Appendix D: Evaluation of Public Engagement

1. Introduction

As part of the public engagement outreach for the proposed Duke Street Cycling Improvements (Francis Street to Frederick Street), Region staff conducted an online survey to gain an understanding of the public perception of the Region's proposed plans for the Region's portion of Duke Street in the City of Kitchener. The survey was open for public input from Monday February 14, 2022 through Sunday March 13, 2022 on the Region's Engage Waterloo Region platform project page.

In support of the survey, the preliminary concept for Duke Street was presented for public feedback in the form of a Frequently Asked Questions (FAQ) document on the project page. The overall preliminary concept included physically-separated cycling lanes from Francis Street to College Street, and a neighbourhood bikeway shared facility from College Street to Frederick Street.

Each survey entry has been carefully reviewed, analyzed, and considered in the final Staff recommendations for the Duke Street improvements. An overview of the survey findings are provided in this memo.

2. Sequence of Questions

The survey was designed to encourage freedom of expression in each individual's response, and to collect some information regarding how the individual might be impacted so that Region staff can understand how various members of society perceive the proposed concept. Each question was optional, and responses were private in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), i.e. only available for project team review.

Below is an outline of the survey. The full sequence of questions is provided in Attachment 1.

Part 1: Impressions of Proposed Dedicated Cycling Lanes from Francis to College;

Part 2: Impressions of Proposed Neighbourhood Bikeway from College to Frederick;

Part 3: Personal Impacts of Changes to Duke Street; and

Part 4: Travel and Proximity Information of Survey Respondents.

3. Overall Survey Response

There were a total of 286 respondents to some or all of the questions in the survey.

The survey received responses from people who use a variety of transportation modes to get around. When asked what form of transportation they use at least a couple of times a week, 87% of respondents indicated that they walk or roll, 59% indicated that they cycle, 16% indicated that they use transit, and 65% indicated that they drive.

Respondents were also asked about their relationship to Duke Street. Six percent (6%) of respondents indicated that they live on Duke Street, while 6% indicated that they own property on Duke Street, 9% indicated that they work on Duke Street, and 2% indicated that they own a business on Duke Street. Eighty-three percent (83%) of the respondents indicated that they travel on Duke Street to get to a destination.

4. Feedback re: Dedicated Cycling Lanes

Overall, the feedback submitted towards the dedicated cycling lanes between Francis Street and College Street was supportive. Seventy-two percent (72%) respondents submitted positive feedback regarding the dedicated cycling lanes, followed by 22% of respondents submitting negative feedback, 5% of respondents submitting neutral feedback, and 1% of respondents providing no response (Figure 1).

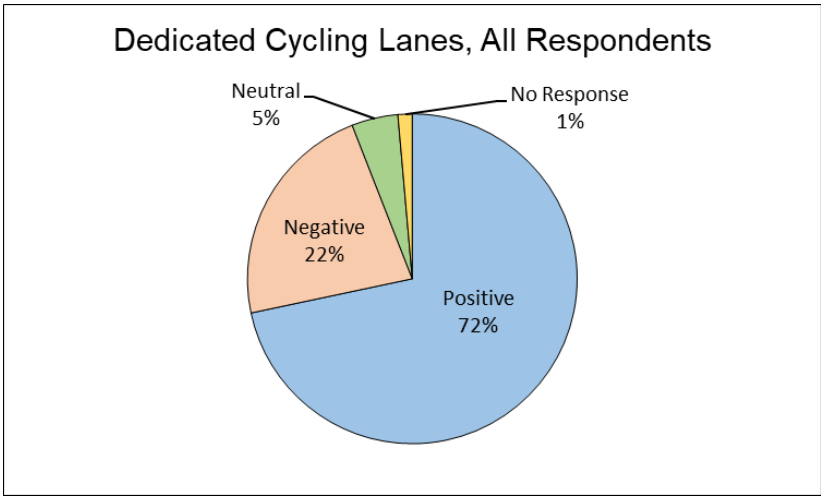


Figure 1: Feedback submitted by all respondents towards the dedicated cycling lanes

The supportive feedback towards the dedicated cycling lanes was consistent across respondents who regularly use varying forms of transportation. Figure 2 shows the feedback submitted by drivers, transit users, cyclists, and pedestrians. The proportion of respondents that submitted supportive feedback towards the dedicated cycling lanes ranged from 65% from drivers to 89% from cyclists.

