

City of Edmonton Bus Network Redesign

Phase 1 Results
Public Findings



DATE 2018-09-26 PROJECT NUMBER 40044-292



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EXECUTIVE SUMMARY

CONTEXT AND OBJECTIVES

CONTEXT

- ETS drafted a new bus network in early 2018
- The proposed network represents a departure from the current system
- A necessary component of the process: understand perceptions and needs among ETS customers

OBJECTIVES

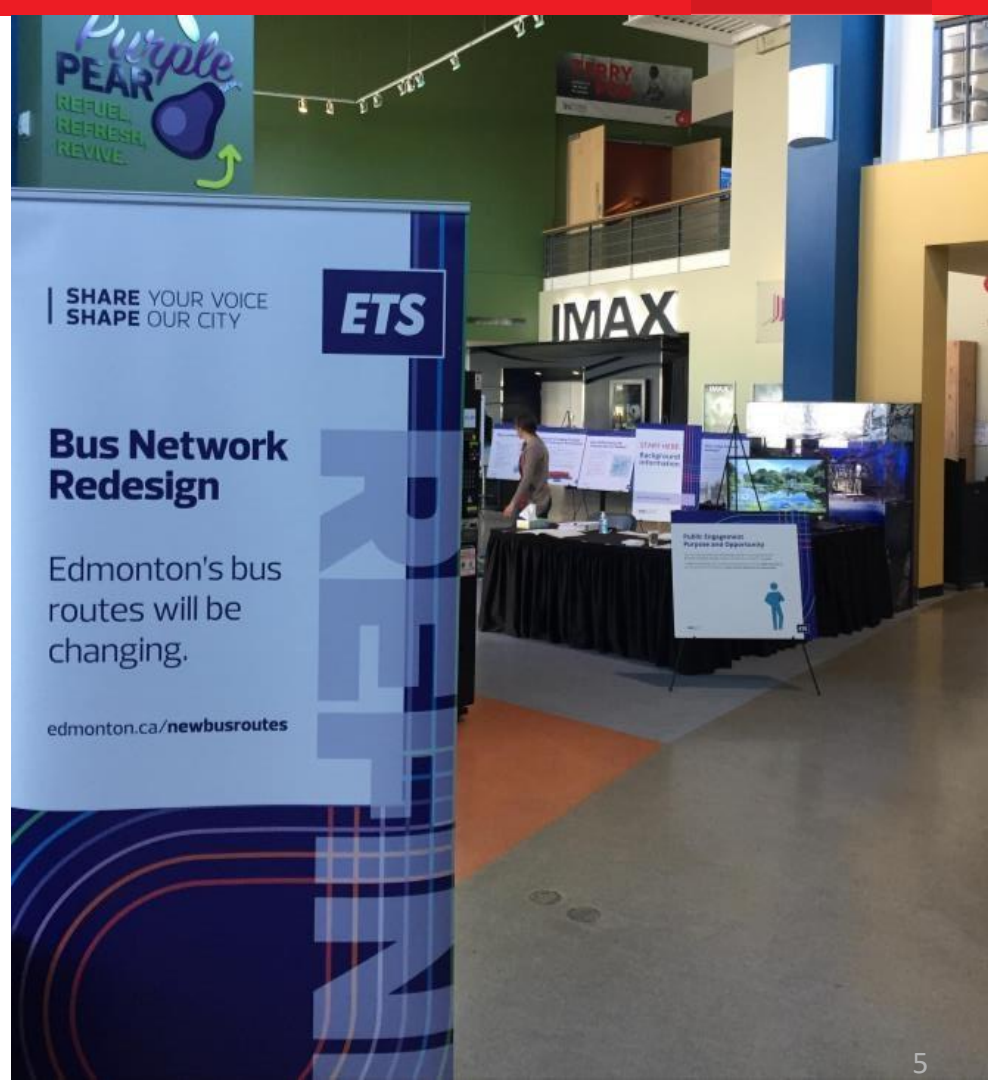
The goals of Phase 1 were to:

- Seek feedback on the alignment of the network design with these principles
- Identify gaps from a customer perspective
- Communicate the principles of the Transit Strategy related to network design

CONTEXT AND OBJECTIVES

KEY QUESTIONS INCLUDED:

- *What are overall opinions of the bus network redesign?*
- *What are the perceived benefits of the proposed redesign?*
- *What are the main concerns?*
- *How does this vary across the different route types?*
- *How does this vary among different groups of citizens?*



WHAT WE DID

PUBLIC FEEDBACK

24 in-person workshops with 1,960 participants

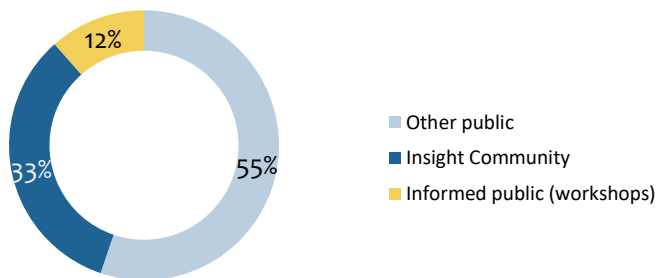
5 additional workshops with target groups (seniors, etc.)

4,202 online surveys completed

1,398 with City *Insight Community*

484 with “Informed public” (workshop participants)

2,320 with “Other public” (citizens at large)



WHAT WE HEARD: THE STORY IN BRIEF

1. The proposed bus network redesign is not very well known



Citizens are **learning “on the fly”**
about the Bus Network Redesign



WHAT WE HEARD: THE STORY IN BRIEF

2. Citizens do see benefits to the redesign



Citizens agree that the proposed redesign **increases frequency**, including some evening and weekend service.



Citizens agree that the proposed redesign offers **more direct service to major destinations** across the city.



Citizens are **particularly positive about frequent and crosstown routes**.



WHAT WE HEARD: THE STORY IN BRIEF

3. They also have some concerns



Citizens who are **losing service** are very focused on what they are losing, not what is being gained



Walking distance is a major concern among many citizens



Making transfers as well as the number of transfers needed to reach destinations is a major concern among many citizens



WHAT WE HEARD: THE STORY IN BRIEF

3. They also have some concerns



Some citizens do not like feeling **forced to take the LRT** because of the proposed redesign



Citizens **want extended service** on both weekdays and weekends



Some citizens **question the impact of their voice**, as well as the likelihood of the redesign actually happening



WHAT WE HEARD: THE DRILL DOWN

Citizens are learning “on the fly” about the Bus Network Redesign



Those who attend the workshops are learning that “it’s not as bad as we thought”



The public workshops are helpful as a source of information, and as an opportunity to have a say and to be heard



Many are finding the proposed changes to be reasonable and to “make sense,” even if they aren’t entirely pleased with the change

WHAT WE HEARD: THE DRILL DOWN

Citizens agree that the proposed redesign increases frequency, including some evening and weekend service.



Citizens understand that the redesign has a focus on increasing frequency, and are generally confident that the proposed changes will meet users' needs.



There are still some concerns about shift workers and early and late day travel needs, however, in general, citizens are happy with the proposed changes.

WHAT WE HEARD: THE DRILL DOWN

Citizens agree that the proposed redesign offers more direct service to major destinations across the city.

The logo for the City of Edmonton, featuring the word "Edmonton" in white text on a blue square background.

At least three-in-five citizens surveyed agree that the proposed redesign connects major destinations across the city

81% agree – Insight Community Panel

60% agree – Informed Public

62% agree – Other Public

>>> Moving forward the City should highlight the benefits of increased service, as well as the new more direct service.

WHAT WE HEARD: THE DRILL DOWN

Citizens are particularly positive about the proposed frequent and crosstown routes.



Citizens frequently associate both the proposed frequent and crosstown routes with increased frequency of service



In regards to service, citizens most commonly express positive opinions on the proposed extensions to evening and weekend service

WHAT WE HEARD: THE DRILL DOWN

Citizens who are losing service are very focused on what they are losing, not what is being gained



They are very concerned with specific routes they are losing (82nd Street), and areas no longer being serviced (Blackburn, Cameron Heights, Allard)



They see the proposed changes as a step backwards, or an inconvenience and they do not see how “cutting routes” increases efficiency

>>> There will need to be a solid plan in place for these areas, as citizens concerns need to be addressed moving forward

WHAT WE HEARD: THE DRILL DOWN

Walking distance is a major concern among many citizens



Some have mobility issues



Many worry about seniors, and how they will be able to access new routes



Many do not feel safe walking the proposed distances at night



Many do not feel safe walking the proposed distances in winter months

WHAT WE HEARD: THE DRILL DOWN

Making transfers as, well as the number of transfers needed to reach destinations is a major concern among many citizens



Particularly among the mobility challenged and seniors



Citizens worry that the buses are not staggered correctly, making connections difficult or impossible if schedule is even a minute or two off (mentions of ETS' prior reputation of scheduling transfers)

>>> *Transfer times will be a critical piece moving forward*

WHAT WE HEARD: THE DRILL DOWN

Some citizens do not like feeling “forced” to take the LRT



Particularly among seniors and the mobility issues



The LRT can be intimidating, some would prefer to take a longer bus ride than use the LRT



Some do not feel safe on the LRT:

- Speed
- Being underground
- Steep stairs
- Inconsistently working elevators
- Lack of familiarity, experience
- No driver present

>>> The City will need to have a plan in place to alleviate citizens' concerns regarding safety. Addressing the issue of safety relative to LRT and walking distances will be critical to the roll out.

WHAT WE HEARD: THE DRILL DOWN

Citizens would like extended service on both weekdays, as well as weekends



Earlier weekday service, to accommodate shift workers
(5:00am to 5:30am)



Later (midnight) weekday service – to accommodate shift workers, as well as entertainment purposes



Later Saturday evening service



Earlier and more frequent Sunday service – many mentions of inconvenience/inability to get to Sunday church services

WHAT WE HEARD: THE DRILL DOWN

Some citizens question the impact of their voice, as well as the likelihood of the redesign actually happening

A small blue square logo with the word "Edmonton" in white, sans-serif font.

Some citizens feel that decisions are already made and this engagement is just being done to say it has been done

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Some citizens are taking a “wait and see” approach, because they question whether ETS can execute a new network

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Some citizens feel that their opinions won't bring about any change

WHAT WE HEARD: THE DRILL DOWN

Across different groups of citizens, walking distances are a common concern

Edmonton

Seniors & Winnifred Stewart clients are concerned about:

- Walking distance (esp. in winter)
- Overcrowded buses
- LRT (safety, transferring, mobility)

Edmonton

Ethnic communities need:

- Access to downtown services (esp. along 82 street and 109 street)
- Walking distance

Edmonton

Bissell Centre is concerned about:

- Potential cost increases (esp. for homeless, low income population)
- Having to “start over” and relearn the system

Edmonton

Riverdale community members are concerned about:

- Walking distance (esp. “the hill”)
- Having a voice in the redesign

GOING FORWARD THE CITY NEEDS TO...

Have a Solid Plan for Loss of Service

- Highlight benefits of more direct service to major destinations

Review Transfer Schedules/Timing

- Highlight increased frequency of service

Create a Sense of Safety/Security

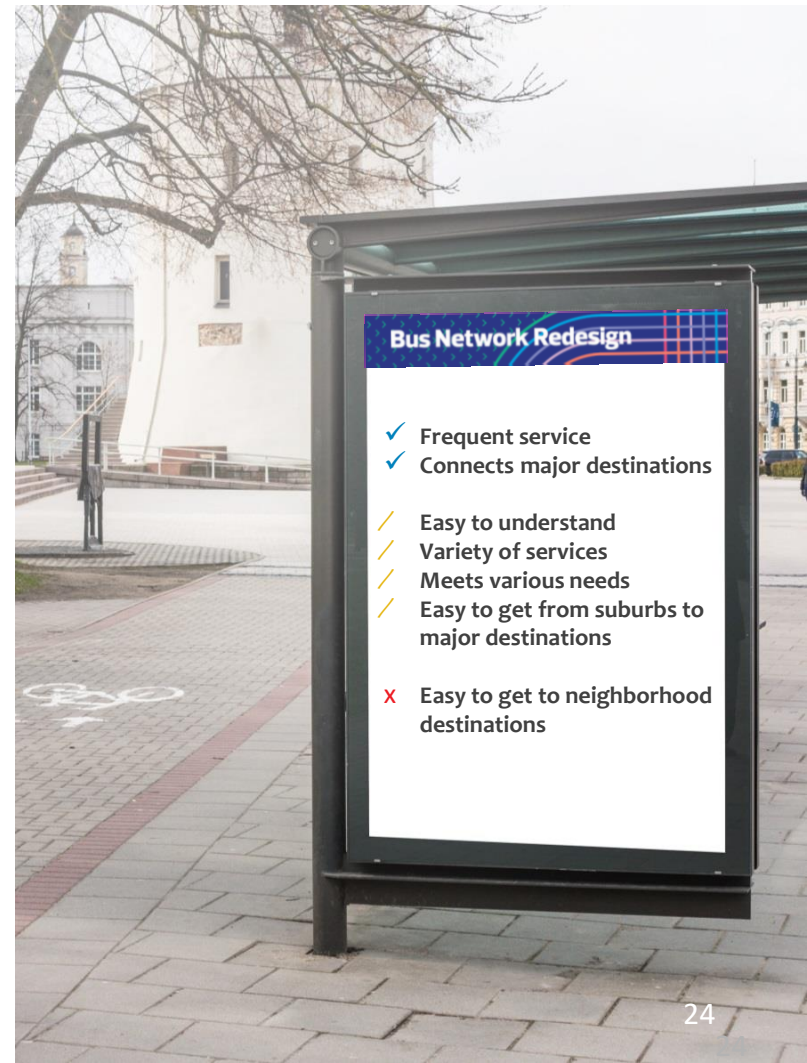
- (walking distance / LRT)
- Provide information regarding safety measures in place



KEY FINDINGS

PUBLIC FEEDBACK SUMMARY OF KEY FINDINGS

- **Citizens tend to agree** that the proposed bus network:
 - Offers frequent bus service in the inner areas of the city
56% to 73% agree
 - Connects major destinations across the city
60% to 81% agree
- **Citizens are divided** on whether or not the proposed bus network:
 - Is easy to understand
46% to 61% agree
 - Offers a variety of services for all citizens
40% to 65% agree
 - Meets various travel needs
42% to 67% agree
 - Makes it easy to get from suburbs to major city destinations
37% to 55% agree
- **There are concerns** that the proposed bus network:
 - Makes it easy to get to neighborhood destinations
30% to 50% agree



PUBLIC FEEDBACK SUMMARY OF KEY FINDINGS

KEY BENEFITS / CONCERNS FROM SURVEY

Top 3 Benefits Identified in Survey	
More frequent service	21% to 25%
Better / More direct routes	15% to 19%
More efficient system	9% to 15%
Top 3 Concerns Raised in Survey	
Restricted accessibility	22% to 23%
Don't like the plan	17% to 20%
Walking distances	17% to 29%

KEY BENEFITS / CONCERNS FROM WORKSHOPS

- More frequent service
- Better / More direct “*straighter*” routes
- Servicing new areas where there wasn’t service before
- Crosstown routes are better for east-west travel
- Rapid transit is welcome
- More late night service
- “*Better than expected*”

- Loss of service
- Still no service in new developments
- Walking distance
- Safety concerns (related to walking distance, LRT)
- Transfers / Connections (longer travel times, not confident ETS can time connections properly)
- Concerns about being “forced to take the LRT”
- Concerns for others (seniors, children, etc.)

PUBLIC FEEDBACK SUMMARY OF KEY FINDINGS

QUESTIONS FROM CITIZENS

- *How is my service changing?*
- *How many buses will be running?*
- *What happens to the community buses?*
- *Will new developments get service?*

There were also questions about:

- Routes running down main arterial streets
- Peak hour service
- Express routes and schedules

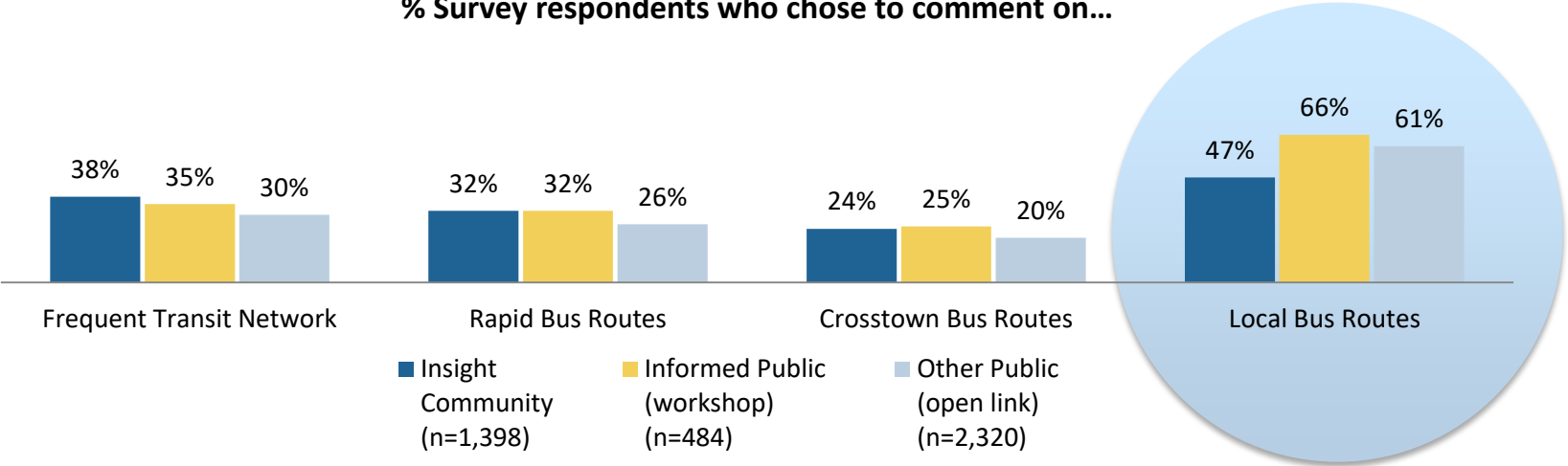
SUGGESTIONS FROM CITIZENS

- Take time to carefully educate the public
 - *“Big learning curve”*
 - *“You need to have the information straight”*
 - *“It’s hard to start over”*
 - *“This could be very confusing”*
- Route names
 - Some citizens want to keep the naming similar (to make routes easy to recognize)
 - Others believe the names should be different (to acknowledge that the system is completely different)
- Offer more service to multi-family developments
- Need better connection from Southwest to Southeast
- Need rapid transit on all main roads
- Need better connections to shopping centres and professional buildings

PUBLIC FEEDBACK ON SPECIFIC ROUTE TYPES

CITIZENS ARE MOST INTERESTED IN GIVING THEIR FEEDBACK ON LOCAL ROUTES

% Survey respondents who chose to comment on...



PUBLIC FEEDBACK ON FREQUENT BUS ROUTES

OVERALL

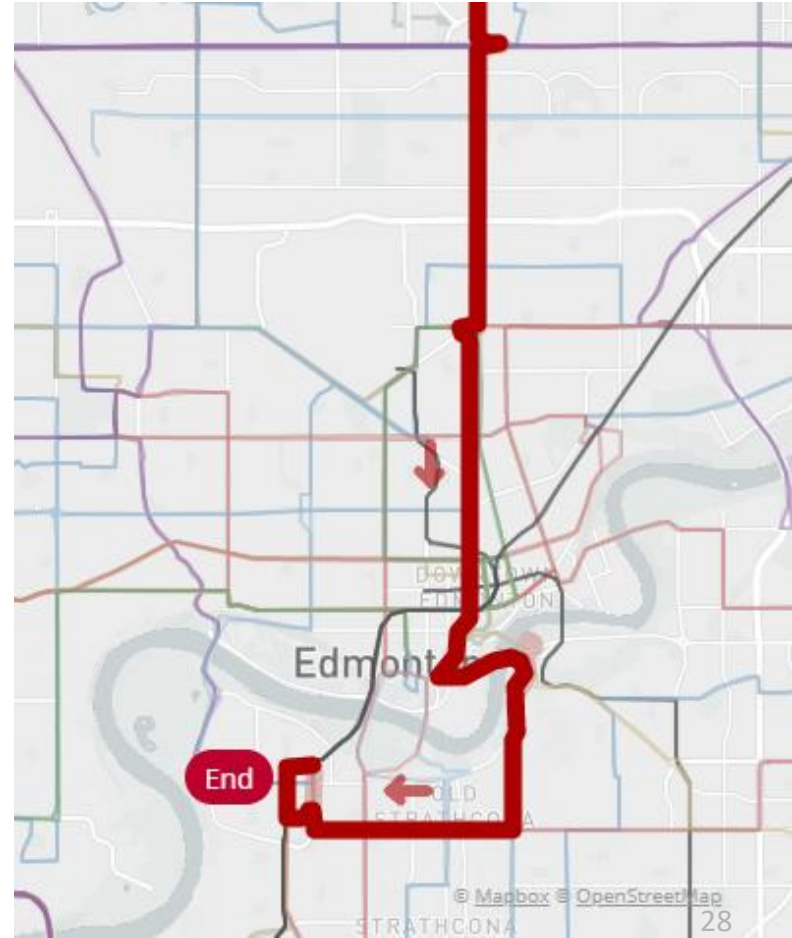
- Citizens believe that the **weekday and weekend frequency and schedules will meet users' needs**.
- They are **less confident about the routes themselves** (i.e., where the buses go).

WEEKDAYS

- **Citizens would like to see buses run more often during peak hours** on weekdays.
 - For the most part, they accept service levels proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).
 - They also approve of service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight).

WEEKENDS

- **Citizens would like to see buses run more often during the day on Sunday** (10:00 am to 7:00 pm).
 - For the most part, they accept the 20-minutes service frequency that has been proposed for early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight).
- **Some citizens would like to see buses run more often on Saturday evenings** (7:00 pm to midnight).
 - For the most part, they accept the service frequency proposed for early mornings (6:00 am to 8:00 am) and midday (8:00 am to 7:00 pm).
- **Some citizens would like to see weekend service extended to 2:30 am, most likely on Saturdays.**



PUBLIC FEEDBACK ON RAPID BUS ROUTES

OVERALL

- Citizens believe that the weekday **frequency and schedules will meet users' needs**.

WEEKDAYS

- **Citizens would like to see buses run more often during peak hours** on weekdays.
 - For the most part, citizens accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).
 - For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight) is acceptable.
- Citizens appear to be **content with the weekday span of service**, with few expressing a desire for extended hours.

WEEKENDS

- **Citizens want buses to run more often on**
 - Saturday midday
 - Saturday evenings
 - Sunday midday (10:00 to 7:00pm)
- Citizens want **Saturday service extended to 2:30 am**
- Some citizens want **more frequent early Sunday morning service** (more than every 60 minutes)



PUBLIC FEEDBACK ON CROSTOWN BUS ROUTES

OVERALL

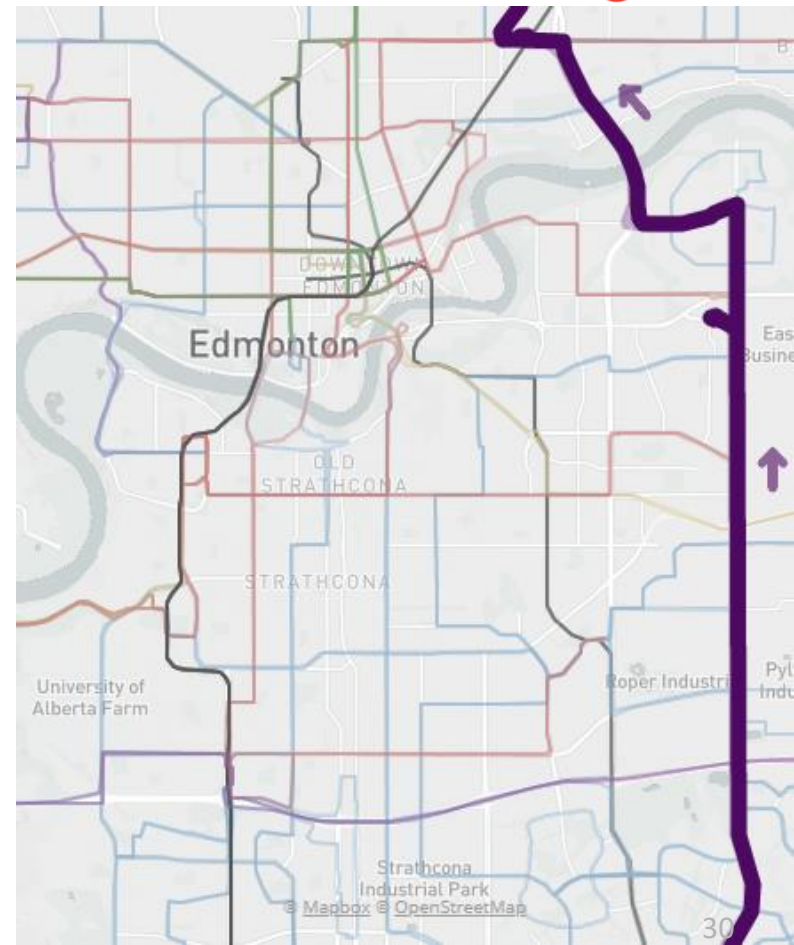
- Citizens are confident that the proposed **crosstown frequency, schedules and routes will meet users' needs**

WEEKDAYS

- **Citizens want buses to run more often during peak hours on weekday mornings and afternoons**
 - For the most part, they accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).
 - For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) is acceptable.
- **Some citizens would like to see weekday service extended to 2:30 am**

WEEKENDS

- **Citizens would like to see buses run more often throughout the day on Saturdays.**
- Citizens want **more frequent service during early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight).**
 - For the most part, they accept the 30-minute service frequency that has been proposed for midday.
- Citizens would like to see **weekend service extended to 2:30 am, most likely on Saturdays.**



PUBLIC FEEDBACK ON LOCAL BUS ROUTES

OVERALL

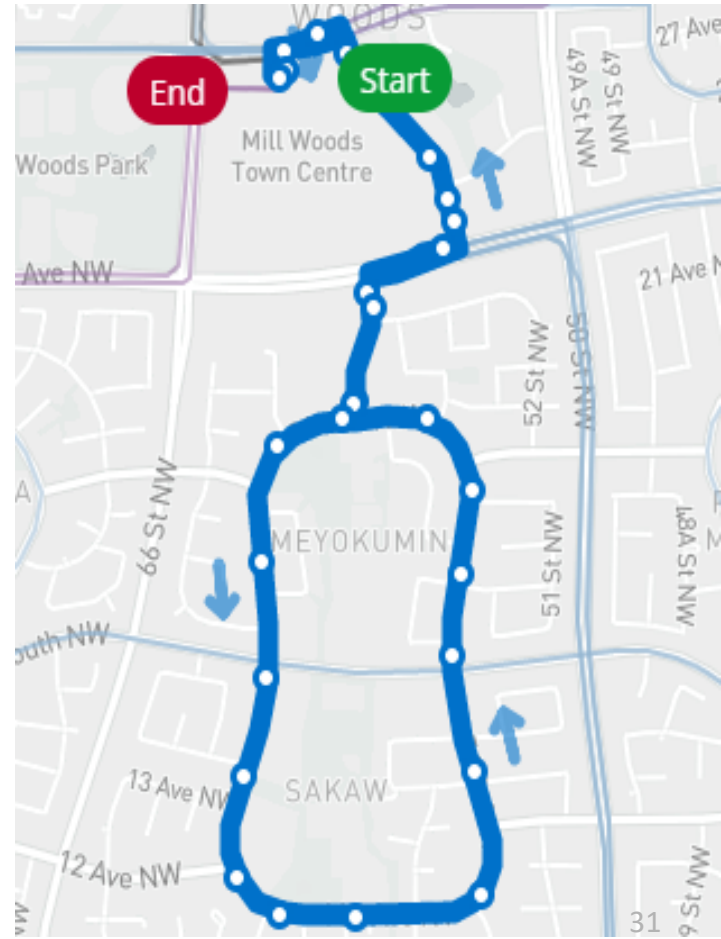
- Citizens are somewhat confident that **weekday frequency and schedules will meet users' needs**.
- Citizens appear confident that **weekend service will meet needs**.
- They are **less confident that the routes themselves** (i.e., where the buses go) will meet needs.

WEEKDAYS

- Citizens appear **satisfied with weekday span of service**, with few expressing a desire for extended hours.
- Citizens **would like to see buses run more often during peak hours on weekdays**.
 - They accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).
 - For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight) is acceptable.

WEEKENDS

- Citizens **would like to see buses run more often Saturday** early mornings (6:00 am to 8:00 am), as well as Saturday evenings (7:00 pm to midnight).
 - For the most part, they accept the service frequency proposed for midday (8:00 am to 7:00 pm).
- Citizens **would like to see buses run more often Sunday** early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight).
 - For the most part, they accept the 30-minutes service frequency that has been proposed for midday.
- Citizens **would like to see weekend service extended to 2:30 am, most likely on Saturdays only**.



DETAILED FINDINGS

OVERALL - PUBLIC FEEDBACK (ONLINE SURVEY AND PUBLIC WORKSHOPS)

PUBLIC FEEDBACK

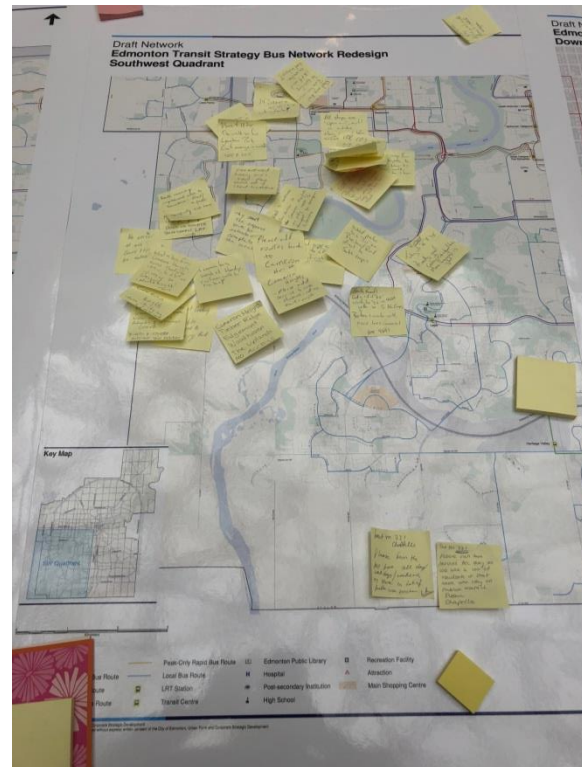
QUADRANT HIGHLIGHTS

SOUTHWEST

- Edmontonians from the Southwest quadrant of the city are generally less likely than other residents (particularly those from the Northeast) to agree that the bus network redesign offers a variety of services for various travel needs, as well as a variety of services for all Edmontonians, that it is easy to get from the suburbs to major destinations in the city, as well as other neighborhood destinations. Conversely, Southwest Edmontonians (Insight Community) are more likely than those in the Northeast as well as the Southeast to agree that the bus network redesign is easy to understand.
 - Furthermore, Southwest residents are generally less likely to consider the routes in general as a benefit of the network redesign.

SOUTHEAST

- While Southwest residents feel that the network redesign is easy to understand, Edmontonians residing in the Southeast are less likely to agree, indicating that further education is needed in these areas.
- Southeast residents appear to be concerned about transfers or schedules with the network redesign.



PUBLIC FEEDBACK

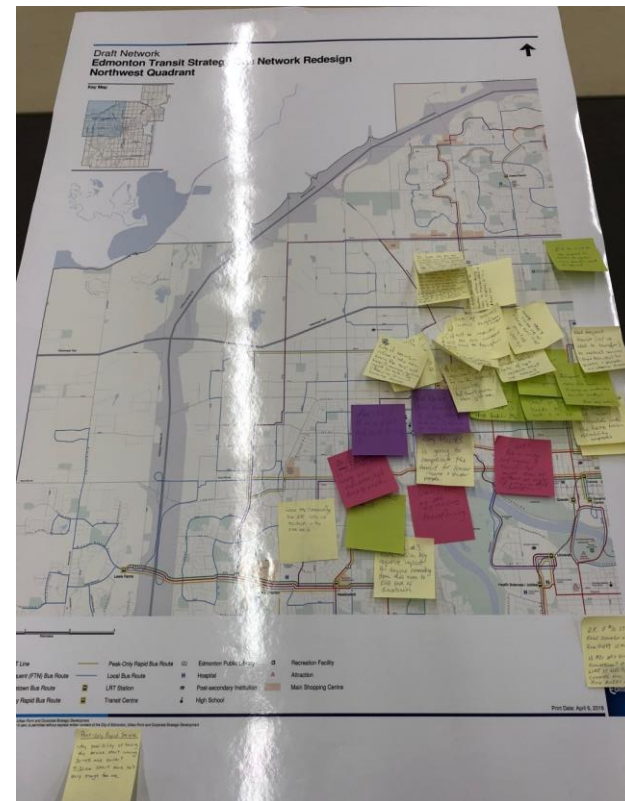
QUADRANT HIGHLIGHTS

NORTHWEST

- In regards to other quadrants and the benefits they feel are attained through the network redesign, Edmontonians in the Northwest are generally more likely to mention routes, as well as service frequency.

NORTHEAST

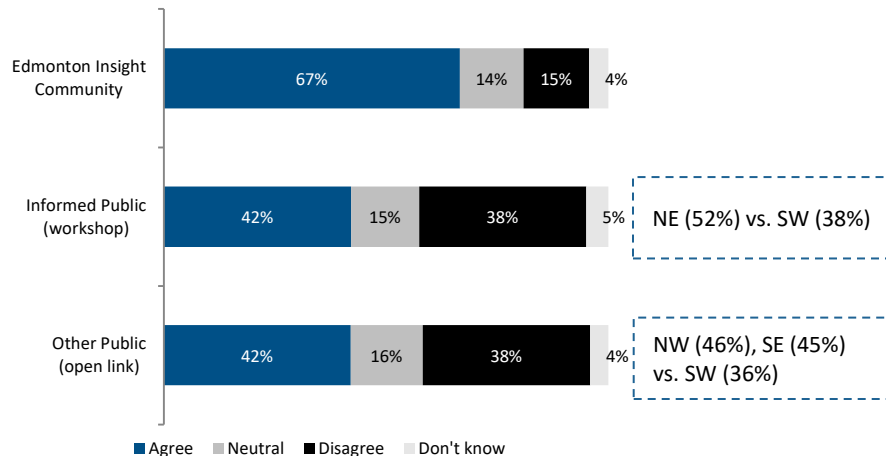
- In contrast to Southwest residents, who feel that the network redesign is easy to understand, Edmontonians in the Northeast are less likely to agree, indicating that further education is needed in these areas.



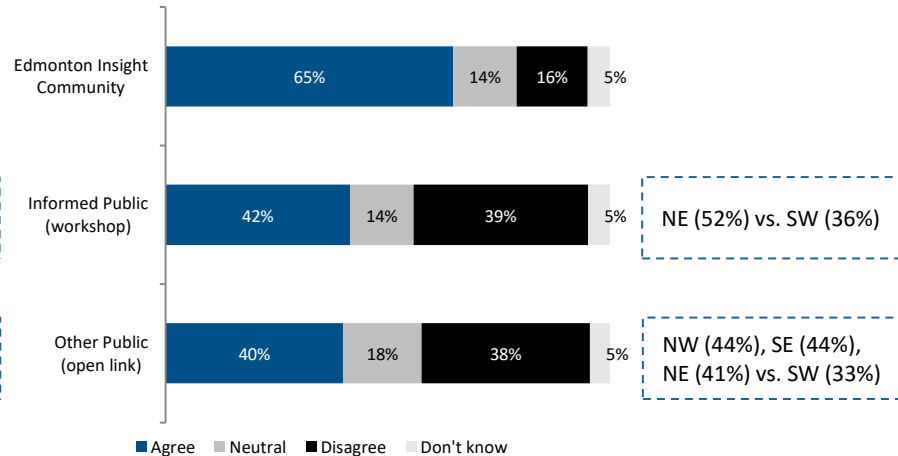
OVERALL OPINIONS OF THE BUS NETWORK REDESIGN

Citizens appear to be divided on whether or not the proposed bus network offers a variety of services for all citizens, and if the bus service will meet various travel needs.

