



# ActiveTO Midtown Complete Street Pilot

Public Intercept Survey  
Evaluation Report

March 2022



## Project Team

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With thanks to the 37 graduate students who supported the pre- and post-installation studies with their time and dedication.

In 2020, Park People and TCAT worked collaboratively on two evaluations for the City of Toronto: the 2020 [ActiveTO Major Road Closures](#) and evaluation of [Destination Danforth](#).

In 2021, Park People and TCAT again worked together on the 2021 ActiveTO Major Road Closures and this evaluation of the ActiveTO Midtown Complete Street Pilot.

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# Executive Summary

## Overview

The ActiveTO Midtown Complete Street Pilot is part of a suite of ActiveTO programs, initiated by Council on May 28, 2020, that are designed to create attractive street space and support the City of Toronto's economic recovery and response to COVID-19. These programs are part of a period of unprecedented rapid program implementation and deserve careful evaluation. The goals of the ActiveTO Midtown Complete Street Pilot are to: provide support for local businesses and surrounding communities by expanding outdoor patio areas; improve safety and comfort for everyone; and provide a safe and protected bike lane along the Line 1 subway.

The ActiveTO Midtown Complete Street Pilot project area runs along Yonge Street from Bloor Street as the southern limit to Davisville Avenue as the northern limit.

Following public consultation in April 2021, new streetscape design elements were installed throughout the summer and early autumn. The streetscape design elements for the ActiveTO Midtown Complete Street Pilot include:

- Planters placed along curb lane cafés, ends of parking areas, and other strategic locations;
- Cycle tracks with concrete curb stones to separate the bike lane from parking and traffic;
- Painted curb extensions designed to visually and physically narrow the roadway at intersections, slow vehicle traffic and reduce the crossing distance, and provide more space for pedestrians;
- Accessibility features including shortened crossing distances, platforms at key locations, and unobstructed loading for high use Wheel-Trans locations;
- Improved street environment for transit users and space for accessible TTC bus stops and shuttle locations.

This evaluation of the ActiveTO Midtown Complete Street Pilot installation was conducted by Park People and The Centre for Active Transportation (TCAT) before and after the installation of the pilot in Summer 2021, with the pre-installation study conducted on June 3<sup>rd</sup> and 5<sup>th</sup> and the post-installation study conducted on September 11<sup>th</sup>, 14<sup>th</sup>, 16<sup>th</sup> and 18<sup>th</sup>, 2021. The majority, but not all of the elements had been installed prior to the post-installation study.

Across both studies, over 1,145 surveys were conducted in person with the general public on Yonge Street, using a randomized methodology to ensure a diverse cross section of respondents. Results were analyzed to find trends in feedback across the diverse respondents.

Both studies were conducted during warm weather, though the pre-installation study occurred in June 2021, prior to the lifting of COVID-19 lockdown orders with Ontario moving to Stage 1 of reopening the following week. By the post-installation study in September 2021, Ontario had moved through Stage 3 of reopening. Though many people continued to work from home, traffic volumes had slightly increased, but transit volumes remained low. Wherever applicable, results are analyzed with this perspective in mind.

# Key Findings:

## **Respondents felt that the project created a more complete street**

76% of respondents felt that the ActiveTO Midtown Complete Street Pilot met its goals of providing support for local businesses and surrounding communities by expanding outdoor patio areas, improving safety and comfort for everyone, and providing a safe and protected bike lane along the Line 1 subway.

## **People are visiting more often**

31% of respondents visited more often following the installation, including 40% of immediate area residents and 65% of cyclists visiting more often. Those aged 30 and under and those who identify as Black, Indigenous, or People Of Colour (BIPOC) are also more likely to visit more often.

## **People are driving less and cycling more on Midtown Yonge**

The pilot encouraged shifts to more active transportation modes. 32% of immediate area residents and 40% of those in adjacent areas changed their mode of travel to the area as a direct result of the installation. Of those, 68% started cycling and 37% stopped driving or using rideshare/taxi. Among non-cyclists, 55% now perceive the area as safe or very safe for cycling, compared to 20% prior to the pilot, suggesting an increasing population of people who would now consider cycling on Yonge Street.

## **New or returning cyclists are much more likely to be diverse**

20% of cyclists were new to cycling or returning to cycling during the pandemic. New or returning cyclists are more than twice as likely to identify as BIPOC, and nearly twice as likely to be female, whereas males currently make up two-thirds or more of cyclists along the study corridor. In addition, 54% of non-cyclist females now perceive Midtown Yonge Street as safe or very safe for cycling, compared to 12% prior to the pilot.

## **Cyclists feel safer**

Sense of safety for cyclists travelling on Yonge Street more than doubled from 36% feeling 'safe or very safe' pre-installation to 76% post-installation. At the same time, 3% fewer drivers felt safe travelling on Midtown Yonge, citing a fear of collisions with cyclists as a key concern.

## **Respondents report mixed perceptions of congestion**

Congestion on Yonge Street after the Complete Street Installation was perceived by respondents to be "a little worse" (26%) or "a lot worse" (28%), while 40% of respondents stated that they "had not noticed a difference," and 6% perceived congestion had lessened. Drivers were most likely to report that congestion is "much worse" (51%). Respondent comments noted safety benefits of slower traffic.

## **Safety improved for Food Delivery Workers**

Bike lanes have significantly improved safety for food delivery workers on foot, bike or e-scooter, who have largely switched from other parallel routes to Yonge Street, though some still avoid Yonge Street at peak times. They make up an estimated 20% of all cyclists on Yonge, with the majority using electric assist bicycles.

## **Accessibility features could be improved**

Although 42% of respondents with accessibility needs felt the pilot improved accessibility and 37% felt there was no change, some suggested that accessible pick-up and drop-off zones could be improved and harmonized, better communicated to Wheel-Trans drivers and passengers, and more clearly marked for cyclists.

## **Complete Street infrastructure is widely appreciated**

Of the Complete Street infrastructure elements, patios and planters were the most universally valued, by more than 70% of respondents. Cycle tracks and concrete curbs were a great improvement for cyclists and perception of cycling safety. 50% of drivers said that the separated cycle tracks had a 'positive impact on their experience of the street.'

# Study Objectives

The ActiveTO Midtown Complete Street Pilot Public Intercept Study was designed to understand diverse user perspectives on safety, accessibility, and experience of the installation and to assess the effectiveness of the program's goals to support businesses, create a safer and more comfortable street, and increase safe and equitable access to active modes of transportation.

Evaluation methods included age and gender counts of cyclists to measure vulnerable road users, and an intercept survey administered on-street to gather all-ages, all-abilities feedback on the impact of the installation. Survey and count methodologies were carried out just prior to the installation of the Complete Street infrastructure and replicated a few months after the installation.

The intercept survey provides direct comparison of user feedback on how elements of the Complete Street installation impact user experience on the street, including perception of safety for various road users and demographics, accessibility, visit frequency, shopping habits, and whether the new street design has changed how respondents use the street. Analysis shows trends in responses among various demographics (age, gender, BIPOC), transportation modes, locals vs. visitors, and other determinants.

Earlier studies using comparable methodologies, such as the 2020 Destination Danforth Complete Street study and the 2015 Bloor Bike Lane Impact study, are referenced as a comparator where practical. In order to hear from people disproportionately impacted by street design, but typically under-represented in survey responses, a focus group with food delivery workers and targeted surveys for people with accessibility needs were conducted.



# Methods

This evaluation of the ActiveTO Midtown Complete Street Pilot involved two main methods: public intercept surveys and documentation of cyclist demographics, replicated both before and after the installation. A detailed description of the methodology is included in Appendix A. Here is a brief overview:

Surveys were conducted with members of the public using a randomizing methodology at select locations along Yonge Street from Bloor Street to Davisville Avenue at the arrival side of traffic lights. This ensured that surveyors had equal chance to approach pedestrians (who also represent transit riders, rideshare users, and drivers after parking), as well as cyclists when stopped at a red light.

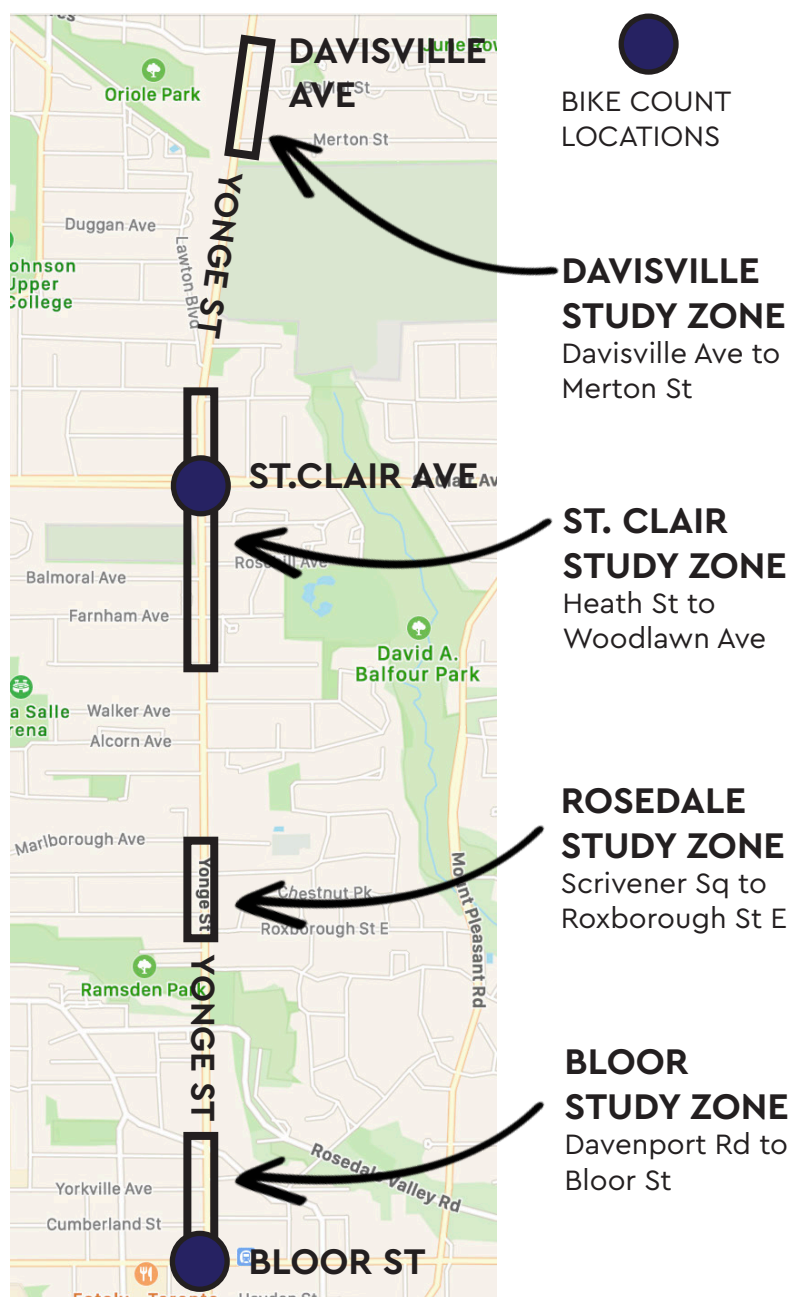
Pre-installation surveys were conducted on Thursday June 3<sup>rd</sup> and Saturday June 5<sup>th</sup>. Post-installation surveys were conducted Saturday, September 11<sup>th</sup>, Tuesday, September 14<sup>th</sup>, Thursday, September 16<sup>th</sup> and Saturday, September 18<sup>th</sup>, totalling over 400 person-hours, by a team of trained Park People and TCAT staff, and urban planning and civil engineering students who received a stipend per shift.

Pre-installation intercept surveys were conducted at three study zones along Yonge Street: Bloor Zone, St. Clair Zone, and Davisville Zone. In consultation with ActiveTO staff, a fourth Rosedale Zone was added for the post-installation surveys.

Training included information about the randomizing methodology as well as COVID-19-safe practices for surveying.

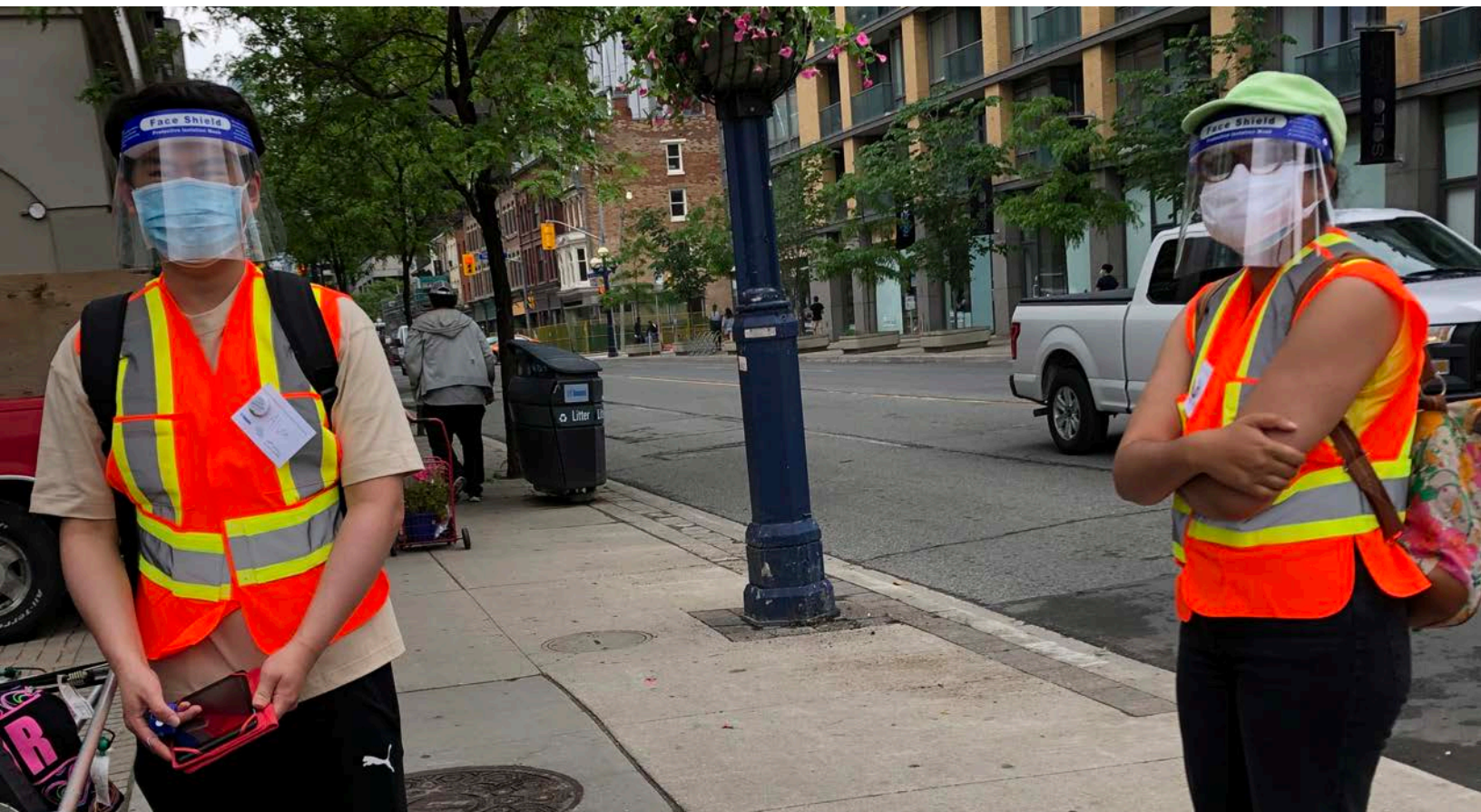
Age and gender estimations of cyclists were conducted at Bloor Street and St. Clair Avenue in both directions on June 3, 5, 10 and 11 pre-Installation, and September 16, 18 and 23 post-installation. These cyclist demographics can be used to deduce the impact of road infrastructure on sense of safety for various ages and genders.

*Note: The n values (responses received) differ from question to question, as some questions were skipped by some respondents, while other sub-questions were triggered by specific answers to previous questions.*



This before and after study made use of a large team of surveyors to collect surveys as evenly as possible across the dates and study zones and provide a broad spectrum of feedback. Survey responses were collected as follows:

Pre-Installation Survey		Post-Installation Survey	
Total Responses: 599 (target: 300)		Total Responses: 547 (target: 500)	
% of surveys collected by date			
Thursday, June 3	57%	Saturday, Sept 11	22%
Saturday, June 5	43%	Tuesday, Sept 14	41%
		Thursday, Sept 16	23%
		Saturday, Sept 18	13%
% of surveys collected by study zone			
Davisville study zone	26%	Davisville study zone	36%
St.Clair study zone	34%	St.Clair study zone	24%
Rosedale study zone	N/A	Rosedale study zone	14%
Bloor study zone	40%	Bloor study zone	16%



# Overview of Respondents

## Demographics

Surveyors conducted a total of 1,146 intercept surveys across the study, with 599 pre-installation and 547 post-installation. Respondents' demographics largely aligned with the makeup of the surrounding neighbourhoods of The Annex, Rosedale-Moore Park, Mount Pleasant East, and Yonge-St.Clair.

## Respondents Profile:

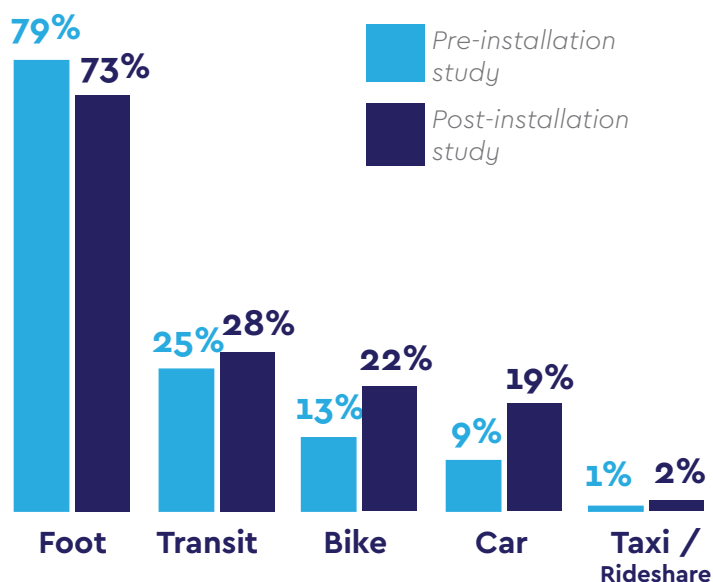
- 82% of survey respondents were from the immediate area or adjacent neighbourhoods. Yonge Street is predominantly a local street.
- 47% of respondents identified as female in the pre-installation survey vs. 53% who identified as female in the post-installation survey.
- 27% identified as Black, Indigenous, or People Of Colour (BIPOC), slightly higher than the 22% visible minority proportion across the four neighbourhoods.
- Respondents' average household income was \$95,000, within the range of averages of \$71,000 to \$107,000 found across the four bordering neighbourhoods.
- Survey respondents represent a variety of ages, roughly in line with the surrounding neighbourhood demographics.
- Over 70% of respondents arrived on foot, with a smaller proportion (less than 30%) using transit, cycling, driving, or using other modes, though many used multiple modes to travel around the area.

## Respondent Mode of Transportation

Combined: How did you get to Yonge Street today?  
/ How would you typically make the trip to Yonge Street, between Bloor and Davisville?

