

Report

# City of Edmonton

Edmonton Transit Services  
Alternative Transit Solutions

October 2019



# Table of Contents

<b>ENGAGEMENT PURPOSE</b>	<b>3</b>
<b>WHAT WE DID</b>	<b>10</b>
<b>WHAT WE HEARD</b>	<b>15</b>
<b>DETAILED COMMUNITY RESULTS</b>	<b>21</b>
SOUTHEAST	22
SOUTHWEST	64
SOUTHCENTRAL	105
WEST	147
NORTHEAST	193
<b>RESPONDENT PROFILE</b>	<b>233</b>
<b>OPERATOR FEEDBACK</b>	<b>246</b>
<b>APPENDIX</b>	<b>251</b>
ADDITIONAL VERBATIM RESPONSES	252
ENAGEMENT EVALUATIONS	276

A blurred city street scene with a semi-transparent grey box containing the text 'ENGAGEMENT PURPOSE'. The background shows a street with buildings and a person walking, but it is heavily blurred to create a sense of motion. The text is in a clean, white, sans-serif font. A thin white vertical line is positioned to the left of the text.

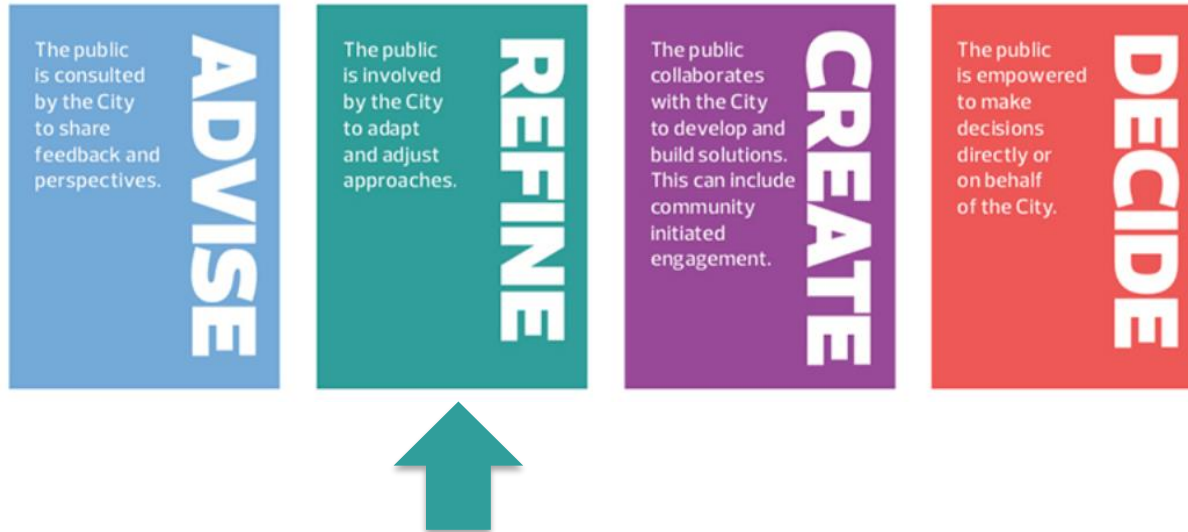
# ENGAGEMENT PURPOSE

# ENGAGEMENT PURPOSE

Public Engagement for Alternative Transit was based around this question:

*“How do we improve the quality of life in your community through a new, convenient and safe transit option?”*

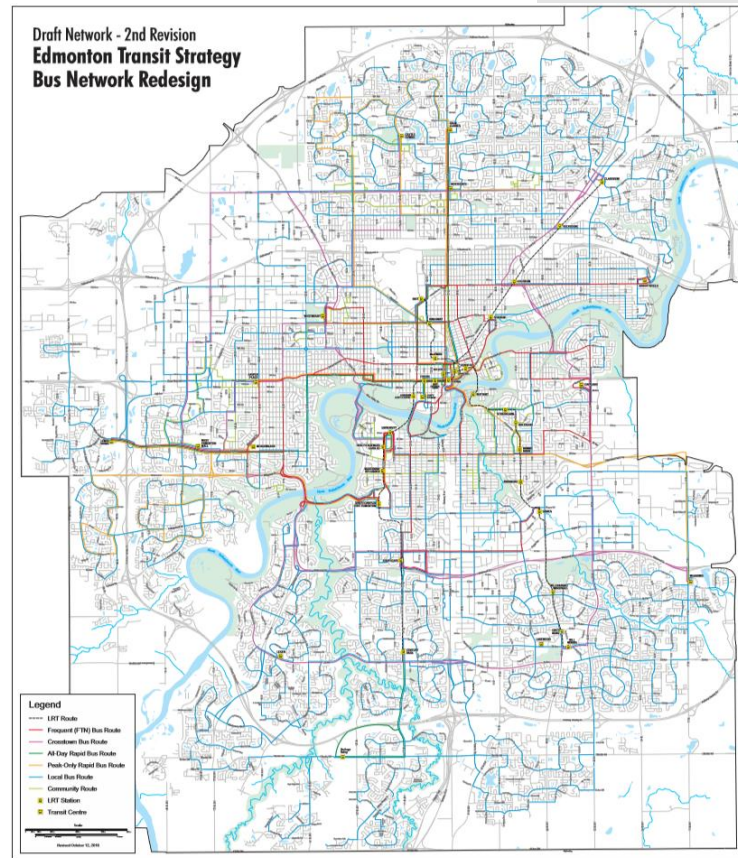
## PUBLIC ENGAGEMENT SPECTRUM



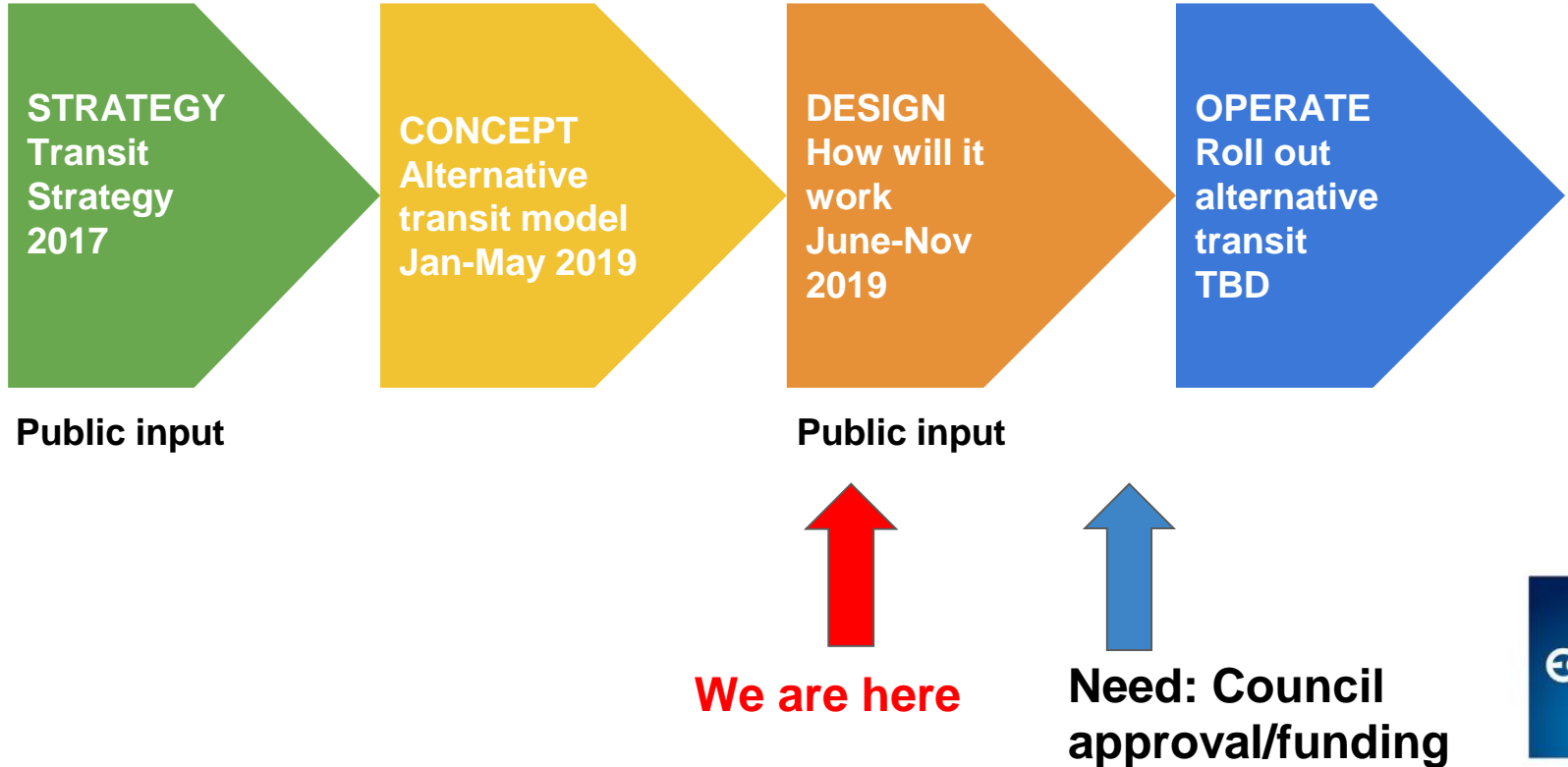
# CONTEXT

The City of Edmonton is exploring alternative transit options in communities that will no longer have regular bus service and will have walking distances greater than 600 metres to the nearest transit stop in the proposed Bus Network Redesign (BNR). These communities typically have a low number of riders and/or are difficult to service because of road design and location. This alternative transit service would connect residents in these communities to the regular bus network so they can get to their destinations.

Edmonton Transit Service (ETS) planners identified 30 communities that could benefit from this service. These communities were grouped by those losing transit service in the new network and those that do not have service today. These communities were engaged June to September 2019, starting first with communities losing service. This report focuses on what the City learned from public engagement with the neighbourhoods losing service.



# Alternative transit development



## CONTEXT

### **Alternative Transit Options**

City Administration developed three on-demand alternative transit options based on industry best practices. They included an on-demand 15-passenger van, ride hailing (taxi) and ride-for-hire (Uber). For each of these options, residents would be able to book a ride in advance by phone, smartphone app or online to request pick up at a designated stop in their community. They would then be taken to the nearest transit hub with connections to the regular network. These options were compared against a limited bus service, a fourth option, that would operate like a regular fixed route during peak hours with a few number of trips.

These four options were presented to affected residents and they were asked to share their thoughts and help refine the alternative transit approach(es).

### **Workshops and Online Survey**

The City held six, family-friendly drop-in workshops in June. More than 300 residents participated in the workshops. The workshop was followed by an online survey to provide further opportunity to capture feedback. The online survey received more than 1,100 responses. Participants were asked to indicate where they would like to be picked up and dropped off, select their top two alternative transit options, and share their preferred scheduling and booking options. It was also an opportunity for participants to speak directly with ETS planners about their concerns and ideas. The follow-up survey that ran late July to early September provided an opportunity to follow up about the information gathered in June and allow residents who couldn't attend the workshops in person to provide feedback.

### **Transit Operator Focus Group**

In addition to the public facing engagement events, internally the City held the Transit Operator Focus Group where three on-demand alternative transit options were presented to transit operators. This focus group was fully managed by the City; Edmonton Transit Service instructors facilitated discussion in groups, where operators provided pros and cons for each of the alternative transit options along with a limited bus service.

# CONTEXT

**Communities considered in this report include:**

- Aspen Gardens
- Avonmore
- Breckenridge Greens
- Brookside
- Cameron Heights
- Cloverdale
- Falconer Heights
- Gainer Industrial
- Girard Industrial
- Grandview Heights
- Henderson Estates
- Kenilworth
- King Edward Park
- Lansdowne
- Lauderdale
- Montrose
- Potter Greens
- Rio Terrace
- Wedgewood Heights
- Westridge



## OBJECTIVES

**The objectives of this study are:**

- ✓ To gather residents opinions and concerns on the proposed alternative transit options
- ✓ To determine residents most preferred alternative transit solution
- ✓ To determine where residents need to be picked-up / dropped off in specific neighbourhoods
- ✓ What residents need from their alternative transit service in regards to scheduling
- ✓ To determine how residents want to book their alternative transit service
- ✓ To gather operators opinions and concerns on the proposed alternative transit options

A blurred city street scene with a semi-transparent grey box containing the text 'WHAT WE DID'. The background shows a street with buildings and a person walking, all in motion blur. A vertical white line is positioned to the left of the text box.

WHAT WE DID

# EVENTS & ACTIVITIES

JUNE to SEPTEMBER 2019

**6** in-person workshops with **30-130** participants

**1,124** online questionnaires completed

## COMMUNITY WORKSHOP PROCESS

The City, with the support of Leger, held six (6) public engagement sessions. The workshops were hosted in the evenings, between 5pm and 8pm, with attendance varying between 30 and 130 participants.

The dates, and neighbourhoods involved are as follows:

**Workshop 1 (Southeast)** – Monday June 17, 2019

- Involving: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, and King Edward Park residents
- Held at: Kind Edward Park Community League Hall

**Workshop 2 (Southwest)** – Wednesday June 19, 2019

Involving: Brookside, Falconer Heights, and Henderson Estate residents  
Held at: Terwillegar Community Recreation Centre

**Workshop 3/6 (Southcentral)** – Thursday June 20, 2019 and Wednesday June 26, 2019

Involving: Aspen Gardens, Grandview Heights, and Lansdowne residents  
Held at: Westbrook School and Grandview Heights Community League

**Workshop 4 (West)** - Monday June 24, 2019

Involving: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, and Westridge residents  
Held at: Ormsby Elementary School

**Workshop 5 (Northeast)** – Tuesday June 25, 2019

Involving: Lauderdale and Montrose residents  
Held at: Highlands Library

## COMMUNITY WORKSHOP PROCESS

The role of the public during these workshops was to 'refine' alternative transit options as proposed by Administration at the City of Edmonton.

The workshops were designed to walk participants through to the Alternative Transit Solutions being discussed, and to gather their input on alternative service solution options, scheduling, and booking.

Participants were provided the opportunity to speak directly with ETS staff as they made their way through the workshop activities, which included, designating pick-up and drop-off locations, voting on alternative transit options, scheduling options, and booking methods they most preferred, as well as leaving any and all feedback throughout the process.

The findings from these workshops were used to design the survey instrument for the online survey. The pick-up and drop-off locations determined by workshop participants in each community were further validated through the online survey.

Based on the findings from the workshops, survey respondents were asked to choose their preferred alternative transit option from between 'Limited bus service', and 'On-demand van'.

# SURVEY METHODOLOGY

## Data Collection

- 1,124 surveys were completed with Alternative Transit communities
- Surveys were conducted between July 26 to September 9, 2019.

## Survey Design

- The survey was designed by Leger in collaboration with the City.
- Findings from the workshop were used to develop the survey, specifically in regards to top alternative transit options, and pick-up and drop-off locations.
- The survey was targeted to communities identified for a proposed alternative transit option, however, respondents who had any interest (live, work, visit) in any of the targeted communities, were welcome to participate in the survey.
- Questions regarding scheduling, bookings, and concerns regarding each, were asked in relation to the 'On-demand van' option only.

## Analysis

- This report presents the overall summary of results and key findings.
- Open link results should be interpreted with caution due to self-selection and the lack of control over multiple completes.
- Summed totals may not add to 100% due to rounding.
- As a non-random internet survey, a margin of error is not reported (margin of error accounts for sampling error).

A blurred city street scene with a semi-transparent grey box containing the text 'WHAT WE HEARD'. The background shows a street with buildings and a person walking, but it is heavily blurred to create a sense of motion. The text is in a clean, white, sans-serif font. A thin white vertical line is positioned to the left of the text.

# WHAT WE HEARD

## WHAT WE HEARD

### WORKSHOP PARTICIPANTS PREFERRED ALTERNATIVE TRANSIT OPTION

Workshop participants most prefer the 'Limited Bus' service option, followed by the 'On-demand Van' service option.

Workshop participants alternative transit option preference:

- ✓ 193 votes – Limited Bus service
- ✓ 138 votes – On-demand Van service
- ✓ 19 votes – Ride-hailing app service
- ✓ 15 votes – Taxi service
- ✓ 4 votes – e-Scooter service
- ✓ 2 votes – Bike Share service
- ✓ 1 votes – Carpool service

27 participants mentioned certain other services– including keeping current service (26 mentions), and driverless bus (1 mention).



# WHAT WE HEARD

## INTEREST/LIKELIHOOD TO USE

Overall, the majority of survey respondents would be most likely/interested in using a 'Limited Bus' service (64%). While 41% of survey respondents indicate they would be most likely/interested in using an 'On-demand Van' service option.

Interested/Likely to use	Total (n=1,124)	Southeast (n=308)	Southwest (n=122)	Southcentral (n=185)	West (n=451)	Northeast (n=70)
Limited bus service	64%	60%	73%	61%	66%	61%
On-demand van	41%	45%	41%	45%	37%	36%

## PREFERRED ALTERNATIVE TRANSIT OPTION

Just over half of survey respondents overall most prefer the 'Limited Bus' service option (52%), followed by 23% who indicate preferring the 'On-demand Van' service option. It should be noted that 11% of survey respondents overall preferred either option or had no preference.

Preferred Alternative Transit Option	Total (n=1,124)	Southeast (n=308)	Southwest (n=122)	Southcentral (n=185)	West (n=451)	Northeast (n=70)
Limited Bus Service	52%	44%	57%	49%	55%	51%
On-Demand Van	23%	25%	21%	32%	19%	27%
No preference / Both are equally good for me	11%	15%	10%	9%	11%	3%
Don't know	9%	10%	9%	8%	8%	9%
Refuse to answer	5%	5%	3%	3%	7%	10%

## WHAT WE HEARD

'Limited Bus' service and 'On-demand Van' service were identified as the top two choices from the workshops. These choices were further validated through the survey.

Workshop respondents commonly felt that either of these options provided them with a sense of safety, and familiarity, since they would be either ETS operated or contracted on behalf of ETS. In general, it was uncovered during the workshops that ETS riders are very connected to the ETS brand and do not feel safe using any other service (i.e. ride-hailing app, taxi). They particularly liked that the 'Limited Bus' service provided them with a sense of predictability, accessibility, and availability. They also liked that it would be scheduled, eliminating their concerns about having to plan their trips/days ahead of time.

In regards to the 'On-demand Van' option, workshop participants generally felt that the smaller size may be the best option for their communities needs, and that it would give them more flexibility in scheduling.

Workshop participants were also presented with 'Ride-hailing app' and 'Taxi' service options, to which significantly fewer expressed interest in. The main reasons noted for participants lack of interest include, not feeling safe- not having an ETS driver, not wanting a stranger as a driver, limited space, potential costs to users, potential issues with availability of vehicles, as well as the non-accessibility of the vehicles for mobility impaired, those with disabilities, and children.

Regardless of the chosen alternative transit option, workshop respondents noted that 45min-60min was too long to wait for service (during peak hours especially), and that having off-peak service (including evenings and weekends) would be needed throughout the week.

These workshop concerns were noted by survey respondents as well. Those who had concerns regarding scheduling mentioned the need for having flexibility in scheduling, and were concerned about the potential long wait times.

## WHAT WE HEARD

### **PROPOSED PICK-UP/DROP OFF LOCATIONS – ON-DEMAND VAN**

The vast majority (61%-79%) of survey respondents overall indicate that at least one of the drop-off location would work for them.

The vast majority (62%-91%) of survey respondents overall indicate that at least one of the proposed pick-up locations would work for them.

When asked what concerns respondents had regarding the proposed pick-up and drop-off locations, mentions include, walking distance (especially in winter months) (17%), followed by wait times being too long (5%), the need to have flexible schedules (evenings/weekends/peak hours/off-peak hours) (4%), and personal safety (walking at night, etc.) (4%).

### **SCHEDULING – ON-DEMAND VAN**

Overall, survey respondents are most interested in leaving their pick-up location between 7am – 8am, and returning between 5pm – 6pm. When asked what concerns they have in regards to scheduling, mentions include, the need for flexibility in their pick-up and drop-off times (15%), followed by concerns about the potential long wait times (11%).

## WHAT WE HEARD

### **BOOKING – ON-DEMAND VAN**

The vast majority (82%) of survey respondents overall, indicate they would be interested in using a mobile app/smartphone app to book an ‘On-demand Van’, followed by a lesser majority (56%) who would be interested in using an online/web system. While slightly less than half (48%) indicate they would be interested in using a telephone service.