Offers a variety of services for various travel needs



Offers a variety of services for all Edmontonians



Base: All respondents; Edmonton Insight Community (n=1,398); Informed Public (n=484); Other Public (n=2,320)

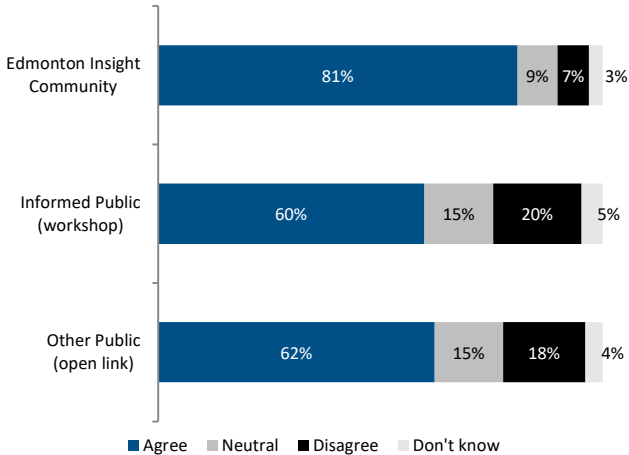
Q.1 - To what extent do you agree or disagree with the following statements regarding the proposed bus network design?

Region(s) more likely to agree compared to other region(s).

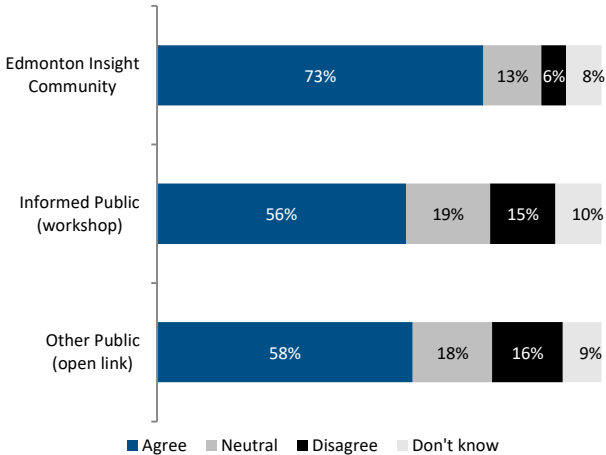
OVERALL OPINIONS OF THE BUS NETWORK REDESIGN

Citizens tend to agree that there will be frequent bus service in the inner areas of the city; that the proposed bus network will connect major destinations across the city.

Connects major destinations across the city



Buses will come very often in inner areas of the city



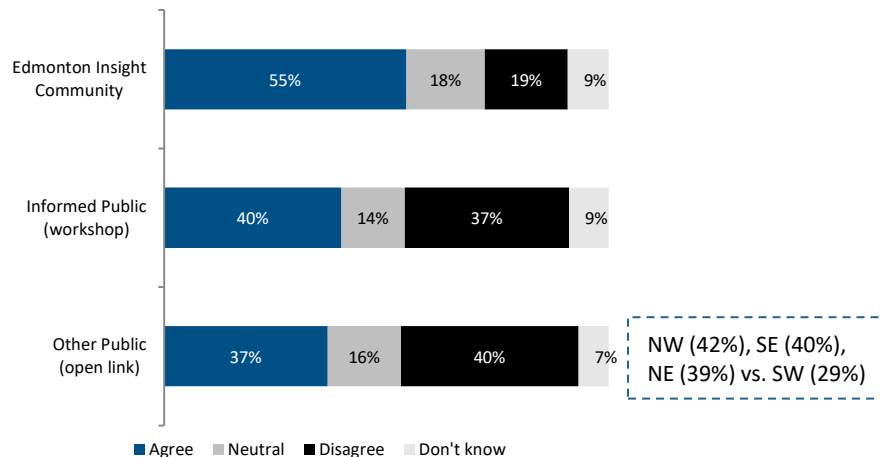
Base: All respondents; Edmonton Insight Community (n=1,398); Informed Public (n=484); Other Public (n=2,320)

Q.1 - To what extent do you agree or disagree with the following statements regarding the proposed bus network design?

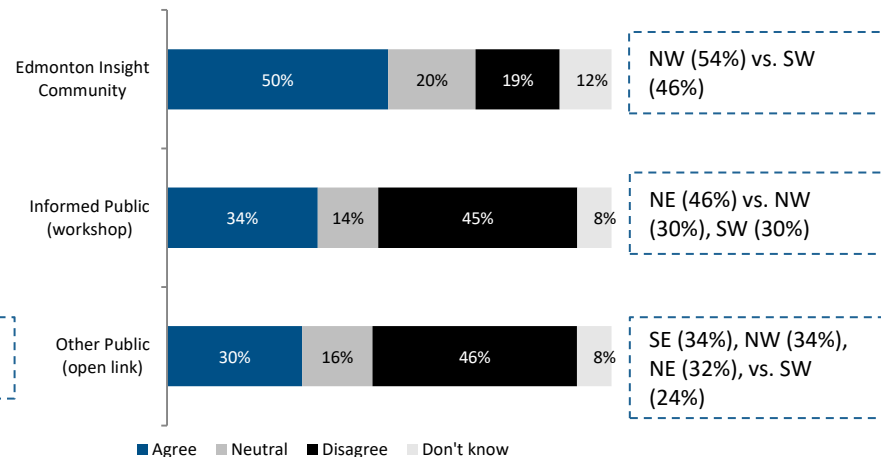
OVERALL OPINIONS OF THE BUS NETWORK REDESIGN

Some citizens believe that the proposed network will make it easy to travel from suburban areas to major destinations across the city; others will disagree. There are concerns that the proposed network will make it easy to travel within neighbourhoods to get to local destinations like schools, shopping, and recreation.

Easy to get from suburbs to major destinations across the city



Easy to get to neighbourhood destinations



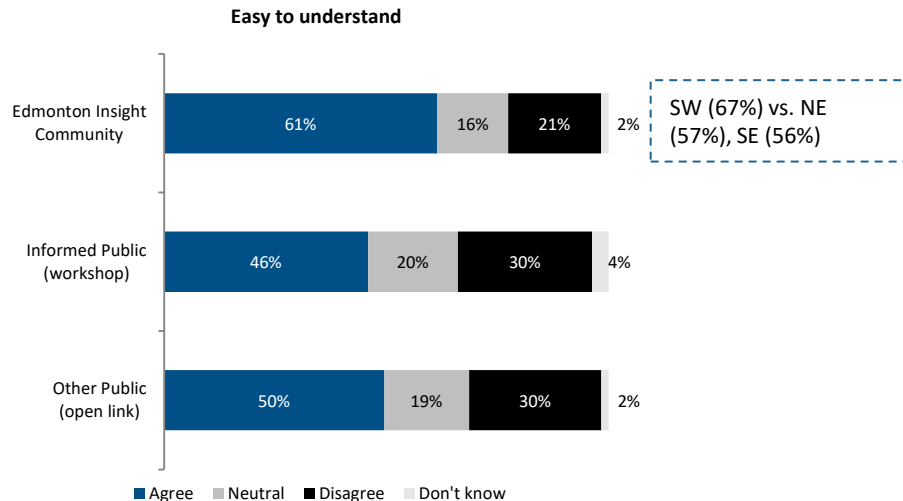
Base: All respondents; Edmonton Insight Community (n=1,398); Informed Public (n=484); Other Public (n=2,320)

Q.1 - To what extent do you agree or disagree with the following statements regarding the proposed bus network design?

Region(s) more likely to agree compared to other region(s).

OVERALL OPINIONS OF THE BUS NETWORK REDESIGN

Citizens tend to agree that the proposed network is easy to understand. However, one-third of citizens do not find the network easy to understand, and are likely to need education and support when the network is introduced.



Base: All respondents; Edmonton Insight Community (n=1,398); Informed Public (n=484); Other Public (n=2,320)

Q.1 - To what extent do you agree or disagree with the following statements regarding the proposed bus network design?

Region(s) more likely to agree compared to other region(s).

PERCEIVED BENEFITS OF BUS NETWORK REDESIGN

SUMMARY OF MAIN BENEFITS

	Edmonton Insight Community (n=995)	Informed Public (n=402)	Other Public (n=1,626)
OTHER	46%	34%	32%
Increased efficiency	15%	10%	9%
More/Different options to choose from	11%	6%	7%
Accessibility / Ease of access	9%	6%	6%
Cost effective / cost savings for the City	6%	4%	6%
ROUTES	34%	34%	30%
Better/Direct routes (faster, rapid)	19%	16%	15%
Crosstown routes	8%	6%	7%
SERVICE FREQUENCY	25%	23%	23%
More frequent buses / increased frequency	25%	21%	22%
ORIGIN / DESTINATION	7%	11%	10%
Better/Direct access to major destinations	4%	4%	5%

COMMENTS FROM CITIZENS

“Increased frequency and the layered approach will reduce waiting times and increase usefulness and ridership of the system.”

“Having high frequency bus routes are nice for planning a trip around. The consistency of the route (both frequency and schedule) make it easier to plan your day.”

“The main benefits seem to be speed and frequency, at least between major hubs and points of interest.”

“Direct faster transit rides with little to no stops.”

“It will best serve a wide variety of needs in a more efficient manner.”

“Efficiency and lowering travel time for people who rely on bus transportation.”

“Transit variety. Current routes are meandering and time consuming - the new strategy appears to be more efficient.”

PERCEIVED BENEFITS WITH BUS NETWORK REDESIGN

SUMMARY

- Agree with straight bus routes and more frequent service
- Better than expected
- Servicing areas where there wasn't service before
- Better for E-W transportation
- Crosstown route reviews are favorable
- Some agree that more frequent stops are better even if it means a longer commute
- Like the rapid transit idea
- Changes to late night service is appreciated
- Like direct access

COMMENTS FROM CITIZENS

"Great routes to South side where the new jobs, developments are." – Clareview participant

"Frequency and routes proposed are excellent; all time periods are terrific; this is excellent for the MacEwan area (lots of apartments) late night service will be excellent." – Eilerslie participant

"I think this is great. This is wonderful. Opens up the entire city for me." – West Edmonton Mall participant

"It's about time something like this happened. Really like the crosstown routes." – West Edmonton Mall participant

"New routes are later, more frequent and much better. More options." – Southgate participant

"Like that buses will go directly to things. Don't like having to walk so many blocks for a longer commute." – Millwoods Town Centre participant

"New system might work better, might have to walk further but it would be better." – Millwoods Town Centre participant

PERCEIVED BENEFITS OF BUS NETWORK REDESIGN

PERCEIVED BENEFITS OF THE NETWORK

	Edmonton Insight Community (n=995)	Informed Public (n=402)	Other Public (n=1,626)
ROUTES	34%	34%	30%
Better/Direct routes (faster, rapid)	19%	16%	15%
Crosstown routes	8%	6%	7%
Easy to understand routes	4%	2%	3%
Extended service reach/coverage	2%	3%	2%
Benefits people who live downtown	2%	1%	2%
Benefits people living along major routes	1%	2%	2%
Bus route mentions (specified bus, stop area)	1%	4%	3%
Benefits people in the inner city	<1%	3%	1%
SERVICE FREQUENCY	25%	23%	23%
More frequent buses / increased frequency	25%	21%	22%
Less waiting time	2%	3%	2%

	Edmonton Insight Community (n=995)	Informed Public (n=402)	Other Public (n=1,626)
ORIGIN / DESTINATION	7%	11%	10%
Better/Direct access to major destinations	4%	4%	5%
Better/Direct access to downtown	3%	5%	4%
Better/Direct access to schools/mall/hospital	2%	4%	3%
Better/Direct access to recreation facilities	<1%	2%	1%
SCHEDULES / SPAN OF SERVICE	4%	6%	4%
Better / improved hours of service	2%	2%	2%
Better / improved peak / rush service	1%	1%	1%
Better / improved weekend service	1%	1%	1%
Better / improved evening service	<1%	1%	1%
TRANSIT PRINCIPLES	4%	2%	2%
Increases ridership	3%	2%	2%
Improved capacity / reduced overcrowding	<1%	<1%	1%

Q.2a - What, if any, do you think are the main benefits of this proposed network?

PERCEIVED BENEFITS OF BUS NETWORK REDESIGN

PERCEIVED BENEFITS OF THE NETWORK (CONTINUED)

	Edmonton Insight Community (n=995)	Informed Public (n=402)	Other Public (n=1,626)
TRANSFERS	3%	4%	4%
Coordination between buses/LRT	3%	4%	3%
Reliability of bus transfers	1%	-	<1%
WALKING DISTANCES	1%	1%	1%
Proximity of bus stops (distance)	1%	1%	1%
OTHER	46%	34%	32%
Increased efficiency	15%	10%	9%
More/Different options to choose from	11%	6%	7%
Accessibility / Ease of access	9%	6%	6%
Cost effective / cost savings for the City	6%	4%	6%
Shorter travel time / save time	3%	4%	3%

	Edmonton Insight Community (n=995)	Informed Public (n=402)	Other Public (n=1,626)
Punctuality of service / Timeliness	2%	<1%	1%
Less traffic / congestion	2%	2%	1%
I like the service / great service (in general)	1%	2%	1%
Convenience	1%	1%	1%
Other	2%	3%	2%
None / Nothing / I don't see any benefits	9%	19%	22%
Don't know / No answer	5%	3%	4%

CITIZEN CONCERNS OVERALL WITH BUS NETWORK REDESIGN

SUMMARY OF MAIN CONCERNS

	Edmonton Insight Community (n=1,033)	Informed Public (n=419)	Other Public (n=1,953)
OTHER	53%	59%	55%
Restricted accessibility / poor ease of access	23%	23%	22%
Don't like the plan/proposal (in general)	17%	20%	18%
Accommodations for mobility impaired	9%	13%	10%
Reduced / No access for seniors/youth	5%	11%	7%
ROUTES	25%	36%	37%
Bus route mentions (specified bus, stop area)	10%	25%	22%
Too confusing / Need more route information	10%	4%	5%
Service reach/coverage / reduced	8%	10%	15%
WALKING DISTANCES	17%	29%	29%
Distance / walking distance to bus stops	17%	29%	29%
TRANSFERS	16%	16%	16%
Coordination between buses/LRT	10%	10%	8%

COMMENTS FROM CITIZENS

"Might be a little less convenient for people that live in the outer suburbs. If it's not convenient enough then people may just default to driving."

"Lack of accessibility. I do not think it's appropriate or inclusive to burden those with longer walking distances in order to increase frequency. Your system rewards the privilege of the able bodied and limits the disabled."

"That it won't make much difference."

"That the end result will not improve service much from the current network."

"My main concern is that the travel distances to get to many of the routes is too far for people with mobility issues."

"Longer walking times and distance to get to a bus stop especially in the winter."

CITIZEN CONCERNS OVERALL WITH BUS NETWORK REDESIGN

SUMMARY OF CONCERNS OVERALL

- Loss of service
- New areas being ignored
 - “SW growing but not being served.”
- Inconvenience (due to longer walking distances, caused by loss of routes and distance between routes) and safety concerns for:
 - Seniors
 - Children
 - Users with mobility issues
 - Evening travel/transfers
 - Using LRT (stairs, speed, going underground)
- Issues with route north of the Yellowhead
- Issues with the amount of transfers and the duration of commute
- Worried about the future of the LRT and the impact it is having on buses
 - Feel forced to take the LRT
 - “Don’t want to lose routes for shopping, and medical for seniors.”

COMMENTS FROM CITIZENS

“I haven't owned a car for 8 years, now I have to buy one.” – Clareview participant

“Disagree that people will be willing to walk further. Not happy about Kingsway transit very confusing, unsafe, and unreliable.” - Inglewood participant

“Using our neighborhood as a cut through around 139 street is dangerous - lots of kids, very condensed. Take the crosstown off and put it at 188th and 142nd instead. 75 buses a day going to 90.” - Inglewood participant

“Removing Wedgewood impacts the most vulnerable teens/seniors.” – Lois Hole Library participant

“Don't feel safe to have to go underground. Major safety concerns.” – Edmonton Tower participant

“Lives are going to be changed by this.” - TELUS World of Science participant

“Only having one bus on 132 ave will not serve the number of people with mobility issues.” – Londonderry Mall participant

“Service is wonderful for commuters but not good for “living bus users”.”– Bonnie Doon Mall participant

“Don't want to take LRT and transfers feel like backtracking.” – Millwoods Town Centre Participant

CITIZEN CONCERNS OVERALL WITH BUS NETWORK REDESIGN

CONCERNS ABOUT THE PROPOSED NETWORK

	Edmonton Insight Community (n=1,033)	Informed Public (n=419)	Other Public (n=1,953)
ROUTES	25%	36%	37%
Bus route mentions (specified bus, stop area)	10%	25%	22%
Too confusing / Need more route information	10%	4%	5%
Service reach/coverage / reduced	8%	10%	15%
WALKING DISTANCES	17%	29%	29%
Distance / walking distance to bus stops	17%	29%	29%
TRANSFERS	16%	16%	16%
Coordination between buses/LRT	10%	10%	8%
Reliability of bus transfers	5%	3%	4%
Longer commute / Many transfers	3%	5%	6%
SERVICE FREQUENCY	13%	11%	14%
Less frequent buses on specific routes	9%	7%	8%
Decreased frequency of weekend buses	1%	<1%	1%

	Edmonton Insight Community (n=1,033)	Informed Public (n=419)	Other Public (n=1,953)
30 minute interval is too long	1%	<1%	2%
Frequency of service during rush/peak hours	1%	2%	2%
15 minute interval is too long	1%	<1%	1%
Decreased frequency of buses in the evening	1%	<1%	1%
Maximum wait time is too long	1%	<1%	<1%
60 minute interval is too long	<1%	1%	1%
20 minute interval is too long	<1%	1%	<1%
Frequency issues (unspecified)	<1%	<1%	<1%
Decreased frequency of buses in the morning	<1%	-	<1%
TRANSIT PRINCIPLES	9%	16%	13%
Punctuality of service / Timeliness	6%	7%	6%
Overcrowding / capacity issues	2%	3%	2%
Security issues	1%	6%	5%

Q.2b - What, if any, are your main concerns about this proposed network?

CITIZEN CONCERNS OVERALL WITH BUS NETWORK REDESIGN

CONCERNS ABOUT THE PROPOSED NETWORK (CONTINUED)

	Edmonton Insight Community (n=1,033)	Informed Public (n=419)	Other Public (n=1,953)
Commuting experience (cleanliness, comfort)	<1%	1%	1%
SCHEDULES / SPAN OF SERVICE	7%	9%	8%
Reduced service the evening / at night	3%	4%	3%
Decrease in non-peak bus service	3%	2%	1%
Decrease in express service offer	2%	2%	2%
Reduced weekend hours of operation	1%	2%	2%
Service should start earlier in the morning	<1%	2%	1%
Reduced hours of operation during weekends	-	2%	-
ORIGIN / DESTINATION	7%	13%	13%
Reduced access to schools/mall/hospital	4%	10%	11%
Access / reduced access to downtown	3%	3%	3%
SIDEWALKS / SHELTERS MAINTENANCE	2%	6%	4%
Cleared area/sidewalks during winter	1%	5%	3%
Shelter issues / number of shelters	1%	1%	<1%

	Edmonton Insight Community (n=1,033)	Informed Public (n=419)	Other Public (n=1,953)
OTHER	53%	59%	55%
Restricted accessibility / poor ease of access	23%	23%	22%
Don't like the plan/proposal (in general)	17%	20%	18%
Accommodations for mobility impaired	9%	13%	10%
Reduced / No access for seniors/youth	5%	11%	7%
Service in winter/seasonal service	5%	7%	8%
Promotes car usage / Anti-ridership	3%	4%	5%
Price / cost issues	2%	2%	2%
Reduced access to parking (cost, spaces)	2%	1%	1%
Unsatisfied with current service offered	1%	2%	1%
Special bus service for major events	<1%	-	<1%
Other	5%	4%	4%
None / Nothing / No concerns	4%	2%	1%
Don't know / No answer	5%	4%	3%

Q.2b - What, if any, are your main concerns about this proposed network?

CITIZEN QUESTIONS ABOUT BUS NETWORK REDESIGN

SUMMARY OF KEY QUESTIONS

How is my service changing?

- Information need for before LRT expansion and after
- School transportation is a concern
- Routes down main arterial streets
- Routes to LRT stations
- Ring service concerns

How many buses will be running?

- Peak hours/rush hour
- Express routes/schedules
- Community buses

What happens to the community buses?

- Particularly high density areas
- More service needed to new development areas
- Concerns for seniors

COMMENTS FROM CITIZENS

“Could hourly service jog into our area?” – Ellerslie participant

“Why did they assume that outer areas do not need service like inner areas do?” – West Edmonton Mall participant

“What is the rationale in leaving a whole community without service?” – Lois Hole Library participant

“Ring service? 20-30 min frequency not going to get more people on buses.” – City Hall participant

“Why do express buses stop running?” – Southgate participant

“Why is frequency going down if multiple bus routes are being combined?” – Londonderry Mall participant

“Where will community bus network go? What will happen to smaller neighborhood buses?” – Strathcona Library participant

“How can we have better service with less buses?” – Bonnie Doon Mall participant

CITIZEN SUGGESTIONS ABOUT BUS NETWORK REDESIGN

SUMMARY SUGGESTIONS

- Big learning curve; need to have information straight; harder for an older person; could be very confusing
- Keep route names similar
- Have Rapid routes go to communities rather than downtown
- More service to multi-family developments (i.e. senior complexes, Chappelle, new development, etc.)
- Need better connection from SW to SE
- All main roads should have rapid bus routes
- More connections to parks
- More connections to shopping centers and professional buildings (i.e. Northgate Mall, Londonderry Mall, Northeast Professional Centre, etc.)
- More routes to downtown
- Important to have direct access to an LRT station.
- Need wheel chair buses that run every hour
- New routes need more north/south connections
- Need community bus for seniors
- Express routes/crosstown nothing in Northeast
 - Concern that all north east is Crosstown, want more north/south

COMMENTS FROM CITIZENS

“Intersect FTN with Local routes.” – Clareview participant

“Need better service along 23 Ave.” - Terwillegar participant

“Less frequent, smaller buses to compensate in winter.” – West Edmonton Mall participant

“Kingsway to Capilano needs to be more frequent.” – Lois Hole Library participant

“SE2 Great direct route, would like to see it run later in the evenings and weekends.” – Meadows Rec Centre participant

“Make sure bus goes through Blackburn especially in winter - not just residents, but family visits.” – Southgate participant

“Would like a community bus that can go to Bonnie Doon on a regular basis.” – Millwoods Town Centre participant

“Would like to see more buses go downtown instead of LRT for handicapped.” – Millwoods Town Centre participant

DETAILED FINDINGS

FREQUENT BUS ROUTES (ONLINE SURVEY RESULTS)

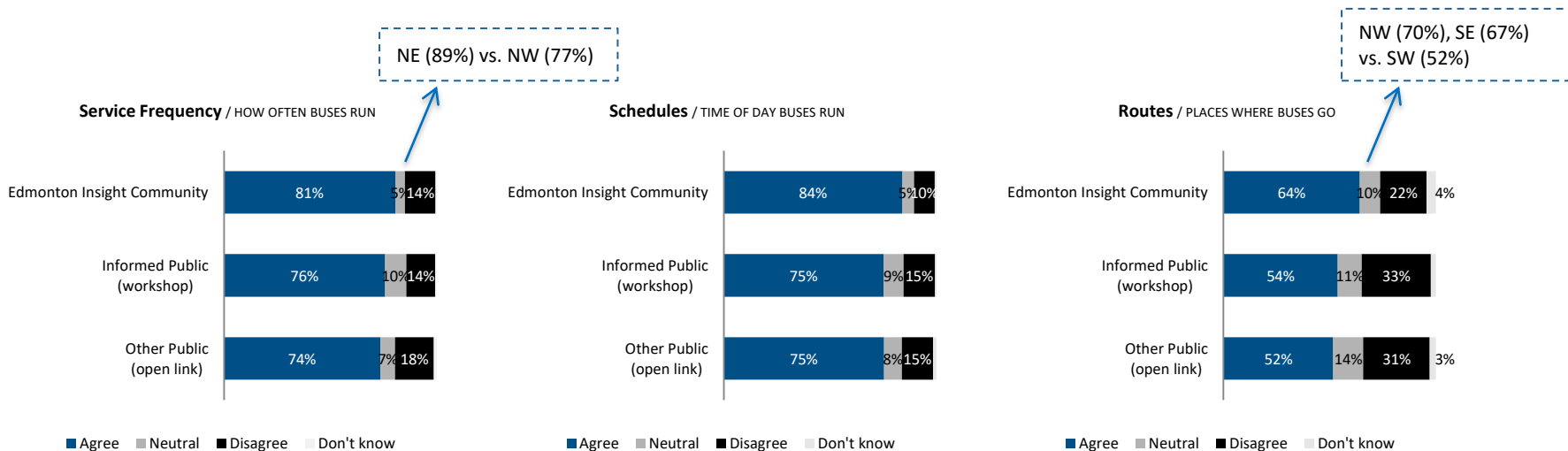
FEEDBACK ON FREQUENT BUS ROUTES

WEEKDAY SERVICE

FEEDBACK ON FREQUENT BUS ROUTES

% AGREEMENT THAT WEEKDAY SERVICE WILL MEET NEEDS

Citizens appear confident that the proposed weekday frequency and schedules will meet the needs of people who are likely to use this service. They are not as confident that the routes themselves (i.e., where the buses go) will meet users' needs.



Values less than 3% are not shown

Base: Edmontonians who chose to give feedback on Frequent Bus Routes; Edmonton Insight Community (n=512); Informed Public (n=169); Other Public (n=702)

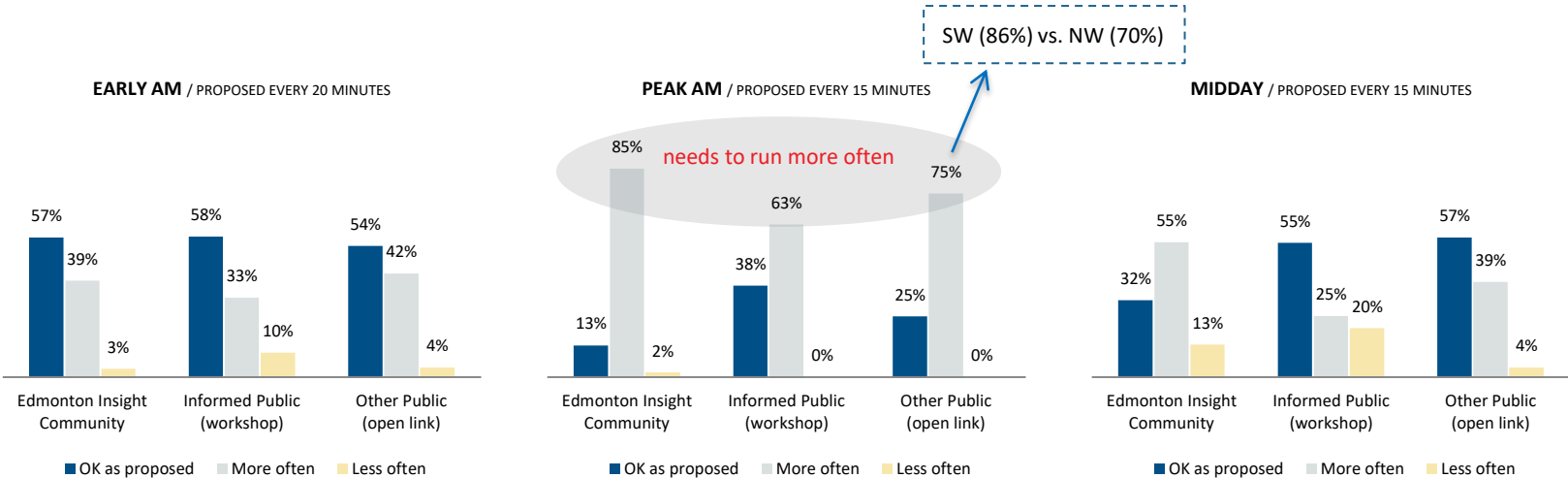
Q.3 - Do you agree or disagree that the following features of Frequent Bus Routes will meet the needs of people who are likely to use this service?

Region(s) more likely to agree compared to other region(s).

FEEDBACK ON FREQUENT BUS ROUTES

WEEKDAY AM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during peak hours on weekday mornings. For the most part, they accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).



Region(s) more likely to agree compared to other region(s).

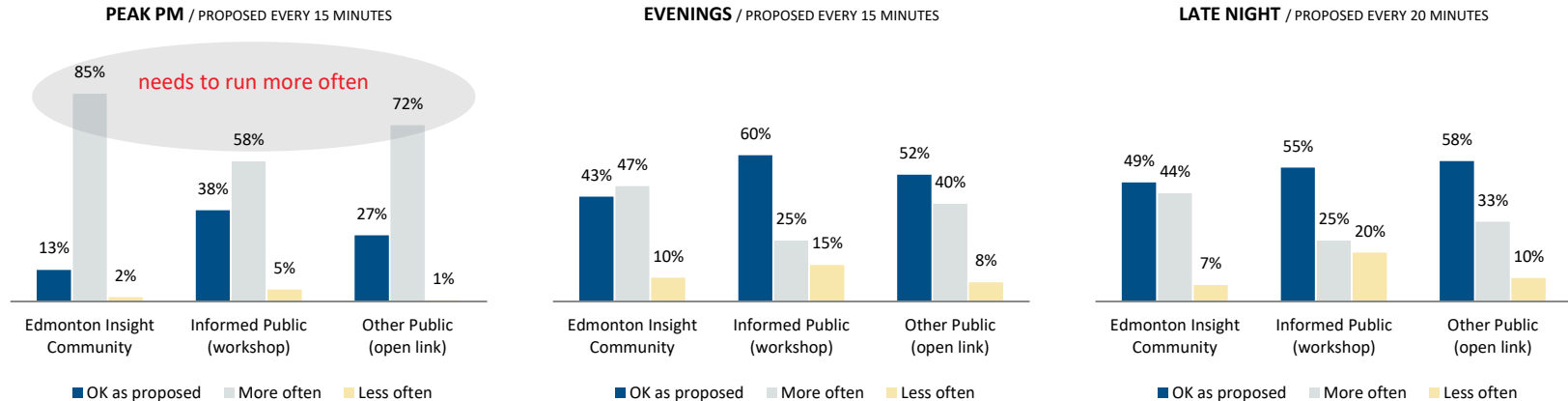
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=95); Informed Public (n=40); Other Public (n=177)

Q.3a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON FREQUENT BUS ROUTES

WEEKDAY PM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often than every 15 minutes during peak hours on weekday afternoons. For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight) is acceptable.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=95); Informed Public (n=40); Other Public (n=177)

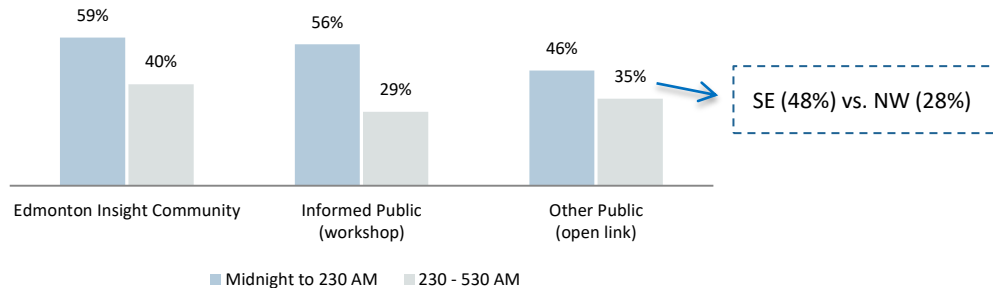
Q.3a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON FREQUENT BUS ROUTES

WEEKDAY SERVICE – SUGGESTED CHANGES TO SCHEDULE

Some citizens would like to see weekday service extended to 2:30 am

% Who want span of service to include...



Region(s) more likely to agree compared to other region(s).

Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=78); Informed Public (n=41); Other Public (n=162)

Q.3c - At what other times do you think the Frequent Bus service should run on weekdays?

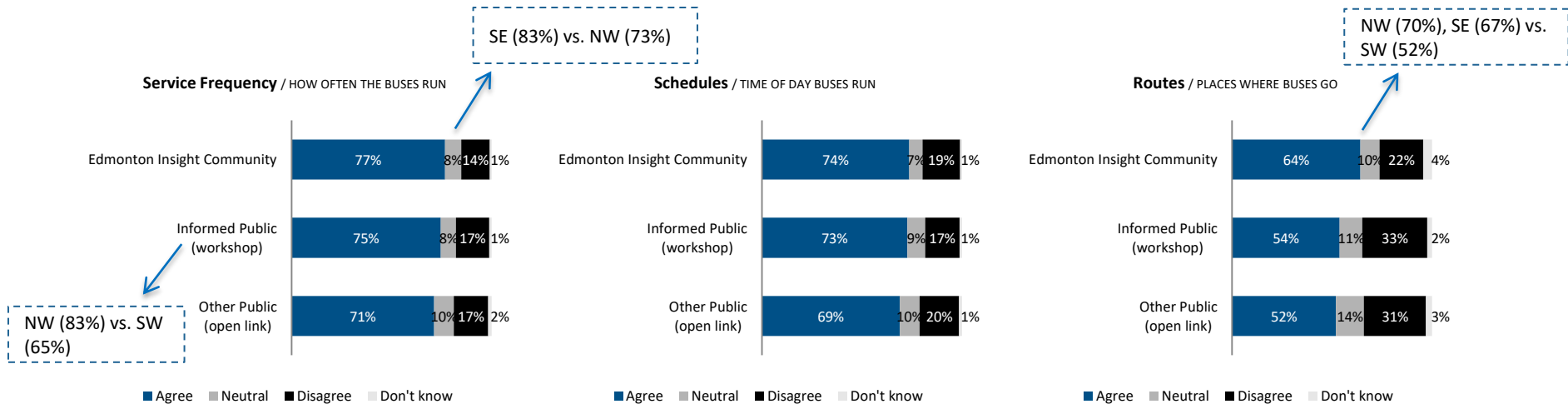
FEEDBACK ON FREQUENT BUS ROUTES

WEEKEND SERVICE

FEEDBACK ON FREQUENT BUS ROUTES

% AGREEMENT THAT WEEKEND SERVICE WILL MEET NEEDS

Citizens appear confident that the proposed weekend frequency and schedules will meet needs. They are less confident that the routes themselves (i.e., where the buses go) will meet needs.



Base: Edmontonians who chose to give feedback on Frequent Bus Routes; Edmonton Insight Community (n=512); Informed Public (n=169); Other Public (n=702)

Q.3 - Do you agree or disagree that the following features of Frequent Bus Routes will meet the needs of people who are likely to use this service?

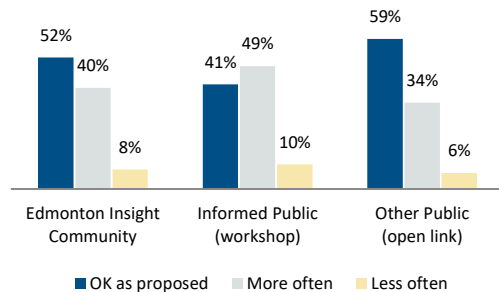
Region(s) more likely to agree compared to other region(s).

FEEDBACK ON FREQUENT BUS ROUTES

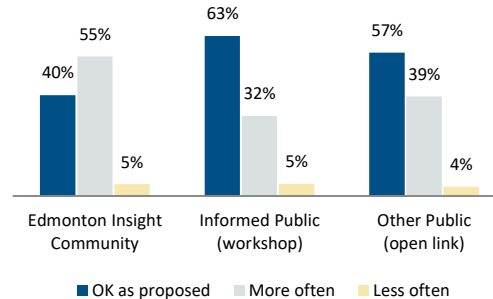
WEEKEND SATURDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Some citizens would like to see buses run more often on Saturday evenings (7:00 pm to midnight). For the most part, they accept the service frequency proposed for early mornings (6:00 am to 8:00 am) and midday (8:00 am to 7:00 pm).

