



EglintonTODay Complete Street Project Existing Condition Evaluation

Intercept Survey Findings
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Project Team

The Centre for Active Transportation (TCAT) at Clean Air Partnership

TCAT Project Lead: David Simor, Director

Methodology Lead: Adam Hasham

Project Manager: Jennie Geleff

Evaluation & Analysis Lead: Kevin Behan, Director of Operations at Clean Air Partnership

Park People

Project Manager: Kelsey Carriere, Senior Project Manager

Project Coordinator: Jessica Ng

Report Design: Kelsey Carriere

Advisory Committee

Steven Farber – Associate Professor, Dept. Human Geography, University of Toronto Scarborough

Marianne Hatzopoulou – Professor, University of Toronto

Raktim Mitra – Professor, Toronto Metropolitan University

Meghan Winters – Associate Professor, Faculty of Health Sciences, Simon Fraser University

With thanks to the many urban planning and civil engineering students who supported the study 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 also collaborated on the the [ActiveTO Midtown Complete Street Pilot](#).

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NOTES ON TERMS:

"PEDESTRIANS," "DRIVERS," "CYCLISTS," "TRANSIT USERS"

To understand the unique perspectives of people who tend to travel by different modes of transportation, survey respondents are categorised throughout the analysis by the mode of transportation they tend to use to arrive to Eglinton Avenue. Although people use different modes on different days to meet different needs, and travel modes may shift depending on weather, urgency and quality of infrastructure, throughout this report, shorthand words "pedestrians," "cyclists," "drivers," and "transit users" are utilized to reference the mode of travel that survey respondents most often use to arrive at Eglinton Avenue.

THE SYMBOL 'N' used in graphs throughout this report represents the total number of individuals or observations in the sample.

BIPOC, a term used in this report, stands for Black, Indigenous, and people of colour.

Overview:

In 2007, Toronto City Council approved plans for the Eglinton Avenue Crosstown LRT, a rapid transit line that would bring much needed improved public transit to one of Toronto's major east-west corridors. Combining underground and street-level stations and tracks, the project required major road construction, opening up new opportunities for the design and layout of Eglinton Avenue. The 2010 Eglinton Avenue Crosstown Light Rail Transit Environmental Assessment (EA) developed initial plans for permanent streetscape improvements. In 2014, City Council approved the Eglinton Avenue Connects Planning Study, which articulated the long term vision for the corridor. The vision approved by Council was based on a 'Complete Streets' approach to road design. Complete Streets are streets that are safe for all users, regardless of age, ability, income, race, ethnicity, or mode of travel. A Complete Streets approach to road design emphasises safe infrastructure for pedestrians, cyclists, transit users, and motorists and incorporates improvements to the public realm such as seating, patios, pedestrian scale lighting, public art, and greenery.

With construction on the Eglinton Avenue Crosstown LRT expected to come to an end in 2023, the City launched an engagement process in the spring of 2022 to work with local communities and stakeholders on how to best implement the Complete Streets vision adopted by City Council in 2014. Feedback from this process will inform the first iteration of Complete Streets infrastructure proposed to be installed on Eglinton Avenue between Mt. Pleasant Road and Keele Street in the summer of 2023. The City proposes to utilise a quick-build approach to rapidly install the new infrastructure. This interim strategy called EglintonTOday Complete Street, will play a key role in that engagement process, allowing the City to adapt the road configurations, while giving the community tactile experiences to engage with and provide input on the project. The first phase of the project is tentatively scheduled for installation in summer of 2023, pending City Council approval.

The City of Toronto hired TCAT and Park People to conduct a study of the EglintonTOday project site prior to installation. The EglintonTOday Complete Street project Existing Condition field work was conducted on September 24th, 28th, and 29th, 2022. A total of 685 in-person surveys were conducted with the general public on Eglinton Avenue, using a randomised methodology to ensure a diverse cross-section of respondents. Age and gender counts of cyclists were conducted at 5 locations across the study site. Additionally, two focus groups were conducted: one to gain insights from food delivery workers for their work-related use of the street and under-representation in survey data, and the other for those with accessibility needs to understand their detailed insights as to their unique experiences of the street. Results were analysed to find trends in perceptions of those respondents.

Key Findings:

Transit reliance along Eglinton Avenue is an equity issue

56% of respondents who arrived by transit have household incomes of ≤\$49,000, in comparison to only 8% of those who arrived by car. Further, 53% of respondents who identified as Latinx and 47% of respondents who identified as Black arrived by transit, whereas only 21% of white respondents did. Within the survey respondents, 62% of Latinx respondents and 57% of Black respondents lived in households without a car, compared to 32% of white respondents. Racialized and lower income people are heavily reliant on transit for travelling to and from Eglinton Avenue.

Investment in complete street infrastructure will help people consider mode shifts

47% of respondents said that they would consider shifting transportation modes following the completion of the Eglinton Crosstown LRT and the proposed Complete Street installation and of those people, at least 41% said they would consider transit and 38% said they will consider cycling in their future trips. There is latent demand (i.e. additional trips that would be made if travel conditions improved) for cycling on Eglinton Avenue and opportunity to improve infrastructure to support safe cycling along the corridor.

Eglinton Avenue is not currently a cycling street

Only 2% of survey respondents arrived to Eglinton Avenue by bike. The vast majority of respondents (71%) perceive cycling on Eglinton Avenue as unsafe.

Eglinton Avenue needs improvements to accessibility

Only half (53%) of all respondents with an accessibility need (n=79) found Eglinton Avenue to be accessible in its current configuration. Concerns with safety at street crossings and intersections and long distances between crossings, were the greatest barriers to accessibility identified, with uneven sidewalks, inaccessible buildings and washrooms, also noted as common barriers.

Despite construction, Eglinton Avenue is frequently used by local residents

The majority of respondents (72%) were local residents of Eglinton Avenue and while many respondents commented on the frustrations caused by a decade of construction on the LRT, many respondents reported feelings of pride in their local community. 64% of respondents visit the study area on a daily basis despite 27% describing the street as unsafe.

There is opportunity to increase the vibrancy of Eglinton Avenue

While respondents spoke very positively of their community, they did identify potential opportunities for improving their experience of Eglinton Avenue. When asked about the greatest opportunity to improve Eglinton Avenue, outside of infrastructure improvements, the most common response was to increase mixed-use retail and support independent business.

Food Delivery Workers identify areas for improvement

Food delivery workers make up 17% of all observed cyclists on Eglinton Avenue, and up to 28% of all observed cyclists in the Avenue Road and Bathurst Streets study zones. In the focus group they identified that a lack of designated road space for bikes leads many to ride on the sidewalk, impacting pedestrian safety.

Study Objectives

The EglintonTOday Complete Street Project Existing Condition Evaluation was designed to collect quantitative information on qualitative community perspectives on safety and accessibility of the street in its current configuration from a diverse population sample. Evaluation methods included 685 intercept surveys conducted on the street to gather details and feedback on how the street currently functions, collection of age and gender counts of cyclists to measure vulnerable road users, and focus groups with food delivery workers and those with accessibility needs to ensure feedback was captured from people disproportionately impacted by street design but underrepresented in typical survey responses.

The intercept surveys provide direct feedback from people using the street as to how elements of the street, as it is currently configured, impact respondents' experience. Respondents answered questions about safety, accessibility issues, frequency of visits, shopping habits, infrastructural and social barriers (unrelated to construction) that impact the experience of the street, and opportunities for improvement. Analysis shows trends in responses among various demographics (age, gender, racial identity), transportation modes, locals vs. visitors, and other determinants.



Methods

The EglintonToday Complete Street Project Existing Condition Evaluation includes three main methods: on-street intercept surveys, travel counts including perceived cyclist demographics, and dedicated focus groups for food delivery workers and people with accessibility needs. In total, more than 700 people were engaged in the study. Surveys included a range of multiple choice and opened questions. A detailed description of the study methodology used including survey questions is included in Appendix A.

Here is a brief overview of the study methods:

Surveys were conducted with members of the public using a randomised methodology at select locations along Eglinton Avenue from Keele Street to Mount Pleasant Road. Survey respondents represented people who arrived to Eglinton Avenue by all modes of transportation: car, foot, bike, transit, and rideshare. When the street was busy, surveyors approached every third person that passed by. When the street was quiet, surveyors approached every person. Surveys were conducted on Saturday September 24th, Wednesday September 28th, and Thursday September 29th (12:00pm-8:00pm). Surveys were conducted, by a team of trained Park People and TCAT staff, and urban planning and civil engineering students who received a \$75 stipend per shift.

Intercept surveys were conducted in five distinct study zones along a 7km span of Eglinton Avenue between Keele Street and Mount Pleasant Road. The five study zones were:

Keele Street (Keele St to Kane Ave)

Dominated by a steep hill that discouraged walking and cycling, featuring small-scale retail close to Keele Street and Eglinton Avenue, transitioning to low-rise residential further away from the intersection.

Dufferin Street (Nairn Ave to Dynevor Rd)

A large number of independent retail spaces, anchored by a large No Frills grocery store and a sprinkling of mid-rise apartment buildings towards the west end of the study area.

Oakwood Avenue (Jimmy Wisdom Way to Marlee Ave)

Continuous stretch of mixed use retail that forms the traditional heart of Little Jamaica. Mid-rise residential apartment buildings at either ends of the study zone, with new condominiums recently completed in between.

Bathurst Street (Glen Cedar Rd to Chiltern Hill Rd)

Distinguished by a high mix of retail, but dominated by a few major condo construction projects, traffic related to Allan Road access and the Eglinton West subway station.

Avenue Road (Castlewood Rd to Elmsthorpe Ave)

A long, gentle incline marks this study area, along with a high mix of retail, and low-rise residential.

EGLINTON AVENUE INTECEPT STUDY ZONES

BIKE COUNT LOCATIONS



Counts of cyclists were conducted in all five study zones in both directions on Saturday September 24th (12pm to 2pm to capture typical weekend travel habits), on Wednesday September 28th (4pm to 6pm to capture rush hour travel), and on Thursday September 29th (8pm to 10pm, to capture a sense of evening crowd travel). Data was also recorded for perceived age and gender of cyclists, to provide insights on the impact of road infrastructure on the sense of safety for road users of various ages and genders.

The section of Eglinton Avenue east of Avenue Rd to Mount Pleasant Rd was not included as a study area for intercept surveys. Given the extensive streetscape changes Metrolinx is delivering for this area, this section of the street was not studied.

A target of 520 completed surveys was set for the study, with targets set for each study zone. 685 surveys were ultimately completed. Targets were also exceeded for each individual study zone, with well distributed responses across zones and study dates.

Existing Conditions Intercept Surveys	
Total Responses: 685 (target: 520)	
Survey responses by date:	
Saturday, Sept 24	34%
Wednesday, Sept 28	29%
Thursday, Sept 29	37%
Survey responses by study zone:	
Keele Street study zone	15%
Dufferin Street study zone	18%
Oakwood Avenue study zone	20%
Bathurst Street study zone	28%
Avenue Road study zone	19%



Overview of Respondents

Demographics

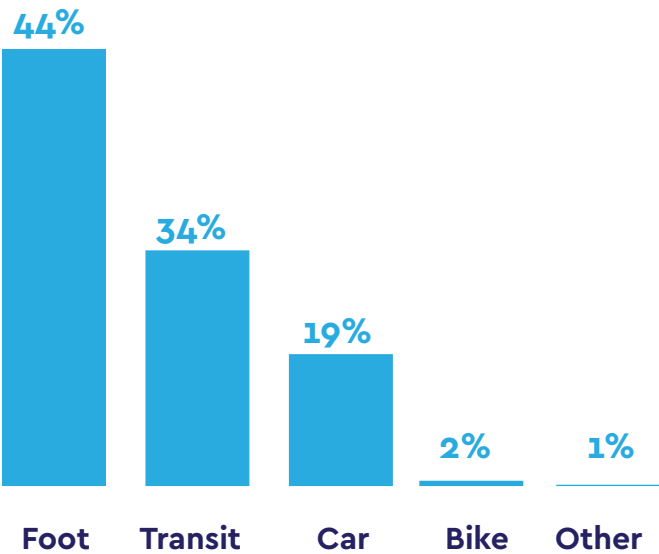
Respondents' demographics largely aligned with the makeup of the surrounding neighbourhoods.

- 80% of survey respondents live in the immediate area or adjacent areas, suggesting Eglinton Avenue predominantly serves local resident needs.
- 53% of survey respondents identified as men, 45% identified as women, and 1% identified as non-binary. An even mix of age groups are represented in respondents.
- 53% of respondents identified as BIPOC and 47% identified as white. 23% of respondents identified as Black, with a much higher percentage of Black respondents (88%) in the Keele Street, Dufferin Street and Oakwood Avenue study zones.

43% of respondents do not own a car, and over 77% of respondents arrived at Eglinton Avenue on foot or by transit. Only 19% arrived by car, and 2% by bike.