Survey respondents alternative transit option preferences mirror that of workshop participants, in that the mobile app/smartphone app option is the most preferred. When asked to vote on their preferred booking method the following was observed among workshop participants:

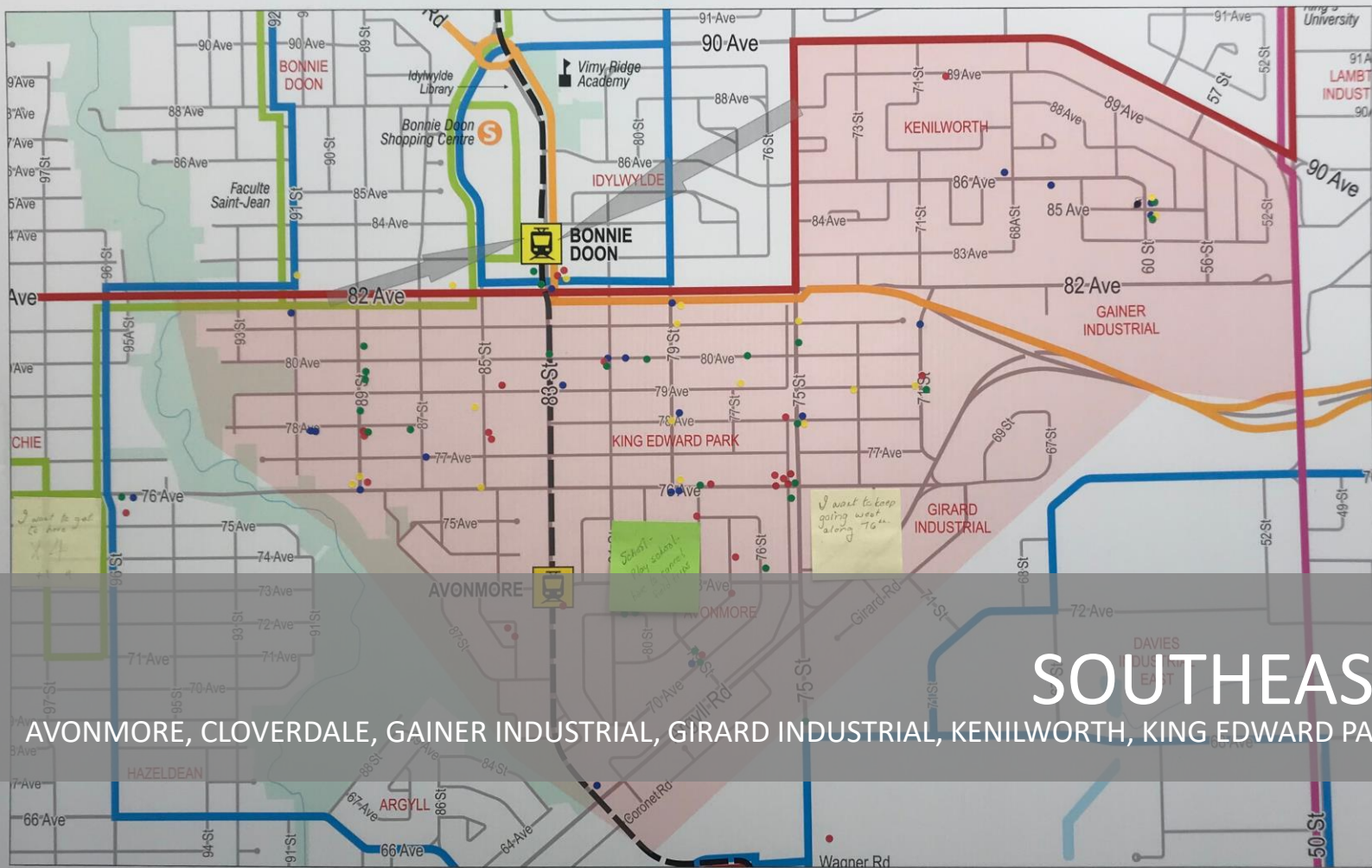
- ✓ 100 votes – Mobile app/smartphone app
- ✓ 61 votes – Telephone service
- ✓ 28 votes – Online/web service

When asked how likely they would be to book unplanned trips, and regular planned trips in advance, the majority of respondents overall indicated that they would be likely to do both (73% and 65% respectively). The majority (74%) of survey respondents also noted that it is important to be able to board an ‘On-demand Van’ without advance booking, which supports their need for flexibility in service heard not only in the survey but workshops as well.

When it comes to concerns regarding booking, mentions include, having to plan/book in advance (9%), and potential long wait times (9%), followed by reliability (4%), and that transit service should not be reduced or eliminated (4%).

The background is a blurred photograph of a city street, showing buildings and a road. A semi-transparent grey rectangular box is overlaid on the right side of the image, containing the text. A thin white vertical line is positioned to the left of the text box.

# DETAILED COMMUNITY RESULTS



# SOUTHEAST

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

# Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

## WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

### LIMITED BUS SERVICE

#### PROS

- Predictable
- Reliable
- Provides comfort
- Provides assurance
- Similar to current service
- ETS driver an asset

#### CONS

- No evenings or weekends
- Long wait times (especially in cold weather)
- Questions regarding special school service
- No off-peak service
- 60min frequency (suggesting this be altered to 30min)
- Too similar to existing service, and implementing would defeat the purpose of the Bus Network Redesign

### ON-DEMAND VAN

#### PROS

- 45min service frequency
- Safest for children
- Able to accommodate strollers, walkers, and wheelchairs

#### CONS

- No evening service
- 45min service frequency- too long of a wait
- Does not seem as useful as a scheduled service
- No off-peak service
- Not accessible to those without a cellphone/telephone
- Overall safety in riding in a vehicle with strangers (feels too much like a taxi)

# Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

## RIDE-HAILING APP

### PROS

- Flexible
- Cost effective
- Eliminates multiple stops
- Better for the environment

### CONS

- Feeling unsafe being in a stranger's vehicle, particularly with sending children alone in one
- Lack of accommodation for children's car seats
- Limited space
- Ability to accommodate users with mobility issues/constraints as well as those with disabilities
- Need off-peak service
- Availability of vehicles
- Being able to accommodate all users
- Professionalism of a ride-hailing app

## TAXI

### PROS

- Knowing where the pick-up sites are
- Trusting and being able to identify 'branded' providers
- Door-to-door service on demand
- Reliable

### CONS

- Expensive
- Impractical for daily use



# Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

## INTEREST/LIKELIHOOD TO USE

- 60% of survey respondents would be likely/interested in using 'Limited bus service'
- 45% of survey respondents would be likely/interested in using an 'On-demand van'

## PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 44% prefer 'Limited bus service'
- 25% prefer 'On-demand van'
- 15% have no preference / both equally good

Among workshop respondents:

- 24 votes for 'Limited bus service'
- 23 votes for 'On-demand van'
- 6 votes for 'Ride-hailing app'

## Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

Respondents were asked to provide feedback regarding potential usage with respect to the 'On-demand Van' service option...

### **DROP-OFF LOCATIONS – ON-DEMAND VAN**

- 64% of survey respondents would be likely to use Bonnie Doon
- 7% of survey respondents would be likely to use Southeast Edmonton Seniors Centre
- 28% of survey respondents indicate that none of the proposed options work for them

Among Cloverdale residents specifically,

- 69% of Cloverdale survey respondents would be likely to use Muttart

### **PICK-UP LOCATIONS – ON-DEMAND VAN**

As might be expected, the likelihood to use the proposed pick-up locations vary depending on the neighbourhood. Overall,

- 15% of survey respondents would be likely to use 75 Street and 76 Avenue
- 15% of survey respondents would be likely to use 76 Avenue and 79 Street
- 15% of survey respondents would be likely to use 79 Street and 70 Avenue
- 35% of survey respondents indicate that none of the proposed options work for them

Among Cloverdale residents specifically,

- 52% of Cloverdale survey respondents would use 97 Avenue and 94 Street

# Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

## CONCERNS REGARDING PICK-UP/DROP OFF

- 22% of survey respondents mention the walking distance as their main concern regarding pick-up/drop-off
- 41% of survey respondents indicate having no concerns regarding pick-up/drop-off

## SCHEDULING

### PICK-UP TIMES – ON-DEMAND VAN

- 34% of survey respondents would leave (most often) between 7am - 8am
- 23% of survey respondents would leave (most often) between 8am - 9am

### DROP-OFF TIMES – ON-DEMAND VAN

- 34% of survey respondents would return (most often) between 4pm – 5pm
- 23% of survey respondents would return (most often) between 5pm – 6pm

### CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 17% of survey respondents mention they are concerned about flexibility in scheduling, particularly in the evenings and off-peak hours, as well as on the weekends
- 47% of survey respondents indicate having no concerns regarding scheduling

# Southeast Summary

AVONMORE, CLOVERDALE, GAINER INDUSTRIAL, GIRARD INDUSTRIAL, KENILWORTH, KING EDWARD PARK

## BOOKING – ON-DEMAND VAN

Among survey respondents:

- 83% would use a mobile/smartphone app
- 56% would use online/website
- 51% would use telephone

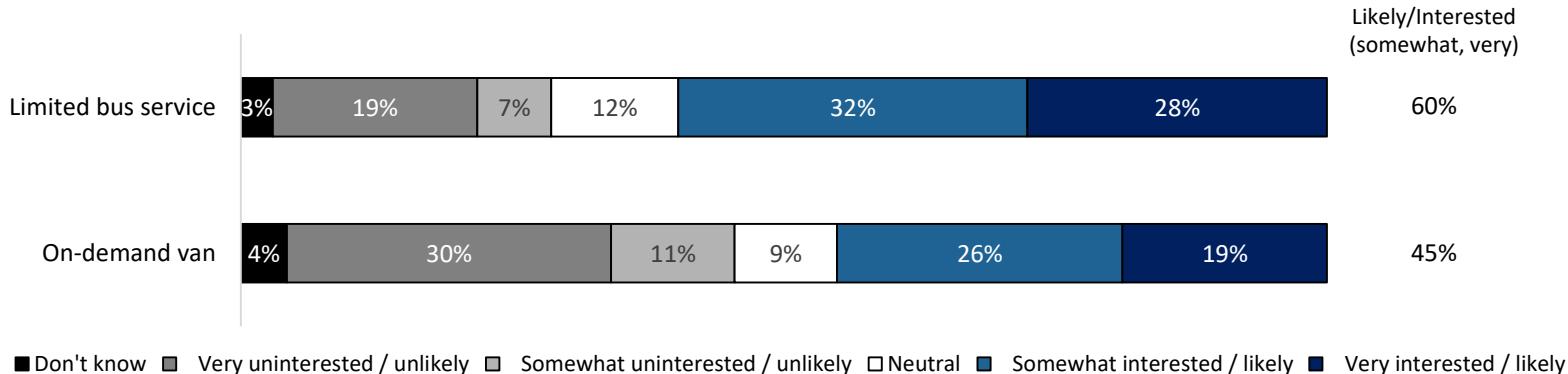
Among workshop respondents:

- 18 votes for telephone
- 16 votes for mobile app
- 8 votes for online

- 76% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 60% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 75% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 10% of survey respondents indicate they are concerned about wait times in regard to booking trips for the on-demand van



# INTEREST/LIKELIHOOD TO USE



Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park respondents (n=308)  
Q4. How interested or likely are you to use each of these two alternative transit options?

## INTEREST/LIKELIHOOD TO USE

Limited Bus Service	Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
	n=		308	87	44	13*	15*	61
	<b>INTERESTED</b>	<b>60%</b>	<b>66%</b>	<b>59%</b>	<b>54%</b>	<b>73%</b>	<b>57%</b>	<b>58%</b>
	Somewhat interested / likely	32%	38%	27%	8%	13%	25%	35%
	Very interested / likely	28%	28%	32%	46%	60%	33%	23%
	Neutral	12%	9%	14%	8%	7%	16%	13%
	<b>UNINTERESTED</b>	<b>26%</b>	<b>23%</b>	<b>25%</b>	<b>23%</b>	<b>7%</b>	<b>23%</b>	<b>26%</b>
	Somewhat uninterested / unlikely	7%	6%	5%	8%	7%	8%	7%
	Very uninterested / unlikely	19%	17%	20%	15%	-	15%	20%
	Don't know	3%	2%	2%	15%	13%	3%	2%

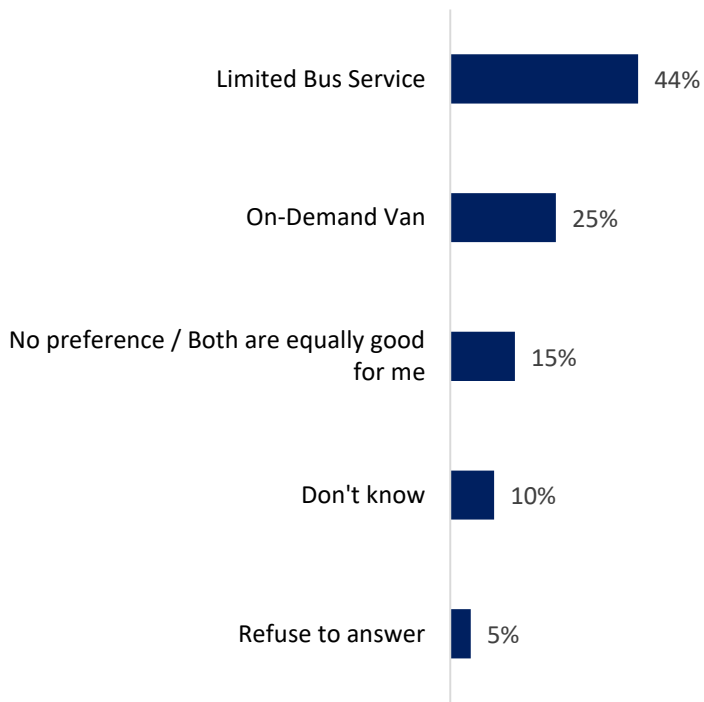
On-Demand Van	Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
	n=		308	87	44	13*	15*	61
	<b>INTERESTED</b>	<b>45%</b>	<b>43%</b>	<b>52%</b>	<b>38%</b>	<b>40%</b>	<b>52%</b>	<b>43%</b>
	Somewhat interested / likely	26%	24%	25%	23%	7%	30%	28%
	Very interested / likely	19%	18%	27%	15%	33%	23%	15%
	Neutral	9%	10%	11%	8%	7%	15%	7%
	<b>UNINTERESTED</b>	<b>41%</b>	<b>41%</b>	<b>34%</b>	<b>38%</b>	<b>40%</b>	<b>30%</b>	<b>46%</b>
	Somewhat uninterested / unlikely	11%	14%	5%	8%	7%	5%	16%
	Very uninterested / unlikely	30%	28%	30%	31%	33%	25%	30%
	Don't know	4%	6%	2%	15%	13%	3%	4%

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park respondents

\*Caution when interpreting results due to small sample size

Q4. How interested or likely are you to use each of these two alternative transit options?

# PREFERRED ALTERNATIVE TRANSIT OPTION




During the Southeast Workshop, participants were asked to vote on four alternative transit options. The results were as follows:

WORKSHOP VOTE	
Limited bus service	24
On-demand van	23
Ride-hailing app	6
Taxi	0

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park respondents (n=308)  
Q5. Which of these alternative transit options do you prefer?

# PREFERRED ALTERNATIVE TRANSIT OPTION

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	308	87	44	13*	15*	61	122
Limited Bus Service	44%	46%	45%	54%	60%	33%	44%
On-Demand Van	25%	22%	30%	8%	13%	31%	24%
No preference / Both are equally good for me	15%	22%	9%	15%	7%	21%	12%
Don't know	10%	6%	5%	15%	13%	8%	16%
Refuse to answer	5%	5%	11%	8%	7%	7%	4%

 indicates top mention

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park respondents  
 \*Caution when interpreting results due to small sample size  
 Q5. Which of these alternative transit options do you prefer?



# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Fixed schedule is a necessity*
- *Good to have a predictable service and defined stops*
- *More predictable and reliable*
- *Number of different pickup sites*
- *This gives you an idea of where drop off pick ups are*
- *Like that time is defined predictable*
- *Similar to existing bus service*
- *Predictable, reliable drivers and vehicles*
- *ETS drivers an asset*
- *Only one I'd use can plan around it*
- *30 min great*

During the Southeast Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option. Participants noted that this service would give them a predictable and reliable service that provided them comfort and assurance when using public transit.

They would like to see varied pick-up locations, and want to be clearly informed as to where these pick-up locations are, as well as the drop-off locations.

Some mentioned that they feel that this service mirrors what they already have, which is appreciated. Some also noted that continuing to have an ETS driver is an asset.

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *No evening or weekends*
- *Least favorite. Why are we going through BNR if we are going to go back to the same thing*
- *What about winter - long wait times in -30 is unsafe*
- *Not available often enough. Having to wait 60 min for a ride isn't feasible for most*
- *Would this include school specials?*
- *Many people have evening and off-peak jobs. They still need reliable transportation*
- *Will there be indoor places to wait for the bus? Can't wait 30-45 min in rain or cold weather*
- *Midday students, shift workers, limited service won't work for them*
- *30 min frequency is difficult to connect shuttles or other buses with, part of original timing problem. (80 every 30 min, if early does not line up with 151)*
- *Monday to Friday peak hours only of no use to me*

During the Southeast Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option. Participants noted that not having evening or weekend service, and the long wait times in cold weather would be an issue.

Some had questions regarding school specials, while others had concerns regarding how this service would accommodate mid-day students/users and shift workers.

Participants also noted that the proposed 60min frequency would not work for them, particularly during the peak hours, with some suggesting this be altered to 30min.

Some participants feel that this option too closely mirrors the existing service, and that implementing it would defeat the purpose of the Bus Network Redesign.

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Ok with 45 minute service*
- *Of the 4 options this feels safest for my kids. I hope. Who is driving? Who is accountable?*
- *Good value for money*
- *Can accommodate strollers, walkers, rather than a service car*
- *More accessible lifts etc.*
- *You know it's going to be there. It will be closer to house.*

During the Southeast Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option. Some participants indicated the 45min service frequency worked for them, with others stating that this option felt the safest for their children. They did have questions however regarding who would be driving and who would be accountable.

Other participants noted that the on-demand van would be able to accommodate strollers, walkers, and wheelchairs.

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN

## CONS

- *No night service - this is where long walks can be unsafe (dark)*
- *Long wait time particularly at the night and the winter. Need to include a shelter at the pick up point*
- *A lot of people don't have cellphones*
- *Long wait time*
- *What rules for drivers? How monitor?*
- *Do not want to be driven in a taxi type vehicle. Won't feel safe*
- *Impractical for daily use*
- *Long wait time and distance to pickup location*
- *We don't want to get into a car with strangers*
- *Limited space - how many people, strollers, wheelchairs, etc. can fit? Children/babies - can this fit car seat/stroller?*
- *What about winter - long wait times in -30 is unsafe*
- *A good alternative but needs to have extended hours, evenings and weekends*

During the Southeast Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option. Participants noted that not having evening service would be an issue, as well as the 45min service frequency- indicated as too long of a wait by many participants, with some participants indicating that an on-demand service does not seem as useful to them as a scheduled service. Participants also noted that only offering peak service is an issue, particularly for seniors in the area who need to get to off-peak appointments. Others noted that just going to Bonnie Doon would not work for them.

Participants had concerns regarding using the service if you do not have a cellphone/telephone, and their overall safety in riding in a vehicle with people they did not know (feels too much like a taxi).

Participants had questions regarding who would be operating the vehicle, and how they would be trained, monitored, and held accountable.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## PROS

- *Uber and other ride 'apps' I've used in other cities are great. A very flexible and cost effective option*
- *Wouldn't have multiple stops*
- *Better for environment*
- *This works in large cities, it will work here.*

Although this was not as popular of an option among participants in the Southeast Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option, including that it seems to be a flexible and cost effective option, given their previous knowledge in how these types of systems have worked in other cities. That the elimination of multiple stops would be positive, as well as being better for the environment.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *Safety concerns already mentioned. What about accessibility (stroller, walker, wheelchairs)*
- *How do we determine child-friendly (car seats etc.) Are they included?*
- *Impractical for daily use*
- *Not everyone has a cell phone*
- *The times are not workable*
- *Need something reliable to get to appointments, not "availability of a vehicle"*
- *Passengers with developmental disabilities, language barriers sharing a car*
- *No uber. Not professional, not trained, not safe. Would not use it and would not let my mom use it.*
- *Safety concerns. This is supposed to be a public service not private. No accessibility. Assumes everyone has a smartphone.*
- *Requires a data connection and cell phone*
- *Having to put children in vehicle with someone you don't know*
- *Need to consider how this be affected in winter - waiting for a long time in -30 is unsafe*

Although this was not as popular of an option among participants in the Southeast Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option including, feeling unsafe being in a strangers vehicle, particularly with sending children alone in one. There were also concerns as to how the option would handle children's car seats, and the limited space not only for passengers, but passengers cargo such as strollers, bags, etc. Some also had concerns regarding the ability to accommodate users with mobility issues/constraints as well as those with disabilities.