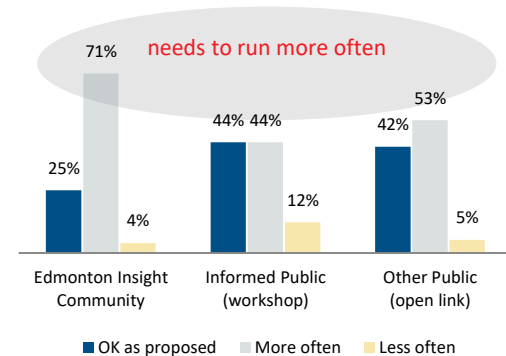
SATURDAY EARLY AM / PROPOSED EVERY 20 MINUTES



SATURDAY MIDDAY / PROPOSED EVERY 15 MINUTES



SATURDAY EVENING / PROPOSED EVERY 20 MINUTES



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=111); Informed Public (n=41); Other Public (n=190)

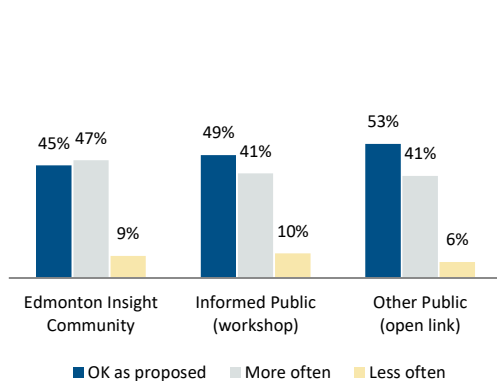
Q.3b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON FREQUENT BUS ROUTES

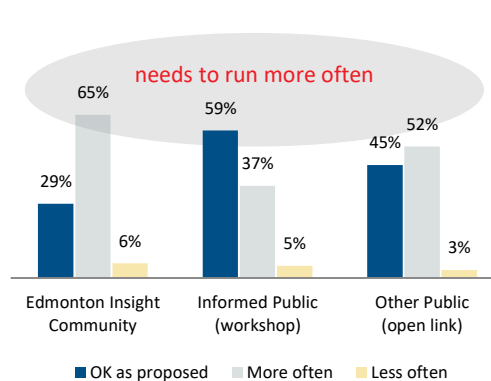
WEEKEND SUNDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during the midday on Sunday (10:00 am to 7:00 pm). For the most part, they accept the 20-minutes service frequency that has been proposed for early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight).

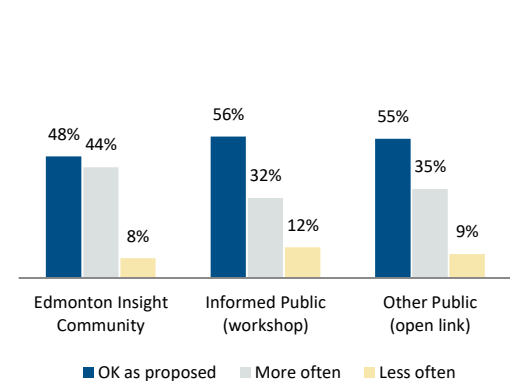
SUNDAY EARLY AM / PROPOSED EVERY 20 MINUTES



SUNDAY MIDDAY / PROPOSED EVERY 20 MINUTES



SUNDAY EVENING / PROPOSED EVERY 20 MINUTES



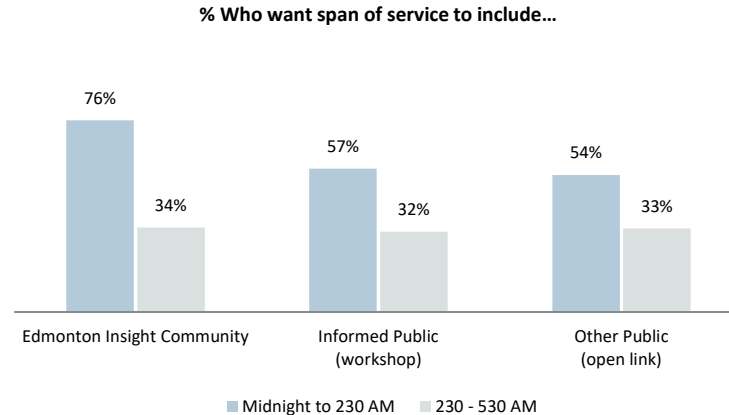
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=111); Informed Public (n=41); Other Public (n=190)

Q.3b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON FREQUENT BUS ROUTES

WEEKEND SERVICE – SUGGESTED CHANGES TO SCHEDULE

Some citizens would like to see weekend service extended to 2:30 am, most likely on Saturdays only, based on other findings in the report.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=130); Informed Public (n=44); Other Public (n=208)

Q.3d - At what other times do you think the Frequent Bus service should run on weekends?

FEEDBACK ON FREQUENT BUS ROUTES

GENERAL FINDINGS

FEEDBACK ON FREQUENT BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=156)	Informed Public (n=85)	Other Public (n=268)
SERVICE FREQUENCY	29%	18%	25%
Under 15 minutes expected (max wait time)	13%	7%	11%
More frequent buses (in general)	13%	8%	10%
15 minute interval is too long	9%	4%	6%
20 minute interval is too long	4%	-	4%
30 minute interval is too long	2%	1%	1%
60 minute interval is too long	1%	-	-
Increase frequency of buses in the evening	1%	-	1%
Increase frequency of weekend buses	1%	-	1%
Increase frequency of buses in the morning	-	-	<1%
SCHEDULES / SPAN OF SERVICE	22%	15%	18%
Extend service / run later in the evening /night	13%	7%	7%

	Edmonton Insight Community (n=156)	Informed Public (n=85)	Other Public (n=268)
Extend the weekend hours of operation	8%	7%	5%
Better service during rush/peak hours	6%	6%	7%
Service should start earlier in the morning	2%	-	4%
Increase non-peak bus service	-	1%	3%
ROUTES	20%	31%	22%
Bus route mentions (specified bus, stop area)	19%	31%	21%
Access to route information (in general)	1%	1%	1%
TRANSIT PRINCIPLES	13%	12%	9%
Punctuality of service / Timeliness	7%	4%	4%
Better security of service (in general)	3%	4%	3%
Reduce/Limit bus overcrowding	3%	7%	3%
Better atmosphere (cleanliness, comfort)	1%	1%	-

Base: Edmontonians who chose to comment on Frequent Bus Routes

Q.3f - Would you like to provide any further comments about Frequent Bus Routes?

FEEDBACK ON FREQUENT BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=156)	Informed Public (n=85)	Other Public (n=268)
TRANSFERS	12%	9%	10%
Assure coordination between buses/LRT	8%	7%	10%
Reliability of bus transfers	3%	5%	1%
NEW SERVICE REQUESTS	10%	13%	14%
Extend service reach/coverage (in general)	7%	12%	11%
Offer 24/7 service (in general)	3%	1%	3%
ORIGIN / DESTINATION	8%	5%	6%
Better/Direct access to downtown	6%	-	3%
Better/Direct access to schools/mall/hospital	4%	5%	4%
WALKING DISTANCES	1%	7%	3%
Proximity of bus stops (distance)	1%	7%	3%

	Edmonton Insight Community (n=156)	Informed Public (n=85)	Other Public (n=268)
OTHER	43%	40%	41%
Accessibility / Ease of access	14%	6%	10%
Disapproval of proposal (reduction of service)	13%	14%	14%
I like the service/proposal (in general)	10%	7%	10%
Increase express/direct/reserved lane service	3%	5%	2%
Improve winter/seasonal service (in general)	2%	4%	1%
Special bus service for major events	2%	-	-
Accommodations for mobility impaired	1%	5%	3%
Better accessibility to parking (cost, spaces)	1%	1%	<1%
Unsatisfied with current service offered	<1%	-	1%
Consult with transit users (general)	-	1%	1%
Other	5%	4%	6%
None / Nothing	11%	2%	8%
Don't know / No answer	1%	12%	4%

Base: Edmontonians who chose to comment on Frequent Bus Routes

Q.3f - Would you like to provide any further comments about Frequent Bus Routes?

DETAILED FINDINGS

RAPID BUS ROUTES (ONLINE SURVEY RESULTS)

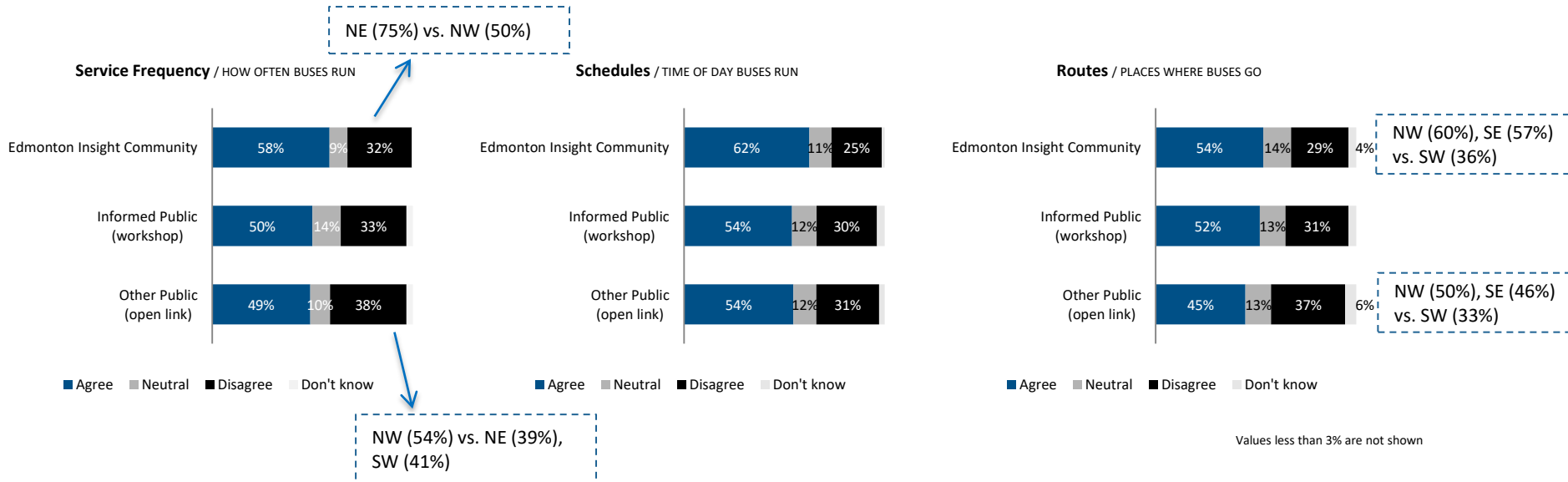
FEEDBACK ON RAPID BUS ROUTES

WEEKDAY SERVICE

FEEDBACK ON RAPID BUS ROUTES

% AGREEMENT THAT WEEKDAY SERVICE WILL MEET NEEDS

Citizens appear fairly confident that the proposed weekday frequency, schedules and routes will meet the needs of people who are likely to use this service.



Base: Edmontonians who chose to give feedback on Rapid Bus Routes; Edmonton Insight Community (n=422); Informed Public (n=156); Other Public (n=606)

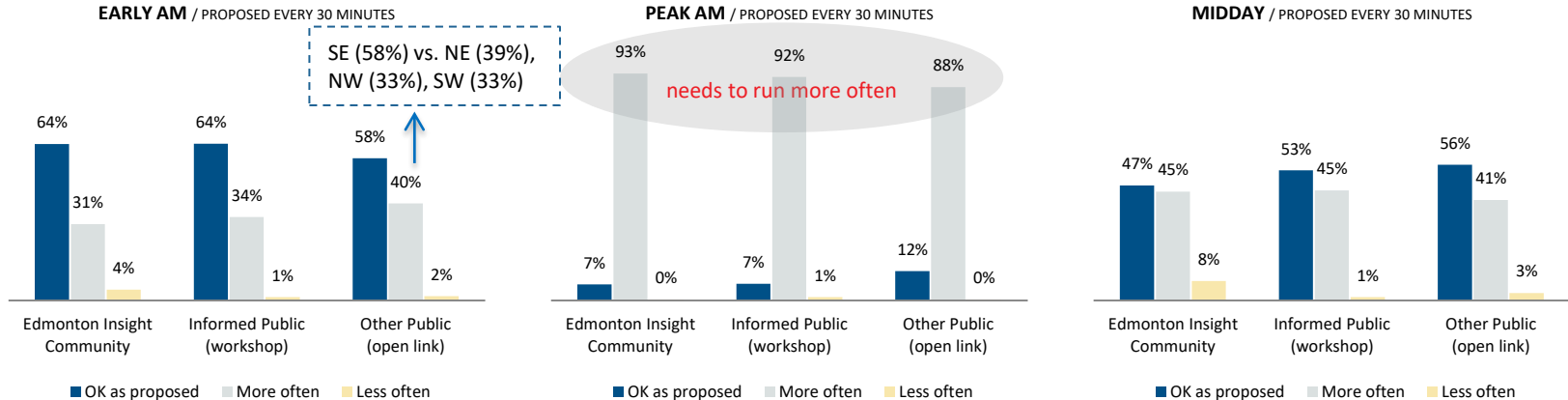
Q.4 - Do you agree or disagree that the following features of Rapid Bus Routes will meet the needs of people who are likely to use this service?

Region(s) more likely to agree compared to other region(s).

FEEDBACK ON RAPID BUS ROUTES

WEEKDAY AM SERVICE – SUGGESTED CHANGES TO FREQUENCY

The vast majority of citizens would like to see buses run more often during peak hours on weekday mornings. For the most part, they accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).



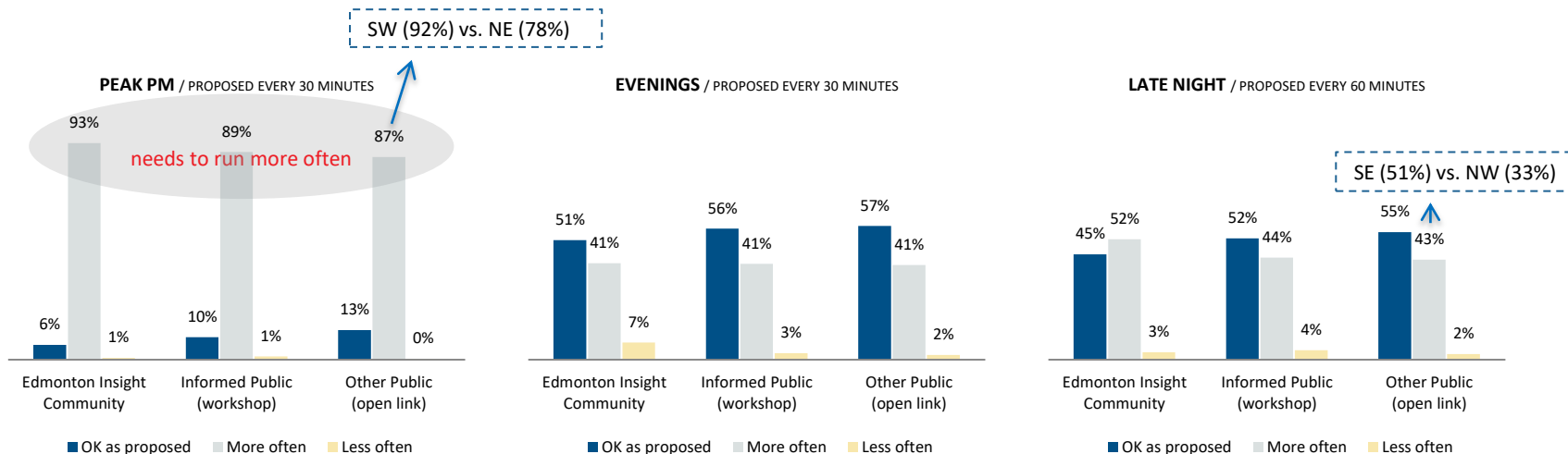
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=169); Informed Public (n=73); Other Public (n=291)

Q.4a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON RAPID BUS ROUTES

WEEKDAY PM SERVICE – SUGGESTED CHANGES TO FREQUENCY

The vast majority of citizens would like to see buses run more often than every 30 minutes during peak hours on weekday afternoons. For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight) is acceptable.



Region(s) more likely to agree compared to other region(s).

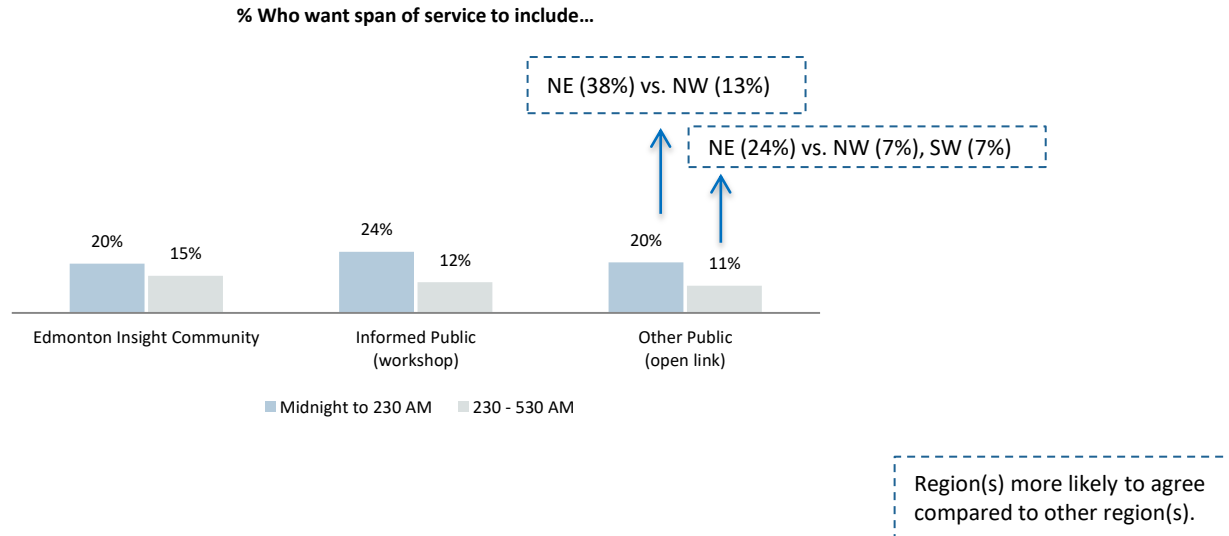
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=169); Informed Public (n=73); Other Public (n=291)

Q.4a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON RAPID BUS ROUTES

WEEKDAY SERVICE – SUGGESTED CHANGES TO SCHEDULE

Citizens appear to be content with the service schedule during weekdays, with few expressing a desire for extended hours.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=150); Informed Public (n=66); Other Public (n=259)

Q.4c - At what other times do you think the Rapid Bus service should run on weekdays?

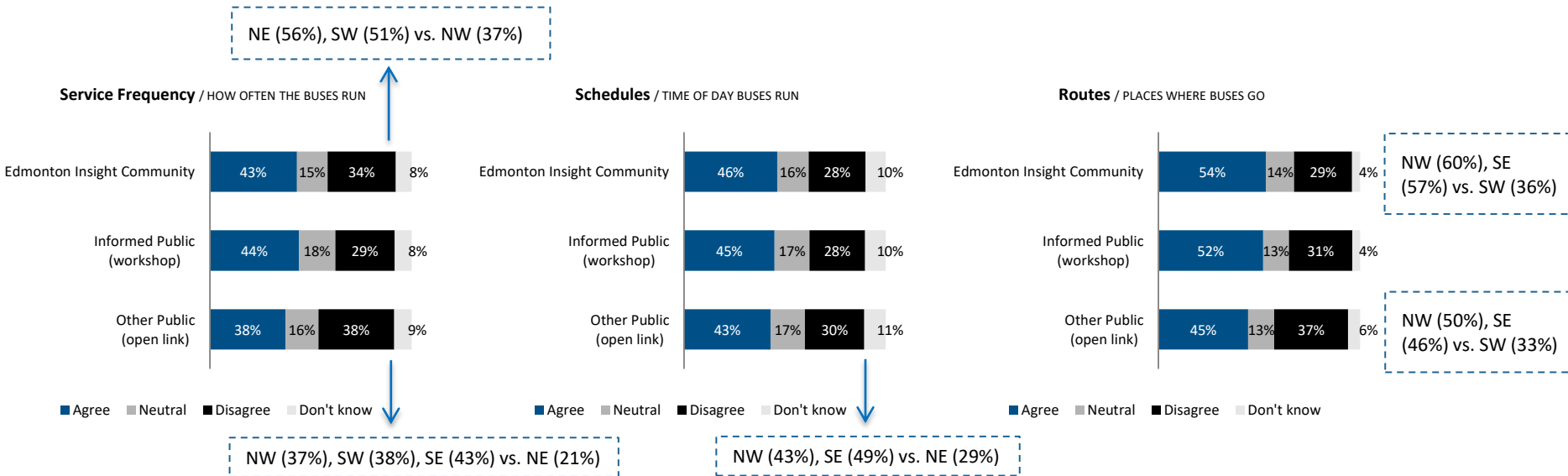
FEEDBACK ON RAPID BUS ROUTES

WEEKEND SERVICE

FEEDBACK ON RAPID BUS ROUTES

% AGREEMENT THAT WEEKEND SERVICE WILL MEET NEEDS

Citizens are somewhat confident that the proposed weekend service routes will meet needs. They are less confident that the service frequency and schedules will meet needs.



Base: Edmontonians who chose to give feedback on Rapid Bus Routes; Edmonton Insight Community (n=422); Informed Public (n=156); Other Public (n=606)

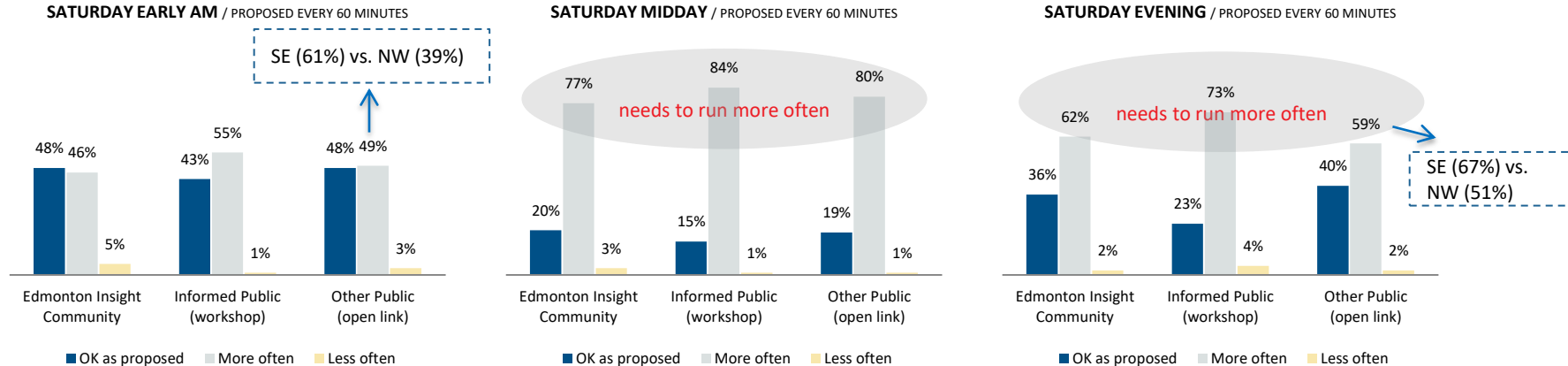
Q.4 - Do you agree or disagree that the following features of Rapid Bus Routes will meet the needs of people who are likely to use this service?

Region(s) more likely to agree compared to other region(s).

FEEDBACK ON RAPID BUS ROUTES

WEEKEND SATURDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during midday and evenings on Saturdays.



Region(s) more likely to agree compared to other region(s).

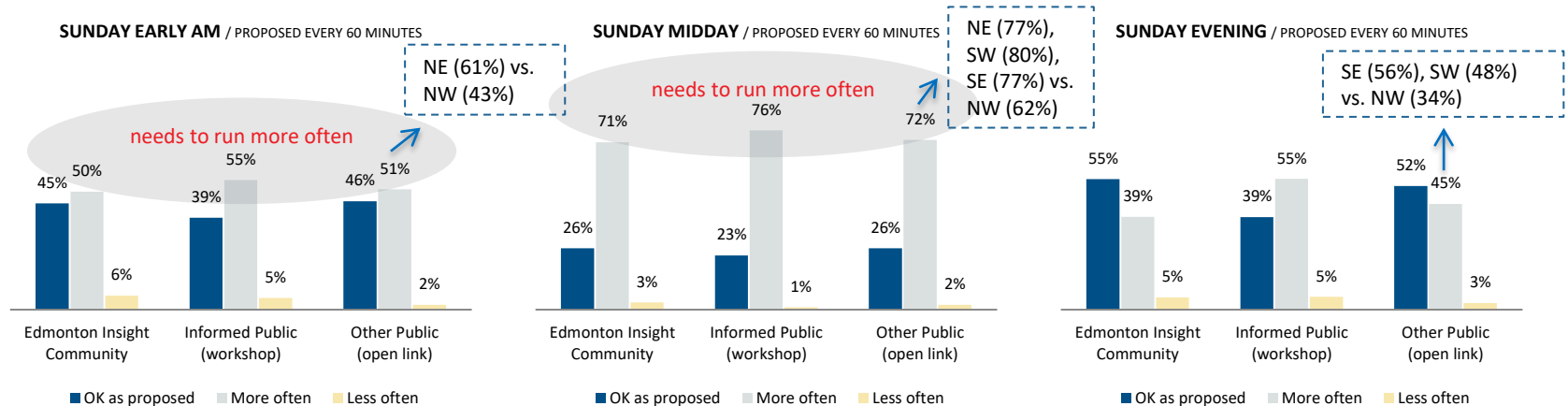
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=207); Informed Public (n=74); Other Public (n=326)

Q.4b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON RAPID BUS ROUTES

WEEKEND SUNDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Some citizens would like to see buses run more often than every 60 minutes early Sunday mornings, while most citizens would like to see buses run more often during the midday on Sunday (10:00 am to 7:00 pm).



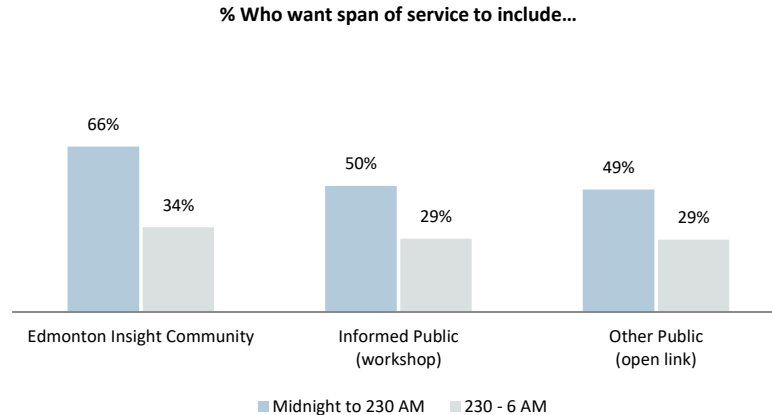
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=207); Informed Public (n=74); Other Public (n=326)

Q.4b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON RAPID BUS ROUTES

WEEKEND SERVICE – SUGGESTED CHANGES TO SCHEDULE

Citizens would like to see weekend service extended to 2:30 am, most likely on Saturdays only, based on other findings in the report.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=185); Informed Public (n=70); Other Public (n=282)

Q.4d - At what other times do you think the Rapid Bus service should run on weekends?

FEEDBACK ON FREQUENT BUS ROUTES

GENERAL FINDINGS

FEEDBACK ON RAPID BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=165)	Informed Public (n=68)	Other Public (n=253)
SCHEDULES / SPAN OF SERVICE	26%	24%	22%
Extend the weekend hours of operation	10%	4%	7%
Better service during rush/peak hours	7%	12%	8%
Service should start earlier in the morning	7%	1%	3%
Increase non-peak bus service	2%	4%	3%
SERVICE FREQUENCY	20%	25%	22%
More frequent buses (in general)	10%	16%	12%
30 minute interval is too long	7%	1%	6%
60 minute interval is too long	6%	6%	3%
Under 15 minutes expected (max wait time)	3%	7%	3%
20 minute interval is too long	1%	-	<1%
Increase frequency of buses in the morning	-	-	2%
Increase frequency of buses during the weekend	<1%	-	1%

	Edmonton Insight Community (n=165)	Informed Public (n=68)	Other Public (n=253)
ROUTES	20%	25%	21%
Bus route mentions (specified bus, stop area)	15%	25%	20%
Access to route information (in general)	5%	-	1%
TRANSFERS	11%	15%	13%
Assure coordination between buses/LRT	10%	13%	11%
Reliability of bus transfers	2%	4%	2%
TRANSIT PRINCIPLES	8%	7%	12%
Punctuality of service / Timeliness	5%	6%	6%
Reduce/Limit bus overcrowding	3%	1%	5%
Better security of service (in general)	<1%	-	1%
Better atmosphere (cleanliness, comfort)	-	-	1%

Base: Edmontonians who chose to comment on Rapid Bus Routes
 Q.4f - Would you like to provide any further comments about Rapid Bus Routes?

FEEDBACK ON RAPID BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=165)	Informed Public (n=68)	Other Public (n=253)
NEW SERVICE REQUESTS	7%	9%	9%
Extend service reach/coverage (in general)	7%	9%	8%
Offer 24/7 service (in general)	<1%	-	2%
WALKING DISTANCES	4%	10%	3%
Proximity of bus stops (distance)	4%	10%	3%
ORIGIN / DESTINATION	3%	4%	9%
Better/Direct access to schools/mall/hospital/centre	3%	3%	6%
Better/Direct access to downtown	1%	1%	4%
SIDEWALKS AND SHELTERS MAINTENANCE		1%	1%
Clear area/sidewalks during winter	-	-	1%
Provide weather protected shelters	-	1%	<1%

	Edmonton Insight Community (n=165)	Informed Public (n=68)	Other Public (n=253)
OTHER	47%	47%	45%
I like the service/proposal (in general)	8%	12%	6%
Disapproval of route proposal (reduction of service)	14%	15%	10%
Unsatisfied with current service offered	2%	1%	<1%
Accessibility / Ease of access	11%	7%	10%
Increase express/direct/reserved lane service offer (in general)	7%	12%	15%
Better accessibility to parking (cost, spaces)	2%	-	<1%
Consult with transit users (in general)	1%	-	1%
Improve winter/seasonal service (in general)	<1%	1%	1%
Accommodations for mobility impaired	<1%	1%	-
Other	9%	6%	6%
None / Nothing	5%	1%	6%
Don't know / No answer	2%	10%	6%

Base: Edmontonians who chose to comment on Rapid Bus Routes
 Q.4f - Would you like to provide any further comments about Rapid Bus Routes?

DETAILED FINDINGS

CROSSTOWN BUS ROUTES (ONLINE SURVEY RESULTS)

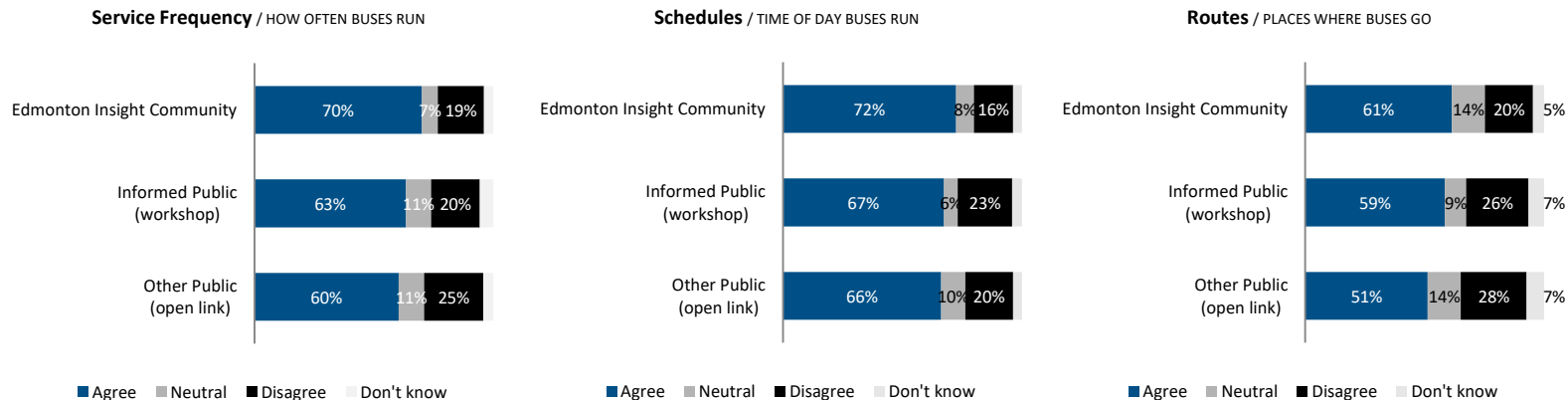
FEEDBACK ON CROSSTOWN BUS ROUTES

WEEKDAY SERVICE

FEEDBACK ON CROSTOWN BUS ROUTES

% AGREEMENT THAT WEEKDAY SERVICE WILL MEET NEEDS

Citizens are confident that the proposed weekday frequency, schedules and routes will meet the needs of people who are likely to use this service.



Values less than 3% are not shown

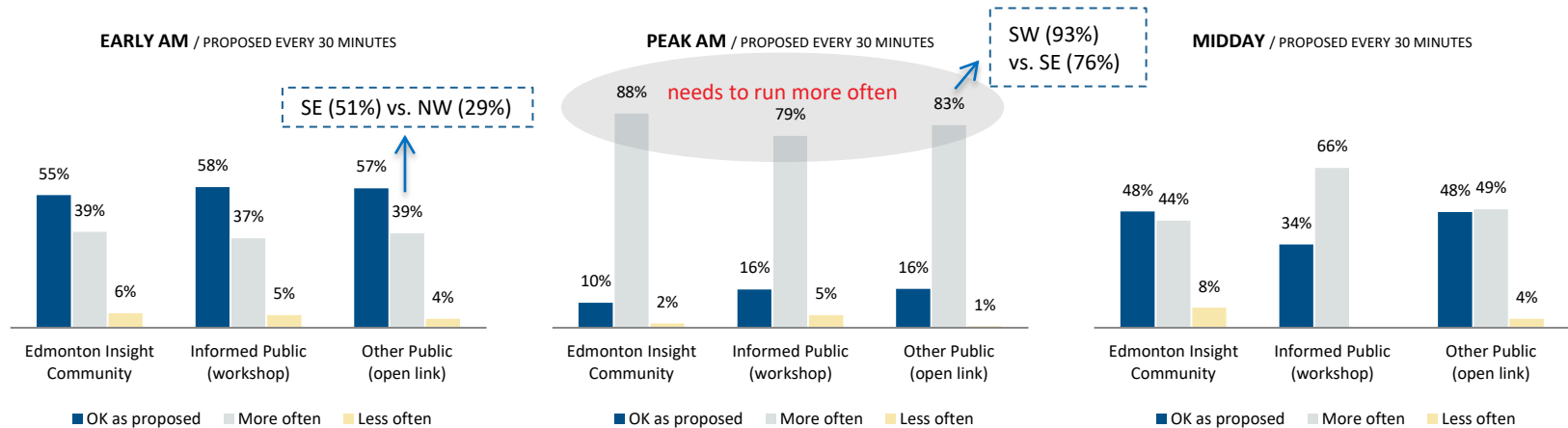
Base: Edmontonians who chose to give feedback on Crosstown Bus Routes; Edmonton Insight Community (n=320); Informed Public (n=123); Other Public (n=456)

Q.5 - Do you agree or disagree that the following features of Crosstown Bus Routes will meet the needs of people who are likely to use this service?

FEEDBACK ON CROSTOWN BUS ROUTES

WEEKDAY AM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during peak hours on weekday mornings. For the most part, they accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).



Region(s) more likely to agree compared to other region(s).

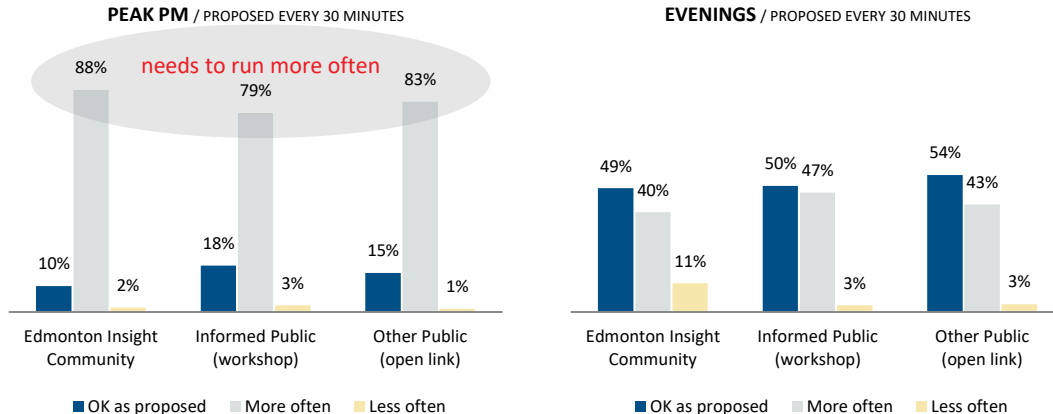
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=80); Informed Public (n=38); Other Public (n=162)

Q.5a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON CROSTOWN BUS ROUTES

WEEKDAY PM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often than every 30 minutes during peak hours on weekday afternoons. For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) is acceptable.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=80); Informed Public (n=40); Other Public (n=162)

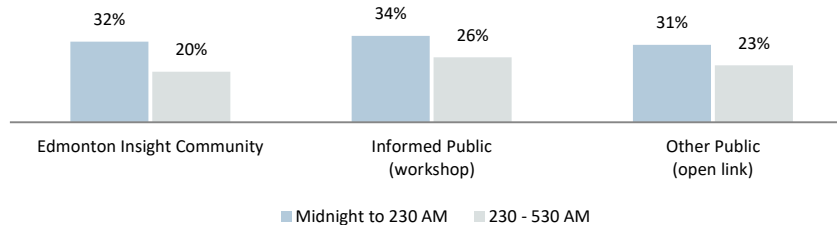
Q.5a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON CROSTOWN BUS ROUTES

WEEKDAY SERVICE – SUGGESTED CHANGES TO SCHEDULE

Some citizens would like to see weekday service extended to 2:30 am

% Who want span of service to include...