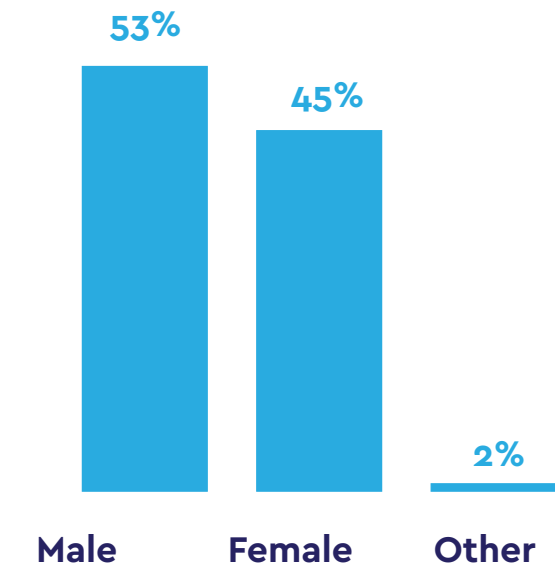
Respondent Mode of Transportation

*How did you get to Eglinton Avenue today?
(Adjusted for) How would you typically make the trip to Eglinton Avenue (Multiple Selection Allowed)
N=685*



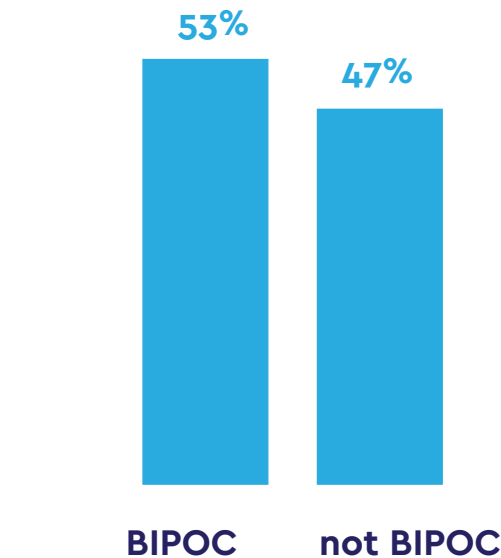
Respondent Gender

How do you identify in terms of gender?
N=610



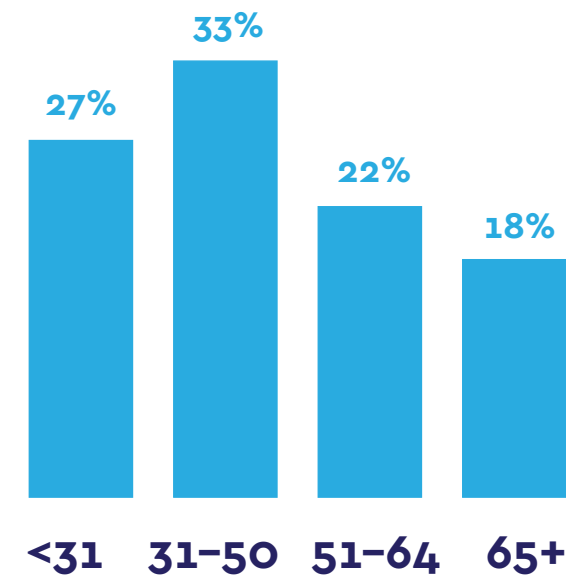
Respondent Diversity

In our society, people are often described by their race or racial background. Which race category best describes you? (Adjusted for Black, Indigenous or Person of Colour) N=591



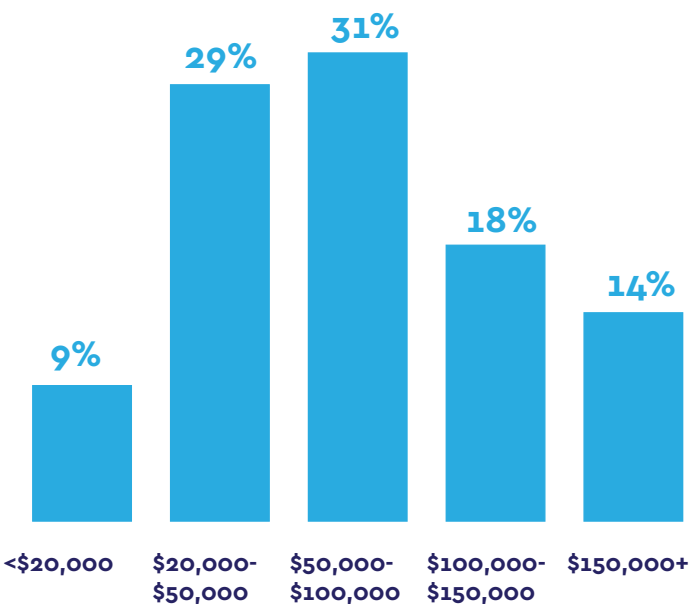
Respondent Age

What is your age range? N=606



Respondent Income

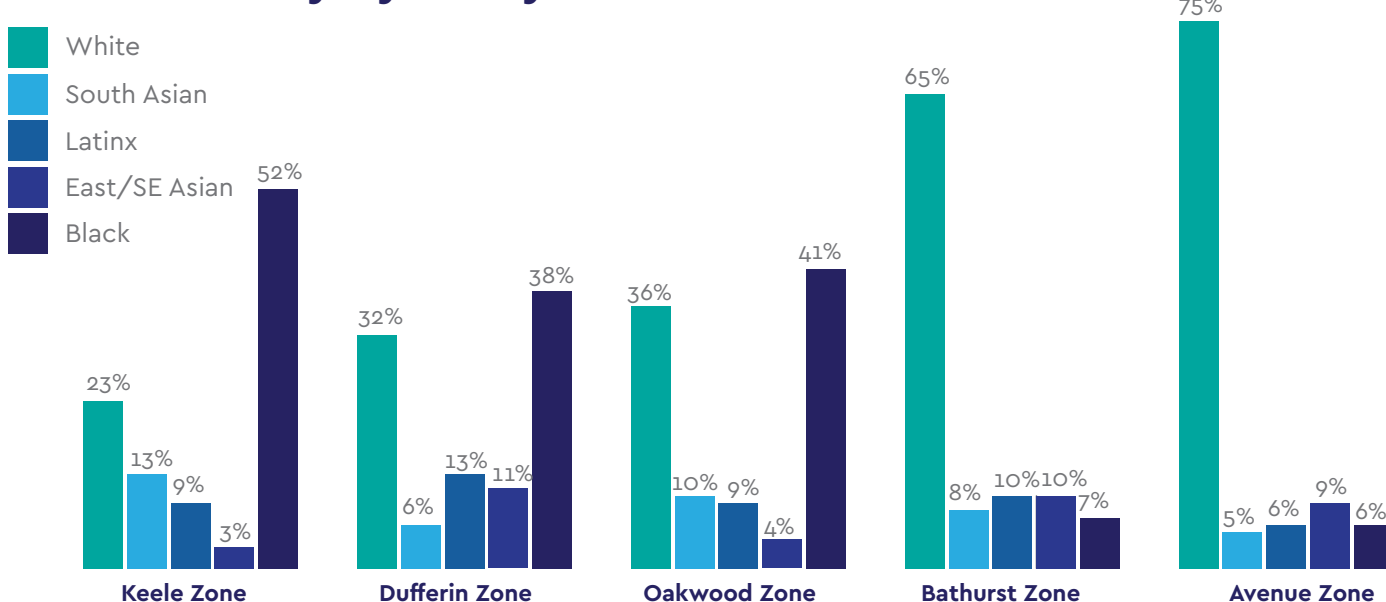
If you are willing, please share with us a rough idea of your annual household income range.
N=417



Distinctions across study zones

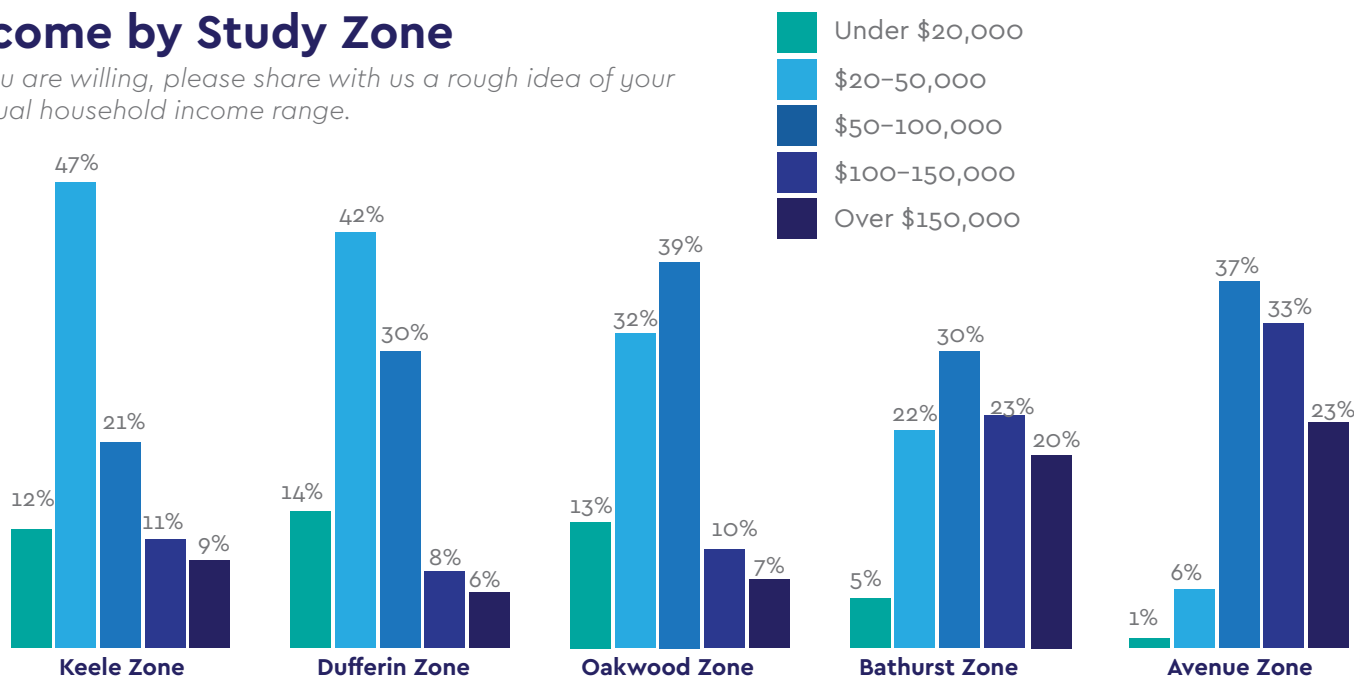
Across the five study zones there are statistically significant demographic differences in racial identity and annual household income that also define the character of neighbourhoods across Eglinton Avenue. A majority of respondents in the Oakwood Avenue, Dufferin Street, and Keele Street study zones were people of colour (69%) while a majority of respondents at Avenue Road and Bathurst Street were white (69%). The proportion of white respondents drops consistently as you move west along the 7 km-long study corridor.

Racial Identity by Study Zone



Income by Study Zone

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



Respondents at Avenue Road and Bathurst Street were three times as likely to have household incomes over \$150,000 per year (21% vs 7%), and four times less likely to have household incomes under \$20,000 per year (3% vs 13%) as compared to the Oakwood Avenue, Dufferin Street, and Keele Street study zones.

Demographic results of the online eglintonToday complete street project survey vs this existing condition intercept survey

As part of the City of Toronto's broad engagement efforts on the EglintonToday Complete Street Project, an online survey using the CheckMarket platform was made available to the public between June 6, 2022 and July 31, 2022. Over 2,700 responses were received, the results of which can be found in the [Public Consultation Report](#). Respondents of both the online survey (86%) and this in-person intercept survey (80%) predominantly live in the study area. However, respondent demographics of the two surveys differed somewhat based on geography, race, age, gender, and accessibility needs.

A greater proportion of in-person survey respondents, compared to the online survey, live in postal codes in the Keele Street and Eglinton Avenue neighbourhood, identify as BIPOC, are aged 30 and under, and identify as having an accessibility need. By contrast, a greater proportion of the online survey respondents identify as women, and live in postal codes in the Yonge Street and Eglinton Avenue neighbourhood. The data from both surveys should be viewed and understood with these differences in mind.

Travel mode share of respondents of the two surveys reveal a discrepancy in how respondents typically travel along and to Eglinton Avenue. A far greater number of online survey respondents (68%) typically drive a motor vehicle to travel along Eglinton Avenue as compared to 19% of in-person survey respondents. This discrepancy could in part be explained by the demographic differences in survey respondents. Residents who identify as BIPOC and those aged 30 and under, who make up a greater proportion of intercept survey respondents, are more likely to rely on public transit to get around, and less likely to own a car. The wording of each survey question may also have impacted survey responses. The online survey asked 'how do you typically **travel along Eglinton Avenue?**' The intercept survey asked 'how would you typically make the trip **to Eglinton Avenue?**'



Survey Findings

Overview

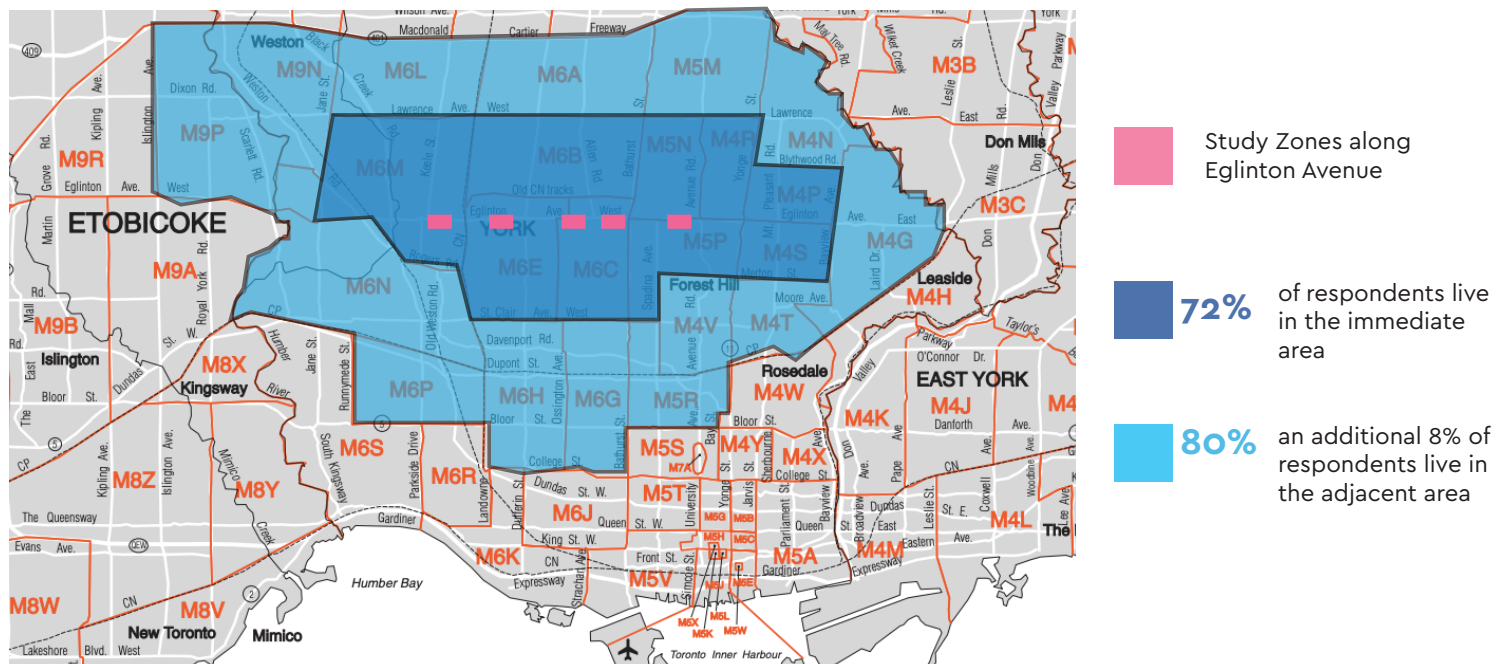
The detailed design for the EglintonTOday Complete Street should reflect the needs of the residents and everyday users of the street as much as possible. Results from intercept surveys of a random cross-section of 685 people using Eglinton Avenue provide insights through demographic analysis and open-ended questions to understand the community's current uses, perceptions and transportation modes, latent demand, and potential to improve the street. Learnings detailed below, include:

- the majority of people travelling to Eglinton Avenue are local residents
- mode share currently varies widely across neighbourhoods, more in relation to income than transportation infrastructure
- outside of construction, the main negative experiences with Eglinton Avenue are related to traffic, congestion, and road safety
- responses suggest the potential for changes to transportation mode shares on Eglinton Avenue with nearly half (47%) of respondents anticipating switching their mode of transportation once construction of the Eglinton Crosstown LRT and Eglinton Complete Street installation with bikeways is complete, with the majority of those anticipating switching to transit or cycling

Eglinton is a neighbourhood street

Proximity of Respondent Residence

May I ask the first three digits of your postal code? n=411

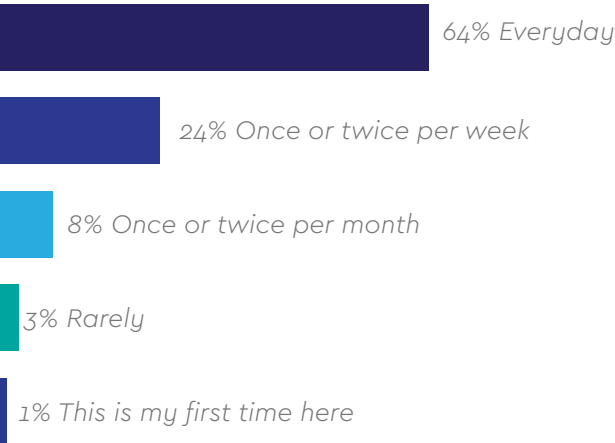


Eglinton Avenue is a major arterial road for travel, particularly for through traffic accessing Allen Road. However, Eglinton Avenue also functions as a neighbourhood street for residents to access local businesses, meet friends and family, and engage in social and cultural activities. The majority of survey respondents (72%) live in the immediate area, and another 8% live in adjacent areas.

64% of respondents visit the study area on a daily basis, often citing that they live nearby and come to Eglinton Avenue to visit local shops. People who arrive at Eglinton Avenue on bike (81%) and foot (74%) are more likely to visit Eglinton Avenue every day than those who arrive by transit (59%) or car (53%).

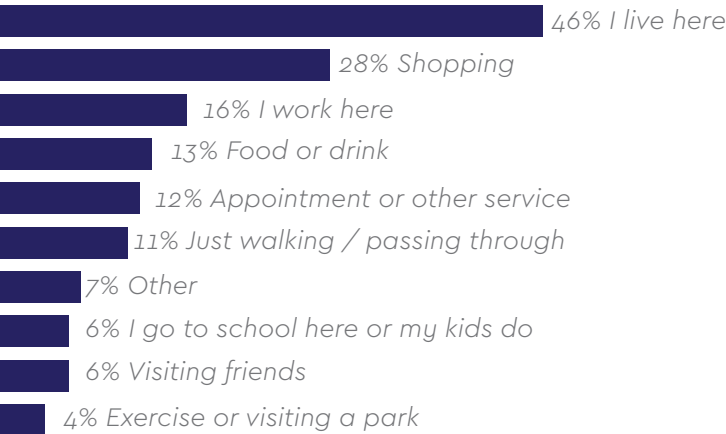
Frequency of visits

"How often do you come to Eglinton Avenue? Every day / Once or twice per week / Once or twice per month / Rarely / This is my first time here" N=679



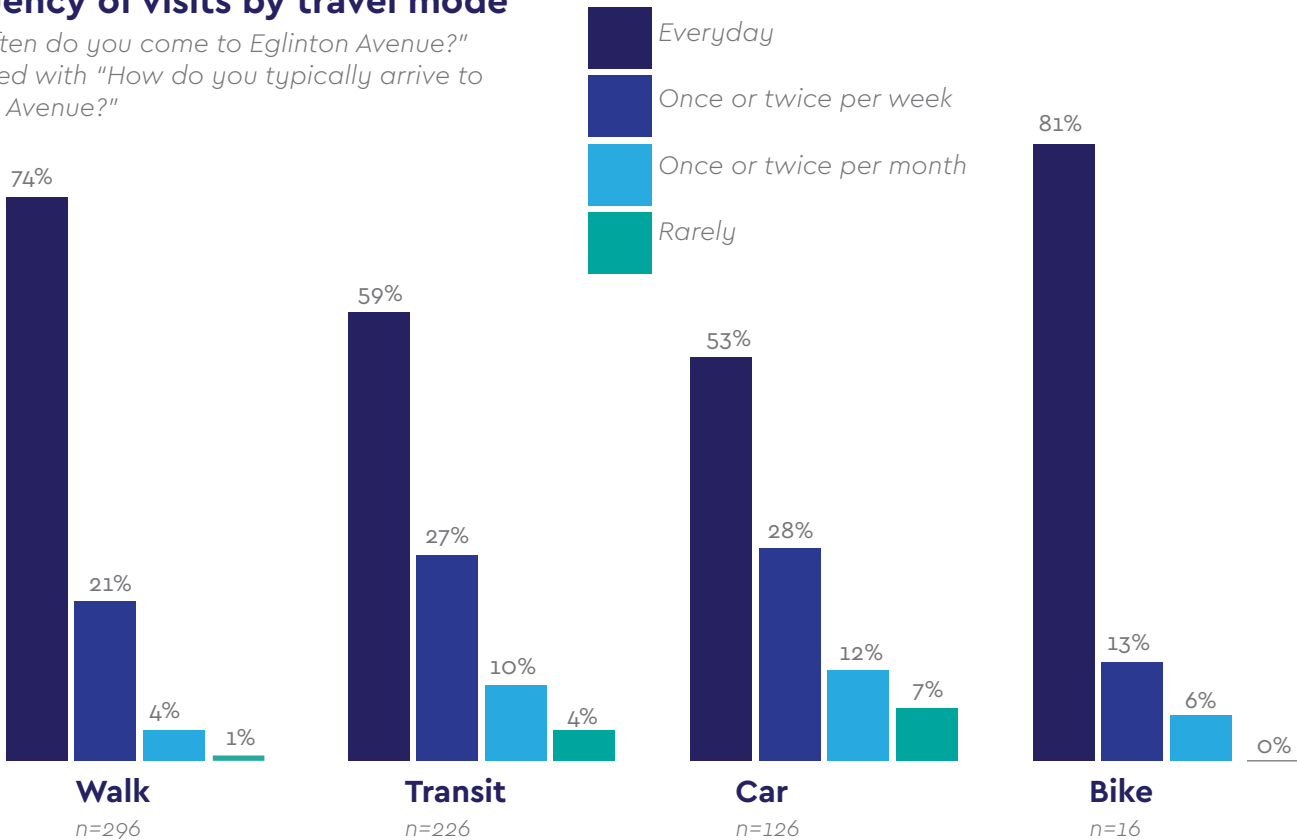
Purpose of visit

"What brings you to Eglinton Avenue today? (Select all that apply): I live here / I work here / I go to school here, or my kids do / Just walking or passing through / Visiting friends / Food or drink / Curbside or street patio / Shopping / Appointment or other service / Exercise or Park" (Multiple selection allowed) N=682



Frequency of visits by travel mode

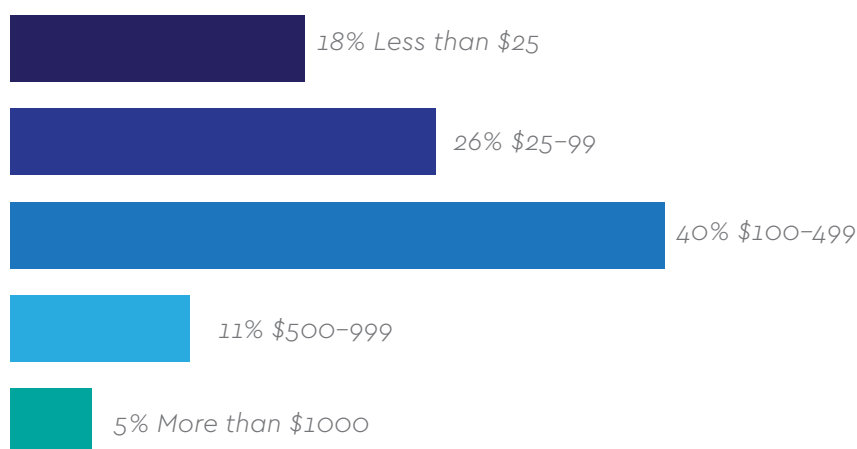
"How often do you come to Eglinton Avenue?" Combined with "How do you typically arrive to Eglinton Avenue?"



A large portion of respondents spend between \$100-\$499 at businesses on Eglinton Avenue every month, with 56% of respondents spending over \$100.

Typical monthly spend

"About how much money do you spend while visiting Eglinton Avenue, between Keele and Mount Pleasant, in a typical month (on groceries, shopping, entertainment and dining, services, etc.)?: Less than \$25 / \$25-99 / \$100-499 / \$500-999 / \$1000 or more" N=649



Most respondents (76%) travelled to the study area by themselves.

Respondent group size

"How many people did you travel to Eglinton Avenue with today? Nobody, I made the trip alone / 1 / 2 / 3 / 4 / 5+" N=681

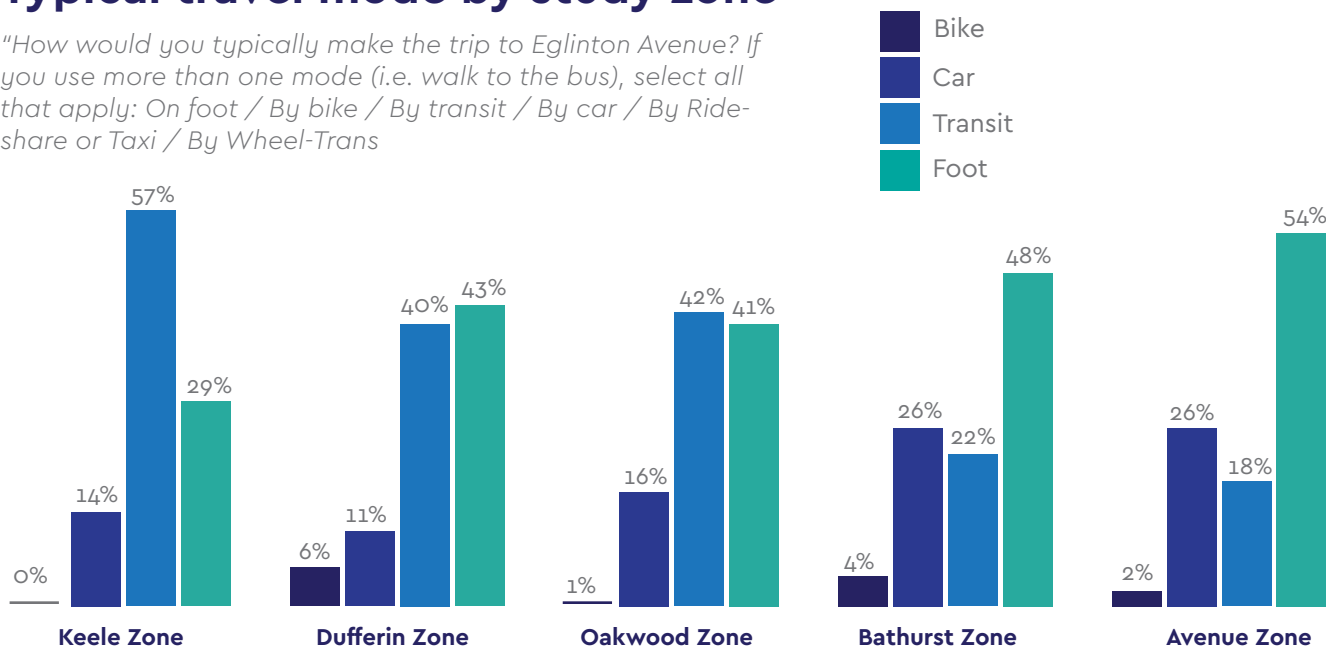


Mode share varies across Eglinton Ave

There is great variation in income, racial identity, travel mode, and car ownership across the five study zones of the 7km study area.