Participants also noted that the peak hour only service would be an issue, with some feeling that this option would not be practical for daily use. Some also questioned the availability of vehicles and being able to accommodate all users.

Some participants also have concerns about the professionalism of a ride-hailing app, noting their lack of training particularly.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## PROS

- *You know where pick up sites are*
- *Taxis are "branded" identifiable more trustworthy*
- *Has worked for near 100 years. Always reliable (and rideshare apps have forced cab companies to improve their service)*
- *Ok if fare is regular bus ticket could work*
- *Door-to-door service on demand*

Although this was not as popular of an option among participants in the Southeast Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option, including knowing where the pick-up sites are, trusting and being able to identify 'branded' providers, and door-to-door service on demand. Other participants noted that taxi's services have worked for years, and are reliable.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## CONS

- *45 minutes is too long to wait*
- *What about non peak hours?*
- *Expensive*
- *Impractical for daily use*
- *What about winter - long wait times in -30 is unsafe*
- *Don't have a cellphone*
- *Concerned about accessibility if passenger has stroller, walker or wheelchair*
- *Monday to Friday peak hours only of no use to me*

Although this was not as popular of an option among participants in the Southeast Workshop, some did provide comments regarding what they felt were 'cons' of the taxi service option, including, being expensive, unsafe, the lack of owning a cell phone as a barrier, not a good option for children going to school, accessibility barriers for those with mobility issues, and being impractical for daily use.





# ON-DEMAND VAN LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

Drop-off Location

Southeast Neighbourhoods	Total	Avonmore	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	225	51	8*	6*	43	66
Bonnie Doon	64%	80%	75%	50%	84%	76%
Southeast Edmonton Seniors Centre	7%	8%	-	-	9%	8%
None of these work for me	28%	20%	25%	50%	16%	24%

Southeast Neighbourhoods	Cloverdale
n=	29*
Muttart	69%
Bonnie Doon	31%
Southeast Edmonton Seniors Centre	10%
None of these work for me	21%

Pick-up Location

Southeast Neighbourhoods	Total	Avonmore	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	225	51	8*	6*	43	66
75 St. and 76 Ave.	15%	18%	38%	50%	14%	15%
76 Ave. and 79 St.	15%	33%	13%	17%	7%	17%
79 St. and 70 Ave.	15%	47%	13%	17%	5%	8%
89 St. and 76 Ave.	13%	18%	13%	17%	5%	26%
89 St. and 79 Ave.	10%	4%	13%	17%	5%	26%
75 St. and 78 Ave.	8%	4%	13%	17%	9%	14%
None of these work for me	35%	18%	63%	50%	77%	32%

Southeast Neighbourhoods	Cloverdale
n=	29*
98 Ave. and 94 St	48%
98 Ave. and 92 St.	45%
97 Ave. and 94 St.	52%
None of these work for me	7%

indicates top mention

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

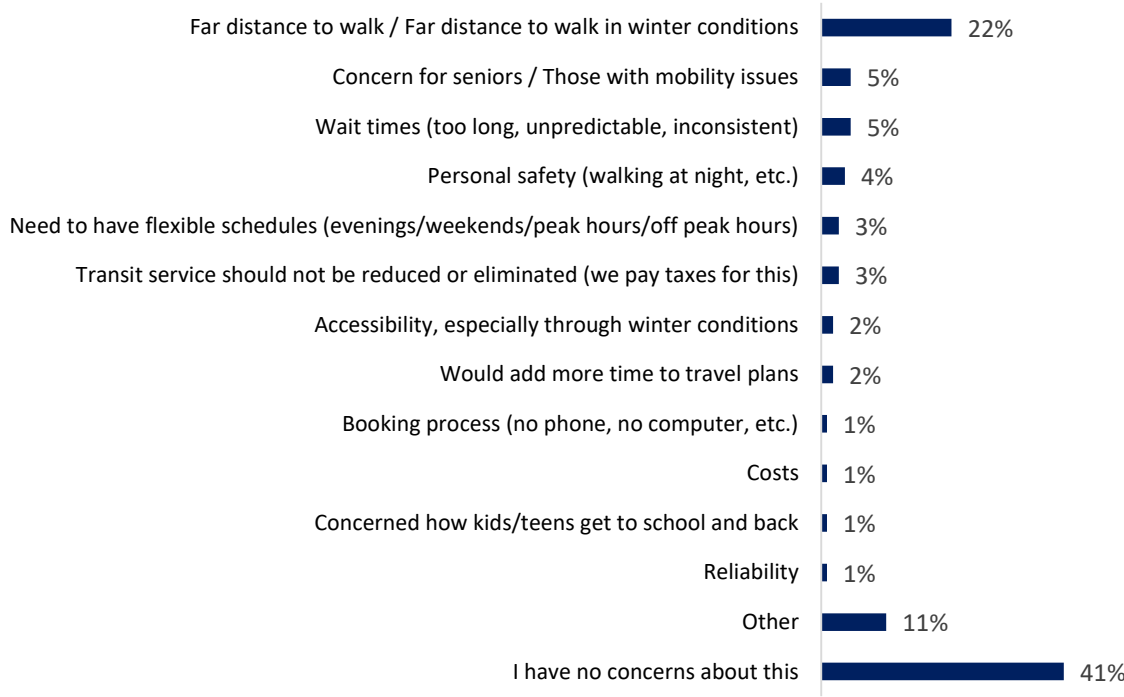
\*Caution when interpreting results due to small sample size

Q6. If you were using the on-demand van, which drop-off location(s) would you be likely to use in [NEIGHBOURHOOD]?

Q7. If you were using the on-demand van, which pick-up location(s) would you be most likely to use in [NEIGHBOURHOOD]?



# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF



Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=181)

\*Caution when interpreting results due to small sample size

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	181	51	29*	8*	9*	43	66
Far distance to walk / Far distance to walk in winter conditions	22%	18%	7%	13%	-	37%	17%
Concern for seniors / Those with mobility issues	5%	6%	-	-	11%	5%	3%
Wait times (too long, unpredictable, inconsistent)	5%	4%	7%	-	-	2%	6%
Personal safety (walking at night, etc...)	4%	6%	7%	25%	11%	-	6%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	3%	2%	3%	-	-	-	6%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	-	3%	13%	11%	2%	3%
Accessibility, especially through winter conditions	2%	4%	7%	13%	11%	2%	3%
Would add more time to travel plans	2%	-	-	-	11%	2%	2%
Booking process (no phone, no computer, etc...)	1%	4%	-	-	-	-	-
Costs	1%	4%	-	-	-	-	-
Concerned how kids/teens get to school and back	1%	-	-	-	-	-	3%
Reliability	1%	-	-	-	-	-	2%
Other	11%	10%	17%	17%	22%	14%	3%
Don't know / Refused	-	-	-	-	-	-	3%
I have no concerns about this	41%	43%	48%	25%	22%	35%	44%

 indicates top mention

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

# ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	366	87	44	13*	15*	61	122
5 am to 6 am	16%	8%	7%	23%	20%	13%	17%
6 am to 7 am	34%	28%	18%	38%	27%	30%	39%
7 am to 8 am	54%	53%	52%	38%	27%	62%	52%
8 am to 9 am	51%	57%	64%	38%	7%	41%	45%
9 am to 10 am	39%	46%	48%	15%	7%	25%	39%
10 am to 11 am	32%	33%	45%	15%	7%	25%	28%
11 am to 12 pm	30%	33%	48%	15%	7%	15%	29%
12 pm to 1 pm	29%	29%	45%	15%	7%	16%	29%
1 pm to 2 pm	31%	33%	43%	15%	7%	16%	32%
2 pm to 3 pm	33%	34%	48%	23%	13%	21%	30%
3 pm to 4 pm	38%	38%	45%	46%	40%	33%	31%
4 pm to 5 pm	37%	32%	41%	69%	60%	33%	27%
5 pm to 6 pm	37%	33%	45%	38%	40%	28%	33%
6 pm to 7 pm	36%	45%	52%	23%	7%	20%	30%
7 pm to 8 pm	28%	37%	36%	15%	7%	20%	20%
8 pm to 9 pm	23%	26%	27%	15%	7%	16%	20%
9 pm to 10 pm	21%	21%	25%	15%	7%	16%	18%
10 pm to 11 pm	20%	17%	20%	15%	13%	23%	15%

indicates majority mention(s)

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents

Multiple mentions allowed

\*Caution when interpreting results due to small sample size

Q9a. Please select all time periods you would leave...

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE MOST OFTEN

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	366	87	44	13*	15*	61	122
5 am to 6 am	5%	1%	-	8%	7%	5%	7%
6 am to 7 am	15%	13%	5%	23%	13%	20%	19%
7 am to 8 am	34%	37%	39%	15%	20%	44%	34%
8 am to 9 am	23%	31%	34%	-	-	16%	23%
9 am to 10 am	14%	20%	18%	-	-	5%	16%
10 am to 11 am	10%	11%	16%	-	7%	13%	8%
11 am to 12 pm	7%	7%	11%	-	-	5%	7%
12 pm to 1 pm	4%	3%	-	8%	-	3%	2%
1 pm to 2 pm	5%	3%	9%	-	-	-	7%
2 pm to 3 pm	5%	5%	5%	8%	7%	7%	7%
3 pm to 4 pm	7%	5%	-	23%	27%	13%	4%
4 pm to 5 pm	7%	2%	5%	38%	47%	7%	4%
5 pm to 6 pm	4%	2%	5%	8%	13%	3%	5%
6 pm to 7 pm	5%	5%	14%	8%	-	3%	4%
7 pm to 8 pm	5%	6%	7%	-	-	3%	3%
8 pm to 9 pm	3%	3%	5%	-	7%	2%	2%
9 pm to 10 pm	4%	3%	-	8%	-	3%	2%
10 pm to 11 pm	4%	-	2%	8%	7%	5%	4%


 indicates top 2 mentions

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents

\*Caution when interpreting results due to small sample size

Q9b. What times of day would you leave most often?

# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	366	87	44	13*	15*	61	122
5 am to 6 am	10%	2%	7%	23%	20%	5%	4%
6 am to 7 am	11%	5%	7%	31%	40%	7%	5%
7 am to 8 am	13%	3%	7%	38%	40%	10%	9%
8 am to 9 am	15%	8%	9%	38%	40%	11%	8%
9 am to 10 am	13%	8%	11%	15%	7%	7%	10%
10 am to 11 am	14%	8%	16%	8%	7%	10%	12%
11 am to 12 pm	19%	18%	30%	8%	7%	10%	16%
12 pm to 1 pm	23%	23%	34%	8%	7%	11%	21%
1 pm to 2 pm	25%	25%	32%	8%	7%	15%	24%
2 pm to 3 pm	29%	29%	43%	8%	7%	20%	27%
3 pm to 4 pm	43%	52%	45%	15%	7%	38%	41%
4 pm to 5 pm	55%	48%	70%	31%	20%	59%	57%
5 pm to 6 pm	50%	43%	66%	15%	20%	48%	52%
6 pm to 7 pm	34%	30%	41%	15%	13%	38%	30%
7 pm to 8 pm	26%	21%	32%	15%	13%	28%	20%
8 pm to 9 pm	25%	24%	30%	8%	13%	26%	18%
9 pm to 10 pm	24%	24%	32%	8%	7%	26%	17%
10 pm to 11 pm	27%	25%	36%	15%	13%	28%	20%

indicates majority mention(s)

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents

Multiple mentions allowed

\*Caution when interpreting results due to small sample size

Q10a. Please select all time periods you would return...

# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN MOST OFTEN

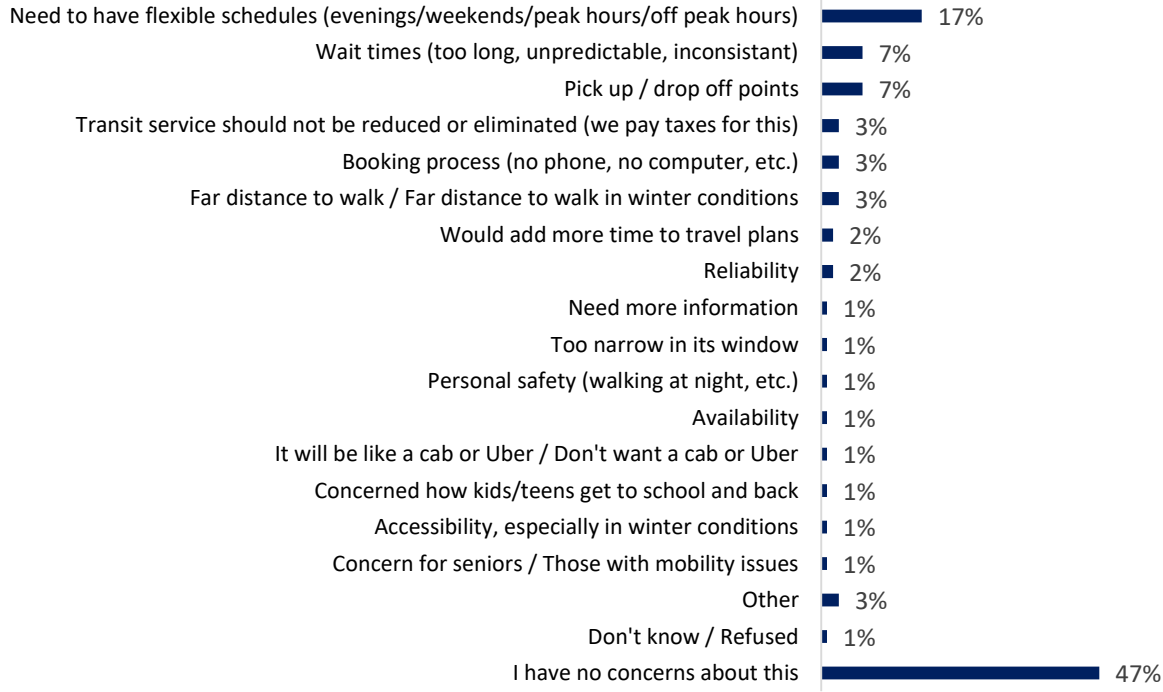
Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	366	87	44	13*	15*	61	122
5 am to 6 am	3%	1%	2%	15%	13%	-	2%
6 am to 7 am	3%	-	2%	23%	20%	2%	2%
7 am to 8 am	4%	-	-	23%	33%	3%	4%
8 am to 9 am	5%	3%	2%	31%	33%	3%	2%
9 am to 10 am	2%	1%	5%	-	-	-	2%
10 am to 11 am	4%	3%	-	8%	7%	3%	2%
11 am to 12 pm	6%	6%	2%	-	-	3%	6%
12 pm to 1 pm	3%	5%	-	-	-	3%	3%
1 pm to 2 pm	5%	7%	2%	-	-	5%	7%
2 pm to 3 pm	9%	13%	16%	-	-	3%	10%
3 pm to 4 pm	18%	29%	23%	-	-	16%	16%
4 pm to 5 pm	34%	31%	39%	15%	7%	41%	39%
5 pm to 6 pm	23%	17%	27%	-	13%	21%	30%
6 pm to 7 pm	10%	9%	7%	8%	7%	20%	7%
7 pm to 8 pm	5%	2%	7%	8%	7%	7%	3%
8 pm to 9 pm	5%	5%	9%	-	-	5%	2%
9 pm to 10 pm	7%	7%	2%	8%	-	5%	10%
10 pm to 11 pm	15%	15%	20%	8%	13%	16%	12%

indicates top 2 mentions

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents  
 \*Caution when interpreting results due to small sample size  
 Q10b. What times of day would you return most often?



# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE



Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park (n=181)

\*Caution when interpreting results due to small sample size

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?



## ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	181	51	29*	8*	9*	43	66
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	17%	18%	24%	-	-	16%	12%
Wait times (too long, unpredictable, inconsistent)	7%	8%	7%	13%	-	9%	5%
Pick up / drop off points	7%	6%	7%	13%	11%	7%	3%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	2%	-	-	11%	5%	3%
Booking process (no phone, no computer, etc...)	3%	2%	3%	-	-	2%	3%
Far distance to walk / Far distance to walk in winter conditions	3%	-	3%	-	-	5%	3%
Would add more time to travel plans	2%	2%	-	-	11%	2%	-
Reliability	2%	4%	-	-	-	2%	-
Need more information	1%	4%	-	-	-	-	-
Too narrow in its window	1%	2%	7%	13%	11%	-	-
Personal safety (walking at night, etc...)	1%	2%	-	-	-	-	2%
Availability	1%	-	-	-	11%	2%	3%
It will be like a cab or Uber / Don't want a cab or Uber	1%	-	-	-	-	2%	2%
Concerned how kids/teens get to school and back	1%	-	-	-	-	-	2%
Accessibility, especially in winter conditions	1%	-	-	-	-	-	2%
Concern for seniors / Those with mobility issues	1%	-	-	-	-	-	2%
Other	3%	2%	3%	-	-	5%	3%
Don't know / Refused	1%	2%	3%	-	-	2%	2%
I have no concerns about this	47%	47%	41%	63%	44%	40%	56%

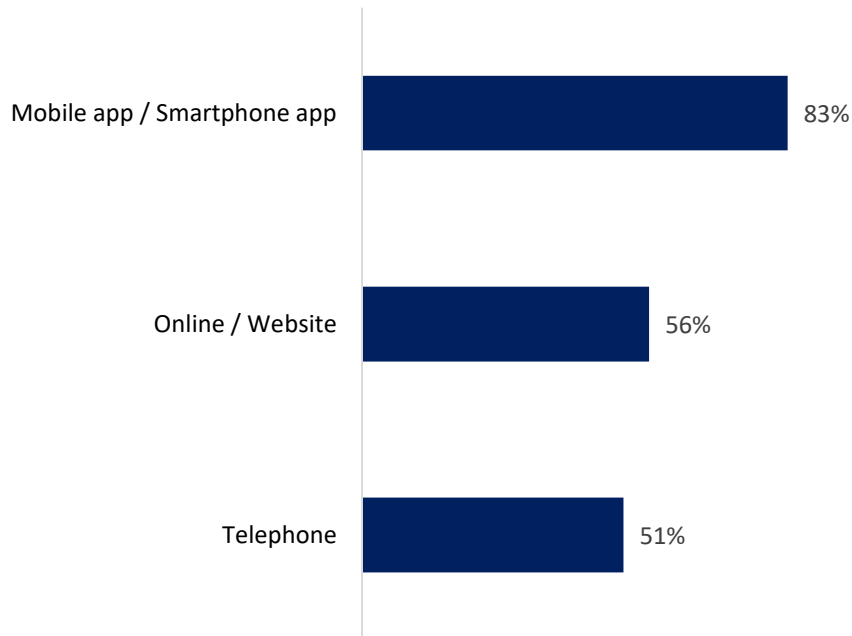
 indicates top mention

Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park

\*Caution when interpreting results due to small sample size

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

# ON-DEMAND VAN BOOKING METHODS



During the Southeast Workshop, participants were asked to vote on booking methods (in general). The results were as follows:

WORKSHOP VOTE	
Telephone	18
Mobile App	16
Online	8

Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park (n=225)

\*Caution when interpreting results due to small sample size

Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN BOOKING METHODS

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	225	51	29*	8*	9*	43	66
Mobile app / Smartphone app	83%	84%	79%	88%	67%	81%	80%
Online / Website	56%	49%	55%	50%	44%	56%	52%
Telephone	51%	47%	45%	50%	67%	49%	42%

 indicates top mention

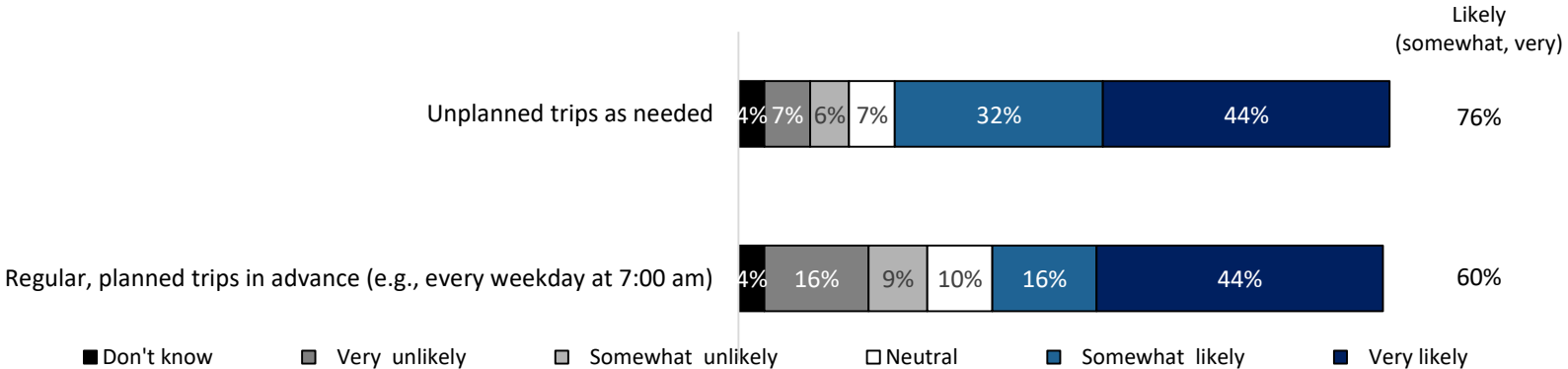
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park

\*Caution when interpreting results due to small sample size

Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN LIKELIHOOD TO BOOK...



Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park (n=225)  
 Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?

## ON-DEMAND VAN LIKELIHOOD TO BOOK...

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	225	51	29*	8*	9*	43	66
<b>Regular, planned trips in advance (e.g., every weekday at 7:00 am)</b>							
<b>LIKELY</b>	60%	55%	59%	88%	78%	60%	62%
Somewhat likely	16%	10%	24%	13%	33%	28%	11%
Very likely	44%	45%	34%	75%	44%	33%	52%
Neutral	10%	8%	14%	-	-	14%	14%
<b>UNLIKELY</b>	25%	31%	28%	13%	22%	16%	20%
Somewhat unlikely	9%	14%	14%	-	-	7%	9%
Very unlikely	16%	18%	14%	13%	22%	9%	11%
Don't know	4%	6%	-	-	-	9%	5%
<b>Unplanned trips as needed</b>							
<b>LIKELY</b>	76%	47%	83%	38%	56%	72%	74%
Somewhat likely	32%	29%	31%	-	22%	33%	35%
Very likely	44%	6%	52%	38%	33%	40%	39%
Neutral	7%	12%	7%	-	11%	5%	11%
<b>UNLIKELY</b>	13%	10%	10%	63%	33%	14%	11%
Somewhat unlikely	6%	2%	-	13%	-	7%	8%
Very unlikely	7%	76%	10%	50%	33%	7%	3%
Don't know	4%	6%	-	-	-	9%	5%

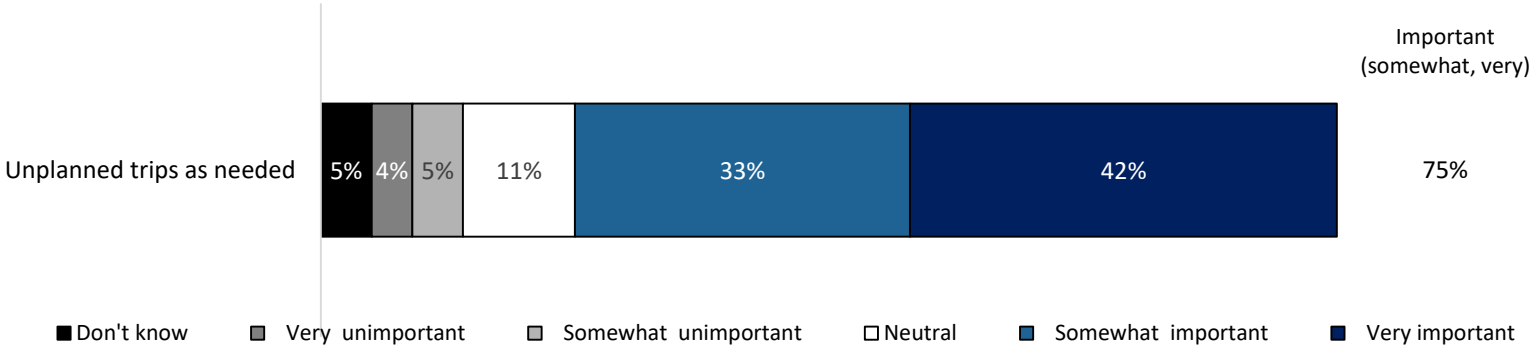
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park

\*Caution when interpreting results due to small sample size

Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING



Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park (n=225)  
Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?

## ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	225	51	29*	8*	9*	43	66
<b>IMPORTANT</b>	<b>75%</b>	<b>78%</b>	<b>72%</b>	<b>63%</b>	<b>67%</b>	<b>70%</b>	<b>74%</b>
Somewhat important	33%	39%	34%	13%	22%	47%	32%
Very important	42%	39%	38%	50%	44%	23%	42%
Neutral	11%	8%	10%	13%	11%	14%	14%
<b>UNIMPORTANT</b>	<b>9%</b>	<b>10%</b>	<b>17%</b>	<b>13%</b>	<b>11%</b>	<b>7%</b>	<b>8%</b>
Somewhat unimportant	5%	6%	17%	13%	11%	5%	-
Very unimportant	4%	4%	-	-	-	2%	8%
I'm not sure	5%	4%	-	13%	11%	9%	5%

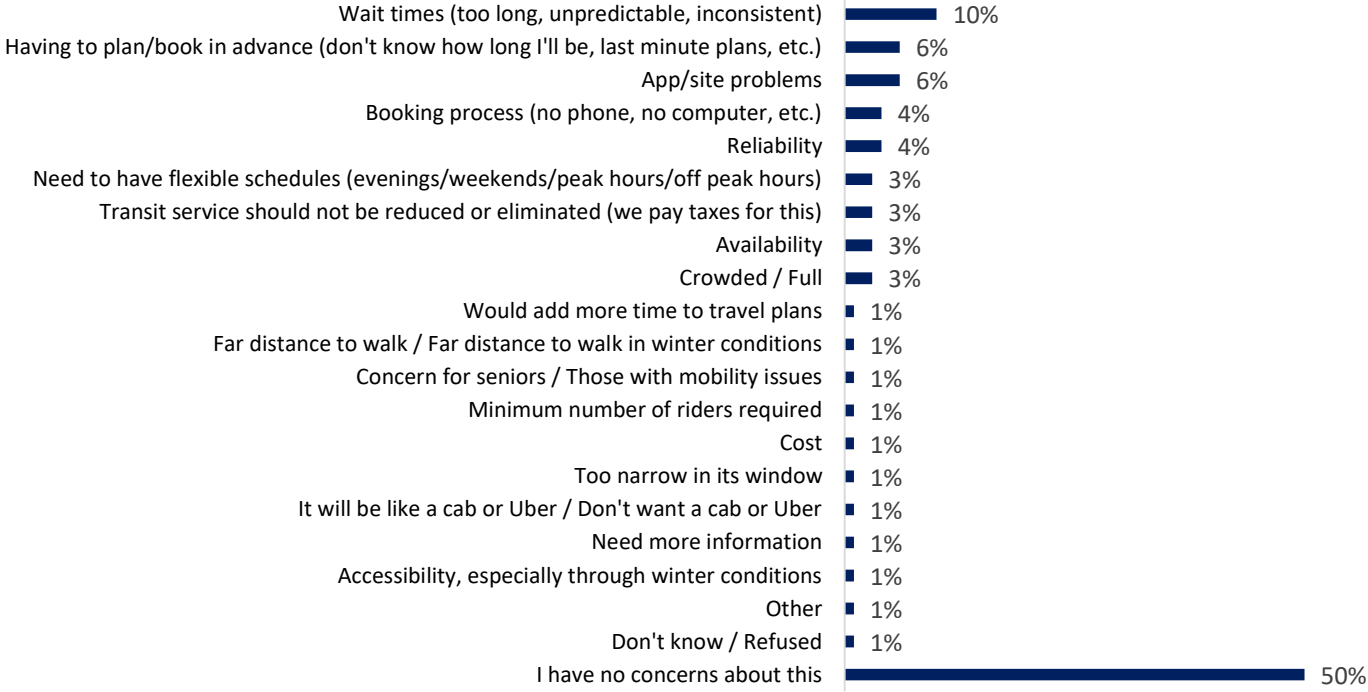
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park

\*Caution when interpreting results due to small sample size

Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?



# ON-DEMAND VAN CONCERNS REGARDING BOOKING



Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park (n=181)

\*Caution when interpreting results due to small sample size

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN CONCERNS REGARDING BOOKING

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	181	51	29*	8*	9*	43	66
Wait times (too long, unpredictable, inconsistent)	10%	10%	7%	25%	-	7%	9%
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	6%	10%	10%	-	-	2%	3%
App/site problems	6%	10%	7%	-	-	2%	3%
Booking process (no phone, no computer, etc...)	4%	4%	-	-	-	9%	5%
Reliability	4%	-	10%	-	-	5%	3%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	3%	4%	3%	-	11%	-	3%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	4%	3%	-	11%	5%	
Availability	3%	2%	-	-	11%	5%	6%
Crowded / Full	3%	2%	3%	-	11%	5%	2%
Would add more time to travel plans	1%	2%	-	-	-	2%	
Far distance to walk / Far distance to walk in winter conditions	1%	2%	-	-	-	2%	
Concern for seniors / Those with mobility issues	1%	2%	-	-	-	-	
Minimum number of riders required	1%	-	3%	-	-	-	
Cost	1%	-	-	13%	-	-	
Too narrow in its window	1%	-	-	-	-	2%	
It will be like a cab or Uber / Don't want a cab or Uber	1%	-	-	-	-	2%	
Need more information	1%	-	-	-	-	2%	2%
Accessibility, especially through winter conditions	1%	-	-	-	-	-	2%
Other	1%	-	-	-	-	-	3%
Don't know / Refused	1%	2%	-	-	-	2%	3%
I have no concerns about this	50%	47%	-	25%	56%	47%	58%

Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park

\*Caution when interpreting results due to small sample size

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

indicates top mention

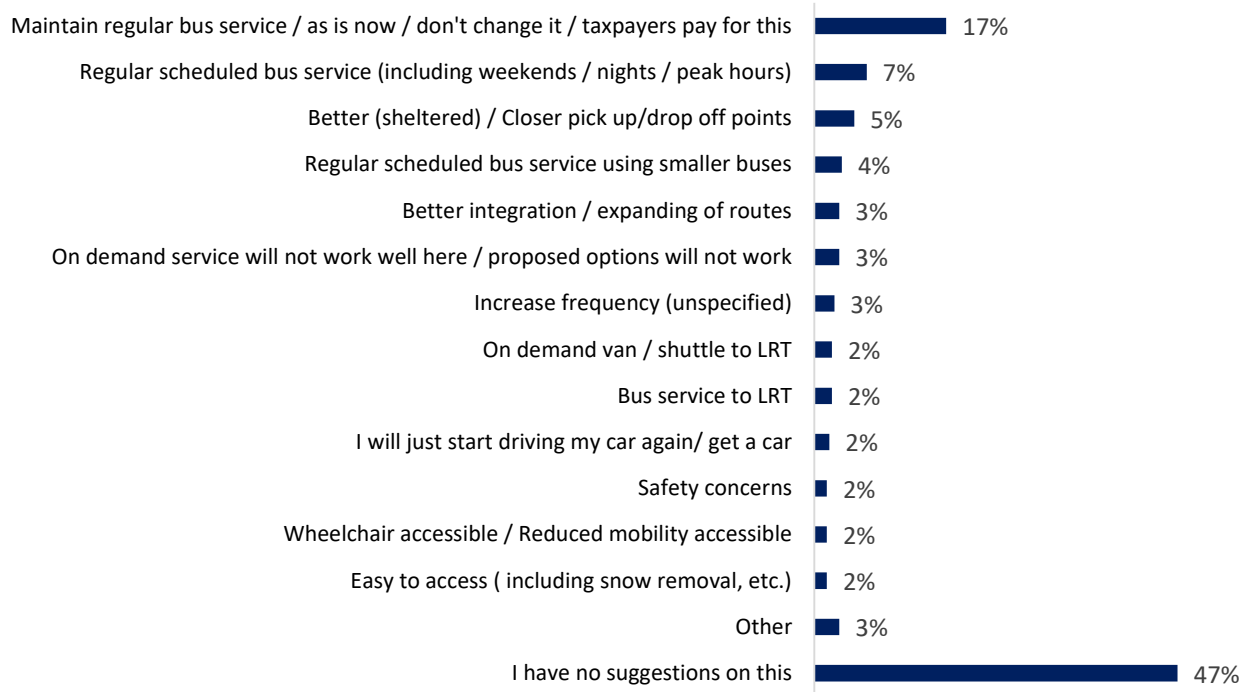
## WORKSHOP PARTICIPANT COMMENTS ON BOOKING

- *Too late*
- *If I finish work at 4 I can't get home until 6.*
- *Cell phones are not an option for those with a limited income*
- *What if we work late on weekends? Leaves you stranded*
- *9-6pm to cover after school stuff*
- *Phone might be hard to get through*
- *Not everyone has a phone or a data plan. How about kids who have weekend activities*
- *My hearing is deteriorating so I like "control" of booking online*
- *Some of us don't have or use computer or cell phones*
- *Sunday service needs to start before 10am for church*
- *Don't want to book. Want regular schedule*
- *Schedules like all other transit*
- *Between 4:30-6pm from office downtown to home*

During the Southeast Workshop, participants provided other comments regarding booking including, extending the hours of operation to ensure evening service, as well as service on the weekends. Others noted that they would like to have regular schedules like the current transit system because they do not want to have to book. Some participants also noted issues with booking online- particularly in regards to having limited data plans, or not having a cell-phone/computer at all.



# MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents (n=308)

\*Caution when interpreting results due to small sample size

Mentions less 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?

## MAKING ALTERNATIVE TRANSIT A BETTER FIT

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	308	87	44	13*	15*	61	122
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	17%	10%	16%	-	13%	21%	21%
Regular scheduled bus service (including weekends / nights / peak hours)	7%	8%	7%	-	-	10%	6%
Better (sheltered) / Closer pick up/drop off points	5%	3%	7%	8%	13%	8%	2%
Regular scheduled bus service using smaller buses	4%	2%	5%	-	-	7%	2%
Better integration / expanding of routes	3%	5%	11%	8%	7%	3%	3%
On demand service will not work well here / proposed options will not work	3%	3%	7%	-	-	-	5%
Increase frequency (unspecified)	3%	1%	9%	8%	7%	2%	5%
On demand van / shuttle to LRT	2%	1%	7%	-	-	-	2%
Bus service to LRT	2%	5%	2%	-	-	-	2%
I will just start driving my car again/ get a car	2%	2%	-	-	-	3%	2%
Safety concerns	2%	2%	2%	8%	7%	5%	1%
Wheelchair accessible / Reduced mobility accessible	2%	2%	5%	-	-	2%	1%
Easy to access ( including snow removal, etc...)	2%	1%	5%	8%	7%	2%	3%
Other	3%	1%	2%	8%	-	8%	5%
I have no suggestions on this	47%	56%	36%	62%	47%	33%	46%

 indicates top mention

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents

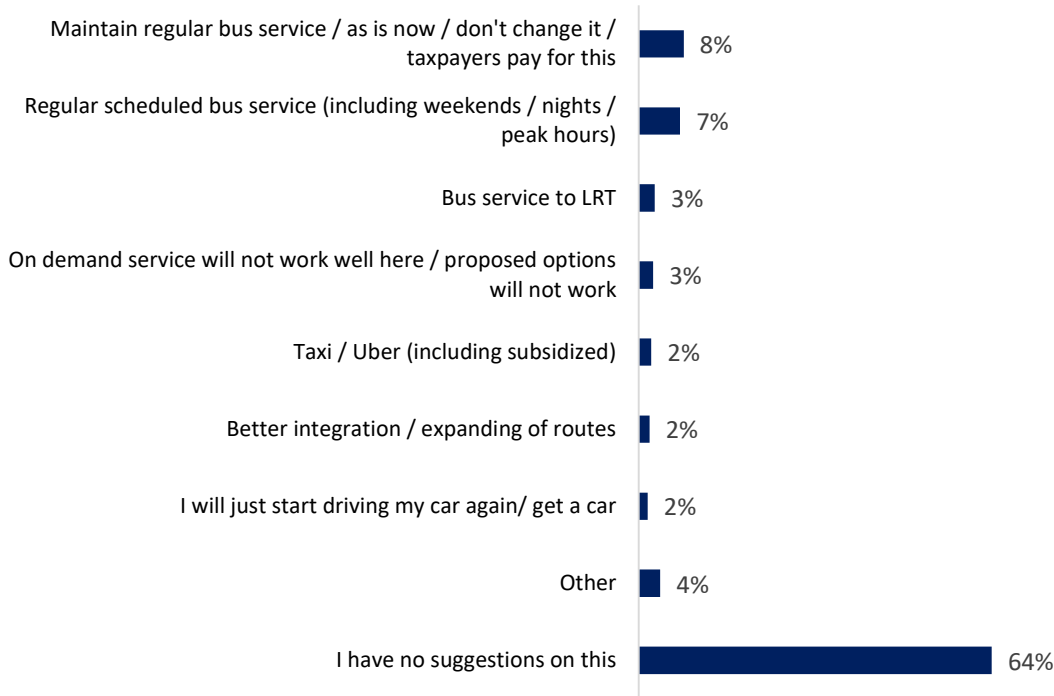
\*Caution when interpreting results due to small sample size

Mentions less than 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?



# OTHER ALTERNATIVES



Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents


\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?

# OTHER ALTERNATIVES

Southeast Neighbourhoods	Total	Avonmore	Cloverdale	Gainer Industrial	Girard Industrial	Kenilworth	King Edward Park
n=	308	87	44	13*	15*	61	122
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	8%	6%	16%	-	-	5%	10%
Regular scheduled bus service (including weekends / nights / peak hours)	7%	9%	2%	-	-	13%	7%
Bus service to LRT	3%	3%	-	-	-	2%	5%
On demand service will not work well here / proposed options will not work	3%	2%	9%	-	-	2%	2%
Taxi / Uber (including subsidized)	2%	3%	-	-	-	3%	2%
Better integration / expanding of routes	2%	1%	5%	-	-	2%	2%
I will just start driving my car again/ get a car	2%	1%	-	-	7%	3%	1%
Other	3%	3%	7%	-	-	2%	4%
I have no suggestions on this	47%	62%	55%	100%	87%	62%	66%

 indicates top mention

Base: Avonmore, Cloverdale, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park neighbourhood respondents

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Reasons for supporting Alternative Transit solutions**

- *I would have to use it so yes.*

### **Reasons for not supporting Alternative Transit solutions**

- *This system will encourage me to use my own vehicle and not bother with public transit. Inconvenient, long walks, poor service. Very disappointing.*
- *I see myself using this system less because it is so inconvenient. If the purpose is to drive people away from public transit it's working. This system is very inaccessible.*
- *Need to be able to maintain our independence when unable to drive.*
- *Planning process was out of sync. Poor planners.*
- *Won't use it at all, it's too confusing*
- *Very concerned LRT users will park in the communities. Make congestion difficult for all 4 option to maneuver.*

### **Maintain current system / aspects of current system**

- *It is important to ensure there is some kind of service to KEP during the time the 151 bus is discontinued and the LRT from Bonnie Doon Mall is not yet up and running.*
- *Wouldn't it be more economical to combine/shorten route 151 - 80 through KEP and Avonmore? This new system will cost way more. Easier for everyone?*
- *Honestly, this isn't great. Keep the 151 and 8 or comparable. To get to work now I'll take an on demand van, 2 LRTs and then another bus downtown? This is literally going to make me drive.*
- *Each LRT stop should have connecting bus routes. The 151 is clearly still needed. Bringing it back would get rid of a lot of problems.*
- *Give us our busses back please!*
- *This is a mess, they should have used express busses instead of LRT*

### **Concerns for vulnerable users (seniors, children, mobility impaired)**

- *People with special needs need predictability and dependability*
- *I am concerned about seniors and school kids using busses, we need east transit. Won't want people to leave (move) our area*
- *What about people with special needs that are not eligible for DATS?*

