

City of Edmonton

**2010 West LRT Expansion Survey
Final Report**

November 8, 2010

Banister
Research & Consulting Inc.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
1.0 STUDY BACKGROUND	1
2.0 METHODOLOGY	2
2.1 Project Initiations and Questionnaire Design	2
2.2 Survey Population and Data Collection	2
2.3 Data Analysis and Project Documentation	3
3.0 STUDY FINDINGS	4
3.1 Open Houses	4
3.2 Draft LRT Concept Plan	16
3.3 LRT Track Alignment	21
3.4 LRT Station Locations	30
3.5 Access	48
3.6 Additional Comments	67
3.7 Non-Survey Additional Comments	70
3.8 Respondent Profile	72

Appendix A – Survey Instrument

EXECUTIVE SUMMARY

In 2010, Banister Research & Consulting Inc (Banister Research), was contracted by the City of Edmonton Transportation Department (the client) to host and analyze a survey regarding the development of a west-bound LRT system. Surveys were completed both online and in hardcopy with stakeholder groups and the public based on attendance at information sessions regarding the draft West LRT plan; in total 240 surveys were completed. A total of 661 people attended the West LRT open houses on September 7, 2010 and September 8, 2010. The survey was also posted on the web with materials from the open house for people who did not attend.

Key Findings:

Respondents were first asked if they had attended one of the two September open house meetings. Similar proportions of respondents had attended the September 7th and September 8th sessions (36% and 35%, respectively), while 30% had not attended either meeting. Respondents that had attended one of the open houses (n=167) were then asked to rate how much they agreed with a series of statements regarding the open house they had attended. The proportion of respondents who agreed, rating each statement as a 4 or 5 (out of 5) including:

- ◆ Project representatives were helpful, friendly, and accessible (65%);
- ◆ The information was easy to understand (64%);
- ◆ The information presented was useful and informative (63%);
- ◆ I have a better understanding of the project because of my attendance (63%); and
- ◆ I was able to find satisfactory answers to my questions (43%).

When asked where they had heard about the LRT open house, respondents most frequently mentioned receiving a notice in the mail (43%), street signs (35%), and newspaper advertisements (28%). Smaller proportions of respondents obtained information from:

- ◆ E-mail notices (9%);
- ◆ Word of mouth (8%);
- ◆ Online advertisements (7%);
- ◆ Their community league (6%); and
- ◆ Facebook or Twitter (1%).

More than half (55%) of respondents rated the map table discussions at the open house as the most valuable part of the session, followed by:

- ◆ The presentation (44%);
- ◆ Interaction with representatives (27%);
- ◆ Display boards (23%); and
- ◆ Question and answer sessions (19%).

All respondents (n=240) were asked if they had attended any of the West LRT meetings that were held in Spring 2010. Almost half (48%) stated that they had not, while 42% stated that they had, and 10% were unsure.

Respondents were then asked to rate their satisfaction with the Draft West LRT Concept Plan. Almost half (45%) of respondents indicated that they were satisfied (4 or 5 out of 5) with the plan, while 34% were dissatisfied (1 or 2 out of 5) and 17% were neutral (3 out of 5).

When asked which part of the draft plan was of greatest interest to them, respondents most frequently mentioned West Edmonton Mall (17%), Meadowlark Mall (16%), and Glenora (16%). Areas of comparatively lower interest included:

- ◆ 156 Street (Glenwood / West Jasper Place) (14%);
- ◆ Stony Plain Road Business District (12%);
- ◆ Lewis Estates near Anthony Henday Drive (10%);
- ◆ 156 Street (Meadowlark Park / Sherwood) (9%);
- ◆ Downtown (8%);
- ◆ Misericordia (7%);
- ◆ Belmead and Aldergrove (7%);
- ◆ Grovenor (6%);
- ◆ Groat Road / Groat Estates¹ (6%); and
- ◆ Oliver (5%).

Respondents were then asked how satisfied they were with the track location within the proposed LRT corridor, to which nearly half (48%) of respondents stated they were satisfied (4 or 5 out of 5). An additional 26% stated they were dissatisfied (1 or 2 out of 5) and 16% were neutral (3 out of 5). With regards to the area within the LRT corridor they had

¹ For analysis purpose, the areas of Groat Road and Groat Estates were combined.

expressed the greatest interest in, a comparable proportion (45%) of respondents were satisfied (4 or 5 out of 5) with the track location, while 28% were dissatisfied (1 or 2 out of 5) and 15% were neutral (3 out of 5).

Next, respondents were asked a series of questions about the location of LRT stations along the proposed route. When asked to rate their agreement with the statement “overall, the proposed LRT station locations provide convenient access to the important destinations within the corridor”, roughly half (52%) stated that they agreed (4 or 5 out of 5). Nineteen percent (19%) of respondents indicated they were dissatisfied (1 or 2 out of 5) and 18% stated that they were neutral (3 out of 5) in this regard. Respondents were also asked to rate their satisfaction with the location of each individual station, to which respondents most frequently reported satisfaction (4 or 5 out of 5) with the Meadowlark (51%) and West Edmonton Mall (48%) stops. The satisfaction ratings for the other stations included:

- ◆ 95th Avenue (45%);
- ◆ 156th Street (45%);
- ◆ Misericordia (45%);
- ◆ Lewis Estates (38%);
- ◆ 182nd Street (37%);
- ◆ 149th Street (34%);
- ◆ 124th street (33%);
- ◆ 118th Street (33%);
- ◆ 142nd Street (32%)
- ◆ 112th Street (32%); and
- ◆ Glenora (30%).

When asked to rate their overall satisfaction with the efforts made to accommodate certain user groups in the draft West LRT Concept Plan overall, respondents were more frequently satisfied (4 or 5 out of 5) with the efforts made to accommodate pedestrians and cyclists (36%). Fewer respondents were satisfied (4 or 5 out of 5) with the efforts made to accommodate commuter vehicle traffic using the LRT corridor (32%) and vehicular access to and from neighbourhoods and businesses along the corridor (30%). Comparable proportions were satisfied (4 or 5 out of 5) with the efforts towards these user groups in their area of interest, with 37% satisfied with the efforts to accommodate pedestrians and cyclists, 34% satisfied with the efforts made to accommodate commuter traffic, and 33% satisfied

with the efforts to accommodate vehicle access to and from neighbourhoods and businesses in the area.

1.0 STUDY BACKGROUND

On December 15, 2009, Edmonton City Council approved a West LRT corridor from Lewis Estates to Downtown. In 2010, a study was initiated to determine how the LRT would fit within the corridor, including decisions about the alignment of the LRT tracks, station locations, and pedestrian, cyclist and vehicle access. A series of public workshops and stakeholder meetings were held to solicit input on options in May and June 2010, ultimately leading to the development of a draft LRT Concept Plan, which was brought forward for feedback at open houses held in September 2010.

As part of a public consultation process, Banister Research & Consulting Inc (Banister Research) was contracted to host and analyze a survey regarding the Draft West LRT Concept Plan by the City of Edmonton Transportation Department. The survey gathered opinions regarding the overall route, the track alignment along the corridor, station placement, attendance of related information sessions, and efforts to accommodate various user groups.

This report details the results of the 2010 West LRT Expansion Survey, conducted with 240 respondents, representing a variety of stakeholder groups and the public.

2.0 METHODOLOGY

All components of the project were designed and executed in close consultation with the client. A detailed description of each task of the project is outlined in the remainder of this section.

2.1 Project Initiations and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Banister Research. The consulting team familiarized itself with the objectives of the client ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan and project initiation.

The client, with input from Banister Research, was responsible for designing the survey. The survey was then provided to Banister Research to be programmed into a web survey that was administered to the survey population. Paper copies of the survey were provided to the survey population by the client.

2.2 Survey Population and Data Collection

Surveys were completed with respondents that represented a variety of interested parties in the West LRT expansion, including, but not limited to; residents near the proposed LRT corridor, owners of businesses near the corridor, and employees of businesses near the corridor. The link for the online survey was provided on the City of Edmonton website and to individuals that had attended any of the open houses; the survey was active from September 7th to September 12th, 2010. Hardcopy surveys were provided at the LRT Expansion information sessions (held on September 7th and September 8th, 2010) and were either provided to City of Edmonton Transportation staff or mailed directly to Banister Research from September 7th to September 14th, 2010. A total of 240 surveys were collected, 142 hardcopies and 98 web completions. Comments set to the project team by e-mail, phone, or posted on maps at the open houses were also considered within the analysis.

2.3 Data Analysis and Project Documentation

After the surveys were completed and verified, the lead consultant reviewed the list of different responses to each open-ended or verbatim question and then a code list was established. To ensure consistency of interpretation, the same team of coders was assigned to the project from start to finish. The coding supervisor verified at least 20% of each coder's work. Once the responses were fully coded and entered onto the data file, computer programs were written to check the data for quality and consistency.

It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers. This report provides detailed findings of the 2010 West LRT Expansion Survey.

3.0 STUDY FINDINGS

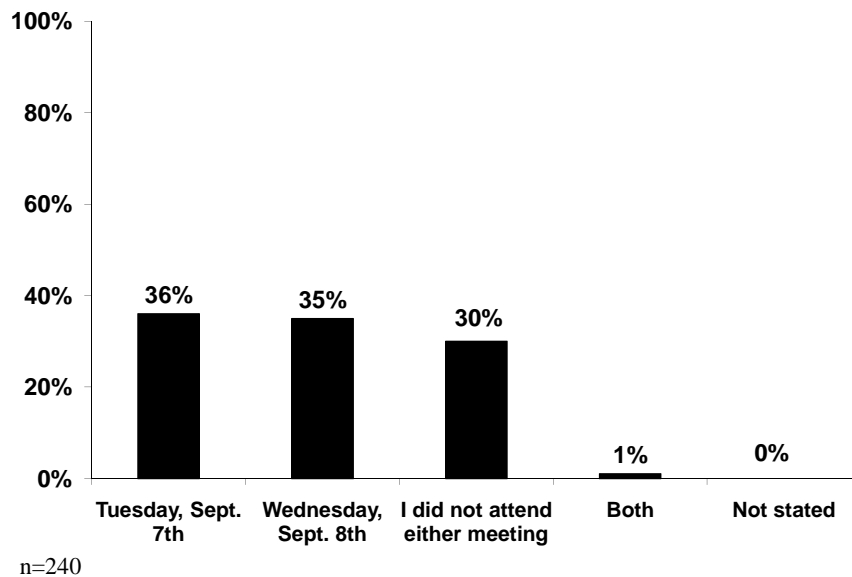
Results of the survey are presented as they relate to the specific topic area addressed by the survey.

3.1 Open Houses

Respondents were first asked if they had attended one of two September open houses about the West LRT expansion. Similar proportions of respondents had attended the Tuesday, September 7th and the Wednesday, September 8th meeting (36% and 35%, respectively). Fewer respondents (30%) did not attend either meeting. See Figure 1, below.

Figure 1

Open House Attendance



Respondents that had attended an open house were asked to rate how much they agreed with a series of statements regarding the open house they had attended. Respondents most frequently agreed (4 or 5 out of 5) that project representatives were helpful, friendly, and accessible (65%), that the information was easy to understand (64%), that they have a better understanding of the project because of their attendance (63%), and that the information was useful and informative (63%). They were less likely to agree (4 or 5 out of 5) that they were able to find satisfactory answers to their questions (43%). See Figure 2, below and Tables 1 to 6, on the following pages for more details.

Figure 2

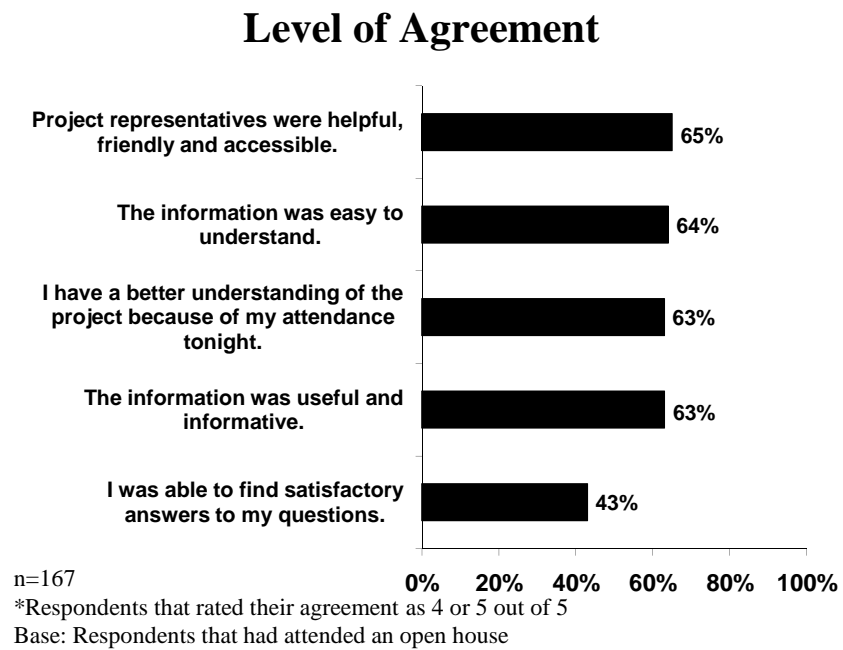


Table 1

Level of Agreement with Statements							
	Percent of Respondents (n=167)						
Base: Respondents that had attended an open house	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know / Not Stated	Mean
The project representatives were helpful, friendly and accessible	5	5	16	35	30	10	3.89
I have a better understanding of the project because of my attendance tonight	4	8	16	31	32	10	3.87
The information was easy to understand	2	10	17	39	25	8	3.81
The information presented was useful and informative	5	6	18	39	24	8	3.78
I was able to find satisfactory answers to my questions	8	15	17	27	16	17	3.33

