to Pape.

The most common pain points for the Sammon Quiet Street were:

- Non local traffic

The most common benefits identified were:

- Safer pedestrian atmosphere
- Ability to safely physically distance

Silverthorn

269 Total Survey Respondents

Laughton Ave. / Hounslow Heath Rd. / Silverthorn Ave. / Donald Ave. / Haverson Blvd. / Blackthorn Ave.

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	91%
Main Mode of Travel:	
Walking/Jogging	81%
% of Respondents with no exclusive access to outdoor space:	17%
% of Respondents that do not live/work on the Quiet Street:	57%
Perception of Program on:	
influencing physical distancing	41% <small>Agree or Strongly Agree</small> T*21st
providing safer shared street space	33% <small>Agree or Strongly Agree</small> 27th
perceived reduction in speeds	3.9 of 10
Overall Program Sentiment:	Mixed

The Silverthorn Quiet Street does not rate all that highly when looking at the survey numbers, but the written feedback was far more mixed. This was a quiet street where respondents tended to either strongly dislike the program and want to see it ended, or strongly liked it and were full of ideas for making it better. For those who were not supportive of the program, it was primarily drivers who felt the program forced them to drive unsafely by swerving around pylons, particularly at intersections. There was a feeling that the route was working fine before the program, and that Quiet Streets was not needed. There was also frustrations that the route would occasionally show up on Google Maps and Waze as a closed road.

Those who were more positive about the program felt it worked well with the speed humps on the street and helped to reduce vehicular speeds, which is at odds with the rest of the survey feedback (Silverthorn was one of the lowest ranked routes for reducing vehicular speed). There were many suggestions for improving the program with more permanent barriers, bump outs, and bike lanes. There was also a call for increased communication with residents, as some felt the program would have been better received with more advanced notice and engagement.

The most common pain points for the Silverthorn Quiet Street were:

- Non local traffic
- Damage/tampering of program materials

The most common benefits identified were:

- Ability to safely physically distance

St. James Town - Bleecker St. / Earl St.

42 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	90%
Main Mode of Travel:	
Walking/Jogging	86%
% of Respondents with no exclusive access to outdoor space:	
	52%
% of Respondents that do not live/work on the Quiet Street:	
	64%
Perception of Program on:	
influencing physical distancing	52% Agree or Strongly Agree 18th
providing safer shared street space	55% Agree or Strongly Agree T*14th
perceived reduction in speeds	5.7 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

The St. James Town Quiet Street received few survey responses. As it is one of the densest neighbourhoods in the country, this would indicate that engaging this community will require more concentrated effort in the future. The responses received were fairly positive, with many hoping the program will be extended or made permanent. There were requests for more barriers that are not easily moved out of the way. Those who were critical of the program felt that it was not successful in achieving its goals, and that the City could better use resources on shelter and affordable housing. Some requested the program expand into the neighbouring Church-Wellesley community.

The most common pain points for the St. James Town Quiet Street were:

- Non local traffic
- People not following physical distancing guidelines

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

Waterfront West - First St./Lake Shore Dr./Fifth St./Eleventh St./ Lake Promenade/Thirty Sixth St./Thirty Seventh St.

1,101 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	92%
Main Mode of Travel:	
Walking/Jogging	71%
% of Respondents with no exclusive access to outdoor space:	25%
% of Respondents that do not live/work on the Quiet Street:	76%
Perception of Program on:	
influencing physical distancing	67% Agree or Strongly Agree 7th
providing safer shared street space	65% Agree or Strongly Agree 7th
perceived reduction in speeds	6.9 of 10
Overall Program Sentiment:	Positive

The vast majority of the comments for the Waterfront West Quiet Street were addressing the ActiveTO Lakeshore West installation. Most of the concerns about that program were about increased congestion on the Gardiner Expressway. Those congestion concerns were outnumbered by respondents who enjoyed the ActiveTO program. Many spoke to the importance the program played in supporting their physical, mental, and emotional health during the pandemic, allowing them to participate in recreation and socialize with friends and family. Some did express concern with the speed of some cyclists on the program route, and suggested asking people to dismount when the route is downhill.