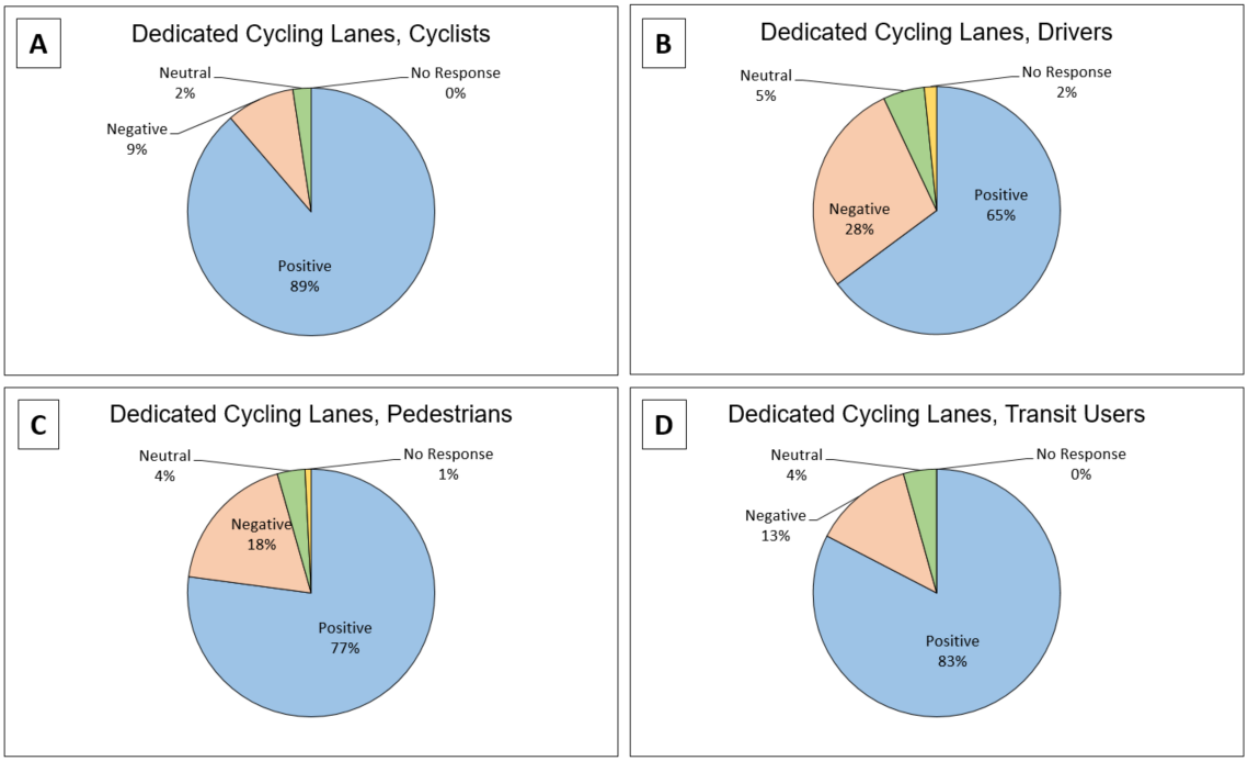


Figure 2: Feedback submitted by a) cyclists, b) drivers, c) pedestrians, and d) transit users towards the dedicated cycling lanes.

Overall, 80% of respondents indicated that they saw advantages in the facility plans from Francis Street to College Street. Cyclist safety was by far the most commonly observed theme in response to the advantages of the dedicated cycling lanes, followed by separation of the cycling facility from the vehicular lanes and pedestrian facilities, as well as encouraging people to take up cycling as a transportation method.