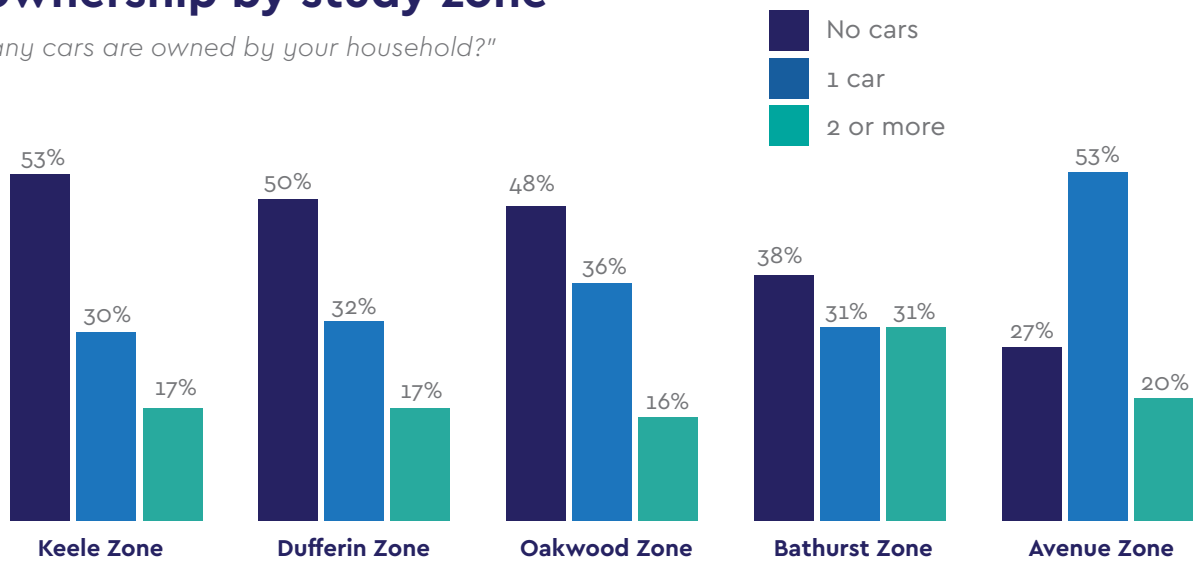
Typical travel mode by study zone

"How would you typically make the trip to Eglinton Avenue? 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 Ride-share or Taxi / By Wheel-Trans



Car ownership by study zone

"How many cars are owned by your household?"



In the Avenue Road and Bathurst Street study zones, respondents were more likely to rely on walking (50%) and driving (26%) to visit Eglinton Avenue. In contrast, transit (45%) was the most common mode of travel utilised by respondents to visit Eglinton Avenue in the Oakwood Avenue, Dufferin Street, and Keele Street zones, despite the greater distance those study zones have to the Line 1 Yonge and University subway lines. Only 14% of respondents in the Oakwood Avenue, Dufferin Street, and Keele Street zones arrived by car.

Eglinton Ave is not currently a cycling street

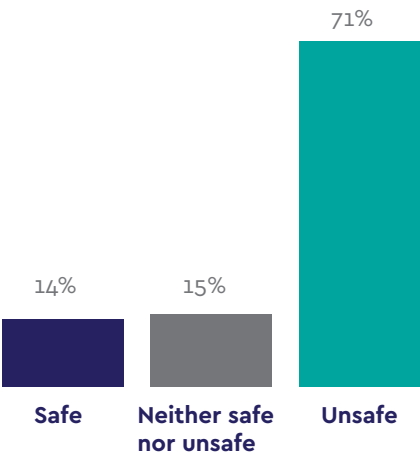
In collecting modes of transportation from 685 respondents as to how they arrived at Eglinton Avenue, only 2% arrived to Eglinton Avenue by bike.

Those who did not ride a bike were asked how safe they would feel cycling on Eglinton Avenue. The vast majority of those respondents (71%) perceive cycling on Eglinton Avenue as "unsafe" or "very unsafe", while only 14% considered the street to be safe in its current condition.

When broken down by gender, 79% of women perceived cycling as unsafe as compared to 65% of men.

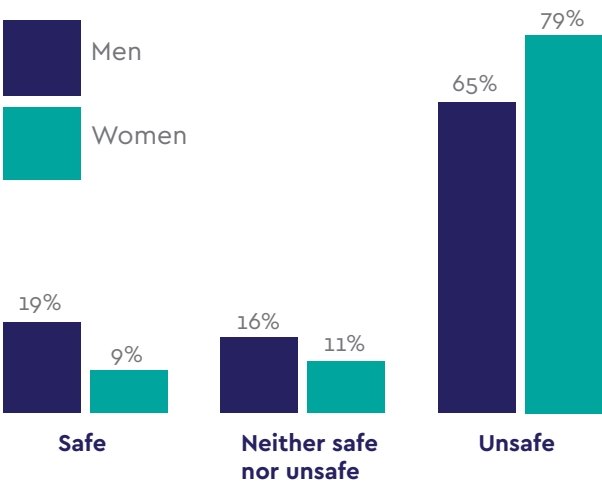
Perceptions of cycling safety among non-cyclists

"With the current street configuration, how safe would you feel riding a bicycle on Eglinton Avenue? Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe.* Please feel free to elaborate." (open-ended comments collected) N=636



Perceptions of cycling safety among non-cyclists by gender

"With the current street configuration, how safe would you feel riding a bicycle on Eglinton Avenue? Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe.* Please feel free to elaborate." (open-ended comments collected) N=636



*Safe and very safe are clustered as are unsafe and very unsafe for ease of visualisation

What respondents said about cycling on Eglinton avenue:

- "I will feel safe when there's bike lanes. There is too much construction and traffic right now."
- "My son has a bike but he never uses it because it's so scary on the road. He only uses it in parks."
- "There is no way I would bike here. Eglinton is a death trap for bikes."
- "It's too dangerous on the road and I can't ride on the sidewalk."
- "Would never ride a bike here cause of how bad it is."
- "I support bike lanes but only if they're fully separated and raised."

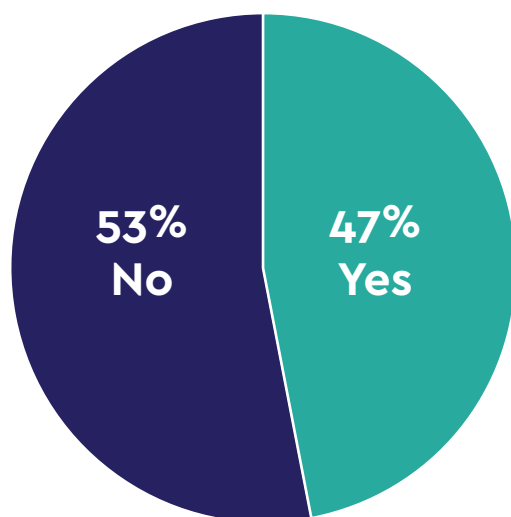
Eglinton Ave can be a street that safely and effectively supports all transportation modes

47% of all respondents said that they would shift modes once the Eglinton Crosstown LRT is in operation and the proposed Complete Street infrastructure is installed. 16 % of the respondents who anticipated a mode switch imagined switching away from driving (with 10% of drivers anticipating switching to transit, and 6% of drivers switching to cycling).

Of those who say they would shift modes, 38% of respondents anticipating a mode switch said they will consider cycling in their future trips (18% of all respondents). This included 19% that anticipated switching from walking to cycling, 13% switching from transit to cycling and 6% from driving to cycling.

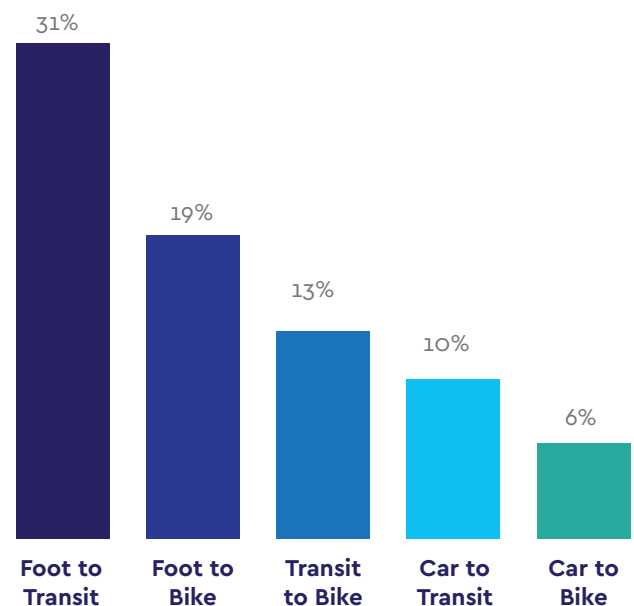
Do you expect your transportation mode to change?

"Construction of the Eglinton Crosstown LRT and Eglinton Complete Street installation with bikeways is expected to be completed in the Summer of 2023. Do you expect that you will shift what modes of transportation you use on Eglinton Avenue after the Complete Street installation is complete?: Yes / No" n=659



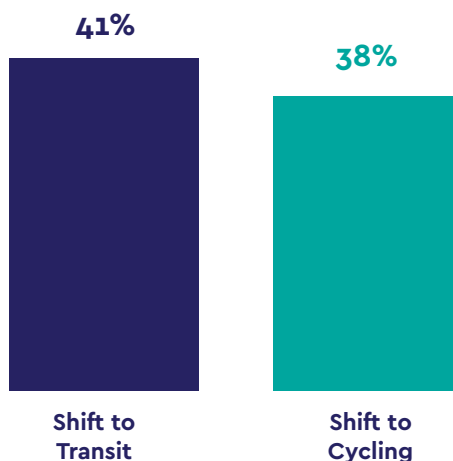
Which modes will you likely travel by more often?

"If 'Yes': Which modes will you likely travel more often by? Foot / Bike / Transit / Car / Rideshare or Taxi / Wheel-Trans" (cross referenced respondent's with typical mode for arriving to Eglinton) n=308



Expected mode shifts to transit and cycling

"Construction of the Eglinton Crosstown LRT and Eglinton Complete Street installation with bikeways is expected to be completed in the Summer of 2023. Do you expect that you will shift what modes of transportation you use on Eglinton Avenue after the Complete Street installation is complete?" Yes / No. If Yes," Which modes will you likely travel more often by?" Foot / Bike / Transit / Car / Rideshare or Taxi / Wheel-Trans (cross referenced respondent's with typical mode for arriving to Eglinton) n=308



Overall, these results highlight a latent demand for cycling on Eglinton Avenue if safe cycling infrastructure is installed. Investment in cycling infrastructure alongside the transit investments underway is expected to help people consider mode shifts.

What respondents said how complete streets will change their travel choices:

"I would like to bike if possible, but right now the area is too busy."

"I wouldn't do it now, but would probably buy a bike and ride if there were bike lanes."

"It's currently unsafe but I would definitely switch to bikes if the bike lanes are built."

"I only bike on side streets now, but would bike on Eglinton if bike lanes are installed."

"I have a car but still prefer to walk or take TTC because of the traffic or craziness in the area."

"It's better for everyone if public transit is better – people will leave cars at home if transit is better which is cool!"

"The single worst idea in urban planning was trying to fit cars in cities!"

Comments from respondents who did not anticipate switching modes suggest they either live in the immediate area and walk to destinations on Eglinton Avenue, or they travel from far away by car or TTC and don't anticipate new infrastructure changing their travel habits.

"It would not change anything. I live here so will just walk regardless."

Transportation mode profiles

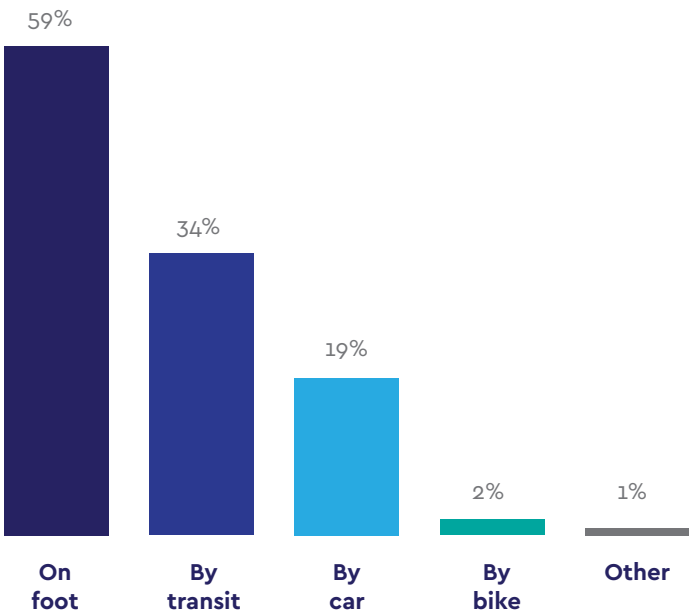
Overview

Looking at the habits of different respondents can help understand travel patterns on Eglinton Avenue and identify potential opportunities to improve the public realm.

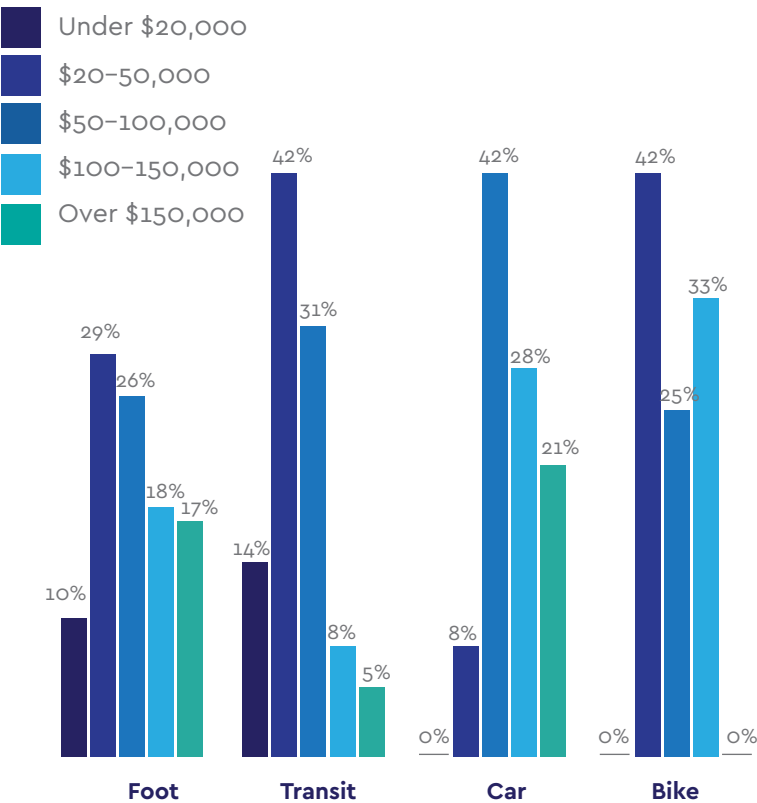
- Walking is the most common mode of transport, with 59% of respondents arriving to Eglinton Avenue on foot.
- Transit is the second most common mode of transport, with 34% of respondents arriving by transit.
- Driving is the third most common mode of transport, with 19% of respondents arriving by motor vehicle.
- Only 2% of respondents arrived at Eglinton Avenue by bike.
- Driving is more common amongst higher household income levels and transit is more common amongst lower household income levels.