### **Safety concerns (general)**

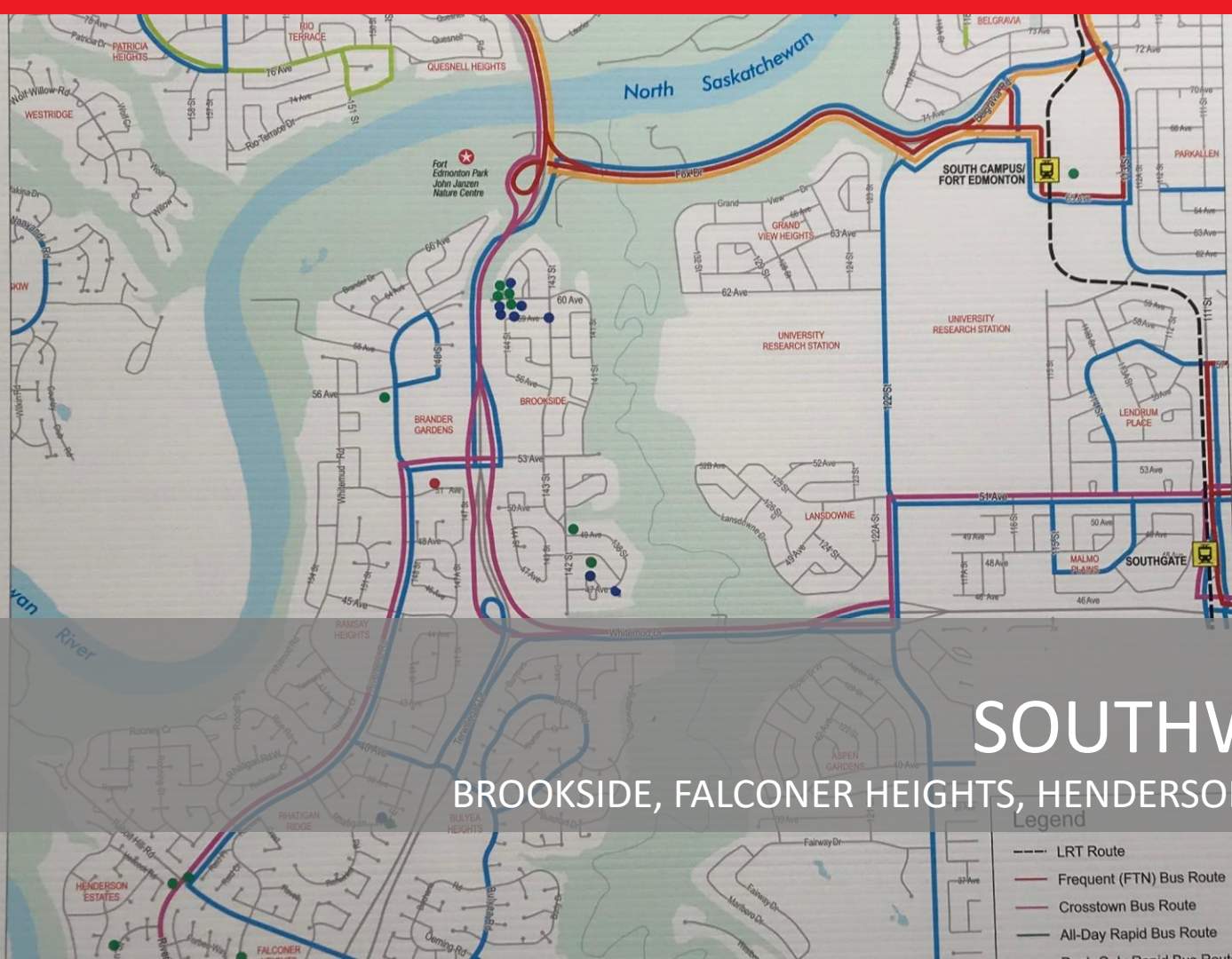
- *Well, I think of safety. Good lighting/visibility. In a place that has good snow clearing*
- *Will there be busses to take students to WP Wagner from LRT? Unsafe to walk through industrial area/ravine*

### **ETS drivers**

- *ETS trained drivers employed by ETS, no private operators*
- *All alternate transit should be trained ETS drivers only. Must be unionized.*
- *Bus driver [NAME] is the best! Ask him what to do.*

### **Suggestions (general)**

- *Stick to what was learned during strategy. Explain it well. Why do this big revamp to only go back to the way we were?*
- *76st needs an east/west bus (151?) even above the 151.*
- *The problem isn't that we need a bus, the problem is we need a sidewalk.*
- *Eliminate the little jaunt to WP Wagner.*
- *There are several valley line LRT stops with no proposed bus routes connecting (Muttart, Avonmore). Wouldn't we want bus routes from every station, as a connection point? Yes!*
- *Yes - transit to Bonnie Doon most useful - more transfer options*
- *We need something right in the Avonmore community*
- *Explore other options like bike lanes to 83ave*
- *When going somewhere not on a route (e.g.. Ritchie community hall) how do we get there? Need options.*



# SOUTHWEST BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

- Legend
- LRT Route
  - Frequent (FTN) Bus Route
  - Crosstown Bus Route
  - All-Day Rapid Bus Route
  - Rapid Bus Route



# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

## WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

### LIMITED BUS SERVICE

#### PROS

- Professional driver
- Fixed schedule
- Predictable
- Better than nothing
- Reliable
- Safe
- Practical

#### CONS

- No off-peak service
- Long wait time

### ON-DEMAND VAN

#### PROS

- Better than nothing

#### CONS

- No off-peak service

# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

## RIDE-HAILING APP

### PROS

- Useful for evening usage
- Flexible
- Supported by technology

### CONS

- Tough for seniors
- Not everyone has cell-phones
- Not accessible
- No off-peak service
- Safety
- Riding with strangers
- Driver availability
- Wait times

## TAXI

### PROS

- Companies are established
- Trained drivers
- Flexible
- Responsive
- Interest in evening usage

### CONS

- Safety
- Feel more secure with ETS driver
- No off-peak service
- Wait times
- Unpredictable
- Not for regular use

# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

## INTEREST/LIKELIHOOD TO USE

- 73% of survey respondents would be likely/interested in using 'Limited bus service'
- 41% of survey respondents would be likely/interested in using 'On-demand van'

## PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 57% prefer 'Limited bus service'
- 21% prefer 'On-demand van'
- 10% have no preference / both equally good

Among workshop respondents:

- 24 votes for 'Limited bus service'
- 13 votes for 'On-demand van'
- 5 votes for 'Taxi'
- 3 votes for 'Ride-hailing app'

# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

Respondents were asked to provide feedback regarding potential usage with respect to the 'On-demand Van' service option...

## **DROP-OFF LOCATIONS – ON-DEMAND VAN**

- 58% of survey respondents would be likely to use South Campus
- 40% of survey respondents would be likely to use Southgate

## **PICK-UP LOCATIONS – ON-DEMAND VAN**

As might be expected, the likelihood to use the proposed pick-up locations vary depending on the neighbourhood. Overall,

- 22% of survey respondents would be likely to use Falconer Road
- 38% of survey respondents indicate that none of the proposed options work for them

# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

## CONCERNS REGARDING PICK-UP/DROP OFF

- 24% of survey respondents mention the walking distance as their main concern regarding pick-up/drop-off
- 24% of survey respondents indicate having no concerns regarding pick-up/drop-off

## SCHEDULING

### PICK-UP TIMES – ON-DEMAND VAN

- 43% of survey respondents would leave (most often) between 7am - 8am
- 30% of survey respondents would leave (most often) between 8am - 9am

### DROP-OFF TIMES – ON-DEMAND VAN

- 33% of survey respondents would return (most often) between 4pm – 5pm
- 38% of survey respondents would return (most often) between 5pm – 6pm

### CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 12% of survey respondents mention they are concerned about flexibility in scheduling, particularly in the evenings and off-peak hours, as well as on the weekends
- 12% of survey respondents mention they are concerned about wait times
- 34% of survey respondents indicate having no concerns regarding scheduling

# Southwest Summary

BROOKSIDE, FALCONER HEIGHTS, HENDERSON ESTATE

## BOOKING – ON-DEMAND VAN

Among survey respondents:

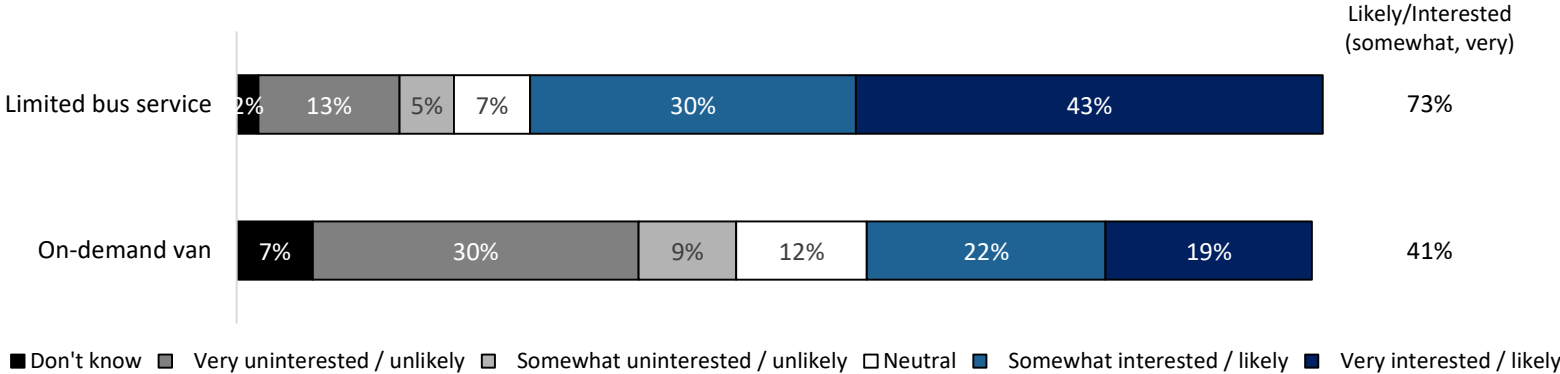
- 84% would use a mobile/smartphone app
- 73% would use online/website
- 59% would use telephone

Among workshop respondents:

- 15 votes for mobile app
- 4 votes for telephone
- 3 votes for online
  
- 80% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 63% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 78% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 12% of survey respondents indicate they are concerned about having to plan/book in advance when it comes to booking the on-demand van
- 43% of survey respondents indicate having no concerns regarding booking trips for the on-demand van



# INTEREST/LIKELIHOOD TO USE



Base: Brookside, Falconer Heights, Henderson Estate respondents (n=122)  
Q4. How interested or likely are you to use each of these two alternative transit options?

## INTEREST/LIKELIHOOD TO USE

Limited Bus Service	Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
	n=		122	56	35
	<b>INTERESTED</b>	<b>73%</b>	<b>71%</b>	<b>83%</b>	<b>67%</b>
	Somewhat interested / likely	30%	38%	29%	15%
	Very interested / likely	43%	34%	54%	52%
	Neutral	7%	11%	-	6%
	<b>UNINTERESTED</b>	<b>18%</b>	<b>14%</b>	<b>14%</b>	<b>27%</b>
	Somewhat uninterested / unlikely	5%	2%	9%	6%
	Very uninterested / unlikely	13%	13%	6%	21%
	Don't know	2%	4%	3%	-

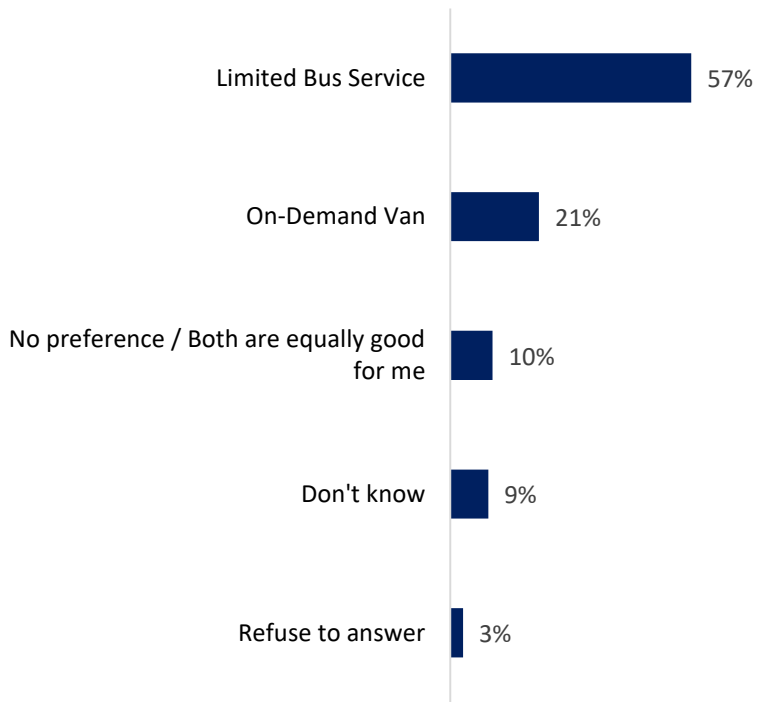
On-Demand Van	Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
	n=		122	56	35
	<b>INTERESTED</b>	<b>41%</b>	<b>48%</b>	<b>26%</b>	<b>48%</b>
	Somewhat interested / likely	22%	21%	14%	30%
	Very interested / likely	19%	27%	11%	18%
	Neutral	12%	7%	17%	15%
	<b>UNINTERESTED</b>	<b>39%</b>	<b>38%</b>	<b>49%</b>	<b>30%</b>
	Somewhat uninterested / unlikely	9%	13%	9%	3%
	Very uninterested / unlikely	30%	25%	40%	27%
	Don't know	7%	7%	9%	6%

Base: Brookside, Falconer Heights, Henderson Estate respondents

Q4. How interested or likely are you to use each of these two alternative transit options?



# PREFERRED ALTERNATIVE TRANSIT OPTION



During the Southwest Workshop, participants were asked to vote on four alternative transit options. The results were as follows:


WORKSHOP VOTE	
Limited bus service	24
On-demand van	13
Taxi	5
Ride-hailing app	3

Base: Brookside, Falconer Heights, Henderson Estate respondents (n=122)  
Q5. Which of these alternative transit options do you prefer?



# PREFERRED ALTERNATIVE TRANSIT OPTION

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	122	56	35	33
Limited Bus Service	57%	52%	66%	52%
On-Demand Van	21%	21%	14%	27%
No preference / Both are equally good for me	10%	11%	11%	6%
Don't know	9%	11%	3%	12%
Refuse to answer	3%	5%	6%	3%

 indicates top mention

Base: Brookside, Falconer Heights, Henderson Estate respondents  
 \*Caution when interpreting results due to small sample size  
 Q5. Which of these alternative transit options do you prefer?

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Professional drivers*
- *Fixed schedule*
- *Only viable option for us with children who take the bus to school because of route, driver and group safety. Peak hours service works. Best option for safety and independence.*
- *Some service better than none*
- *Predictable*
- *Reliable, safe, practical*
- *Easiest to plan for trips to work*
- *Would want the predictability*
- *Fixed schedule/safe for kids/more reliable*
- *For route 36 this would be the best option. Peak hours 6-9am and 3-6pm. With off-peak hours at 60 min frequency. ETS drivers is a very positive option*
- *May be the best choice among the options. Better than nothing. If only peak hours, would love to have more frequency.*
- *Still have plowing of main bus route in neighbourhood*

During the Southwest Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option, the comments they provided included liking having a professional driver, as well as a fixed schedule, that this option would give them predictability, making it easier to plan, and that having this would be better than nothing.

Some participants also noted that having a limited bus service seems more reliable, safe, and practical, particularly for those with children.

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *Only peak does not work*
- *Too limited no evening/early morning service*
- *60 min too long to wait at night*
- *Limited times might strand some people*
- *Limited to peak*
- *Multi-use trail at Riverbend Rd not feasible in winter*
- *Lots of your clients are university students this doesn't work for their changing schedule*
- *What if you miss the first bus to work or school in -45 degrees?*
- *Limited service = no weekend and evenings*
- *Useless in bad weather*
- *Peak service does not work*
- *Even if it only came once an hour at least it's predictable*
- *Give us back our #30 bus even if it's just for peak hours please*

During the Southwest Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option, these included, only having peak hour service, no proposed evening and weekend service, and the wait time (60min) being too long, especially in the winter months.

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Better than nothing which we currently are scheduled to get*

During the Southwest Workshop, one comment, stating it is better than nothing, was left regarding what a participant felt was a 'pro' of the on-demand van service option.

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Useless for anyone travelling at off-peak hours*

During the Southwest Workshop, one comment, stating it would be useless for anyone travelling outside of peak hours, was left regarding what a participant felt was a 'con' of the on-demand van service option.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## PROS

- *Technology now supports*
- *Would use in evening if available for recreation*
- *Flexible as I work some off hours*

Although this was not as popular of an option among participants in the Southwest Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option. Comments included that the option would be useful for evening usage, that it would offer flexibility in off-peak hours, and that it is supported by technology.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *Tough for seniors/people without phone*
- *Not appropriate if not tech savvy, some seniors*
- *Not every person would use a phone app - seniors*
- *Not accessible*
- *Worried about my safety*
- *Difficult to schedule for work with variable hours*
- *Not as environmentally friendly if everyone is separate*
- *I wouldn't feel comfortable sending my Jr High daughters with this service*
- *Not appropriate or reliable for getting kids to and from school*
- *Wait time*
- *Don't like every day Joe Blow driving*
- *Could be unpredictable what if there are not enough drivers?*
- *Same as a cab?*
- *Peak only does not work*
- *Phone without data*
- *Availability during peak hour will be very limited*

Although this was not as popular of an option among participants in the Southwest Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option. Comments included being a tough option for seniors, and/or those without cellphones, that it is not accessible, and that offering peak service only is very limiting.

Some participants noted that they worry about their own safety and their children's safety, and that being in a car with a stranger adds to their worries regarding safety. Others question the availability of drivers, as well as the potential wait times.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## PROS

- *Taxi companies more established*
- *Prefer this option over on demand (wait time longer?), ride hailing (drivers not professional), limited bus service (times too limited)*
- *Flexible and responsive*
- *Would use for evening recreation*
- *Can book ahead*
- *Driver training*
- *More flexible options*
- *Text to ride is very handy. Would like that in new system*
- *Sounds good as long as I could book in advance*
- *More data driver*

Although this was not as popular of an option among participants in the Southwest Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option. Comments included that taxi companies are more established and have trained drivers, that it would be flexible and responsive, that they would be able to book the service ahead of time, and would be particularly interested in using this service in the evenings. Some indicated that they prefer it over the other proposed options.



# WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Not safe for vulnerable populations*
- *No early morning/late night service*
- *Safety concern especially for students grade 6-12*
- *Taxi has an "old fashioned" persona*
- *Difficult to schedule for work with variable hours*
- *Not appropriate or reliable for getting kids to and from school*
- *Lifestyle choice - culture shift towards options like this*
- *Not for regular use*
- *Wait time*
- *Security and safety issues of drivers*
- *Safety concerns compared to ETS bus*
- *Peak service does not work*
- *Growing number of seniors will experience problems in winter regarding ice*
- *Difficult to schedule for work with variable hours*


Although this was not as popular of an option among participants in the Southwest Workshop, some did provide comments regarding what they felt were 'cons' of the taxi service option. The primary concerns participants had regarding this option were, personal safety- particularly among vulnerable populations, students, children, issues regarding the drivers compared to the security they feel with ETS drivers, lack of proposed off-peak service, the potential wait times, and that the service seems like it would be unpredictable and not for regular use.