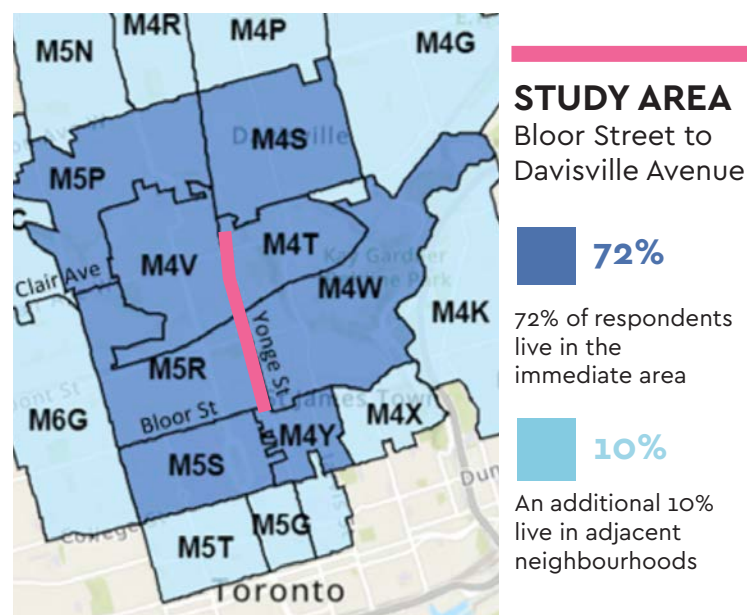
(Multiple Selection Allowed)

Pre-installation n= 598; Post-installation n=547



## Proximity of Respondent Residence

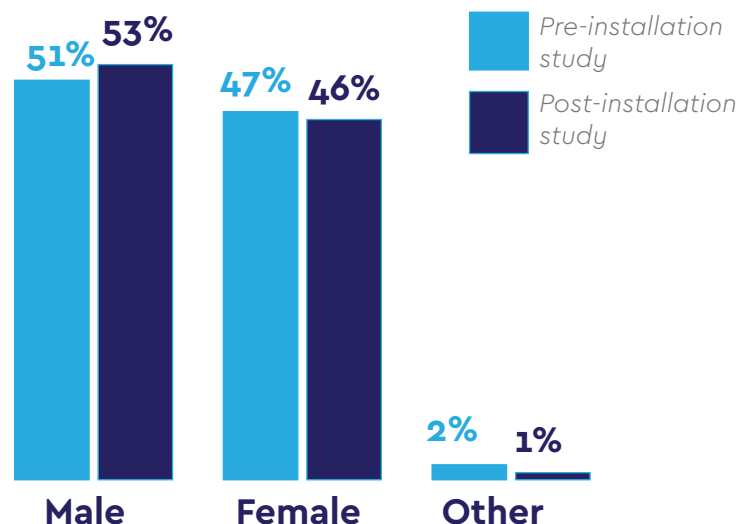
May I ask the first three digits of your postal code?  
Combined pre- and post-installation n=1,057



## Respondent Gender

How do you identify in terms of gender?

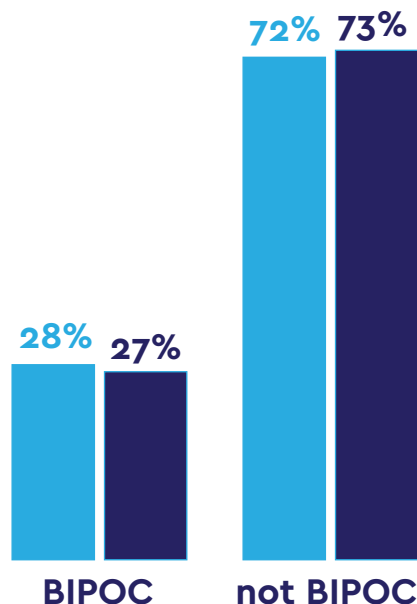
Pre-installation n= 550 ; Post-installation n= 509



## Respondent Diversity

Do you identify as Black, Indigenous or as a person of colour?

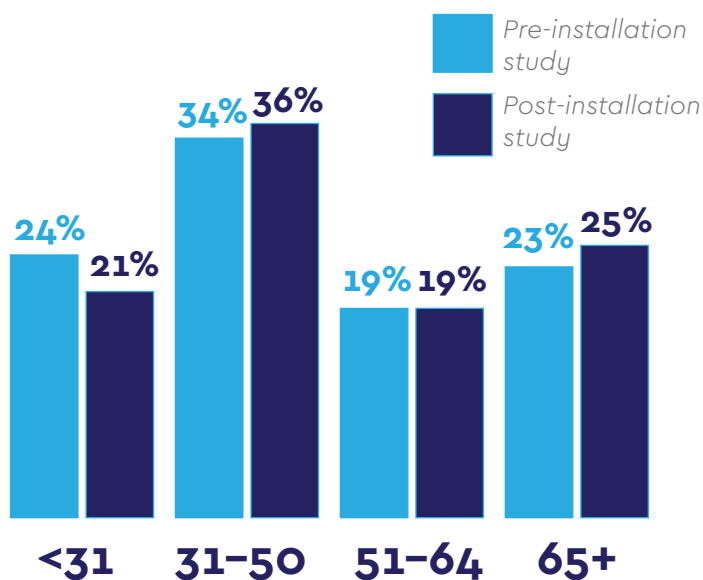
Pre-installation n= 540; Post-installation n= 495



## Respondent Age

What is your age range?

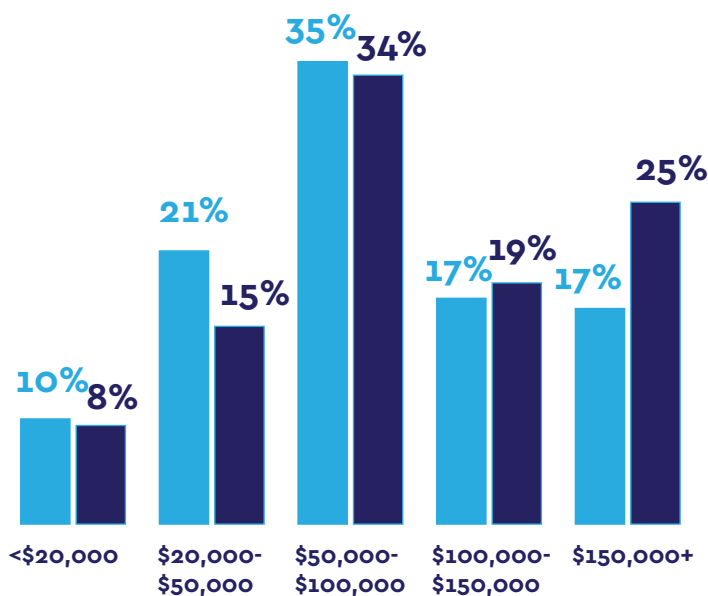
Pre-installation n=558; Post-installation n=526



## Respondent Income

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

Pre-installation n=388; Post-installation n=423



# Perception of Project Effectiveness

The goals of the ActiveTO Midtown Complete Street Pilot are to:

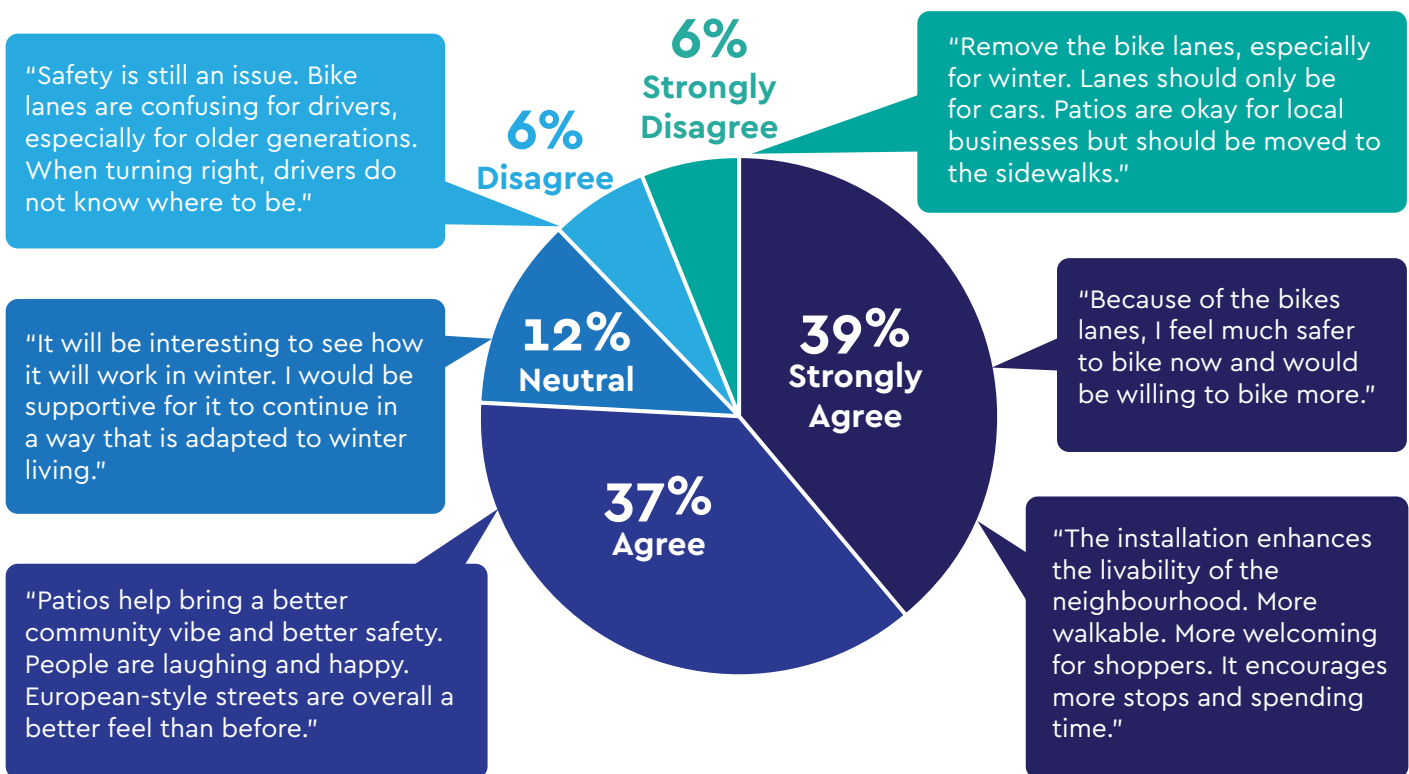
- Provide support for local businesses and surrounding communities by expanding outdoor patio areas;
- Improve safety and comfort for everyone; and
- Provide a safe and protected bike lane along the Line 1 subway.

Overall, 76% of survey respondents agreed or strongly agreed that the pilot achieved these goals, suggesting the City has been largely successful in creating a more complete street.

## Perception of project effectiveness

*"The goals of the ActiveTO Midtown Complete Street Pilot on Yonge Street are to provide support for local businesses and surrounding communities by expanding outdoor patio areas, improving safety and comfort for everyone, and providing a safe and protected bike lane along the Line 1 subway. Do you agree the ActiveTO Midtown Complete Street Pilot has met these goals?"*

n= 519



All four survey locations (Bloor, Rosedale, St. Clair, & Davisville Zones) saw consistently strong agreement that the pilot achieved its goals, with 75–78% of respondents at each study zone agreeing.

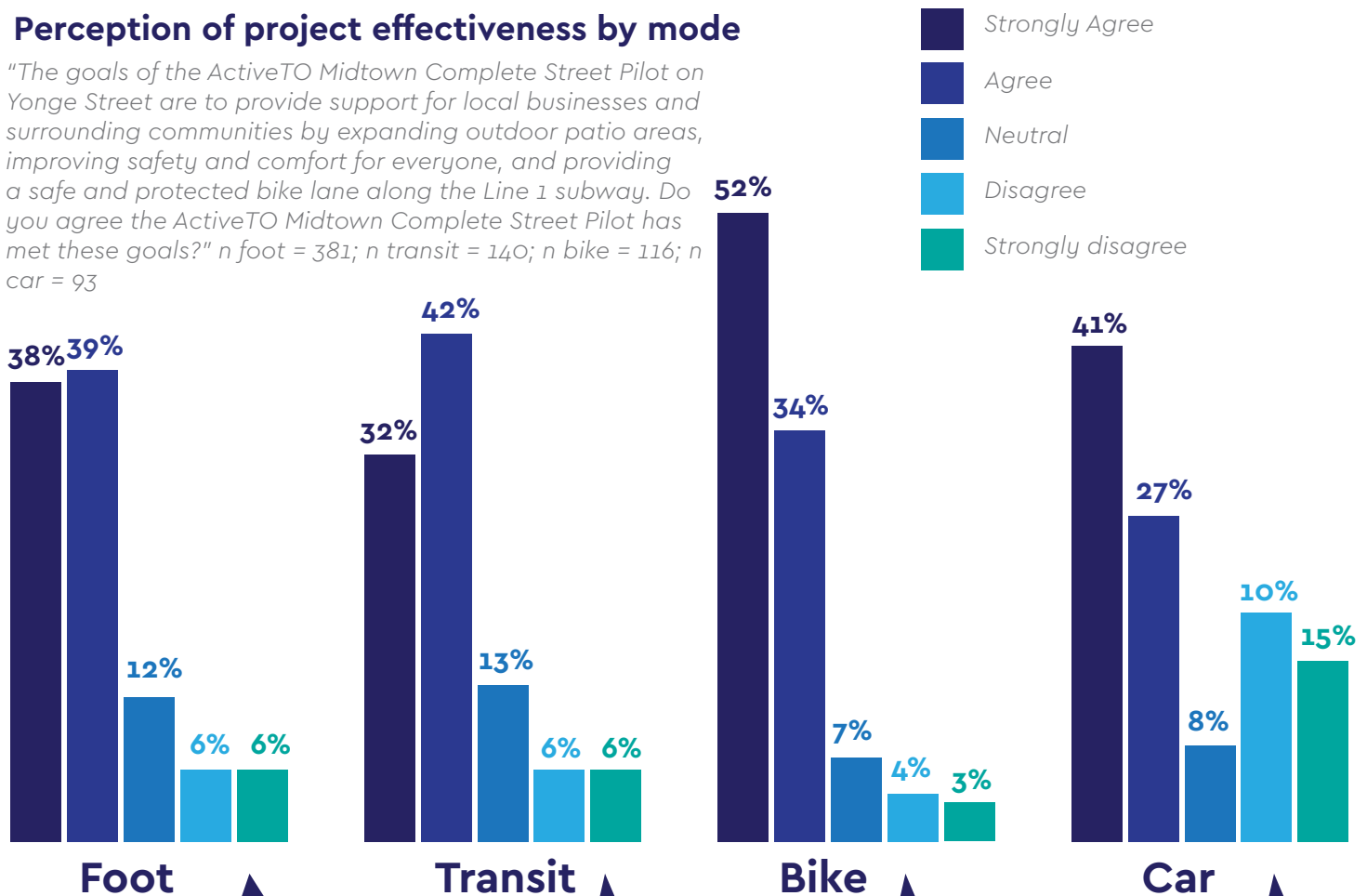
Further, 77% of immediate area residents agreed that it achieved its goals, indicating local communities feel the pilot was a success. 80% of respondents from adjacent areas and 74% from further away also agreed with the statement, indicating that the pilot was seen as successful by residents and visitors alike.

## Different perceptions by mode of transportation

As can be expected, the perceived success of the pilot differs by the mode of transportation respondents use on Yonge. 85% of cyclists agreed or strongly agreed that the pilot achieved its goals, while 77% of those on foot and 74% of those taking transit agreed or strongly agreed. Those driving cars were the most polarized on this question, though a strong majority of 78% agreed or strongly agreed that the pilot provides support for local businesses, improves safety and comfort for everyone, and provides a safe and protected bike lane.

### Perception of project effectiveness by mode

"The goals of the ActiveTO Midtown Complete Street Pilot on Yonge Street are to provide support for local businesses and surrounding communities by expanding outdoor patio areas, improving safety and comfort for everyone, and providing a safe and protected bike lane along the Line 1 subway. Do you agree the ActiveTO Midtown Complete Street Pilot has met these goals?" n foot = 381; n transit = 140; n bike = 116; n car = 93



"The street is much nicer to enjoy now. I walk more and visit more businesses now. I no longer go downtown, but spend more time in my neighbourhood and I'm enjoying getting in shape."

"From a community perspective, patios are good for gathering people. [It's] great for pedestrians and businesses."

"Room for improvement. There are too many cars. We should be learning from Paris and Amsterdam."

"The street is too busy. Patios make the street claustrophobic."

"We need better transit to help with this."

"I generally support bike lanes but not here. The lights are not properly timed... Nobody here takes transit or cares about the subway. They're more focused on driving to the cottage and back."

"I enjoy the bike lanes and now use Yonge as a commuter route."

"I save time and go more places, exercise and see more people."

"I never rode on Yonge before; now it's my preferred route. We just need better protection at intersections and/or driver safety campaigns."

"If the City is going to meet Vision Zero and climate emergency goals, we need to keep and expand projects like this! ...My husband and kids all feel safe enough to ride on Yonge now, including a young, novice cyclist friend."

"We just have to get used to the changes. It's annoying at times, but we're just trying to support businesses and keep everyone safe."

"I like the bike lanes. I like the free 20 minute street parking. We need more express parking options to grab things quickly from stores."

"It's easier for drivers to see cyclists in the designated bike lanes. Overall it's harder to drive, but a good trade-off for the liveliness added to the street."

# Neighbourhood Profile

## Yonge is a Neighbourhood Street

Although Yonge Street is considered a major artery for travel, it is very much a neighbourhood street at ground level. The vast majority (72%) of survey respondents live in the immediate vicinity of Yonge Street. Respondents are very familiar with the street, with over 60% visiting the study area on a daily basis and frequently visiting local shops.

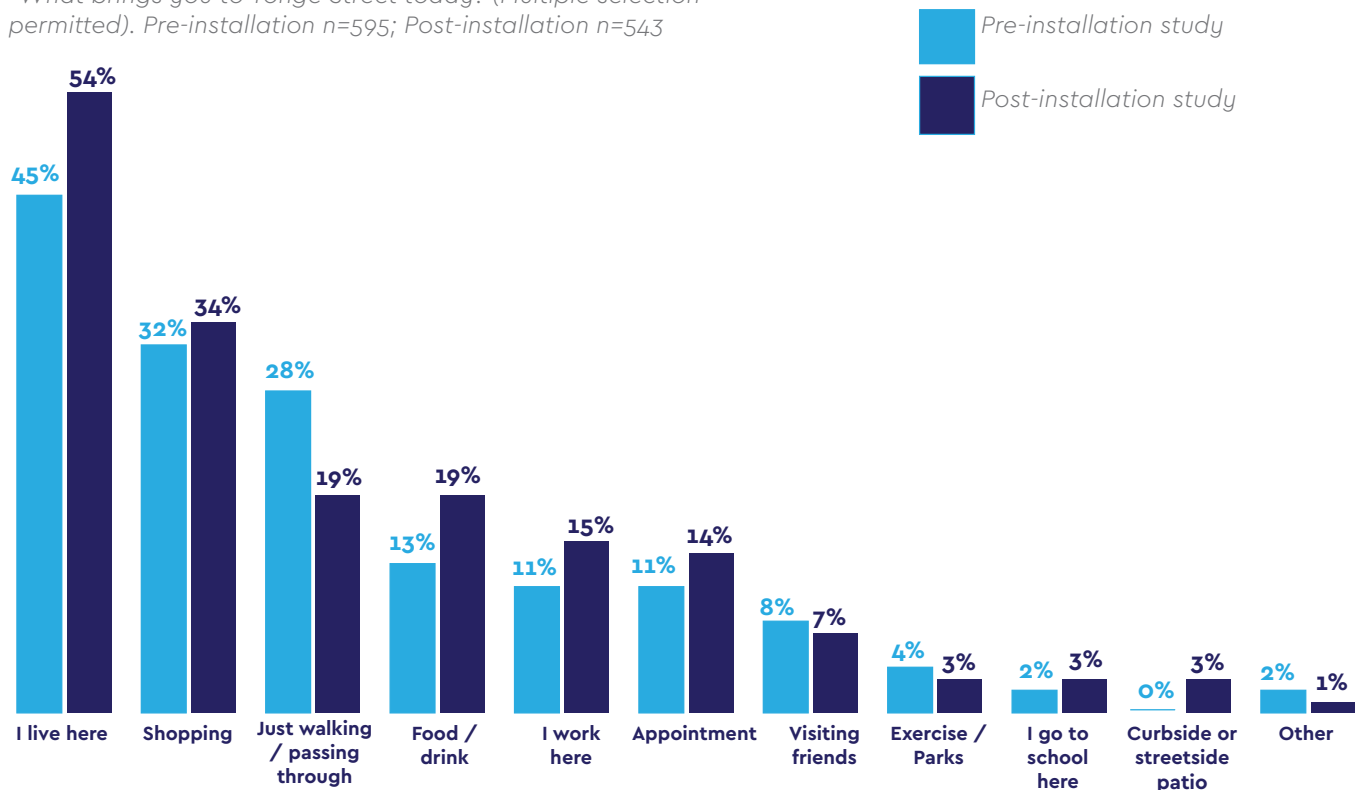
People who stopped to answer the survey tend to be travelling alone or in pairs, most often coming or going from home, running errands, or out for a walk.