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=76); Informed Public (n=35); Other Public (n=137)

Q.5c - At what other times do you think the Crosstown Bus service should run on weekdays?

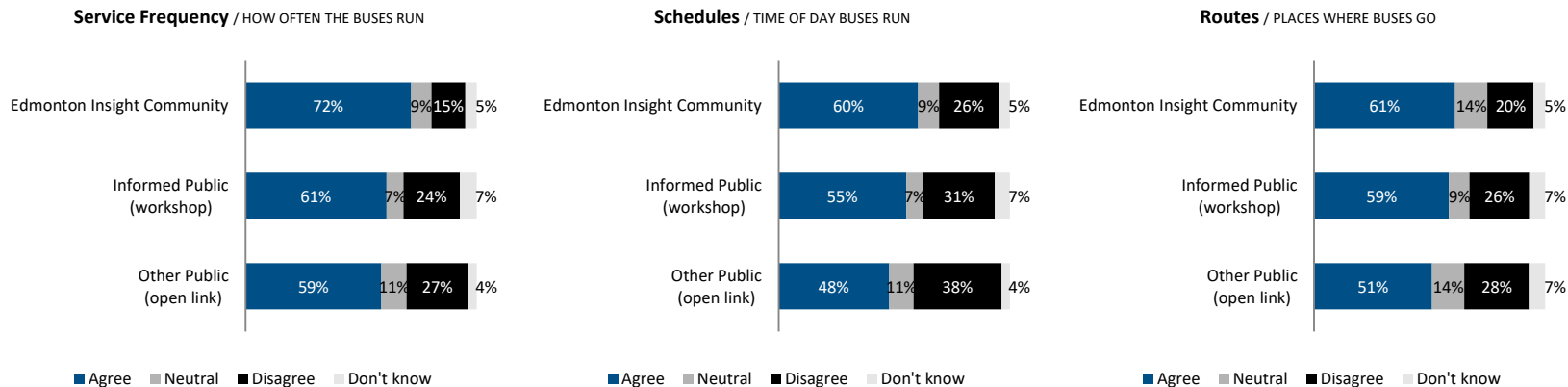
FEEDBACK ON CROSSTOWN BUS ROUTES

WEEKEND SERVICE

FEEDBACK ON CROSTOWN BUS ROUTES

% AGREEMENT THAT WEEKEND SERVICE WILL MEET NEEDS

Citizens appear confident that the proposed weekend frequency, schedules and routes will meet needs.



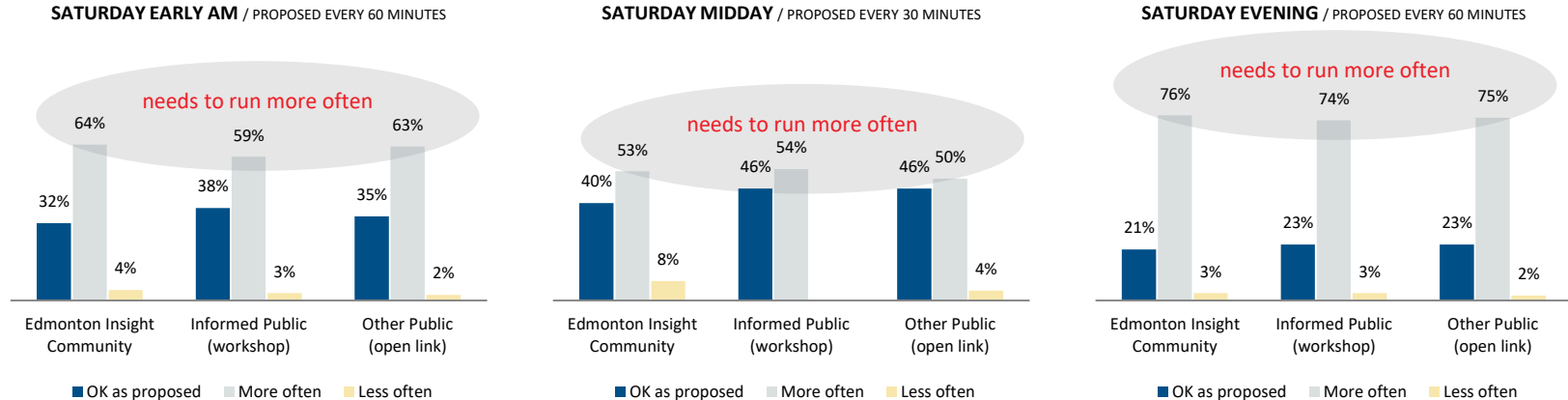
Base: Edmontonians who chose to give feedback on Crosstown Bus Routes; Edmonton Insight Community (n=320); Informed Public (n=123); Other Public (n=456)

Q.5 - Do you agree or disagree that the following features of Crosstown Bus Routes will meet the needs of people who are likely to use this service?

FEEDBACK ON CROSTOWN BUS ROUTES

WEEKEND SATURDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often throughout the day on Saturdays.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=74); Informed Public (n=39); Other Public (n=171)

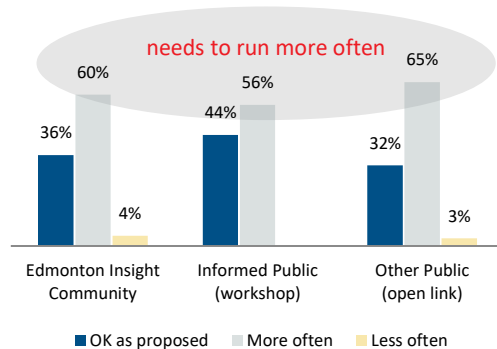
Q.5b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON CROSTOWN BUS ROUTES

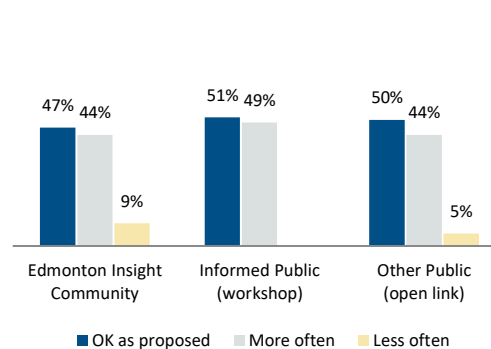
WEEKEND SUNDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often than every 60 minutes during early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight). For the most part, they accept the 30-minute service frequency that has been proposed for midday.

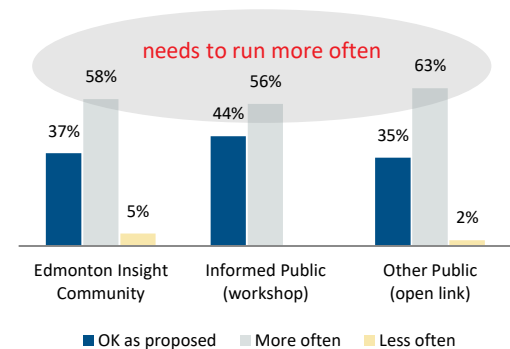
SUNDAY EARLY AM / PROPOSED EVERY 60 MINUTES



SUNDAY MIDDAY / PROPOSED EVERY 30 MINUTES



SUNDAY EVENING / PROPOSED EVERY 60 MINUTES



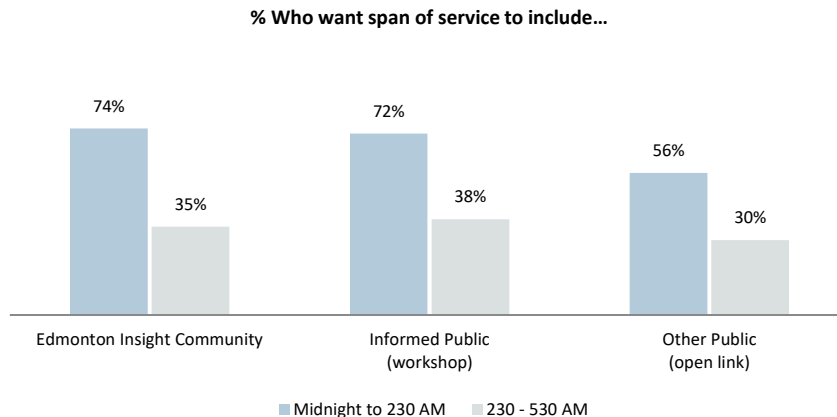
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=74); Informed Public (n=39); Other Public (n=171)

Q.5b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON CROSTOWN BUS ROUTES

WEEKEND SERVICE – SUGGESTED CHANGES TO SCHEDULE

Citizens would like to see weekend service extended to 2:30 am, most likely on Saturdays only, based on other findings in the report.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=114); Informed Public (n=47); Other Public (n=222)

Q.5d - At what other times do you think the Crosstown Bus service should run on weekends?

FEEDBACK ON CROSSTOWN BUS ROUTES

GENERAL FINDINGS

FEEDBACK ON CROSTOWN BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=103)	Informed Public (n=52)	Other Public (n=161)
SERVICE FREQUENCY	18%	6%	15%
More frequent buses (in general)	11%	6%	10%
30 minute interval is too long	6%	-	3%
Under 15 minutes expected (max wait time)	4%	-	-
60 minute interval is too long	3%	-	3%
20 minute interval is too long	2%	-	-
Increase frequency of buses during the weekend	1%	-	1%
Increase frequency of buses in the evening	-	2%	1%
15 minute interval is too long	-	-	1%
SCHEDULES / SPAN OF SERVICE	18%	17%	23%
Extend the hours of operation during the weekends	10%	12%	11%

	Edmonton Insight Community (n=103)	Informed Public (n=52)	Other Public (n=161)
Extended service / run later in the evening / at night	8%	8%	16%
Service should start earlier in the morning	4%	2%	3%
Increase off hours bus service	2%	4%	2%
Better service during rush/peak hours	-	2%	3%
NEW SERVICE REQUESTS	13%	12%	15%
Extend service reach/coverage (in general)	11%	12%	13%
Offer 24/7 service (in general)	2%	-	2%
ROUTES	12%	23%	20%
Bus route mentions (specified bus, stop area)	11%	23%	19%
Access to route information (in general)	1%	-	1%

Base: Edmontonians who chose to comment on Crosstown Bus Routes

Q.5f - Would you like to provide any further comments about Crosstown Bus Routes?

FEEDBACK ON CROSTOWN BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=103)	Informed Public (n=52)	Other Public (n=161)
ORIGIN / DESTINATION	8%	8%	4%
Better/Direct access to schools/mall/hospital/centre	6%	2%	4%
Better/Direct access to downtown	2%	6%	2%
TRANSIT PRINCIPLES	8%	10%	9%
Punctuality of service / Timeliness	6%	6%	7%
Better security of service (in general)	2%	-	2%
Reduce/Limit bus overcrowding	-	2%	1%
Better atmosphere	-	2%	-
TRANSFERS	7%	6%	12%
Assure coordination between buses/LRT	6%	4%	9%
Reliability of bus transfers	2%	4%	4%
WALKING DISTANCES	3%	4%	2%
Proximity of bus stops (distance)	3%	4%	2%

	Edmonton Insight Community (n=103)	Informed Public (n=52)	Other Public (n=161)
SIDEWALKS AND SHELTERS MAINTENANCE	-	-	1%
Provide weather protected shelters	-	-	1%
OTHER	44%	40%	45%
I like the service/proposal (in general)	15%	12%	13%
Accessibility / Ease of access	11%	10%	12%
Disapproval of route proposal (reduction of service)	9%	12%	11%
Increase express/direct/reserved lane service offer (in general)	3%	8%	2%
Unsatisfied with current service offered	2%	2%	1%
Improve winter/seasonal service (in general)	2%	2%	2%
Better accessibility to parking (cost, spaces)	1%	-	-
Special bus service for major events	1%	-	1%
Accommodations for mobility impaired	1%	4%	1%
Consult with transit users (in general)	-	2%	1%
Other	8%	2%	7%
None / Nothing	8%	4%	5%
Don't know / No answer	3%	21%	5%

Base: Edmontonians who chose to comment on Crosstown Bus Routes

Q.5f - Would you like to provide any further comments about Crosstown Bus Routes?

DETAILED FINDINGS

LOCAL BUS ROUTES (ONLINE SURVEY RESULTS)

FEEDBACK ON LOCAL BUS ROUTES

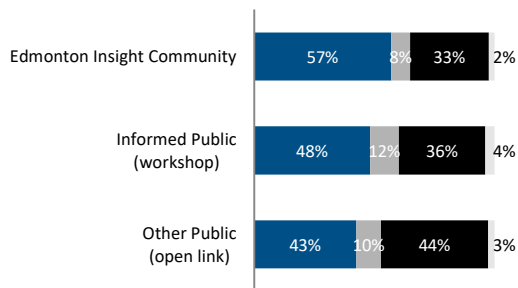
WEEKDAY SERVICE

FEEDBACK ON LOCAL BUS ROUTES

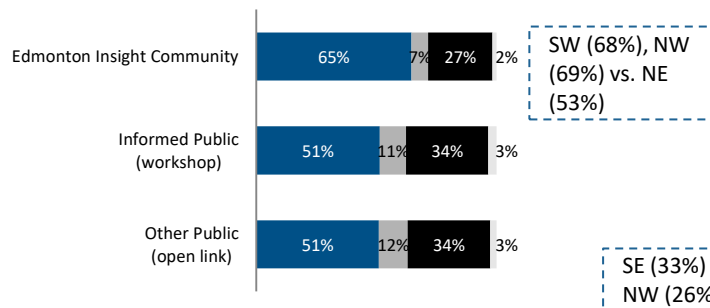
% AGREEMENT THAT WEEKDAY SERVICE WILL MEET NEEDS

Citizens appear somewhat confident that the proposed weekday frequency and schedules will meet the needs of people who are likely to use this service. They are not as confident that the routes themselves (i.e., where the buses go) will meet users' needs.

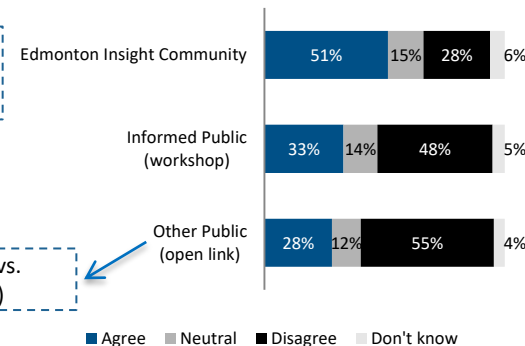
Service Frequency / HOW OFTEN BUSES RUN



Schedules / TIME OF DAY BUSES RUN



Routes / PLACES WHERE BUSES GO



■ Agree ■ Neutral ■ Disagree ■ Don't know

■ Agree ■ Neutral ■ Disagree ■ Don't know

■ Agree ■ Neutral ■ Disagree ■ Don't know

Values less than 3% are not shown

Base: Edmontonians who chose to give feedback on Local Bus Routes; Edmonton Insight Community (n=664); Informed Public (n=319); Other Public (n=1416)

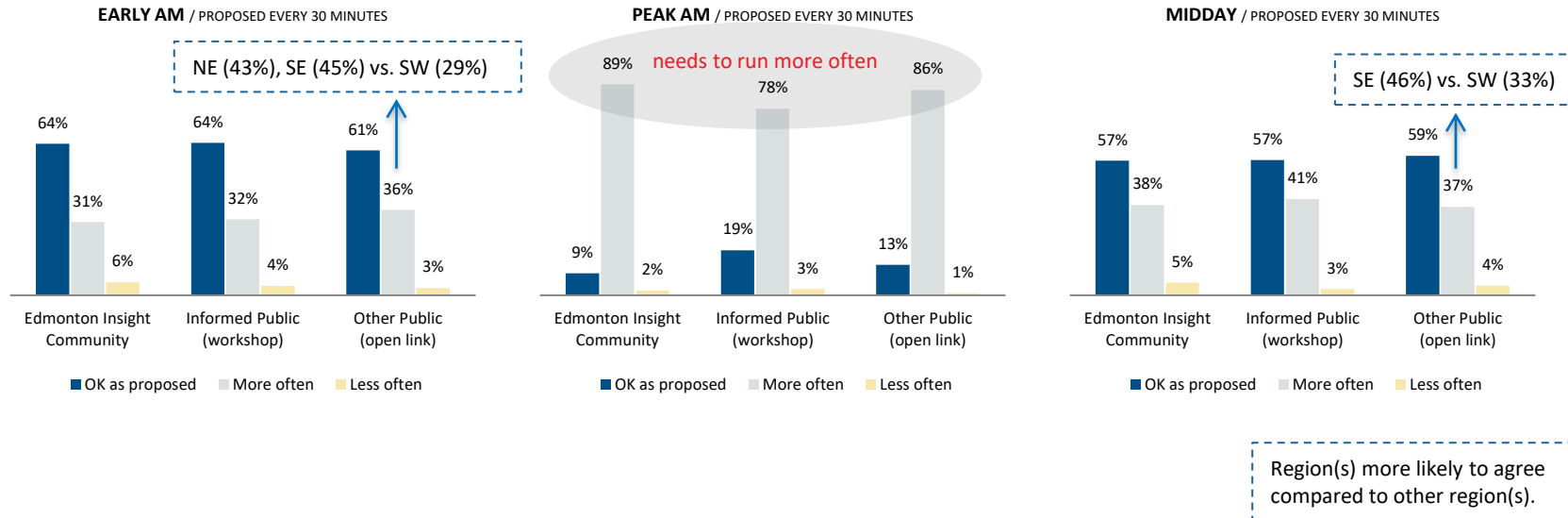
Q.6 - Do you agree or disagree that the following features of Local Bus Routes will meet the needs of people who are likely to use this service?

Region(s) more likely to agree compared to other region(s).

FEEDBACK ON LOCAL BUS ROUTES

WEEKDAY AM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during peak hours on weekday mornings. They accept the frequency levels that have been proposed for early mornings (5:30 am to 6:30 am) and midday (8:30 am to 3:30 pm).



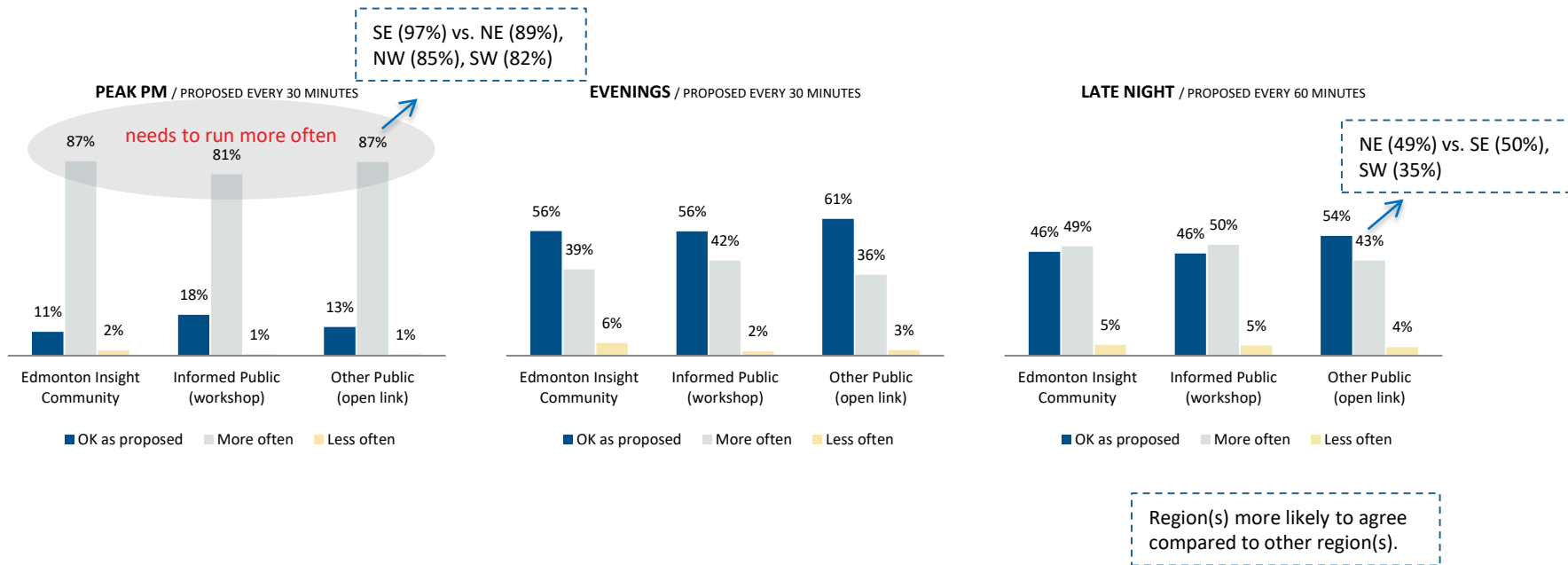
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=269); Informed Public (n=153); Other Public (n=776)

Q.6a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON LOCAL BUS ROUTES

WEEKDAY PM SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often than every 30 minutes during peak hours on weekday afternoons. For the most part, the service frequency proposed for evenings (6:00 pm to 10:00 pm) and late night (10:00 pm to midnight) is acceptable.



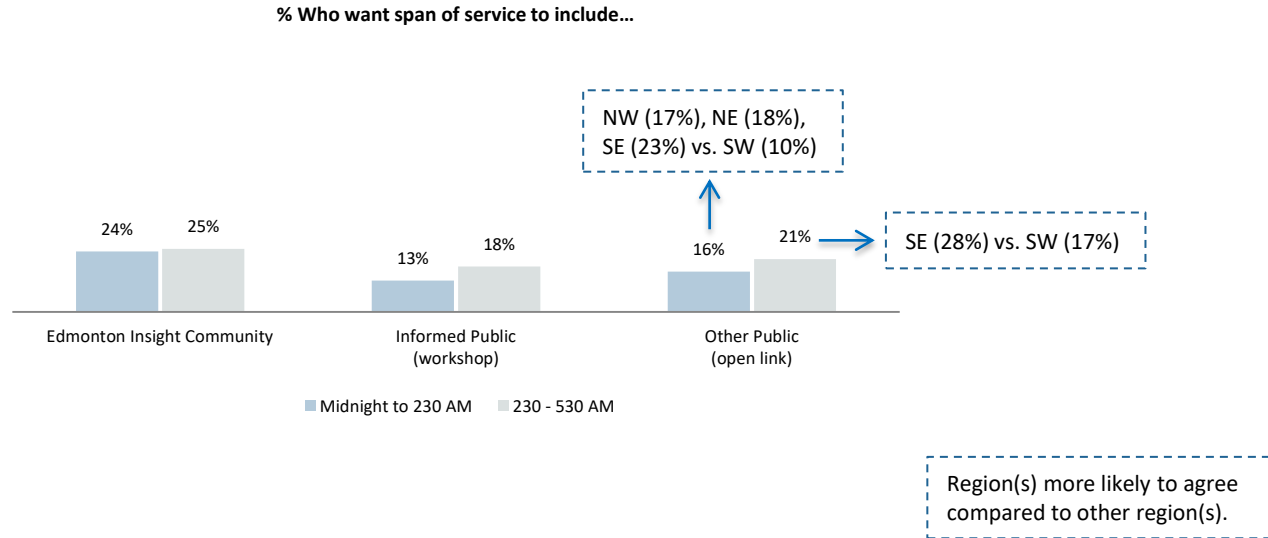
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=269); Informed Public (n=153); Other Public (n=776)

Q.6a - We would like to have your opinion about how the bus service should change.

FEEDBACK ON LOCAL BUS ROUTES

WEEKDAY SERVICE – SUGGESTED CHANGES TO SCHEDULE

Citizens appear to be content with the service schedule during weekdays, with few expressing a desire for extended hours.



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=226); Informed Public (n=144); Other Public (n=656)

Q.6c - At what other times do you think the Local Bus service should run on weekdays?

FEEDBACK ON LOCAL BUS ROUTES

WEEKEND SERVICE

FEEDBACK ON LOCAL BUS ROUTES

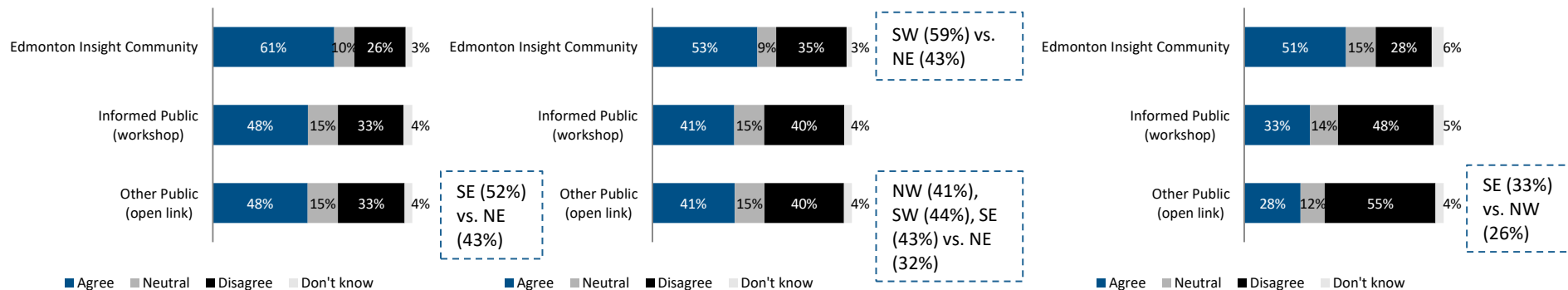
% AGREEMENT THAT WEEKEND SERVICE WILL MEET NEEDS

Citizens appear confident that the proposed weekend frequency and schedules will meet needs. They are less confident that the routes themselves (i.e., where the buses go) will meet needs.

Service Frequency / HOW OFTEN THE BUSES RUN

Schedules / TIME OF DAY BUSES RUN

Routes / PLACES WHERE BUSES GO



Base: Edmontonians who chose to give feedback on Local Bus Routes; Edmonton Insight Community (n=664); Informed Public (n=319); Other Public (n=1416)

Q.8 - Do you agree or disagree that the following features of Local Bus Routes will meet the needs of people who are likely to use this service?

Region(s) more likely to agree compared to other region(s).

FEEDBACK ON LOCAL BUS ROUTES

WEEKEND SATURDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often early mornings (6:00 am to 8:00 am), as well as Saturday evenings (7:00 pm to midnight). For the most part, they accept the service frequency proposed for midday (8:00 am to 7:00 pm).

SATURDAY EARLY AM / PROPOSED EVERY 60 MINUTES

SATURDAY MIDDAY / PROPOSED EVERY 30 MINUTES

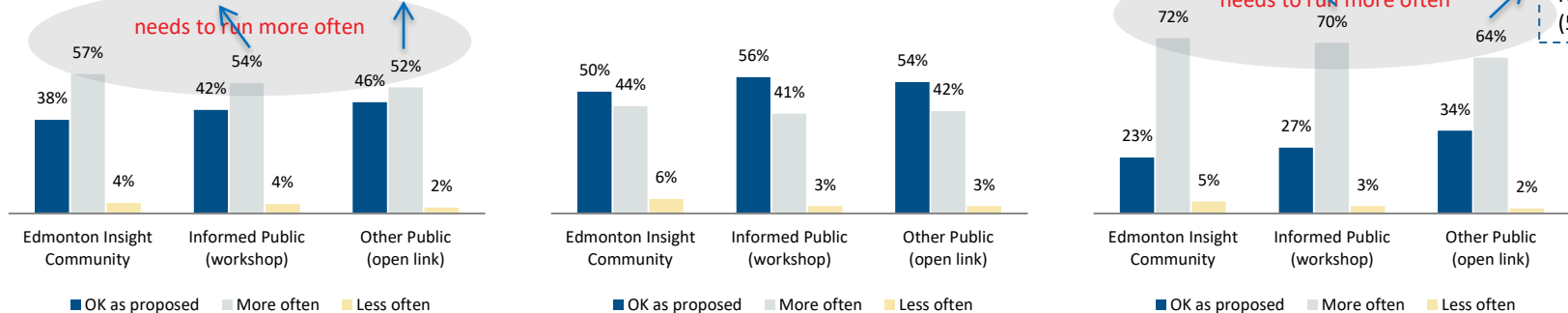
SATURDAY EVENING / PROPOSED EVERY 60 MINUTES

SE (81%) vs. NW (44%), SW (41%)

NE (60%) vs. NW (48%), SW (48%)

SE (84%) vs. NW (63%), SW (63%)

NE (75%) vs. NW (61%), SW (59%)



Region(s) more likely to agree compared to other region(s).

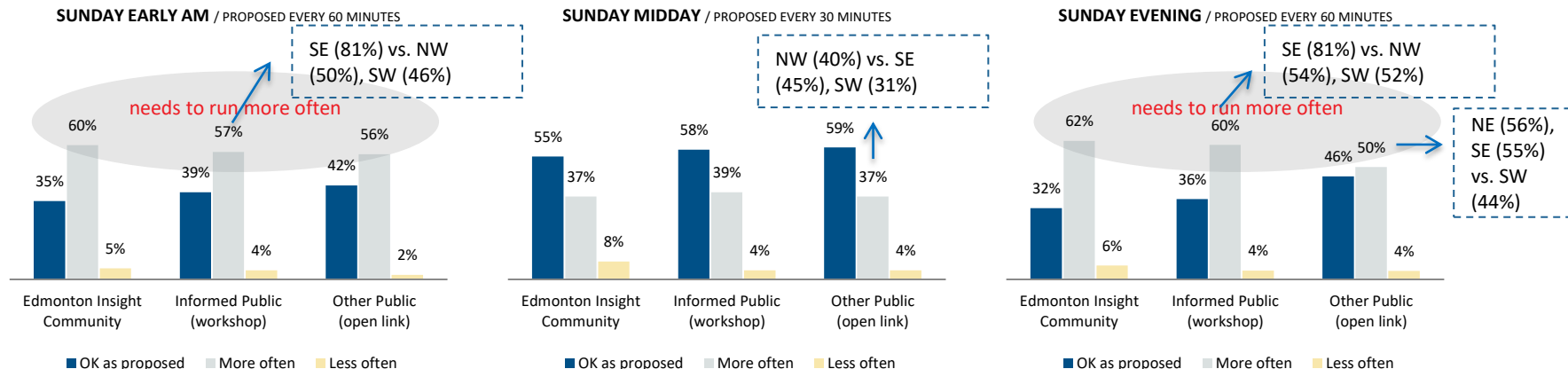
Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=251); Informed Public (n=153); Other Public (n=689)

Q.8b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON LOCAL BUS ROUTES

WEEKEND SUNDAY SERVICE – SUGGESTED CHANGES TO FREQUENCY

Citizens would like to see buses run more often during early mornings (6:00 am to 10:00 am) and evenings (7:00 pm to midnight). For the most part, they accept the 30-minute service frequency that has been proposed for midday.



Region(s) more likely to agree compared to other region(s).

Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=251); Informed Public (n=153); Other Public (n=689)

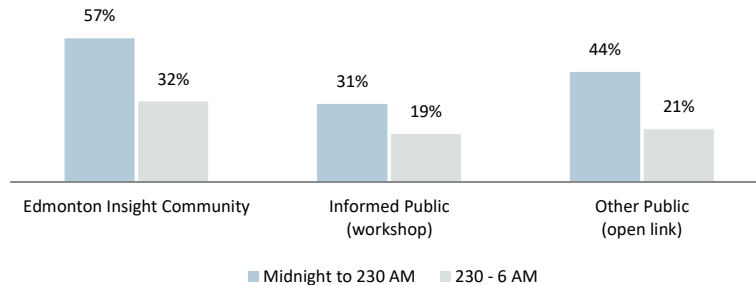
Q.4b - We would like to have your opinion on whether the bus should run more often or less often.

FEEDBACK ON LOCAL BUS ROUTES

WEEKEND SERVICE – SUGGESTED CHANGES TO SCHEDULE

Citizens would like to see weekend service extended to 2:30 am, most likely on Saturdays only, based on other findings in the report.

% Who want span of service to include...



Base: Edmontonians who are neutral or who disagree the frequency of service will meet user needs; Edmonton Insight Community (n=301); Informed Public (n=176); Other Public (n=775)

Q.6d - At what other times do you think the Local Bus service should run on weekends?

FEEDBACK ON LOCAL BUS ROUTES

GENERAL FINDINGS

FEEDBACK ON LOCAL BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=293)	Informed Public (n=193)	Other Public (n=772)
SCHEDULES / SPAN OF SERVICE	27%	19%	23%
Extended service / run later in the evening / at night	16%	10%	10%
Extend the hours of operation during the weekends	9%	7%	8%
Service should start earlier in the morning	7%	3%	5%
Better service during rush/peak hours	4%	5%	5%
Increase off hours bus service	4%	2%	2%
SERVICE FREQUENCY	21%	11%	16%
More frequent buses (in general)	10%	4%	8%
30 minute interval is too long	8%	4%	4%
60 minute interval is too long	3%	1%	3%
Under 15 minutes expected (max wait time)	2%	2%	2%
15 minute interval is too long	1%	1%	<1%
Increase frequency of buses in the morning	<1%	-	1%
Increase frequency of buses during the weekend	<1%	1%	1%

	Edmonton Insight Community (n=293)	Informed Public (n=193)	Other Public (n=772)
Increase frequency of buses in the evening	<1%	2%	1%
20 minute interval is too long	<1%	1%	<1%
ROUTES	18%	33%	24%
Bus route mentions (specified bus, stop area)	17%	33%	24%
Access to route information (in general)	1%	-	1%
TRANSFERS	15%	7%	12%
Assure coordination between buses/LRT	14%	6%	10%
Reliability of bus transfers	5%	4%	4%
TRANSIT PRINCIPLES	14%	8%	11%
Punctuality of service / Timeliness	9%	3%	5%
Better security of service (in general)	3%	4%	3%
Reduce/Limit bus overcrowding	2%	1%	3%
Better atmosphere (cleanliness, comfort)	<1%	1%	1%

Base: Edmontonians who chose to comment on Local Bus Routes
 Q.4f - Would you like to provide any further comments about Local Bus Routes?

FEEDBACK ON LOCAL BUS ROUTES

GENERAL COMMENTS

	Edmonton Insight Community (n=293)	Informed Public (n=193)	Other Public (n=772)
WALKING DISTANCES	10%	15%	14%
Proximity of bus stops (distance)	10%	15%	14%
ORIGIN / DESTINATION	7%	10%	10%
Better/Direct access to schools/mall/hospital/centre	5%	8%	9%
Better/Direct access to downtown	2%	3%	2%
NEW SERVICE REQUESTS	6%	6%	10%
Extend service reach/coverage (in general)	5%	6%	10%
Offer 24/7 service (in general)	1%	-	1%
SIDEWALKS AND SHELTERS MAINTENANCE	3%	3%	3%
Clear area/sidewalks during winter	3%	2%	2%
Provide weather protected shelters	1%	1%	1%

	Edmonton Insight Community (n=293)	Informed Public (n=193)	Other Public (n=772)
OTHER	51%	57%	55%
I like the service/proposal (in general)	5%	8%	3%
Disapproval of route proposal (reduction of service)	21%	27%	29%
Unsatisfied with current service offered	1%	1%	1%
Accessibility / Ease of access	17%	18%	19%
Accommodations for mobility impaired	9%	10%	8%
Improve winter/seasonal service (in general)	4%	6%	6%
Consult with transit users (in general)	2%	1%	1%
Increase express/direct/reserved lane service offer (in general)	1%	1%	1%
Better accessibility to parking (cost, spaces)	1%	1%	1%
Special bus service for major events	1%	1%	<1%
Other	10%	7%	5%
None / Nothing	6%	1%	3%
Don't know / No answer	2%	8%	3%

Base: Edmontonians who chose to comment on Local Bus Routes
 Q.4f - Would you like to provide any further comments about Local Bus Routes?

HEATMAPPING

COMBINED DATA SOURCES (INSIGHT COMMUNITY PANEL/INFORMED PUBLIC/OTHER PUBLIC)

HEATMAPPING

Citizens were asked to rate their agreement on seven attributes related to the bus network redesign:

1. The proposed bus network offers a variety of services for all Edmontonians;
2. The proposed network offers a variety of services for various travel needs (such as commuting, errands, or recreation);
3. The proposed network is easy to understand;
4. The proposed network connects major destinations across the city such as downtown, universities, major employment sites and shopping/ recreation areas;
5. Buses will come very often in the inner areas of the city;
6. The proposed network will make it easy to get from suburban outer areas to major destinations across the city; and
7. Within neighbourhoods, it will be easy to get to destinations such as seniors centres, recreation facilities, or schools.