For the comments related to the Quiet Streets installation, there were concerns about how emergency vehicles navigating around the pylons, which lead to many people moving the pylons. On the positive side, many commenters appreciated the ability to socialize in a safe manner, noting it helped sustain community connection. Some stated that the program (both Quiet Streets and ActiveTO) had massively improved the quality of life in the area.

The most common pain points for the Waterfront West Quiet Street were:

- Non local traffic
- People not following physical distancing guidelines

The most common benefits identified were:

- Reduction in non-local traffic
- Safer cycling atmosphere

Westview - Westview Boulevard

148 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	88%
Main Mode of Travel:	
Walking/Jogging	82%
% of Respondents with no exclusive access to outdoor space:	4%
% of Respondents that do not live/work on the Quiet Street:	72%
Perception of Program on:	
influencing physical distancing	40% <small>Agree or Strongly Agree</small> 21st
providing safer shared street space	36% <small>Agree or Strongly Agree</small> T*22nd
perceived reduction in speeds	4.3 of 10
Overall Program Sentiment:	Negative

* denotes a Tie

Respondents from the Westview Quiet Street were fairly negative about the Quiet Streets program. Some did not like it because they felt it created very unsafe conditions between parked cars, program materials, and drivers. Others noted that it was wholly unnecessary on a street like Westview Boulevard. Still others felt it was an eyesore and did not contribute to an attractive community. Many felt the program was great in theory but not effective in achieving its goals. Some felt the program would have been more successful and well received if the program materials had been permanent, as many people moved the pylons onto the sidewalk. Comments also highlighted that the program would have been more effective had there been consideration for where people park their cars. A few respondents did note that the program reduced non-local traffic.

The most common pain points for the Westview Quiet Street were:

- Poor Quiet streets location
- Non local traffic

The most common benefits identified were:

- Ability to safely physically distance

Winona - Winona Drive

475 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents		
Understanding of Program:			
% of Respondents who understood the intent of the program	93%		
Main Mode of Travel:			
Walking/Jogging	80%		
% of Respondents with no exclusive access to outdoor space:			
	25%		
% of Respondents that do not live/work on the Quiet Street:			
	74%		
Perception of Program on:			
influencing physical distancing	56%	Agree or Strongly Agree	14th
providing safer shared street space	52%	Agree or Strongly Agree	17th
perceived reduction in speeds	5.2 of 10		
Overall Program Sentiment:	Mixed		

There was a lot of conflicting feedback on the Winona Quiet Street. People were evenly split on whether the program successfully slowed vehicle speeds or reduced non-local traffic. Drivers felt it did slow them down and were not pleased about it. Cyclists and pedestrians were much more cautious to say reckless driving was reduced. Cyclists noted they felt unsafe when forced too far from the curb by pylons and other program materials. There was also some confusion as to whether the street had become bidirectional for cyclists during Quiet Streets.

Many respondents noted a desire to see Winona become more like Shaw Street with bidirectional bike lanes. While respondents were split on how effective the program was, more wanted to see the program returned in an improved state, rather than removed completely. A few commenters felt the program would have been more warmly received if not for frustration around the Eglington Crosstown construction.

The most common pain points for the Winona Quiet Street were:

- Non local traffic
- Damage/tampering of program materials

The most common benefits identified were:

- Ability to safely physically distance

Woodfield - Woodfield Road

219 Total Survey Respondents

Street Snapshot

Survey Questions	(%) Percentage of Survey Respondents
Understanding of Program:	
% of Respondents who understood the intent of the program	95%
Main Mode of Travel:	
Walking/Jogging	85%
% of Respondents with no exclusive access to outdoor space:	13%
% of Respondents that do not live/work on the Quiet Street:	59%
Perception of Program on:	
influencing physical distancing	75% <small>Agree or Strongly Agree</small> 3rd
providing safer shared street space	79% <small>Agree or Strongly Agree</small> 1st
perceived reduction in speeds	7.2 of 10
Overall Program Sentiment:	Positive

Woodfield was one of the highest ranked routes for reducing vehicular speeds, improving physical distancing, and making people feel safer sharing the street, so it is no surprise that much of feedback was extremely positive. Most respondents noted that the program created a much more friendly atmosphere for play, recreation, and socialization, while still allowing for physical distancing. Some wanted the program to continue through the winter, allowing for sledding and skiing. Negative comments focused on how easily the program materials were damaged or removed. Most respondents would like to see the program made permanent with heavier program materials.