Table 2

Level of Agreement by Area of Greatest Interest							
Statement: "The project representatives were helpful, friendly and accessible"							
Base: Respondents that had attended an open house (n=167)	Percent of Respondents						
	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=18)	-	-	22	39	33	6	4.12
Belmead/Aldergrove (n=14)	-	7	7	36	43	7	4.23
West Edmonton Mall (n=25)	-	-	16	32	48	4	4.33
Misericordia (n=16)	6	-	13	25	50	6	4.20
Meadowlark Mall (n=33)	3	6	18	36	33	3	3.94
156 Street (Meadowlark Park/ Sherwood (n=21)	10	10	10	48	24	-	3.67
156 Street (Glenwood/West Jasper Place (n=29)	3	7	28	31	31	-	3.79
Stony Plain Road Business District (n=22)	9	5	-	36	41	9	4.05
Grovenor (n=14)	-	-	7	36	43	14	4.42
Glenora (n=27)	11	15	11	26	22	15	3.39
Groat Road/Groat Estates (n=13)	15	15	-	39	-	31	2.67
Oliver (n=7)	-	29	14	29	29	-	3.57
Downtown (n=9)	22	22	11	22	22	-	3.00

Table 3

Level of Agreement by Area of Greatest Interest							
Statement: "I have a better understanding of the project because of my attendance tonight"							
Base: Respondents that had attended an open house (n=167)	Percent of Respondents						
	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=18)	6	-	17	28	44	6	4.12
Belmead/Aldergrove (n=14)	-	-	21	36	43	-	4.21
West Edmonton Mall (n=25)	8	4	4	20	60	4	4.25
Misericordia (n=16)	-	13	13	6	63	6	4.27
Meadowlark Mall (n=33)	3	12	12	27	39	6	3.94
156 Street (Meadowlark Park/ Sherwood (n=21)	10	14	19	29	24	5	3.45
156 Street (Glenwood/West Jasper Place (n=29)	7	21	14	31	28	-	3.52
Stony Plain Road Business District (n=22)	9	5	-	46	36	5	4.00
Grovenor (n=14)	-	-	14	50	21	14	4.08
Glenora (n=27)	11	7	22	22	26	11	3.50
Groat Road/Groat Estates (n=13)	8	15	23	23	23	8	3.38
Groat Estates (n=4)	-	25	25	25	25	-	3.50
Oliver (n=7)	29	14	-	29	29	-	3.14
Downtown (n=9)	33	11	-	11	44	-	3.22

Table 4

Level of Agreement by Area of Greatest Interest							
Statement: "The information was easy to understand"							
Base: Respondents that had attended an open house (n=167)	Percent of Respondents						
	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=18)	-	-	22	39	33	6	4.12
Belmead/Aldergrove (n=14)	-	-	29	50	21	-	3.93
West Edmonton Mall (n=25)	-	8	12	36	40	4	4.13
Misericordia (n=16)	-	13	13	31	31	13	3.93
Meadowlark Mall (n=33)	-	21	12	39	24	3	3.69
156 Street (Meadowlark Park/ Sherwood (n=21)	5	24	14	48	10	-	3.33
156 Street (Glenwood/West Jasper Place (n=29)	7	17	17	38	21	-	3.48
Stony Plain Road Business District (n=22)	5	14	9	27	41	5	3.90
Grovenor (n=14)	-	7	21	43	14	14	3.75
Glenora (n=27)	-	19	22	26	26	7	3.64
Groat Road/Groat Estates (n=13)	-	23	23	23	23	8	3.50
Oliver (n=7)	-	43	-	29	29	-	3.43
Downtown (n=9)	-	44	-	33	22	-	3.33

Table 5

Level of Agreement by Area of Greatest Interest							
Statement: "The information presented was useful and informative"							
Base: Respondents that had attended an open house (n=167)	Percent of Respondents						
	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=18)	-	-	22	44	28	6	4.06
Belmead/Aldergrove (n=14)	-	7	21	36	36	-	4.00
West Edmonton Mall (n=25)	-	8	8	44	36	4	4.13
Misericordia (n=16)	-	6	19	19	44	13	4.14
Meadowlark Mall (n=33)	3	9	18	33	27	9	3.80
156 Street (Meadowlark Park/ Sherwood (n=21)	14	5	19	43	19	-	3.48
156 Street (Glenwood/West Jasper Place (n=29)	10	14	17	35	24	-	3.48
Stony Plain Road Business District (n=22)	14	-	14	36	32	5	3.76
Grovenor (n=14)	-	-	21	43	21	14	4.00
Glenora (n=27)	11	4	30	19	30	7	3.56
Groat Road/Groat Estates (n=13)	8	8	54	23	-	8	2.88
Oliver (n=7)	43	-	-	29	29	-	3.00
Downtown (n=9)	33	11	-	33	22	-	3.00

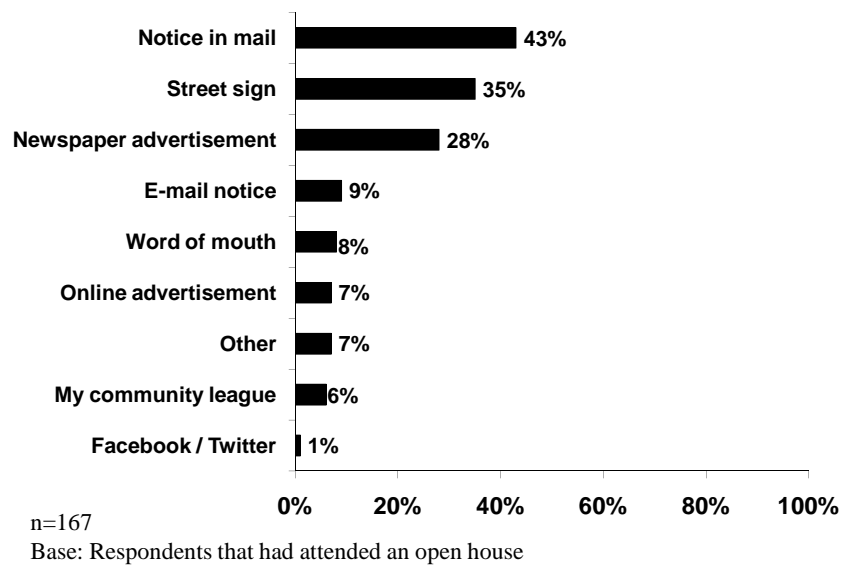
Table 6

Level of Agreement by Area of Greatest Interest							
Statement: "I was able to find satisfactory answers to my questions"							
Base: Respondents that had attended an open house (n=167)	Percent of Respondents						
	Strongly disagree (1)	(2)	(3)	(4)	Strongly agree (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=18)	-	17	22	33	11	17	3.47
Belmead/Aldergrove (n=14)	7	14	21	36	14	7	3.38
West Edmonton Mall (n=25)	4	-	20	32	32	12	4.00
Misericordia (n=16)	6	6	19	13	38	19	3.85
Meadowlark Mall (n=33)	12	15	15	39	9	9	3.20
156 Street (Meadowlark Park/ Sherwood (n=21)	14	14	19	43	5	5	3.10
156 Street (Glenwood/West Jasper Place (n=29)	17	14	10	38	14	7	3.19
Stony Plain Road Business District (n=22)	18	9	5	27	23	18	3.33
Grovenor (n=14)	-	21	29	21	7	21	3.18
Glenora (n=27)	11	22	11	11	15	30	2.95
Groat Road/Groat Estates (n=13)	15	23	31	-	-	31	2.00
Oliver (n=7)	14	29	14	14	29	-	3.14
Downtown (n=9)	22	22	-	33	11	11	2.88

Next, respondents that had attended an open house (n=167) were asked where they had heard about it. A notice in the mail (43%), street signs (35%), and newspaper advertisements (28%) were the most frequently reported information sources. All other sources were mentioned by less than 10% of respondents, see Figure 3, below and Table 7, on the following page.

Figure 3

How did you hear about the LRT open house?



*Multiple responses

Table 7

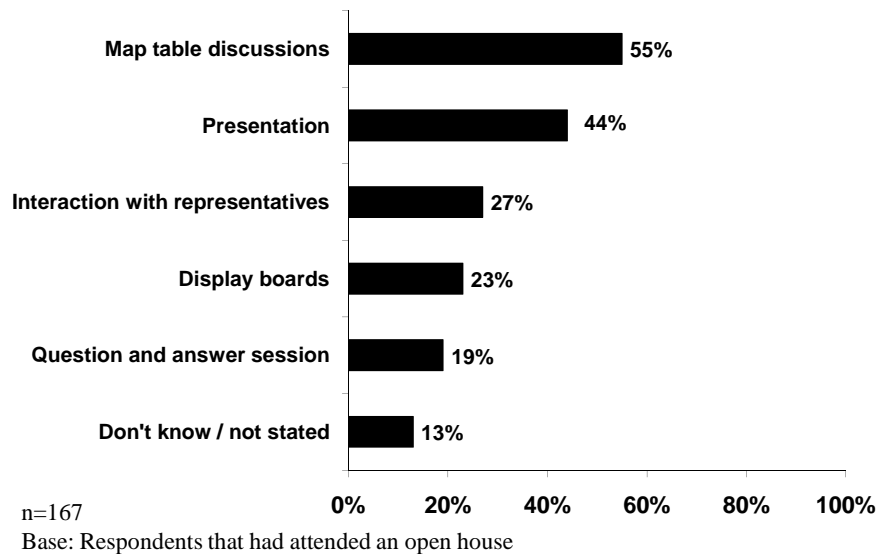
How did you hear about the LRT open house?	
	Percent of Respondents (n=167)*
Base: Respondents that had attended an open house	
Notice in mail	43
Street sign	35
Newspaper advertisement	28
E-mail notice	9
Word of mouth	8
Online advertisement	7
From my community league	6
Television news	4
Facebook / Twitter	1
Other (less than 1% of mentions)	3
Don't Know / Not Stated	5

*Multiple responses

When asked which aspect of the open house they found most valuable, more than half (55%) of respondents indicated the map table discussions, while 44% stated that the presentation was the most valuable aspect. Fewer respondents stated that the interaction with representatives (27%), display boards (23%), and the question and answer sessions (19%) were the most valuable aspect. See Figure 4, below.

Figure 4

Which aspects of the open house did you find most valuable?

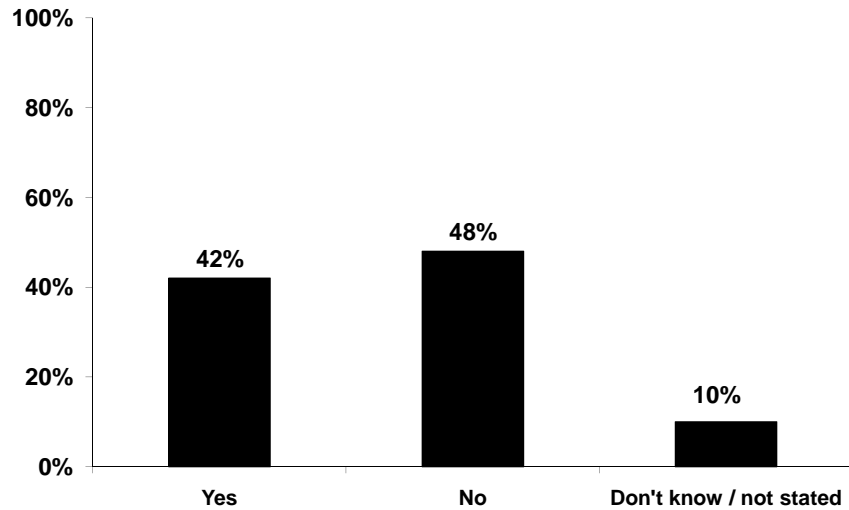


*Multiple responses

All respondents were then asked if they had attended any of the West LRT meetings held in spring 2010. Almost half of respondents (48%) indicated that they had not, while a slightly smaller proportion (42%) stated that they had. See Figure 5, below.

Figure 5

Did you attend any of the West LRT meetings in Spring 2010?



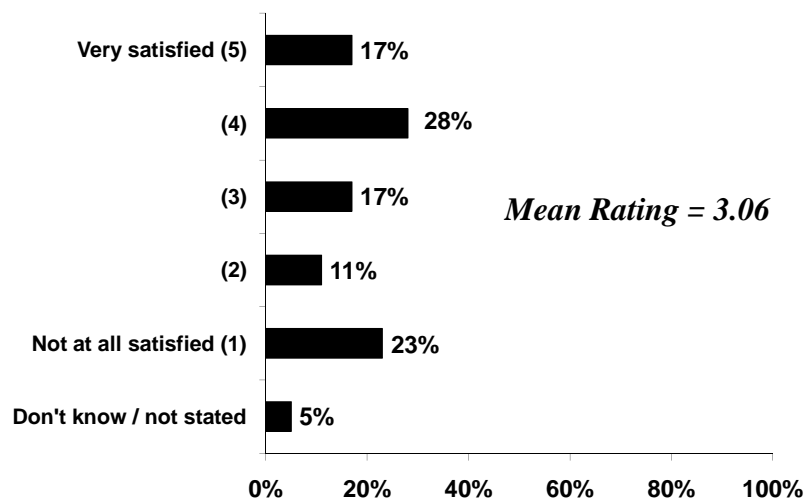
n=240

3.2 Draft LRT Concept Plan

Respondents were asked how satisfied they were with the Draft LRT Concept Plan. Almost one-half (45%) of respondents were satisfied (4 or 5 out of 5) with the plan, while 34% were dissatisfied (1 or 2 out of 5). An additional 17% were neutral (3 out of 5) regarding the Draft Concept Plan. See Figure 6, below, and Table 8 on the following page for more details.