Meanwhile, 86% of respondents identified some challenges with the dedicated cycling lanes. Several of the challenges that were listed, like the possibility that pedestrians would enter cycling lanes and the need for winter maintenance, are intrinsic to cycling facilities, not just those with bidirectional designs. There were also a significant amount of respondents that indicated concerns that the implementation of these facilities would lead to the loss of the accessible parking in front of The Church of St. John the Evangelist, located east of Water Street. There were also challenges listed that are related to the bidirectional design of the facilities, like the need to incorporate design elements that make the use of the cycling lanes intuitive, specifically at intersections. Overall, an increase in vehicular congestion, the cost to implement these facilities, and a belief that these facilities would not lead to an increase in cycling volumes were some of the most commonly listed challenges.

Analysis of Feedback: The benefits identified by most respondents are significant in nature and indicative that the implementation of this facility would help the Region's and

City's larger goal of providing attractive means for cyclists to navigate the City. In contrast, a lot of the challenges identified can largely be mitigated through the details of the design. There is a portion of the public who do not support the build-out of cycling infrastructure and who would rather maintain the status quo where automobiles are prioritized over all other modes of transportation.

5. Feedback re: Neighbourhood Bikeway

The majority of respondents (60%) submitted negative feedback regarding the neighbourhood bikeway between College Street and Frederick Street, followed by 24% of respondents submitting a neutral response, 12% of respondents submitting a positive response, and 4% of respondents providing no response (Figure 3).

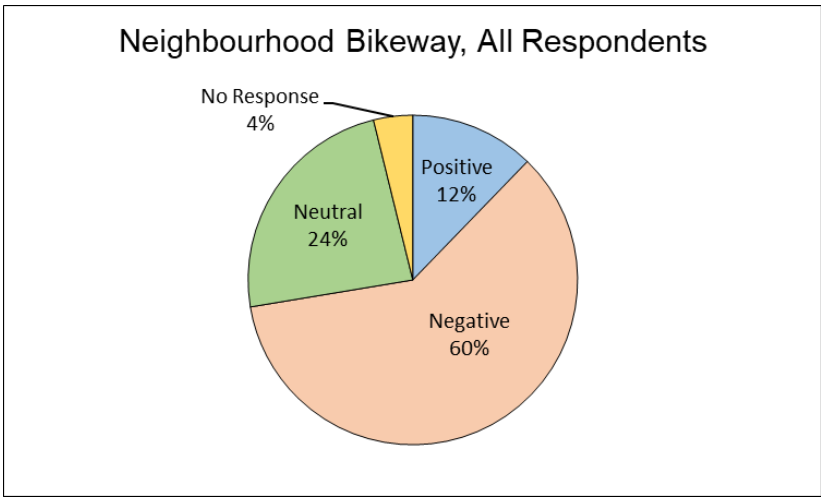


Figure 3: Feedback submitted by all respondents towards the neighbourhood bikeway

The proportion of respondents that submitted negative feedback towards the proposed neighbourhood bikeway ranged from 54% from cyclists to 69% from transit users (Figure 4).