Transportation modes for arriving to Eglinton Ave

How would you typically make the trip to Eglinton Avenue? 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 Rideshare or Taxi / By Wheel-Trans N=685



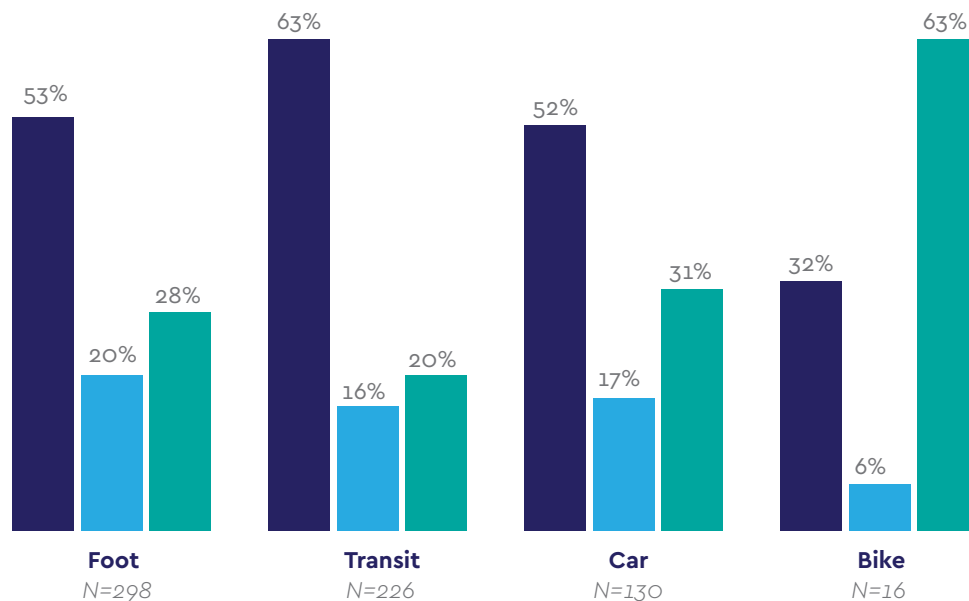
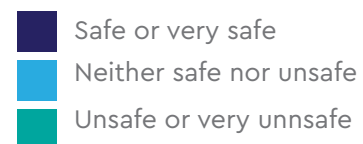
Transportation mode by household annual income



Perceived safety along Eglinton Avenue varied depending on the mode. Cyclists perceive Eglinton Avenue as much less safe than other modes with 63% reporting feeling unsafe or very unsafe compared to 31% for drivers, 20% for transit riders and 28% for pedestrians.

Perceived safety by transportation mode

"With the current street configuration and thinking about the modes you typically use, how safe do you feel travelling on Eglinton Avenue? Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe. Please feel free to elaborate." N= 676 (Open ended comments collected)

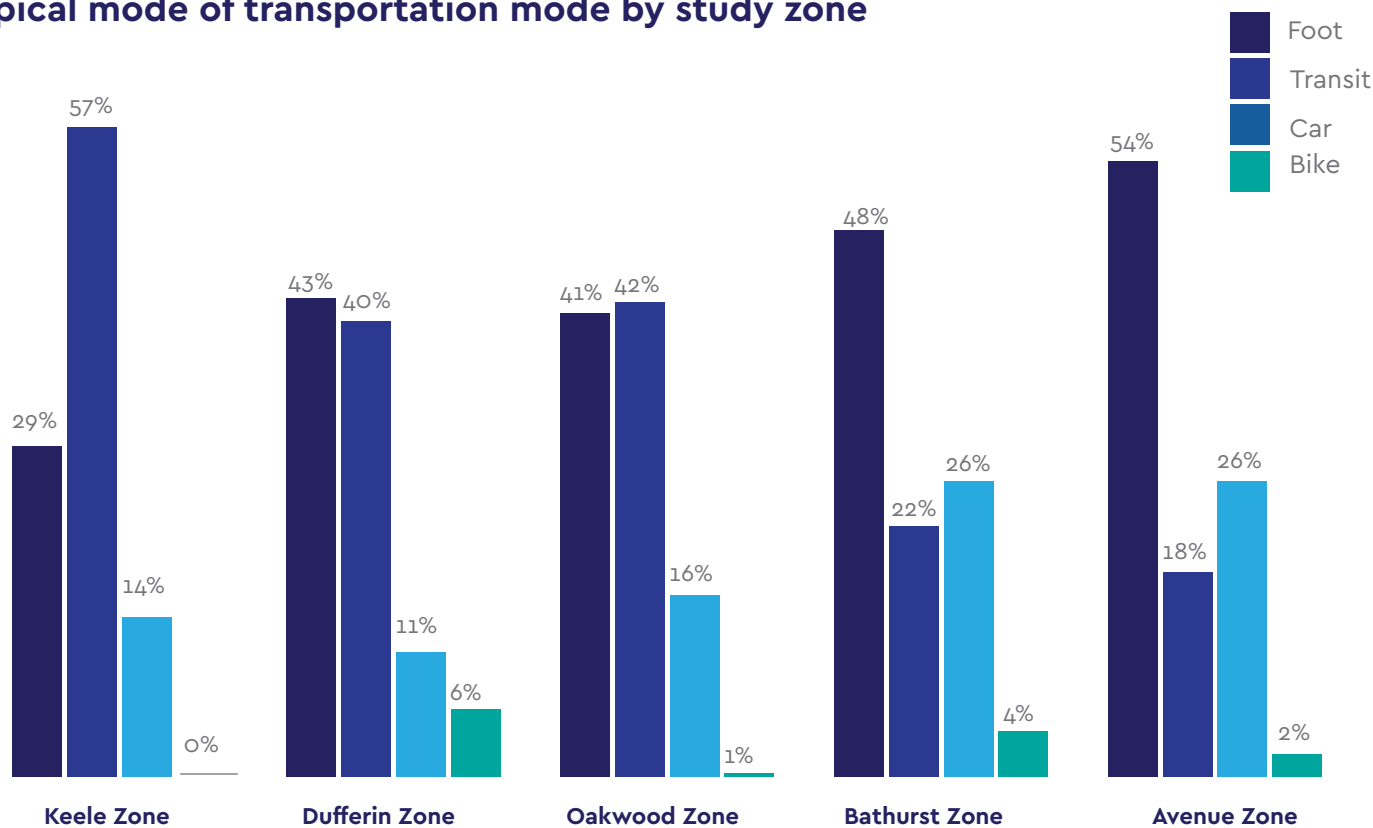


Transportation mode variations across study zones

In general, mode share varied significantly by study zone, indicating that Eglinton Avenue is not uniform, and that different travel patterns and needs exist across the 7 km-long corridor. Some variations can be explained by the urban form, for example, higher density of residential buildings in close proximity to shops and services near Avenue Road can explain the higher rates of walking. Yet transit usage is more related to income than level of public transport service provision (ie living closer to the subway does not relate to higher transit mode share.)

- Walking varied across study zones, with 29% of respondents arriving by foot to the Keele Street study zone and 54% to the Avenue Road Study zone.
- Driving rates also varied across study zones, with drivers making up 11% of respondents in the Dufferin Street study zone and 26% in the Avenue Road study zone. Avenue Road saw the highest rates of walking and driving, and the lowest rates of transit use.
- Transit usage varied across study zones, with 57% of respondents arriving to the Keele Street study zone by transit and 18% to the Avenue Road study zone.
- Overall, the west end (Keele Street, Dufferin Street, Oakwood Avenue) of the 7 km-long corridor is more heavily reliant on transit, while the east end (Bathurst Street, Avenue Road) of the corridor is more heavily reliant on walking and driving. Cycling mode share is low across the entire corridor.

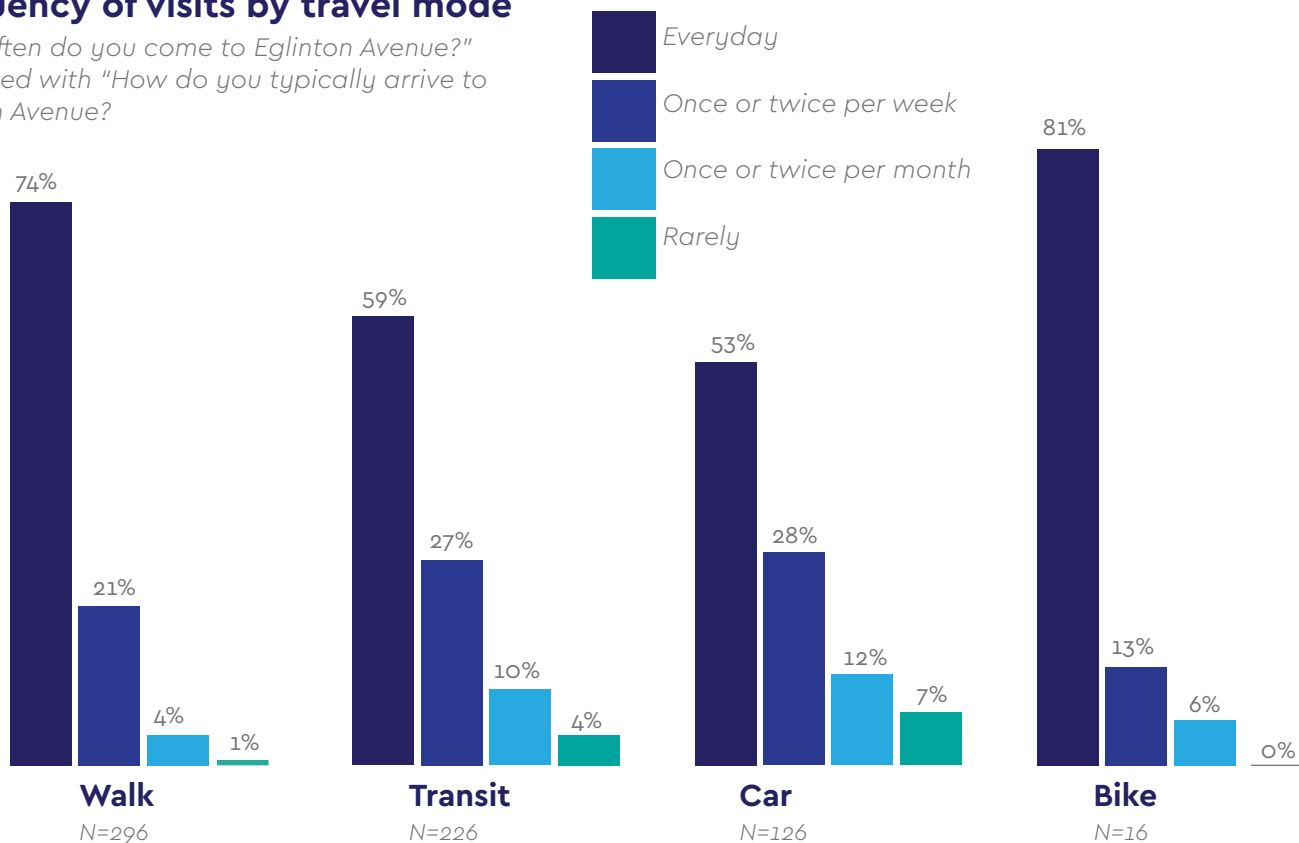
Typical mode of transportation mode by study zone



Cyclists and pedestrians are the most likely to visit Eglinton every day, while drivers are the most likely to visit less often.

Frequency of visits by travel mode

"How often do you come to Eglinton Avenue?"
Combined with "How do you typically arrive to Eglinton Avenue?"



Mode Profile: Walking

- Walking is the most common mode of transport, with 59% of respondents arriving to Eglinton Avenue on foot.
- Despite being the most common mode of transport, only 53% of respondents perceive walking as safe on Eglinton Avenue. Respondents arriving at Eglinton Avenue by foot report a lower sense of safety than those arriving by transit.
- Of all modes, arriving at Eglinton Avenue on foot is the most evenly spread across all household income levels.

WHAT RESPONDENTS SAID ABOUT WALKING ON EGLINTON AVENUE:

"Crossing the street is dangerous and I've been nearly hit by cars several times."

"It's safe enough on sidewalks but very unsafe while crossing roads."

"The sidewalk is uneven, and crossing lights are not long enough to cross."

"The construction makes it impossible to walk and it's not safe in terms of street and sidewalk design. I've fallen on several occasions due uneven sidewalks."

"There is no consideration for pedestrians."

"I have a daughter who has to cross Eglinton for school and it's so unsafe. I feel at risk. I almost got killed once. Rush hour is so crazy! My daughter can't walk on her own."