Figure 6

How satisfied were you with the Draft LRT Concept Plan?



n=240

Table 8

Level of Satisfaction with the Draft LRT Concept Plan Overall by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	4	4	17	42	29	4	3.91
Belmead/Aldergrove (n=17)	12	18	29	29	12	-	3.12
West Edmonton Mall (n=40)	5	8	23	48	18	-	3.65
Misericordia (n=17)	18	6	24	35	18	-	3.29
Meadowlark Mall (n=39)	28	10	18	26	15	3	2.89
156 Street (Meadowlark Park/ Sherwood (n=22)	36	5	23	32	5	-	2.64
156 Street (Glenwood/West Jasper Place (n=34)	29	12	21	29	9	-	2.76
Stony Plain Road Business District (n=28)	36	11	14	21	18	-	2.75
Grovenor (n=15)	20	13	20	7	10	-	3.33
Glenora (n=38)	45	18	13	16	8	-	2.24
Groat Road/Groat Estates (n=15)	47	20	-	33	-	-	2.27
Oliver (n=13)	23	-	8	31	39	-	3.62
Downtown (n=18)	28	-	11	22	39	-	3.44

Respondents were asked why they felt that way. Respondents that were satisfied (4 or 5 out of 5) (n=107) most frequently stated it was because they thought it was a good plan and that the West LRT was needed (32%). Respondents that had provided a neutral rating (3 out of 5) (n=107) were most frequently concerned about traffic disruptions and rerouting (23%). Respondents that were dissatisfied (1 or 2 out of 5) (n=81) were most frequently concerned about traffic disruptions and rerouting (32%), and that they dislike the east-west route going along Stony Plain Road (25%). See Tables 9 to 11, on the following pages.

Table 9

Why do you feel that way?	
	Percent of Respondents (n=107)*
Base: Respondents that rated their satisfaction with the Draft LRT Plan as 4 or 5 (out of 5)	
Good plan / West LRT is needed / long overdue (general)	32
Provides access to attractions / destinations (downtown, West Edmonton Mall, events)	8
Likes that there are lots of stations / placement of the stations	7
Feels plan is balanced / compromised previous issues / all involved	7
Satisfied with route / corridor chosen	6
Plan addressed previous concerns about West LRT	6
Dislikes narrowing of roads / reducing lanes (Stony Plain Road, 156 Street)	5
Concerned about traffic / disruptions / reroutes traffic to other streets	5
Presentation was easy to understand	5
Feels that LRT will help reduce focus on driving / encourage transit use	5
Likes the low-floor LRT proposal	4
Ensure safety of pedestrians / need crosswalks / need pedestrian plan	3
Dislikes east-west route / Stony Plain Road. (Prefers 87, 100, 107 Avenue)	3
Likes that the track will be elevated near West Edmonton Mall	3
Likes that it is cost effective / cost effective compared to underground	3
LRT will help revitalization of communities / downtown	3
Other (less than 3% of responses)	28
Don't Know / Not Stated	26

*Multiple responses

Table 10

Why do you feel that way?	
	Percent of Respondents (n=52)*
Base: Respondents that rated their satisfaction with the Draft LRT Plan as 3 (out of 5)	
Concerned about traffic / disruptions / reroutes traffic to other streets	23
Likes overall plan / concept but has some issues (general)	12
Dislikes narrowing of roads / reducing lanes (Stony Plain Road, 156 Street)	10
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	8
Concerned about increased noise (trains, vehicles)	8
Poor access into / out of their neighbourhood or property (no turn signals)	4
Changes are still needed / too many questions / ensure have proper plan	4
Dislikes Meadowlark Mall access being restricted	4
Concerned about loss of parking along route / near businesses	4
Good plan / West LRT is needed / long overdue (general)	4
Other (less than 4% of responses)	40
Don't Know / Not Stated	37

*Multiple responses

Table 11

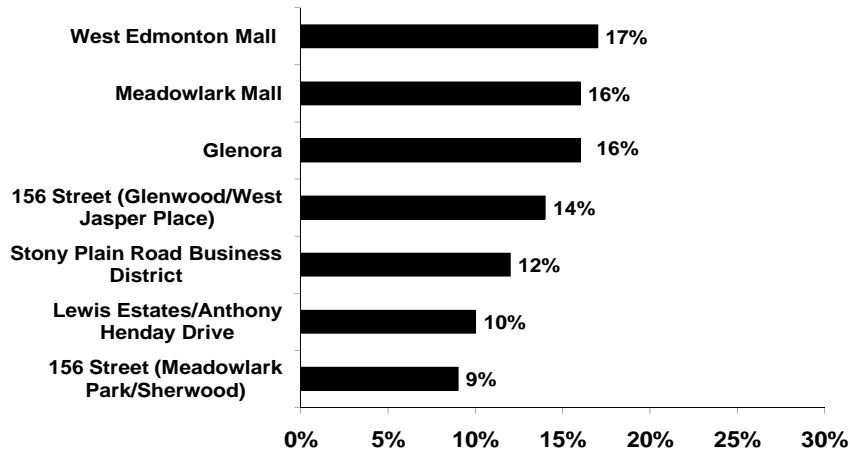
Why do you feel that way?	
	Percent of Respondents (n=81)*
Base: Respondents that rated their satisfaction with the Draft LRT Plan as 1 or 2 (out of 5)	
Concerned about traffic / disruptions / reroutes traffic to other streets	32
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	25
Route through Stony Plain negatively affects businesses in the area	12
Route negatively affects residents / neighbourhoods / is too close	12
Dislikes north-south route / 156 Street (prefers Meadowlark Road, 142, 163 Street, etc)	11
Would prefer route straight to U of A instead of going downtown	10
Dislikes route / plan (general)	9
Dislikes narrowing of roads / reducing lanes (Stony Plain Road, 156 Street)	7
Poor access into / out of their neighbourhood or property (no turn signals)	7
Concerned about loss of parking along route / near businesses	6
Track should be underground / intersections underground (general)	6
Edmonton is a car-based society / people won't give up their cars	5
Ensure safety of pedestrians / need cross walks / need a pedestrian plan	5
Concerned about property values / that there won't be any compensation	4
Changes are still needed / too many questions / ensure have proper plan	4
Favours interests of outer over core residents / residents don't support	4
Stations are too far away / dislikes location of stops / need more stops	4
Dislikes Meadowlark Mall access being restricted	4
Dislikes centre running alignment / divides the community / is unsafe	4
Other (less than 4% of responses)	36
Don't Know / Not Stated	9

*Multiple responses

Respondents were asked which part of the Draft LRT plan was of the greatest interest to them. They most frequently indicated that West Edmonton Mall (17%), Meadowlark Mall (16%), Glenora (16%), or 156 Street (Glenwood/West Jasper Place) (14%) were of the greatest interest. See Figures 7 and 8, below.

Figure 7

Which part of the draft LRT plan is of greatest interest to you?

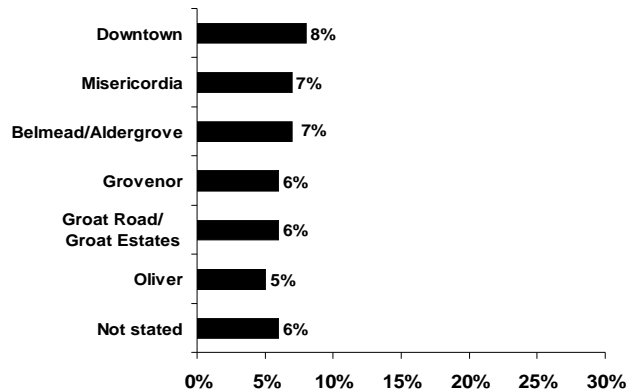


n=240

*Multiple Responses

Figure 8

Which part of the draft LRT plan is of greatest interest to you?



*Multiple Responses

3.3 LRT Track Alignment

Respondents were asked to rate their overall satisfaction with the track location within the proposed LRT corridor. Almost half (48%) of respondents were satisfied (4 or 5 out of 5) with the track location, while 26% were dissatisfied (1 or 2 out of 5), and 16% were neutral (3 out of 5). See Figure 9, below, and Table 12 on the following page.

Figure 9

How satisfied are you with the track location within the proposed LRT corridor?

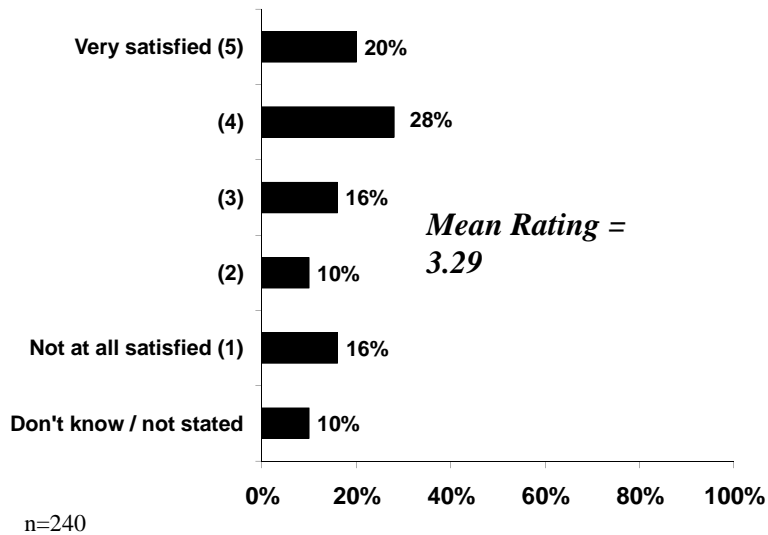


Table 12

Level of Satisfaction with the Overall Draft LRT Concept Plan of the Proposed Track Location Within the LRT Corridor by Area of Greatest Interest							
	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
n=240							
Lewis Estates/Anthony Henday Drive (n=24)	8	-	13	38	33	8	3.95
Belmead/Aldergrove (n=17)	12	6	24	29	24	6	3.50
West Edmonton Mall (n=40)	8	8	23	30	28	5	3.66
Misericordia (n=17)	24	-	24	24	24	6	3.25
Meadowlark Mall (n=39)	18	10	21	26	15	10	3.11
156 Street (Meadowlark Park/ Sherwood (n=22)	32	-	23	27	5	14	2.68
156 Street (Glenwood/West Jasper Place (n=34)	27	6	15	38	3	12	2.83
Stony Plain Road Business District (n=28)	32	14	7	32	14	-	2.82
Grovenor (n=15)	13	13	13	20	40	-	3.60
Glenora (n=38)	24	18	21	18	13	5	2.78
Groat Road/Groat Estates (n=15)	13	27	7	20	13	20	3.00
Oliver (n=13)	23	8	-	39	31	-	3.46
Downtown (n=18)	22	-	6	28	44	-	3.72

Respondents were asked to state why they provided their satisfaction rating, see Tables 13 through 15 on pages 23 and 24. Respondents that rated their satisfaction as 4 or 5 out of 5 (n=116) were more likely to state that it is a good plan and that the West LRT is needed (9%), they are satisfied with the route and track location (9%), and that track locations are placed to reduce traffic (9%). Respondents that were neutral (3 out of 5) (n=38) were most likely to state that it is because they are concerned about traffic disruptions and reroutes (11%), or that that they feel the plan is balanced and compromises on previous issues (8%). Respondents that rated their satisfaction as 1 or 2 out of 5 (n=62) most frequently stated it was because they were concerned about traffic disruptions and reroutes (24%), and dislike the east-west route using Stony Plain Road (24%).

Table 13

Why do you feel that way?	
	Percent of Respondents (n=116)*
Base: Respondents that rated their satisfaction with track location as 4 or 5 out of 5	
Good plan / West LRT is needed / long overdue (general)	9
Satisfied with route / track location	9
Track locations are placed to reduce traffic / access disruptions	9
Provides access to attractions / destinations (downtown, West Edmonton Mall, events)	7
Feels plan is balanced / compromised previous issues / all involved	6
Prefers centre alignment / likes centre alignment	5
Provides good access for residential areas to take transit	4
Likes station locations	3
LRT will help development of area / businesses in area	3
Doesn't know enough about track location / plan	3
Alignment allows for less disruption to residents	3
Other (2% or less of responses)	18
Don't Know / Not Stated	46

*Multiple responses

Table 14

Why do you feel that way?	
	Percent of Respondents (n=38)*
Base: Respondents that rated their satisfaction with track location as 3 out of 5	
Concerned about traffic / disruptions / reroutes traffic to other streets	11
Feels plan is balanced / compromised previous issues / all involved	8
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	5
Prefers centre alignment / likes centre alignment	5
Dislikes that property will be expropriated (removing buildings in use)	5
LRT shouldn't take up traffic lanes / dislikes that lanes are reduced	5
More of the route should be elevated / raised (including intersections)	5
Concerned about lack of park and ride areas / parking	5
Doesn't know enough about track location / plan	5
Concerned about snow removal	5
Poor access into / out of their neighbourhood / property (no turn signals)	5
Good plan / West LRT is needed / long overdue (general)	5
Other (less than 5% of responses)	34
Don't Know / Not Stated	34

*Multiple responses

Table 15

Why do you feel that way?	
	Percent of Respondents (n=62)*
Base: Respondents that rated their satisfaction as 1 or 2	
Concerned about traffic / disruptions / reroutes traffic to other streets	24
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	24
Ensure safety of pedestrians / need crosswalks / need a pedestrian plan	16
Poor access into / out of their neighbourhood / property (no turn signals)	11
Dislikes route / dislikes that route was changed (general)	10
Dislikes centre running / would prefer side running	8
Route negatively affects residents / neighbourhood / is too close	8
Route negatively affects business in the area	7
Prefers centre alignment / likes centre alignment	5
LRT shouldn't take up traffic lanes / dislikes that lanes are reduced	5
Would prefer a route going straight to U of A instead of going downtown	5
Other (3% or less)	40
Don't Know / Not Stated	5

*Multiple responses

When respondents were asked to rate their satisfaction with the track location within the proposed LRT corridor for the area that is of greatest interest to them, they most frequently (45%) stated they were satisfied (4 or 5 out of 5). Twenty-eight percent (28%) reported some level of dissatisfaction (1 or 2 out of 5), while 15% were neutral (3 out of 5). See Figure 10, below, and Table 16 on the following page.