The average rating of each attribute, combining all three methodologies, was used to determine an overall index score out of 5.

These averages were then cross tabulated against respondents resident neighbourhoods to generate a heatmap which illustrates overall agreement for each attribute as positive (4,5 rating – green), neutral (3 rating – orange), or negative (1,2 rating – red).

At the overall index level the following is observed:

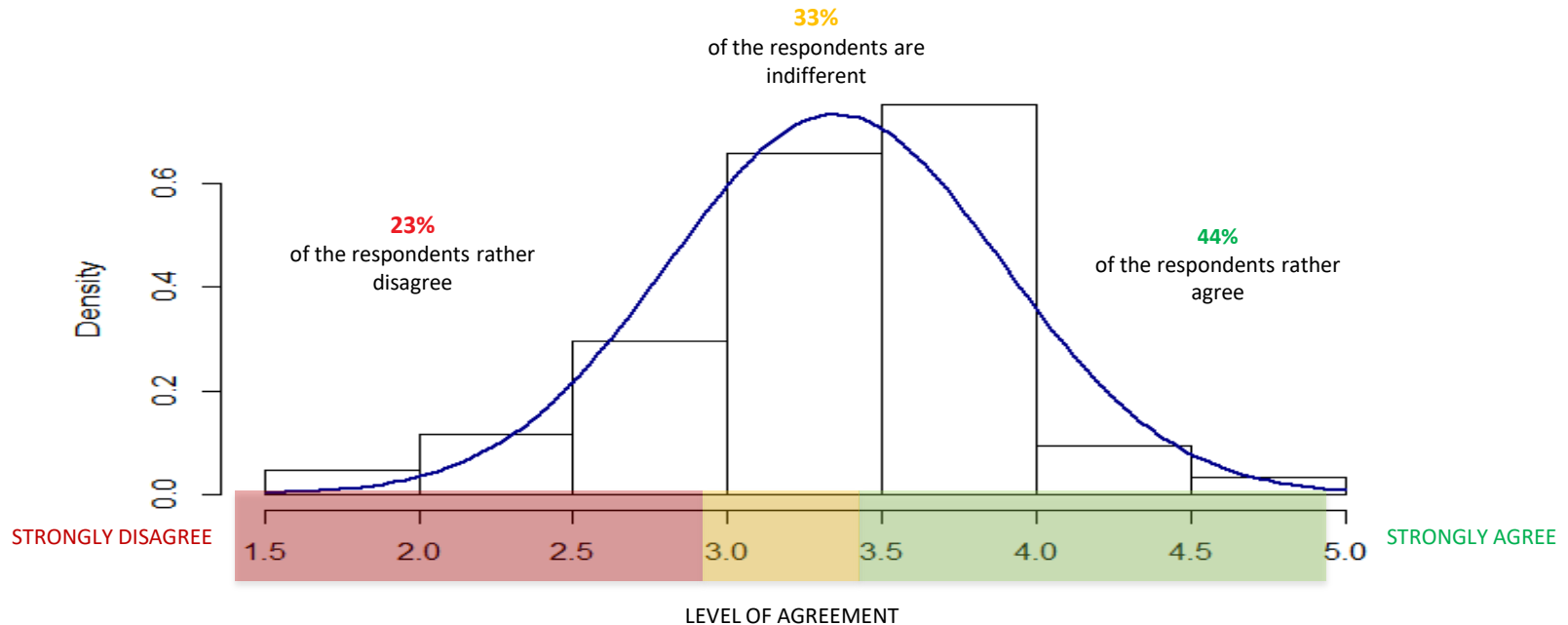
- ✓ 45% (74/163) of neighbourhoods have a positive opinion of the redesign
- / 51% (83/163) of neighbourhoods have a neutral opinion of the redesign
- x 4% (6/163) of neighbourhoods) have a negative opinion of the redesign

METHODOLOGY

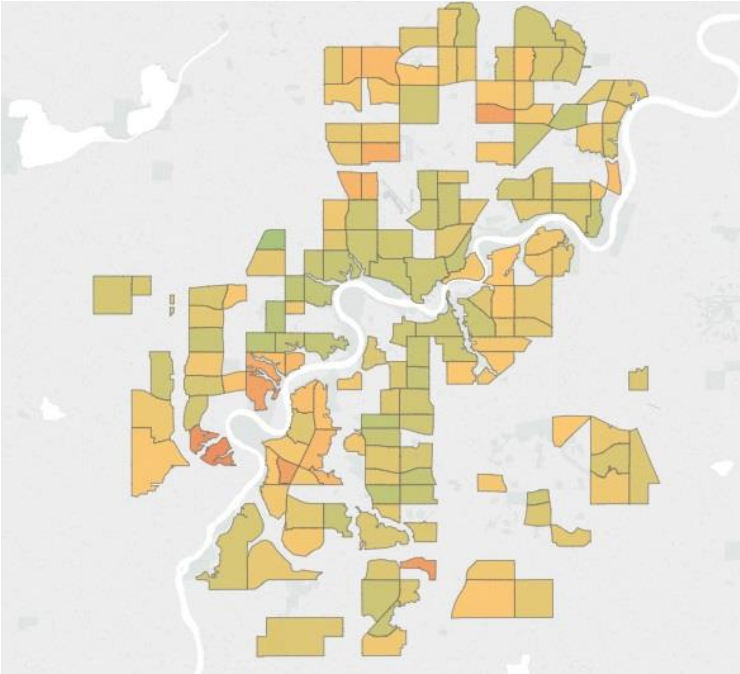
The index is an average of the mean scores of the six statements related (Question 1 from the online survey instrument among all data sources combined – Insight Community, Informed Public, Other Public) to the proposed bus network design.

- Note: Neighborhoods with fewer than 10 respondents are excluded from the Heat map analysis.

The heat map is built on the index and displays the level of agreement regarding the proposed bus network design. The cutoffs are based on the following data distribution:



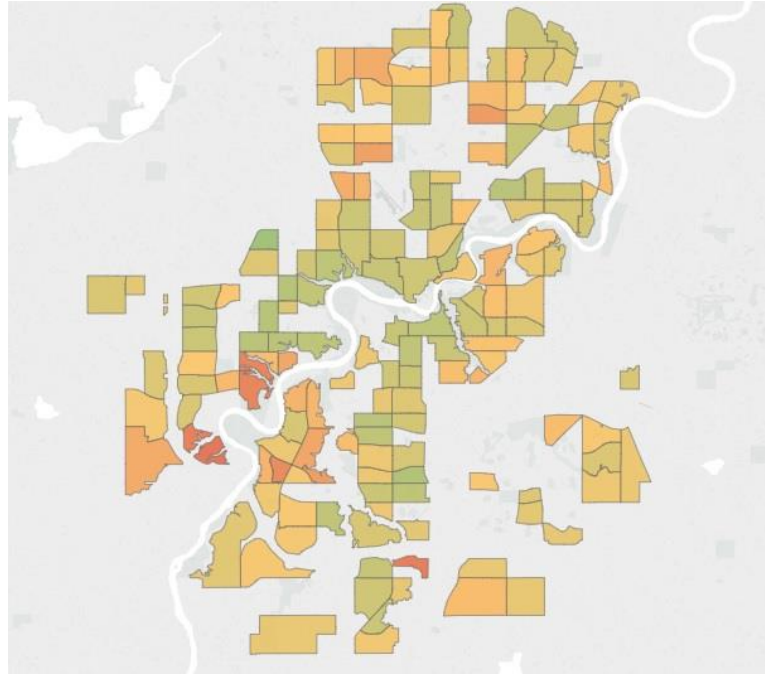
OVERALL INDEX



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



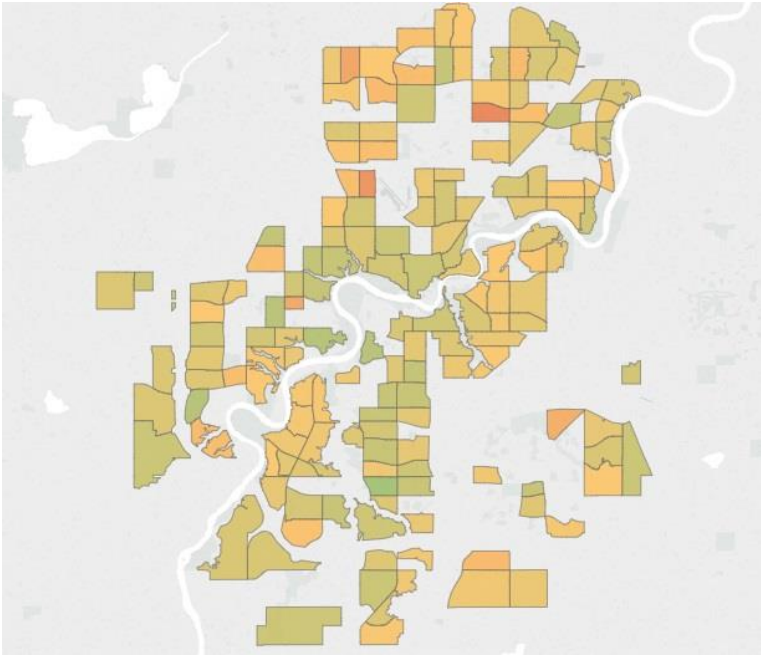
OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



EASY TO UNDERSTAND



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



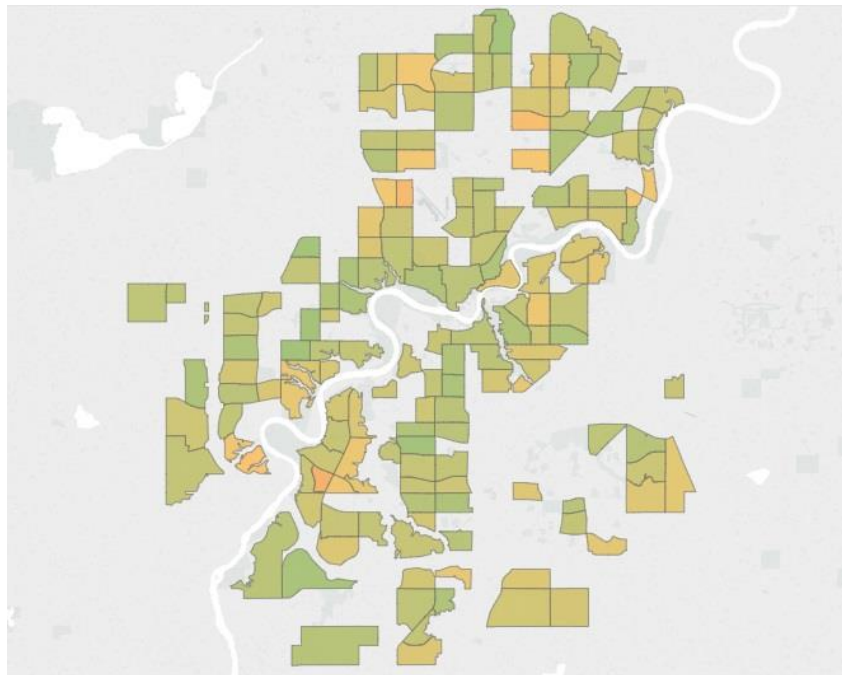
CONNECTS MAJOR DESTINATIONS ACROSS THE CITY



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY



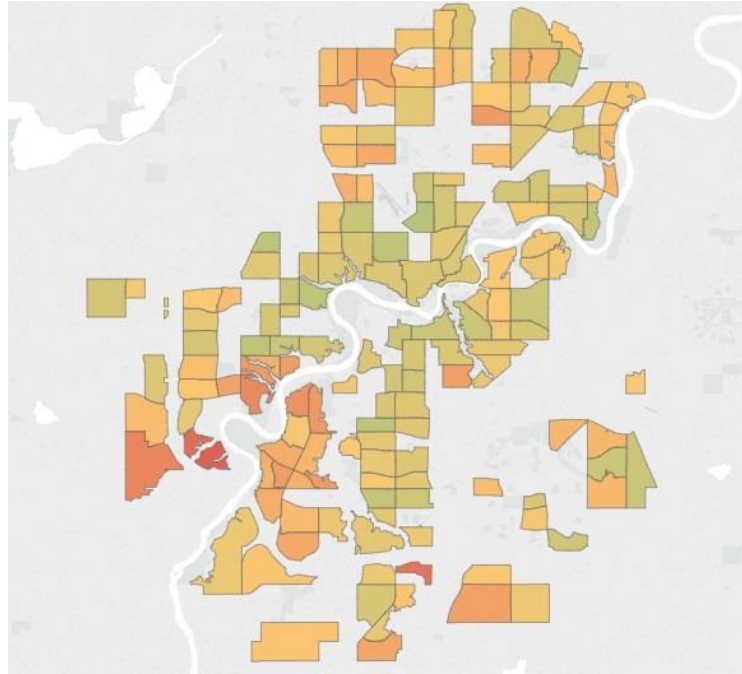
Note that neighbourhoods with fewer than 10 respondents are excluded from the map.

1.00

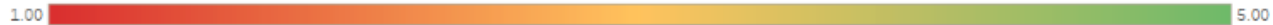


5.00

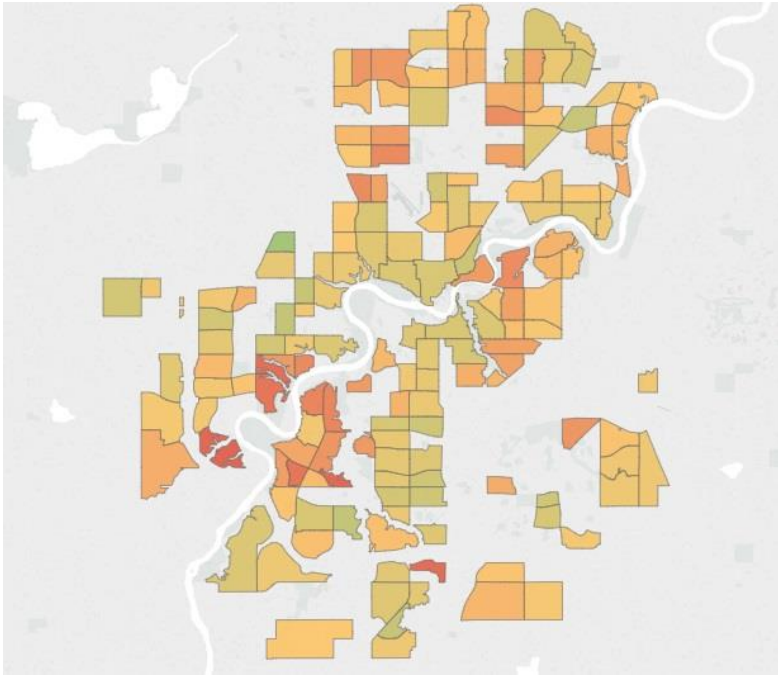
EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



EASY TO GET TO NEIGHBORHOOD DESTINATIONS



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



NEIGHBOURHOOD INDEX SCORES OVERALL

MOST FAVOURABLE OPINION (4-5)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Alberta Avenue	4	4	4	4	4	3	4
Aldergrove	4	4	4	4	4	3	4
Allendale	4	4	4	4	4	3	4
Baturyn	4	3	4	4	3	3	4
Beacon Heights	4	3	4	4	4	3	4
Bearspaw	3	3	4	4	3	3	4
Belgravia	3	4	4	4	4	3	4
Belvedere	4	3	4	4	3	3	4
Beverly Heights	4	3	4	4	4	3	4
Blackmud Creek	3	3	4	4	3	3	4
Blue Quill	4	4	4	4	4	4	4
Bonnie Doon	4	4	4	4	4	4	4
Boyle Street	4	4	4	4	4	4	4
Brintnell	3	3	4	4	4	4	4
Callaghan	4	4	4	4	3	4	4
Chappelle Area	3	4	4	4	3	3	4
Clareview Town Centre	4	4	4	4	4	4	4
Crestwood	4	4	4	4	4	3	4
Cy Becker	4	4	4	4	3	3	4
Downtown	4	4	4	4	4	4	4
Duggan	4	3	4	4	4	4	4
Elmwood	4	4	4	4	4	4	4

NEIGHBOURHOOD INDEX SCORES OVERALL

MOST FAVOURABLE OPINION (4-5)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Empire Park	4	3	4	4	4	4	4
Ermineskin	4	4	4	4	4	4	4
Garneau	4	4	4	4	4	4	4
Glastonbury	4	4	4	4	4	3	4
Glenora	4	4	4	4	4	3	4
Griesbach	4	4	4	4	3	4	4
Grovenor	4	4	4	4	4	3	4
Hollick-Kenyon	4	4	4	4	3	3	4
Inglewood	4	4	4	4	4	4	4
Jamieson Place	4	4	4	4	3	3	4
Kernohan	4	4	4	4	3	3	4
Klarvatten	4	3	4	4	4	3	4
La Perle	4	3	4	4	3	3	4
Laurier Heights	4	4	4	4	4	4	4
Lendrum Place	3	4	4	4	4	3	4
Lewis Farms Industrial	3	4	4	4	3	3	4
Lynnwood	4	3	4	4	4	3	4
MacEwan	4	4	4	4	3	3	4
Magrath Heights	4	4	4	4	3	4	4
Malmo Plains	4	4	4	4	4	4	4
Maple Ridge	4	4	4	4	3	3	4
Mayfield	5	4	5	4	4	4	4

NEIGHBOURHOOD INDEX SCORES OVERALL

MOST FAVOURABLE OPINION (4-5)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
McConachie Area	4	3	4	4	4	4	4
Meadowlark Park	4	4	4	4	4	4	4
Meyokumin	3	3	4	4	3	4	4
Mill Woods Town Centre	4	4	4	4	4	4	4
Montrose	4	4	4	4	4	3	4
Newton	4	4	4	4	4	3	4
Oliver	4	4	4	4	4	4	4
Ormsby Place	4	4	4	4	3	3	4
Ozerna	4	4	4	3	3	4	4
Parkallen	4	3	4	4	4	3	4
Pleasantview	4	4	4	4	4	3	4
Queen Alexandra	4	3	4	4	4	3	4
Queen Mary Park	4	4	4	4	4	3	4
Ramsay Heights	4	3	4	4	3	3	4
Ritchie	4	4	4	4	4	4	4
Royal Gardens	4	4	4	4	3	3	4
Rundle Heights	4	4	4	4	4	3	4
Rutherford	4	4	4	4	4	3	4
Secord	4	4	4	4	4	4	4
Spruce Avenue	4	4	4	4	4	3	4
Steinhauer	4	4	4	4	3	4	4
Strathcona	4	4	4	4	4	4	4

NEIGHBOURHOOD INDEX SCORES OVERALL

MOST FAVOURABLE OPINION (4-5)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Strathearn	4	3	4	4	3	3	4
Tamarack	3	4	4	3	4	3	4
Twin Brooks	4	4	4	4	3	3	4
West Jasper Place	4	4	5	4	4	4	4
Westmount	4	4	4	4	4	4	4
Westwood	4	3	4	4	4	4	4
Wild Rose	4	4	4	4	4	3	4
Windermere	3	4	4	4	3	4	4

NEIGHBOURHOOD INDEX SCORES OVERALL

NEUTRAL OPINION (3)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Abbottsfield	3	3	3	3	3	3	3
Allard	3	3	4	4	3	3	3
Ambleside	3	4	4	4	3	3	3
Argyll	3	3	4	3	3	3	3
Aspen Gardens	3	3	4	4	3	2	3
Athlone	4	3	4	4	3	3	3
Avonmore	3	3	4	4	3	2	3
Balwin	3	3	4	3	3	2	3
Bannerman	3	3	4	4	3	3	3
Beaumaris	3	3	3	4	3	3	3
Belle Rive	3	3	4	4	3	3	3
Belmead	4	3	4	4	3	4	3
Belmont	3	3	4	4	4	3	3
Brander Gardens	3	3	4	4	2	2	3
Britannia Youngstown	4	3	4	4	3	3	3
Brookside	3	3	4	4	2	2	3
Bulyea Heights	3	3	3	3	3	2	3
Caernarvon	3	3	4	4	3	3	3
Calder	2	3	3	3	3	2	3
Callingwood South	3	3	3	4	2	3	3
Canon Ridge	3	3	3	3	3	3	3
Capilano	3	3	4	4	3	3	3

NEIGHBOURHOOD INDEX SCORES OVERALL

NEUTRAL OPINION (3)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Carlton	3	3	4	4	3	3	3
Carter Crest	3	4	4	3	3	3	3
Crawford Plains	3	3	4	3	4	3	3
Cumberland	3	3	3	4	3	3	3
Delton	3	3	4	4	3	3	3
Dunluce	3	3	3	3	3	2	3
Eaux Claires	3	4	4	4	3	3	3
Edgemont	3	4	4	4	2	3	3
Ellerslie	3	3	4	4	3	3	3
Forest Heights	3	3	3	4	3	2	3
Fraser	3	4	4	4	3	3	3
Fulton Place	3	3	4	4	3	3	3
Gold Bar	3	3	3	3	3	3	3
Grandview Heights	3	3	4	4	3	2	3
Greenfield	3	4	4	4	3	3	3
Haddow	3	3	3	4	3	3	3
Hazeldean	3	3	4	4	2	3	3
Henderson Estates	3	3	4	4	3	2	3
Highlands	3	3	4	4	3	3	3
Holyrood	3	3	3	3	3	2	3
Idylwylde	4	3	4	4	3	3	3
Jackson Heights	3	3	4	4	3	2	3

NEIGHBOURHOOD INDEX SCORES OVERALL

NEUTRAL OPINION (3)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Kenilworth	4	3	4	4	4	3	3
Kensington	3	3	4	4	3	2	3
Kilkenny	3	3	3	4	3	3	3
King Edward Park	3	3	4	4	3	2	3
Kirkness	3	3	4	4	3	3	3
Lago Lindo	3	3	4	4	3	3	3
Larkspur	3	3	4	4	3	3	3
Lymburn	3	3	4	4	3	3	3
Matt Berry	3	3	4	3	3	2	3
McCauley	3	3	4	4	3	3	3
McLeod	3	3	3	4	3	3	3
Meadows Area	3	3	4	4	3	4	3
North Glenora	4	4	4	4	3	3	3
Ogilvie Ridge	2	4	4	3	2	2	3
OTHER	3	3	3	4	3	3	3
Ottewell	3	3	4	4	4	3	3
Oxford	3	3	3	4	3	2	3
Parkdale	3	3	4	4	3	3	3
Patricia Heights	3	3	3	4	3	2	3
Prince Charles	3	2	3	3	3	2	3
Rhatigan Ridge	3	3	3	4	3	3	3
Rio Terrace	2	3	3	4	2	2	3

NEIGHBOURHOOD INDEX SCORES OVERALL

NEUTRAL OPINION (3)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Riverdale	3	3	4	3	4	2	3
Sherbrooke	3	3	3	3	3	2	3
Sherwood	3	3	3	4	4	3	3
Silver Berry	3	3	4	4	3	3	3
Skyrattler	3	4	4	4	3	3	3
South Terwillegar	3	3	4	4	3	3	3
Summerside	3	3	4	4	2	3	3
Sweet Grass	3	3	4	4	3	3	3
Terra Losa	3	3	4	4	3	3	3
Terwillegar Towne	3	4	4	4	3	4	3
The Hamptons	3	4	4	4	3	3	3
Tipaskan	3	3	4	4	3	3	3
Walker	3	3	4	4	3	3	3
Wellington	3	4	4	4	3	3	3
Westridge	2	3	3	3	2	2	3
Woodcroft	3	3	3	3	3	3	3
York	3	3	3	4	3	3	3

NEIGHBOURHOOD INDEX SCORES OVERALL

LEAST FAVOURABLE OPINION (1-2)	OFFERS A VARIETY OF SERVICE FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Blackburne	2	3	3	3	2	2	2
Cameron Heights	2	3	3	3	1	1	2
Falconer Heights	2	3	3	3	2	2	2
Kildare	2	2	3	3	2	2	2
Oleskiw	2	3	3	3	2	2	2
Wedgewood Heights	2	3	3	3	2	2	2

PUBLIC WORKSHOP SUMMARIES

BY QUADRANTS

COMMENTS BY QUADRANT SOUTHWEST

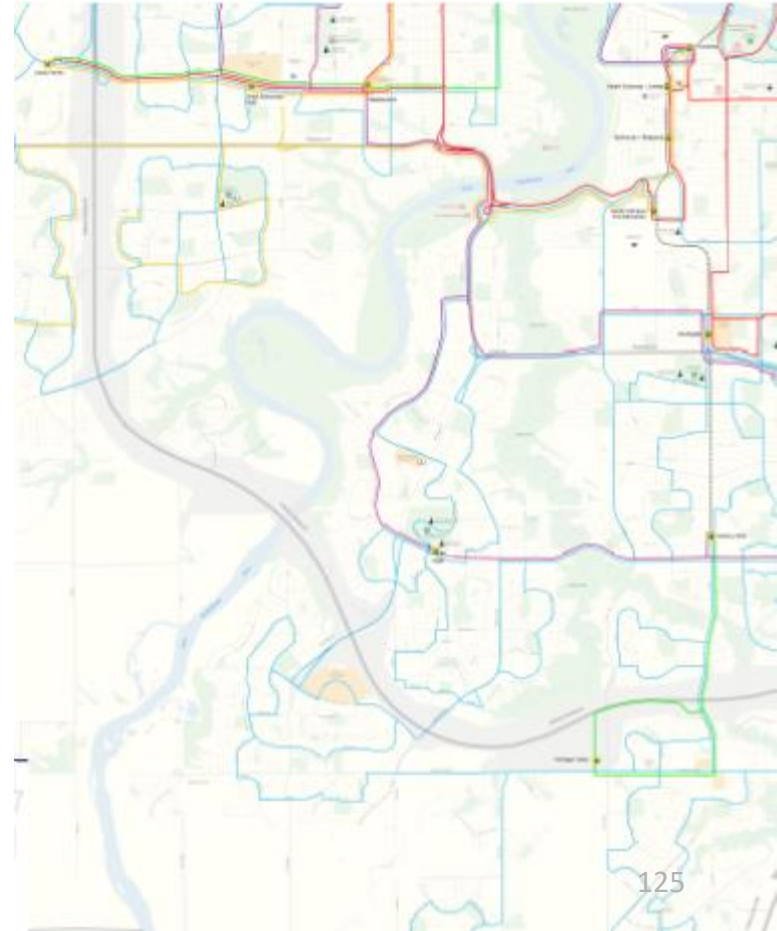
SUMMARY

Loss of Service

- Proposed changes do not support ridership / access to LRT
- This is bad for the environment
- Cutting service lowers our property values
- Current service is poor... removing service is even worse
- Students here need bus service (to school, post-secondary)
- Reduce the frequency / stops / bus size but keep the route

“My entire family loves the LRT & the new LRT plans. It is of no use if we can’t get to it!”

“We don’t need our own route – there’s like 8 buses that hit 111st and Blackburn Drive just add us once an hour all day to one of those!”



COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

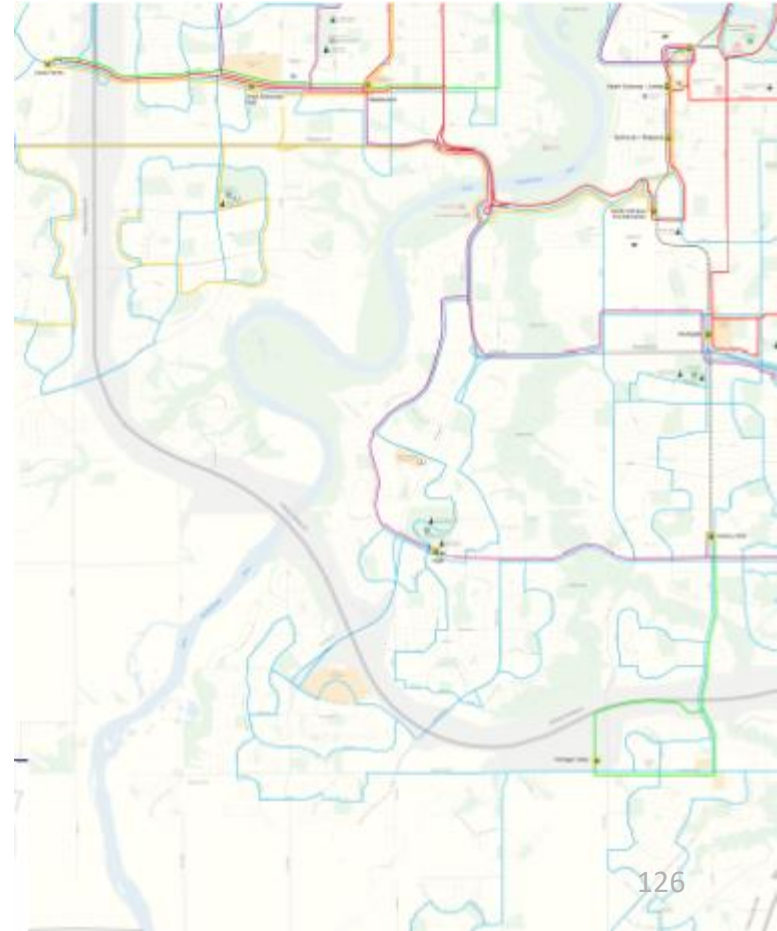
Service Frequency

- Happy with late night service
- Need more service and extended hours to Allard
- Need more service along 23rd ave
- Proposed service doesn't provide enough service (currently only on peak hours)

“Buses should be staggered leaving and arriving transit centers.”

“Make buses in the evening more regular than every hour.”

“Decrease frequency would be okay, but would like a bus that goes all day not just peak hours.”



COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

Schedules / Service Hours

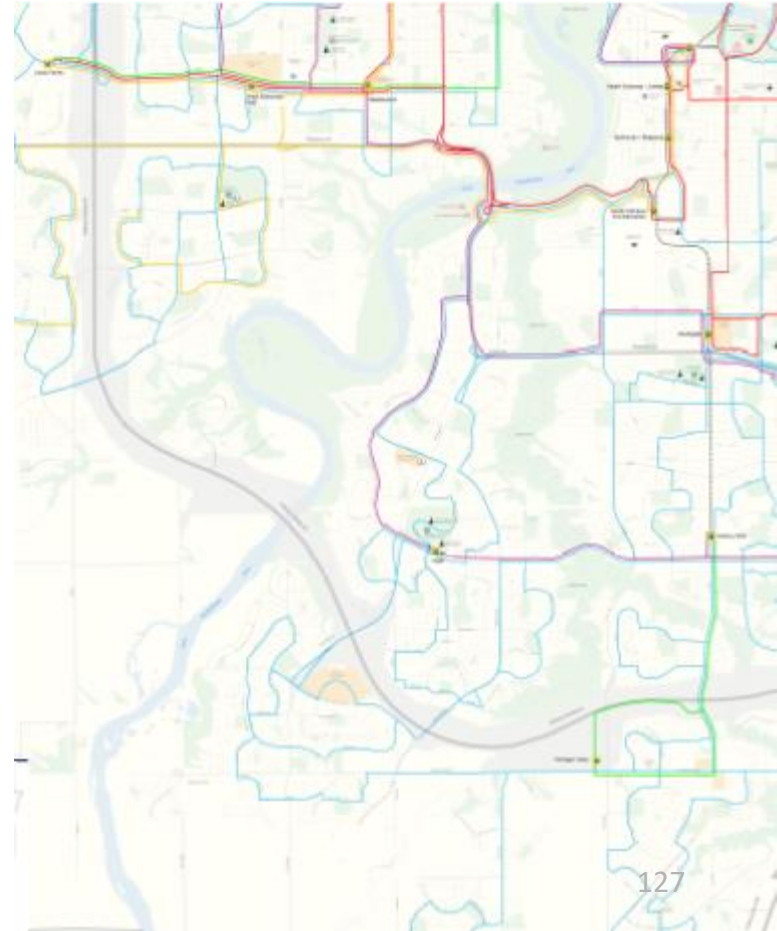
- Issues with early morning
- Issues for shift workers
- Extend evening and Sunday service

Transfers / Connections

- Stagger buses into LRT
- Better access / routes to LRT
- Transfer times need to be looked at; timing the connections with the schedules
- Issues with number of transfers, particularly for those with mobility issues.

“Need staggered buses coming from Century Park so you don't miss all available buses at once.”

“Leger to Century Park buses all come at the same time; if miss one you miss them all.”

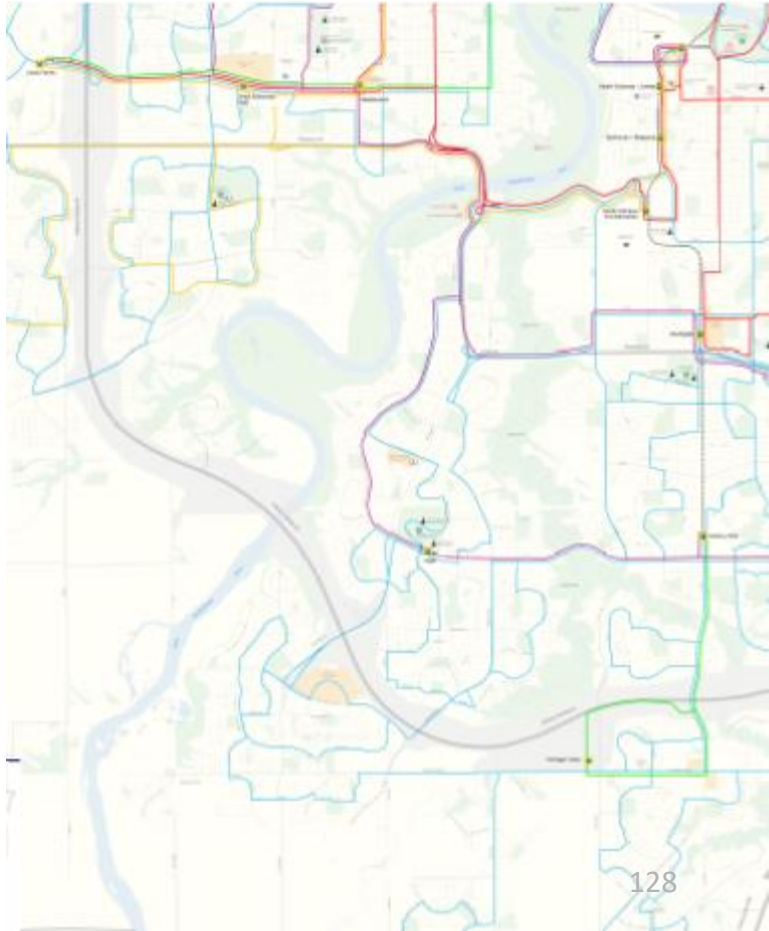


COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

New Service Requests

- *“Ellerslie Road - need a route going up and down Ellerslie Road. Maybe start at the West, go down Ellerslie and then North.”*
- *“Calgary Trail / Gateway need bus, not just express, that runs entire length.”*
- *“Need service to South Campus and Southgate.”*
- *“Need bus to WEM; to Leger.”*
- *“SW16 needs more stops in densest areas near businesses and apartment buildings; need service back on 28 Ave.”*
- *“Service should go into Blackburn neighborhood.”*
- *“No frequent route from Southgate to WEM.”*
- *“Bus service to Airport. / Service to new mall by airport.”*
- *“Expand to new neighborhoods especially south Windermere/Rutherford.”*



COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

Walking Distances

- Too far between routes
- Safety issue for seniors, those with mobility issues, and in winter months
- Having to cross the ravine is a safety concern
- Address pedestrian safety at 91 Street Elwood and Edwards
- Walking distances are too far / too difficult (hills)

“Too far to walk from Promontory Point to Riverbend Square.”