A plurality of respondents spend between \$100-\$400 in local businesses per month, with two thirds spending \$100 or more. Some, but not many respondents, visited for appointments or work. Slight increases in visit frequency and spending habits were noted in the post-installation survey, but this may be attributed to changes in COVID-19 guidelines and restrictions.

In keeping with an understanding of Yonge as a neighbourhood street, over 80% of those who visited for shopping or to eat and drink were residents of the immediate area or adjacent neighbourhoods. Appointments, services, exercise, and parks were more likely to attract people from further away. Respondents that were on Yonge Street for work rose from 29% non-residents pre-installation to 53% non-residents post-installation, likely due to offices and businesses reopening over the summer.

### Purpose of visit

"What brings you to Yonge Street today? (Multiple selection permitted). Pre-installation n=595; Post-installation n=543

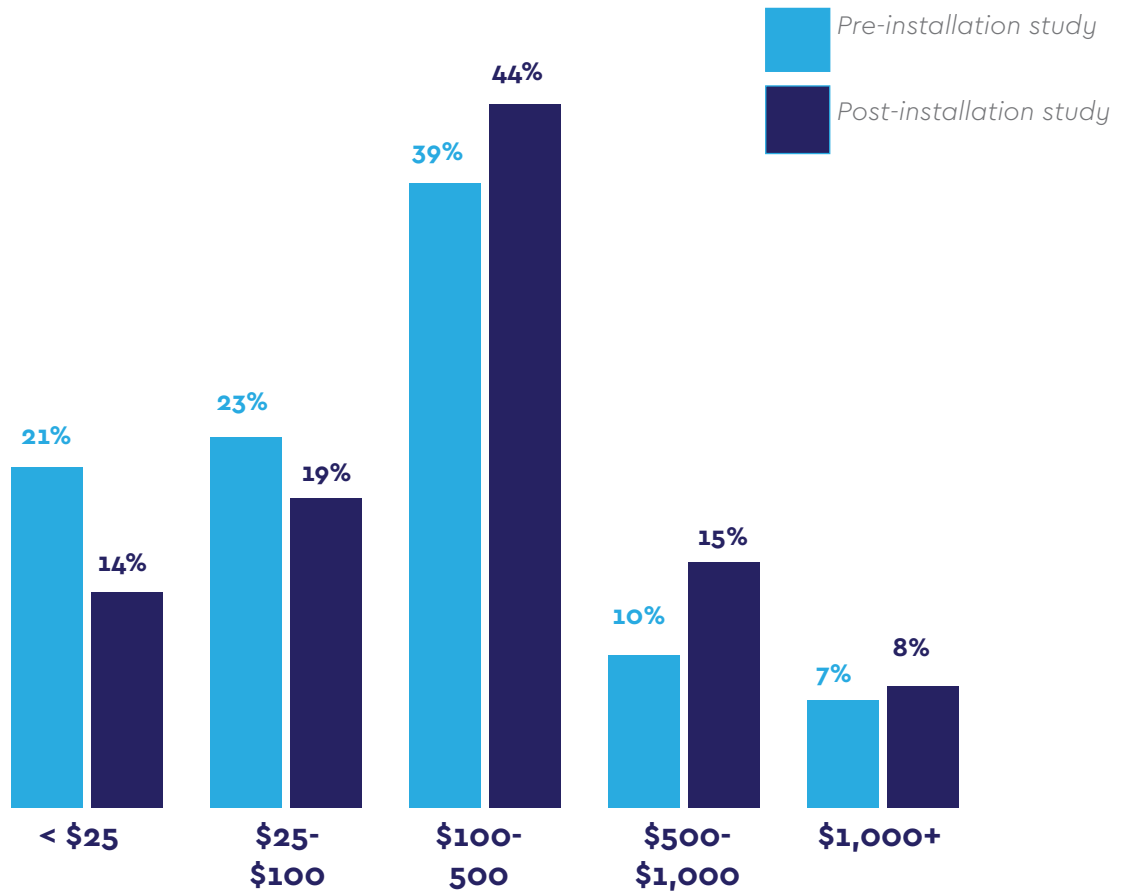


Residents are much more likely to walk and to spend money at local businesses, with 28% spending \$500+ each month post-installation along the study corridor. Those in adjacent neighbourhoods are the most likely to cycle to Midtown Yonge, while those from other areas typically take transit. Both those from adjacent and other areas have similar spending patterns, with 11% spending \$500+ each month.

### Spending at Yonge St businesses

About how much money do you spend on Yonge Street in a typical month?

Pre-installation n=577; Post-installation n=526



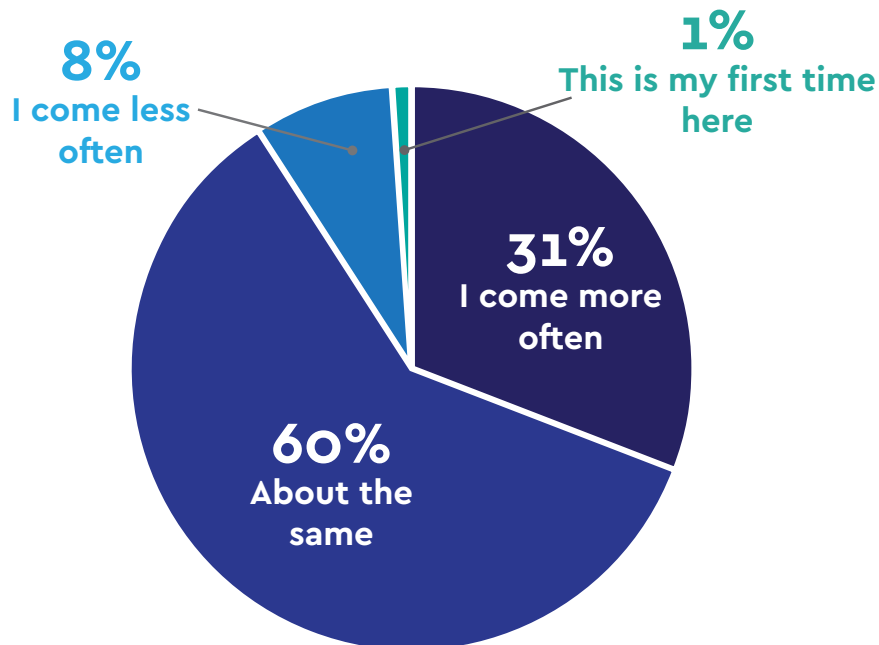
## People are visiting more often

The pilot is encouraging people to visit more often, with 31% of respondents indicating they visit the street more frequently post-installation. 60% report visiting the same amount, with 8% visiting less. This suggests that the installation is succeeding in creating a more inviting street.

## Change in frequency of visits since the installation

*This year, new bike lanes and curb lane patios have been installed on Yonge Street. Have the Complete Street changes affected how often you use the street?*

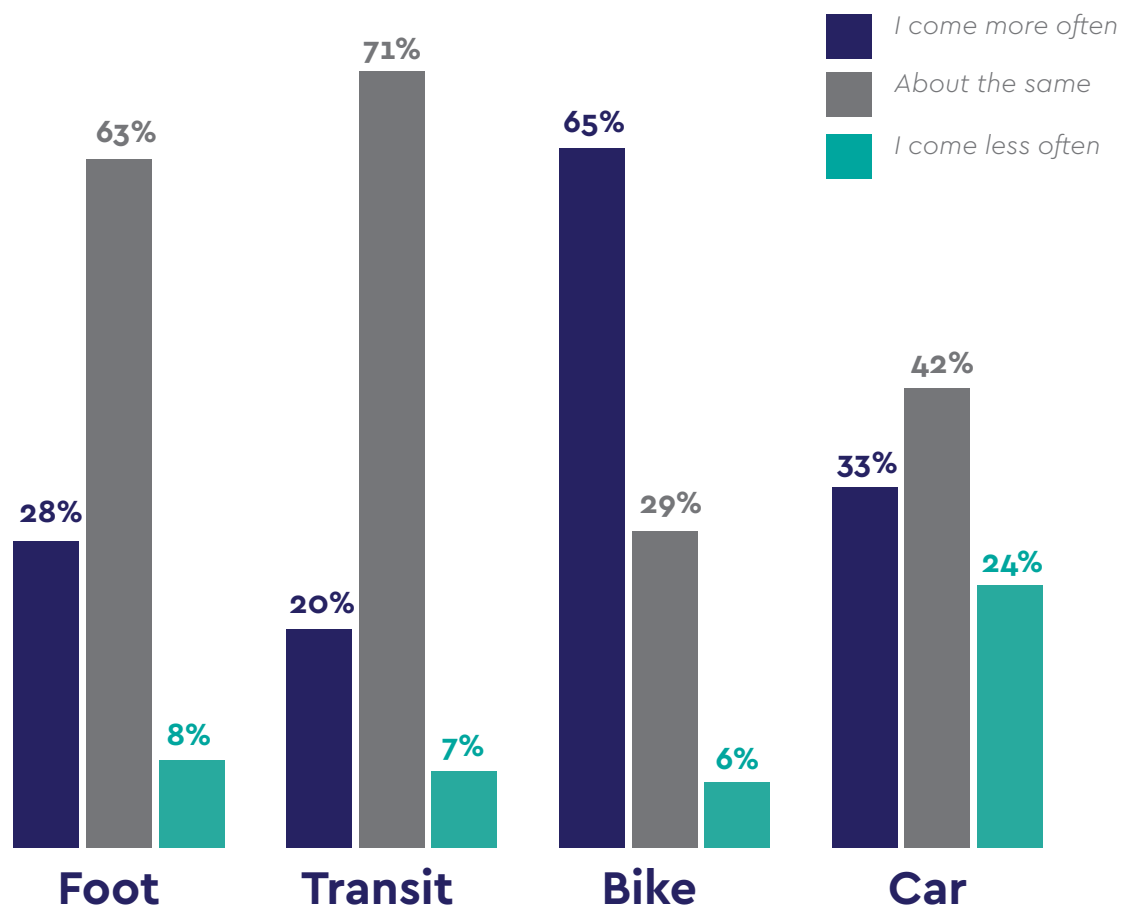
*n= 536*



- Cyclists in particular are more likely to visit, with 65% visiting more often.
- Respondents living in adjacent areas are also more likely to visit more often as compared to immediate area residents (40% vs 31%), indicating the pilot is attracting those from slightly farther away.
- Respondents who identify as Black, Indigenous, or a Person of Colour were almost 10% more likely to visit more often now with 39% visiting more often compared to 30% of others.
- Middle-aged and older respondents' visit frequencies were less likely to change due to the pilot, but 35% of those aged 30 and under and 38% of those 31–50 were more likely to visit.
- Visitors that arrived by car have the most divergent responses with 33% stating that they come more often since the installation, 42% coming about the same, and 24% coming less often.

## Change in frequency of visits since the installation by mode

This year, new bike lanes and curb lane patios have been installed on Yonge Street. Have the Complete Street changes affected how often you use the street? *n* foot = 393; *n* transit = 150; *n* bike = 121; *n* car = 99



Those who visit once or twice a week were happiest with the changes instituted by the pilot. 83% of them agreed the project met its goals, and 60% of them feel safer post-installation, the highest rate for both questions. This suggests the pilot has been successful at attracting visitors for shopping, dining, and other semi-regular activities. Those who visit every day (who are also most likely to be residents) are quite positive about the installation, but are also more likely to identify areas for improvement with the design of the pilot.

“

**“I used to avoid Yonge Street before.”**

**“I avoided it before. Now I come often because I love it. I feel safe and protected and [it's] highly enjoyable.”**

“

**“I don't necessarily come more often, but I stay longer and spend more time when I do come.”**

**“I walk on Yonge more often and drive on Mount Pleasant.”**

“

**“I used to go to restaurants more, but less now because driving and parking are tricky.”**

**“I only come around 2-3pm now, when there is no congestion.”**

# Transportation Mode Profiles

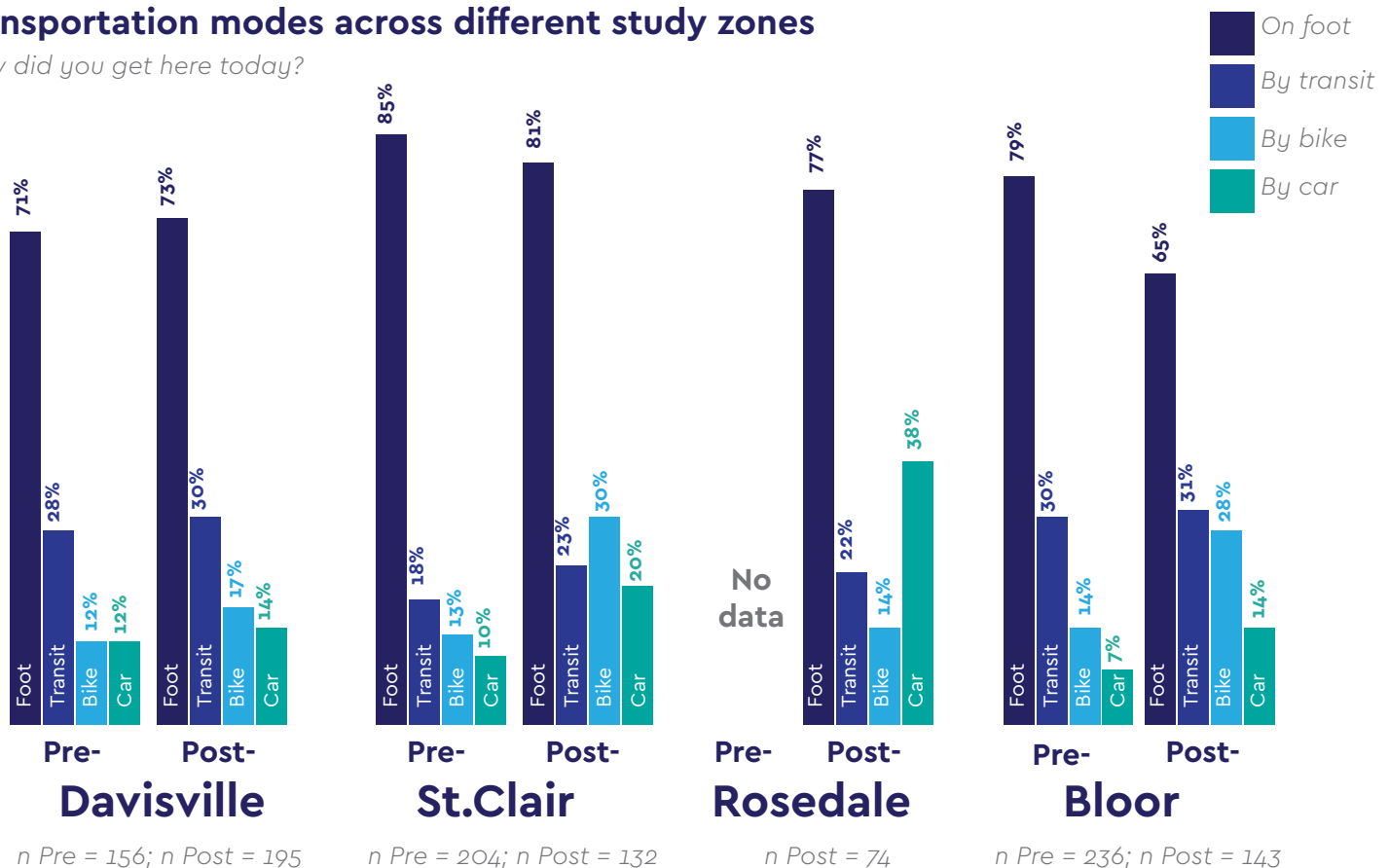
Looking at the habits of different travellers and changes in mode share along the pilot corridor can help explain the impact of the installation on travel patterns.

- Walking mode share was highest in the St. Clair Zone (83%) and consistently lower in the Davisville Zone (72%).
- Walking mode share in the Bloor Zone fell from 79% to 65% following the installation, potentially due to increased use of other modes for work and school travel in September.
- Transit use was consistently higher in the Bloor and Davisville Zones (30%) than in the St. Clair and Rosedale Zones (21%).
- Cycling mode share was relatively consistent in the Bloor, St. Clair, and Davisville Zones before the installation, between 12% and 14%. However, cycling mode share grew dramatically post-installation in the Bloor and St. Clair Zones to 28% and 30%, respectively. Post-installation, cycling mode share in the Davisville and Rosedale Zones remained comparatively lower, at 17% and 14%, respectively.
- Driving mode share grew slightly in each of the Bloor, St. Clair and Davisville Zones between pre- and post-installation, and was markedly higher, post-installation in the Rosedale Zone with 38% of respondents having arrived by car, compared to 14%-20% in the other three zones.

Mode share varied somewhat by study zone, indicating different preferences and needs along the pilot corridor.

## Transportation modes across different study zones

*How did you get here today?*



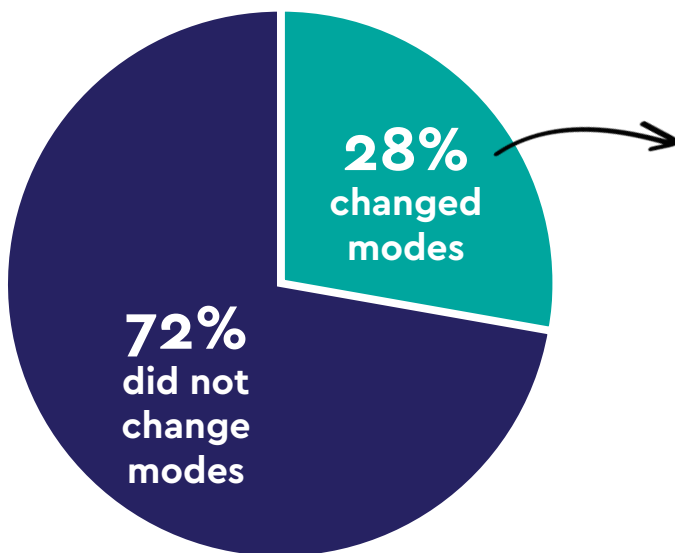
## People are shifting modes to active transportation

Significant mode shift occurred as a direct result of the installation, with many respondents now using more active modes of transportation or regularly using a combination of multiple modes, despite being just a few months into the pilot.

- 31% of all survey respondents changed their mode of travel to the study area as a result of the ActiveTO Midtown Complete Street Pilot, including 12% of immediate area residents who stopped driving or using rideshare and taxi.
- By comparison, this is a larger shift than the 28% of those surveyed for the [Destination Danforth study](#) who changed their modes as a result of a similar Complete Street pilot on Danforth in 2020.
- The share of respondents who used multiple modes to travel to the pilot area grew by 9% from 24% to 35% following the installation.
- Residents in particular became almost twice as likely to use multiple modes, from 17% pre-installation to 32% post-installation, suggesting they are re-learning how to navigate the street and making transportation mode choices accordingly.