Figure 10

How satisfied are you with the track location within the proposed LRT corridor for the area of greatest interest to you?

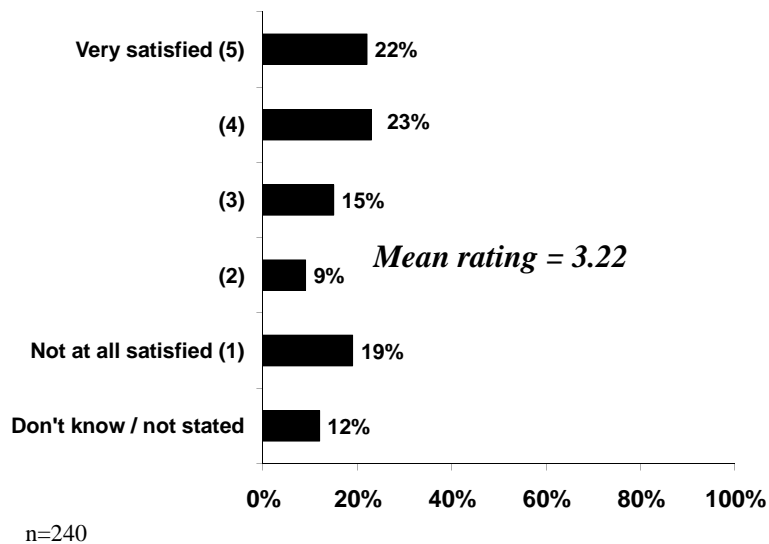


Table 16

Level of Satisfaction with the Draft LRT Concept Plan of the Proposed Track Location Within the LRT Corridor by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	4	-	21	33	33	8	4.00
Belmead/Aldergrove (n=17)	12	12	6	35	29	6	3.63
West Edmonton Mall (n=40)	8	10	18	20	38	8	3.76
Misericordia (n=17)	18	6	24	29	18	6	3.25
Meadowlark Mall (n=39)	28	8	18	26	13	8	2.86
156 Street (Meadowlark Park/ Sherwood (n=22)	32	5	18	32	-	14	2.58
156 Street (Glenwood/West Jasper Place (n=34)	24	9	18	35	3	12	2.83
Stony Plain Road Business District (n=28)	21	14	21	18	14	11	2.88
Grovenor (n=15)	20	7	13	13	40	7	3.50
Glenora (n=38)	32	18	16	8	18	8	2.60
Groat Road/Groat Estates (n=15)	40	13	7	-	33	17	2.90
Oliver (n=13)	15	-	8	39	31	8	3.75
Downtown (n=18)	22	-	11	17	44	6	3.65

Respondents were asked why they felt that way, see Tables 17 through 19, below and on the following page. Respondents that were satisfied (4 or 5 out of 5) (n=107) were most likely to state it was because they like the route or location (10%). Respondents that rated their satisfaction as 3 out of 5 (n=37) most frequently stated it was because the LRT shouldn't take up traffic lanes (11%). Respondents that were dissatisfied (1 or 2 out of 5) (n=68) stated it was because they were concerned about traffic disruptions and reroutes (28%) and they were worried about access to the neighbourhood (15%).

Table 17

Why do you feel that way?	
	Percent of Respondents (n=107)*
Base: Respondents that rated their satisfaction with track location as 4 or 5	
Likes route / location / are few alternatives to current location	10
Provides access to attractions / destinations (downtown, West Edmonton Mall, events)	7
LRT will help development of area / businesses in area	5
Prefers centre alignment / likes centre alignment	4
Dislikes centre running (prefers side running)	4
Likes station locations	4
Good plan / West LRT is needed / long overdue (general)	3
Track locations are placed to reduce traffic / access disruptions	3
Other (less than 3% of responses)	26
Don't Know / Not Stated	53

*Multiple responses

Table 18

Why do you feel that way?	
	Percent of Respondents (n=37)*
Base: Respondents that rated their satisfaction with track location as 3	
LRT shouldn't take up traffic lanes / dislikes that lanes are reduced	11
Prefers centre alignment / likes centre alignment	5
Route negatively affects residents / neighbourhood / is too close	5
Likes route / location / are few alternatives to current location	5
Other (less than 5% of responses)	32
Don't Know / Not Stated	57

*Multiple responses

Table 19

Why do you feel that way?	
	Percent of Respondents (n=68)*
Base: Respondents that rated their satisfaction with the track location as 1 or 2	
Concerned about traffic / disruptions / reroutes traffic to other streets	28
Poor access into / out of their neighbourhood / property (no turn signals)	15
Would like track to be underground / intersections underground	12
Ensure safety of pedestrians / need crosswalks / need a pedestrian plan	10
Concerned about increased noise (trains, vehicles)	10
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	10
Route negatively affects residents / neighbourhood / is too close	9
Stations are too far away / dislikes location of stops / need more stops	7
Dislikes north-south route / 156 Street (prefers Meadowlark Road, 142, 163 Street, etc)	7
LRT shouldn't take up traffic lanes / dislikes that lanes are reduced	7
Concerned about emergency vehicle access being disrupted by LRT line	6
More of the route should be elevated / raised (including intersections)	6
Route negatively affects business in the area	6
Concerned about reduced access to Meadowlark Mall	4
Dislikes centre running (prefers side running)	4
Other (less than 4% of responses)	21
Don't Know / Not Stated	15

*Multiple responses

Respondents were then asked if they have any additional comments or concerns regarding changes they would like to see to the proposed track location within the LRT corridor, to which roughly one-third (34%) stated they did not. Respondents that did provide comments most frequently reported that they dislike the east-west route (Stony Plain Road) (7%), that they wanted more or all of the route elevated (6%), and that are concerned about traffic disruptions and traffic through the neighbourhoods (6%). See Table 20, below.

Table 20

Additional Comments Regarding Proposed Track Location Within the LRT Corridor	
	Percent of Respondents (n=240)*
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	7
More of the route / all of the route / intersections elevated	6
Concerns about traffic disruptions / traffic through neighbourhoods	6
Would like LRT to go underground / have parts / intersections underground	4
Would like more pedestrian crossings / good access for pedestrians	3
More station locations / closer stations / improved station location	3
Likes / prefers side alignment of tracks	2
Doesn't fully understand plan / would like more information	2
Dislikes north-south route / 156 Street (prefers Meadowlark Road, 142, 163 Street, etc)	2
Too disruptive to residents / doesn't take concerns into account	2
Other (less than 2% of responses)	19
No additional comments	34
Don't Know / Not Stated	21

*Multiple responses

3.4 LRT Station Locations

Respondents were asked to rate their agreement with the statement “overall, the proposed LRT station locations provide convenient access to the important destinations within the corridor”. More than half (52%) of respondents were satisfied (4 or 5 out of 5) with the LRT station locations, while 19% were dissatisfied (1 or 2 out of 5) and 18% were neutral (3 out of 5). See Figure 11, below, and Table 21 on the following page.

Figure 11

Agreement That the Proposed LRT Station Locations Will Provide Convenient Access to Important Destinations

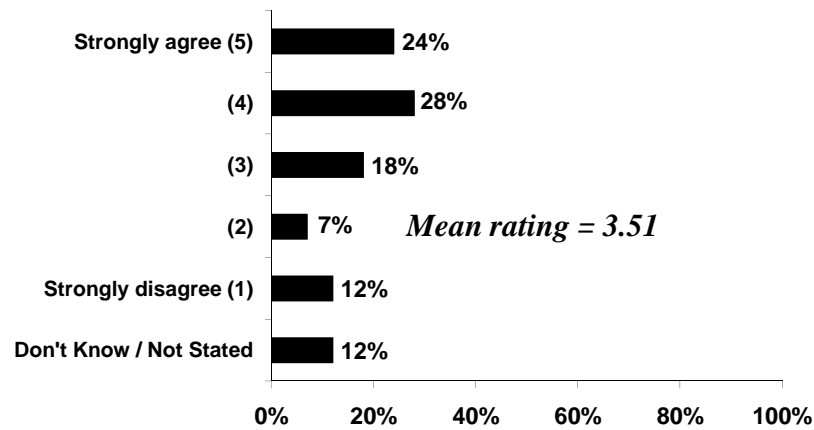


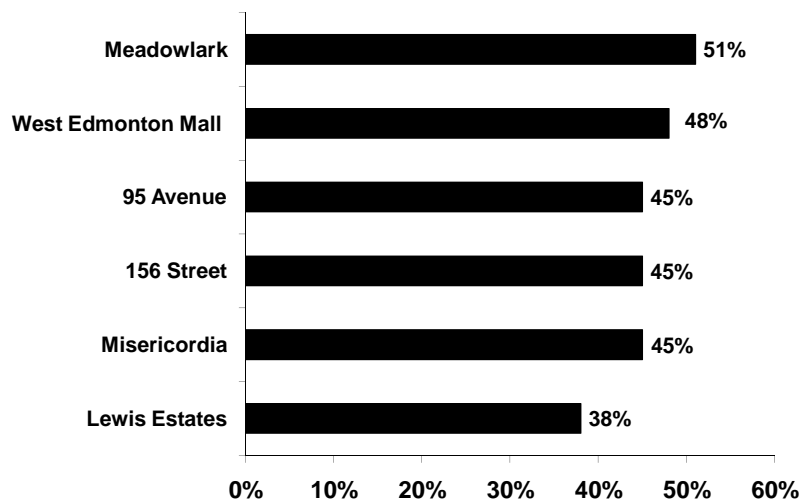
Table 21

Level of Agreement with Overall Proposed LRT Station Locations Providing Convenient Access to Important Destinations Within the Corridor by Area of Greatest Interest							
n=240	Percent of Respondents						Mean
	Strongly Disagree (1)	(2)	(3)	(4)	Strongly Agree (5)	Don't Know/ Not Stated	
Lewis Estates/Anthony Henday Drive (n=24)	8	4	17	33	29	8	3.77
Belmead/Aldergrove (n=17)	6	12	12	47	18	6	3.63
West Edmonton Mall (n=40)	5	3	20	33	33	8	3.92
Misericordia (n=17)	6	-	24	41	24	6	3.81
Meadowlark Mall (n=39)	8	8	18	28	23	15	3.61
156 Street (Meadowlark Park/ Sherwood (n=22)	18	5	18	32	14	14	3.21
156 Street (Glenwood/West Jasper Place (n=34)	18	6	15	35	12	15	3.21
Stony Plain Road Business District (n=28)	14	11	25	18	25	7	3.31
Grovenor (n=15)	13	-	7	47	20	13	3.69
Glenora (n=38)	24	5	26	13	16	16	2.91
Groat Road/Groat Estates (n=15)	40	-	7	20	13	20	2.78
Oliver (n=13)	15	8	-	15	54	8	3.92
Downtown (n=18)	17	11	-	22	44	6	3.71

Respondents were then asked to rate their satisfaction with the placement of each station. They were most frequently satisfied with Meadowlark (51%), West Edmonton Mall (48%), 95 Avenue (45%), 156 Street (45%), and Misericordia (45%). Respondents were less likely to be satisfied with the placement of the 142 Street (32%), 112 Street (32%) and Glenora (30%) stations. See Figure 12, below and Figure 13 on the following page. For detailed results, see Tables 22 to 35 on the following pages.