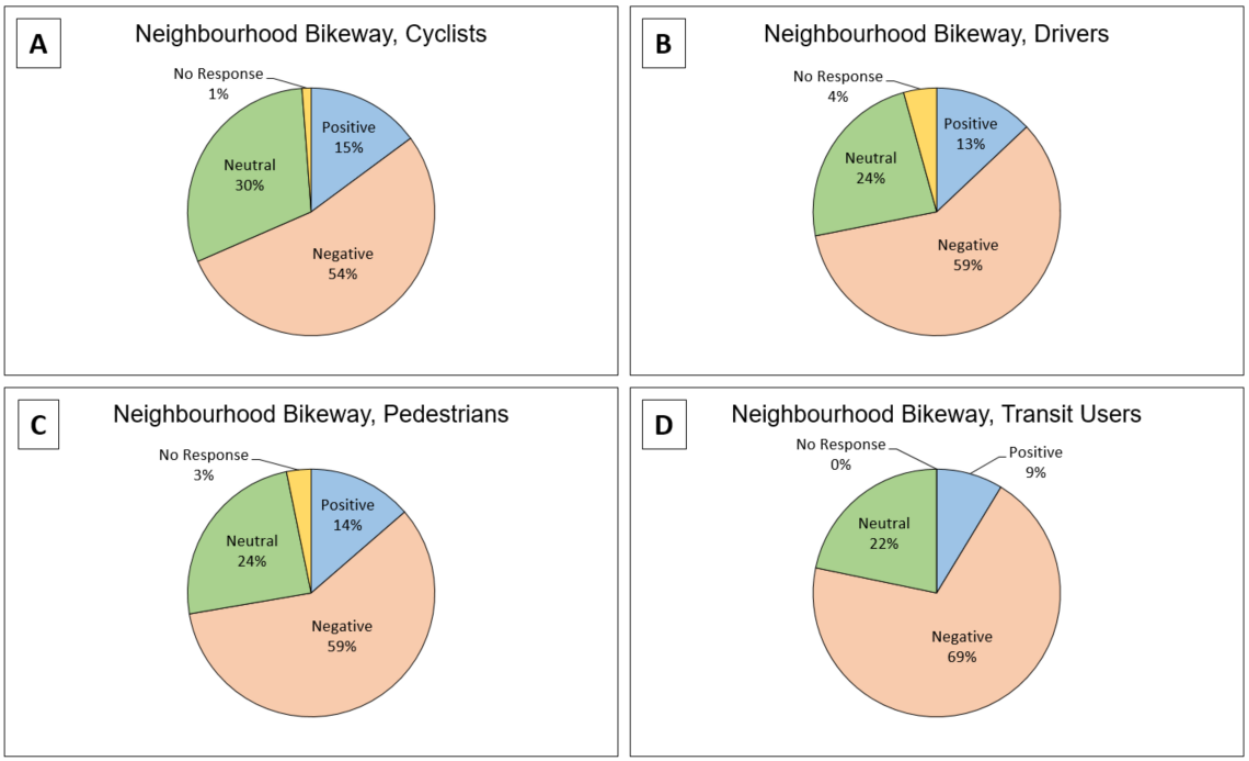


Figure 4: Feedback submitted by a) cyclists, b) drivers, c) pedestrians, and d) transit users towards the neighbourhood bikeway.

Digging deeper into the numbers, 48% of respondents identified benefits with the neighbourhood bikeway. The most commonly listed benefits were that the cycling facility would be maintained quickly in the winter since it will be a part of the roadway, that this design would be less costly to implement, and that the design is space-efficient. Some respondents indicated that the decrease in vehicle volumes would make Duke Street more pleasant for both cyclists and pedestrians. Several respondents acknowledged that while not the ideal cycling facility, the neighbourhood bikeway would be an improvement from the current road design.

At the same time, 94% of respondents highlighted challenges with the design. By far, the most commonly listed challenge was that cyclists would not be comfortable sharing the road with vehicles. Cyclists reported that they often feel hostility and pressure to move out of the way from motorists that they are holding up when sharing a lane. Some cyclists reported that even though they would feel comfortable using this design, their children would not, and felt that this was not an all ages and abilities cycling facility. Some respondents offered support for the neighbourhood bikeway design, but highlighted that it would only be effective if the prohibition of through movements for motorists at signalized intersections is enforced, which would be a challenge. Meanwhile, some motorists also reported that they do not feel comfortable sharing a lane with cyclists. Many motorists indicated that they were concerned about the

increase in congestion this would create and expressed frustration about the removal of Duke Street as a thoroughfare in downtown Kitchener.

Analysis of Feedback: There seemed to be a fair bit of apprehension around the proposed concept of converting Duke Street into a Neighbourhood Bikeway between Frederick Street and College Street. The main concerns from a cycling perspective focus around whether it will truly be a safe, comfortable and desirable place for cyclists of all ages and abilities. There are also concerns from some members of the public around some of the loss of convenience for drivers in and around downtown Kitchener. The survey also showed some support for this concept, citing the low-cost nature, more comprehensive winter maintenance, and recognition of the need to balance the needs for all users.

Region staff acknowledge that there are some questions around just how effective this facility type will be in the Duke Street context based on the survey feedback. However, staff believe there is enough outside evidence that the concerns around cycling comfort can be overcome. Again, there is a portion of respondents who do not want to introduce any sort of cycling infrastructure that reduces the convenience for personal automobile drivers and that is not particularly unique to the Duke Street environment.