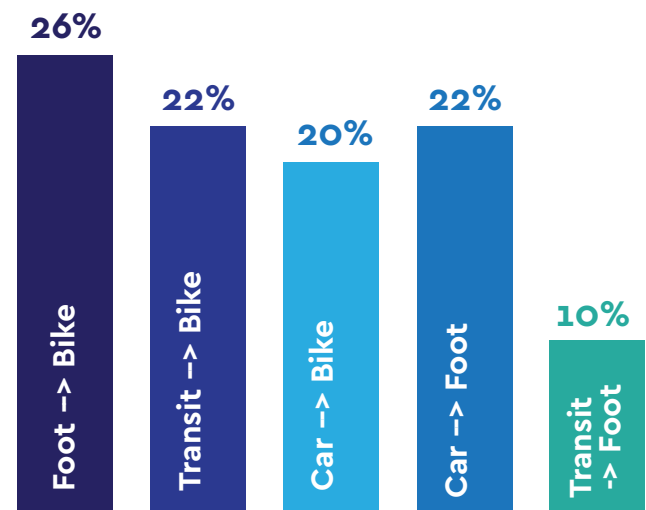
### Transportation mode shifts

Have the Complete Street changes shifted what modes of transportation you use to visit Yonge Street? n=516



### Transportation mode shifts

Before, how did you mainly travel to Yonge, between Bloor and Davisville? Now, how do you mainly travel to Yonge, between Bloor and Davisville. If you use more than one mode (i.e. walk to the bus), select all that apply. n=147



Of the 147 survey respondents who changed the mode of travel they use to get to Yonge as a result of the Complete Street installation:

- 37% stopped driving or using rideshare/taxi (11% of all survey respondents)
- 68% shifted to cycling (18% of all survey respondents)
- 27% shifted to walking (8% of all survey respondents)
- 6% started taking transit (2% of all survey respondents)

Residents in particular are shifting the modes of transportation they choose to use on Yonge Street:

- 32% of residents and 40% of those living in adjacent areas shifted modes, compared to 19% of those living further away.
- 19% of all residents shifted modes to cycling more.
- 9% of all residents shifted to walking more.
- 12% of all residents stopped driving or using rideshare and taxis.



# Mode Profile: Walking

- Residents were most likely to travel on foot, with an 88% walking mode share, compared to 63% of those from adjacent areas and 35% of others.
- Those on foot visit most frequently with nearly 70% visiting every day. People who walk to Yonge Street also spent the most money along the pilot corridor, with 27% of those on foot spending over \$500 per month post-installation.
- Though a majority of those on foot are aged 31–50, those on foot are more likely to be aged 65 years or older (28%) compared to other modes.

“

**"I love it now. Cars are slower. Beautiful streets. Nicer to come up for a visit or coffee or food."**

**"Even with more congestion, it's still a good project. It makes me walk more."**

**"With the bike lanes, pedestrians need to be more careful."**

**"It's getting harder to walk because of the increased pedestrian traffic and the patios that are taking up the sidewalk space and e-bikes/scooters."**

”



Photo credit: Harry Choi Photography

# Mode Profile: Transit

- Those who live farther away are most likely to use transit (56%) and visit less frequently than those who cycle or walk, with only 79% visiting at least weekly post-installation.
- Transit users are generally younger than average, with 32% aged 30 or under.
- 39% of transit users identify as Black, Indigenous, or People of Colour, nearly two-thirds more than the 25% across other modes.



# Mode Profile: Cycling

- 57% of cyclists are residents, and visit the area frequently, with 80% visiting daily or weekly pre-installation and 84% post-installation.
- Cyclists are generally more middle-aged than those on foot or on transit, with 64% of cyclists aged 31–64 post-installation.
- Respondents 51 years of age and older comprised a notably larger share of total cyclists following the installation, with a nearly 10% swing observed from 31% to 40% of total cyclists.
- 67% or two-thirds of cyclists are male, even when adjusting for the number of each gender surveyed, suggesting a sense of a lack of safety. This is important as gender-balanced use of cycling infrastructure is a widely accepted indicator of safety.
- The intercept survey indicated little change in the gender balance of male and female cyclists pre- and post- installation, while observed gender in cyclist counts estimated a small increase in the proportion of female cyclists from 17% to 22% following the installation.
- The gender gap along the study corridor is similar to or slightly worse than that city-wide, where 63% of cyclists are male (Transportation Tomorrow Survey, 2016). A poor perception of safety for cycling is generally regarded as the reason for cycling gender gaps, as discussed in the following section.

## Cyclist proximity of residence

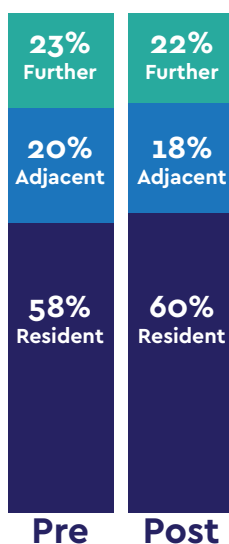
Using Forward Sortation Area (first three digits of postal code) provided by respondents, cyclists were grouped into immediate area residents, adjacent area and further.

### All responses



n Pre = 560;  
n Post = 528

### Cyclists

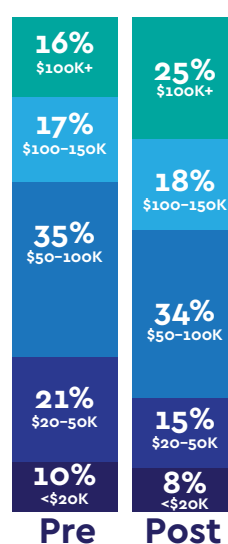


n Pre = 71;  
n Post = 117

## Cyclist income

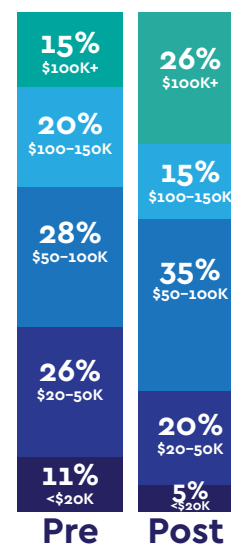
If you are willing, please share with us a rough idea of your annual household income range.

### All responses



n Pre = 388;  
n Post = 425

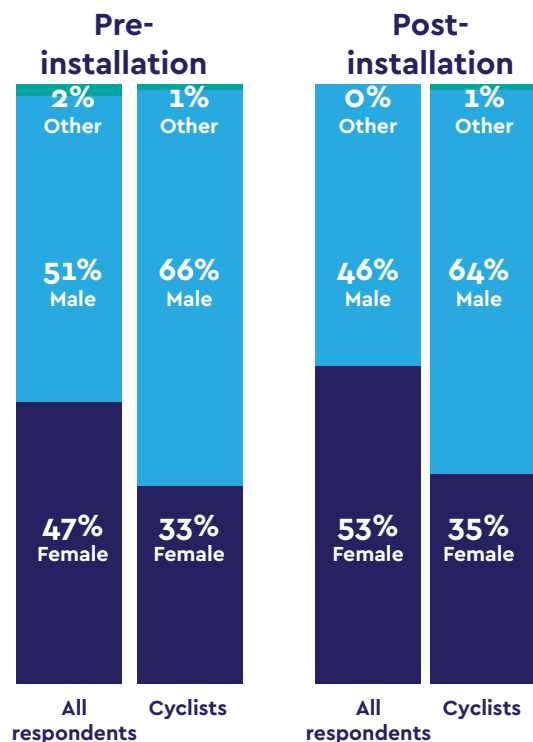
### Cyclists



n Pre = 54;  
n Post = 107

## Cyclist gender

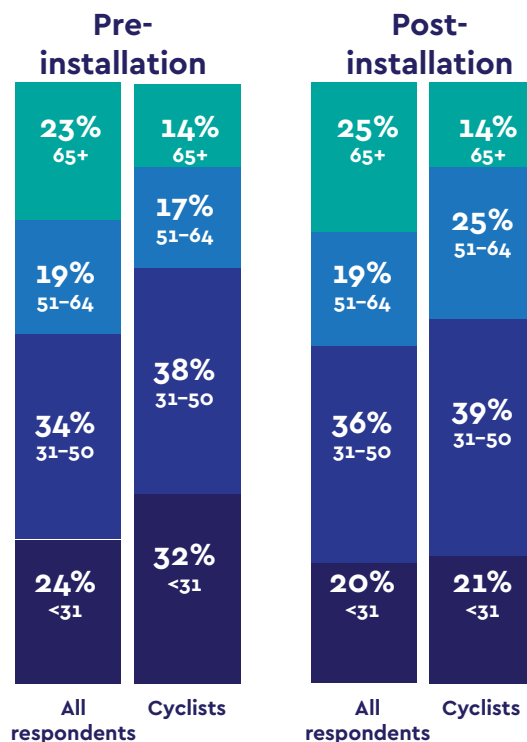
How do you identify in terms of gender?



All respondents: n Pre = 553; n Post = 512  
Cyclists: n Pre = 70; n Post = 118

## Cyclist age

What is your age range?



All respondents: n Pre = 558; n Post = 528  
Cyclists: n Pre = 72; n Post = 118

Bike counts were also conducted over three days for two-hour periods (Saturday 12–2pm, Weekday rush hour 4–6pm, and Weekday evening 8–10pm) both pre-and post-installation for a total of 12 hours of data collection at two locations (Bloor Street and St. Clair Avenue). This limited peak hour data suggests an increase of 63% in cyclists per hour since the complete streets pilot. Automatic counts conducted by the City from 7am to 11pm suggest changes in cyclist numbers between -25% and +205% depending on the count location.

Age and gender estimates of cyclists during these same counts suggest that the pilot has yet to have a significant impact on more vulnerable demographics. Minor increases in the proportion of seniors and female cyclists were observed, despite the survey indicating that the installation is having a positive impact on the diversity of new cyclists, as explained below. It is possible that the times at which counts were conducted, i.e. midday Saturday and weekday evenings were not popular times for older cyclists.

## Change in number of cyclists pre/post-installation

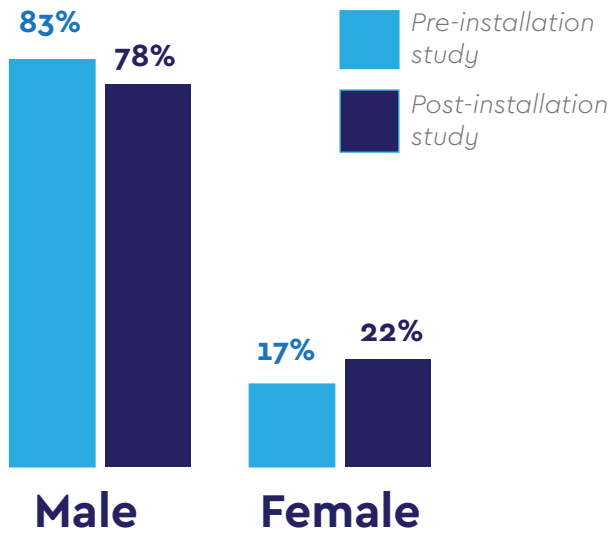
City cycle count data. Two-way cycle volumes (7am-11pm)

Count Location along Yonge St		Pre (May 2021)	Post (Sept 2021)	Percent change (May to Sept)
Weekday Counts	Bloor St	870	650	-25%
	Davenport Rd/ Church St	420	1280	+205%
	Rowanwood Ave / MacPherson Ave	600	1190	+98%
	St. Clair Ave	730	1000	+37%
	Davisville Ave / Chaplin Cres	300	480	+60%
Weekend Counts	Bloor St	600	650	+8%
	St. Clair Ave	570	600	+5%
	Davisville Ave / Chaplin Cres	150	300	+100%

## Observed Gender of Cyclists Tallied

Age and gender were estimated and tallied by counters over 12 hours of data collection.

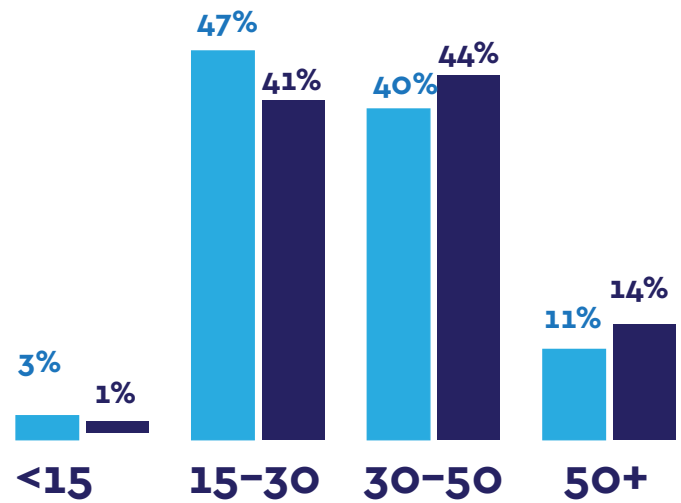
Pre-installation n= 915; Post-installation n= 1058



## Observed Age of Cyclists Tallied

Age and gender were estimated and tallied by counters over 12 hours of data collection.

Pre-installation n= 792; Post-installation n= 1057



“

“I’m very happy on Yonge as a cyclist...except for e-bikes and e-scooters in the bike lane.”

“Biked for 10 years in this area and it’s made such an incredible difference getting home.”

“The only thing is pedestrians stepping into the bike lanes, and e-bikes going at motorcycle speed.”

“I feel safe riding in the bike lane, but intersections are much scarier! It’s too much info for drivers to take in. The advanced pedestrian crossing signals help.”

”



Photo credit: Harry Choi Photography

## New Cyclists

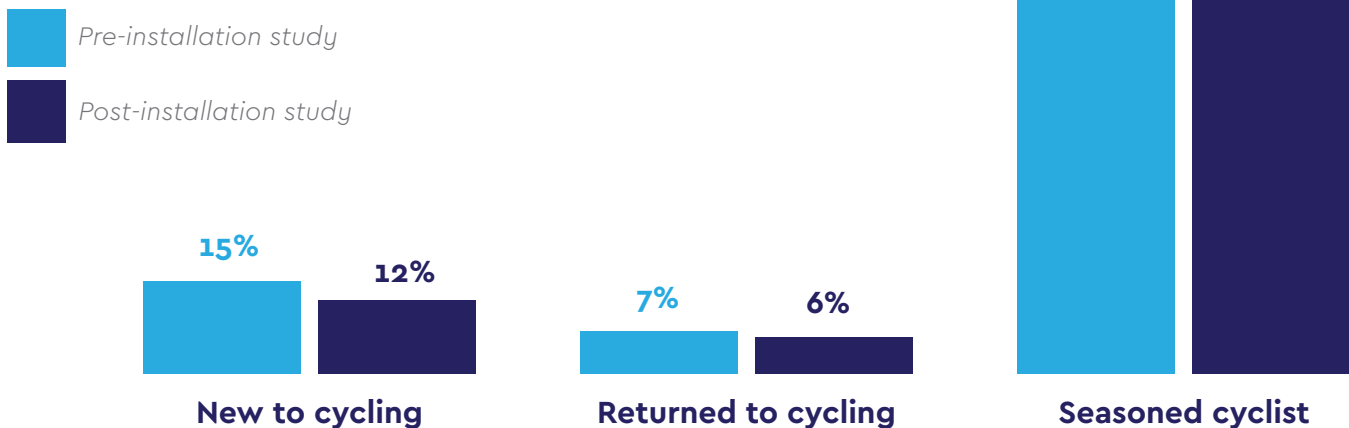
20% of cyclists were new to cycling since the pandemic (13%) or had previously cycled and started again during the pandemic (7%), indicating an increased desire for active transportation. The proportion that were new cyclists decreased slightly from pre- to post-installation surveys, likely due to the slow, but generalized shift to more regular travel patterns across the city.

## New or returning cyclists are much more likely to be diverse

- Women and men are beginning to cycle at similar rates (52% female), whereas males comprise 67% of seasoned cyclists.
- BIPOC respondents made up 45% of new and returning cyclists, despite just 21% of those who have cycled since before the pandemic identifying as BIPOC.
- 41% of new or returning cyclists have household incomes under \$50,000 compared to 31% of those who have cycled since before the pandemic.

## Cycling Tenure

*How long have you been cycling? (I'm new to cycling since the pandemic / I've been cycling since before the pandemic / I cycled in the past and started cycling again since the pandemic.)*  
Pre-installation n=55; Post-installation n=79



“

**"I love the new bike lanes. I'm only biking because of the new lanes."**

**"My kids use the bike lane. It's infinitely safer!"**

**"Not enough of the lane is protected with concrete curbs. I worry for less experienced cyclists, especially at intersections."**

”

## Bike Parking

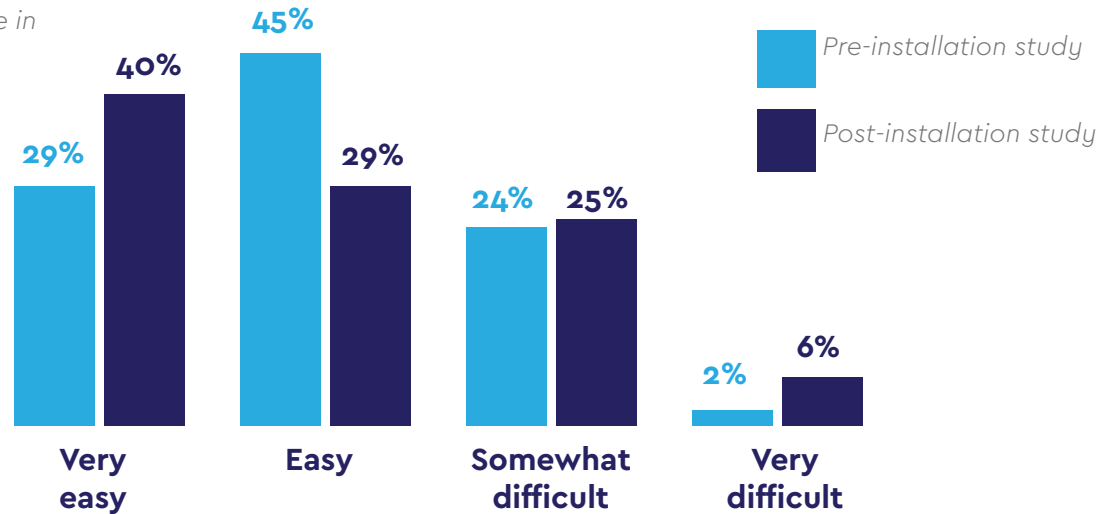
Bike parking was not a focus for the Complete Street installation and is generally not considered an issue by respondents. Although there are 31% of cyclists who found finding bike parking "somewhat difficult" or "very difficult," reported ease of finding bike parking increased with 74% of cyclists finding it "easy" or "very easy to find bike parking following the installation, compared to 69% previously.

### Ease of Finding Bike Parking

What was your level of ease in finding bike parking today?

Pre-installation n=49

Post-installation n=52



# Mode Profile: Driving

- Drivers' demographics and habits varied across the pre- and post-installation surveys.
- Similar to transit users, drivers were more likely to live farther away (44%) and less likely to visit every day than other modes, with 66% visiting daily or weekly pre-installation.
- Post-installation, the number of drivers from adjacent and other areas remained constant as did their habits, but residents began driving in larger numbers (over 2.5 times as much) as somewhat more regular travel patterns resumed.
- A majority of drivers were aged 31–50, increasing from 33% pre-installation to 48% post-installation.
- Drivers are the least likely to identify as Black, Indigenous, or People of Colour and the most likely to have household incomes of over \$100,000 (rising from 49% pre-installation to 61% post-installation).