The most common pain points for the Woodfield Quiet Street were:

- Non local traffic

The most common benefits identified were:

- Ability to safely physically distance
- Safer pedestrian atmosphere

Conclusion

Across 9,824 responses, it was clear that as a traffic calming program, the impacts of Quiet Streets were mixed. It was more successful on some streets than others, and it was difficult to know beyond people's perceptions of safety on how much impact it had on reducing reckless driving. However, as a program designed to accommodate safe physical distancing amidst COVID-19, Quiet Streets was a massive success. Even on routes where the majority of feedback was negative, there was almost always an acknowledgement that the program raised awareness of how different people needed to use public space during a pandemic. The

benefits for children being able to access even a few extra feet of space to play was noted by many. Many routes commented on a greater feeling of community connection and cohesion. These were tangible benefits during a pandemic that has left so many to be socially isolated and disconnected from loved ones. As a program that was conceived, planned, and implemented within the midst of a generational crisis, and on the tightest of timelines, Quiet Streets was of enormous benefit to countless Torontonians.

Key Themes

Who's Responding

- The survey had slightly more women than men respond.
- Most respondents were within in the age category of 30-55.
- A majority of respondents live in a household of 3-5 people, with most households having exclusive access to a back or front yard.
- The second largest group of respondents have no form of access to private outdoor space.

Program Effectiveness

- The majority of users understood the program's intentions.
- Streets closer to the downtown core were found to have more positive sentiments about the program's effectiveness at reducing or slowing down traffic.
- Cyclists and pedestrians noted that vehicles still tend to dominate space on the street and don't respect the shared space.

Program Understanding

- More education is needed around Quiet Streets intending to slow down vehicles, forcing drivers to slowly navigate around program materials.
- Program signage is not effectively communicating the goals and purpose of the program.

Experience of the Program

- Many respondents noted that pylons cause confusion , as respondents were not aware that slowing down traffic by causing them to navigate space carefully is the goal.
- The placement of some barricades have obstructed some users from turning onto the street from adjacent roads.
- Respondents find that materials on some streets were not placed or used properly to help reduce traffic or lower vehicular speeds.

Part 3: Appendix



Route Rankings



Survey Response Rate:

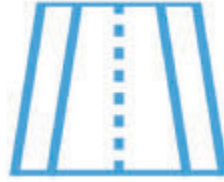
Streets with the most/fewest respondents to the Quiet Streets Survey

Highest Response:

1. **Duplex - Jedburgh**
2. **Waterfront West**
3. **Cowan - Brock - Emerson**
4. **Sammon**
5. **The Esplanade**

Lowest Response:

1. **Potsdam - Tobermory**
2. **Kitchener Park**
3. **Dorset Park**
4. **Bicknell**
5. **St. James Town**



Speed Reduction:

Streets with the highest/lowest rating for perception of speed reduction

Highest Rating:

1. **Monarch Park**
2. **Sammon**
3. **Woodfield**
4. **Duplex - Jedburgh**
5. **Waterfront West**

Lowest Rating:

1. **Lee**
2. **Military - Highcastle**
3. **Crescent Town**
4. **Maxwell**
5. **Silverthorn**



Comprehension of Program:

Streets with the greatest/least understanding of the program

Most Understood:

1. **Crawford**
2. **Sammon**
3. **Duplex - Jedburgh**
4. **Monarch Park**
5. **Woodfield**

Least Understood:

1. **Berner - Blackwell**
2. **Kitchener Park**
3. **John Tabor**
4. **Chalkfarm**
5. **Port Union/Rowntree**



Main Mode of Travel

Predominant mode of travel taken on Quiet Streets

Walking/Jogging	28 Streets
Driving	4 Streets
Cycling	0 Street



Sentiment Score

Overall Sentiment of the Quiet Street program

Positive	11 Streets
Mixed	10 Streets
Negative	10 Streets

General Comments / Suggestions

"I am visually impaired, which makes physical distancing difficult because they need to see my cane and avoid me. Many don't. This gives me many, many more options to keep myself safe."