# ON-DEMAND VAN

## LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

Drop-off Location	Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
	n=	93	35	18*	23*
South Campus	58%	71%	67%	74%	
Southgate	40%	60%	56%	26%	
None of these work for me	28%	11%	17%	9%	

Pick-up Location	Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
	n=	93	35	18*	23*
Falconer Rd.	22%	3%	94%	9%	
Heath Rd. and Healy Rd.	17%	3%	6%	61%	
End of 60 Ave. (West end of the Ave. )	15%	31%	6%	9%	
None of these work for me	38%	69%	6%	30%	

 indicates top mention

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

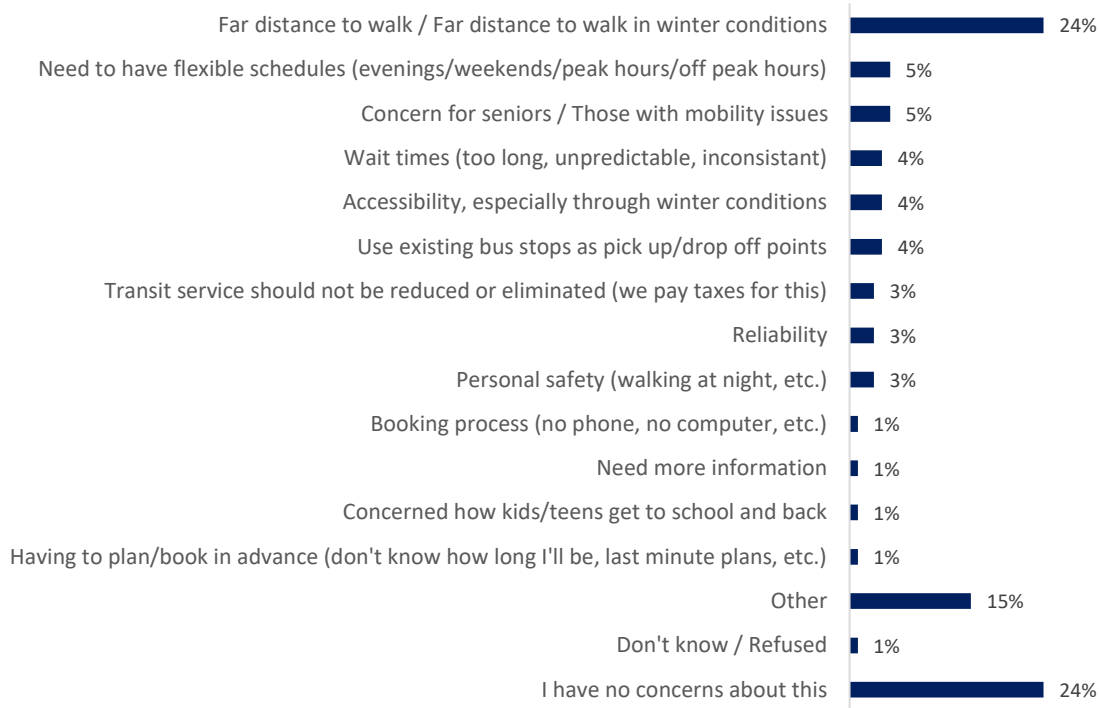
\*Caution when interpreting results due to small sample size

Q6. If you were using the on-demand van, which drop-off location(s) would you be likely to use in [NEIGHBOURHOOD]?

Q7. If you were using the on-demand van, which pick-up location(s) would you be most likely to use in [NEIGHBOURHOOD]?



# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF




 indicates top mention

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=74)  
Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	74	35	18*	23*
Far distance to walk / Far distance to walk in winter conditions	24%	26%	22%	22%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	5%	3%	6%	9%
Concern for seniors / Those with mobility issues	5%	6%	6%	-
Wait times (too long, unpredictable, inconsistent)	4%	3%	11%	-
Accessibility, especially through winter conditions	4%	6%	6%	9%
Use existing bus stops as pick up/drop off points	4%	6%	6%	-
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	-	6%	4%
Reliability	3%	3%	-	4%
Personal safety (walking at night, etc...)	3%	6%	-	-
Booking process (no phone, no computer, etc...)	1%	-	-	4%
Need more information	1%	-	-	-
Concerned how kids/teens get to school and back	1%	3%	-	-
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	1%	-	-	4%
Other	15%	23%	6%	9%
Don't know / Refused	1%	-	-	4%
I have no concerns about this	24%	17%	28%	30%

 indicates top mention


Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	141	56	35	33
5 am to 6 am	21%	5%	14%	12%
6 am to 7 am	43%	34%	40%	33%
7 am to 8 am	70%	70%	66%	61%
8 am to 9 am	65%	55%	69%	58%
9 am to 10 am	47%	32%	51%	39%
10 am to 11 am	38%	18%	31%	45%
11 am to 12 pm	28%	13%	20%	27%
12 pm to 1 pm	28%	7%	23%	30%
1 pm to 2 pm	27%	11%	14%	30%
2 pm to 3 pm	30%	14%	20%	30%
3 pm to 4 pm	34%	27%	23%	24%
4 pm to 5 pm	35%	23%	31%	24%
5 pm to 6 pm	36%	32%	26%	21%
6 pm to 7 pm	29%	20%	20%	18%
7 pm to 8 pm	22%	9%	17%	9%
8 pm to 9 pm	19%	5%	14%	6%
9 pm to 10 pm	18%	7%	9%	3%
10 pm to 11 pm	17%	5%	9%	3%

 indicates majority mention(s)

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents


Multiple mentions allowed

\*Caution when interpreting results due to small sample size

Q9a. Please select all time periods you would leave...

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE MOST OFTEN

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	141	56	35	33
5 am to 6 am	4%	4%	3%	3%
6 am to 7 am	16%	23%	11%	15%
7 am to 8 am	43%	52%	43%	48%
8 am to 9 am	30%	32%	34%	36%
9 am to 10 am	17%	14%	26%	15%
10 am to 11 am	10%	9%	9%	15%
11 am to 12 pm	4%	-	3%	3%
12 pm to 1 pm	8%	2%	-	9%
1 pm to 2 pm	5%	2%	3%	9%
2 pm to 3 pm	4%	2%	6%	6%
3 pm to 4 pm	1%	2%	-	3%
4 pm to 5 pm	3%	2%	9%	-
5 pm to 6 pm	4%	7%	-	6%
6 pm to 7 pm	2%	4%	-	3%
7 pm to 8 pm	1%	-	-	-
8 pm to 9 pm	4%	-	-	-
9 pm to 10 pm	5%	-	3%	-
10 pm to 11 pm	5%	2%	3%	3%

 indicates top 2 mentions


Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents

\*Caution when interpreting results due to small sample size

Q9b. What times of day would you leave most often?

## ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	141	56	35	33
5 am to 6 am	15%	2%	6%	3%
6 am to 7 am	18%	4%	14%	3%
7 am to 8 am	18%	5%	11%	6%
8 am to 9 am	15%	2%	6%	3%
9 am to 10 am	16%	2%	6%	9%
10 am to 11 am	19%	4%	11%	12%
11 am to 12 pm	23%	13%	11%	15%
12 pm to 1 pm	27%	14%	17%	21%
1 pm to 2 pm	27%	11%	23%	21%
2 pm to 3 pm	31%	21%	20%	24%
3 pm to 4 pm	57%	50%	43%	61%
4 pm to 5 pm	65%	55%	60%	70%
5 pm to 6 pm	67%	59%	63%	67%
6 pm to 7 pm	44%	36%	46%	27%
7 pm to 8 pm	33%	21%	34%	18%
8 pm to 9 pm	26%	13%	20%	18%
9 pm to 10 pm	23%	13%	11%	15%
10 pm to 11 pm	24%	14%	9%	18%

 indicates majority mention(s)

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents

Multiple mentions allowed

\*Caution when interpreting results due to small sample size

Q10a. Please select all time periods you would return...

## ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN MOST OFTEN

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	141	56	35	33
5 am to 6 am	1%	-	-	-
6 am to 7 am	-	-	-	-
7 am to 8 am	3%	2%	6%	3%
8 am to 9 am	-	-	-	-
9 am to 10 am	1%	-	-	3%
10 am to 11 am	6%	2%	3%	3%
11 am to 12 pm	9%	4%	6%	3%
12 pm to 1 pm	6%	7%	-	6%
1 pm to 2 pm	2%	2%	3%	3%
2 pm to 3 pm	8%	9%	9%	9%
3 pm to 4 pm	27%	32%	17%	42%
4 pm to 5 pm	33%	36%	37%	42%
5 pm to 6 pm	38%	43%	46%	42%
6 pm to 7 pm	10%	11%	17%	6%
7 pm to 8 pm	6%	7%	6%	-
8 pm to 9 pm	4%	-	-	-
9 pm to 10 pm	4%	2%	-	3%
10 pm to 11 pm	7%	4%	-	9%

 indicates top 2 mentions

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents

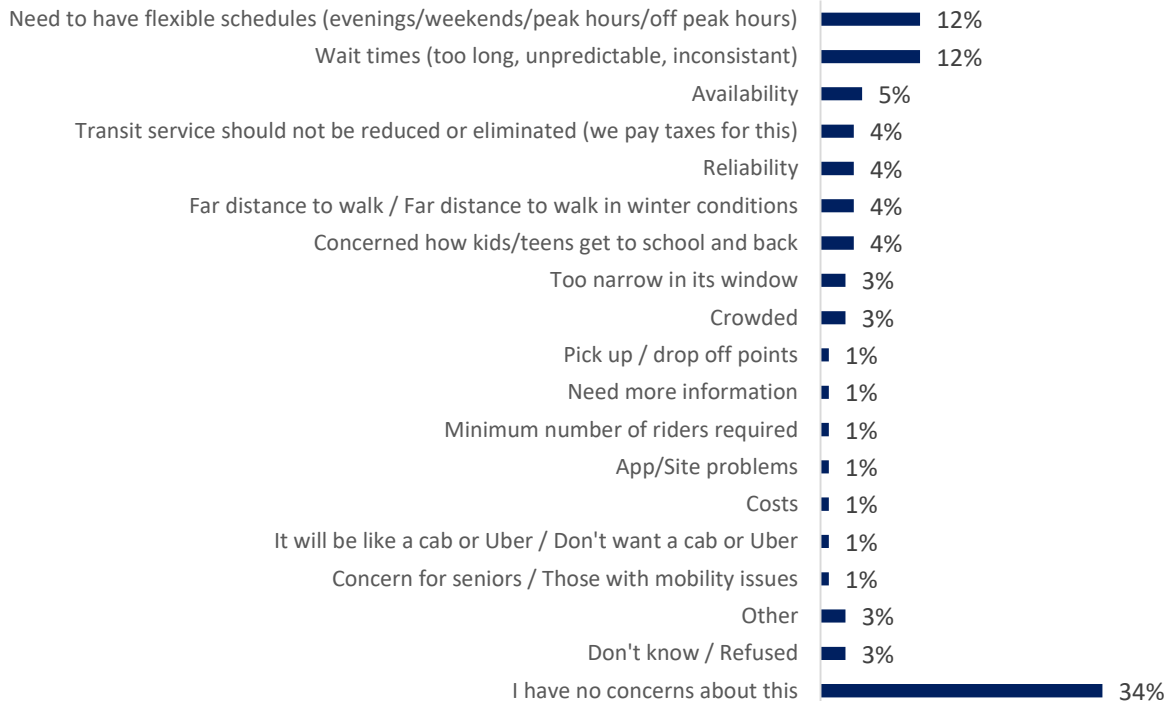
\*Caution when interpreting results due to small sample size

Q10b. What times of day would you return most often?





# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=74)  
Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	74	35	18*	23*
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	12%	11%	11%	13%
Wait times (too long, unpredictable, inconsistent)	12%	11%	17%	9%
Availability	5%	3%	11%	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	4%	6%	6%	-
Reliability	4%	3%	-	9%
Far distance to walk / Far distance to walk in winter conditions	4%	6%	-	4%
Concerned how kids/teens get to school and back	4%	-	-	13%
Too narrow in its window	3%	3%	6%	9%
Crowded	3%	6%	-	-
Pick up / drop off points	1%	3%	-	-
Need more information	1%	3%	-	-
Minimum number of riders required	1%	3%	-	-
App/Site problems	1%	-	6%	-
Costs	1%	3%	-	-
It will be like a cab or Uber / Don't want a cab or Uber	1%	3%	-	-
Concern for seniors / Those with mobility issues	1%	-	-	4%
Other	3%	6%	-	-
Don't know / Refused	3%	3%	6%	-
I have no concerns about this	34%	29%	39%	35%

 indicates top mention

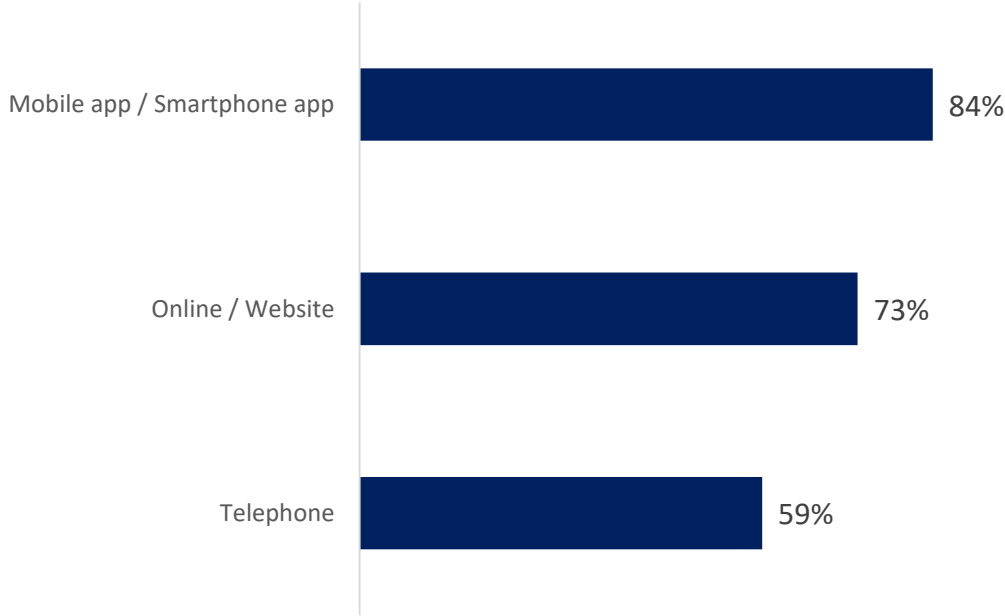
Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?



# ON-DEMAND VAN BOOKING METHODS



During the Southwest Workshop, participants were asked to vote on booking methods (in general). The results were as follows:

WORKSHOP VOTE	
Mobile App	15
Telephone	4
Online	3

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=93)  
Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN BOOKING METHODS

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	93	35	18*	23*
Mobile app / Smartphone app	84%	83%	78%	78%
Online / Website	73%	66%	67%	70%
Telephone	59%	51%	50%	48%

 indicates top mention

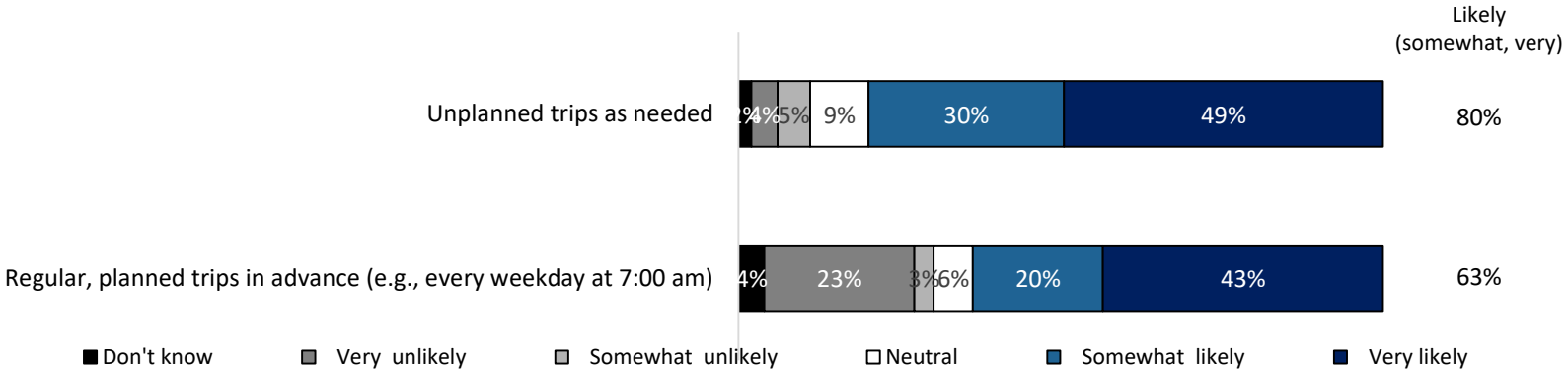
Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN LIKELIHOOD TO BOOK...



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=93)  
 Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?

## ON-DEMAND VAN LIKELIHOOD TO BOOK...

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	93	35	18*	23*
<b>Regular, planned trips in advance (e.g., every weekday at 7:00 am)</b>				
<b>LIKELY</b>	63%	71%	61%	74%
Somewhat likely	20%	23%	22%	30%
Very likely	43%	49%	39%	43%
Neutral	6%	9%	17%	-
<b>UNLIKELY</b>	26%	11%	22%	22%
Somewhat unlikely	3%	6%	6%	-
Very unlikely	23%	6%	17%	22%
Don't know	4%	9%	-	4%
<b>Unplanned trips as needed</b>				
<b>LIKELY</b>	80%	77%	89%	61%
Somewhat likely	30%	43%	50%	26%
Very likely	49%	34%	39%	35%
Neutral	9%	11%	11%	9%
<b>UNLIKELY</b>	10%	9%	-	26%
Somewhat unlikely	5%	6%	-	13%
Very unlikely	4%	3%	-	13%
Don't know	2%	3%	-	4%

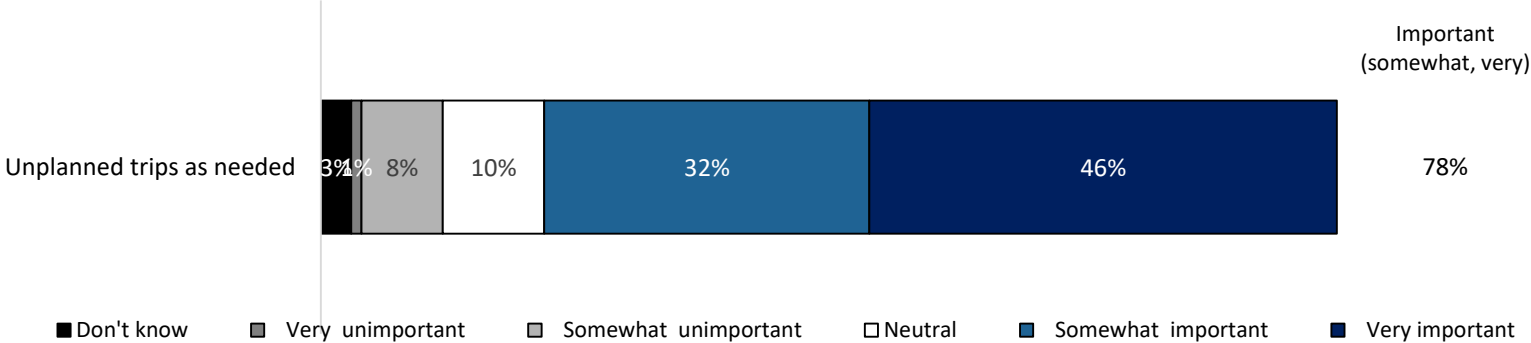
Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=93)  
Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	93	35	18*	23*
<b>IMPORTANT</b>	<b>78%</b>	<b>74%</b>	<b>67%</b>	<b>78%</b>
Somewhat important	32%	49%	44%	22%
Very important	46%	26%	22%	57%
Neutral	10%	14%	17%	4%
<b>UNIMPORTANT</b>	<b>9%</b>	<b>9%</b>	<b>11%</b>	<b>13%</b>
Somewhat unimportant	8%	9%	6%	13%
Very unimportant	1%	-	6%	-
I'm not sure	3%	3%	6%	4%

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

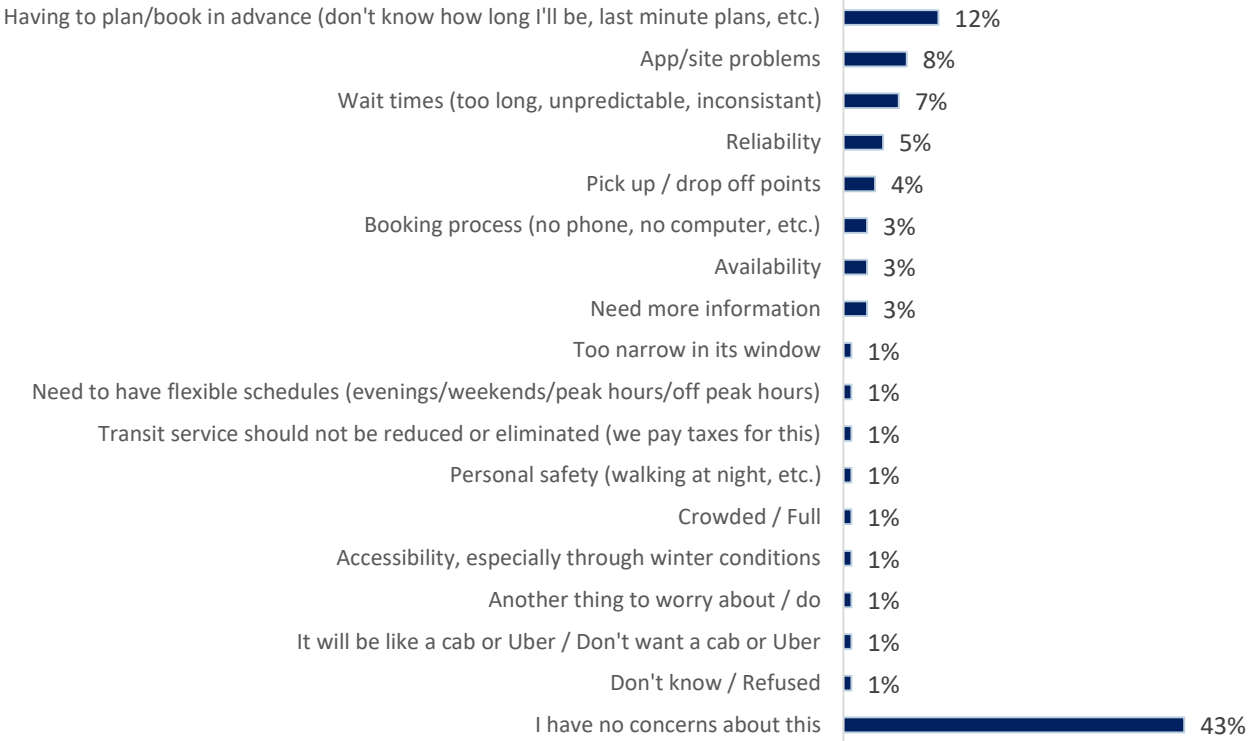
\*Caution when interpreting results due to small sample size

Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?