Figure 12

Satisfaction with the Location of Each Station



n=240

*Respondents that rated their satisfaction as 4 or 5

Figure 13

Satisfaction with the Location of Each Station

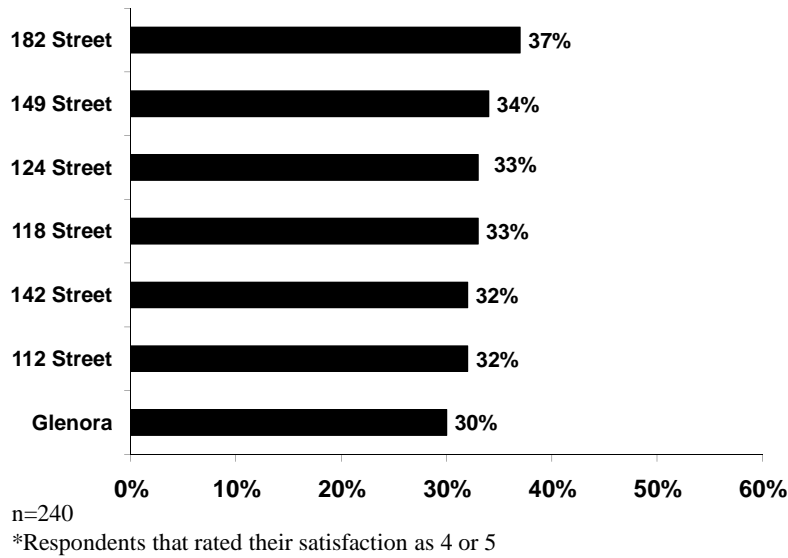


Table 22

Level of Satisfaction with Each Station Location							
	Percent of Respondents (n=240)						
	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't Know/ Not Stated	Mean
West Edmonton Mall	1	1	8	18	30	42	4.27
Misericordia	1	5	6	19	26	43	4.13
Lewis Estates	2	1	13	16	22	45	4.01
182 Street	2	2	14	18	19	46	3.95
112 Street	5	1	12	15	18	51	3.81
118 Street	4	2	11	15	17	50	3.80
95 Avenue	6	3	15	26	19	32	3.72
149 Street	6	2	11	17	17	47	3.69
Meadowlark	9	5	10	29	22	25	3.67
142 Street	6	2	14	15	18	46	3.67
124 Street	7	1	13	16	17	47	3.65
156 Street	9	2	15	25	20	28	3.64
Glenora	8	4	13	15	15	45	3.50

Table 23

Level of Satisfaction with the Location of the Lewis Estates Station by Area of Greatest Interest							
n=240	Percent of Respondents						Mean
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	
Lewis Estates/Anthony Henday Drive (n=24)	13	-	-	25	54	8	4.18
Belmead/Aldergrove (n=17)	6	6	18	24	41	6	3.94
West Edmonton Mall (n=40)	-	3	15	25	43	15	4.26
Misericordia (n=17)	-	6	12	18	47	18	4.29
Meadowlark Mall (n=39)	-	-	13	15	18	54	4.11
156 Street (Meadowlark Park/ Sherwood (n=22)	-	5	9	5	9	73	3.67
156 Street (Glenwood/West Jasper Place (n=34)	-	-	18	15	12	56	3.87
Stony Plain Road Business District (n=28)	-	-	11	7	4	79	3.67
Grovenor (n=15)	-	-	20	7	-	73	3.25
Glenora (n=38)	-	3	11	5	5	76	3.56
Groat Road/Groat Estates (n=15)	-	-	7	-	13	80	4.33
Oliver (n=13)	-	-	8	15	23	54	4.33
Downtown (n=18)	6	-	-	11	33	50	4.33

Table 24

Level of Satisfaction with the Location of the 182 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	4	-	17	25	33	21	4.05
Belmead/Aldergrove (n=17)	12	12	18	12	41	6	3.63
West Edmonton Mall (n=40)	3	3	15	23	40	18	4.15
Misericordia (n=17)	-	-	18	18	41	24	4.31
Meadowlark Mall (n=39)	-	-	10	21	15	54	4.11
156 Street (Meadowlark Park/ Sherwood (n=22)	-	-	18	5	5	73	3.50
156 Street (Glenwood/West Jasper Place (n=34)	-	3	12	21	6	59	3.71
Stony Plain Road Business District (n=28)	-	-	7	7	7	79	4.00
Grovenor (n=15)	-	-	20	7	-	73	3.25
Glenora (n=38)	-	-	11	11	3	76	3.67
Groat Road/Groat Estates (n=15)	-	-	7	-	13	80	4.33
Oliver (n=13)	-	-	8	15	23	54	4.33
Downtown (n=18)	-	6	6	6	33	50	4.33

Table 25

Level of Satisfaction with the Location of the West Edmonton Mall Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	8	25	54	13	4.52
Belmead/Aldergrove (n=17)	12	6	6	12	59	6	4.06
West Edmonton Mall (n=40)	-	5	8	23	55	10	4.42
Misericordia (n=17)	-	-	12	24	59	6	4.50
Meadowlark Mall (n=39)	-	-	10	21	23	46	4.24
156 Street (Meadowlark Park/ Sherwood (n=22)	-	-	9	9	18	64	4.25
156 Street (Glenwood/West Jasper Place (n=34)	-	3	12	15	18	53	4.00
Stony Plain Road Business District (n=28)	-	-	4	7	11	79	4.33
Grovenor (n=15)	-	-	7	-	20	73	4.50
Glenora (n=38)	-	-	3	16	5	76	4.11
Groat Road/Groat Estates (n=15)	-	-	7	-	13	80	4.33
Oliver (n=13)	8	-	-	-	39	54	4.33
Downtown (n=18)	-	-	-	17	33	50	4.67

Table 26

Level of Satisfaction with the Location of the Misericordia Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	4	8	33	38	17	4.25
Belmead/Aldergrove (n=17)	6	18	6	12	53	6	3.94
West Edmonton Mall (n=40)	3	13	3	25	45	13	4.11
Misericordia (n=17)	-	12	6	29	53	-	4.24
Meadowlark Mall (n=39)	3	-	-	18	31	49	4.45
156 Street (Meadowlark Park/ Sherwood (n=22)	-	-	9	5	23	64	4.38
156 Street (Glenwood/West Jasper Place (n=34)	-	3	12	15	18	53	4.00
Stony Plain Road Business District (n=28)	-	-	4	11	7	79	4.17
Grovenor (n=15)	-	-	-	13	13	73	4.50
Glenora (n=38)	-	-	3	16	5	76	4.11
Groat Road/Groat Estates (n=15)	-	-	7	-	13	80	4.33
Oliver (n=13)	-	-	-	8	39	54	4.83
Downtown (n=18)	-	6	6	11	22	56	4.13

Table 27

Level of Satisfaction with the Location of the Meadowlark Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	17	29	33	21	4.21
Belmead/Aldergrove (n=17)	6	6	18	18	35	18	3.86
West Edmonton Mall (n=40)	5	13	10	25	30	18	3.76
Misericordia (n=17)	18	6	-	18	53	6	3.88
Meadowlark Mall (n=39)	31	-	-	33	18	18	3.09
156 Street (Meadowlark Park/ Sherwood (n=22)	23	9	5	36	5	23	2.88
156 Street (Glenwood/West Jasper Place (n=34)	21	3	6	32	12	27	3.16
Stony Plain Road Business District (n=28)	11	-	11	36	18	25	3.67
Grovenor (n=15)	7	-	13	27	13	40	3.67
Glenora (n=38)	3	3	11	21	21	42	3.95
Groat Road/Groat Estates (n=15)	7	-	7	13	27	47	4.00
Groat Estates (n=6)	-	-	-	17	33	50	4.67
Oliver (n=13)	8	8	8	46	15	15	3.64
Downtown (n=18)	11	17	-	17	39	17	3.67

Table 28

Level of Satisfaction with the Location of the 95 Avenue Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	25	29	17	29	3.88
Belmead/Aldergrove (n=17)	6	-	12	35	18	29	3.83
West Edmonton Mall (n=40)	5	5	13	30	20	28	3.76
Misericordia (n=17)	6	-	24	29	12	29	3.58
Meadowlark Mall (n=39)	8	5	13	21	21	33	3.62
156 Street (Meadowlark Park/ Sherwood (n=22)	23	14	9	23	5	27	2.63
156 Street (Glenwood/West Jasper Place (n=34)	18	9	6	24	15	29	3.13
Stony Plain Road Business District (n=28)	7	-	14	29	21	29	3.80
Grovenor (n=15)	7	-	13	20	13	47	3.63
Glenora (n=38)	5	-	16	18	16	45	3.71
Groat Road/Groat Estates (n=15)	-	-	7	13	27	53	4.50
Oliver (n=13)	8	-	15	31	15	31	3.67
Downtown (n=18)	11	-	6	17	44	22	4.07

Table 29

Level of Satisfaction with the Location of the 156 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	21	25	21	33	4.00
Belmead/Aldergrove (n=17)	12	-	12	29	24	24	3.69
West Edmonton Mall (n=40)	10	5	13	23	23	28	3.59
Misericordia (n=17)	12	-	12	29	18	29	3.58
Meadowlark Mall (n=39)	15	-	15	26	15	28	3.36
156 Street (Meadowlark Park/ Sherwood (n=22)	27	5	14	27	9	18	2.83
156 Street (Glenwood/West Jasper Place (n=34)	27	6	6	24	15	24	2.92
Stony Plain Road Business District (n=28)	14	4	18	25	25	14	3.50
Grovenor (n=15)	7	-	7	40	20	27	3.91
Glenora (n=38)	5	-	13	21	16	45	3.76
Groat Road/Groat Estates (n=15)	-	-	13	13	13	60	4.00
Oliver (n=13)	8	-	15	31	31	15	3.91
Downtown (n=18)	11	-	6	17	50	17	4.13

Table 30

Level of Satisfaction with the Location of the 149 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	8	13	8	71	4.00
Belmead/Aldergrove (n=17)	-	-	-	12	12	77	4.50
West Edmonton Mall (n=40)	5	3	5	13	13	63	3.67
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	5	3	8	15	8	62	3.47
156 Street (Meadowlark Park/ Sherwood (n=22)	18	5	-	18	5	55	2.70
156 Street (Glenwood/West Jasper Place (n=34)	15	3	6	15	12	50	3.12
Stony Plain Road Business District (n=28)	14	7	18	21	29	11	3.48
Grovenor (n=15)	13	-	20	20	27	20	3.58
Glenora (n=38)	8	3	16	18	13	42	3.45
Groat Road/Groat Estates (n=15)	-	-	13	13	20	53	4.17
Oliver (n=13)	8	-	15	31	31	15	3.91
Downtown (n=18)	11	-	6	17	50	17	4.13

Table 31

Level of Satisfaction with the Location of the 142 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	8	13	8	71	4.00
Belmead/Aldergrove (n=17)	-	-	-	12	12	77	4.50
West Edmonton Mall (n=40)	3	3	10	10	13	63	3.73
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	5	-	13	10	10	62	3.53
156 Street (Meadowlark Park/ Sherwood (n=22)	18	-	9	14	5	55	2.70
156 Street (Glenwood/West Jasper Place (n=34)	15	-	9	9	15	53	3.19
Stony Plain Road Business District (n=28)	11	4	32	18	21	14	3.42
Grovenor (n=15)	13	-	13	13	33	27	3.73
Glenora (n=38)	8	5	24	18	13	32	3.35
Groat Road/Groat Estates (n=15)	7	-	13	13	20	47	3.71
Oliver (n=13)	8	-	15	31	31	15	3.91
Downtown (n=18)	11	-	6	17	50	17	4.13

Table 32

Level of Satisfaction with the Location of the Glenora Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	4	-	4	17	8	67	3.75
Belmead/Aldergrove (n=17)	-	-	-	12	12	77	4.50
West Edmonton Mall (n=40)	3	3	10	10	13	63	3.73
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	5	-	13	10	10	62	3.53
156 Street (Meadowlark Park/ Sherwood (n=22)	18	-	5	14	9	55	2.90
156 Street (Glenwood/West Jasper Place (n=34)	15	-	9	15	12	50	3.18
Stony Plain Road Business District (n=28)	7	4	25	25	18	21	3.55
Grovenor (n=15)	-	7	13	20	20	40	3.89
Glenora (n=38)	24	16	18	8	13	21	2.63
Groat Road/Groat Estates (n=15)	7	-	13	13	20	47	3.71
Oliver (n=13)	8	-	15	31	31	15	3.91
Downtown (n=18)	11	-	6	17	50	17	4.13

Table 33

Level of Satisfaction with the Location of the 124 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	4	17	8	71	4.14
Belmead/Aldergrove (n=17)	-	-	6	6	12	77	4.25
West Edmonton Mall (n=40)	3	3	13	10	10	63	3.60
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	8	-	8	10	13	62	3.53
156 Street (Meadowlark Park/ Sherwood (n=22)	23	-	-	14	9	55	2.70
156 Street (Glenwood/West Jasper Place (n=34)	18	-	6	15	12	50	3.06
Stony Plain Road Business District (n=28)	14	-	25	18	21	21	3.41
Grovenor (n=15)	-	-	13	33	13	40	4.00
Glenora (n=38)	13	5	18	18	16	29	3.26
Groat Road/Groat Estates (n=15)	33	-	13	13	20	20	3.11
Oliver (n=13)	8	-	8	23	46	15	4.18
Downtown (n=18)	17	-	-	17	50	17	4.00

Table 34

Level of Satisfaction with the Location of the 118 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	-	21	8	71	4.29
Belmead/Aldergrove (n=17)	-	6	-	6	12	77	4.00
West Edmonton Mall (n=40)	3	3	8	13	13	63	3.80
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	5	-	5	10	13	67	3.77
156 Street (Meadowlark Park/ Sherwood (n=22)	18	-	-	14	9	59	2.89
156 Street (Glenwood/West Jasper Place (n=34)	12	-	6	18	12	53	3.38
Stony Plain Road Business District (n=28)	11	-	18	18	25	29	3.65
Grovenor (n=15)	-	-	27	27	7	40	3.67
Glenora (n=38)	5	3	26	13	13	40	3.43
Groat Road/Groat Estates (n=15)	-	-	13	13	20	53	4.17
Oliver (n=13)	8	8	-	15	54	15	4.18
Downtown (n=18)	17	-	-	17	50	17	4.00

Table 35

Level of Satisfaction with the Location of the 112 Street Station by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	-	-	-	21	8	71	4.29
Belmead/Aldergrove (n=17)	-	-	6	6	12	77	4.25
West Edmonton Mall (n=40)	3	3	13	8	13	63	3.67
Misericordia (n=17)	-	-	6	-	-	94	3.00
Meadowlark Mall (n=39)	8	-	3	10	13	67	3.62
156 Street (Meadowlark Park/ Sherwood (n=22)	18	-	-	14	9	59	2.89
156 Street (Glenwood/West Jasper Place (n=34)	12	-	6	18	12	53	3.38
Stony Plain Road Business District (n=28)	11	-	18	14	29	29	3.70
Grovenor (n=15)	-	-	20	27	13	40	3.89
Glenora (n=38)	5	3	26	13	13	40	3.43
Groat Road/Groat Estates (n=15)	-	-	13	13	20	53	4.17
Oliver (n=13)	8	-	-	23	46	23	4.30
Downtown (n=18)	17	-	-	17	50	17	4.00

Respondents were then asked if they have any additional comments or concerns regarding the proposed station locations within the LRT corridor. Forty-two percent (42%) of respondents stated that they had no additional comments. See Table 36, below.