“

**"I walk more or choose other routes if I need to go by car."**

**"It's so congested that it's overwhelming while driving, but I enjoy walking on Yonge."**

**"I'm mixed. I hate it. The traffic is worse, but I see that it's the future."**

**"I hate the bike lanes as a driver, but happy they exist because at least we know where cyclists will be."**

**"As a driver, I find the lanes make everything more clear and make cyclists more predictable."**

**"We just sold our car, but if we still drove, we would hate it."**

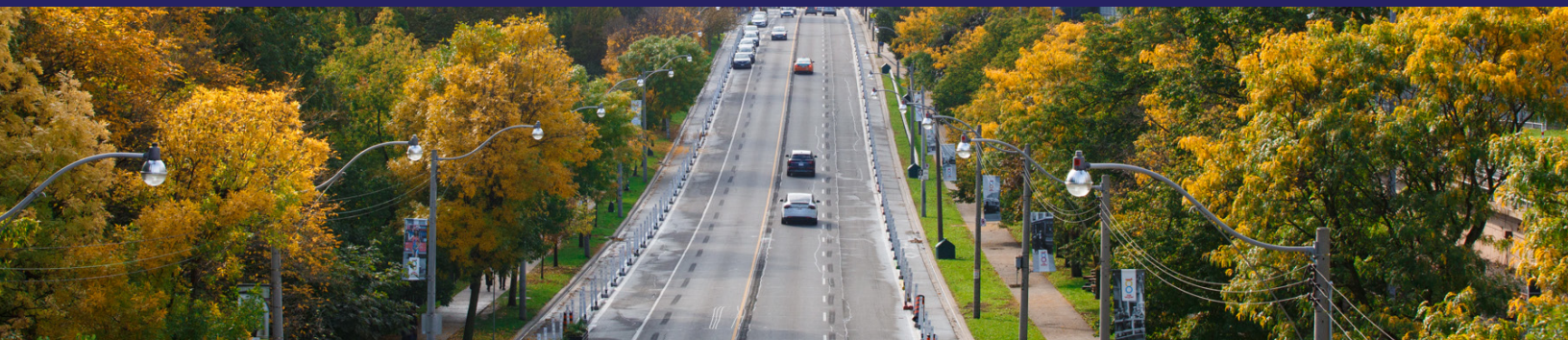
**"The street is very confusing with lots of visual clutter. It's difficult to drive."**

**"There are more cyclists now so I worry as a driver that I will hit them. It's very hard to make a safe turn."**

**"As a driver, it's annoying for congestion, but as a pedestrian, it's nice"**

**"We need to stop building cities around cars. I 100% support bike lanes. I say, 'drivers be damned,' even though I'm a driver."**

”



# Car Parking

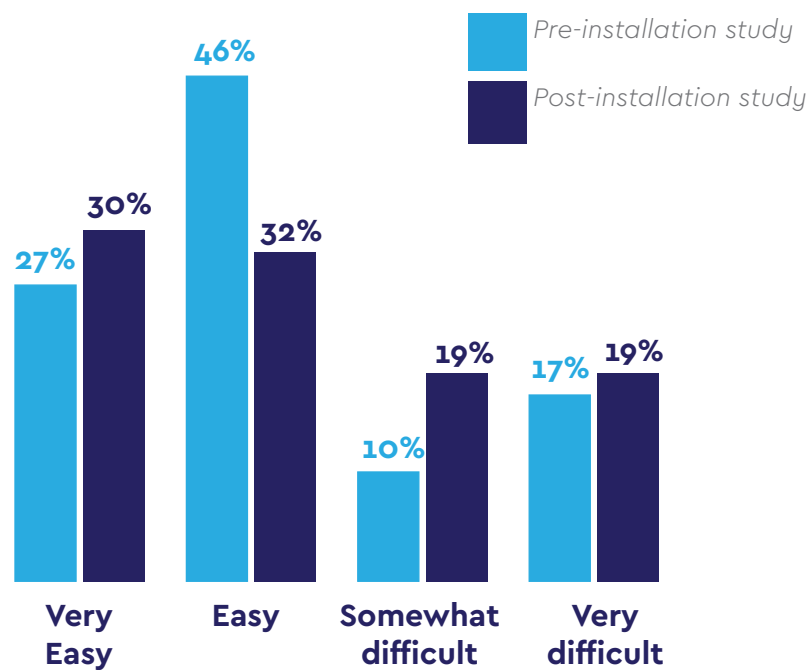
Finding car parking became more difficult during the pilot. 62% of drivers report it was "easy" or "very easy" to find parking after the installation compared to 73% prior.

The change in the number of those finding parking easy is in part likely attributable to CaféTO patios replacing some street parking in the curb lanes, particularly in the St. Clair Zone.

Those driving to the pilot area park in lots or side streets 94% of the time, with virtually no change observed pre- and post-installation. Those parking on Yonge Street itself comprised a smaller number of respondents, along with those who are dropped off.

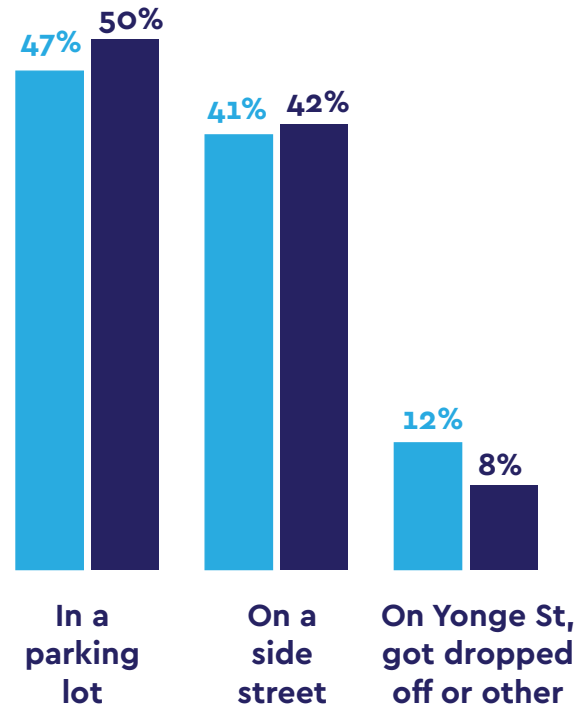
## Ease of Finding Car Parking

What was your level of ease in finding car parking today?  
Pre-installation n=30, post-installation n=38



## Parking Location

Where did you park your car?  
Pre-installation n = 32; Post-installation n= 38



Only respondents who drove and parked prior to being surveyed were asked about their ease and location of parking. Despite over 158 respondents across the pre- and post-installation surveys regularly driving to Yonge Street, only 82 drove on the day of the post-installation survey, so the total responses regarding parking on the day of surveying is low.

# Mode Profile: Rideshare, Taxi and Wheel-Trans

Rideshare and Taxi users comprised less than 2% in both the pre- and post-installation studies, with too few responses to draw significant conclusions. When making comparisons across modes, these responses have often been omitted, though their responses and qualitative feedback have been included in general summaries.

Similarly, Wheel-Trans users comprised less than 1% of total responses. In order to better understand the needs of Wheel-Trans users, an additional day of accessibility-targeted surveying was conducted, in part to learn about the experiences of both Wheel-Trans users and driver operators. Those results are summarized in the section entitled "Accessibility."



# Perception of General Safety

Respondents' perception of safety travelling in the study area provides further insight into the experience of different mode users and is a key metric for the ActiveTO Midtown Complete Street pilot.

Overall, 72% of respondents perceived Midtown Yonge Street as a safe or very safe street configuration for travel, both pre- and post-installation. However, respondents reported a 10% swing from perceiving the street as safe to very safe, suggesting a direct improvement as a result of the pilot.

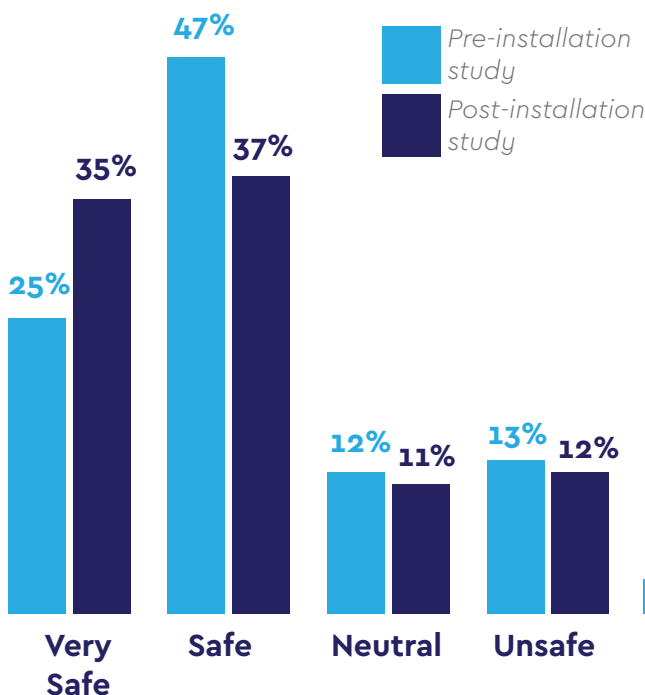
## Change in sense of safety pre- and post-installation

53% of respondents felt safer when asked if the Complete Street installation on Yonge Street changed their sense of safety on the street.

- 33% reported no change regarding safety.
- 14% felt less safe, which was attributed to more complex interactions between modes requiring improved and dedicated signalization, aggressive drivers and cyclists, poor road maintenance, ongoing construction, and some concern about security and homelessness that changed respondents' overall perception of safety.

### Sense of safety pre- and post-installation

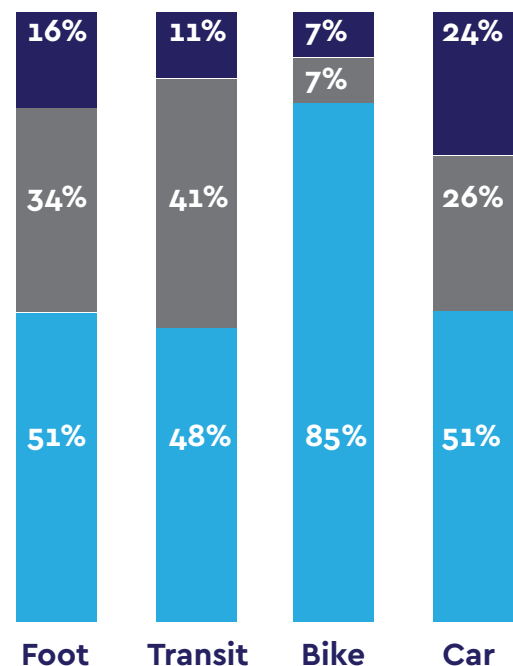
With the current street configuration, and considering how you typically get here, how safe do you feel travelling on Yonge Street, between Bloor and Davisville? Pre-installation n=592; Post-installation n=538



### Change in perceived safety by mode

Has the Complete Street installation on Yonge Street changed your sense of safety on the street?  
n foot = 368; n transit = 147; n bike = 121; n car = 98

■ I feel less safe ■ I feel the same ■ I feel safer



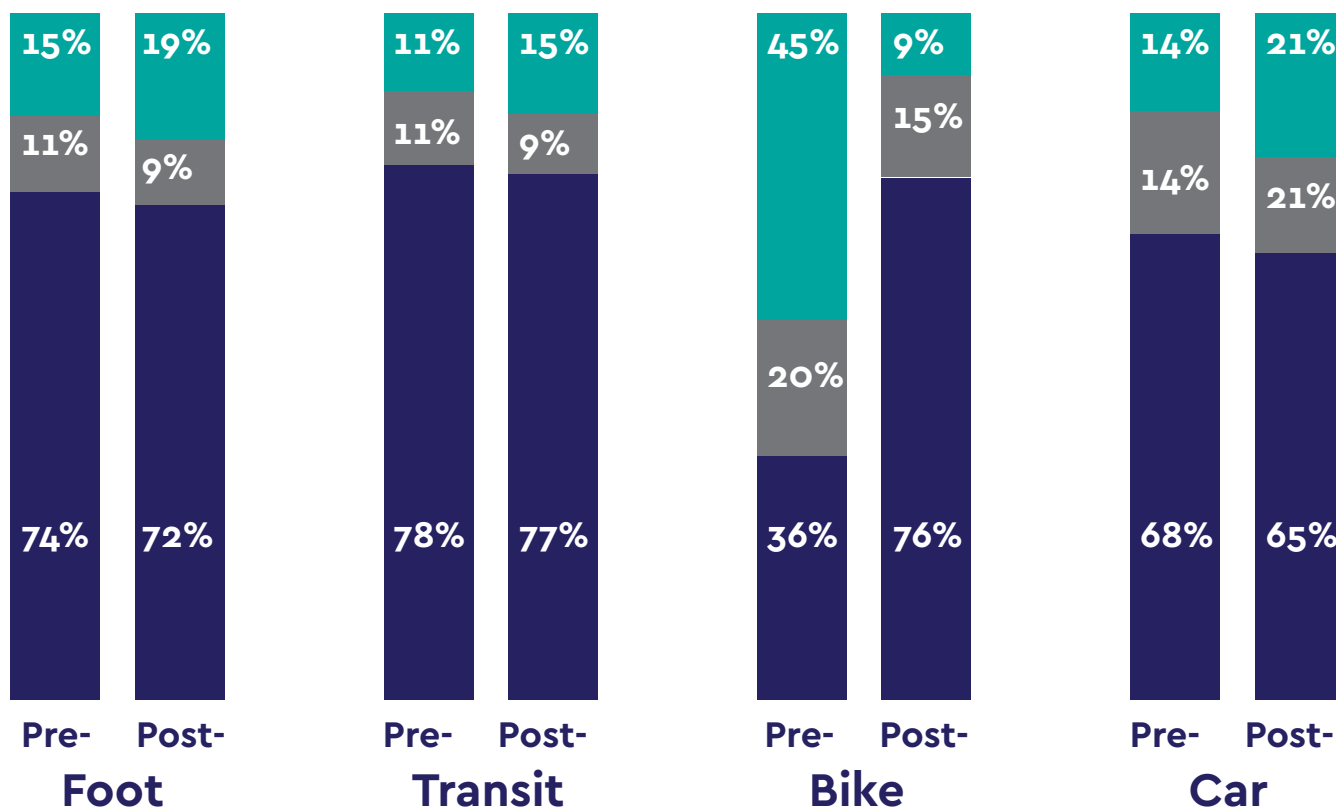
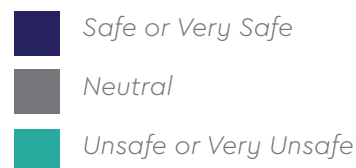
## Sense of safety differs across modes of travel

- Pre-installation, cyclists were most likely to perceive the street as unsafe or very unsafe at 45%, compared to just 13% across all other modes.
- Cyclists experienced the most significant improvement in perception of safety, more than doubling from 35.5% feeling safe or very safe pre-installation to 76% post-installation, in line with the average of 72%. 85% of cyclists explicitly reported feeling safer, compared to roughly 50% explicitly reporting an improvement across all other modes.
- Other modes experienced a negligible change in safety, with a slight 3% decrease among drivers.
- Those who use multiple modes in any combination generally perceived the street as less safe compared to those who only use one mode of travel, though they did experience an improvement following the installation. This is potentially because they are able to recognize a wider range of issues for multiple types of travellers or are more aware of interactions between different modes.
- Drivers were most likely to feel less safe following the installation (23%), which was attributed to: poor visibility, fear of hitting cyclists, difficulty making turns, and congestion that can lead to frustration and poor decision-making. It is also possible that drivers were still re-learning and adapting to the new street configuration, particularly as people began driving again after pandemic lockdowns. In 2020, during the Destination Danforth Complete Street Study, after allowing for a longer period post-installation, many respondents suggested an adjustment period was key to improved road safety, supporting similar reasoning on Midtown Yonge St.



## Sense of safety by mode

With the current street configuration, and considering how you typically get here, how safe do you feel travelling on Yonge Street, between Bloor and Davisville? Pre-installation n=592; Post-installation n=538



## What different road users said about their sense of safety:

### Pedestrians

"I'm super happy. Barriers increased sense of safety. I feel safer [now] that cars [are] further from sidewalk."

"A lot of cyclists don't stop at red lights. Lots of close calls with cars making right turns as I'm walking across the road."

"There is a lot of frustration and competition amongst drivers, especially at intersections and trying to turn."

"Better with the bike lanes so that bikes are not on the sidewalks."

"Bike lanes make the street feel less safe. Bikes should be on side streets to prevent accidents and congestion."

"I've seen a lot of unsafe situations. There are poor drivers and poor bikers."

### Cyclists

"With dedicated bike lanes. I'm harder to ignore and cars are more likely to see me."

"I feel safe riding a bike now."

"People are more cautious of bikes. It encourages people not to drive. Perceptions are changing. People are slowing down. There have been fewer accidents."

"Cars respect cyclists more now that the lanes have been installed."

### Drivers

"I like the designated lanes for cyclists. I'm afraid of them as a driver and I feel better knowing where they are."

"The bike lanes make me feel nervous and unsafe as a driver (afraid to hit a cyclist)."

"The intersections (especially Heath) are hard to navigate as a driver. There's lots of room for error."

"It's very tricky driving."

"Sometimes can't see people in the bike lane, especially when turning. There's a lot more chaos now and it worries me."

"I feel safe when biking now, but when driving I don't feel safe. Drivers and cyclists are crazy. We need better traffic enforcement."

## Demographic differences in sense of safety

Though perceptions of safety were generally consistent by gender, there were some demographic differences.

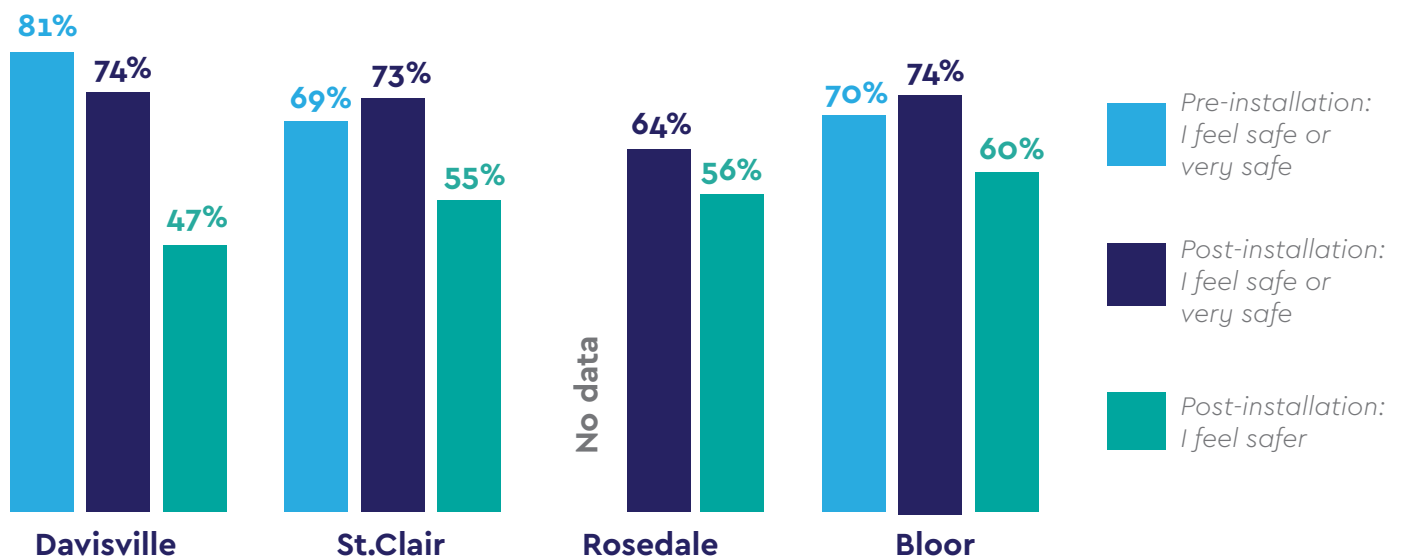
By study zone, the highest improvement in safety across all modes was reported in the Bloor Zone (60% feel safer), steadily decreasing northwards towards the Davisville Zone (47% feel safer).