"Please please keep this going even post-covid. This program shows that people will use the public realm and activate the community more when they are comfortable that they are safe from vehicular traffic."

"I really like the idea and wish more drivers observed it. I feel much safer cycling on Quiet Streets."

"We use it all the time. It effectively increases the 'green space' within our community."

"I loved this program so much and I really appreciated the effort to give our street a more community vibe, and reduce the freeway onramp vibe. I have to worry less about my child stepping off the sidewalk for a minute, and we've spent the summer teaching her to ride a bike by riding up and down the street. It's been such a dream. I hope this program returns if not permanently, at least every summer."

"The ActiveTO program has improved public safety and activity in my neighbourhood exponentially during this trying time."

"Neighbours are kinder and more considerate of one another with the extra space."

"Feels like a confusing obstacle course with cars, just close certain streets instead."

"Please don't end this program we're obviously now in a second wave of the pandemic and Torontonians are going to continue to need to travel by foot and bicycle for many more months (if not more). Reducing vehicle traffic on city streets makes us all safer, and will allow people to continue to exercise and travel safely throughout the city."

"Excellent way to try to reintroduce sanity to residential side streets."

"Communicate more clearly that pedestrians and joggers should feel welcome to use the street, utilize better signage and barriers."

"Barriers need to be non-movable."

"It's helpful but pretty minimal. It could be improved by making it permanent. The temporary (and moveable) signs and pylons could be replaced with permanent traffic calming measures like curb bump outs, wider sidewalks, narrower lanes, one-way traffic, and/or contraflow bike lanes."

"Needs 'permanent' barriers. Concrete Jersey Barriers would work. Pylons simply were moved, run over or just went missing."

General Comments / Suggestions

"I don't think enough information is out there about this initiative. As a driver, I don't know what I'm supposed to do. As a pedestrian, I still have to watch for cars."

"This program isn't inclusive of every road user. It makes some streets 'have' streets and others 'have not' streets. It is inequitable to anyone not living on that street."

"The barriers and signs should be made permanent to be effective. The main trouble is how easy it is to move these barriers and signs, which happens every other day."

"I think there should have been street markings indicating where the barrels should be placed so that residents would have less incentive to move them out of the way. I have concerns about the degree to which 'local only' traffic reinforces enclaves and privileges of homeowners."

"It doesn't help pedestrians or cyclists and just inconveniences motorists in the neighbourhood. People usually just move the pilons to limit the inconvenience."

"I am all for separating out space for bikes/ pedestrians from cars, but sharing these spaces is incredibly dangerous and gives a false sense of security. It would have been better to make some streets one way streets and dedicate an entire lane to non-car users."

"The makeshift materials made the city look less than appealing. If anything of this nature is planned in the future we should be looking at enhancing the visual element."

"Please remove these dangerous obstructions at once. An automobile is at risk of swerving into a cyclist due to street obstructions/blind stops."

"The program has good intentions, but horrible execution. I've seen the problems only worsen because of this program."

"Communicate more clearly that pedestrians and joggers should feel welcome to use the street, utilize better signage and barriers."

"Publicize the purpose more, and also allow people to put forth suggestions for recommending future quiet streets. I had no idea what they were for at first, who is allowed to use them, if you're allowed to drive on them if you don't live there but need to access nearby streets, etc."

"Like the concept, but didn't find them very effective."

"The biggest struggle was that the community was divided on the efficacy of the program, often leading to moving pylons."

"The concept was good, implementation in areas with cross and through traffic didn't work. Maintenance of the barrels and signs was infrequent and ineffective."