Table 36

Additional Comments Regarding Proposed LRT Station Location Within the LRT Corridor	
	Percent of Respondents (n=240)*
Dislikes route proposed / need more alternatives given (general)	5
Dislikes location of Meadowlark station (should be on Meadowlark Road)	3
Need good bus service in surrounding areas (don't eliminate buses)	2
Stations need more security / concerned about safety	2
Stations are too far apart / need more stations	2
LRT should be elevated more / stations elevated / intersections elevated	2
Other (less than 2% of responses)	27
No additional comments	42
Don't Know / Not Stated	23

*Multiple responses

3.5 Access

Respondents were asked if they were satisfied with the efforts to accommodate access for a series of user groups in the Draft LRT Concept Plan. Respondents were most satisfied with the efforts to accommodate pedestrians and cyclists in the Draft Plan (36%), while fewer respondents were satisfied with efforts to accommodate commuter vehicle traffic (32%), and vehicle access to and from neighbourhoods and businesses (30%). See Figure 14 and Table 37, below and Tables 38 to 40 on the following pages.

Figure 14

Satisfaction with Efforts to Accommodate the Following User Groups in the Overall Draft LRT Concept Plan

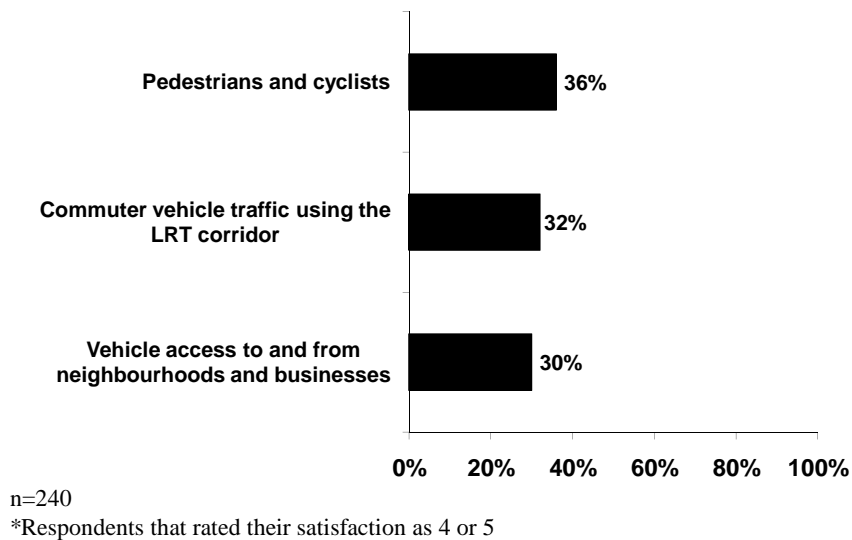


Table 37

Level of Satisfaction with Efforts to Accommodate User Groups							
	Percent of Respondents (n=240)						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know / Not Stated	Mean
Pedestrians and cyclists	14	10	21	24	12	20	3.12
Commuter vehicle traffic using the LRT corridor	21	13	17	22	10	18	2.84
Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor	22	16	17	19	11	15	2.77

Table 38

Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Pedestrians and Cyclists by Area of Greatest Interest							
n=240	Percent of Respondents						Mean
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	
Lewis Estates/Anthony Henday Drive (n=24)	-	-	25	25	17	33	3.88
Belmead/Aldergrove (n=17)	6	18	24	18	29	6	3.50
West Edmonton Mall (n=40)	8	13	18	33	13	18	3.36
Misericordia (n=17)	12	12	18	18	12	29	3.08
Meadowlark Mall (n=39)	13	5	23	28	3	28	3.04
156 Street (Meadowlark Park/ Sherwood (n=22)	18	5	18	41	-	18	3.00
156 Street (Glenwood/West Jasper Place (n=34)	24	3	21	38	-	15	2.86
Stony Plain Road Business District (n=28)	14	4	29	25	14	14	3.25
Grovenor (n=15)	13	13	13	27	20	13	3.31
Glenora (n=38)	26	16	21	11	8	18	2.48
Groat Road/Groat Estates (n=15)	40	-	13	-	7	40	2.14
Oliver (n=13)	23	8	8	31	23	8	3.25
Downtown (n=18)	28	11	-	33	17	11	3.00

Table 39

Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Vehicle Access to and from Neighbourhoods and Businesses Adjacent to the LRT Corridor by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	4	8	29	21	13	25	3.39
Belmead/Aldergrove (n=17)	18	18	29	18	12	6	2.88
West Edmonton Mall (n=40)	8	18	18	30	13	15	3.26
Misericordia (n=17)	29	24	6	24	6	12	2.47
Meadowlark Mall (n=39)	21	13	18	21	8	21	2.77
156 Street (Meadowlark Park/ Sherwood (n=22)	32	-	27	23	-	18	2.50
156 Street (Glenwood/West Jasper Place (n=34)	32	12	18	21	6	12	2.50
Stony Plain Road Business District (n=28)	43	4	18	21	7	7	2.42
Grovenor (n=15)	20	27	13	27	7	7	2.71
Glenora (n=38)	40	34	8	8	3	8	1.91
Groat Road/Groat Estates (n=15)	47	7	7	-	7	33	1.88
Oliver (n=13)	15	8	15	39	23	-	3.46
Downtown (n=18)	17	17	22	6	33	6	3.24

Table 40

Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Commuter Vehicle Traffic Using the LRT Corridor by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	8	4	25	25	13	25	3.39
Belmead/Aldergrove (n=17)	12	29	29	24	-	6	2.69
West Edmonton Mall (n=40)	5	15	20	33	8	20	3.28
Misericordia (n=17)	18	12	12	24	12	24	3.00
Meadowlark Mall (n=39)	15	10	21	26	5	23	2.93
156 Street (Meadowlark Park/ Sherwood (n=22)	32	9	14	23	-	23	2.35
156 Street (Glenwood/West Jasper Place (n=34)	29	18	9	24	6	15	2.52
Stony Plain Road Business District (n=28)	43	7	7	21	11	11	2.44
Grovenor (n=15)	13	20	7	40	13	7	3.21
Glenora (n=38)	45	16	16	5	5	13	1.97
Groat Road/Groat Estates (n=15)	47	-	13	-	7	33	2.00
Oliver (n=13)	23	-	-	46	31	-	3.62
Downtown (n=18)	22	11	22	17	22	6	3.06

Respondents that completed the survey online were asked why they felt the way they did about their satisfaction with the efforts to accommodate each of the three user groups. Those respondents that completed the survey in hardcopy were asked only why they felt that way generally. See Tables 41 to 50.

Table 41

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 4 or 5 out of 5	Percent of Respondents (n=43)*
Good pedestrian access to stations / lots of crosswalks	14
Good cyclist access / routes through the corridor	9
There is minimal impact on pedestrian access / is okay	7
Need to ensure bike trails are connected to each other	7
Need more pedestrian crossings	5
Dislikes that there are no multi-use / bike trails / need bike lanes	2
Integration of cycling is important (general)	2
Need better planned pedestrian access / close pedestrian access	2
Like promotion of alternative modes of transportation	2
Allows for possibility of rent-a-bike option	2
Increased access to transit will increase users	2
Cyclists are only an issue for part of the year	2
Don't Know / Not Stated	61

*Multiple responses

Table 42

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 3 out of 5	Percent of Respondents* (n=25)**
There is minimal impact on pedestrian access / is okay	12
Integration of cycling is important (general)	8
Need to ensure bike parking / bike lockers at stations	4
Need better planned pedestrian access / close access for pedestrians	4
Concerned stations are too far apart to walk to	4
Dislikes that there are no multi-use / bike trails / need bike lanes	4
Good pedestrian access to stations / lots of crosswalks (general)	4
Don't Know / Not Stated	68

*Multiple responses

**Caution should be taken when interpreting results due to small sample size

Table 43

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 1 or 2 out of 5	Percent of Respondents* (n=21)**
Need better planned pedestrian access / close access for pedestrians	19
Dislikes there are no multi-use / bike trails / need bike lanes	10
Would like pedestrian crossings elevated	5
Would like 104 Avenue in Glenora to be closed to traffic completely	5
Concerned about increased pedestrian traffic in their neighbourhood	5
Concerned about access to cycling trails from Glenora	5
Wondering if allowed to cycle on sidewalks or allowed to cycle on roadway	5
Concerned about speed of LRT in school zones	5
Need more pedestrian crossings	5
Concerned about traffic flow / traffic congestion (general)	5
Don't Know / Not Stated	43

*Multiple responses

**Caution should be taken when interpreting results due to small sample size

Table 44

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 4 or 5 out of 5	Percent of Respondents* (n=41)*
Dislikes lack of left hand turn signals	7
Transit should be priority not traffic / will encourage transit	7
Plan is well engineered / likes plan / is balanced (general)	7
Access to neighbourhoods is maintained	7
There will be little access / parking problems for businesses	5
Likes promotion of alternative forms of transportation	2
Access is maintained because Edmonton is laid out in a grid	2
Dislikes that streets will lose lanes	2
Don't Know / Not Stated	63

*Multiple responses

Table 45

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 3 out of 5	Percent of Respondents* (n=13)**
Access will be poor / neighbourhood access will be poor (general)	8
Dislikes lack of left hand turn signals	8
Concerned about traffic flow / traffic congestion (general)	8
Centre running trains disrupt traffic / cuts neighbourhood in half	8
Transit should be priority not traffic /will encourage transit	8
Need to increase parking to accommodate transit use	8
Don't Know / Not Stated	54

*Multiple responses

** Caution should be taken when interpreting results due to small sample size

Table 46

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 1 or 2 out of 5	Percent of Respondents (n=39)*
Access will be poor / neighbourhood access will be poor (general)	26
Concerned about traffic flow / traffic congestion (general)	23
Access to business will be harder / will disrupt business	15
Concerned with shortcutting through neighbourhoods	13
Dislikes the lack of left hand turn signals	5
Our streets will become busier / won't be able to handle it	3
Concerned about access to services / schools south of 87 avenue	3
Concerned with an increase in alley traffic	3
Dislikes that there are no multi-use / bike trails / need bike lane	3
Concerned about limited access to major routes	3
Centre running trains disrupts traffic / cuts neighbourhood in half	3
Don't Know / Not Stated	26

*Multiple responses

Table 47

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle access as 4 or 5 out of 5	Percent of Respondents (n=37)*
Traffic disruptions / reducing lanes will encourage transit use	16
Plan is well engineered / likes plan / is balanced (general)	8
There are enough alternate routes for traffic to take	5
Likes removing left turns as it helps to keep traffic flowing	3
Transit should be the priority not traffic / will encourage transit	3
Alternative routes for traffic should be upgraded before LRT is built	3
Concerned about barrier free areas (unspecified)	3
Areas on outskirts of city will be improved neighbourhoods	3
Don't Know / Not Stated	65

*Multiple responses

Table 48

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle access as 3 out of 5	Percent of Respondents* (n=16)**
Dislikes that street will lose lanes	13
Access to business will be harder / will disrupt businesses	6
Transit should be priority not traffic / will encourage transit	6
Need more pedestrian crossings	6
Dislikes that how LRT will be separated from vehicles wasn't addressed	6
Don't Know / Not Stated	63

*Multiple responses

** Caution should be taken when interpreting results due to small sample size

Table 49

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle access as 1 or 2 out of 5	Percent of Respondents (n=37)*
Concerned about traffic flow / traffic congestion (general)	30
Dislikes that streets will lose lanes	24
Other streets will become busier / won't be able to handle it	3
Centre running trains disrupt traffic / cuts neighbourhood in half	3
Access to businesses will be harder / will disrupt businesses	3
Need traffic lights in and out of Lewis Estates parking area	3
Intersections that have LRT and traffic create problems	3
These issues weren't addressed in the proposal (general)	3
Concerned about increased noise in neighbourhoods	3
Traffic affected by LRT needs to be scientifically studied	3
Don't Know / Not Stated	35

*Multiple responses

Table 50

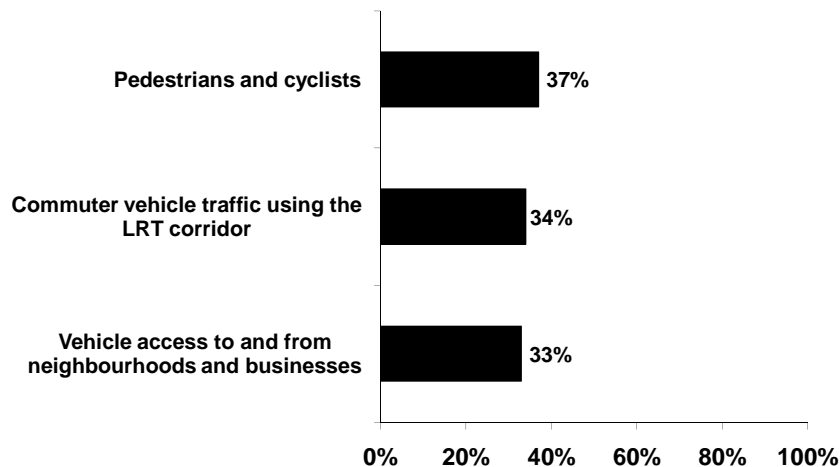
Why do you feel this way?	
Base: Hardcopy respondents who were only asked this question generally	Percent of Respondents (n=142)*
Concerned about traffic flow / traffic congestion (general)	12
Access to businesses will be harder / will disrupt businesses	6
LRT will impact residents too much / destroy neighbourhoods	6
Access will be poor / neighbourhood access will be poor	5
Dislikes that streets will lose lanes	4
Dislikes proposed route (general)	4
Plan is well engineered / likes plan / is balanced (general)	4
Other streets will become busier / won't be able to handle it	4
Need more pedestrian crossings	3
Access to neighbourhoods is maintained / access will be acceptable	2
Concerned about limited access to major routes	2
Need to increase parking to accommodate transit use	2
Dislikes lack of left hand turn signals	2
Concerned about loss of residential parking near stations	2
Other (less than 2% of respondents)	19
Don't Know / Not Stated	44

*Multiple responses

Respondents were asked to rate their satisfaction with the efforts to accommodate access for various user groups in the area of greatest interest to them in the Draft LRT Concept Plan. Respondents most frequently reported being satisfied with the efforts to accommodate pedestrians and cyclists (37%), followed by commuter vehicle traffic using the LRT corridor (34%), and vehicle access to and from neighbourhoods and businesses (33%). See Figure 15 and Table 51, below and Tables 52 to 54 on the following pages.