# ON-DEMAND VAN CONCERNS REGARDING BOOKING



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=74)  
Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING BOOKING

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	74	35	18*	23*
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	12%	14%	6%	13%
App/site problems	8%	6%	17%	4%
Wait times (too long, unpredictable, inconsistent)	7%	11%	6%	-
Reliability	5%	6%	-	9%
Pick up / drop off points	4%	3%	-	9%
Booking process (no phone, no computer, etc...)	3%	6%	-	-
Availability	3%	3%	6%	-
Need more information	3%	6%	-	-
Too narrow in its window	1%	-	-	-
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	1%	3%	-	-
Transit service should not be reduced or eliminated (we pay taxes for this)	1%	3%	-	-
Personal safety (walking at night, etc...)	1%	-	-	4%
Crowded / Full	1%	-	-	4%
Accessibility, especially through winter conditions	1%	-	6%	-
Another thing to worry about / do	1%	-	-	4%
It will be like a cab or Uber / Don't want a cab or Uber	1%	-	-	4%
Don't know / Refused	1%	3%	-	-
I have no concerns about this	43%	37%	61%	48%

 indicates top mention

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

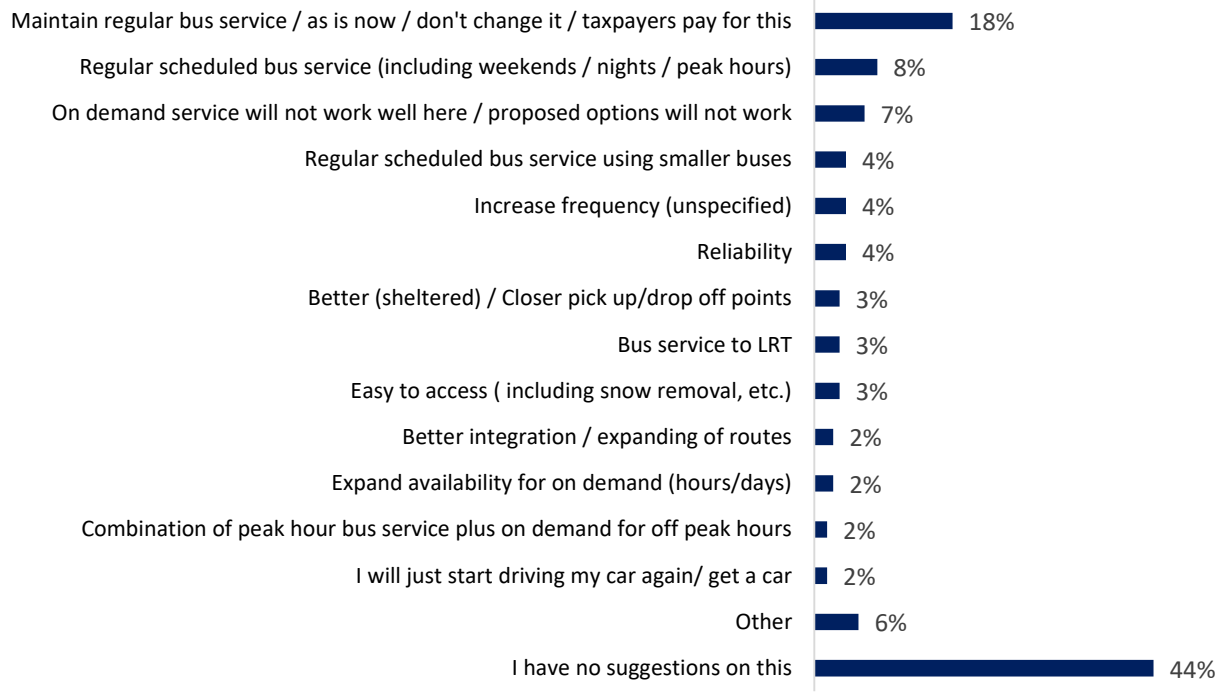
## WORKSHOP PARTICIPANT COMMENTS ON BOOKING

- *Don't have a cellphone*
- *There is no evening service on weekends. Need this.*
- *Need to be able to get to sporting events, there and back, on LRT. Then return to my community*
- *Would require a confirmation from app*

During the Southwest Workshop, participants provided other comments regarding booking, which included not having evening or weekend service, and wanting confirmation from the app. As well as some questioned how this would work for people without a cell phone.




# MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents (n=122)  
 Mentions less 2% not included  
 Q16. What other features or services would make an alternative transit option a better fit for your community?

## MAKING ALTERNATIVE TRANSIT A BETTER FIT

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	122	56	35	33
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	18%	16%	26%	12%
Regular scheduled bus service (including weekends / nights / peak hours)	8%	9%	9%	6%
On demand service will not work well here / proposed options will not work	7%	7%	9%	3%
Regular scheduled bus service using smaller buses	4%	4%	3%	6%
Increase frequency (unspecified)	4%	5%	3%	9%
Reliability	4%	5%	3%	3%
Better (sheltered) / Closer pick up/drop off points	3%	4%	3%	3%
Bus service to LRT	3%	2%	3%	6%
Easy to access ( including snow removal, etc...)	3%	7%	3%	3%
Better integration / expanding of routes	2%	4%	6%	3%
Expand availability for on demand (hours/days)	2%	4%	-	3%
Combination of peak hour bus service plus on demand for off-peak hours	2%	-	3%	3%
I will just start driving my car again/ get a car	2%	2%	3%	-
Other	6%	7%	3%	6%
I have no suggestions on this	44%	43%	46%	42%

 indicates top mention

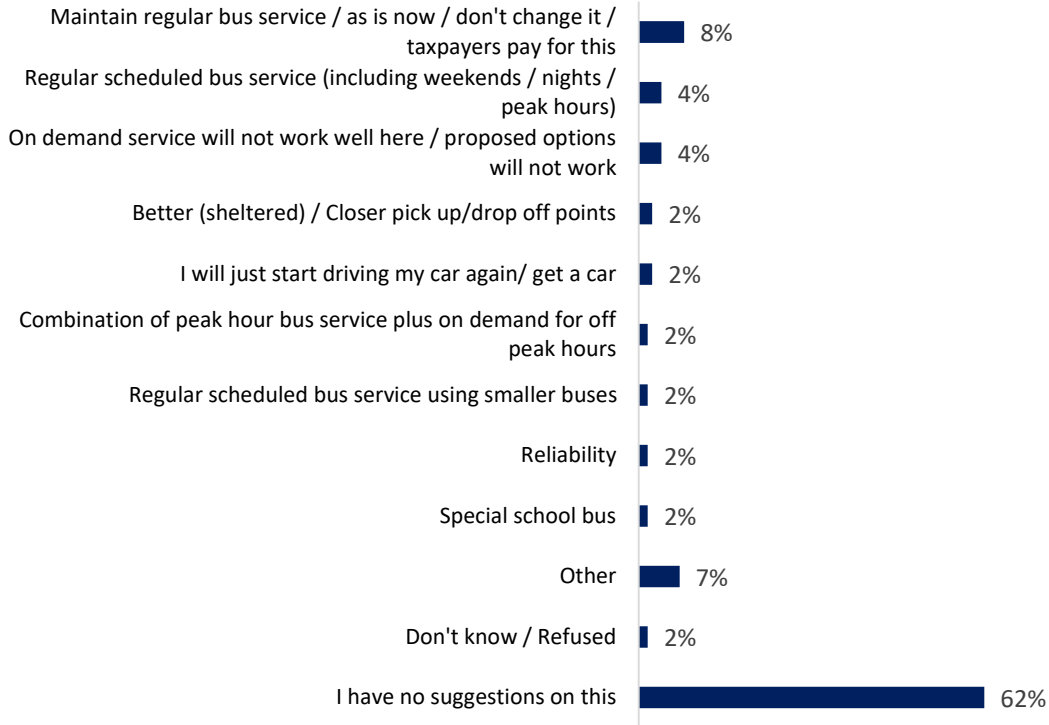
Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents

Mentions less than 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?



# OTHER ALTERNATIVES



Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents (n=122)  
Mentions less than 2% not shown  
Q17. What other alternatives to regular bus service might work for you and your community?

## OTHER ALTERNATIVES

Southwest Neighbourhoods	Total	Brookside	Falconer Heights	Henderson Estates
n=	122	56	35	33
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	8%	7%	14%	3%
Regular scheduled bus service (including weekends / nights / peak hours)	4%	4%	6%	3%
On demand service will not work well here / proposed options will not work	4%	4%	9%	-
Better (sheltered) / Closer pick up/drop off points	2%	4%	-	3%
I will just start driving my car again/ get a car	2%	2%	3%	3%
Combination of peak hour bus service plus on demand for off-peak hours	2%	-	6%	-
Regular scheduled bus service using smaller buses	2%	-	-	6%
Reliability	2%	-	6%	-
Special school bus	2%	4%	-	-
Other	7%	7%	9%	6%
I have no suggestions on this	62%	68%	54%	64%

 indicates top mention

Base: Brookside, Falconer Heights, Henderson Estate neighbourhood respondents

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### ***Reasons for not supporting Alternative Transit solutions***

- *Being the most expensive transit in the country means it should be accessible to everyone. You're forcing people to drive and alienating those who can't by limiting these services*
- *Will be more car dependent; we'll have to drive. Goes against our council wishes to increase sustainable alternative*
- *These are poor solutions*

### ***Concerns for vulnerable users (seniors, children, mobility impaired)***

- *Don't forget vulnerable populations and those who depend on transit*
- *Increasing demographic of seniors means more difficult service needs*

### ***Safety concerns (general)***

- *Only let people who have paid get into LRT stations. It's not safe at nights*

### ***Concerns (general)***

- *People will drive to neighbourhoods close to a bus stop and park. Streets will become parking lots*
- *Edmonton is a winter city and missing a bus in the cold weather then waiting for a bus to come for a really long time would make transit unreliable*
- *Most important is reliable scheduling on demand is too unpredictable, not reliable*
- *In new or renovated LRT stations put in space to lease to 7-11 or Tim Horton's etc... The leases will have toilets*

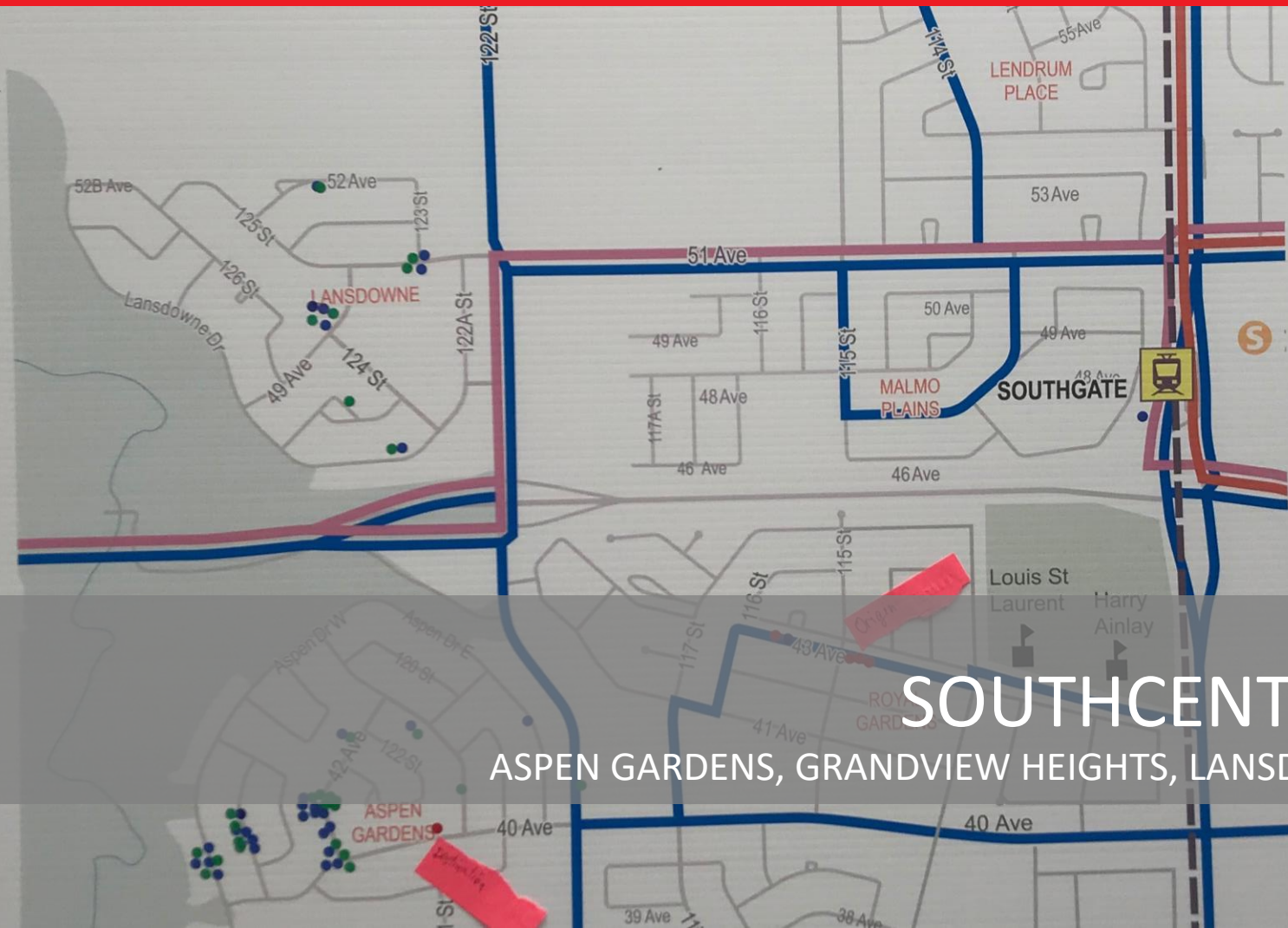
### ***Need for off-peak service***

- *Have no idea how to solve early morning/late night shift work. Been doing 6AM to 2:30/3-11PM for 20 years...*
- *Coming back is a totally different e.g. what if the concert is late and your scheduled ride leaves?*
- *Need to get into Brookside after 6PM*
- *Seniors go out between 9AM-3PM*
- *I worry about safety for shift hospitality workers. No bus service.*

### ***Suggestions (general)***

- *I think you need to use south campus as a drop off/pick up location*
- *Need to get my son o Avalon school from Falconer*
- *Do a big loop every 20 minutes (Heath) and drop us off at Leger*
- *Bus times should be placed so there's not 3 buses at 1 stop on Riverbend Rd*
- *Why can't we just have real transit?*
- *A school special running once or twice between 7:30-8AM from Leger to South Campus 36 and 1/2 bus coming Riverbend Dr to Leger 2:45, 3:15 would solve the majority of our transit needs*
- *Give us our #30 bus back or you are looking at 3 more cars from our household alone on the street*
- *Promise made to have bus service into Henderson, Haddow, Riverbend in lieu of LRT. Keep promises!*
- *Need to keep Heath road plowed in winter if bus service reduced*
- *You need better transit maps in LRT stations like map go have in room*





Want to go to South Campus? (Green Dot)

Want to go to Southgate? (Blue Dot)

# SOUTHCENTRAL

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

## WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

### LIMITED BUS SERVICE

#### PROS

- Best option for neighbourhood
- ETS driver
- Use existing stops
- No additional cost to riders
- Good for large volume of riders
- Familiar

#### CONS

- Expensive
- No off-peak service
- Too large of a bus for amount of riders

### ON-DEMAND VAN

#### PROS

- Most effective
- Most preferred
- Practical
- Economical

#### CONS

- No off-peak service
- Does not encourage LRT use
- Less efficient
- Safety concerns
- Not reliable
- Long wait times

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

## RIDE-HAILING APP

### PROS

- Comfortable for those who have used before
- Potential to be safe and reliable
- Designated pick-up locations
- Reduce wait times

### CONS

- Safety
- Not accessible for those without cellphones
- Expensive
- No off-peak service

## TAXI

### PROS

- Like the idea
- No wait times
- Benefit seniors
- Efficient for off-peak service

### CONS

- Access during off-peak service
- Safety
- Inefficient
- Expensive
- Availability
- Accessibility

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

## INTEREST/LIKELIHOOD TO USE

- 61% of survey respondents would be likely/interested in using 'Limited bus service'
- 45% of survey respondents would be likely/interested in using 'On-demand van'

## PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 49% prefer 'Limited bus service'
- 32% prefer 'On-demand van'
- 9% have no preference / both equally good

Among workshop respondents:

- 67 votes for 'On-demand van'
- 57 votes for 'Limited bus service'
- 6 votes for 'Taxi'
- 4 votes for 'Ride-hailing app'
- 2 votes for 'e-Scooter'
- 1 vote for 'Carpool'

1 participant mentioned certain other services– specifically using a driverless bus.

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

Respondents were asked to provide feedback regarding potential usage with respect to the 'On-demand Van' service option...

## **DROP-OFF LOCATIONS – ON-DEMAND VAN**

- 52% of survey respondents would be likely to use Southgate
- 48% of survey respondents would be likely to use South Campus

## **PICK-UP LOCATIONS – ON-DEMAND VAN**

As might be expected, the likelihood to use the proposed pick-up locations vary depending on the neighbourhood. Overall,

- 40% of survey respondents would be likely to use 122 Street route

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

## CONCERNS REGARDING PICK-UP/DROP OFF

- 17% of survey respondents mention the walking distance as their main concern regarding pick-up/drop-off
- 39% of survey respondents indicate having no concerns regarding pick-up/drop-off

## SCHEDULING

### PICK-UP TIMES – ON-DEMAND VAN

- 33% of survey respondents would leave (most often) between 7am - 8am
- 28% of survey respondents would leave (most often) between 8am - 9am

### DROP-OFF TIMES – ON-DEMAND VAN

- 26% of survey respondents would return (most often) between 4pm – 5pm
- 25% of survey respondents would return (most often) between 5pm – 6pm

### CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 14% of survey respondents mention they are concerned about flexibility in scheduling, particularly in the evenings and off-peak hours, as well as on the weekends
- 13% of survey respondents mention they are concerned about wait times
- 45% of survey respondents indicate having no concerns regarding scheduling

# Southcentral Summary

ASPEN GARDENS, GRANDVIEW HEIGHTS, LANSDOWNE

## BOOKING – ON-DEMAND VAN

Among survey respondents:

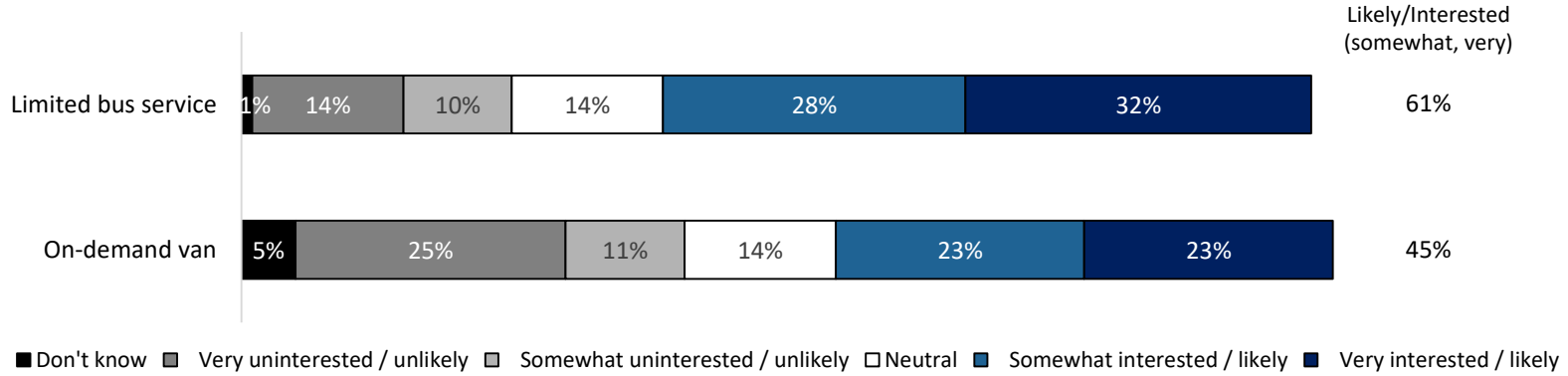
- 83% would use a mobile/smartphone app
- 65% would use online/website
- 56% would use telephone

Among workshop respondents:

- 39 votes for mobile app
- 26 votes for telephone
- 10 votes for online

- 74% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 62% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 70% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 13% of survey respondents indicate they are concerned about having to plan/book in advance for the on-demand van
- 45% of survey respondents indicate having no concerns regarding booking trips for the on-demand van

# INTEREST/LIKELIHOOD TO USE



Base: Aspen Gardens, Grandview Heights, Lansdowne respondents (n=185)  
Q4. How interested or likely are you to use each of these two alternative transit options?