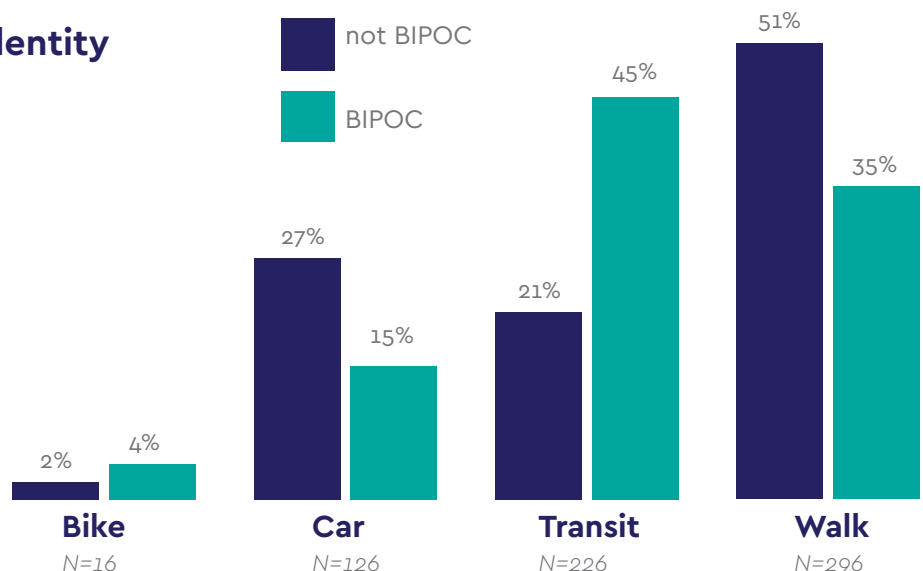


Mode Profile: Transit

- Transit is the second most common mode of transport, with 34% of respondents arriving by transit.
- 41% of all respondents who anticipate changing travel modes upon completion of the Eglinton Avenue LRT anticipate shifting to greater transit use.
- Respondents arriving at Eglinton Avenue by transit have the highest perception of safety of all modes. 63% of all respondents who arrived at Eglinton Avenue by transit perceive it as safe.
- Arriving at Eglinton Avenue by transit is more common among respondents of lower household income levels. 56% of respondents who arrived by transit have household income levels lower than \$49,000 in comparison to only 8% of those who arrived by car. Investment in transit supports equity.
- Similarly, arriving at Eglinton Avenue by transit is more common among racialized respondents. 53% of respondents who identified as Latinx and 47% of respondents who identified as Black arrived by transit, in comparison to only 21% of respondents who identified as white.
- Living in a household without a car is more common among racialized respondents. 62% of Latinx respondents and 57% of Black respondents live in households without a car. In comparison, only 32% of white respondents live in households without a car. Racialized people are heavily reliant on transit for travelling to and from Eglinton Avenue.

Travel mode by racial identity

"In our society, people are often described by their race or racial background. Which race category best describes you? (Adjusted for Black, Indigenous or Person of Colour)," combined with "How did you get to Eglinton Avenue today? (Adjusted for) How would you typically make the trip to Eglinton Avenue (Multiple Selection Allowed)"



WHAT RESPONDENTS SAID ABOUT TRANSIT ON EGLINTON AVENUE:

"I used to walk but now I take the bus, even though it's slower, because it's safe."

"Crosstown LRT and the bike lanes will really help reduce traffic."

"Buses are jam packed and I need to wait for the next one or even let 3 buses go at times."

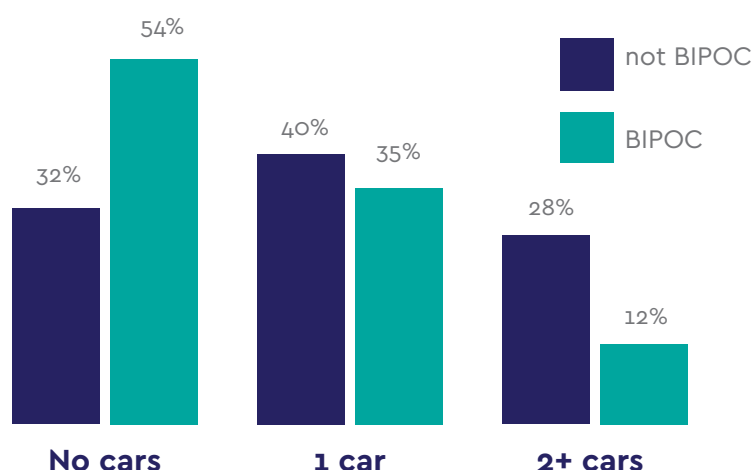
"We need to convince people to use transit more. The city needs to recognize that people want to use their cars. There needs to be incentives to not drive."

Mode Profile: Driving

- Driving is the third most common mode of transport, with one in five (19%) arriving by motor vehicle. There are distinct demographic characteristics amongst those respondents who arrived at Eglinton Avenue by car.
- 91% of respondents who arrived at Eglinton Avenue by car have a household income higher than \$50,000 in comparison to only 44% of respondents who arrived at Eglinton Avenue by transit. No respondents who arrived at Eglinton Avenue by car have a household income under \$20,000.
- Living in a household with at least one car is most common among respondents who identified as white (68%) and South Asian (64%). That proportion drops to 49% for respondents who identified as East and Southeast Asian, 43% for respondents who identified as Black, and 38% for respondents who identified as Latinx.
- Of all modes, drivers are the least likely to visit Eglinton Avenue every day. 53% of respondents who arrived by car visit Eglinton Avenue every day compared to 74% of those who arrived on foot.
- The proportion of people arriving by motor vehicle varied across the five study zones. Avenue Road (26%) and Bathurst Street (26%) had greater rates, compared to Oakwood Avenue (16%), Dufferin Street (11%), and Keele Street (14%).

Household car ownership by racial identity

"How many cars does your household own?" combined with "How did you get to Eglinton Avenue today? (Adjusted for) How would you typically make the trip to Eglinton Avenue (Multiple Selection Allowed)"



WHAT RESPONDENTS SAID ABOUT DRIVING ON EGLINTON AVENUE:

"Everyone has cars here so the subway is not super popular to use here, but might help clear traffic."

"There is too much traffic here. The Allen Rd entrance makes this too busy of a stretch to have patios and bike lanes."

"Having 2 lanes exiting to Allen would remove congestion."

"Choke points to Allen will be backed up if one lane of traffic"

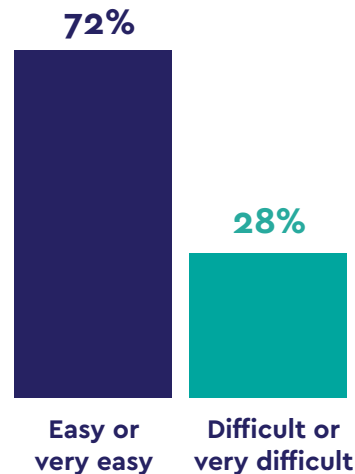
"I just bought an electric scooter. It's so much quicker than driving!"

Car Parking

- Overall, finding parking is not a significant barrier when arriving at Eglinton Avenue. 71% of respondents who drove to Eglinton Avenue said that finding car parking is easy.
- Only one quarter of respondents who drove parked directly on Eglinton Avenue, with three quarters parking on side streets (40%), in parking lots (22%) and at work (8%).
- When asked what the biggest opportunity is for improving Eglinton Avenue, only 2% of respondents specified more parking as a major need.

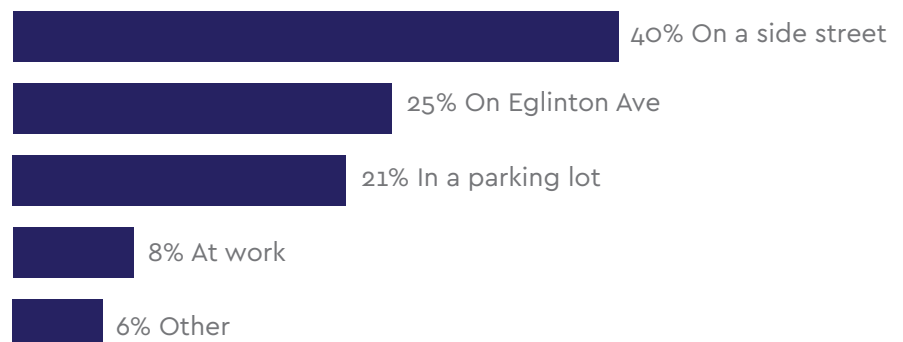
Ease of finding parking

"What was your level of ease in finding car parking today? Very easy / Easy / Difficult / Very difficult"



Parking location

"Where did you park your car? On the street on Eglinton Avenue / On the street on a side street / In a parking lot / other" n=101



WHAT RESPONDENTS SAID ABOUT PARKING ON EGLINTON AVENUE:

"Parking is a nightmare here, and sort of obstructs driving lanes, so getting rid of it would make sense for bike lanes and patios instead. It'd be good to encourage people to use the parking lot nearby instead and make it free, good to discourage parking on Eglinton."

"We need delivery loading parking on Eglinton."

"Parking is an issue, not enough parking. Green P is full, and might be a bigger issue after the project is complete. We should stop trying to make this a destination neighbourhood because it will never be that and instead focus on helping businesses thrive and the people who live here."

"We need better handicap parking and signs."

"Create more and free parking like at Yorkdale mall."

Mode Profile: Cycling

- Eglinton Avenue is not currently a cycling street. A total of 17 out of 685 survey respondents (2%) arrived at Eglinton Avenue by bike. It is difficult to deduce robust findings from such a small sample size.
- Cycling count data suggests that the vast majority (87%) of cyclists on Eglinton Avenue are men. Most cyclists are aged 15–30 (46%) or 30–50 (37%) years old.
- When broken down by gender, 79% of women perceived cycling as unsafe and 65% of men.
- Equal representation among male and female cyclists is considered a sign of cycling safety. Cyclists on Eglinton Avenue tend to be predominantly male.

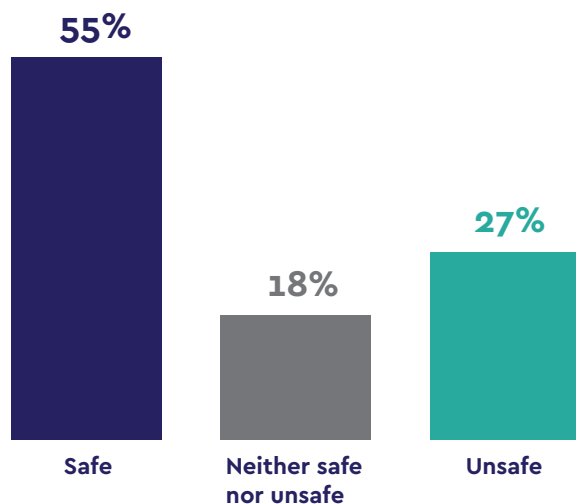


Perceptions of Safety

Respondents' perception of safety travelling along the 7 km study corridor provides insight into the experience of Eglinton Avenue in its current configuration, and opportunities for improvement in the future. Responses to questions around perceptions of safety touched upon road safety, perceptions of physical safety, anti-social behaviour, and other personal comfort related issues. In general, 55% of all respondents perceive Eglinton Avenue as safe or very safe, while 27% of respondents perceive Eglinton Avenue as unsafe or very unsafe.

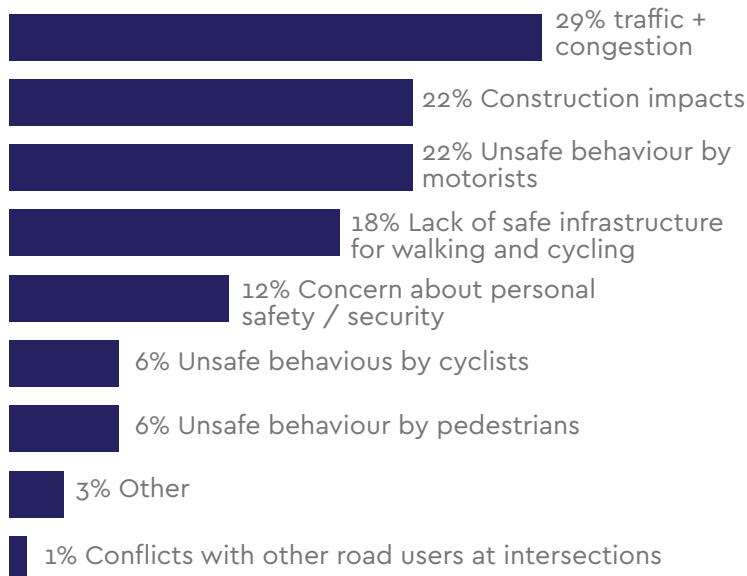
General perception of safety on Eglinton Ave

"With the current street configuration and thinking about the modes you typically use, how safe do you feel travelling on Eglinton Avenue?" Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe? N=667



Reasons for feeling unsafe

N=183



When asked what it is about Eglinton Avenue that makes respondents feel unsafe, 29% of respondents cited traffic and congestion, 22% cited construction impacts, 22% cited unsafe behaviour by motorists, and 18% cited unsafe infrastructure for walking and cycling. The following comments were commonly heard:

CONSTRUCTION: The biggest safety issues are currently related to construction, including confusing and ever-changing street navigation, potholes, gravel and other poor street conditions, and the constant presence of trucks.

NIGHT TIME SAFETY: Many respondents cited poor lighting and a general sense of desertion at night as contributing to them feeling unsafe. Many respondents said that better retail mix and community vitality at night is one of the biggest opportunities for Eglinton Avenue.

UNSAFE DRIVING: Speeding, running red lights, not yielding for pedestrians, and unsafe turning behaviours were all commonly cited reasons for respondents' feelings unsafe and uncomfortable on Eglinton Avenue.

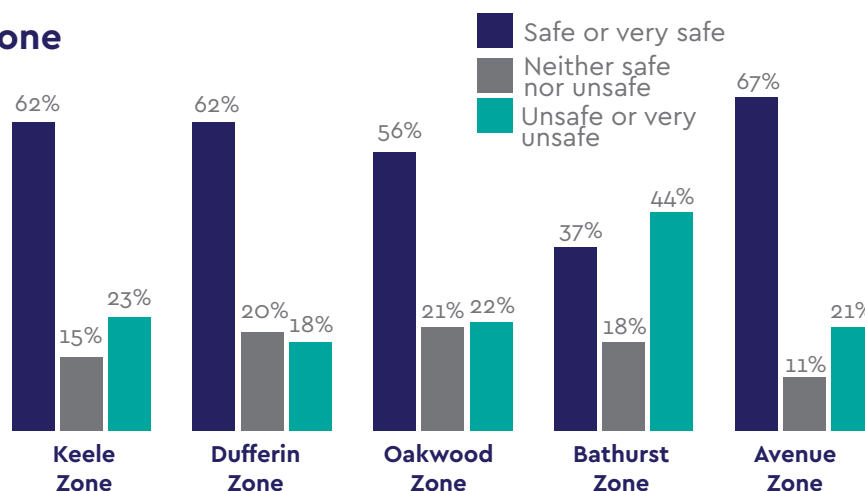
OTHER CONCERNS: Many respondents cited uneven sidewalks, tripping hazards, and infrequent signalised crossings as issues on Eglinton Avenue. There is a demonstrated need for safer crosswalks and for consistency among intersections.