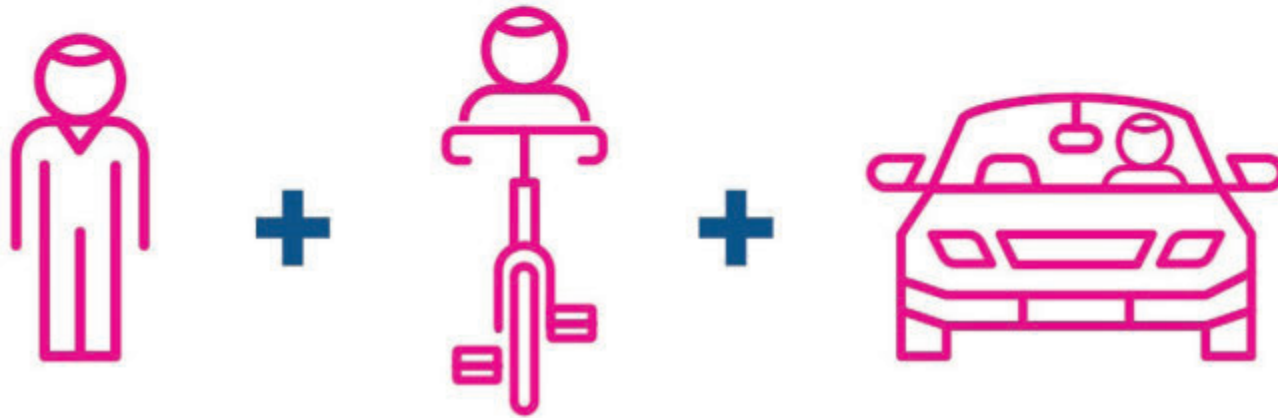
Summary Table

June 23 - September 30, 2020

Quiet Street	# of Survey Responses	Effectiveness in Calming Traffic	% of People that Understood Quiet Street Definition	Main Mode of Travel	Sentiment towards Quiet Streets
All Routes	9,824	6/10	80%	Walking/Jogging	Mostly Positive
Berner – Blackwell	55	4.2/10	78%	Driving	Negative
Bicknell	41	4.7/10	85%	Walking/Jogging	Mixed
Chalkfarm	58	4.1/10	83%	Walking/Jogging	Negative
Chartwell – Edgecroft	216	6.0/10	92%	Walking/Jogging	Mixed
Cowan – Brock – Emerson	912	5.8/10	94%	Walking/Jogging	Positive
Crawford	448	6.1/10	97%	Walking/Jogging	Positive
Crescent Town	207	3.8/10	90%	Walking/Jogging	Negative
Dorset Park	43	4.5/10	88%	Walking/Jogging	Negative
Duplex – Jedburg	1,537	7.0/10	96%	Walking/Jogging	Positive
Eglinton East	117	4.5/10	85%	Driving	Mixed
Esplanade, The	544	5.8/10	93%	Walking/Jogging	Mixed
High Park	471	5.4/10	93%	Walking/Jogging	Positive
John Tabor	69	4.7/10	81%	Walking/Jogging	Mixed
Kensington Market	300	5.4/10	91%	Walking/Jogging	Negative
Kew Beach	222	5.4/10	92%	Walking/Jogging	Mixed
Kitchener Park	24	5.4/10	79%	Walking/Jogging	Mixed
Lee	176	3.5/10	88%	Walking/Jogging	Negative
Maxwell	156	3.9/10	85%	Walking/Jogging	Negative
Military – Highcastle	106	3.6/10	85%	Driving	Mixed
Monarch Park	536	7.6/10	95%	Walking/Jogging	Positive
Port Union	56	4.2/10	84%	Walking/Jogging	Negative
Potsdam – Tobermory	9	4.1/10	89%	Driving & Walking/Jogging	Positive
Regent Park	460	6.7/10	94%	Walking/Jogging	Positive
Rowntree	46	4.3/10	84%	Walking/Jogging	Negative
Sammon	761	7.3/10	97%	Walking/Jogging	Positive
Silverthorn	269	3.9/10	91%	Walking/Jogging	Mixed
St. James Town	42	5.7/10	90%	Walking/Jogging	Positive
Waterfront West	1,101	6.9/10	92%	Walking/Jogging	Positive
Westview	148	4.3/10	88%	Walking/Jogging	Negative
Winona	475	5.2/10	93%	Walking/Jogging	Negative
Woodfield	219	7.2/10	95%	Walking/Jogging	Positive

COVID-19

QUIET STREET



**SHARED
SPACE**



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