Figure 15

Satisfaction with Efforts to Accommodate the Following User Groups in Their Area of Interest



n=240

*Respondents that rated their satisfaction as 4 or 5

Table 51

Level of Satisfaction with Efforts to Accommodate User Groups in Their Area of Interest							
	Percent of Respondents (n=240)						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know / Not Stated	Mean
Pedestrians and cyclists	14	8	15	19	18	26	3.26
Commuter vehicle traffic using the LRT corridor	21	10	11	19	15	24	2.97
Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor	20	13	12	19	14	22	2.93

Table 52

Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Pedestrians and Cyclists by Area of Greatest Interest							
n=240	Percent of Respondents						Mean
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	
Lewis Estates/Anthony Henday Drive (n=24)	4	-	21	17	21	38	3.80
Belmead/Aldergrove (n=17)	12	6	12	12	29	29	3.58
West Edmonton Mall (n=40)	5	13	10	18	30	25	3.73
Misericordia (n=17)	18	18	6	18	18	24	3.00
Meadowlark Mall (n=39)	15	5	18	23	8	31	3.04
156 Street (Meadowlark Park/ Sherwood (n=22)	23	9	9	36	-	23	2.76
156 Street (Glenwood/West Jasper Place (n=34)	15	3	15	38	-	29	3.08
Stony Plain Road Business District (n=28)	14	7	25	18	14	21	3.14
Grovenor (n=15)	13	7	20	20	27	13	3.46
Glenora (n=38)	24	13	21	11	13	18	2.71
Groat Road/Groat Estates (n=15)	40	-	13	-	13	33	2.50
Oliver (n=13)	15	15	8	23	39	-	3.54
Downtown (n=18)	28	11	-	28	28	6	3.18

Table 53

Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Vehicle Access to and from Neighbourhoods and Businesses Adjacent to the LRT Corridor by Area of Greatest Interest							
	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
n=240							
Lewis Estates/Anthony Henday Drive (n=24)	8	4	21	8	25	33	3.56
Belmead/Aldergrove (n=17)	6	18	12	18	18	29	3.33
West Edmonton Mall (n=40)	10	13	10	25	25	18	3.52
Misericordia (n=17)	29	18	12	18	12	12	2.60
Meadowlark Mall (n=39)	21	10	13	21	10	26	2.86
156 Street (Meadowlark Park/ Sherwood (n=22)	32	-	18	27	-	23	2.53
156 Street (Glenwood/West Jasper Place (n=34)	24	9	12	29	3	24	2.73
Stony Plain Road Business District (n=28)	32	14	11	18	11	14	2.54
Grovenor (n=15)	7	40	7	27	7	13	2.85
Glenora (n=38)	40	24	11	5	5	16	1.97
Groat Road/Groat Estates (n=15)	47	7	7	-	7	33	1.88
Oliver (n=13)	23	-	-	46	31	-	3.62
Downtown (n=18)	33	-	6	22	33	6	3.24

Table 54

Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Commuter Vehicle Traffic Using the LRT Corridor by Area of Greatest Interest							
n=240	Percent of Respondents						
	Not at all Satisfied (1)	(2)	(3)	(4)	Very Satisfied (5)	Don't Know/ Not Stated	Mean
Lewis Estates/Anthony Henday Drive (n=24)	13	4	25	8	17	33	3.19
Belmead/Aldergrove (n=17)	6	12	18	12	24	29	3.50
West Edmonton Mall (n=40)	5	13	10	25	25	23	3.68
Misericordia (n=17)	18	18	-	24	18	24	3.08
Meadowlark Mall (n=39)	13	15	18	21	5	28	2.86
156 Street (Meadowlark Park/ Sherwood (n=22)	32	9	9	18	5	27	2.38
156 Street (Glenwood/West Jasper Place (n=34)	27	12	9	27	6	21	2.67
Stony Plain Road Business District (n=28)	29	18	-	14	18	21	2.68
Grovenor (n=15)	13	13	7	33	20	13	3.38
Glenora (n=38)	53	8	8	8	5	18	1.84
Groat Road/Groat Estates (n=15)	47	7	-	-	7	40	1.71
Oliver (n=13)	23	-	-	31	46	-	3.77
Downtown (n=18)	33	6	6	22	28	6	3.06

Respondents were asked to state why they provided their response for each area of their interest, with respondents who completed the survey online asked by each rating type (satisfied, neutral, dissatisfied) for each of the three groups and respondents who completed in hardcopy asked overall.

Respondents that were satisfied with commuter vehicle access (4 or 5 out of 5) (n=42) most frequently indicated it was because the access and traffic flow is good in general (12%), and that the side running track reduces impact on commuters (7%). Respondents that were neutral in this regard (3 out of 5) (n=11) most frequently stated it was because transit should be the priority, not traffic and it will encourage traffic (18%). Respondents that were dissatisfied (1 or 2 out of 5) (n=33) more frequently stated it was because they were concerned about traffic in general (24%), and that they dislike that the streets will lose lanes and will be too narrow (18%).

Respondents that were satisfied (4 or 5 out of 5) with vehicle access to residential or business areas (n=43) most frequently stated that they feel that the access or traffic flow is good in general (7%). Neutral (3 out of 5) respondents (n=9) reported it was because they are concerned about traffic (11%), the LRT will impact residents or destroy neighbourhoods (11%), and that transit should be priority, not traffic (11%). Respondents that were dissatisfied (1 or 2 out of 5) (n=37) most often stated it was due to concern about poor access to neighbourhood (32%), and concern about traffic in general (16%).

Respondents that were satisfied (4 or 5 out of 5) with pedestrian and cyclist access (n=45) most frequently stated it was because the pedestrian access is good (4%), and that the access and traffic flow is good in general (4%). Respondents that were dissatisfied (1 or 2 out of 5) (n=25) stated it was because there is a lack of a pedestrian plan, pedestrian access and that there are safety concerns (28%), or that they need cycling lanes or a cycling plan (20%). See Tables 54 to 63 on pages 62 to 65.

Table 54

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access in their greatest area of interest as 4 or 5 out of 5	Percent of Respondents (n=45)*
Pedestrian access is good	4
Access / traffic flow is good (general)	4
Close off LRT corridors to all non-transit / non-foot traffic	2
Need more pedestrian crossings	2
Lack of a cycling plan within the proposal / need cycling lanes	2
Reduction of traffic due to LRT will make it safer for walking / biking	2
Plan is well engineered / likes plan (general)	2
Cycling isn't as much of a concern in the winter	2
Likes elevated LRT stations (West Edmonton Mall) / prefers raised lines	2
Location of track will allow for intersections to flow well	2
Location of track will allow for good pedestrian access	2
Route proposed to allows for access road on Meadowlark Road to be used	2
Need to ensure bike trails are connected to each other	2
Pedestrian / cyclist interests were overrepresented in consultation	2
Likes that MacEwan students won't have to cross traffic	2
Don't Know / Not Stated	69

*Multiple responses

Table 55

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 3 out of 5	Percent of Respondents* (n=15)**
Access problems (general)	7
Lack of a pedestrian plan / pedestrian access / concerned about safety	7
Lack of cycling plan within the proposal / need cycling lanes	7
Would like secure bike parking	7
Would like to see more drawings of station size before assessing plan	7
Access / traffic flow is good (general)	7
Reduction of traffic due to LRT will make it safer for walking / biking	7
Don't Know / Not Stated	60

*Multiple responses

**Caution should be exercised when interpreting results due to the small sample size

Table 56

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 1 or 2 out of 5	Percent of Respondents* (n=25)**
Lack of a pedestrian plan / pedestrian access / concerned about safety	28
Lack of cycling plan within the proposal / need cycling lanes	20
Need more stations to reduce walking	8
Close off LRT corridors to all non-transit traffic / non-foot traffic	8
Concerned about traffic	8
Other (4% per response)	44
Don't Know / Not Stated	20

*Multiple responses

**Caution should be exercised when interpreting results due to the small sample size

Table 57

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 4 or 5 out of 5	Percent of Respondents (n=43)*
Access / traffic flow is good (general)	7
Transit should be priority not traffic / will encourage transit	5
Access to neighbourhoods has been maintained	5
Access to businesses has been maintained	5
Route proposed allows for access road on Meadowlark Road to be used	2
Dislikes the lack of let hand turn signals	2
Increasing controlled intersections will help traffic flow	2
Concerned about loss of residential parking near stations	2
Plan is well engineered / likes plan (general)	2
Likes elevated LRT stations (West Edmonton Mall) / prefers elevated lines	2
Locations of track will allow for intersections to flow well	2
Don't Know / Not Stated	67

*Multiple responses

Table 58

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 3 out of 5	Percent of Respondents* (n=9)**
Concerned about traffic	11
LRT will impact residents too much / destroy neighbourhoods	11
Transit should be priority not traffic / will encourage transit	11
Don't Know / Not Stated	67

*Multiple responses

**Caution should be exercised when interpreting results due to the small sample size

Table 59

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 1 or 2 out of 5	Percent of Respondents (n=37)*
Poor access to neighbourhoods / need proper access into neighbourhoods	32
Concerned about traffic	16
Centre running trains disrupt traffic / cuts neighbourhood in half	8
Dislikes lack of left hand turn signals	5
Dislikes that streets will lose lanes / will be too narrow	5
LRT will impact residents too much / destroy neighbourhood	5
Access to business will be harder / will disrupt businesses	5
Other (3% per response)	16
Don't Know / Not Stated	35

*Multiple responses

Table 60

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle traffic access as 4 or 5 out of 5	Percent of Respondents (n=42)*
Access / traffic flow is good (general)	12
Side running track reduces impact on commuters	7
Transit should be priority not traffic / will encourage traffic	5
Likes elevated LRT stations (West Edmonton Mall) / prefers elevated lines	5
Concerned with a lack of separation between trains and traffic	2
Don't Know / Not Stated	79

*Multiple responses

Table 61

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle traffic access as 3 out of 5	Percent of Respondents* (n=11)**
Transit should be priority not traffic / will encourage traffic	18
Dislikes that streets will lose lanes / will be too narrow	9
LRT will impact residents too much / destroy neighbourhoods	9
Concerned about traffic	9
Don't Know / Not Stated	55

*Multiple responses

**Caution should be exercised when interpreting results due to the small sample size

Table 62

Why do you feel this way?	
Base: Online respondents who rated their satisfaction with commuter vehicle traffic access as 1 or 2 out of 5	Percent of Respondents (n=33)*
Concerned about traffic	24
Dislikes that streets will lose lanes / will be too narrow	18
Concerned with short cutting through neighbourhoods	6
Poor access to neighbourhoods / need proper access to neighbourhoods	6
Close off LRT corridors to all non-transit traffic / non-foot traffic	3
Centre running trains disrupt traffic / cuts neighbourhood in half	3
Likes elevated LRT stations (West Edmonton Mall) / prefers elevated lines	3
There will be too many traffic lights	3
Access to business will be harder / will disrupt businesses	3
Too much money was spent on developing these plans	3
Having LRT go to Lewis Estates will not improve commuter traffic	3
Preferential signaling at for LRT at intersections will not work well	3
Concerned about decrease in bus service / will take longer to get places	3
Don't Know / Not Stated	33

*Multiple responses

Table 63

Why do you feel this way?	
Base: Hardcopy respondents who were asked (in general)	Percent of Respondents (n=142)*
Dislikes route chosen / poor plan / prefers a different route	7
Concerned about traffic	6
Access to businesses will be harder / will disrupt businesses	6
Access problems (general)	5
Poor access to neighbourhoods / need proper access into neighbourhoods	4
LRT will impact residents too much / destroy neighbourhoods	4
Dislikes lack of left hand turn signals	2
Concerned with shortcutting through neighbourhoods	2
Other (less than 2% of responses)	20
Don't Know / Not Stated	58

*Multiple responses

Respondents were then asked if they have any additional comments or concerns regarding the proposed access plans within the LRT corridor. Forty-two percent (42%) of respondents stated that they did not and approximately one-quarter (26%) did not provide a response or stated that they did not know. Four percent (4%) each mentioned that they dislike the east-west route, using Stony Plain Road, and that they are concerned about the impact and access to neighbourhoods. See Table 64, below.

Table 64

Additional Comments Regarding Access Plans Within the LRT Corridor	
	Percent of Respondents (n=240)*
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	4
Concerned about impact to neighbourhoods / access to neighbourhoods	4
Need to protect pedestrians more from tracks / improve pedestrian access	3
Concerned about congestion / traffic / need all lanes open	3
Dislikes route (general)	2
Is interested to see how the LRT will work / is excited for the LRT	2
More of the track / stations / intersections should be underground	2
Other (less than 2% of responses)	23
No additional comments	42
Don't Know / Not Stated	26

*Multiple responses

3.6 Additional Comments

Respondents were finally asked if they had any additional comments regarding the Draft West LRT Concept Plan. While more than half of respondents (56%) did not provide a response, 7% each stated that they would like the LRT construction started as soon as possible or that they dislike the route and the plan. Six percent (6%) of respondents indicated they were concerned about the impact to residents and neighbourhoods, and 4% stated that the planning was good, balanced, they like the route, and continue to do a good job. See Table 65, below, for other mentions.