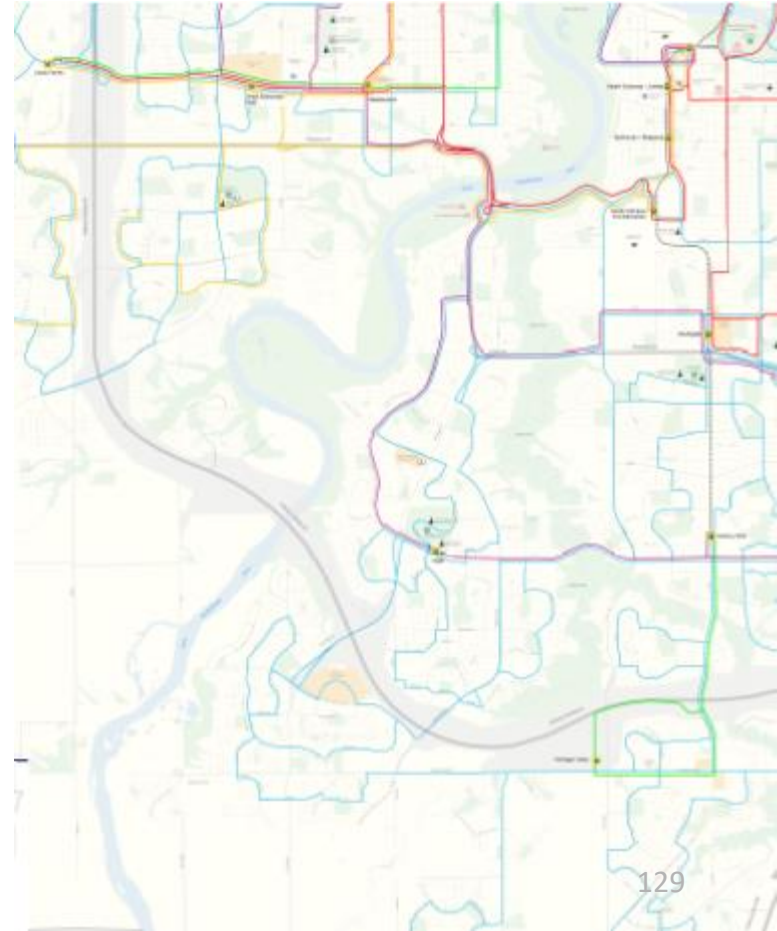
“Impossible winter conditions make walking very dangerous in winter.”

Maintaining Shelters / Sidewalks

- Sidewalks don't drain at the bottom of Blackburn hill
- Walks aren't clear in the winter
- No sidewalks on 75th street
- Shelters won't be big enough to hold people

“Every stop needs a shelter. Ideally with a heater if long waits in winter. Outside bench at all stops and transit centers.”

Source: Public Workshops

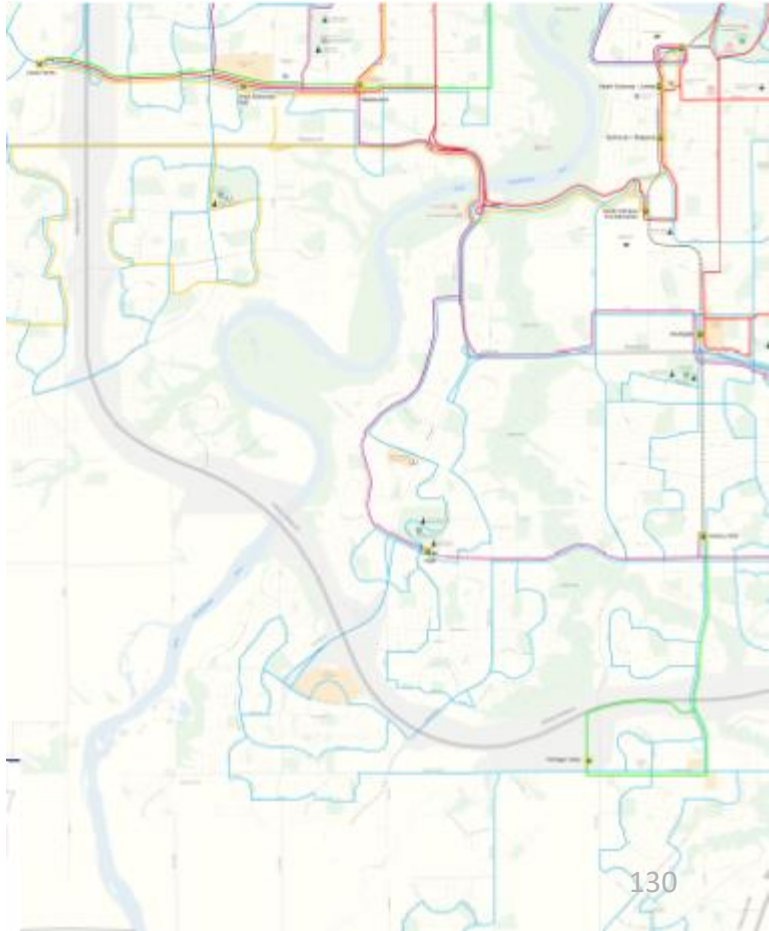


COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #33 – should stay on Whitemud
- #331 – not sufficient for area, misses large apartments. Increase service
- #35, #37 – should not leave Century Park at same time
- #23, #30, #36 – should be spaced out. All leave at same time
- #324 – increase night service past 10pm
- #38 – increase frequency
- #30 – add weekend service. Service directly to South Campus.
- #14 – loss of service
- #104 , #105 – standing room only on bus
- #138, #107, #110 – loss of service, need replacement service
- #101 – please keep, how kids get to school
- #103 – loss of service
- #139 – run until 6:30pm
- #4 – loss of service
- #77 – more frequency

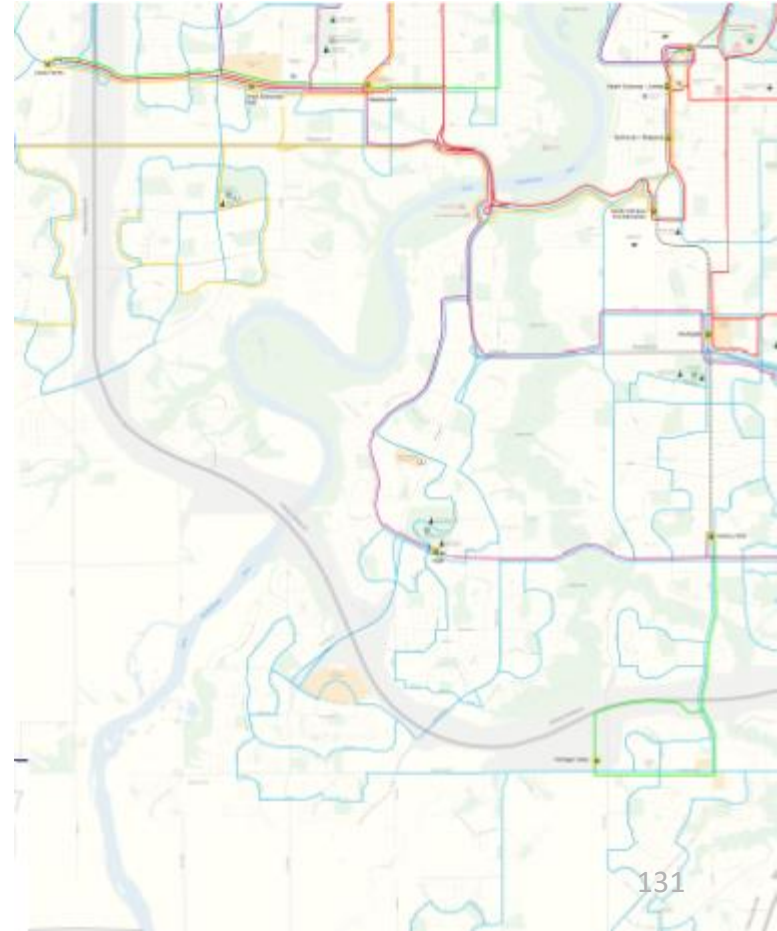


COMMENTS BY QUADRANT SOUTHWEST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #119/117 – loss of service. Please keep
- #50 – loss of service
- #48 – loss of service
- SW15 – increase frequency to every 15 mins. Start route earlier at 6am, and end la(Workshop Mapping Exercise)
- SW14 – too many stops between Henday and Century Park
- P8 – please leave proposed change, would like to use this bus



COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

Loss of Service

- Losing direct runs to Southgate

Service Frequency

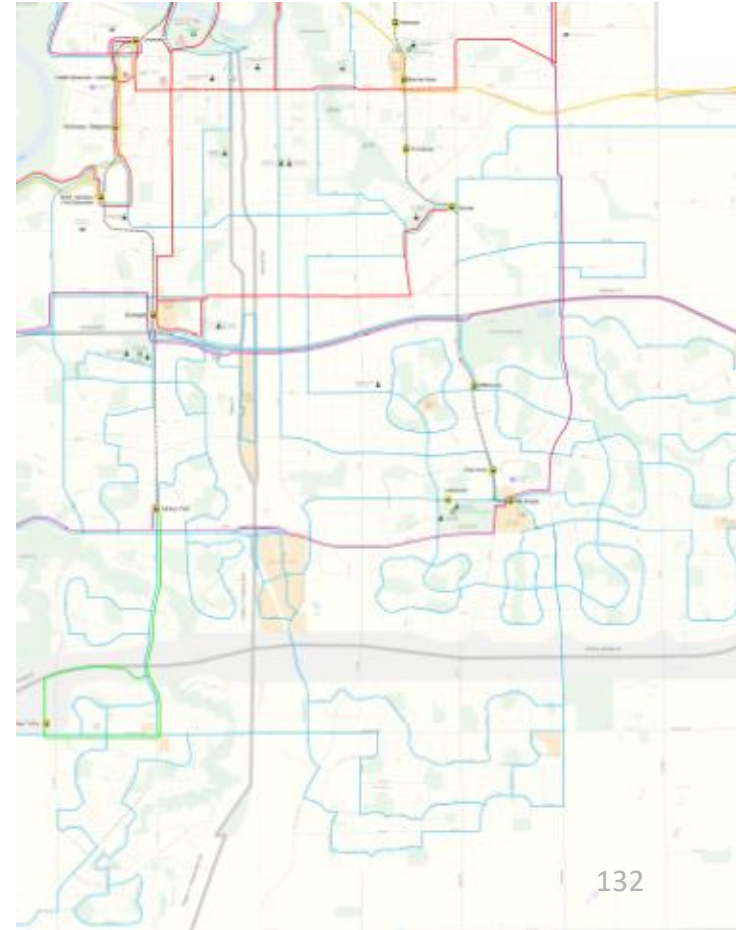
- More frequency in Meadows/silverberry
- Increase weekend service
- Increase evening service
- Stagger buses
- Opportunity for community buses

“Local routes are at 20-30 min frequency, would be willing to walk but would like to see 10-15 minute frequency.”

“More weekend service to Rec Centers. P2 should run every 30 min. Frequency works in peak hours - excellent.”

“Allow greater window for frequent service past 6pm in evening.”

“F7 is good and timing is good.”



COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

Schedules / Service Hours

- Better peak hour service
- Better late evening service
- Weekend service not meeting users need (i.e. Sunday mornings for church)

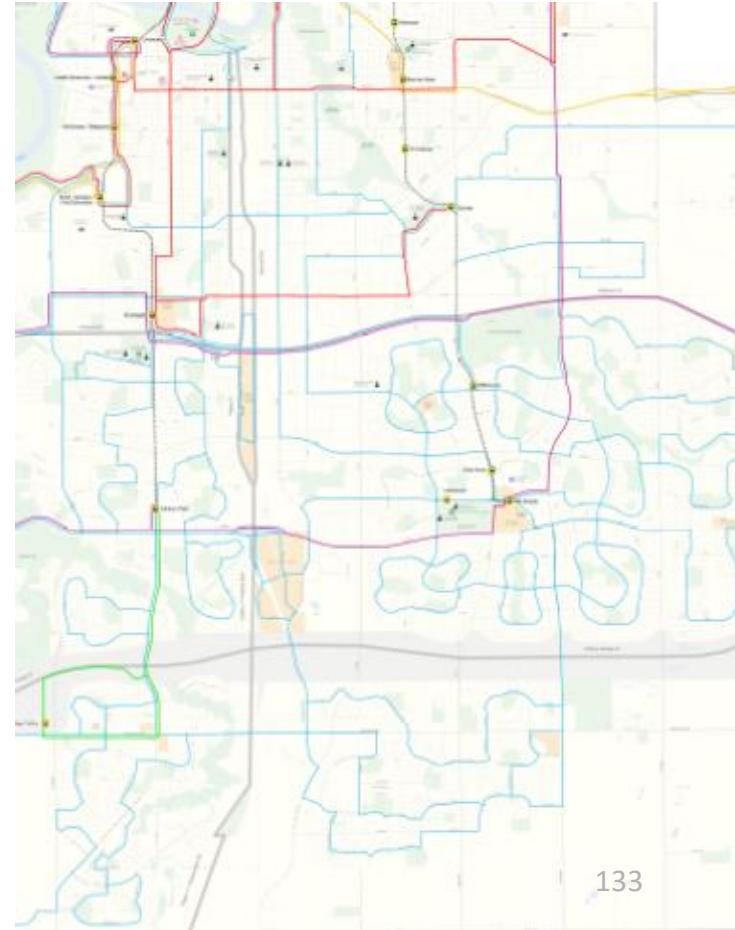
“Like the late night service, would like it more frequently.”

“Local needs to extend hours past midnight, even less frequent.”

“Late night busing is important from west end to downtown.”

Transfers / Connections

- Too many transfers
- Transfer times need to be decreased
- Safety concern with long waiting time at night
- Connection times are too short, risk of missing bus
 - Concern with bus connection to LRT

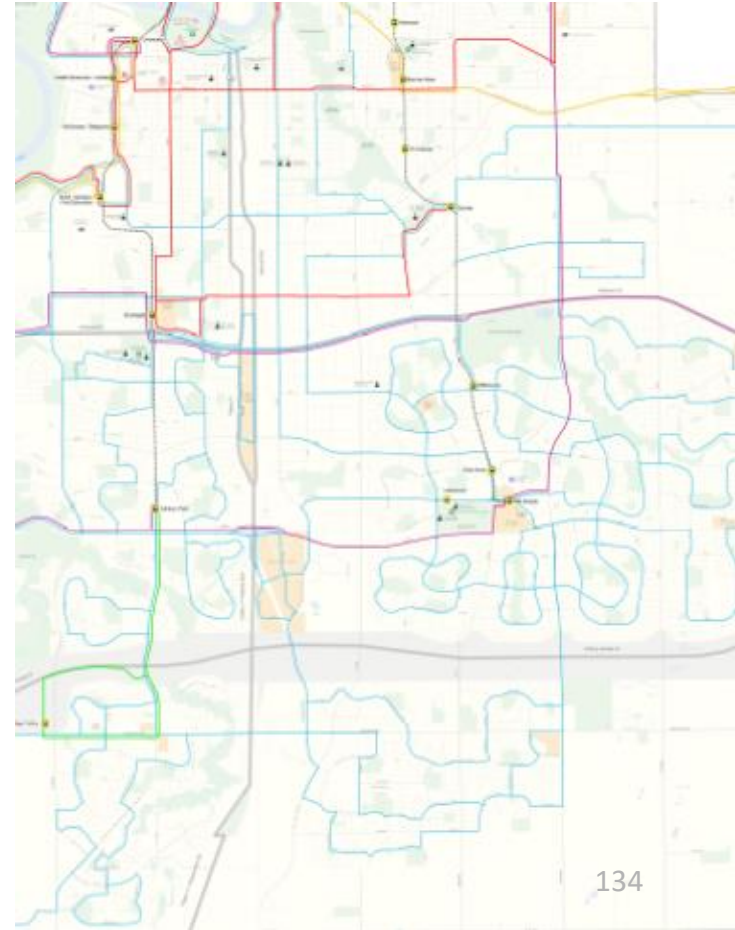


COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

New Service Requests

- *“Better service to Airport.”*
- *“Event/festival special.”*
- *“Bus along Saskatchewan Drive to 99 street - for senior apartment complexes.”*
- *“Want to go from Strathcona to University.”*
- *“Need service to Beaumont and Leduc.”*
- *“Bus service along Calgary trail.”*
- *“Direct service downtown from Capilano.”*
- *“More direct way to get to WEM from Whyte Ave.”*
- *“Need more service in Gold Bar area. One way loop is inconvenient.”*
- *“Should have local service - Avonmore/King Edward/76 ave.”*
- *“Need service between Whyte Ave and Argyll.”*



COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

Walking Distances

- Concerns about walking to bus stop in the winter.
- Elderly, mobility issues, hard to commute.

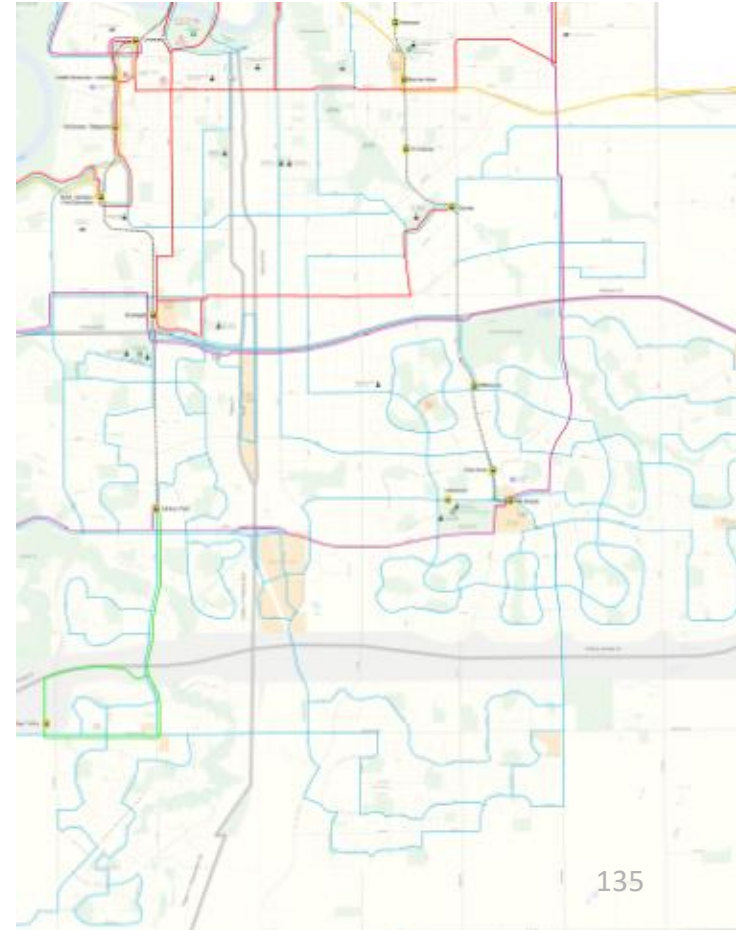
Maintaining Shelters / Sidewalks

- Issues with many stops not having shelters
- Issues with lack of sidewalks/paths at stops/along routes

“Need a shelter at 83 Street and 82 ave.”

“No sidewalks between 96 street and 97 street from 82 ave to 84 ave.”

“No sidewalks on 51 Ave.”

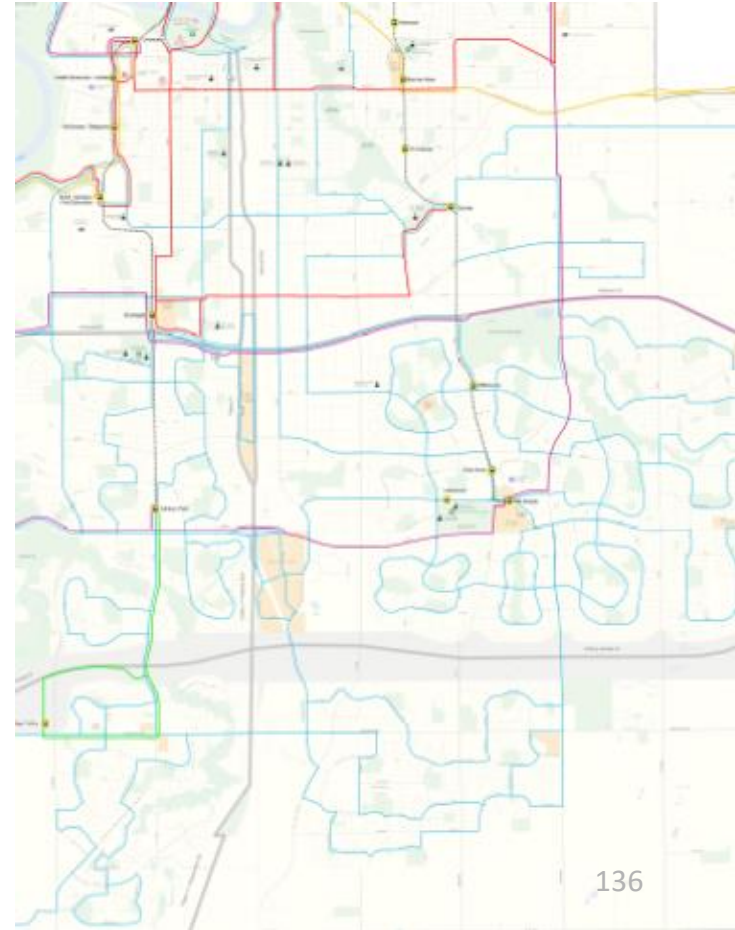


COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #80 – increase service frequency from hourly service
- #66 – expand service into the Lakewood Area
- #23 – should be running on Sundays
- #48 – Blackburn, do not remove service
- #78 – increase frequency
- #151 – loss of service, popular senior bus
- #90, #95 – better connection at Meadows Rec Centre
- #95 – cover Tamarack area. Have later service
- #112 – loss of service. Please keep
- #8 – increase evening service from 6pm
- RT40 – keep service
- #55 – keep service, even if less frequent
- #52 – keep service. Increase evening service
- #50 – increase frequency on early mornings, evenings, and weekends

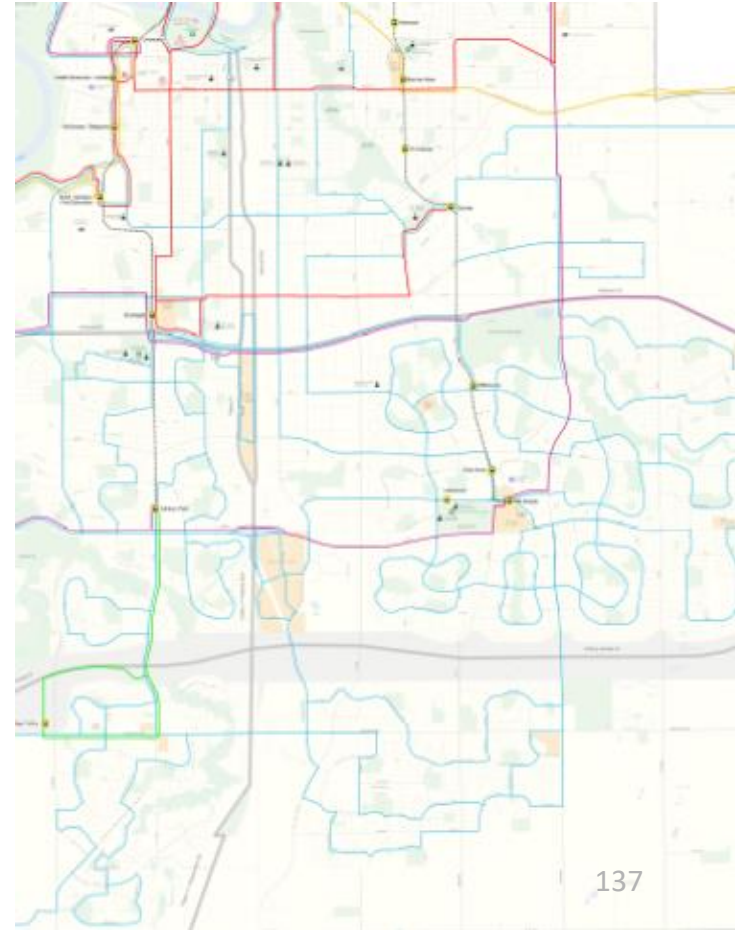


COMMENTS BY QUADRANT SOUTHEAST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #45 – late night service on Fridays and Saturdays
- #70,#74 – keep service
- #60 – increase frequency
- #72 – keep service as is



COMMENTS BY QUADRANT NORTHWEST

SUMMARY

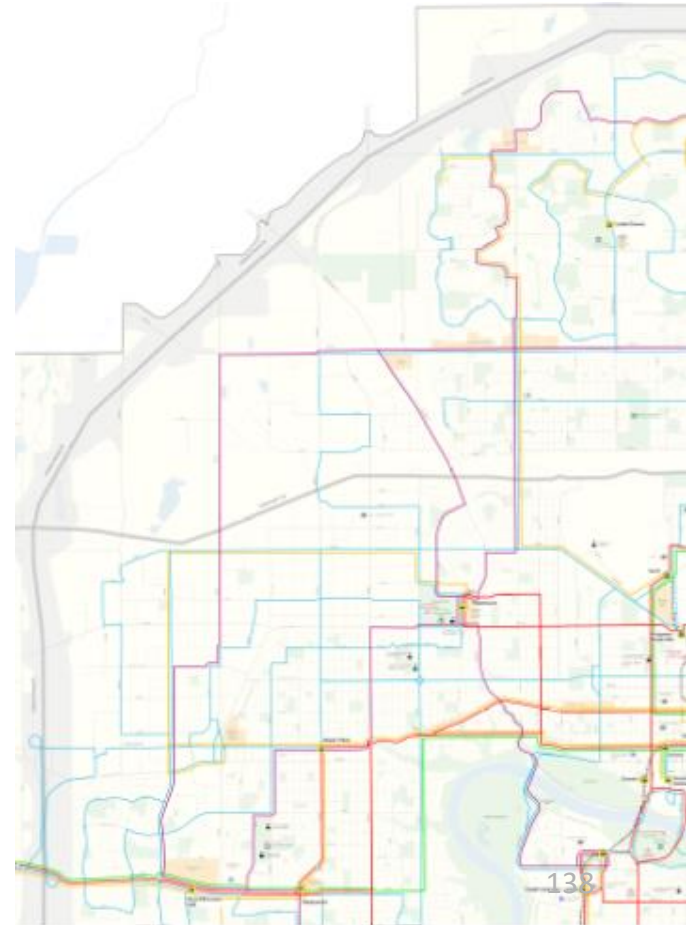
Loss of Service

- Losing local route, majority who take are seniors.

“Losing 305, we need this service.”

“Loss of 101 - now no bus in neighborhood. Safety concern if kids need to transport.”

“No longer service past Meadowcroft Seniors High-rise.”



COMMENTS BY QUADRANT NORTHWEST

SUMMARY

Service Frequency

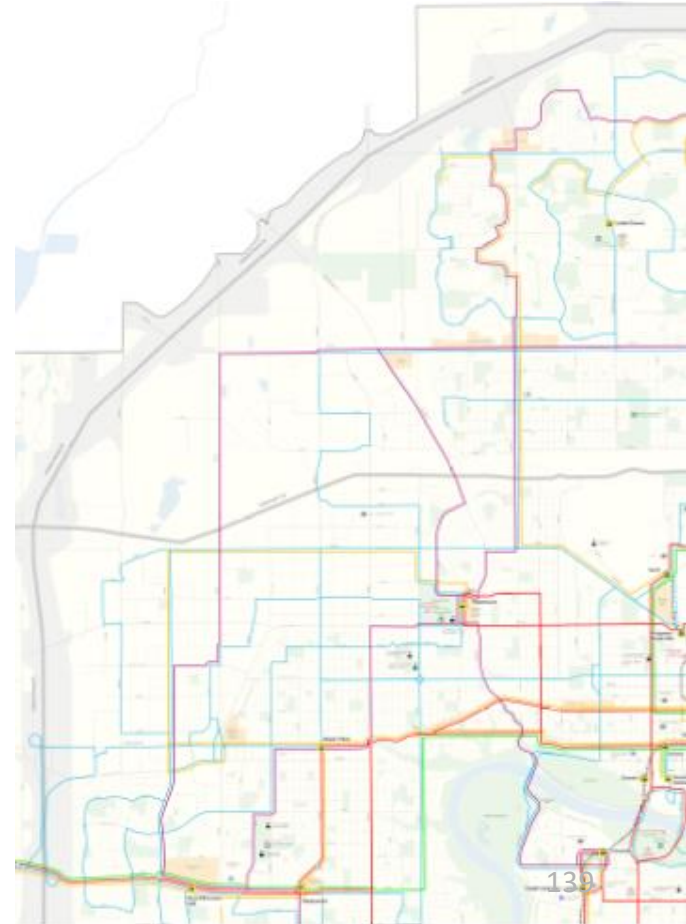
- Buses should be more frequent on the main streets
- Concern of full buses passing by stop in winter
- Concerned on how frequent buses will run
- Stagger buses

“Buses should be every 10 mins during peak.”

“Too many buses at Jasper Place at same time, stagger the buses.”

“Needs to come more frequently especially on weekends. Walking can be faster.”

“20 minutes frequency is not enough.”



COMMENTS BY QUADRANT NORTHWEST

SUMMARY

Schedules / Service Hours

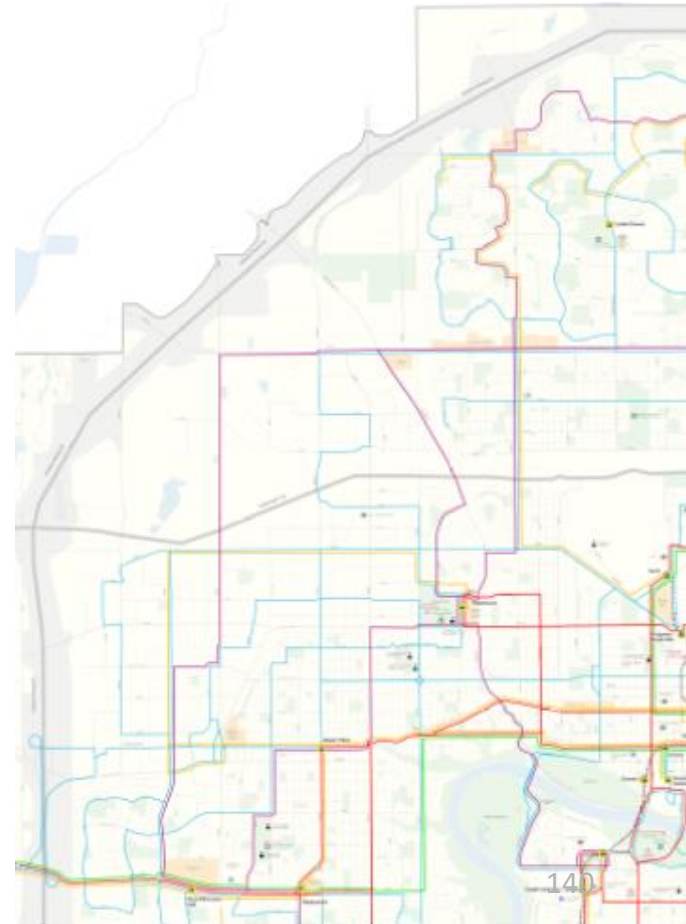
- Concerns about how late the local routes will run
- Need later weekend service
- More frequent service on Sunday is necessary
- Community buses don't run in evening
- Peak hours don't currently align with how people commute

“LRT needs to run late if replacing the 8. Should run later than 6pm on Sundays.”

Transfers / Connections

- Poor timing of bus at Kingsway and LRT
- Dangerous for older people to transfer
- Worried about too many transfers
- Coordination and possible gaps between LRT and bus scheduling

“Getting a transfer doubles the time it takes to get to my destination.”



COMMENTS BY QUADRANT NORTHWEST

SUMMARY

New Service Requests

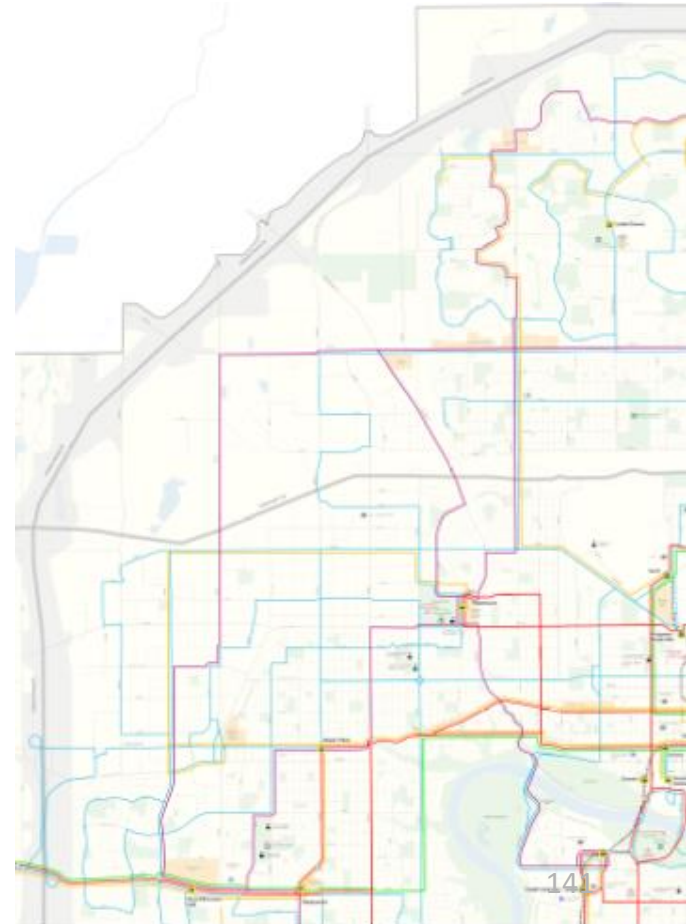
- *“Improve service to Airport takes 2 hours from Airport to Millwoods.”*
- *“Whitemud - 53 ave needs to be a major stop.”*
- *“Needs improved service to downtown on the weekends.”*
- *“Need more direct route from Castle Downs to Eaux Claire along 153 ave.”*

Walking Distances

- Too far between routes / to stops
- Safety issue for seniors, those with mobility issues, and in winter months

“Walking time has doubled. Concerned of winter commute.”

“Walking further in the dark by yourself is not safe. More security needed at Jasper Place.”