- Residents were more likely to report feeling very safe than safe, with a 10% difference compared to those living in adjacent or other areas, despite comparable totals.
- Respondents aged 65 and over were slightly more likely to report feeling unsafe, and were the only group to experience a decrease from feeling safe or very safe from 72% to 62% following the installation.
- Those with household incomes over \$150,000 are the most polarized, with 59% feeling safer in line with the average, despite 21% feeling less safe.
- This is in part explained by 27% of those from the highest-income households being drivers. Of those with household incomes over \$150,000, drivers are more than twice as likely to feel less safe (36%) compared to those who do not drive (16%). A similar discrepancy was found for those with household incomes above \$100,000 but not for any other income bracket.

## Perception of safety by zone

*With the current street configuration, and considering how you typically get here, how safe do you feel travelling on Yonge Street, between Bloor and Davisville? Pre-installation n= 592; Post-installation n= 539*

*Post-installation: Has the Complete Street installation on Yonge Street changed your sense of safety on the street? Post-installation n= 530*



- A lower rate of improvement in the Davisville Zone is logical, as the Bloor and St. Clair Zones were both perceived as less safe (70% feeling safe) compared to the Davisville Zone (81%) pre-installation. This could be due to the overall traffic volume or a higher walking and cycling mode share, indicating more complex road interactions.
- Respondents in the Rosedale Zone were most likely to say they now felt less safe (26%), and also reported the lowest general sense of safety with 64% feeling safe or very safe compared to 74% across other study zones.

## Emergency Vehicle Access

- Several respondents were concerned that Emergency Medical Services vehicles got stuck in traffic and were unable to access emergencies. Respondents wanted assurances that enough clearance was available for EMS vehicles to pass once both lanes of traffic pull over, or that EMS drivers were trained and informed to use parallel arteries.
- The Toronto Transit Commission and the City of Toronto's Fire Services, Paramedic Services, and Police Services have provided input into road design standards and are actively engaged in reviewing traffic plans to ensure vehicle maneuverability and maintenance, while balancing road safety. To date, the Transportation Services team has not received any major complaints or concerns from emergency services staff who continue to monitor their operations. Toronto Paramedic Services has stated that they have been able to arrive at their calls within an acceptable amount of time and have adapted well to potential delays by changing their routes when needed.

"It seems to interfere with EMS. Fix that, and it'll be safer."

"EMS vehicles get stuck because cars have nowhere to pull over."

"I worry about emergency vehicles getting through with only one lane if it's backed up. Concrete barriers stop emergency vehicles from being able to drive over them when needed."



Photo credit: Harry Choi Photography

# Perception of Cycling Safety

Cyclists experienced the most significant improvement in perception of safety, more than doubling from 36% to 76% feeling safe or very safe.

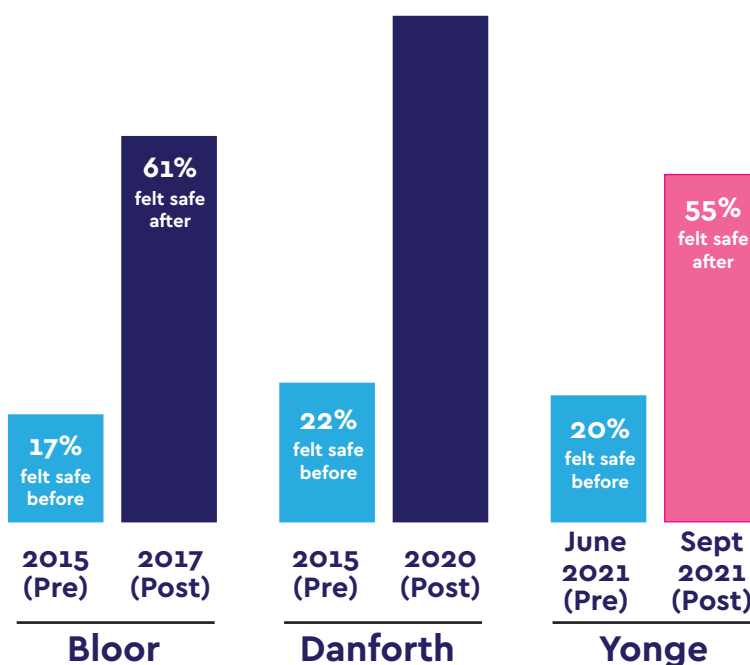
In order to measure latent demand for cycling, or a willingness to try cycling, non-cyclists were also asked how safe they would feel riding a bicycle on Yonge Street between Bloor Street and Davisville Avenue. There was a significant improvement in the perception of cycling safety among non-cyclists, from 20% to 55% who would feel safe or very safe riding a bicycle along the pilot corridor.

- The improvement was consistent across all non-cyclists. This signals that there may be additional new cyclists in the coming months, who are encouraged by the improvements in safety.
- The importance of safety to new cyclists and the ability for cycle lanes to induce cycling is well-documented, including research from 43 cities across the United States that found the strongest correlation between commuter cycling mode share and the presence of Class II (on-street) bike lanes among a variety of factors. In larger cities, a roughly 1% increase in cycling mode share for commuting was observed for each additional mile of Class II bike lanes per square mile.<sup>1</sup>
- This improvement is also significant because it is comparable to the increase observed between 2015 and 2017 on Bloor Street following the addition of cycle tracks, despite only a few months elapsing during this ActiveTO Midtown Complete Street Pilot study.
- Higher improvements were observed during the Destination Danforth study, suggesting room for continued improvement, though the Danforth study compared values over a longer period from 2015 to 2020, during which there was a great deal of public advocacy for cycling infrastructure.

## Perception of cycling safety among non-cyclists, comparing across different Complete Street installations

*The same question was asked before and after cycling infrastructure was installed on Bloor St West (2015/2017), Destination Danforth (2015/2020), and Midtown Yonge (June 2021/September 2021)*

*Bloor: n 2015 = 1005 ; n 2017 = 1867  
Danforth: n 2015 = 201 ; n 2020 = 457  
Yonge: n June = 512; n Sept = 396*



"I wouldn't ride on Yonge without bike lanes."

"Where there is a proper separated bike lane, I feel safer. I don't feel safe at all when there is only paint."

"I still don't bike, but am highly considering it now because it looks and feels safer."

1. Dill, J., Theresa, C. (2007). Bicycle Commuting and Facilities in Major U.S Cities: If You Build them Commuters Will Use Them. Transportation Research Record 1828(1), 116-123.

## Geographic differences in perceived cycling safety

- The St. Clair Zone experienced the most significant improvement from 13% to 55% of non-cyclists who would feel safe cycling, compared to the Bloor and Davisville Zones.
- Non-cyclists in the Rosedale Zone reported the highest perception of cycling safety post-installation at 63%.
- In general, immediate area residents reported a much greater improvement, with 57% of non-cyclists from the immediate area now considering Midtown Yonge Street safe for cycling with a positive swing of 36%, double that for those living in adjacent areas (18%).

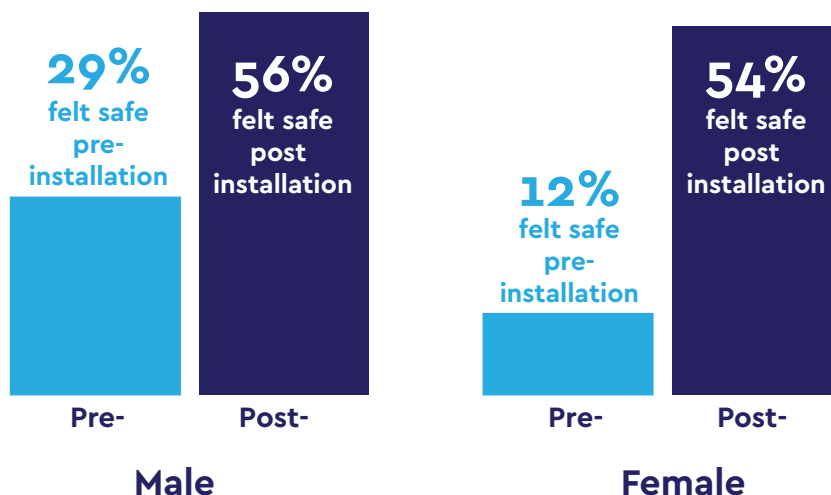
## Gender differences in perceived cycling safety

- Pre-installation, women perceived Midtown Yonge Street as far less safe for cycling, with just 12% feeling safe compared to 28% of male non-cyclists. Post-installation, women experienced a much larger increase (42% swing to 54% total), almost closing the gap between gender perception of cycling safety.
- While new cyclists are more likely to be female, male cyclists still made up 67% of all cyclists post-installation, suggesting perception has not yet translated into gender parity on the road.
- Gender parity in both cycling and perception of cycling safety are widely accepted as a marker of success, commonly used to distinguish safe cycling paths in countries like The Netherlands, Denmark, and Japan from those in less safe Anglo-American contexts. Though injury rates for women cyclists are comparable to men, perception of cycling safety is much more likely to affect women's willingness to cycle, compounded when feeling there is too much vehicular traffic or many aggressive drivers. In the US and UK, women report concerns about safety almost 40% more than men, with similar findings across the Anglo-American world. (City Cycling, J Pucher and R Buehler)

## Perception of cycling safety among non-cyclists

*With the current street configuration, how safe would you feel riding a bicycle on Yonge Street, between Bloor and Davisville? (Very safe / Safe / Neutral / Unsafe / Very unsafe)*

*Pre-installation n male = 233, n female = 232; Post-installation n male = 237; n female = 271*



## Other demographic differences in perceived cycling safety

- Non-cyclists of all ages perceived the same (37%) improvement in cycling safety, despite those over 50 years of age initially being the least likely to consider cycling safe at just 13%.
- Those whose households earned <\$20,000 initially had the highest perception of cycling safety with 42% feeling safe, compared to 18% for all others, but experienced a relatively small positive shift of 12% compared to 30–40% across other income brackets.



Photo credit: Harry Choi Photography

# Food Delivery Workers

Bike count data collected suggests that Food Delivery Workers (using bicycles, e-bikes and stand-up electric scooters) account for an estimated 20% of all bike lane traffic in the study area, rising as high as 40% at peak delivery times.

The large majority of food delivery workers use e-bikes, which otherwise comprise less than 20% of bikes observed in the pilot corridor. Notably, only an estimated 4% of Food Delivery Workers are female.

As their work is dependent on use of the cycling infrastructure, and they are underrepresented in intercept survey responses because they were busy working at the time, a focus group was hosted to hear directly from food delivery workers. From the nine attendees, the following perspectives arose:

## **Bike lanes have greatly increased their sense of safety using the road.**

"I have done lots of deliveries on Yonge for a long time. It feels safer on Yonge with the bike lane for sure."

## **Most use Yonge Street as a safer option than parallel routes like Avenue Road or Mount Pleasant Road because of the new separated cycle tracks. Some still avoid Yonge, particularly during the day when bike lanes are busy, as it can be difficult to safely pass slower cyclists.**

"Spadina needs bike lanes too...the bicycle sign [sharrow] is not enough and we have to compete with cars in the parking lane gap."

"Always use the route with the bike lane wherever possible. It's safer, so since the Yonge installation, I use Yonge more often. I'd use it even more if it went south of Bloor."

"For me, if I have to go to St Clair, I can't use Spadina, Avenue, [or] Bathurst, because it's so unsafe. So if I have to go to St. Clair, I use Yonge. It's just safer. The rest are too dangerous."

"I usually wait behind cyclists and if there's enough space I overtake in the car lane – normally no arguments."

## **They are largely concerned about colliding with pedestrians who cross or step into the bike lane, and sometimes about drivers who temporarily park in bike lane sections that are unprotected.**

"Due to patios on Yonge, it's tough to ride. Sometimes people randomly walk into the bike lane."

## **Road maintenance and construction sites were cited as an issue by some, particularly for those with smaller wheels that more easily get stuck in potholes.**

"Yonge Street can be very tough because of construction sites. So [you] need to do a better job of managing sites for safety for cyclists. They take over the bike lanes all the time."

## **There is some confusion about where e-scooters should ride, since they are too slow for the car lane, but too fast for the bike lane.**

"If the bike lane is too busy or there isn't one, I use the sidewalk because the roadway is just too scary. Sometimes we don't have any choice but to stay behind really slow folks because the bike lanes are so narrow. Usually slower riders keep to the right to give us space, but even then it can be unsafe to pass."

**Though Food Delivery Workers support patios that businesses rely on, it can be dangerous where bike lanes curve around patios, particularly going downhill at high speeds. Some suggest more linear routes with some patios on sidewalks. It could also be beneficial to use road markings or other infrastructure to warn cyclists to slow down for intersections and curves where a slope naturally increases speeds.**

"Every restaurant wants one due to the financial crisis during [the] pandemic but...sometimes they extend into the bike lane and I have to go into the road – fine to see in the daytime, but in the nighttime, it's difficult with a manual light on the bike they're not very visible from a distance."

"One of the streets I like the best is Danforth. It's really wide; the lanes are wide. The patios aren't a big problem because it's so well planned. The red lights are evenly spaced so we can cross the road, which is important because we might get two orders to pick up on the same street, but they are on opposite sides of the road. The red lights let us cross safely. This is not the same as Yonge, which is narrower, and has further gaps between safe places to cross."



Photo credit: Harry Choi Photography

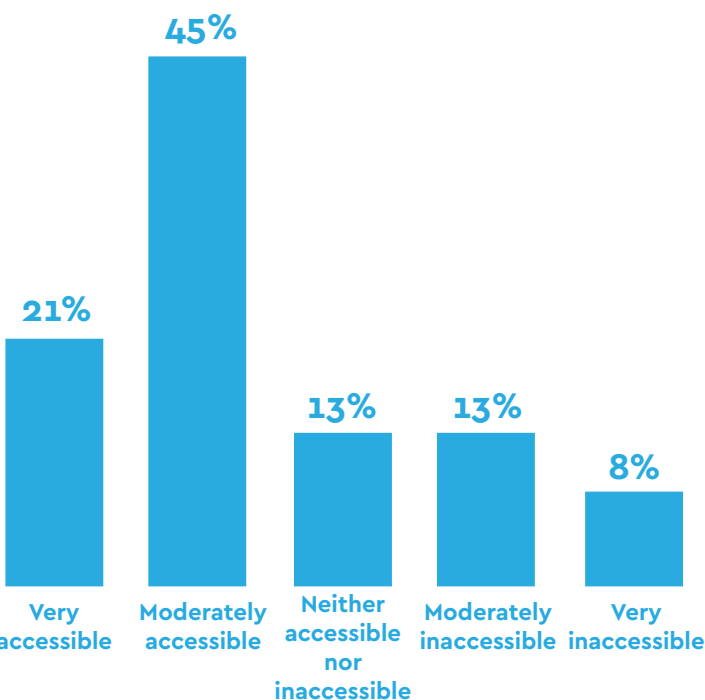
# Accessibility

Prior to the installation, 45% of respondents who reported having accessibility needs felt Yonge Street was moderately accessible, with another 21% rating it as very accessible. Common issues related to accessibility focused on a lack of safe spaces to cross the road, a lack of accessible ramps, narrow sidewalks due to construction, and lots of traffic on both streets and sidewalks.

Post-installation, 42% of respondents with accessibility needs felt the pilot improved accessibility, while another 37% indicated it hadn't impacted accessibility one way or the other. Of the 21% who indicated the pilot had negatively affected accessibility, an increase in pedestrian traffic and a lack of ramps were the most commonly cited reasons. Though respondents 65 and older were the only age group to experience a decrease from feeling safe or very safe from 72% to 62% following the installation, only 12% of them reported an accessibility need.

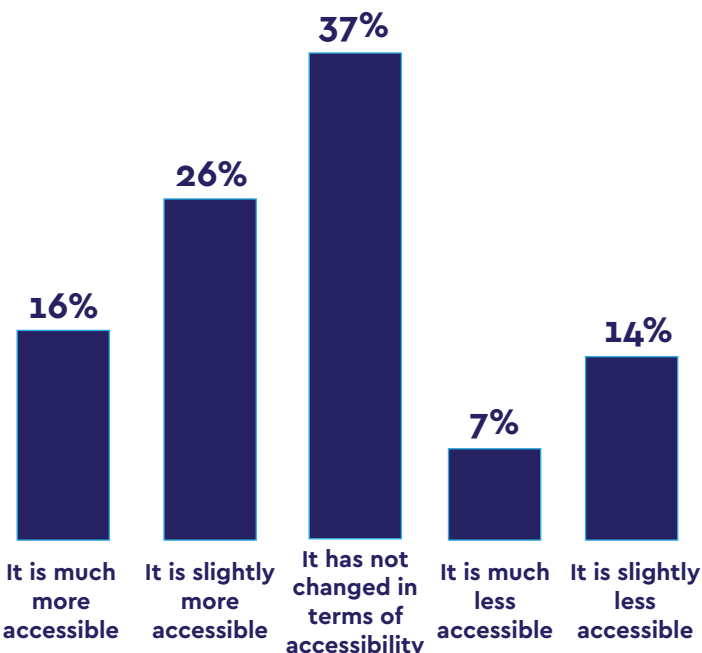
## Level of accessibility, pre-installation

Pre-installation only: Do you have any accessibility needs? / How would you rate Yonge Street, between Bloor and Davisville, in terms of accessibility? n=38



## Change in accessibility, post-installation

Post-installation only: Do you have any accessibility needs? / Has the Yonge Complete Street installation changed accessibility for you? n= 43



## Additional Accessibility-Targeted Surveys

In addition to the 43 responses of post-installation survey respondents who noted that they have accessibility needs, an extra post-installation surveying shift on Saturday, October 23rd was focused on targeting street users who visibly had accessibility needs.

Every person using a walker, wheelchair, motorized wheelchair, support cane for the visibly impaired or using Wheel-Trans was approached to capture their feedback regarding changes in accessibility on Yonge Street since the Complete Street installation.

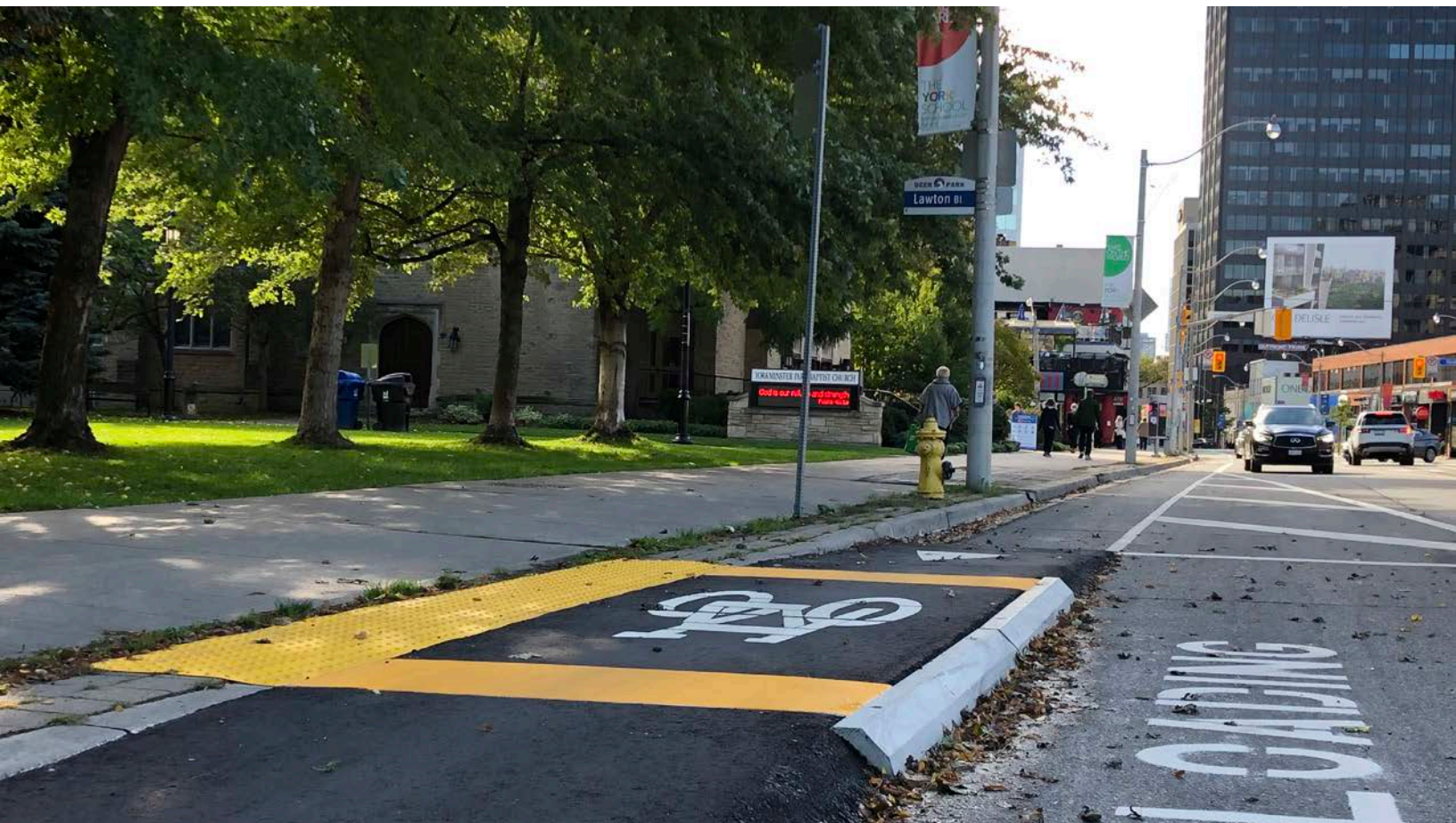
These efforts resulted in an additional nine direct conversations (equivalent to a focus-group discussion), from diverse perspectives: one Wheel-Trans driver, two people using wheelchairs, three using motorized wheelchairs, two using walkers and one visually impaired respondent. Three regularly use Wheel-Trans.