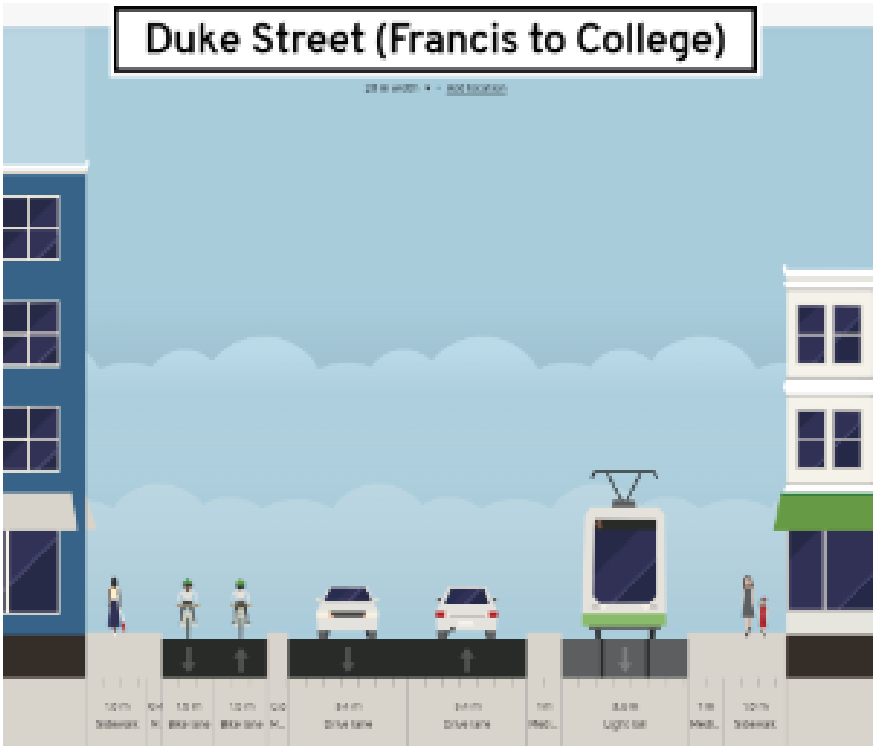
6. Other Feedback

The survey asked respondents what impact the proposed cycling facilities on Duke Street would have on them. Some motorists reported that this project would increase their commute times and may lead them to avoid the area. On the other hand, several respondents indicated that this project would improve the cycling network connectivity in downtown Kitchener and would improve connections to the Kitchener Market, Victoria Park, the Kitchener GO Station, and businesses on Duke Street. Many respondents indicated that they would cycle more as a result of this project.

Attachment 1 – Survey Questionnaire

Separated Bike Lanes: Francis Street to College Street

Separated bike lanes, considered an All Ages and Abilities (AAA) facility type, provide space exclusively for bicycles with a concrete median separating bicycles from motor vehicles. The installation of separated bike lanes on the Region's portion of Duke Street from Francis Street to College Street would provide a seamless connection to the planned separated bike lanes along the City's portion of Duke Street between Francis Street and Victoria Street and would contribute a significant piece of the overall Downtown Kitchener Cycling Network. The bidirectional design of the bike lanes maximizes space, creates greater comfort for cycling, and simplifies maintenance works.



1. **What do you feel are the advantages of this type of cycling facility?**

Please add your comment here...