Geographic differences in perceptions of safety

When broken down by study zone, the Bathurst Street study zone was an outlier when it came to perceptions of safety. While 56%-67% of respondents in the Avenue Road, Oakwood Avenue, Dufferin Street, and Keele Street zones reported feeling safe, only 37% of respondents in the Bathurst Street zone reported feeling safe, with construction-related issues and concerns about lighting and night time dangers at the top of the list.

Perception of safety by study zone

"With the current street configuration and thinking about the modes you typically use, how safe do you feel travelling on Eglinton Avenue?" Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe? N=667



Demographic differences in perceptions of safety

In general, perceptions of safety on Eglinton Avenue do not vary greatly by gender. 28% of men and 25% of women reported feeling unsafe on Eglinton Avenue.

Respondents 30 and under are the least likely to perceive Eglinton Avenue as unsafe. While only 17% of respondents 30 and under perceive Eglinton Avenue as unsafe, 31% of respondents 65 and older perceive Eglinton Avenue as unsafe.

When broken down by race, Black respondents were the most likely to perceive Eglinton Avenue as safe, at 67%. In contrast, 53% of white respondents perceive Eglinton Avenue as safe.

WHAT RESPONDENTS SAID ABOUT SAFETY ON EGLINTON AVENUE:

Respondents were asked: "With the current street configuration and thinking about the modes of transportation that you typically use, how safe do you feel travelling on Eglinton Avenue?" Although the question related specifically to travel safety, many respondents made comments about personal safety:

"People think the area is unsafe but it's not. There's community here."

"I've never had anything to worry about. There's good community and always same people around, only the construction areas are scary."

"The many ethnic groups are great. Very diverse. I've heard it called little Jamaica, but it isn't, it is diverse. Don't like the sense of division."

"We take care of each other. It's not dangerous. People can be unwell but it's very comfortable. Around ATMs can feel unsafe."

"Sometimes the people around here make me feel unsafe"

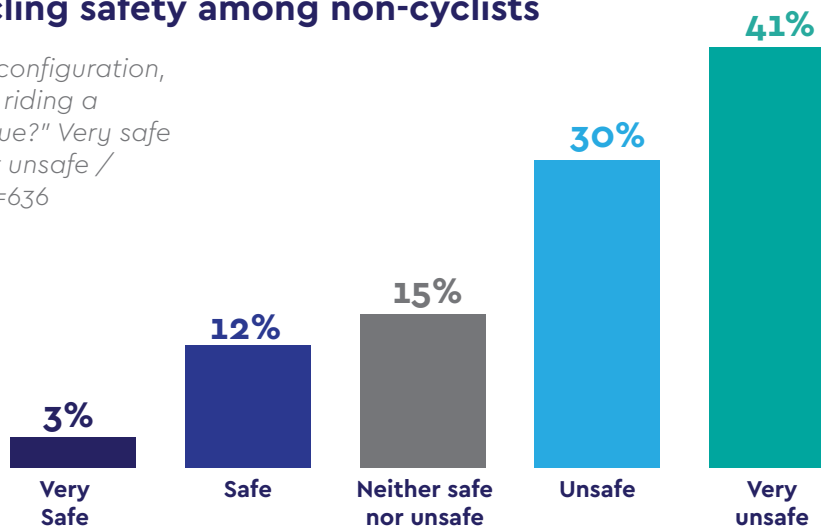
"There's no community. People stick to their own kind. Poor environment. Attacks. Drugs and guns."

Perceptions of Cycling Safety

While 55% of all respondents perceive Eglinton Avenue as safe in general, only 15% of respondents perceive Eglinton Avenue as safe for cycling.

Perception of cycling safety among non-cyclists

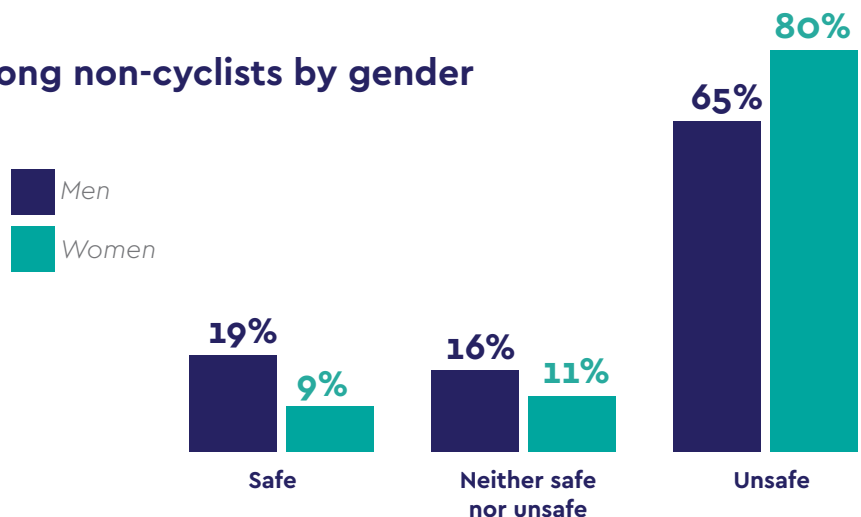
"With the current street configuration, how safe would you feel riding a bicycle on Eglinton Avenue?" Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe? N=636



Overall, 71% of respondents perceive cycling as unsafe on Eglinton Avenue. When broken down by gender, women perceived cycling as slightly less safe than men. 78% of women and 65% of men perceived cycling as unsafe on Eglinton Avenue.

Perception of cycling safety among non-cyclists by gender

"With the current street configuration, how safe would you feel riding a bicycle on Eglinton Avenue?" Very safe / Safe / Neither safe nor unsafe / Unsafe / Very unsafe? (Safe / very unsafe combined and unsafe / very unsafe are combined) N=636



A lack of bike lanes, traffic, dangerous drivers, construction, and bikes on sidewalks were the five most commonly cited issues when it came to cycling safety.

Food delivery worker perspectives

Food delivery worker perspectives

Cyclist count data collected suggests that Food Delivery Workers (using bicycles, e-bikes and stand-up electric scooters) account for an estimated 17% of all cyclists in the study area, and up to 28% in the Bathurst Street and Avenue Road study zones. Only 4% of all observed food delivery workers were women.

Cyclist count data was collected on Saturday from 12pm-2pm to measure weekend traffic, Wednesday from 4pm-6pm to measure rush hour traffic, and Thursday from 8pm-10pm to measure late evening traffic. While almost half of those cyclists were observed on Saturday, suggesting that more cyclists use Eglinton Avenue on the weekend, there was no significant variation in the proportion of food delivery workers biking along the corridor on any given day. Food delivery workers represent a consistent proportion of total cyclists throughout the week, though are under-represented in intercept survey responses because they were too most often to busy making deliveries to take the survey.

Since the safety of food delivery workers' jobs are dependent on the use of the cycling infrastructure, a focus group was organized to hear directly from food delivery workers. Focus group participants were recruited by flyering food delivery workers as they waited to pick up food in front of restaurants on Eglinton Avenue. Among the eleven attendees, the following themes and perspectives arose:

It's dangerous and confusing to ride on Eglinton Avenue

"It's not a pleasant experience to be on Eglinton. Most people try to avoid it. But for our work, most of the restaurants are on Eglinton and many people live on Eglinton so we can't avoid it."

"There are so many potholes, cracks, and raised sewers, which I've gotten flat tires from. The potholes aren't marked off, so you don't know they're coming."

"It's unclear how the road is supposed to work but it's clear bikes aren't considered."

"The only fear I have is getting hit by a high speed car."

"Cars are travelling so fast. I feel like I need to be that fast for them to respect me."

It's difficult to share space with cars and pedestrians

"Eglinton is so crowded. There are so many modes of transportation going on — people using scooters, bikes, skateboards. All these modes are trying to share space. Bikers use sidewalks, pedestrians get mad."

"Sometimes I ride on the sidewalk to be safe, but then I get yelled at by pedestrians."

"Sometimes I go on the sidewalk because I feel unsafe, which means going behind pedestrians and being late to deliveries."

Things get worse in the winter

"When it snows, it gets even worse. There's just not enough space."

"Last year I rode and worked in winter. I'm not doing it again this year. It's so slippery and unsafe."

There is a need for separate, designated space for bikes

"Everyone is trying to use the same space because there aren't designated places for each mode. It breeds frustration between different modes of transportation."

"There's just no bike lanes. On Yonge Street with the bike lanes there is no feeling of fear. On Eglinton, it's scary and wild. I wish I could avoid it, but I need to make money."

"Separated bike lanes are the best, easiest, and most awesome solution for drivers, riders, and everyone."
"I like bike lanes that are raised, but don't have barriers. Then you feel safe but you can still safely pass people if you want to."

"Bike lanes with barriers make you feel more safely separated from car traffic but it's more challenging to pass other bikers."

There is a need for more places to maintain, park, and charge bikes

"We need more places to lock bikes."

"I've seen so many e-bikes stolen on Eglinton."

"There's no bike parking so you're always locking your bike to random things."

"We need places to charge e-bikes and scooters. I have to carry two batteries for a shift and they are so heavy."

"I used to change my battery 2-3 times a day. I bought a \$600 battery so I don't have to do that."

"We need public toolkits for simple bike repair and pumping tires."

Accessibility

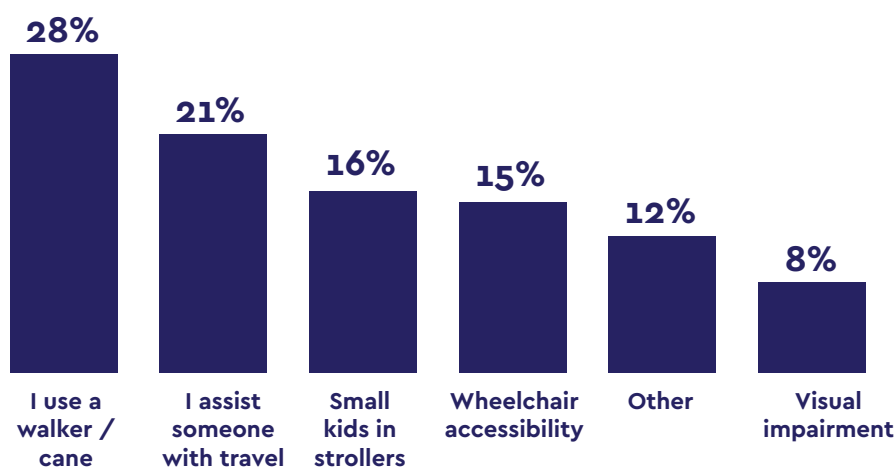
Accessibility on Eglinton Avenue

Statistics Canada estimates that 22% of Canadians aged 15 and over live with some form of disability or accessibility need. People with accessibility needs possess a unique lens for navigating Eglinton Avenue, with specific mobility and public space needs. Mobility systems are often difficult or dangerous for those with accessibility requirements. With this in mind, survey respondents who self-identified as having accessibility needs were asked specific questions related to their experience of Eglinton Avenue. Additionally, a focus group was held to hear directly from people with accessibility needs and capture their feedback on the most critical improvements for Eglinton Avenue.

12% of all respondents reported having some kind of accessibility need. Of those respondents, using a walker or cane (28%) or assisting someone with travel (21%) were the most common. 24% of all respondents who reported an accessibility need also reported using wheeltrans.

Types of accessibility needs

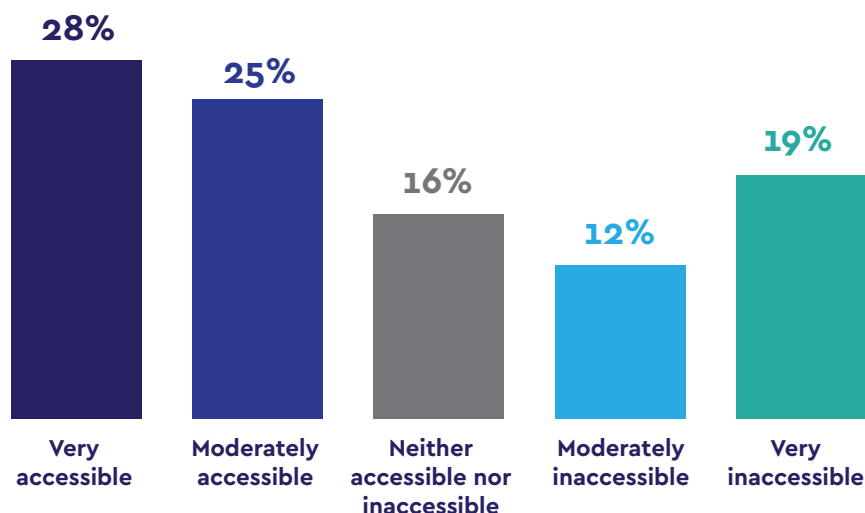
"Do you have any accessibility needs? If yes, please describe your situation." N= 75



When asked about their experience of using Eglinton Avenue, only half (53%) of all respondents who reported having an accessibility need said that they found Eglinton Avenue to be accessible in its current configuration.