The most common impact of the Complete Street installation cited was the change in traffic patterns, about which respondents were divided on whether that made it easier or harder to cross the road. Some said it slowed traffic, while others said it was too busy.

Artistic curb extensions were specifically mentioned as beneficial and it was suggested their effectiveness would increase more are installed across the city and people better understand their benefit.

Bike lanes were appreciated either as a buffer from traffic, for safer cycling (one respondent was in a wheelchair because of a cycling accident), or for their own use in getting around.

In general, according to the targeted survey respondents, accessibility at the street level has not been impacted immensely by the Complete Street installation with three key exceptions: Wheel-Trans stops, accessibility for the visually impaired, and frequency of crossings.



## Wheel-Trans Stops

For Wheel-Trans drivers and riders, the location of accessible stops are unknown and impractical as the system is set up to pick up and drop off at the requested address. There is currently no system to inform drivers or passengers where the closest accessible stop might be. Drivers respond to calls all over the city, so there is little opportunity to familiarize themselves with changes to any one street. Consequently, when Wheel-Trans vehicles need to block the bike lanes for a pick up or drop off, there is no way to communicate to cyclists that it is a necessary temporary interruption and how to safely proceed.

"It's horrible! Before we could drop off and pick up anywhere, now we block the only lane of traffic. People swear and honk. We can't get to our customers and our customers can't get to us."  
(Wheel-Trans Driver)

## Accessibility For The Visually Impaired

Temporary street furniture, signage and planters can create a particular challenge and safety hazard for the visually impaired, acting as unexpected obstacles, particularly if they have horizontal protrusions that cannot be detected with a cane.

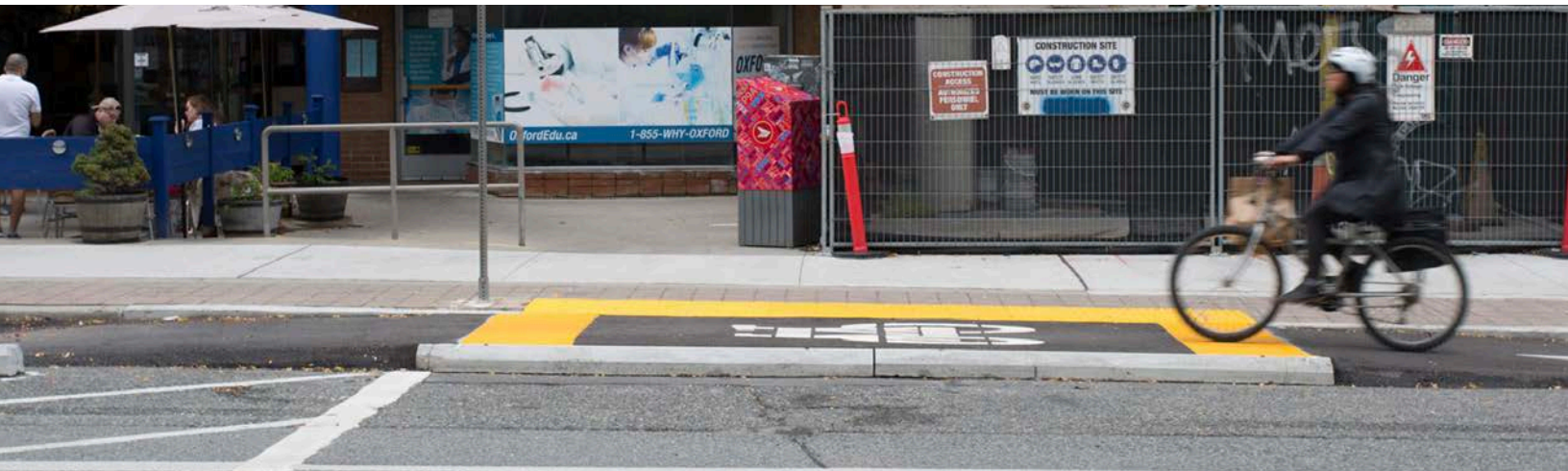
## Frequency Of Crossings

For people who are dependent on ramps and intentional breaks in the bike lane curb to cross Yonge Street east-west, there can be very long stretches between safe crossings. Any permanent Complete Street design should incorporate more mid-block crossings to support those with mobility devices.

"Whatever makes the flow work better like it does on Danforth would be good!"

"The City really is doing a good job; it's the other road users that really are the problem."

"Better guidelines for restaurants about what patio furniture is accessible would be good. It can be impossible to reach tables."



credit: Harry Choi Photography

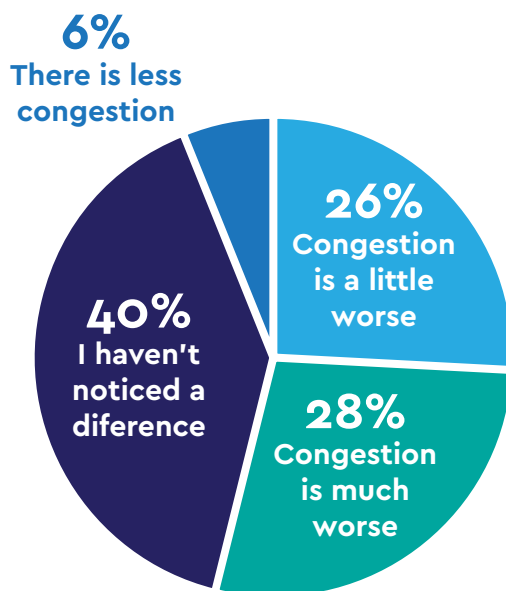
# Perception of Congestion

Impacts on congestion have been cited as a major concern by local residents when discussing potential impacts of the pilot project. Typically, Yonge Street sees high volumes of transit users via the Line 1 subway and 97 Yonge Street bus as well as significant pedestrian, vehicular, and cyclist traffic. Though pandemic lockdown restrictions were lifted prior to the post-installation study, travel had not returned to pre-pandemic patterns nor volumes. Working from home and hesitancy about using public transit remain, with a higher proportion of trips occurring on foot or by car, with many Torontonians spending more time in their immediate neighbourhood.

When asked if they noticed a change in congestion since the installation, 28% of respondents felt it was "much worse," 26% felt congestion was "a little worse," 40% of respondents had "not noticed a difference," and 6% suggested that congestion had lessened. Drivers were by far most likely to feel congestion had gotten worse, though all travel modes acknowledge congestion was more likely to have gotten worse than better.

## Public Perception of Congestion

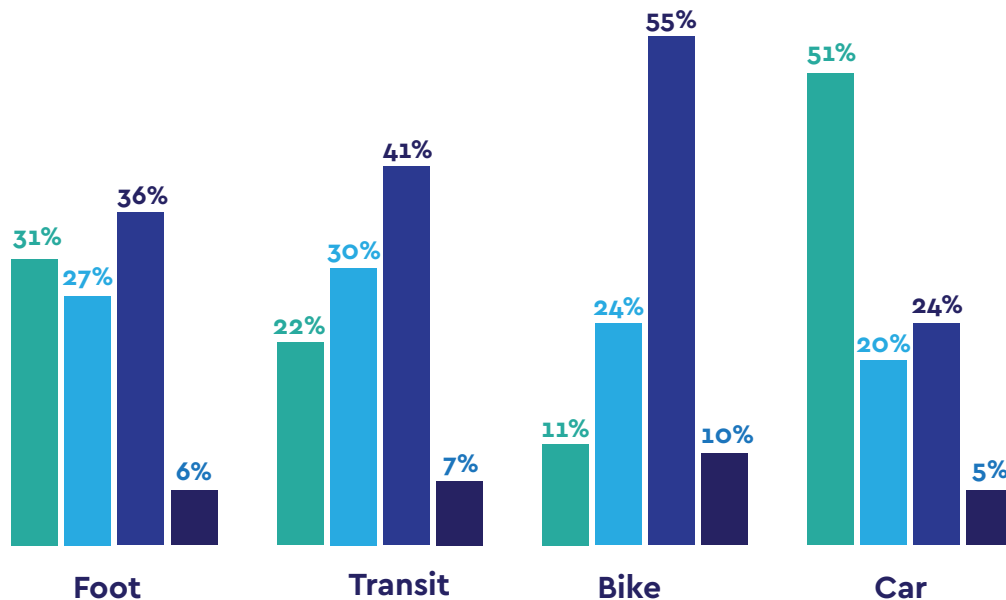
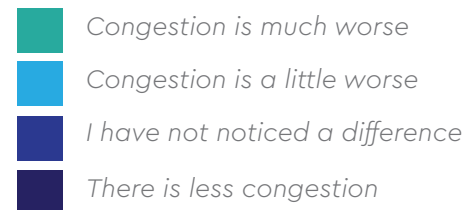
*Do you find traffic on Yonge Street has changed since the Complete Street installation? n= 528*



## Perception of congestion by mode

Do you find traffic on Yonge Street has changed since the Complete Street installation?

n foot = 387; n transit = 147; n bike = 117; n car = 99



“

“I drive to Yonge and King from Rosedale. It's gone from a 10 minute commute to 20 minutes – too much. I like bike lanes, [but] adjust left turn lanes.”

“Worse congestion encourages transit use. So that's good.”

“Traffic is slower and more people are out.”

“Congestion is worse because of condo development and Eglinton LRT.”

“

“We'll get used to it. Drivers that get frustrated will choose other routes.”

“Certain areas should be for bikes and pedestrians, but not Yonge. Either go car-free, or not at all.”

“There's higher congestion on the sidewalk because there isn't enough space for all these people to walk and more people are walking.”

“Traffic is slower. I got a bike instead.”

“

“Such a benefit. Really giving people the option of how they want to get somewhere. Safe, convenient, and affordable.”

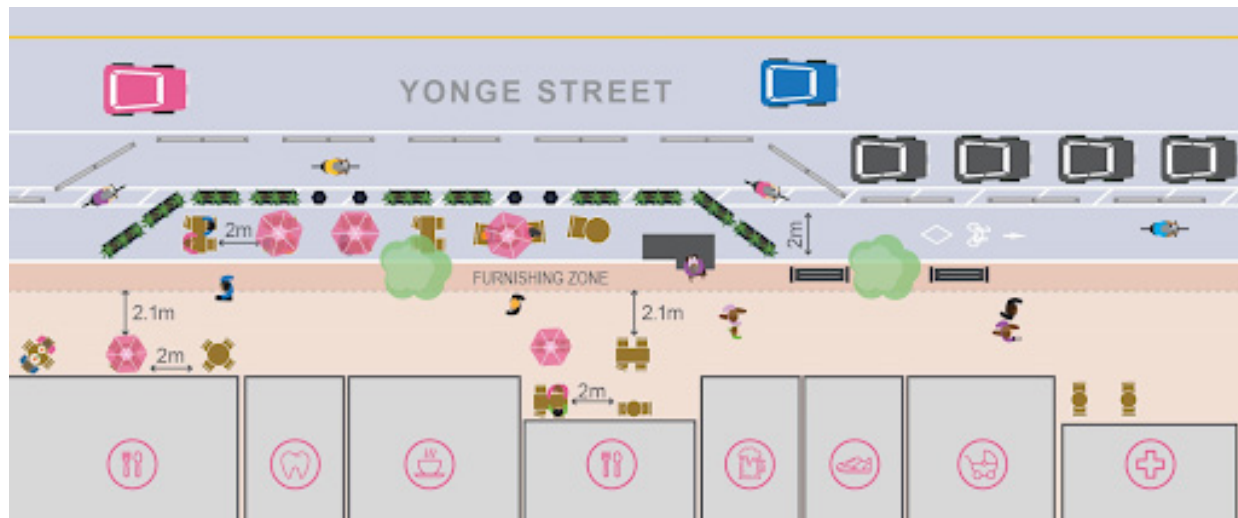
“People got used to driving faster during the pandemic, at night especially.”

“Traffic is not as bad as people say. Totally worth it to have everyone safe”

# Streetscape Design Elements

**Patios and planters have the most positive impact, though cycle tracks and concrete curbs are important**

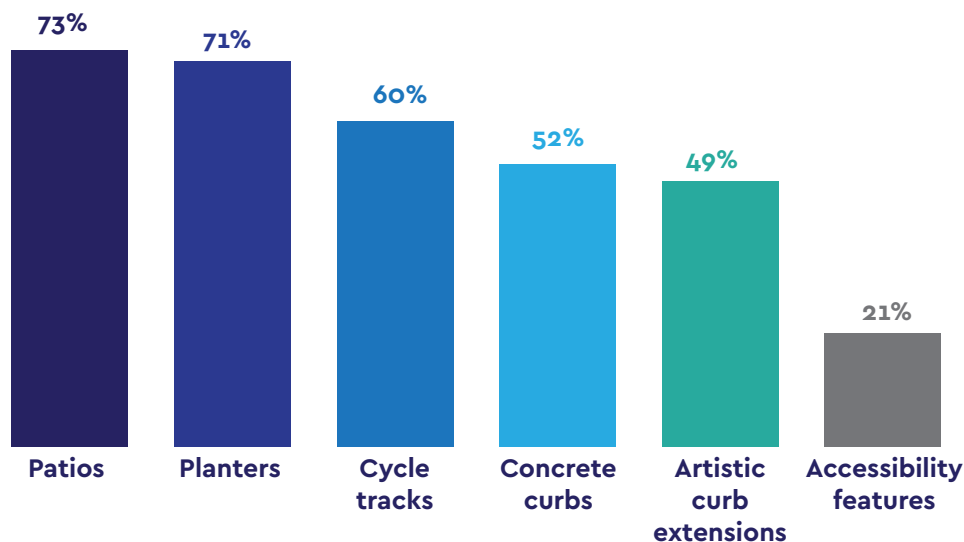
Respondents were presented with a list of the design elements and infrastructure upgrades that had been installed on Midtown Yonge Street as part of the pilot. They were asked which ones had a 'positive impact on their experience of the street'. Installed streetscape elements included patios, planters, cycle tracks, concrete curbs separations, painted curb extensions, and accessible Wheel-Trans and bus stops.



Patios and planters received the best reception, with 73% and 72% of respondents indicating they had improved their experience of the street, respectively. Patios were popular across all modes of travel (73% for all). Planters were slightly more popular amongst cyclists (75%) and pedestrians (71%) as compared to those driving (62%) and taking transit (61%).

## How Complete Street elements are viewed

*As part of the ActiveTO Midtown Yonge installation, there are several new streetscape design elements. Which of these elements, if any, have positively impacted how you experience the street? (Multiple selection allowed)*  
n=529



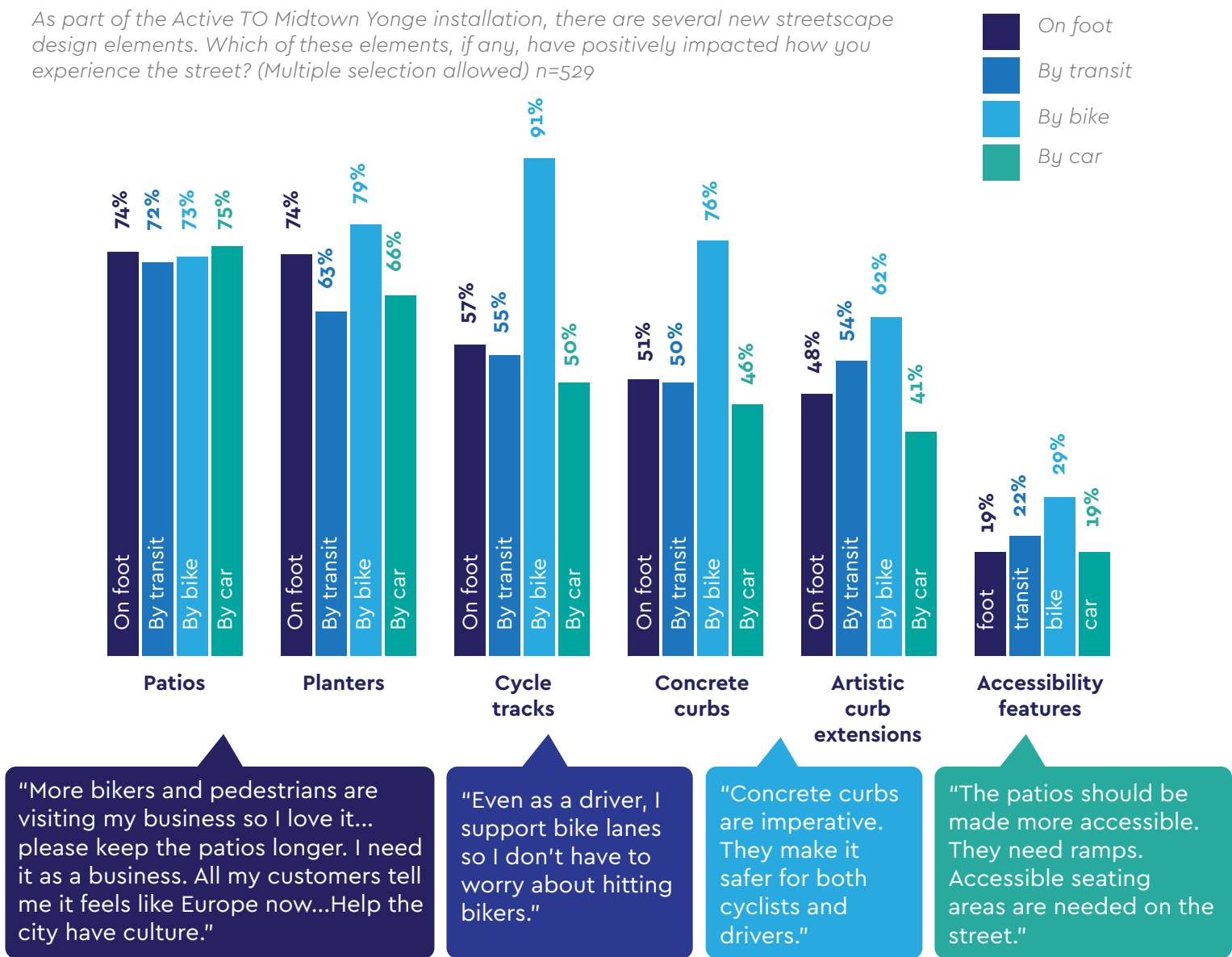
The cycle tracks were quite popular as well, with 60% of respondents saying they had a positive impact on their experience of the street. Not surprisingly, cyclists were most likely to indicate the cycle track had a positive impact on their experience at 91%. Because the question was phrased as having 'a positive impact on you,' 57% of pedestrians, 55% of transit users, and 50% of drivers also responded by saying the cycle track has a positive impact on their experience of the street.