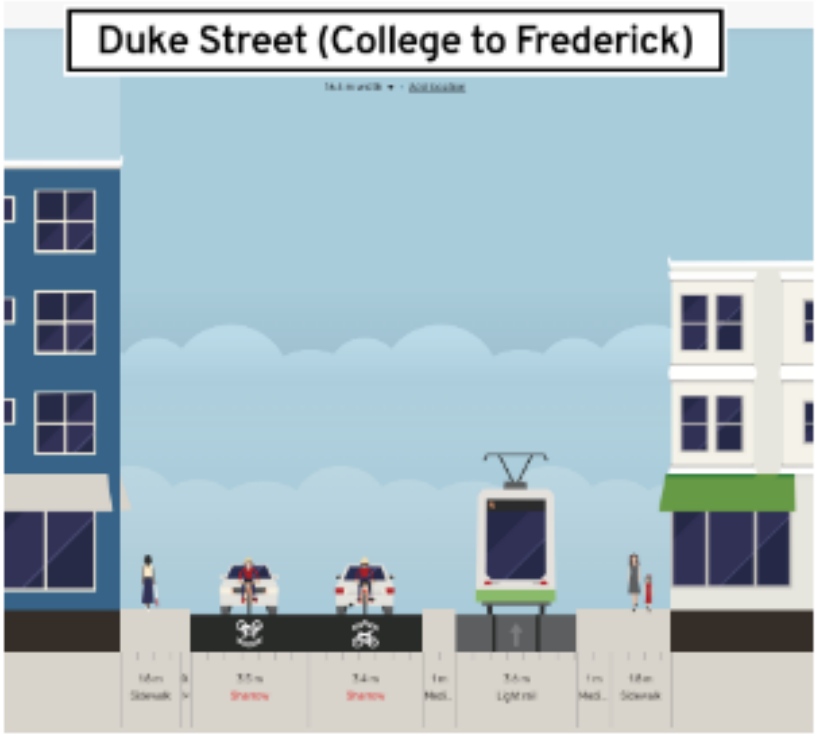
2. **What do you feel are the challenges of this type of cycling facility?**

Please add your comment here...

Attachment 1 – Survey Questionnaire (Cont'd)

Neighbourhood Bikeway: College Street to Frederick Street

Neighbourhood Bikeways, also considered an AAA facility type, are low-volume, low-speed streets that have been optimized for bicycle travel and are typically implemented in corridors where providing separated space for cyclists is not feasible. The implementation of a neighbourhood bikeway along Duke Street from College Street to Frederick Street would involve prohibiting through movements for motorists at signalized intersections and consideration of reducing the posted speed limit. The idea is that motorists would still be permitted to drive on Duke Street, but could only travel up to one block before being obligated to turn right or left at their destination address on Duke Street, or the next signalized intersection (whichever comes first). These measures would effectively reduce traffic volumes and speeds along Duke Street to a more comfortable level for cyclists, while still providing the necessary access for motorists to all the addresses along Duke Street.



3. **What do you feel are the advantages of this type of cycling facility?**

Please add your comment here...

4. **What do you feel are the challenges of this type of cycling facility?**

Please add your comment here...

Attachment 1 – Survey Questionnaire (Cont'd)

Impacts to You

5. Do you think introducing any type of cycling facility along this section of Duke Street would impact you?

- ○ Yes
- ○ No

6. What impact do you anticipate that adding a cycling facility to this section of Duke Street would have on you?

Please add your comment here...

7. Please share any other comments, questions or concerns about this project.

Please add your comment here...

Attachment 1 – Survey Questionnaire (Cont'd)

Tell us about yourself!

We would like to ask you some questions so we can learn more about you and understand your point of view. This will ensure that the preferred solution identified by Region staff meets the needs of more people. We want to ensure the feedback we are getting is from different groups of people in our community.

You do not have to answer any of the questions if you do not want to.

The personal information is collected in accordance with s. 28(2) of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will be used by the Region of Waterloo to inform policy decisions. For questions regarding this notice of collection, please contact Darryl Spencer by email at dspencer@regionofwaterloo.ca or by phone at 519-502-2483.

How often do you use each travel mode?

8. Walk or Roll

- ○ Daily
- ○ A couple times per week
- ○ A couple times per month
- ○ Never

9. Cycle

- ○ Daily
- ○ A couple times per week
- ○ A couple times per month
- ○ Never

Attachment 1 – Survey Questionnaire (Cont'd)

How often do you use each travel mode?

10. Transit

- ○ Daily
- ○ A couple times per week
- ○ A couple times per month
- ○ Never

11. Drive

- ○ Daily
- ○ A couple times per week
- ○ A couple times per month
- ○ Never

12. **What is your relationship to Duke Street? (Select all that apply)**

- ☐ Live on Duke Street
- ☐ Own property on Duke Street
- ☐ Work on Duke Street
- ☐ Own a business on Duke Street
- ☐ Travel on Duke Street to get to destination
- ☐ None of the above