Table 65

Additional Comments Regarding the Draft West LRT Concept Plan	
	Percent of Respondents (n=240)*
Would like LRT started as soon as possible / make plan into a reality	7
Dislikes route / plan (general)	7
Concerned about impact to residents / neighbourhoods	6
Good job of planning / is balanced / likes route / continue to do a good job	4
Dislikes draft plan as it will cost too much / concerned about costs	3
Dislikes north-south route / 156 Street (Meadowlark Road, 142 , 163 Streets, etc)	3
Concerned about access / access to neighbourhoods / lack of turning lanes	3
Concerned about traffic congestion / impact on traffic	3
City isn't listening to concerns / decisions already made / need to listen	3
Concerned about reduction of traffic lanes	3
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	3
Concerned LRT will not be fast enough / take too long to go downtown	2
Dislikes location of stations / stations won't be utilized properly	2
Concerned about security / safety	2
More pedestrian crossings / overpasses / concerned about pedestrian safety	2
Other (less than 2% of responses)	28
No additional comments	2
Don't Know / Not Stated	54

*Multiple responses

The most frequently mentioned comments by respondents grouped by their area of greatest interest included:

Lewis Estates (n=24)

- Would like LRT started as soon as possible / make plan a reality (4%); and
- Concerned LRT would not be fast enough / take too long to get downtown (4%).

Belmead and Aldergrove (n=17)

- No other comments (6%); and
- Good job of planning / is balanced / likes route / continue doing a good job (6%).

West Edmonton Mall (n=40)

- Would like LRT started as soon as possible / make plan a reality (5%); and
- Concerned about impact on residents / neighbourhood (5%).

Misericordia (n=17)

- Dislikes route (general) (6%); and
- Would like LRT started as soon as possible / make plan a reality (6%).

Meadowlark (n=49)

- Dislikes north-south route / 156 street (Meadowlark Road, 142, 163 streets, etc.) (18%); and
- Would like LRT started as soon as possible / make plan a reality (13%).

156 Street (Meadowlark Park, Sherwood) (n=22)

- Concerned about reduction of traffic lanes (14%); and
- Concerned about impact to residents / neighbourhoods (14%).

156 Street (Glenwood, West Jasper Place) (n=34)

- Concerned about reduction of traffic lanes (12%); and
- Dislikes route / plan (general) (8%).

Stony Plain Road Business District (n=28)

- Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 avenue) (11%); and
- Dislikes route / plan (general) (7%).

Grovenor (n=15)

- Would like LRT started as soon as possible / make plan a reality (20%); and
- Good job of planning / is balanced / likes route / continue doing a good job (7%).

Glenora (n=38)

- Concerned about impact to residents / neighbourhoods (21%); and
- Dislikes route / plan (general) (16%).

Groat Road/Groat Estates (n=15)

- Would like LRT started as soon as possible / make plan a reality (7%).
- Dislikes route / plan (general) (7%); and
- Concerned about access / access to neighbourhoods / lack of turning lanes (7%).

Oliver (n=13)

- Would like LRT started as soon as possible / make plan a reality (8%); and
- Good job of planning / is balanced / likes route / continue doing a good job (8%).

Downtown (n=18)

- Concerned about reduction of traffic lanes (11%);
- Would like LRT started as soon as possible / make plan a reality (6%).

3.7 Non-Survey Additional Comments

Outside of the formal survey component, many individuals (n=132) provided additional comments through E-mail or notes attached to their hardcopy survey. These comments were provided to Banister Research and analyzed in the section that follows.

Respondents most frequently mentioned that they were concerned about neighbourhood access and lack of turning lanes (24%), they were concerned about traffic congestion and impact of traffic (14%), and that they want more pedestrian crossings and overpasses because they are concerned about pedestrian safety (13%). See Table 39, below.

Table 66

Additional Comments Regarding the Draft West LRT Concept Plan	
	Percent of Respondents (n=132)*
Concerned about access / access to neighbourhoods / lack of turning lanes	24
Concerned about traffic congestion / impact on traffic	14
More pedestrian crossings / overpasses / concerned about pedestrian safety	13
Neighbourhood short-cutting is an issue / cut off access / redirect traffic	6
Dislikes location of stations / stations won't be utilized properly	6
LRT should be elevated / likes elevated sections	6
Concerned about reduction of traffic lanes	5
Dislikes east-west route / Stony Plain Road (prefers 87, 100, 107 Avenues)	5
Dislikes north-south route / 156 Street (Meadowlark Road, 142 , 163 Street, etc.)	4
Concerned about a loss of residential parking / existing parking	4
Concerned of impact on business along corridor	4
Concerned about impact to residents / neighbourhoods	4
Concerned about lack of emergency vehicle access	4
Dislikes centre alignment of tracks / prefers side alignment	4
Need bus service to neighbourhoods / easy transfers from bus to LRT	4
Need controlled intersections / crossing arms need to be used	3
Other (less than 3% of responses)	35

*Multiple responses

The most frequently mentioned comments by respondents grouped by the location of their greatest interest included:

Belmead and Aldergrove (n=1)

- Concerned about access / access to neighbourhoods / lack of turning lanes; and
- Concerned about impact on residents / neighbourhood.

Misericordia (n=1)

- LRT should go underground / dislikes ground level LRT; and
- Dislikes elevated LRT tracks because of increased noise.

Meadowlark (n=4)

- Concerned about lack of residents / neighbourhoods;
- Dislikes north-south route / 156 street (Meadowlark Road, 142, 163 streets, etc.); and
- Good job of planning / is balanced / likes route / continue doing a good job.

156 Street (Glenwood, West Jasper Place) (n=1)

- Concerned about access / access to neighbourhoods / lack of turning;
- Concerned about impact to residents / neighbourhoods; and
- LRT should go underground/dislikes ground level LRT.

Grovenor (n=4)

- Dislikes centre alignment of tracks/prefers side alignment; and
- Need bus service to neighbourhoods / easy transfers from bus to LRT.

Groat Road/Groat Estates (n=1)

- Good job of planning / is balanced/likes route / continue doing a good job; and
- Feels that city has listened to residents/made changes to plans.

Oliver (n=1)

- Looking forward to seeing more detailed plans/need more details; and
- Concerned about property expropriation / building demolishing.

3.8 Respondent Profile

Table 67

Profile of Survey Respondents	
	Percent of Respondents (n=240)
Interest Represented*	
Resident of the community	80
Property owner in the community	50
Shopper at businesses in the community	40
Transit user	34
Volunteer in the community	14
Post-secondary student	9
Employee of an organization located in the community	8
Business owner in the community	7
Service provider in the community (not for profit)	1
Other	5
Not stated	3
Number of one-way trips made in a typical month using ETS	
1 to 8 trips	15
9 to 24 trips	8
25 to 39 trips	3
40 or more trips	17
None	45
Don't know / no response	12

*Multiple responses

SURVEY INSTRUMENT



CITY OF EDMONTON West LRT Online Survey

The City of Edmonton is developing a Concept Plan for the West LRT Extension from Lewis Estates to Downtown to determine the LRT alignment, station locations and access changes for vehicles and pedestrians. A draft concept plan has been developed and presented for feedback from the public. This plan incorporates public input from a series of workshops and meetings that took place in Spring 2010. This survey has been developed to get your thoughts on the proposed plan before it is refined in advance of presenting it to Council in December 2010.

All responses will be collected and analyzed by Banister Research to ensure confidentiality of your feedback and the objectivity of the analysis. All information will be reported in aggregate form, responses will NOT be reported in a manner that identifies any individual.

If you have any questions or concerns about this survey please contact Emily Mack of Banister Research at (780) 451-4444 or Michelle Chalifoux, City of Edmonton Transportation Department at 780- 496-5505.

Please note: Information from the September 8th open house will not be available online at www.edmonton.ca/LRTprojects until the evening of September 8th.

This survey will be available until Friday, September 10, 2010.



Banister
Research & Consulting Inc.

Public Involvement

1. What interests are you representing when completing this questionnaire? [Please check all that apply]

- Resident of the community (Please record the first 3 digits of your postal code _____)
- Business owner in the community (Please record the first 3 digits of your postal code _____)
- Service provider in the community (Not for profit)
- Property owner in the community
- Employee of an organization located in the community
- Volunteer in the community
- Post-secondary student
- Shopper at businesses in the community
- Transit user
- Other: please specify _____

2. Did you attend any of the following West LRT open houses? (please check)

- Tuesday, September 7, 2010
- Wednesday, September 8, 2010
- I did not attend either meeting **[go to 6]**

3. In order for us to better prepare for future meetings, please tell us a bit about your experience at the meeting(s) you attended.

Please rate your level of agreement with the following statements, on a scale where 1 means Strongly Disagree and 5 means Strongly Agree.

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 7 OR 8 MEETINGS]

	1	2	3	4	5
The information presented was useful and informative.					
The information was easy to understand.					
The project representatives were helpful, friendly and accessible.					
I was able to find satisfactory answers to my questions.					
I have a better understanding of the project because of my attendance tonight.					

4. How did you hear about the LRT open house? Please check all that apply.

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 7 OR 8 MEETINGS]

- Newspaper advertisement
- Online advertisement
- Facebook/Twitter
- Notice in mail
- Street sign
- Email notice
- From my community league
- Word of mouth
- Phone call
- Other (please specify)

5. Which aspects of the Open House did you find most valuable? Please check all that apply

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 7 OR 8 MEETINGS]

- Presentation
- Map Table Discussions
- Display Boards
- Interaction with representatives
- Question and Answer Session
- Other (please specify)

6. Did you attend any of the West LRT meetings held in Spring 2010?

- Yes
- No
- Don't know/recall

Draft LRT Concept Plan

7. On a scale of 1 to 5, where 1 means "Not at all satisfied" and 5 means "Very satisfied", how satisfied are you **overall** with the draft LRT Concept Plan?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

8. Why do you feel that way?

9. Which area of the draft West LRT Concept Plan is of the greatest interest to you? (Click [here](#) to view the proposed sections – link to web/presentation materials)

- Lewis Estates/Anthony Henday Drive
- Belmead/Aldergrove
- West Edmonton Mall
- Misericordia
- Meadowlark Mall
- 156 Street (Meadowlark Park/Sherwood)
- 156 Street (Glenwood/West Jasper Place)
- Stony Plain Road Business District
- Grovenor
- Glenora
- Groat Road
- Groat Estates
- Oliver
- Downtown

LRT Alignment

The draft LRT Concept Plan proposes where the LRT tracks should be located within the LRT corridor.

10. In thinking about the **Overall** Draft LRT Concept Plan, please rate your level of satisfaction with the proposed track location within the LRT corridor?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

11. Why do you feel that way?

12. In thinking about the area of the Draft LRT Concept Plan that is of the **greatest interest to you**, please rate your level of satisfaction with the proposed track location within the LRT corridor?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

13. Why do you feel that way?

14. Do you have any additional comments or concerns regarding changes you would like to see to the proposed track location within the LRT corridor?

- Yes. Specify: _____
- No
- Don't know

LRT Station Locations

15. Please rate your level of agreement with the following statement.

Overall, the proposed LRT station locations provide convenient access to the important destinations within the corridor.

- 1. Strongly disagree
- 2.
- 3.
- 4.
- 5. Strongly agree

16. Please review the following list, and rate your level of satisfaction with each station location. (where 1 means Not at all Satisfied and 5 means Very Satisfied).

	1	2	3	4	5
Lewis Estates					
182 Street					
West Edmonton Mall					
Misericordia					
Meadowlark					
95 Avenue					
156 Street					
149 Street					
142 Street					
Glenora					
124 Street					
118 Street					
112 Street					

17. Do you have any additional comments or concerns regarding changes you would like to see to the proposed LRT station locations?

- Yes. Specify: _____
- No
- Don't know

Access

18. In thinking about the **Overall** Draft LRT Concept Plan, please rate your level of satisfaction with efforts to accommodate access for the following user groups, where 1 means Not at all Satisfied, and 5 means Very Satisfied.

	1	2	3	4	5
Pedestrians and cyclists					
Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor.					
Commuter vehicle traffic using the LRT corridor.					

19. Why do you feel that way?

20. In thinking about the area of the Draft LRT Concept Plan that is of the **greatest interest to you**, please rate your level of satisfaction with efforts to accommodate access for the following user groups, where 1 means Not at all Satisfied, and 5 means Very Satisfied.

	1	2	3	4	5
Pedestrians and cyclists					
Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor.					
Commuter vehicle traffic using the LRT corridor.					

21. Why do you feel that way?

22. Do you have any additional comments or concerns regarding changes you would like to see to the proposed access plans within the LRT corridor?

- Yes. Specify: _____
- No
- Don't know

23. Do you have any other comments about the Draft West LRT Concept Plan?

Demographic Information:

24. In a typical month, how many one-way trips do you usually make using the Edmonton Transit System? For the purposes of this question, a one-way trip is considered travel to a single destination including any required transfers to reach your destination. (Examples: Going to school and back home = 2 one-way trips; but going to school, then to work then back home = 3 one-way trips).

- 40 or more trips per month
- 25 to 39 trips per month
- 9 to 24 trips per month
- 1 to 8 trips per month
- Have not used ETS in the last month
- Don't know