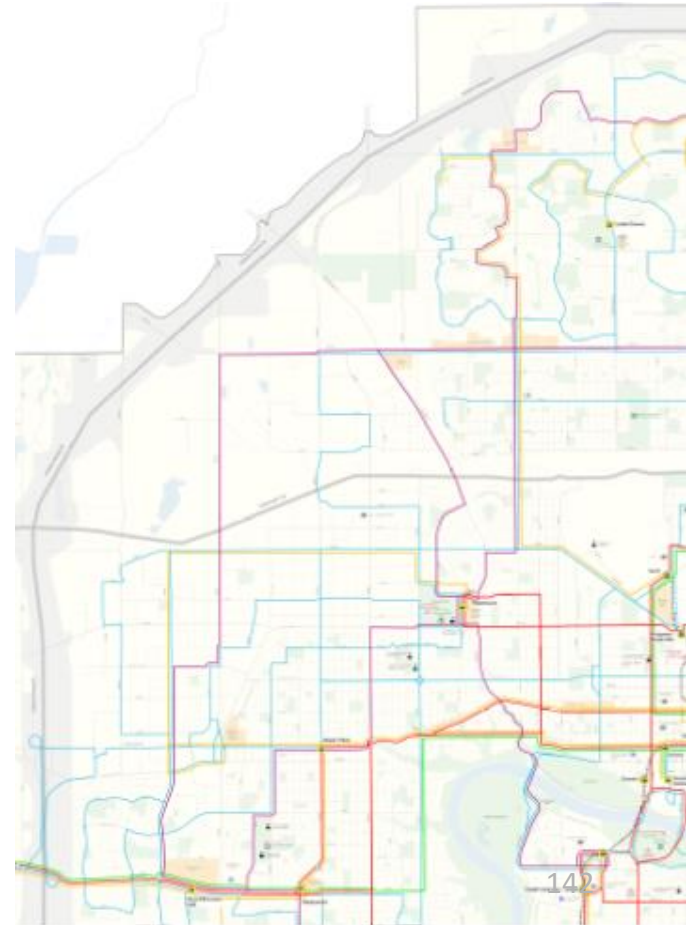


COMMENTS BY QUADRANT NORTHWEST

SUMMARY

Maintaining Shelters / Sidewalks

- Need stops at safe and well-lit areas.
- Bus shelter, bench and garbage can at each stop.
- More bus shelters along routes at stops
- Need beautification of bus stops

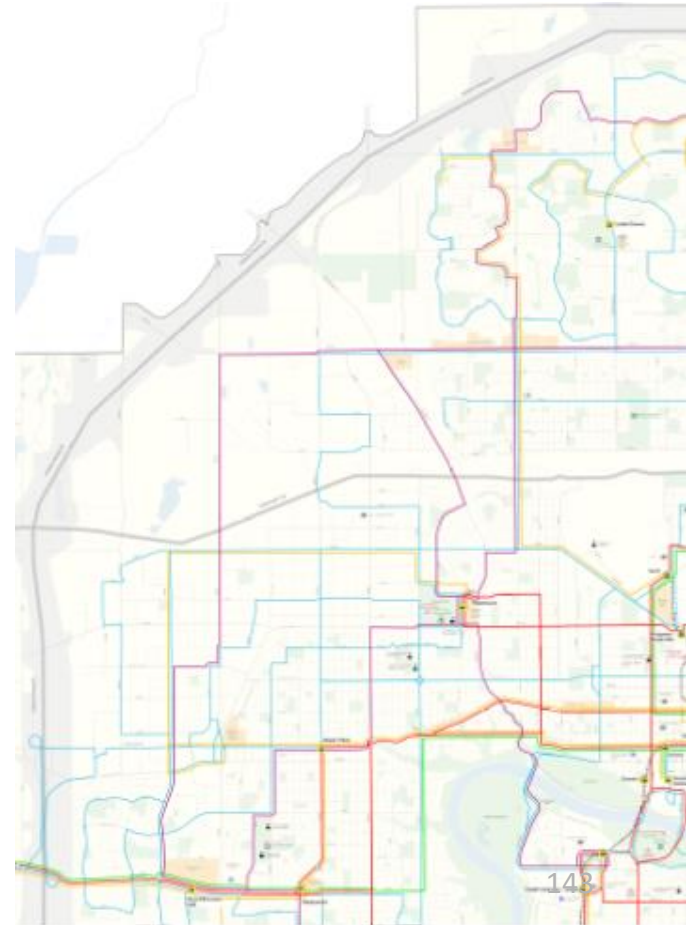


COMMENTS BY QUADRANT NORTHWEST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #125 – improve consistency, currently 2-10 mins late
- #109 – problem for 98A Avenue to 95 Avenue
- #12 – increase frequency
- #305 – loss of service. Popular senior bus
- #130 – loss of service
- #3 – loss of service, increased need to transfer
- #311, #322 – essential for senior population
- #128 – proposed new route will take too long
- #133 – loss of service. Please keep
- #136 – increase frequency
- #118 – keep the same
- #108 – loss of service
- #113 – loss of service. Popular senior bus
- #303 – needs extended hours and more service on Sunday



COMMENTS BY QUADRANT NORTHEAST

SUMMARY

Loss of Service

- No service to Rundle Park.
- Loss of service to Northeast Professional Centre.
 - Issue with changes to 82nd street service

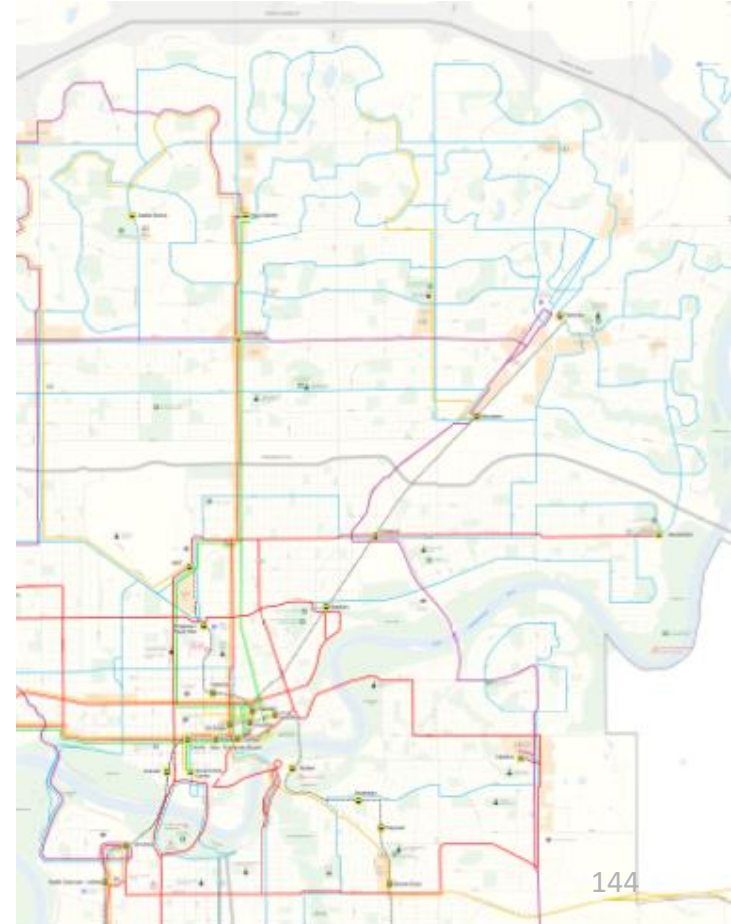
“Took a long time to get service in our area; we don’t want it to disappear.”

“Proposed change eliminates service to Northeast Professional Centre, Londonderry Junior High School, Londonderry Mall, ME Lazerte.”

Service Frequency

- More frequent service in winter months
- More frequent local buses
- Stagger buses

“15-min frequency is great for peak hours; can run every hour after 9am.”



COMMENTS BY QUADRANT NORTHEAST

SUMMARY

Schedules / Service Hours

- Needs to run later than 6pm
- Friday service should be at least until midnight
- Extend evening and Sunday service
- Rapid bus - extend hours to be shift friendly
- Increase weekend service
- Safety issue to stop local route at 10 pm

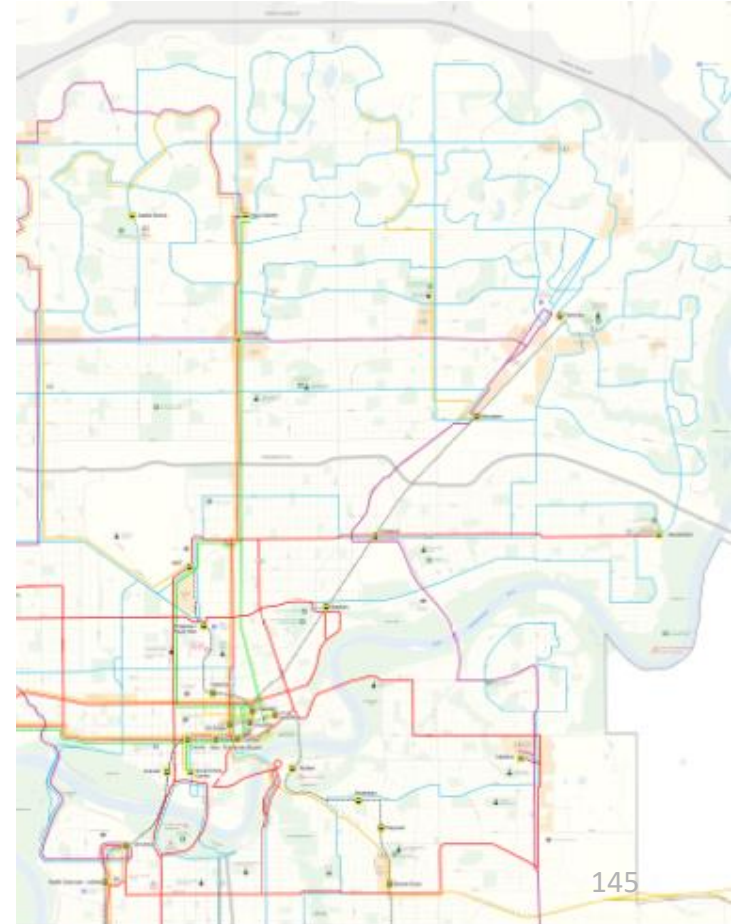
“Needs Saturday early morning for shift work, and night shift needs better connection times.”

Transfers / Connections

- Make sure the buses align with other routes
- Too many transfers
- Concern with missing transfer

“Stagger service, to give us choice on connections.”

“Don't take the LRT for safety reasons - will need to transfer more.”



COMMENTS BY QUADRANT NORTHEAST

SUMMARY

New Service Requests

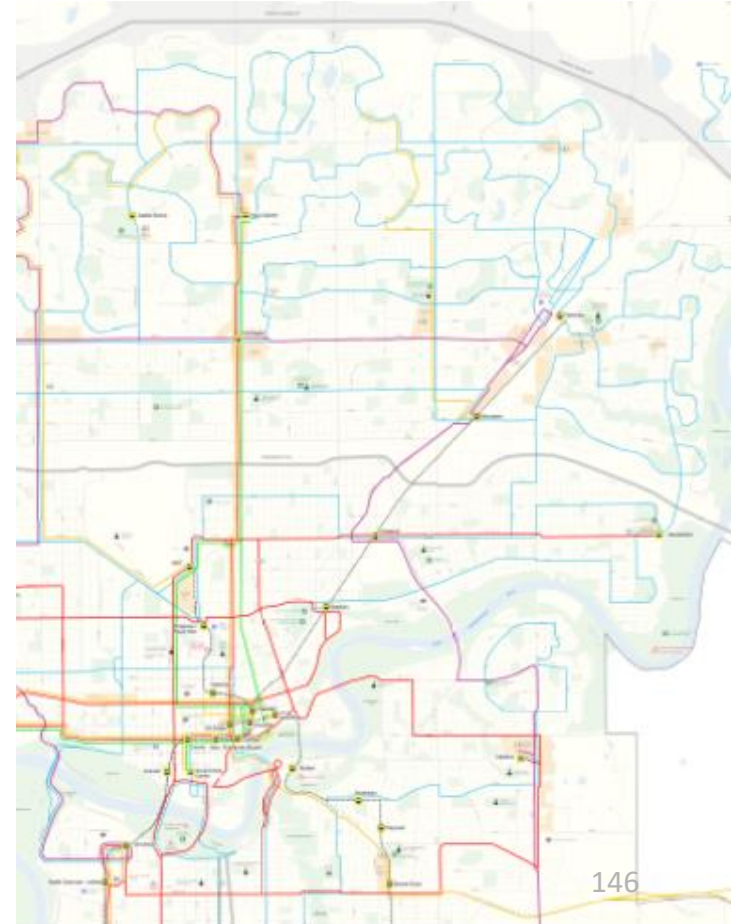
- Airport
- ACT - would like a community bus
- Bus on 82 street
- Special event bussing
- Need seasonal routes
- Need more North/South connections

Walking Distances

- Increase pedestrian signage if walking further
- Safety issue for seniors, those with mobility issues, and in winter months
- Issues with increased walking commute in winter

Maintaining Shelters / Sidewalks

- Clean sidewalks in winter
- Need covered bus shelters
- Not enough bus shelters on 137 ave
- Heated bus shelters for seniors

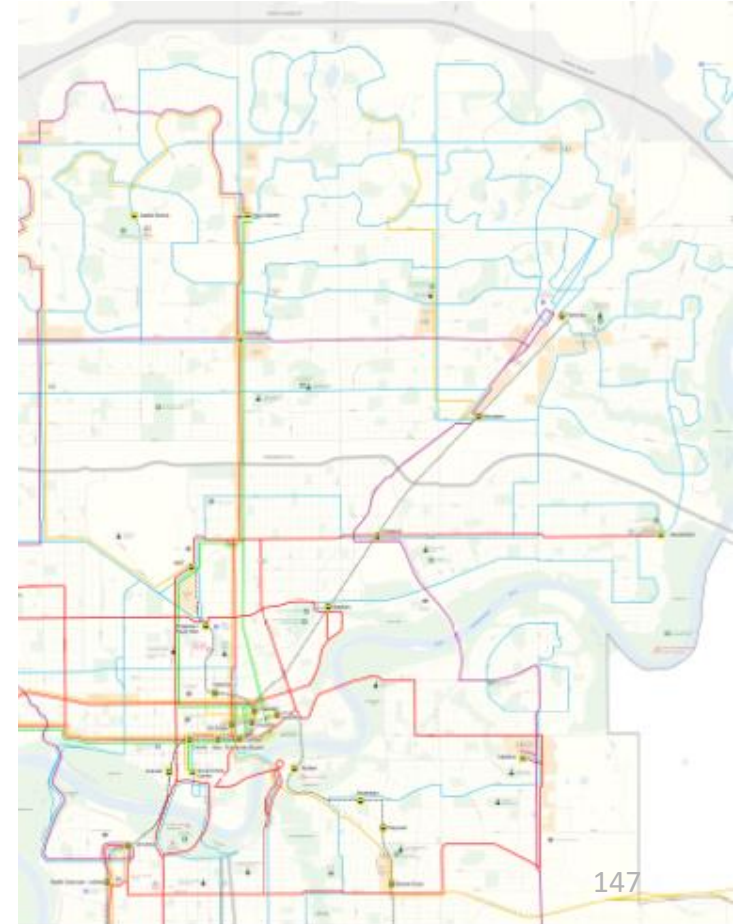


COMMENTS BY QUADRANT NORTHEAST

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #10 – loss of service on 82 street
- #143 – long walking distance, do not change
- #161, #162, #16 – loss of service
- #13 – keep the same
- #11 – keep the same
- #181 – increase frequency
- #182 – will bypass senior centre and school
- #312 – keep route
- #125 – keep route
- #88 – please keep
- C3 – is great
- C4 – extend service time to later on weekends (8pm)
- F2 – is great
- SE1 – should run later than 10pm
- N10 – bypasses major stops, schools, mall, daycare



COMMENTS BY QUADRANT WEST

SUMMARY

Loss of Service

- Removed evening and day routes
- Loss of service in general

Service Frequency

- Once an hour on inside routes
- Not getting places fast and efficiently
- Run peak only bus
- Stagger buses
- Reduce the service, do not eliminate it

“Okay with walking as long as frequency is every 1/2 hour.”

“Even if it was hourly, we would plan around it.”

COMMENTS BY QUADRANT WEST

SUMMARY

Schedules / Service Hours

- Weekend and off peak could be smaller buses
- Evening specials for events

Transfers / Connections

- Too many buses to get to LRT
- Focus on where buses connect - do not want long transfer times.
- To transfer from neighborhood to rapid is less efficient

New Service Requests

- *"Would like to connect to Windermere."*

Walking Distances

- Too far between routes
- Safety issue for seniors, those with mobility issues, and in winter months
- Kids and seniors cannot walk through Ravine
- Crossing major roads is dangerous - concern for pedestrian safety

COMMENTS BY QUADRANT WEST

SUMMARY

Maintaining Shelters / Sidewalks

- Sidewalks are icy in the winter
- Bus shelters need street lights

COMMENTS BY QUADRANT CENTRAL

SUMMARY

Loss of Service

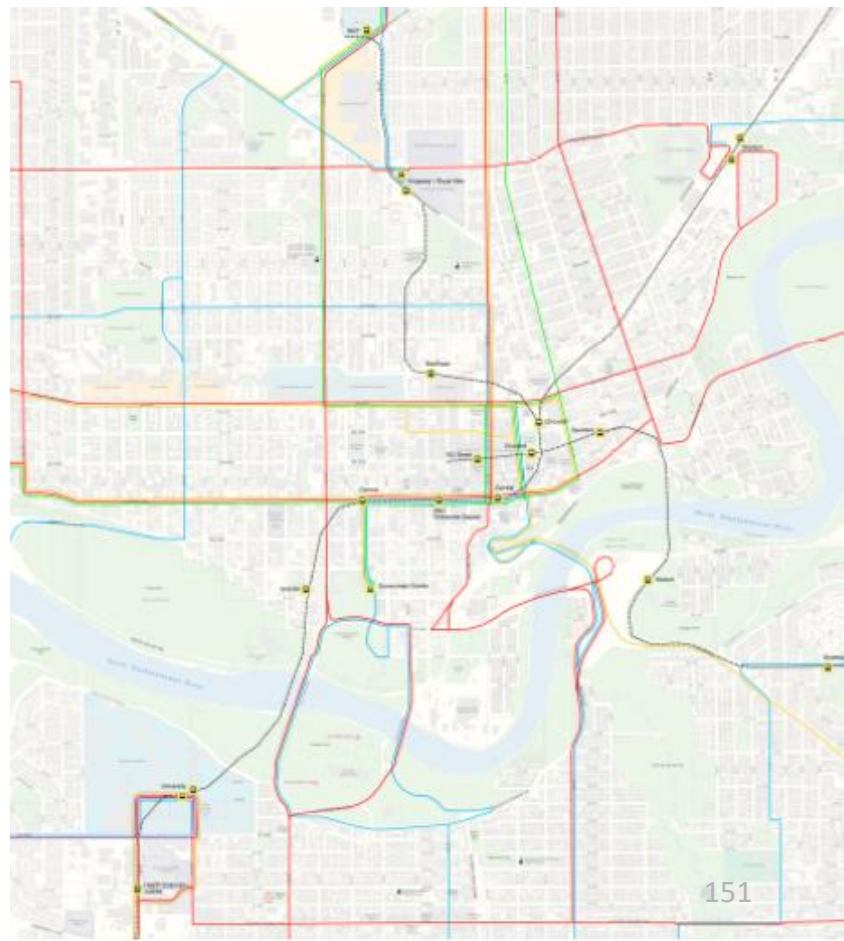
- Wedgewood area has no bus route
- Zoo is missed
- No service along 76 ave

Service Frequency

- More frequent service from Kingsway Eastbound to Royal Alex
- 30 minutes for local routes is not frequent enough
- 15 min crosstown frequency is too infrequent and people won't ride enough
- More frequent evening and weekend service

Schedules / Service Hours

- Extend weekend hours
- 97th street should have evening service
- Concern with wait times
- Begin service earlier



COMMENTS BY QUADRANT CENTRAL

SUMMARY

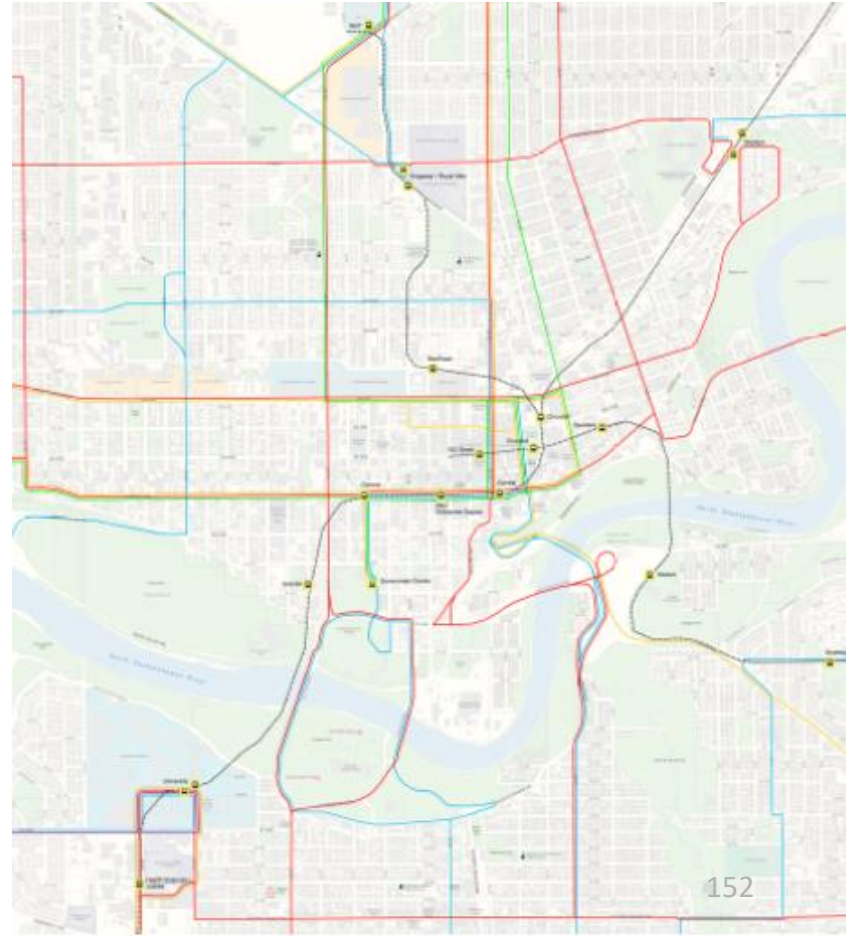
Transfers / Connections

- Concerned seniors will be standing at transfers
- Concern over too short connection times
- Too many transfers. Makes it longer trip to include LRT
- Transfer wait times should be less than 30 mins

“Do not want to be forced to take LRT - higher risk of falling.”

New Service Requests

- *“New communities need service too.”*
- *“Want direct route downtown.”*
- *“Shuttle from LRT to zoo and Fort Edmonton all year, not just in the summer.”*
- *“Route on weekends between Northgate and Eaux Claire.”*
- *“Route on 82nd ave.”*



COMMENTS BY QUADRANT CENTRAL

SUMMARY

Walking Distances

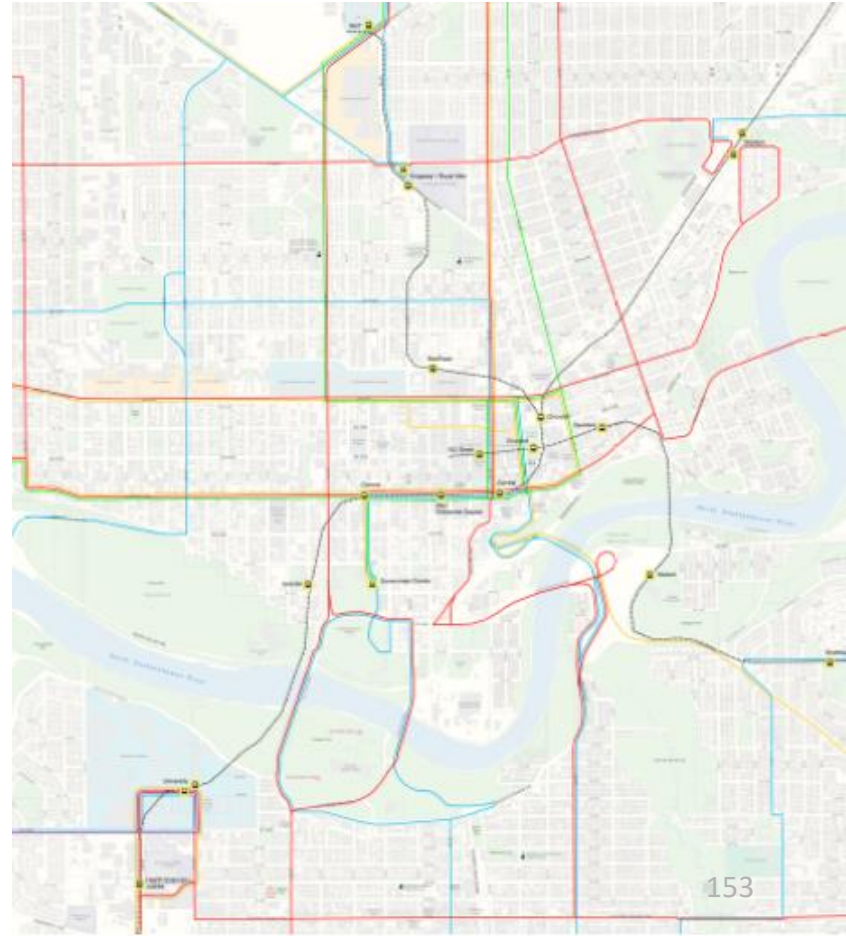
- Concerned with mobility issues and walking further
- Extended walking distance may not be for Seniors
- Too cold to walk in winter
- Accessibility for this with walkers, wheelchairs, mobility issues

“Riverdale is a long walk especially in winter for elderly.”

“Walks are too far in Windermere.”

Maintaining Shelters / Sidewalks

- *“If increasing number of transfers will need more bus shelters.”*
- *“All bus stops should have shelters.”*
- *“Shelters are full of garbage.”*

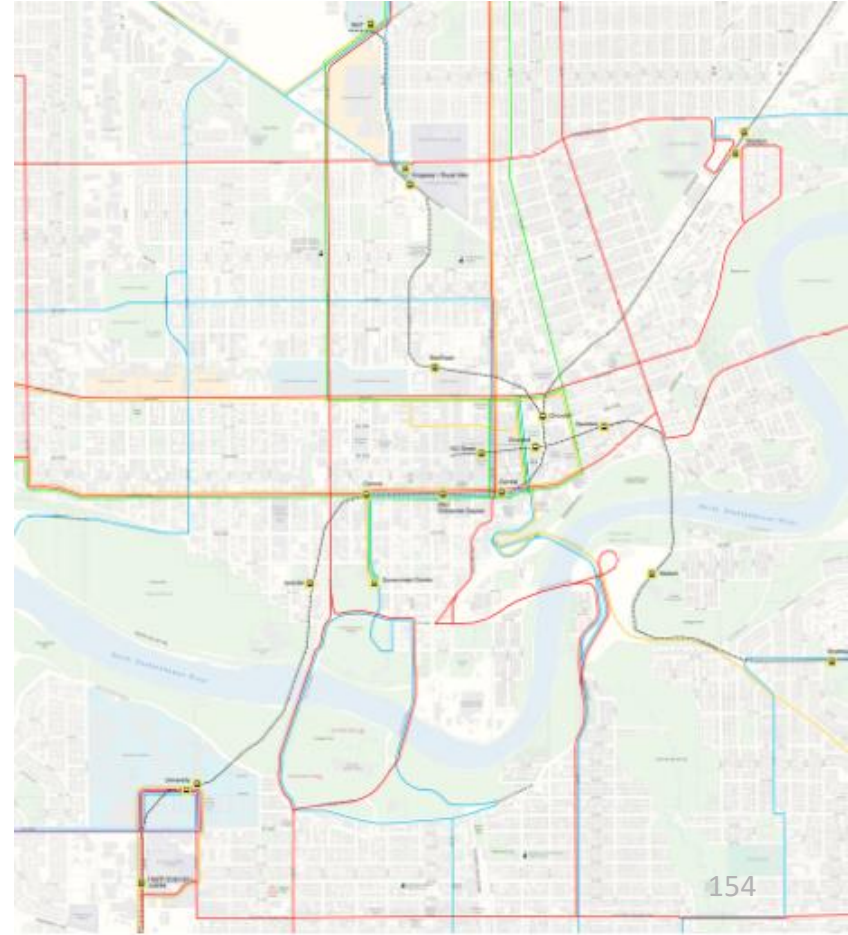


COMMENTS BY QUADRANT CENTRAL

SUMMARY

Specific Route Mentions – Workshop Mapping Exercise

- #125 – increase evening service
- #112, #7 – increase weekend service
- #9 – loss of service
- #327 – loss of service, increase frequency to every half hour
- #130 – needs weekend service



Five (5) workshops were held with targeted groups at various locations throughout the city



- *Winnifred Stewart Society – May 22, 2018 – (30 participants)*
- *Lions Centre – June 4, 2018 (9 participants)*
- *Commonwealth Rec Centre – June 5, 2018*
- *Riverdale – June 25, 2018 – (60 participants)*
- *Bissell Centre – June 26, 2018*

TARGETED WORKSHOPS SUMMARIES

TARGETED WORKSHOP: SENIORS - LIONS CENTRE

SUMMARY

CURRENT USAGE / OPINIONS

Citizens of this group felt strongly about the 309 route, indicating that it is important in giving them access to the Safeway (groceries), there were also mentions of having this route go to the Brewery District.

Discussion of how important transit is for seniors centered around the idea of how they need to be connected to seniors centers, shopping, health services and transit centers.

VIEWS ON NETWORK REDESIGN

The major concern of this group was not so much about the routes themselves but the walking distance to/between routes/stops. Specific mentions were made in regards to the 109st stop and its distance to/from the Lions Centre, as well as the stop being moved away from Kingsway Mall/Royal Alexandra Hospital. Walking during the winter months is an extreme concern of seniors as it poses a risk to their safety.

Seniors are worried about overcrowding on buses, and their safety in these situations. Some feel that operators currently do not help seniors enough in clearing seating, and would like to see this changed moving forward.

They understand that the buses are being removed as a result of the LRT expansion, but the LRT is difficult for seniors to access and many would prefer to stay on a bus rather than be forced to transfer to an LRT. Part of the reason they don't feel as safe on the LRT is that there is no driver that they can see, another factor is the perceived crime rate at LRT stations.

In regards to routes, seniors would like to see more access to attractions/festivals (i.e. Winespear, farmers markets), they would also like to see more Sunday service to help get them to a from church services.

Due to seniors variable health, many felt that every day service is needed, rather than specific day/time service. By limiting their service they feel isolated and unsafe.

Seniors feel that the DATS service is good, however, it is sometimes overbooked, and if the redesign is going to remove bus routes, in turn forcing seniors who do not wish to use the LRT to use DATS service, then DATS needs to be redesigned/upgraded as well.

TARGETED WORKSHOP: SENIORS - LIONS CENTRE

SUMMARY

QUESTIONS FROM THE GROUP

- What about people/communities near the airport?
- What about overcrowding on buses?
- How do we get DATS?
- Why is the LRT not underground? (ruins bus service)
- Why not have community shuttle from Kingsway Mall to Lions Centre?

TARGETED WORKSHOP: CLIENTS – WINNIFRED STEWART SOCIETY

SUMMARY

HIGHLIGHTS FROM THE GROUP

- Clients and caregivers are worried about overcrowding on buses, and their safety and comfort in these situations.
- They have similar concerns about how the bus redesign involves connections to the LRT.
- Similar to the concerns we heard from seniors, these clients prefer to stay on a bus rather than transfer to an LRT.

TARGETED WORKSHOP: ETHNIC GROUPS - COMMONWEALTH RECREATION CENTRE

SUMMARY

CURRENT USAGE / OPINIONS

There were mentions of wanting to be able to go places where their community members gather for a sense of community (i.e. ethnic foods, cultural connections).

VIEWS ON NETWORK REDESIGN

This group was particularly concerned that there were no buses going to Westbrook, as well as the loss of service along 82nd street, this is a severe problem for the newcomer community as the Edmonton Mennonite Centre as well as the Catholic Social Services are along this route, and is a main travel destination of their group.

They also discussed issues that newcomers face, particularly when accessing the downtown core. Newcomers often utilize many services downtown and no matter where they live, they typically need to travel to the core of the city. So, for that reason the 109st route has to have downtown as a destination, as well as easy access to Corona station.

Walking distance is another concern for this group, especially in the

winter months. Many of this group users use transit to get their groceries which will be made very difficult in the winter months.

The topic of community buses servicing the Ritchie/Hazeldean neighborhoods was also discussed, particularly the need to keep the 322 and 323 routes.

Due to density in outlying areas, access to and from these parts of the city is also an issue that was discussed. They discussed that new suburbs need services too, particularly in the Chappelle area.

WHAT THEY NEED

Community leaders need a simple 'cheat sheet' message, or presentation/video that they can access to inform their members/community.

QUESTIONS FROM THE GROUP

- How is this going to integrate into other services?

TARGETED WORKSHOP: RIVERDALE COMMUNITY

SUMMARY

VIEWS ON NETWORK REDESIGN

Walking distance concerns for those with mobility issues and those with children. Children need the bus to get to their school, so specials are a need for this community.

They feel that ridership is down because of lack of reliability, connections and when the buses run, which is a major concern because they are an isolated community making transit critical for some citizens (who do not necessarily want to rely on car travel) to get to major services.

When it comes to the feedback about the community routes, they want more of a hand in the process of designing the next draft, they feel that the community has lost some service over the years and the service they have is limited and inconsistent (i.e. loss of Saturday buses, buses that came in earlier and left later).

QUESTIONS FROM THE GROUP

- Rumour is Route 308 & 309 will be eliminated is this true?
- The messaging is confusing are services going to be lost or not?
- If there is an issue, who do you tell?
- Was the ridership data based on able bodied people going downtown?
- Have the changes been advertised yet? If not, will it be?
- If the community is red flagged, will we have a liaison working with us?

TARGETED WORKSHOP: BISSELL CENTRE

SUMMARY

CURRENT USAGE / OPINIONS

Citizens of this group typically use the bus system 2-5 times per week, the specific buses being used include, 1, 2, 3, 5, 8, 9, 12, 100, 120, 127, 140, 151.

Positive aspects of using transit among this group included, many citizens do not drive so transit helps them get around, it is cheaper than driving, quality time is spent on the bus, faster than walking, it is convenient, and that the transit app is useful.

Negative aspects of using transit among this group included, it is too costly and time consuming especially with limit Sunday service, service needs to run later; particularly the 12 to Northgate; it is crowded during peak hours, some drivers have no people skills, not all buses have air-conditioning, not enough stops between 95th street and 97th street, and that there needs to be cheaper passes for the homeless.

VIEWS ON NETWORK REDESIGN

This group is excited about the changes being made to accommodate the public (better services, more routes), specifically about the addition of more buses added to the Anthony Henday.

This group is worried that the changes may not factor in the homeless and low-income populations, the cost of passes, citizens having to start over and learn new routes, safety of passengers as well as drivers, the frequency of buses and availability of routes, and the ability to improvise routes If transfers are missed.

QUESTIONS FROM THE GROUP

- What is the age of a senior bus pass? 65?
- Will drivers still let people without transit fare on in extreme cold?
- Will there be more routes down 111 Avenue?
- Will there be more direct routes to industrial areas, such as 50th street? Many Bissell clientele work on projects down there, and need routes to be simplified.
- Will bus hours be extended? i.e. Folks who begin work at 7AM, or end work after 8PM.

DEMOGRAPHICS

GENERAL PUBLIC

DEMOGRAPHICS

	ETS Ridership (2017 ETS Past 4 week Riders) (n=1,608)*	Insight Community (n=1,398)	Informed Public (n=484)	Other Public (n=2,320)
EMPLOYMENT STATUS				
Employed full-time (30+ hours per week)	50%	65%	48%	60%
Employed part-time (0 - 30 hours per week)	19%	8%	9%	8%
Homemaker	-	2%	2%	2%
Post-secondary student	21%	3%	7%	11%
High school student	7%	<1%	4%	6%
Unemployed	23%	2%	5%	2%
Permanently unable to work	-	1%	2%	2%
Retired	9%	17%	21%	7%
Maternity / medical leave	-	<1%	1%	<1%
Volunteer	-	-	-	<1%
Business owner / self employed	-	1%	<1%	<1%
Other	-	<1%	-	<1%
Prefer not to answer	-	-	1%	1%

	ETS Ridership (2017 ETS Past 4 week Riders) (n=1,608)*	Insight Community (n=1,398)	Informed Public (n=484)	Other Public (n=2,320)
TENURE IN EDMONTON				
Less than 1 year	-	<1%	<1%	2%
Between 1-2 years	-	1%	3%	3%
Between 3-5 years	-	5%	6%	7%
More than 5 years	-	93%	91%	89%
I do not live in Edmonton	-	<1%	<1%	<1%

*Source: City of Edmonton 2017 Annual Report

DEMOGRAPHICS

	ETS Ridership (2017 ETS Past 4 week Riders) (n=1,608)*	Insight Community (n=1,398)	Informed Public (n=484)	Other Public (n=2,320)
GENDER				
Man	47%	47%	35%	32%
Woman	53%	48%	57%	58%
Neither option describes me	-	1%	1%	1%
Prefer not to say	-	5%	7%	8%
AGE				
Less than 18 years		<1%	6%	6%
18 - 24 years	31% (15-24 years)	4%	7%	14%
25 - 34 years	21%	30%	13%	22%
35 - 44 years	14%	19%	14%	21%
45 - 54 years	15%	16%	19%	15%
55 - 64 years	11%	15%	21%	13%
65 years or older	8%	15%	16%	6%
Prefer not to answer	-	2%	3%	3%
USAGE OF EDMONTON BUS / LRT				
Every weekday or more	-	32%	73%	70%
At least once per week	-	19%	15%	13%
At least once per month	-	19%	6%	8%
At least once per year	-	22%	4%	6%
Never	-	8%	1%	3%

	ETS Ridership (2017 ETS Past 4 week Riders) (n=1,608)*	Insight Community (n=1,398)	Informed Public (n=484)	Other Public (n=2,320)
PRIMARY MODE OF TRANSPORTATION				
Car/truck/van as a driver	72% (access to vehicle)	53%	19%	22%
Public transit	100%	28%	73%	66%
Walk	-	6%	4%	2%
Bicycle	-	6%	1%	2%
Car/truck/van as a passenger	-	5%	2%	5%
Other	-	1%	<1%	1%
No primary / combination of various transportation modes	-	1%	2%	1%
Don't know	-	<1%	<1%	<1%

*Source: City of Edmonton 2017 Annual Report

DEMOGRAPHICS

	ETS Ridership (2017 ETS Past 4 week Riders) (n=1,608)*	Insight Community (n=1,398)	Informed Public (n=484)	Other Public (n=2,320)
CITY EMPLOYEE				
Yes	-	10%	7%	7%
No	-	90%	93%	93%
ETS EMPLOYEE (ASKED IF CITY EMPLOYEE)	-	(n=139)	(n=33)	(n=153)
Yes	-	14%	15%	16%
No	-	86%	85%	84%
BUSINESS OWNER IN EDMONTON				
Yes	-	10%	5%	6%
No	-	90%	95%	94%
RESPONDED ON BEHALF OF ORGANIZATION				
Yes	-	<1%	-	1%
No	-	100%	-	99%
ATTENDED PUBLIC WORKSHOP				
Yes	-	6%	-	
No	-	94%	-	100%

*Source: City of Edmonton 2017 Annual Report

APPENDIX

REMIX FINDINGS

REMIX FINDINGS

METHODOLOGY

Remix tool: It is an interactive tool that allowed participants to plan their trip including information on schedules, frequencies and transfers.