Similarly, cyclists (76%) were most likely to have had their experience of the street positively impacted by the concrete curbs, with other modes of travel impacted between 43% and 51%. This indicates that people do not need to be riding bikes for separated cycling infrastructure to positively impact them.

The painted curb extensions (49%) and accessibility features (21%) were less likely to have had a positive impact. While painted curb extensions were appreciated as an idea, several respondents felt that the paint alone was not enough to create a safer street and that physical infrastructure was needed for there to be a real positive impact. Further, the curb extensions were not installed until the end of August, just before the post-installation survey occurred. Some respondents stated that they didn't know what curb extensions were for, but appreciated the concept and suggested that as they become more common across the city, their impact will be more widely acknowledged.

## How elements are viewed by different road users

As part of the Active TO Midtown Yonge installation, there are several new streetscape design elements. Which of these elements, if any, have positively impacted how you experience the street? (Multiple selection allowed) n=529



The accessibility features included four asphalt and curb stone platforms at 877, 1585, 1819, and 1849 Yonge Street to support Wheel-Trans pick up and drop off. These accessible platforms were installed later than other features, on July 17 and 18, and further measures are yet to be completed. An accessible bus stop (Zicla Platform) has been ordered and will be installed at the northwest corner of Macpherson Avenue and Yonge Street. As already indicated, the lack of positive impact for these accessibility elements is likely due to how Wheel-Trans operates, and will require further collaboration with Wheel-Trans.

There was little variation in the impact of the streetscape elements across the four study zones. Patios had the highest positive impact in the Davisville and Rosedale Zones at 75% and 73%, respectively, though by a small amount. Despite similar cycling mode shares across the pilot, the St. Clair Zone saw the highest positive impacts for the cycle track (68%) and concrete curbs (66%). Planters rated highly for positive impacts across the four study zones. Accessibility features were most appreciated in the Bloor (22%) and Davisville (23%) Zones.

Those aged 65 and over were least likely amongst the age groups to have been positively impacted by the design elements. This could suggest that greater attention to the needs of older adults is required in future Complete Street efforts. Respondents who identify as women were 10% less likely to have been positively impacted by the cycle tracks, which could indicate that while the pilot has done a lot to create safer cycling conditions, more work needs to be done to create a truly welcoming street for all users.



# Conclusion

The ability to engage the public through random intercept surveys, both before and after the installation of the Complete Street infrastructure on Midtown Yonge Street provided valuable insights into public perception and the impact of the pilot on the street user experience.

The project was widely perceived as successfully providing support for local businesses and surrounding communities by expanding outdoor patio areas, improving safety and comfort for everyone, and providing a safe and protected bike lane by 76% of respondents. Patios and planters are most prized, but respondents on all modes of transportation value the separation provided by the cycle tracks.

Importantly, the perception of safety improved for all types of road users, particularly cyclists. Non-cyclists also perceived cycling itself to be much safer post-installation, particularly for female respondents. This has already translated to more diverse new and returning cyclists on Midtown Yonge.

There was a defined shift in how people choose to get around, with many choosing to drive less in favour of walking and cycling more. 32% of immediate area residents and 40% of others changed their mode of travel since the installation. Of those, 64% started cycling and 37% stopped driving or using rideshare/taxi on Yonge Street. A similar mode shift was observed in 29% of all respondents to the Destination Danforth Complete Street Intercept Survey in 2020, with 71% of those mode shifts being towards cycling. This suggests that, although there is an adjustment period, the ActiveTO programs have been effective at encouraging Torontonians to switch to active modes of transportation.

Improving safety at intersections, better integrating and communicating Wheel-Trans pick-up and drop-off locations with bike lanes, and ensuring that businesses and residents can continue to share specific concerns and ideas during the pilot remain among areas for improvement.



# Appendices

**Appendix A – Detailed Methodology**

**Appendix B – Intercept Survey Questions**

**Appendix C – Food Delivery Worker Focus Group Questions**

**Appendix D – Targeted Accessibility Survey Questions**

# Appendix A:

## Detailed Methodology

The ActiveTO Midtown Complete Street Pilot evaluation included two main methods: public intercept surveys and documentation of cyclist demographics, replicated both before and after the installation.

### Public Intercept Surveys:

The intercept survey was designed to provide direct user feedback on the elements of the Destination Danforth Complete Street project including perception of safety by various road users and demographics, accessibility, frequency of visits, shopping habits, and if the new street design has changed how they use the street.

Survey responses were analyzed related to demographics (age, gender, visible minority), transportation modes, local vs visitors, etc.

Surveys were conducted with members of the public using a randomizing methodology at select locations along Yonge Street from Bloor to Davisville at the arrival side of traffic lights. This ensured that surveyors had equal chance to approach pedestrians (who also represent drivers after parking, transit riders, and rideshare users), as well as cyclists when stopped at a red light.

Each day was made up of two shifts, from 12–4 pm and 4–8 pm. There was one supervisor + 3–4 surveyors per shift. Pre-installation intercept surveys were conducted at three study zones along the 3.5km study area along Yonge Street: Bloor, St. Clair, and Davisville. In consultation with ActiveTO staff, a fourth study zone was added for the post-installation surveys at Rosedale.

Pre-installation surveys were conducted on Thursday June 3rd and Saturday June 5th and post-installation surveys were conducted Saturday, September 11th, Tuesday, September 14th, Thursday, September 16th and Saturday, September 18th, totalling over 400 person-hours, by a team of trained Park People and TCAT staff, and urban planning and civil engineering students who received a \$50 stipend per shift. Training included information about the randomizing methodology as well as safe COVID practices for surveying.

In order to ensure a random sampling, surveyors were instructed, when the street was busy, to approach the third person passing. This removes the bias of subconsciously approaching people who look nice, or similar to the surveyor in some way. When the street wasn't busy enough to only ask every third passer-by, the surveyor was instructed to ask EVERY person until someone agrees to stop and complete a survey. Surveyors repeated this process by approaching the third person passing after the completion of a survey. The surveyor read out the introductory script and then ask the survey questions, noting the responses on tablets. See intercept survey questions here below in Appendix B.

### Documentation Of Cyclist Demographics:

Age and gender estimations of cyclists were conducted at Bloor and St. Clair in both directions Pre-Installation on June 3, 5, 10 and 11, and Post-installation on September 16, 18 and 23 to understand cyclist demographics which can be used to deduce impact of road infrastructure on sense of safety for road users of various ages and genders.

Bike counts were conducted in fair weather on the Saturday noon-2pm, on the Tuesday or Wednesday 4-6pm to collect rush hour data, and on the Thursday evening to represent an evening crowd. This data collection schedule and methodology replicates those used in the 2017 Bloor and 2020 Danforth studies for sake of comparison.

People riding bicycles were counted by hand, including estimating their gender and age using tally sheets. Bike counters were positioned at two predetermined locations at Bloor Street and St.Clair avenue, counting cyclist traffic in both directions. Team members counted every cyclist that passed during the shift, using their best judgement to also mark each cyclist by age and gender. Children or infants getting carried were counted as well (e.g. if a child is in a bike seat on a parent's bike that counts as two). A distinct marking system was used to track food delivery workers as well as e-bikes.

# Appendix B:

## Intercept Survey Questions

### Pre-Installation Survey

#### ON-STREET PROMPT:

In advance of the street redesign pilot planned for Yonge Street this summer, we would love your input. Would you have a few minutes to do our survey?

If people want to know more:

Park People and the Centre for Active Transportation are working with the City of Toronto to understand user perspectives on the new ActiveTO Complete Streets installation on Yonge Street, installed this summer as part of the City's pandemic response and recovery program. Responses will be used to help evaluate and improve the program.

How did you get to Yonge Street today? If you use more than one mode (i.e. walk to the bus), select all that apply,

On foot

Bike

Transit

Car

Rideshare / Taxi

Wheeltrans

Other \_\_\_\_\_

If "Bike": How long have you been cycling?

I am new to cycling this year

I have been cycling for more than a year

I cycled in the past, and started cycling again this year

Other. Please explain\_\_\_\_\_

If "bike" or "car": What was your level of ease in finding parking today?

Very Easy

Easy

Somewhat difficult

Very difficult

If "car": Where did you park?

On the street on Yonge

On the street on a side street

In a parking lot

Other

2. Is the way you got here today (your answer to #1) how you would typically get to Yonge Street, between Bloor and Davisville?

Yes/No

If No, how would you typically make the trip to Yonge Street, between Bloor and Davisville? If you use more than one mode (i.e. walk to the bus), select all that apply.

On foot

By bike

By transit

By car

By Taxi / rideshare

By Wheel-Trans

Other \_\_\_\_\_

3. How many people did you travel to Yonge Street with today?

Nobody, I made the trip alone

1

2

3

4

5+

4. What brings you to Yonge Street today? (Select all that apply)

I live here

I work here

I go to school here, or my kids do

Just walking / passing through

Visiting friends

Food or drink

Curbside or street patio

Shopping

Appointment or other service

Other \_\_\_\_\_

5. How often do you come to Yonge Street?

Everyday

Once or twice per week

Once or twice per month

Rarely

This is my first time here

6. About how much money do you spend on Yonge Street in a typical month? (If your habits have changed drastically, please give a pre-pandemic estimate)

Less than \$25

\$25-99

\$100-499

\$500-999

\$1,000 or more

8. With the current street configuration, how safe do you feel travelling on Yonge Street, between Bloor and Davisville?

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

Please feel free to elaborate: \_\_\_\_\_

With the current street configuration, how safe would you feel riding a bicycle on Yonge Street, between Bloor and Davisville? (Skipped for people who arrived by bike and answered Q8 above)

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

Please feel free to elaborate: \_\_\_\_\_

9. Do you have any accessibility needs? (For example, you use a mobility aid, mobility assistive device, often push a stroller or have small kids in tow, etc.)

- Yes
- No

Please feel free to elaborate: \_\_\_\_\_

If yes, how would you rate Yonge Street, between Bloor and Davisville, in terms of accessibility?

- Very accessible
- Moderately accessible
- Neither accessible nor inaccessible
- Moderately inaccessible
- Very inaccessible

Please feel free to elaborate: \_\_\_\_\_

Would you like to add any other thoughts? \_\_\_\_\_

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

May I ask the first three digits of your postal code in order to understand where people have travelled from today? (If the respondent does not know their postal code, record the major intersection or town / city)

First 3 numbers of postal code \_\_\_\_\_  
And major intersection \_\_\_\_\_  
Or city / town \_\_\_\_\_

What is your age range?

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

How do you identify in terms of gender?

Male

Female

Other

Prefer not to answer

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

Yes

No

Prefer to self-describe: \_\_\_\_\_

Prefer not to answer

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

Under \$20,000

\$20,000 – \$50,000

\$50 -100,000

\$100,000 – \$150,000

Over \$150,000

I'm not sure / prefer not to answer

Thank you for taking time to tell us about your experience on Yonge Street.

Date and Time:

Surveyor Name:

Survey location:

# Post-Installation Survey

## Yonge Street Midtown Complete Street Pilot POST- Installation Survey

*Prompt:*

*We're collecting feedback on the recent changes to Yonge Street and we would love your input. Would you have a few minutes to do our survey?*

### 1. How did you get to Yonge Street today? (If multiple modes used, check all that apply)

- On foot
- By bike
- By transit
- By car
- By Ride share / taxi
- By Wheel-Trans

### IF BY BIKE: How long have you been cycling?

- I am new to cycling since the pandemic
- I have been cycling since before the pandemic
- I cycled in the past, and started cycling again since the pandemic

### IF BY BIKE: What was your level of ease in finding bike parking today?

- Very easy
- Easy
- Somewhat difficult
- Very difficult
- N/A

### IF BY CAR: What was your level of ease in finding car parking today?

- Very easy
- Easy
- Somewhat difficult
- Very difficult
- N/A

### IF BY CAR: Where did you park your car?

- On the street on Yonge Street
- On the street on a side street
- In a parking lot

**2. Is the way you got here today how you would typically get to Yonge Street, between Bloor and Davisville?**

- Yes
- No

**IF NO: How would you typically make the trip to Yonge Street, between Bloor and Davisville? If you use more than one mode (i.e. walk to the bus), select all that apply.**

- On foot
- By bike
- By transit
- By car
- By Taxi / rideshare
- By Wheel-Trans

**3. How many people did you travel to Yonge Street with today?**

- Nobody, I made the trip alone
- 1
- 2
- 3
- 4
- 5+

**4. What brings you to Yonge Street today? (Select all that apply)**

- I live here
- I work here
- I go to school here, or my kids do
- Just walking/passing through
- Visiting friends
- Food or drink
- Curbside or street patio
- Shopping
- Appointment or other service

**5. How often do you come to Yonge Street between Bloor and Davisville?**

- Everyday
- Once or twice per week
- Once or twice per month
- Rarely
- This is my first time here

**6. About how much money do you spend in a typical month on this part of Yonge Street?**

- Less than \$25
- \$25 to \$99
- \$100 to \$499
- \$500 to \$999
- \$1000 or more

**7. This year, new bike lanes and curb lane patios have been installed on Yonge Street. Have the Complete Street changes affected how often you use the street?**

**Please feel free to elaborate.**

- I come more often
- I come less often
- About the same
- This is my first time here

**8. Have the Complete Street changes shifted what modes of transportation you use to visit Yonge Street?**

**Please feel free to elaborate.**

- Yes
- No

**IF YES: Before, how did you mainly travel to Yonge, between Bloor and Davisville? If you use more than one mode (i.e. walk to the bus), select all that apply.**

**IF YES: Now, how do you mainly travel to Yonge, between Bloor and Davisville, before? If you use more than one mode (i.e. walk to the bus), select all that apply.**

- On foot
- By bike
- By transit
- By car
- By Taxi / rideshare
- By Wheel-Trans

- On foot
- By bike
- By transit
- By car
- By Taxi / rideshare
- By Wheel-Trans

**9. With the current street configuration, and considering how you typically get here, how safe do you feel travelling on Yonge Street, between Bloor and Davisville?**

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

**Please feel free to elaborate.**

**IF THEY'RE NOT CURRENTLY USING A BIKE: With the current street configuration, how safe would you feel riding a bicycle on Yonge Street, between Bloor and Davisville?**

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

**Please feel free to elaborate.**

**10. Has the Complete Street installation on Yonge Street changed your sense of safety on the street?**

- I feel safer
- I feel less safe
- I feel the same

**Please explain:**

**11. Do you find traffic on Yonge Street has changed since the Complete Street installation?**

- Congestion is much worse
- Congestion is a little worse
- There is less congestion
- I have not noticed a difference

**12. The goals of ActiveTO Midtown on Yonge are to provide support for local businesses and surrounding communities by expanding outdoor patio areas, improving safety and comfort for everyone, and providing a safe and protected bike lane along the Line 1 subway. Do you agree ActiveTO Midtown on Yonge has met these goals?**

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

**13. Do you have any accessibility needs? (For example, you use a mobility aid, mobility assistive device, often push a stroller with small kids, etc.)**

Yes

No

**If yes, has the Yonge Complete Street installation changed accessibility for you?**

- Yes, it is much more accessible
- It is slightly more accessible
- It has not changed in terms of accessibility
- It is slightly less accessible
- It is much less accessible

**14. As part of the Active TO Midtown Yonge installation, there are several new streetscape design elements. Which of these elements, if any, have positively impacted how you experience the street? (Select all that apply)**

- Patios
  - Cycle track / bike lanes
  - Painted curb extensions at intersections
  - Planters
  - Concrete curbs separating the bike lane from parking and traffic
  - Accessibility features including platforms for Wheel-Trans and TTC bus stops
  - None have positively impacted my experience
-

**First three digits of your postal code, in order to understand where people have travelled from ? (OR see right)**

**Can you tell us a major intersection near where you live, and which corner (e.g. north east of Yonge and Eglinton) ?**

**What is your age range?**

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

**How do you identify in terms of gender (they respond in words, surveyor marks):**

Male  
Female  
Prefer not to answer

**Do you identify as Black, Indigenous or as a person of colour?**

Yes  
No  
Prefer not to answer

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

Under \$20,000  
\$20,000 - \$49,000  
\$50,000 - \$99,000  
\$100,000 - \$150,000  
Over \$150,000  
I prefer not to answer

**Would you like to add any other thoughts?**

**Date:**

Saturday, Sep 11  
Tuesday, Sep 14  
Thursday Sep 16

**Location**

Bloor  
St Clair  
Davisville

**Surveyor Name**

**Time:**

# Appendix C:

## Food Delivery Workers Focus Group Questions

### ENTRY / REGISTRATION QUESTIONS

What mode of transport do you most often use for doing deliveries?  
(Bike / foot / scooter / ebike / car / other)

How long have you been doing food deliveries?  
(Less than 3 months / 3 months to 1 year / more than a year)

How often do your deliveries take you to Midtown Yonge Street (Bloor to Davisville)?  
(Multiple times per day / Multiple times per week / Occasionally / Never)

Please describe your experience using Yonge Street since the installation of the Midtown Complete Streets Pilot

### FOCUS GROUP BREAKOUT ROOM DISCUSSION QUESTIONS

Talk to us about how your work has changed since COVID began.

How safe do you feel traveling for your work in general?

Talk to us about how the Yonge Street Complete Streets Pilot has changed your experience traveling on the street.

What has improved / what has become more challenging? Does it change whether you choose to accept a delivery in this area?

Has it changed your personal sense of safety in getting around on Yonge Street?

How has it changed how you interact with other types of road users (drivers, cyclists, pedestrians, etc.)

Has it changed the mode of transportation you chose to use for deliveries in this area?

Has it changed which routes you use to get around the City?

If more complete streets pilots were to be installed in other locations in the City:

What should be considered from a food delivery worker perspective?

From your experience delivering, on what streets would you prioritize such installations and why?

# Appendix D:

## Accessibility-focused targeted survey questions

### ACTIVE TO YONGE STREET COMPLETE STREETS ACCESSIBILITY SURVEY

1. How often do you visit Yonge Street between Bloor + Davisville  
almost daily / weekly / monthly / occasionally
2. Do you use Wheel-Trans? Yes / no  
If yes, how often: almost daily / weekly / monthly / occasionally
3. I rely on Wheel-Trans mainly for: work / appointments / shopping / personal / other
4. How often do you use Wheel-Trans to take you to Midtown Yonge Street (Bloor to Davisville)?  
daily / weekly / monthly / occasionally / never
5. How has accessibility changed for you on Yonge Street since the installation of the Complete Streets  
Its more accessible / less accessible / about the same  
  
Please describe your experience:
6. There have been several elements added to the Yonge Street Pilot to accommodate accessibility including: artistic curb extensions to shorten road-crossing distances at key intersections, locating cafe spaces to the curb-lane of the street to not clutter sidewalks, and allocation of designated Wheel-Trans pick up and drop off locations. How has the installation changed accessibility for you in terms of:
  - Pick ups and drop offs
  - Orienting yourself on the street
  - Crossing the street safely
  - Having comfortable places to await your ride
7. What are the key considerations to accomodating people with differing abilities in street redesigns?
8. What have you experienced in other neighbourhoods in Toronto or in other cities that could be applied to street redesigns in Toronto to better accommodate people with differing abilities?
9. Please describe your accessibility situation:  
assisted travel / wheelchair accessibility / visual impairment / other\_\_\_\_\_
10. Can we ask for the first 3 digits of your postal code? \_\_\_\_\_(add survey location)