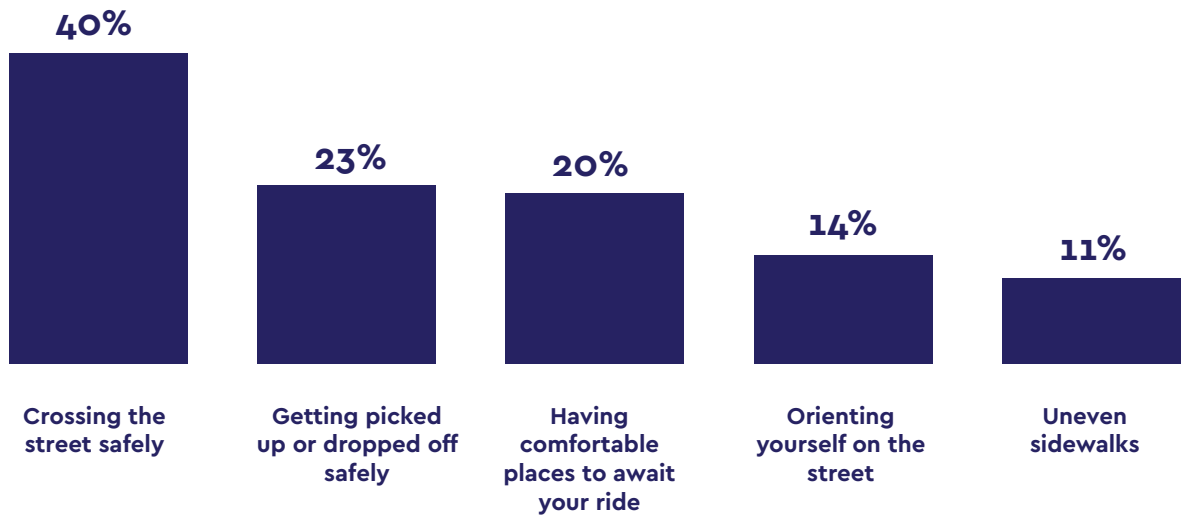
Current accessibility rating on Eglinton

"Do you have any accessibility needs?" If yes, "How would you rate Eglinton Avenue, in terms of accessibility. N= 75



Types of accessibility issues cited by survey respondents

"Do you have any accessibility needs?" If yes, "How would you rate Eglinton Avenue, in terms of accessibility?" "Please feel free to elaborate."



Accessibility Focus group feedback

Several respondents cited uneven sidewalks, inaccessible buildings and washrooms, and unsafe street crossings, lack of or long distance between crosswalks, and crosswalk lights that change too fast, as common challenges. One respondent specified that she has repeatedly fallen due to poor street design. Among the six attendees of the accessibility focus group, the following themes and perspectives arose:

Concern that sidewalks and crosswalks are dangerous on Eglinton Avenue

"I use a walker and the broken pavement makes it extremely hard to walk, both on the sidewalk and crossing the road."

"We need better paving, better lighting, and curbs need to go flat to the road so that people don't trip."

"I'm visually impaired and the sidewalks are in bad shape. I wish lines were painted in bright yellow at crosswalks and intersections – it's much easier to see than white paint."

"It's challenging how each intersection has a different design. It's difficult to navigate what you're coming up to it because it's not predictable."

"I want consistency when it comes to intersections."

"Make sure that curb cuts are uniform."

"We need more crossing lights where people can cross Eglinton from North to South."

Wheel-Trans stops are scary to navigate

"Wheel-Trans used to let people off on the sidewalk. Now they literally let them off in the middle of the bike lane."

"I was hit by a biker exiting Wheel-Trans on King Street. Even if there was signage indicating to bikers that there's Wheel-Trans unloading, bikers wouldn't listen."

"I noticed a Wheel-Trans stop that unloads right into a bike lane near Davisville Avenue. I like the raised platforms but I find being a target in bike lanes scary."

Conflicts with cyclists

"It's hard to share space with bikers."

"I understand why we need bike lanes, but I also get frustrated when bikers treat sidewalks as bike lanes."

"Bikes shouldn't be on Eglinton — need to make space for people to drive to the street, park on the street, and be able to shop on Eglinton. If we want vitality and for Eglinton to remain a nice place to be we need to allow people to drive/park on the street."

"Bikes should go on side streets to free up space on Eglinton."

Cars stop where they shouldn't

"Often cars block pedestrian crossings. I don't feel safe walking behind cars."

"Cars need to pay attention to signs saying they aren't allowed to stand."

It's difficult to find accessible parking

"Finding parking is hard with how much traffic there is, people are really aggressive when you're trying to park."

"With all the construction it's hard to find places to park."

Appendices

Appendix A – Detailed Methodology

The Eglinton TOday Complete Street Project Existing Condition evaluation included two main methods: public intercept surveys and travel counts with cyclist demographic estimation. Two separate focus groups for food delivery workers and Wheel-Trans users or those with accessibility needs were also conducted.

Public Intercept Surveys

The public intercept survey was designed to provide direct user feedback on the elements of Eglinton Avenue as it currently functions, including perceptions of safety by various road users and demographics, accessibility, frequency of visits, and shopping habits. 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 Eglinton Avenue from Keele to Mount Pleasant at the arrival side of traffic lights. Each survey day was made up of two shifts: 12–4 pm and 4–8 pm. One supervisor was present with 2–3 surveyors per shift. Surveys were conducted by a team of trained Park People and TCAT staff, and urban planning and civil engineering students who will receive a \$75 stipend per shift. Training included information about the randomizing methodology as well as COVID-19 safe practices for intercept surveying.

In order to ensure a random sampling, surveyors were instructed to approach every third person passing when the street is busy. This removes the bias of subconsciously approaching people who look friendly or similar to the surveyor in some way. When the street is not busy enough to only ask every third passer-by, surveyors were instructed to ask every single 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 asked the survey questions, noting the responses on tablets. See intercept survey questions below in Appendix B.

Travel Counts and Documentation of Cyclist Demographics

Age and gender estimations of cyclists were conducted at each of the five study zones, in both directions on September 24th, 28th, and 29th to understand cyclist demographics which can be used to deduce the impact of road infrastructure on sense of safety for road users of various ages and genders.

Cyclist counts were conducted in fair weather on a Saturday from 12pm to 2pm, on a Wednesday from 4pm to 6pm to collect rush hour data, and on a Thursday evening from 8–10pm to represent an evening crowd. This data collection schedule and methodology replicates those used in other Complete Streets studies across the city, including on Midtown Yonge and Danforth Avenue.

People riding bicycles were manually counted by hand, with estimates for their gender and age recorded using tally sheets. Bike counters were positioned at predetermined locations before each selected intersection, counting cyclist traffic in both directions East and West. Team members counted every cyclist that passes the location during the shift, using their best judgement to also mark each cyclist by age and gender. Children or infants being carried were counted as well (e.g., a child in a bike seat on a parent's bike counts as a separate tally).

A distinct marking system was also used to track food delivery workers as well as e-bikes, to determine the extent to which they comprise current cyclists.

Appendix B – Intercept Survey Questions

Eglinton T0Day Complete Street Project Survey

Prompt: In advance of the Complete Street redesign planned for Eglinton Avenue next year, we would love to get your input. Do 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 how Eglinton Avenue is currently functioning from the perspective of people who live, work, learn, play, and shop here. Responses from this survey will inform the street redesign planned by the City of Toronto, by understanding what currently works, how safe and welcoming Eglinton is to all users, and where improvements should be targeted.

1. How did you get to Eglinton Avenue today? If you used more than one mode (i.e.: walk to the bus), select all that apply.

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

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
- Other: _____

If “By bike”: What was your level of ease in finding bike parking today?

- 1. Very easy
- 2. Easy
- 3. Difficult
- 4. Very difficult
- N/A

If “By car”: What was your level of ease in finding car parking today?

- 1. Very easy
- 2. Easy
- 3. Difficult
- 4. Very difficult
- N/A

If “By car”: Where did you park your car?

- On the street on Eglinton Avenue
- On the street on a side street
- In a parking lot
- Other: _____

2. Is the way you got here today how you would typically get to Eglinton Avenue?

- Yes
- No

If “No”: How would you typically make the trip to Eglinton Avenue? 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 Ride share / taxi
- By Wheel-Trans
- Other: _____

3. How many people did you travel to Eglinton Avenue with today?

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

4. What brings you to Eglinton Avenue 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
- Exercise/Park
- Other: _____

5. How often do you come to Eglinton Avenue?

- 1. Every day
- 2. Once or twice per week
- 3. Once or twice per month
- 4. Rarely
- 5. This is my first time here

6. About how much money do you spend while visiting Eglinton Avenue, between Keele and Mount Pleasant, in a typical month (on groceries, shopping, entertainment and dining, services, etc.)

- 1. Less than \$25
- 2. \$25-00
- 3. \$100-499
- 4. \$500-999
- 5. \$1000 or more

7. With the current street configuration and thinking about the modes you typically use, how safe do you feel traveling on Eglinton Avenue?

- 1. Very safe
- 2. Safe
- 3. Neither safe nor unsafe
- 4. Unsafe
- 5. Very unsafe

Please feel free to elaborate

If “Unsafe” or “Very unsafe”: If unsafe or very unsafe, Why? (Select all that apply)

- Construction impacts
- Traffic and Congestion impacts
- Motor vehicle speed
- Motor vehicle volume
- Conflicts with other road users at intersections/while turning
- Inadequate/unsafe infrastructure for walking
- Inadequate/unsafe infrastructure for cycling
- Unsafe behaviour by motorists
- Unsafe behaviour by pedestrians
- Unsafe behaviour by cyclists
- Concern about personal safety/security (including poor/low lighting)

If you DID NOT answer “By bike” to Question 1: 8. With the current street configuration, how safe would you feel riding a bicycle on Eglinton Avenue?

- 1. Very Safe
- 2. Safe
- 3. Neither safe nor unsafe
- 4. Unsafe
- 5. Very unsafe

Please feel free to elaborate

9. Do you have any accessibility needs? For example, you use a mobility aid, mobility assistive device, push a stroller, or assist someone with an accessibility need such as an elderly person or small child, etc.)

- Yes
- No

If “Yes” to Question 9: 9a. If you are willing, please describe your accessibility situation:

- Wheelchair accessibility
- Visual impairment
- Assist someone with travel
- Other: _____

If “Yes” to Question 9: 9b. How would you rate Eglinton Avenue, in terms of accessibility?

- 1. Very accessible
- 2. Moderately accessible
- 3. Neither accessible nor inaccessible
- 4. Moderately inaccessible
- 5. Very inaccessible
- Other: _____

Please feel free to elaborate

If “Yes” to Question 9: 9c. Do you use Wheel-Trans?

- Yes
- No

If “Yes” to Question 9c: 9d. How often you use Wheel-Trans?

- 1. Almost every day
- 2. Once or twice per week
- 3. Once or twice per month
- 4. Occasionally

If “Yes” to Question 9: 9e. Do you experience any accessibility issues on Eglinton Avenue related to:

- Being picked-up or dropped-off?
- Orienting yourself on the street?
- Crossing the street safely?
- Having comfortable places to await your ride?
- Other: _____

Please feel free to elaborate

10. Construction of the Eglinton Crosstown LRT and Eglinton Complete Street installation with bikeways is expected to be completed in the Spring of 2023. Do you expect that you will shift what modes of transportation you use on Eglinton Avenue after the Complete Street installation is complete?

- Yes
- No

If “Yes”: Which modes will you likely travel more often by?

- Foot
- Bike
- Transit
- Car
- Rideshare/Taxi
- Wheel-Trans
- Other: _____

11. Do you expect that you will visit Eglinton Avenue more or less often after the installation is complete?

- 1. I expect to come more often
- 2. I expect to come about the same
- 3. I expect to come less often
- 4. This is my first time here

12. Apart from construction related impacts, is there anything that negatively impacts your experience using Eglinton Avenue?

13. What is the biggest opportunity for improving Eglinton Avenue?

14. 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 they don't know see below)

Can you tell us a major intersection and corner near where you live? (i.e.: north west corner of Yonge and Eglinton) If they are not from Toronto, their City name will suffice, or country if they are from outside Canada.

What is your age range?

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

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

- Man
- Woman
- Non-binary person
- Prefer not to answer
- Prefer to self-define: _____

In our society, people are often described by their race or racial background. Which race category best describes you? (Select all that apply)

- White
- Black
- Latin American
- Arab
- South Asian
- East/Southeast Asian
- West/Central Asian
- Indigenous
- Another race category
- Prefer not to answer
- Prefer to self-define: _____

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
- Prefer not to answer

How many cars does your household own?

- 0 (None)
- 1
- 2 or more
- Prefer not to answer

Thank you for taking time to tell us about your experience on Eglinton Avenue!

Date: <ul style="list-style-type: none">• Sat, Sep 24• Tues, Sept 27• Thurs, Sep 29• RAIN DATE: Sat, Oct 1• RAIN DATE: Wed, Sep 28• RAIN Date: Thurs, Oct 6	Survey Location: <ul style="list-style-type: none">• Zone 1: Keele to Kane (near Keele)• Zone 2: Nairn to Dynevor (between Caledonia and Dufferin)• Zone 3: Jimmy Widsom to Marlee (near Oakwood)• Zone 4: Glen Cedar to Chiltern Hill (between Allen and Bathurst)	Surveyor Name: Time:
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Appendix C – Food Delivery Worker Focus Group Questions

INTRODUCTORY QUESTIONS:

Please describe your experience using Eglinton Avenue? How safe do you feel traveling on Eglinton Avenue?

Describe your interactions with other road users (pedestrians, cyclists, drivers) while traveling on Eglinton?

What negatively impacts your experience using Eglinton Avenue?

DELIVERY AND ROUTE QUESTIONS:

Do you decide to accept or refuse deliveries in specific areas because of these issues?

Do you prefer to take specific routes in the area? Why?

Do your answers change at different times of the day or on different days or the week?

IMPROVING EGLINTON QUESTIONS:

What is the biggest opportunity for improving Eglinton Avenue?

The City is planning to install a Complete Street on Eglinton, similar to previous projects on Danforth and Yonge. What should be considered from a food delivery worker perspective?

Appendix D – Accessibility Focus Group Questions

EXPERIENCE OF EGLINTON QUESTIONS:

Do you experience any accessibility issues on Eglinton Avenue? For example, when being picked up or dropped off? Orienting yourself on the street? Crossing the street safely? Having comfortable places to await your ride?

Please describe your experience using Eglinton Avenue. How safe do you feel traveling on Eglinton?

Describe your interactions with other road users (pedestrians, cyclists, drivers) while traveling on Eglinton?

What negatively impacts your experience using Eglinton Avenue?

Do you decide to not visit Eglinton Avenue because of these issues? Do your answers change at different times of the day or on different days or the week?

IMPROVING EGLINTON QUESTIONS:

What is the biggest opportunity for improving Eglinton Avenue?

The City is planning to install a Complete Street on Eglinton, similar to previous projects on Danforth and Yonge. What should be considered from an accessibility perspective?