Data collection: At the end of the survey, respondents were given an opportunity to provide route specific comments using the remix tool. The survey redirected the respondents to the remix tool where they were able to look into the proposed routes that are of interest to them. They were then asked to return to the survey to provide input on those routes.

Analysis and Reporting: As the respondents provided feedback only on the routes they were interested in, the base sizes for the routes would vary in the report. Routes with base sizes less than 30 are not reported.

FEEDBACK ON FREQUENT BUS ROUTES

REMIX FINDINGS

FEEDBACK ON FREQUENT BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____. What would you like to comment about on this route.	Route						
	F1	F2	F3	F4	F5	F6	F7
Total Answering	63	103	47	72	86	31	132
Weekday Schedules	71%	71%	64%	69%	66%	55%	72%
Weekend Schedules	51%	40%	32%	43%	38%	26%	44%
Places/Destinations covered by this route	57%	68%	62%	65%	58%	71%	50%

% Indicates top mention

FEEDBACK ON FREQUENT BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route				
	F1	F2	F4	F5	F7
Total Answering	44	73	50	57	95
Early morning: 5:30 AM - 6:30 AM					
Increase how often the bus comes or add Service if currently not provided as per the map	16%	15%	22%	16%	20%
Reduce how often the bus comes	-	7%	8%	4%	7%
The level of service is appropriate	84%	78%	70%	81%	73%
Morning rush: 6:30 AM - 8:30 AM					
Increase how often the bus comes or add Service if currently not provided as per the map	52%	56%	68%	44%	61%
Reduce how often the bus comes	-	-	2%	-	-
The level of service is appropriate	48%	44%	30%	56%	39%

R3 - Please check boxes for the changes you want to see?	Route				
	F1	F2	F4	F5	F7
Total Answering	44	73	50	57	95
Day time: 8:30 AM - 3:30 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	36%	26%	36%	39%	40%
Reduce how often the bus comes	-	1%	4%	2%	4%
The level of service is appropriate	64%	73%	60%	60%	56%
Afternoon rush: 3:30 PM - 6:00 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	55%	55%	68%	61%	65%
Reduce how often the bus comes	-	-	2%	-	-
The level of service is appropriate	45%	45%	30%	39%	35%

% Indicates top mention

FEEDBACK ON FREQUENT BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route				
	F1	F2	F4	F5	F7
	-----	-----	-----	-----	-----
Total Answering	44	73	50	57	95
Evening: 6:00 PM - 10:00 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	48%	25%	28%	32%	38%
Reduce how often the bus comes	-	4%	2%	2%	4%
The level of service is appropriate	52%	71%	70%	67%	58%
Late evening: 10:00 PM - Midnight					
Increase how often the bus comes or add Service if currently not provided as per the map	30%	22%	30%	19%	26%
Reduce how often the bus comes	-	4%	6%	4%	5%
The level of service is appropriate	70%	74%	64%	77%	68%

% Indicates top mention

Base: Edmontonians who chose to comment on Frequent Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON FREQUENT BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R4 - Please check the boxes for the service changes you want to see?	Route				
	F1	F2	F4	F5	F7
Total Answering	31	41	31	33	58
Saturday early morning: 6:00 AM - 8:00 AM					
Increase how often bus comes or add Service if currently not provided on this the map	29%	29%	23%	24%	29%
Reduce how often the bus comes	-	7%	3%	3%	7%
The level of service is appropriate	71%	63%	74%	73%	64%
Sunday early morning: 6:00 AM - 10:00 AM					
Increase how often bus comes or add Service if currently not provided on this the map	35%	37%	29%	21%	36%
Reduce how often the bus comes	-	5%	3%	-	7%
The level of service is appropriate	65%	59%	68%	79%	57%

R4 - Please check the boxes for the service changes you want to see?	Route				
	F1	F2	F4	F5	F7
Total Answering	31	41	31	33	58
Saturday midday: 8:00 AM - 7:00 PM					
Increase how often bus comes or add Service if currently not provided on this the map	52%	41%	52%	39%	52%
Reduce how often the bus comes	3%	-	3%	-	2%
The level of service is appropriate	45%	59%	45%	61%	47%
Sunday midday: 10:00 AM - 7:00 PM					
Increase how often bus comes or add Service if currently not provided on this the map	45%	37%	48%	33%	45%
Reduce how often the bus comes	-	2%	3%	-	2%
The level of service is appropriate	55%	61%	48%	67%	53%

% Indicates top mention

FEEDBACK ON FREQUENT BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R4 - Please check the boxes for the service changes you want to see?	Route				
	F1	F2	F4	F5	F7
Total Answering	31	41	31	33	58
Saturday evening: 7:00 PM - Midnight					
Increase how often bus comes or add Service if currently not provided on this the map	55%	39%	55%	42%	60%
Reduce how often the bus comes	-	5%	3%	-	5%
The level of service is appropriate	45%	56%	42%	58%	34%
Sunday evening: 7:00 PM - Midnight					
Increase how often bus comes or add Service if currently not provided on this the map	48%	34%	39%	36%	38%
Reduce how often the bus comes	-	5%	3%	-	5%
The level of service is appropriate	52%	61%	58%	64%	57%

% Indicates top mention

Base: Edmontonians who chose to comment on Frequent Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON RAPID BUS ROUTES

REMIX FINDINGS

FEEDBACK ON RAPID BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____ . What would you like to comment about on this route.	Route								
	E1	E2	E3	E4	P1	P2	P3	P6	P9
Total Answering	79	39	44	34	36	52	33	32	55
Weekday Schedules	71%	51%	52%	47%	56%	79%	76%	59%	53%
Weekend Schedules	38%	33%	39%	38%	28%	42%	39%	28%	22%
Places/Destinations covered by this route	51%	74%	59%	65%	78%	48%	42%	59%	78%

% Indicates top mention

Base: Edmontonians who chose to comment on Rapid Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON RAPID BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	E1	P2
Total Answering	53	41
Early morning: 5:30 AM - 6:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	21%	27%
Reduce how often the bus comes	4%	5%
The level of service is appropriate	75%	68%
Morning rush: 6:30 AM - 8:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	55%	39%
Reduce how often the bus comes	-	-
The level of service is appropriate	45%	61%

R3 - Please check boxes for the changes you want to see?	Route	
	E1	P2
Total Answering	53	41
Day time: 8:30 AM - 3:30 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	26%	54%
Reduce how often the bus comes	4%	5%
The level of service is appropriate	70%	41%
Afternoon rush: 3:30 PM - 6:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	57%	56%
Reduce how often the bus comes	-	2%
The level of service is appropriate	43%	41%

% Indicates top mention

FEEDBACK ON RAPID BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	E1	P2
	-----	-----
Total Answering	53	41
Evening: 6:00 PM - 10:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	43%	46%
Reduce how often the bus comes	-	2%
The level of service is appropriate	57%	51%
Late evening: 10:00 PM - Midnight		
Increase how often the bus comes or add Service if currently not provided as per the map	25%	17%
Reduce how often the bus comes	4%	7%
The level of service is appropriate	72%	76%

% Indicates top mention

Base: Edmontonians who chose to comment on Rapid Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON RAPID BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

	Route		Route		Route
R4 - Please check the boxes for the service changes you want to see?	E1	R4 - Please check the boxes for the service changes you want to see?	E1	R4 - Please check the boxes for the service changes you want to see?	E1
	-----		-----		-----
Total Answering	30	Total Answering	30	Total Answering	30
Saturday early morning: 6:00 AM - 8:00 AM		Saturday midday: 8:00 AM - 7:00 PM		Saturday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	33%	Increase how often bus comes or add Service if currently not provided on this the map	57%	Increase how often bus comes or add Service if currently not provided on this the map	63%
Reduce how often the bus comes	3%	Reduce how often the bus comes	3%	Reduce how often the bus comes	3%
The level of service is appropriate	63%	The level of service is appropriate	40%	The level of service is appropriate	33%
Sunday early morning: 6:00 AM - 10:00 AM		Sunday midday: 10:00 AM - 7:00 PM		Sunday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	37%	Increase how often bus comes or add Service if currently not provided on this the map	53%	Increase how often bus comes or add Service if currently not provided on this the map	50%
Reduce how often the bus comes	3%	Reduce how often the bus comes	7%	Reduce how often the bus comes	3%
The level of service is appropriate	60%	The level of service is appropriate	40%	The level of service is appropriate	47%

% Indicates top mention

FEEDBACK ON CROSSTOWN BUS ROUTES

REMIX FINDINGS

FEEDBACK ON CROSTOWN BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____ . What would you like to comment about on this route.	Route				
	C1	C2	C3	C5	C6
Total Answering	86	58	63	55	83
Weekday Schedules	62%	64%	60%	69%	72%
Weekend Schedules	31%	45%	33%	44%	60%
Places/Destinations covered by this route	73%	59%	59%	58%	61%

% Indicates top mention

FEEDBACK ON CROSTOWN BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route				
	C1	C2	C3	C5	C6
Total Answering	53	37	38	38	60
Early morning: 5:30 AM - 6:30 AM					
Increase how often the bus comes or add Service if currently not provided as per the map	40%	43%	34%	29%	38%
Reduce how often the bus comes	6%	3%	3%	-	-
The level of service is appropriate	55%	54%	63%	71%	62%
Morning rush: 6:30 AM - 8:30 AM					
Increase how often the bus comes or add Service if currently not provided as per the map	47%	38%	84%	68%	53%
Reduce how often the bus comes	2%	5%	-	-	-
The level of service is appropriate	51%	57%	16%	32%	47%

R3 - Please check boxes for the changes you want to see?	Route				
	C1	C2	C3	C5	C6
Total Answering	53	37	38	38	60
Day time: 8:30 AM - 3:30 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	53%	38%	34%	50%	42%
Reduce how often the bus comes	2%	3%	-	-	-
The level of service is appropriate	45%	59%	66%	50%	58%
Afternoon rush: 3:30 PM - 6:00 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	53%	43%	87%	63%	58%
Reduce how often the bus comes	-	5%	-	-	-
The level of service is appropriate	47%	51%	13%	37%	42%

% Indicates top mention

Base: Edmontonians who chose to comment on Crosstown Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON CROSTOWN BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route				
	C1	C2	C3	C5	C6
Total Answering	53	37	38	38	60
Evening: 6:00 PM - 10:00 PM					
Increase how often the bus comes or add Service if currently not provided as per the map	55%	49%	37%	45%	45%
Reduce how often the bus comes	6%	3%	-	-	-
The level of service is appropriate	40%	49%	63%	55%	55%
Late evening: 10:00 PM - Midnight					
Increase how often the bus comes or add Service if currently not provided as per the map	34%	46%	24%	32%	42%
Reduce how often the bus comes	6%	5%	8%	-	2%
The level of service is appropriate	60%	49%	68%	68%	57%

% Indicates top mention

Base: Edmontonians who chose to comment on Crosstown Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON CROSTOWN BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

	Route
R4 - Please check the boxes for the service changes you want to see?	C6 -----
Total Answering	49
Saturday early morning: 6:00 AM - 8:00 AM	
Increase how often bus comes or add Service if currently not provided on this the map	41%
Reduce how often the bus comes	2%
The level of service is appropriate	57%
Sunday early morning: 6:00 AM - 10:00 AM	
Increase how often bus comes or add Service if currently not provided on this the map	43%
Reduce how often the bus comes	4%
The level of service is appropriate	53%

	Route
R4 - Please check the boxes for the service changes you want to see?	C6 -----
Total Answering	49
Saturday midday: 8:00 AM - 7:00 PM	
Increase how often bus comes or add Service if currently not provided on this the map	33%
Reduce how often the bus comes	-
The level of service is appropriate	67%
Sunday midday: 10:00 AM - 7:00 PM	
Increase how often bus comes or add Service if currently not provided on this the map	33%
Reduce how often the bus comes	-
The level of service is appropriate	67%

	Route
R4 - Please check the boxes for the service changes you want to see?	C6 -----
Total Answering	49
Saturday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	63%
Reduce how often the bus comes	2%
The level of service is appropriate	35%
Sunday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	51%
Reduce how often the bus comes	2%
The level of service is appropriate	47%

% Indicates top mention

Base: Edmontonians who chose to comment on Crosstown Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON LOCAL BUS ROUTES

REMIX FINDINGS

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____. What would you like to comment about on this route.	Route				
	W1	W4	W14	W15	W16
Total Answering	78	40	73	54	33
Weekday Schedules	63%	68%	41%	52%	48%
Weekend Schedules	40%	35%	27%	33%	21%
Places/Destinations covered by this route	50%	68%	77%	78%	82%

% Indicates top mention

Base: Edmontonians who chose to comment on Local West Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	W1	W14
Total Answering	48	30
Early morning: 5:30 AM - 6:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	38%	33%
Reduce how often the bus comes	-	-
The level of service is appropriate	63%	67%
Morning rush: 6:30 AM - 8:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	65%	63%
Reduce how often the bus comes	-	-
The level of service is appropriate	35%	37%

R3 - Please check boxes for the changes you want to see?	Route	
	W1	W14
Total Answering	48	30
Day time: 8:30 AM - 3:30 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	50%	50%
Reduce how often the bus comes	-	-
The level of service is appropriate	50%	50%
Afternoon rush: 3:30 PM - 6:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	67%	70%
Reduce how often the bus comes	-	-
The level of service is appropriate	33%	30%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	W1 -----	W14 -----
Total Answering	48	30
Evening: 6:00 PM - 10:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	54%	43%
Reduce how often the bus comes	-	-
The level of service is appropriate	46%	57%
Late evening: 10:00 PM - Midnight		
Increase how often the bus comes or add Service if currently not provided as per the map	33%	30%
Reduce how often the bus comes	-	-
The level of service is appropriate	67%	70%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____ . What would you like to comment about on this route.	Route									
	SW1	SW2	SW3	SW6	SW13	SW14	SW15	SW16	SW17	SW18
Total Answering	43	45	52	36	32	37	33	42	38	37
Weekday Schedules	70%	47%	60%	56%	63%	62%	52%	50%	50%	51%
Weekend Schedules	51%	33%	27%	25%	47%	38%	27%	40%	24%	35%
Places/Destinations covered by this route	63%	82%	56%	64%	66%	76%	64%	64%	76%	68%

Base: Edmontonians who chose to comment on Local Southwest Routes
 Routes with a sample size of less than 30 not shown

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	SW1	SW3
Total Answering	30	31
Early morning: 5:30 AM - 6:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	13%	32%
Reduce how often the bus comes	-	3%
The level of service is appropriate	87%	65%
Morning rush: 6:30 AM - 8:30 AM		
Increase how often the bus comes or add Service if currently not provided as per the map	70%	71%
Reduce how often the bus comes	-	-
The level of service is appropriate	30%	29%

R3 - Please check boxes for the changes you want to see?	Route	
	SW1	SW3
Total Answering	30	31
Day time: 8:30 AM - 3:30 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	37%	42%
Reduce how often the bus comes	-	-
The level of service is appropriate	63%	58%
Afternoon rush: 3:30 PM - 6:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	63%	68%
Reduce how often the bus comes	3%	-
The level of service is appropriate	33%	32%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R3 - Please check boxes for the changes you want to see?	Route	
	SW1	SW3
	-----	-----
Total Answering	30	31
Evening: 6:00 PM - 10:00 PM		
Increase how often the bus comes or add Service if currently not provided as per the map	47%	42%
Reduce how often the bus comes	-	3%
The level of service is appropriate	53%	55%
Late evening: 10:00 PM - Midnight		
Increase how often the bus comes or add Service if currently not provided as per the map	30%	29%
Reduce how often the bus comes	-	3%
The level of service is appropriate	70%	68%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____ . What would you like to comment about on this route.	Route		
	SE1	SE17	SE18
	-----	-----	-----
Total Answering	100	37	31
Weekday Schedules	74%	54%	55%
Weekend Schedules	50%	43%	39%
Places/Destinations covered by this route	66%	68%	61%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

	Route
R3 - Please check boxes for the changes you want to see?	SE1 -----

Total Answering 74

Early morning: 5:30 AM - 6:30 AM

Increase how often the bus comes or add Service if currently not provided as per the map	16%
Reduce how often the bus comes	-
The level of service is appropriate	84%

Morning rush: 6:30 AM - 8:30 AM

Increase how often the bus comes or add Service if currently not provided as per the map	70%
Reduce how often the bus comes	-
The level of service is appropriate	30%

	Route
R3 - Please check boxes for the changes you want to see?	SE1 -----

Total Answering 74

Day time: 8:30 AM - 3:30 PM

Increase how often the bus comes or add Service if currently not provided as per the map	34%
Reduce how often the bus comes	-
The level of service is appropriate	66%

Afternoon rush: 3:30 PM - 6:00 PM

Increase how often the bus comes or add Service if currently not provided as per the map	69%
Reduce how often the bus comes	-
The level of service is appropriate	31%

	Route
R3 - Please check boxes for the changes you want to see?	SE1 -----

Total Answering 74

Evening: 6:00 PM - 10:00 PM

Increase how often the bus comes or add Service if currently not provided as per the map	39%
Reduce how often the bus comes	-
The level of service is appropriate	61%

Late evening: 10:00 PM - Midnight

Increase how often the bus comes or add Service if currently not provided as per the map	28%
Reduce how often the bus comes	7%
The level of service is appropriate	65%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

	Route
R4 - Please check the boxes for the service changes you want to see?	SE1 -----
Total Answering	50
Saturday early morning: 6:00 AM - 8:00 AM	
Increase how often bus comes or add Service if currently not provided on this the map	26%
Reduce how often the bus comes	-
The level of service is appropriate	74%
Sunday early morning: 6:00 AM - 10:00 AM	
Increase how often bus comes or add Service if currently not provided on this the map	36%
Reduce how often the bus comes	-
The level of service is appropriate	64%

	Route
R4 - Please check the boxes for the service changes you want to see?	SE1 -----
Total Answering	50
Saturday midday: 8:00 AM - 7:00 PM	
Increase how often bus comes or add Service if currently not provided on this the map	46%
Reduce how often the bus comes	-
The level of service is appropriate	54%
Sunday midday: 8:00 AM - 7:00 PM	
Increase how often bus comes or add Service if currently not provided on this the map	46%
Reduce how often the bus comes	-
The level of service is appropriate	54%

	Route
R4 - Please check the boxes for the service changes you want to see?	SE1 -----
Total Answering	50
Saturday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	50%
Reduce how often the bus comes	2%
The level of service is appropriate	48%
Sunday evening: 7:00 PM - Midnight	
Increase how often bus comes or add Service if currently not provided on this the map	40%
Reduce how often the bus comes	4%
The level of service is appropriate	56%

% Indicates top mention

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

R2 - You have selected _____ . What would you like to comment about on this route.	Route											
	N1	N3	N5	N6	N7	N8	N9	N10	N11	N15	N16	
Total Answering	46	46	44	34	31	38	30	35	31	32	30	
Weekday Schedules	52%	65%	55%	68%	61%	74%	57%	51%	52%	63%	77%	
Weekend Schedules	37%	43%	30%	47%	42%	47%	40%	43%	52%	41%	50%	
Places/Destinations covered by this route	67%	70%	70%	53%	65%	58%	63%	66%	58%	63%	47%	

% Indicates top mention

Base: Edmontonians who chose to comment on Local North Routes
Routes with a sample size of less than 30 not shown

FEEDBACK ON LOCAL BUS ROUTES

SPECIFIC FEEDBACK FROM REMIX

	Route
R3 - Please check boxes for the changes you want to see?	N3 -----
Total Answering	30
Early morning: 5:30 AM - 6:30 AM	
Increase how often the bus comes or add Service if currently not provided as per the map	50%
Reduce how often the bus comes	7%
The level of service is appropriate	43%
Morning rush: 6:30 AM - 8:30 AM	
Increase how often the bus comes or add Service if currently not provided as per the map	73%
Reduce how often the bus comes	-
The level of service is appropriate	27%

	Route
R3 - Please check boxes for the changes you want to see?	N3 -----
Total Answering	30
Day time: 8:30 AM - 3:30 PM	
Increase how often the bus comes or add Service if currently not provided as per the map	43%
Reduce how often the bus comes	3%
The level of service is appropriate	53%
Afternoon rush: 3:30 PM - 6:00 PM	
Increase how often the bus comes or add Service if currently not provided as per the map	67%
Reduce how often the bus comes	-
The level of service is appropriate	33%

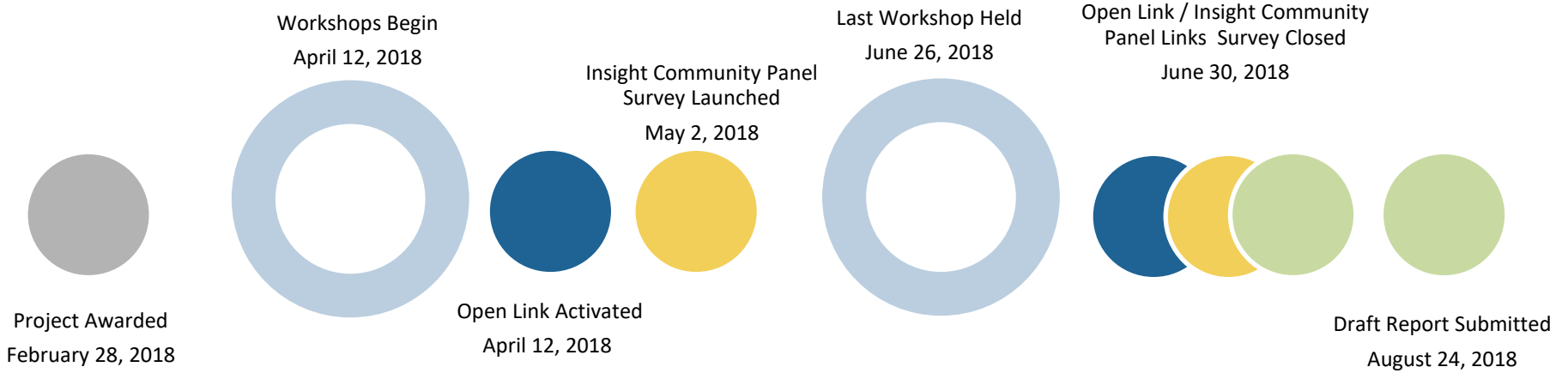
	Route
R3 - Please check boxes for the changes you want to see?	N3 -----
Total Answering	30
Evening: 6:00 PM - 10:00 PM	
Increase how often the bus comes or add Service if currently not provided as per the map	50%
Reduce how often the bus comes	3%
The level of service is appropriate	47%
Late evening: 10:00 PM - Midnight	
Increase how often the bus comes or add Service if currently not provided as per the map	37%
Reduce how often the bus comes	7%
The level of service is appropriate	57%

% Indicates top mention

METHODOLOGY

ENGAGEMENT TIMELINE

ENGAGEMENT TIMELINE



METHODOLOGY

ENGAGEMENT EVENTS / DETAILED METHODOLOGY

ENGAGEMENT EVENTS

ENGAGEMENT EVENTS SUMMARY

24 workshops with 1,960 participants were held between April 12th and June 14th, 2018

- Clareview Rec Centre (1) – April 12, 2018 (70 participants)
- Clareview Rec Centre (2) – April 14, 2018 (60 participants)
- Ellerslie Road Baptist Church – April 18, 2018 (50 participants)
- Terwillegar Rec Centre – April 21, 2018 (85 participants)
- West Edmonton Mall (1) – April 24, 2018 (140 participants)
- Inglewood Community Hall – April 26, 2018 (40 participants)
- West Edmonton Mall (2) – April 28, 2018 (130 participants)
- Lois Hole Library – May 3, 2019 (75 participants)
- Meadows Rec Centre – May 5, 2018 (40 participants)
- Edmonton Tower – May 10, 2018 (120 participants)
- Abbotsfield Rec Centre – May 12, 2018 (25 participants)
- City Hall (1) – May 15, 2018 (35 participants)
- Concordia – May 16, 2018 (20 participants)
- Southgate Mall (1) – May 23, 2018 (150 participants)
- Southgate Mall (2) – May 24, 2018 (160 participants)
- TELUS World of Science – May 26, 2018 (40 participants)
- Castle Downs YMCA - May 29, 2018 (65 participants)
- Londonderry Mall – May 31, 2018 (75 participants)
- Old Strathcona Library – June 2, 2018 (45 participants)
- City Hall (2) – June 6, 2018 (75 participants)
- La Cite Francophone – June 7, 2018 (50 participants)
- Bonnie Doon Mall – June 9, 2018 (170 participants)
- Millwoods Town Centre – June 12, 2018 (160 participants)
- Millwoods Library – June 14, 2018 (80 participants)

ENGAGEMENT IMAGES



ENGAGEMENT EVENTS

ENGAGEMENT EVENTS SUMMARY

Five (5) workshops were held with targeted groups at various location throughout the City

- Winnifred Steward – May 22, 2018 – (30 participants)
- Lions Centre – June 4, 2018 (9 participants)
- Commonwealth Rec Centre – June 5, 2018
- Riverdale – June 25, 2018 – (60 participants)
- Bissell Centre – June 26, 201

ENGAGEMENT EVENTS

ENGAGEMENT EVENTS SUMMARY

The Public Engagement Strategy for the Bus Network Redesign was based around this question:

*“How do we carefully consider citizen’s transit needs
as we redesign Edmonton’s bus network to be more efficient
and respond to the citizen priorities identified in the Transit Strategy engagement?”*

Engagement focused around:

- ✓ Alignment between the redesigned bus network and the Transit Strategy Guiding Principles.
- ✓ Community feedback on the design of routes and on schedules, while still reflecting the strategy’s Guiding Principles.
- ✓ Considering diverse voices and working to reduce barriers to access engagement opportunities.
- ✓ Using innovative, inclusive and respectful approaches to engagement that highlight learnings from the Council Initiative on Public Engagement.

QUANTITATIVE METHODOLOGY GENERAL PUBLIC

DATA COLLECTION

- **Insight Community Panel**
 - 1,398 interviews were conducted with Edmonton proper residents using the City of Edmonton’s online Insight Community Panel community.
 - Interviews were conducted between May 2nd and June 30th, 2018.
 - Data were weighted by age, gender and region for Edmonton according to Stats Canada proportions.
- **Informed Public**
 - 484 interviews were conducted with Edmonton CMA residents using the City of Edmonton’s online Insight Community Panel community.
 - These respondents completed the survey during one of the 24 community engagement workshops conducted.
 - Interviews were conducted between April 12th and June 30th, 2018.
- **Other Public (open link)**
 - 2,320 interviews were conducted with Edmonton CMA residents using the City of Edmonton’s online Insight Community Panel community.
 - Interviews were conducted between April 12th and June 30th, 2018.

SURVEY DESIGN

- Both the general public (Insight Community, Informed Public, Other Public (open link), were designed and programmed by the City of Edmonton.

TARGET RESPONDENTS

- Edmontonians 18 years of age or older
- Edmonton proper residents

ANALYSIS AND REPORTING

- Results and any sub-segment analysis with a sample size of less than 35 have not been reported on due to insufficient sample.
- Where applicable statistically significant results among quadrants have been highlighted.
- Due to the different methodologies used in each survey source, comparisons between sources should be interpreted with caution. And conclusions have been made at a broad overall/high level finding level.
- Other public (open link) results should be interpreted with caution due to the lack of control over multiple completes.

QUANTITATIVE METHODOLOGY GENERAL PUBLIC

STATISTICAL RELIABILITY

- As a non-random internet survey, a margin of error is not reported (margin of error accounts for sampling error). Had these data been collected using a probability sample, the margin of error for a sample size of 1,398 would be ± 2.6 percentage points, 19 times out of 20 (Insight Community), for a sample of 484 would be ± 4.5 percentage points, 19 times out of 20 (Informed Public), a sample of 2,320 would be ± 2.0 percentage points, 19 times out of 20 (Other Public (open link)).

EVALUATIONS

EVALUATING THE ENGAGEMENT

EVALUATING THE ENGAGEMENT RATINGS

A vast majority (89% somewhat/strongly agree) of the workshop participants who filled out the evaluation forms agree with the statements below:



No answer
 Strongly disagree
 Somewhat disagree
 Neither agree nor disagree
 Somewhat agree
 Strongly agree

- Q1. The purpose of this engagement activity was clearly explained.*
- Q2. I understand how the input from this engagement activity will be used*
- Q3. I had enough information to contribute to the topic being discussed*
- Q4. I felt respected during the engagement activity*
- Q5. I felt safe during the engagement activity*
- Q6. I feel my views were heard during the engagement activity*
- Q7. I feel my input was adequately captured and recorded*
- Q8. I feel that the input provided through this engagement activity will be considered by the City*
- Q9. This engagement activity was a good use of my time*

EVALUATING THE ENGAGEMENT RATINGS

	Average Ratings by Workshop Location						Total Participants
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Refusal	
1 - Clareview	75%	19%	5%	1%	-	-	12
2 - Clareview	71%	23%	5%	1%	-	-	18
3 - Ellerslie	55%	36%	5%	3%	1%	-	25
4 - Terwillegar	69%	20%	2%	7%	2%	-	6
5 - WEM	64%	31%	2%	1%	-	1%	15
6 - Inglewood	72%	9%	16%	3%	-	-	10
7 - WEM	66%	24%	2%	1%	6%	1%	17
8 - Lois Hole	57%	29%	6%	5%	2%	2%	14
9 - Meadows	73%	24%	3%	-	-	-	7
11 - Abbottsfield	80%	16%	4%	-	-	-	9
17 – Castle Downs	44%	29%	9%	6%	10%	2%	14
18 - Londonderry Mall	73%	17%	6%	4%	1%	-	19
19 - Strathcona Library	67%	28%	1%	4%	-	-	8
20 - City Hall	63%	30%	7%	-	-	-	3
21 - La Cite Francophone	56%	22%	15%	7%	-	-	3
22 - Bonnie Doon	72%	16%	6%	5%	1%	-	18
23 - Millwoods Town Centre	43%	31%	20%	4%	2%	-	6
24 - Millwoods Town Centre Library	79%	14%	7%	-	-	-	10
Unidentified Evaluations	68%	23%	7%	1%	-	1%	32
Average Total	66%	23%	7%	3%	1%	<1%	246

Base: Workshop participants who provided feedback on workshop evaluation forms

EVALUATING THE ENGAGEMENT POSITIVE COMMENTS

-
- *Everyone was helpful and friendly.*
 - *Great! Very nice discussions! Thank you.*
 - *Very great presentation.*
 - *Thank you for allowing us to have input.*
 - *All the staff did a great job, thanks!*
 - *Thanks for the opportunity.*
 - *Thank you for being so open to feedback.*
 - *Very comprehensive and informative.*
 - *Great display - and Coffee and Treats.*
 - *Your facilitators were approachable and informative. Thank you!*
 - *Enjoyed the coffee and cookie.*
 - *Good experience and learnings.*
 - *[Name] was friendly.*
 - *Looking forward to the community ETS service plans.*
 - *[Name] was great. She put up with my anger at losing our bus service in Wedgewood.*
 - *Thanks for holding this event and listening to my concerns regarding the proposed changes.*
 - *Thanks for asking for our input.*
 - *Absolutely wonderful! Keep it up YEG! Best city in the world.*
 - *Liked being able to see individual routes.*
 - *[Name] and [Name] were awesome. Excellent, well organized, outstanding staff.*
 - *Yes it was good talking to the people. More people to use services.*
 - *It would be nice to know that my time spent here and my views were actually considered.*
 - *[Name] was very informative.*
-

-
- *[Name] was very helpful.*
 - *Thanks for the opportunity.*
 - *I like new buses, used buses and dirty buses. New buses are very beautiful. New LRT is beautiful, but old LRT is mysterious.*
 - *Thoughtful, friendly talk. [Name] was really concerned with making sure she got my comments! Thank you. Very informative. I did feel heard.*
 - *Thanks for doing this.*
 - *[Name] and [Name] were awesome.*
 - *[Name] was great, same with rest of people. Very helpful. [Name] was so helpful.*
 - *Thanks to [Name]!*
 - *Thanks for improving what we might need in the future.*
 - *We are looking forward to good results from this workshop and appreciate the opportunity to express our concerns. Thank you.*
 - *I am glad I was heard, I just hope that I am listened to and my suggestions are implemented.*
 - *Thank you! I disagree with some of the changes (strongly disagree with some) but thank you for this phase.*
 - *Thank you for always coming out and listening. [Name] was excellent.*
 - *[Name] is awesome in explaining the bus route in my neighborhood new design. Very detailed.*
 - *Thank you for your time.*
 - *My introduction and greeting when I came in was also excellent. Was hoping for more specific details so I asked [Name] and [Name] and they were very knowledgeable regarding my question.*
 - *[Name] was super considerate/ excellent listener/ recorder.*
 - *The personal interviews are a welcome change (definitely an improvement).*
-

EVALUATING THE ENGAGEMENT POSITIVE COMMENTS (CONTINUED)

-
- *Great to base the routes on the needs of the people rather than just effective transport.*
 - *Very informative and reps were excellent.*
 - *The interactive map for LRT/bus route is very well done. It should be more publically promoted to allow residents to explore.*
 - *It alleviated my concerns about my routes.*
 - *The information is all proposed I hope it will work out.*
 - *I appreciate the helpful City staff.*
 - *Hoping they complete the project prior to schedule without delay.*
 - *[Name] was excellent. Smart, well-informed, and got everything I said. Excellent contributions. This style is excellent. Put big sandwich boards in Wal-Mart by a table, everyone is there.*
-

EVALUATING THE ENGAGEMENT CONCERNS

-
- *Please include Spruce Grove Bus pass with ETS - one pass.*
 - *If I am the only voice for my concerns I really have no voice.*
 - *I'm skeptical about if my feedback will be heard.*
 - *Not too keen on the "either/or" reasoning*
 - *I'm extremely mad and angry that the City is even thinking about cutting our ETS service. My community safety is at risk.*
 - *Although it may appear the City is trying to accommodate everyone, it's clear to me decisions have already been made. Certain areas of the city are completely disregarded under the guise of ridership.*
 - *Some of your workers could not answer any questions, felt like they were "passing the brick" when they got another worker involved.*
 - *The three interviewers (facilitators) did not adequately know Edmonton as a whole (region) by using a research company.*
 - *City does not care. Killing bus routes is a huge insult.*
 - *I hope the input I gave will be considered.*
 - *I hope in the new system I do not see regularly the tail lights of my transfer going off into the distance. On time service.*
 - *Someone was drunk when they designed this nightmare for seniors and others*
 - *[Name] could have been a bit more attentive to listen to us. He was totally lacking any interest and was looking everywhere but us when we talked.*
 - *So many standing around, few offered to explain. Enthusiasm? Perhaps a video may help.*
 - *Hope the 323 shuttle bus will remain. Seniors depend on it.*
 - *Hope that there will be no changes in 323.*
-

-
- *Pull small buses on off hours and save money.*
 - *Blackburn NEEDS a bus!*
 - *Don't forget pedestrian safety should be considered with the proposed changes.*
 - *Please consider U of A staff, not just students. Make connections work. 1 or 2 minutes is not enough.*
 - *We need 322 and 112 Bus service*
 - *My new bus route puts me out in a cow pasture.*
 - *Leaving communities without service will never solve things. There are children, adults and seniors who need services. In short, why do you want to shut out all of those communities.*
 - *More services will help more people to use the ETS transit.*
 - *Walking 10 mins to a bus stop will be too difficult in the winter and difficult for seniors with cane and walkers in summer.*
 - *I appreciated the study on computer of the whole route and especially where the stops might be. I recommended new stops for seniors taking a bus to a new LRT stop. I hope 322 route is kept to get to SEESA - a senior activity center.*
 - *Need more access to public transit not less or further distances to access bus routes.*
 - *Past bus surveys has taught me that comments were "made" to reflect what planners wanted.*
 - *Need information on travel times compared to now and express stop locations. This looks pretty final, how much will actually change? Should provide a feedback session at the inner north (Kingsway/NAIT/ Alberta Ave area) we had to attend across the city.*
-

EVALUATING THE ENGAGEMENT SUGGESTIONS / OTHER COMMENTS

-
- *Details of route were not released until this morning and I read everything on the website last week*
 - *iPads should have been on site to see route details before answering survey*
 - *Prior information about survey in bus service would help us come prepared for our doubt/information.*
 - *I'd love to see a quick visual to identify the impact of the new network for me.*
 - *Public mailing of changes would have been nice*
 - *Having sessions like this, City Planners should know local area bus routes and streets. Nobody at today's sessions (WEM) knew Terra Losa Bus 109 - 3 blocks from the mall.*
 - *Perhaps more social media pushing about these events would help get more young opinions.*
 - *Regarding the survey - map on routes. Post routes near surveys.*
 - *Need printouts of changes*
 - *Need more open discussion regarding transit. [Name] was great to talk to.*
 - *Why did it take 20 years for these changes*
 - *Want to know about the community bus changes*
 - *I wrote out my concerns before and I gave the letter to one of the people here.*
-

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