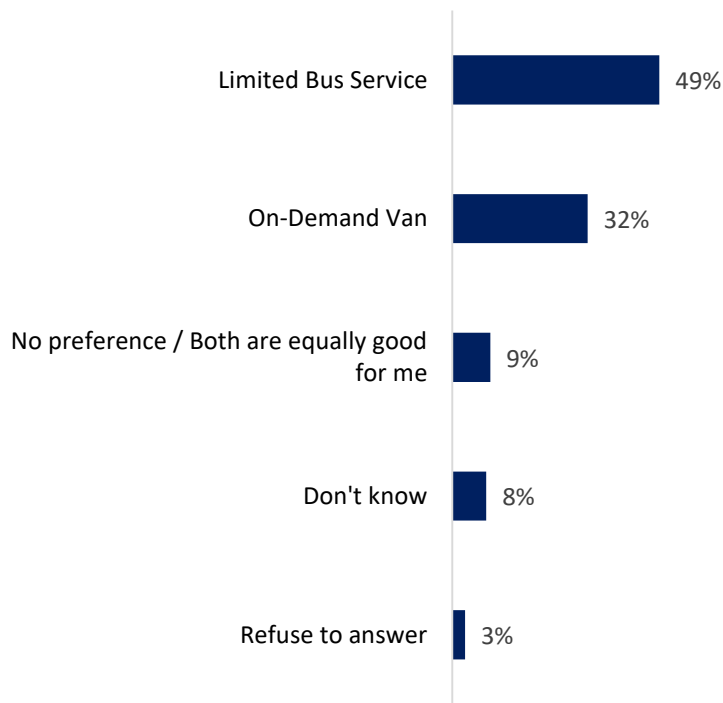


## INTEREST/LIKELIHOOD TO USE

Limited Bus Service	Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
		n=	185	81	61
	<b>INTERESTED</b>	<b>61%</b>	<b>56%</b>	<b>70%</b>	<b>62%</b>
	Somewhat interested / likely	28%	25%	25%	36%
	Very interested / likely	32%	31%	46%	26%
	Neutral	14%	15%	7%	20%
	<b>UNINTERESTED</b>	<b>24%</b>	<b>28%</b>	<b>23%</b>	<b>16%</b>
	Somewhat uninterested / unlikely	10%	11%	10%	8%
	Very uninterested / unlikely	14%	17%	13%	8%
	Don't know	1%	1%	-	2%

On-Demand Van	Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
		n=	185	81	61
	<b>INTERESTED</b>	<b>45%</b>	<b>47%</b>	<b>48%</b>	<b>42%</b>
	Somewhat interested / likely	23%	23%	21%	20%
	Very interested / likely	23%	23%	26%	22%
	Neutral	14%	12%	11%	16%
	<b>UNINTERESTED</b>	<b>36%</b>	<b>36%</b>	<b>36%</b>	<b>36%</b>
	Somewhat uninterested / unlikely	11%	9%	11%	22%
	Very uninterested / unlikely	25%	27%	25%	14%
	Don't know	5%	5%	5%	6%

# PREFERRED ALTERNATIVE TRANSIT OPTION




During the Southcentral Workshop, participants were asked to vote on four alternative transit options. The results were as follows:

WORKSHOP VOTE	
On-demand van	67
Limited bus service	57
Taxi	6
Ride-hailing app	4
Bike share	2
e-Scooter	2
Carpool	1
Other - Driverless Bus	1

Base: Aspen Gardens, Grandview Heights, Lansdowne respondents (n=185)  
Q5. Which of these alternative transit options do you prefer?

## PREFERRED ALTERNATIVE TRANSIT OPTION

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	185	81	61	50
Limited Bus Service	49%	41%	56%	54%
On-Demand Van	32%	32%	31%	28%
No preference / Both are equally good for me	9%	10%	7%	12%
Don't know	8%	12%	3%	4%
Refuse to answer	3%	5%	3%	2%

 indicates top mention

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Best option for those on a schedule*
- *ETS driver know trained*
- *Using existing stops this makes a lot of sense to me*
- *Works with existing pass, no additional cost to rider*
- *Well trained skilled, professional drivers ETS I love my bus drivers*
- *Good for large number of students and people working downtown*
- *Gets many people to and from school - most convenient*
- *This could be achievable and applicable alternative especially for commuting with school*
- *Reliable option for children*
- *Reasonable*
- *Handles numbers of passengers during peak hours better than other option*
- *Peak hours service is really good idea*
- *Best option peak hours*
- *Consistent service not influenced by driver availability*
- *Safe*
- *Best option so far*
- *High efficient excellent*
- *We are used to this a familiar service*

During the Southcentral Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option. Participants noted that they felt that this option best suited their commuting needs, and they appreciate having a trained ETS driver.

Participants also noted that this option made sense in that they could use existing stops, and would be no additional cost to riders. Some participants also stated that this would be a good option for large volumes of riders.

Some participants appreciated the familiarity of this option compared to what they have been used to, as well as the perceived effectiveness.

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *Expensive*
- *Peak hours don't work. Need to go different times*
- *Need off-peak service*
- *Would not work for Grandview extended care*
- *Shift work? Appointments outside of peak hours?*
- *Would not work for me does not cover middle of day*
- *Nah too expensive*
- *No off-peak service. How do you use this to attend concerts, festivals, visit people/appointments during the day*
- *Does not encourage use of LRT which I would like to use to go to events downtown*
- *Very expensive and not well used*
- *Don't run a big bus for very few people*

During the Southcentral Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option. Some of the comments discussed were the expensive cost of this option, the need for off-peak service for shift workers, mid-day and evening trips, as well as feeling that the size of a bus for this service would be too large for the amount of riders that would use it.

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *In favor of the van - can serve more than one person*
- *This is great changes*
- *My preferred option of the 4 presented*
- *Ability to accommodate larger number of riders*
- *Can plan and book ahead*
- *What happened to the smaller buses would they serve the area*
- *Need van for evenings as well especially in winter*
- *This new idea is excellent. This is awesome option.*
- *We don't need a huge monster bus going around our quiet community*
- *Smart solution*
- *Good idea*
- *Neighbourhood doesn't need big bus*
- *I like the idea. Accountable, reliable, not a random person*
- *This is a practical, economical solution*

During the Southcentral Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option. Many participants noted that they were in favour of this option because they felt it was the most effective for their neighbourhoods needs, would address accessibility needs for those with mobility challenges, and that it was their most preferred option. Some feel that it is a practical and economical solution to their problem.

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Possible long wait this is only ok if we can book ahead*
- *Safety and reliability of service better served by local cooperative*
- *Not bad but pick up wait time of 45 min not acceptable if you have an appointment. Need to decrease pick up time wait.*
- *Doesn't encourage use of LRT in off hours when I would like to get there and back*
- *Need to be more frequent to reduce wait time*
- *Can't use to go to off-peak events - theater, Jubilee, football games*
- *45 minutes is too long to wait*
- *Potential lengthy wait time where I could walk to the destinations within the 40 minutes it would take to arrive.*
- *How do we get back from south campus after hours? Security and safety issues after 8pm*
- *Might never get a seat if too many students use it*
- *Just peak hour service is not working not enough*

During the Southcentral Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option, their concerns included that this option does not have proposed off-peak hours, and does not encourage LRT use during off-peak hours, that it would be less efficient, safe, and reliable, and would come with long wait times.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## PROS

- *So so comfortable for those who are used to ride sharing apps*
- *Safety and reliability of service better served if hailing service is a local co-operative*
- *Off peak service reduces wait time at terminal and improve personal safety (same as with taxi)*
- *Most important for off-peak hours. Ride hailing vehicles must be well marked! Safety concerns for riders and risk of predators*
- *Good idea. But must work on ride sharing or other means to reduce wait time*
- *Pickup points a good idea*
- *Like pickup points idea*
- *Good idea like pick up locations*
- *Like the app idea*

Although this was not as popular of an option among participants in the Southcentral Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option. The positives noted by participants included, being a comfortable option for those that have used ride-sharing options before, that it could be a safe and reliable option if it became a local cooperative, that having designated pick-up locations is a good idea, and that it would reduce wait times.



# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *Safety of drivers. A lot of old people do not use apps*
- *No constant assistance*
- *Seniors who don't have smartphones? Expensive. No guarantee of available vehicles (especially on more profitable bar nights, Friday, Saturday, etc.)*
- *Too many cars on road. Bad for environment*
- *Doesn't feel safe*
- *Need to ensure safety of rider(s) as who will pick you up as need verification of uber/taxi etc.*
- *Cost plus LRT? Training and vetting of drivers?*
- *Safety of drivers*
- *Shift work? Appointments outside of peak hours?*
- *Evening peak hours are not long enough no matter the range*
- *Quality of drivers may not be up to ETS standards*
- *Very carbon intensive*
- *Poor idea, too expensive*
- *Would not feel comfortable with kids taking uber*
- *Don't have a phone with apps*
- *Not safe for kids*
- *Works for adults not sure about young kids*
- *Safety issue for kids*

Although this was not as popular of an option among participants in the Southcentral Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option, their concerns include, the safety of the service- do not feel safe overall, do not feel safe with strangers as drivers, and does not feel safe using for children.

Other concerns include the environmental impact of having more cars on the road, the usability/accessibility for those without cellphones, the potential cost, and how they would use the service during off-peak hours.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI PROS

- *Sounds great! What service!*
- *Good in theory if no wait times*
- *Cabs should be marked as alternate transit. Elderly to ensure safety and reduce confusion*
- *Needs off-peak service*
- *App a good option*
- *If taxis are on call on demand I'd use a taxi*
- *Off peak probably very efficient*

Although this was not as popular of an option among participants in the Southcentral Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option, including, that they liked the idea of the service, would have no wait time issues, would benefit seniors- ensures safety and reduces confusion, and being an efficient option for off-peak service.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## CONS

- *Seems wasteful - one taxi for each person. A lot of older people don't have phones or apps*
- *Expensive. Pick up points = bus stops. Still have to walk, so how is this different than a walking to bus? Minimum fee like normal taxis? \$\$\$*
- *Shift work? Appointments outside of peak hours?*
- *What about non peak activities, football, hockey games, theater*
- *Extreme safety risk from poor skilled drivers*
- *Can they handle wheelchairs, strollers, etc.?*
- *Sounds expensive. Would be limited to one person per trip*
- *Seems expensive to the rider*
- *How do you bring a mobility/carrying aid into vehicle? Stroller?*
- *Availability might be an issue*
- *Not safe for kids*
- *Can't guarantee my arrival time if pick up times depend*

Although this was not as popular of an option among participants in the Southcentral Workshop, some did provide comments regarding what they felt were 'cons' of the taxi service option. Participant concerns include, how riders would access service during off-peak hours, that it seems a safety risk with potentially unskilled drivers, that it does not seem as efficient, and that it seems too expensive for riders.

Participants also had concerns regarding the availability of vehicles, as well as how accessible the vehicles could be for those with mobility issues, strollers, and special needs.

## ON-DEMAND VAN LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

### Drop-off Location

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	144	52	39	32
Southgate	52%	85%	21%	72%
South Campus	48%	40%	82%	50%
None of these work for me	21%	8%	8%	16%

### Pick-up Location

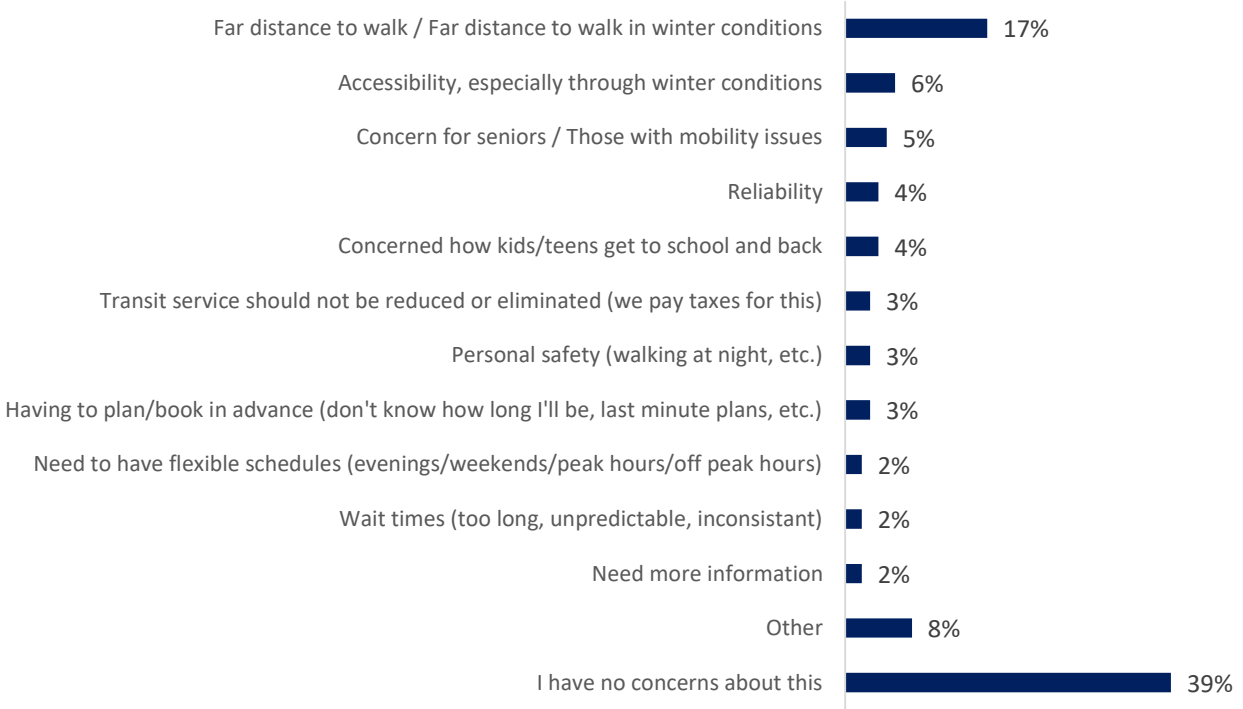
Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	144	52	39	32
122 St. route	40%	58%	8%	78%
63 Ave. and 129 St.	17%	2%	54%	6%
42 Ave. before 40 Ave. intersection	17%	46%	-	-
63 Ave. , between 124 St. and 128 St.	10%	2%	28%	6%
63 Ave. and 132 St.	8%	2%	23%	3%
None of these work for me	19%	25%	10%	22%

 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option  
 Q6. If you were using the on-demand van, which drop-off location(s) would you be likely to use in [NEIGHBOURHOOD]?  
 Q7. If you were using the on-demand van, which pick-up location(s) would you be most likely to use in [NEIGHBOURHOOD]?



# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=119)  
Mentions less than 2% not shown  
Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	119	52	39	32
Far distance to walk / Far distance to walk in winter conditions	17%	17%	5%	28%
Accessibility, especially through winter conditions	6%	6%	5%	9%
Concern for seniors / Those with mobility issues	5%	2%	5%	6%
Reliability	4%	6%	3%	3%
Concerned how kids/teens get to school and back	4%	4%	5%	3%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	6%	-	-
Personal safety (walking at night, etc...)	3%	4%	-	3%
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	3%	2%	5%	-
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	2%	2%	3%	-
Wait times (too long, unpredictable, inconsistent)	2%	-	3%	3%
Need more information	2%	-	-	3%
Other	8%	8%	15%	-
I have no concerns about this	39%	33%	49%	38%

 indicates top mention


Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

Mentions less than 2% not shown

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	220	81	61	50
5 am to 6 am	16%	9%	10%	10%
6 am to 7 am	31%	27%	23%	26%
7 am to 8 am	57%	51%	54%	62%
8 am to 9 am	57%	52%	59%	52%
9 am to 10 am	47%	44%	43%	42%
10 am to 11 am	39%	33%	33%	40%
11 am to 12 pm	33%	31%	26%	28%
12 pm to 1 pm	29%	27%	15%	30%
1 pm to 2 pm	30%	28%	18%	30%
2 pm to 3 pm	34%	33%	18%	32%
3 pm to 4 pm	35%	36%	18%	26%
4 pm to 5 pm	36%	35%	21%	32%
5 pm to 6 pm	38%	38%	26%	30%
6 pm to 7 pm	30%	28%	23%	22%
7 pm to 8 pm	24%	26%	10%	14%
8 pm to 9 pm	21%	23%	8%	10%
9 pm to 10 pm	17%	16%	7%	8%
10 pm to 11 pm	17%	15%	10%	6%

 indicates majority mention(s)

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents

Multiple mentions allowed

Q9a. Please select all time periods you would leave...

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE MOST OFTEN

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	220	81	61	50
5 am to 6 am	2%	-	3%	-
6 am to 7 am	12%	20%	8%	8%
7 am to 8 am	33%	32%	36%	44%
8 am to 9 am	28%	25%	39%	30%
9 am to 10 am	15%	17%	16%	12%
10 am to 11 am	12%	12%	11%	14%
11 am to 12 pm	10%	11%	10%	6%
12 pm to 1 pm	6%	1%	3%	4%
1 pm to 2 pm	9%	7%	7%	14%
2 pm to 3 pm	4%	4%	2%	2%
3 pm to 4 pm	4%	4%	2%	4%
4 pm to 5 pm	5%	6%	5%	4%
5 pm to 6 pm	2%	1%	2%	2%
6 pm to 7 pm	5%	6%	5%	4%
7 pm to 8 pm	2%	1%	-	4%
8 pm to 9 pm	5%	5%	-	4%
9 pm to 10 pm	5%	5%	3%	-
10 pm to 11 pm	5%	4%	2%	4%

 indicates top 2 mentions



## ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	220	81	61	50
5 am to 6 am	13%	5%	3%	4%
6 am to 7 am	11%	2%	3%	4%
7 am to 8 am	12%	4%	7%	4%
8 am to 9 am	15%	6%	8%	6%
9 am to 10 am	15%	7%	8%	6%
10 am to 11 am	15%	9%	7%	8%
11 am to 12 pm	22%	15%	15%	22%
12 pm to 1 pm	24%	20%	13%	22%
1 pm to 2 pm	26%	22%	13%	24%
2 pm to 3 pm	32%	30%	20%	28%
3 pm to 4 pm	46%	46%	41%	42%
4 pm to 5 pm	55%	53%	52%	48%
5 pm to 6 pm	54%	52%	51%	50%
6 pm to 7 pm	40%	37%	31%	34%
7 pm to 8 pm	30%	27%	21%	24%
8 pm to 9 pm	28%	28%	21%	16%
9 pm to 10 pm	31%	30%	26%	22%
10 pm to 11 pm	28%	28%	21%	16%




Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents

Multiple mentions allowed

Q10a. Please select all time periods you would return...

## ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN MOST OFTEN

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	220	81	61	50
5 am to 6 am	4%	2%	2%	-
6 am to 7 am	1%	-	-	-
7 am to 8 am	1%	-	3%	-
8 am to 9 am	2%	-	3%	-
9 am to 10 am	1%	-	-	2%
10 am to 11 am	4%	1%	2%	2%
11 am to 12 pm	10%	6%	8%	10%
12 pm to 1 pm	4%	2%	2%	6%
1 pm to 2 pm	6%	4%	5%	12%
2 pm to 3 pm	7%	7%	7%	8%
3 pm to 4 pm	19%	21%	21%	22%
4 pm to 5 pm	26%	32%	23%	26%
5 pm to 6 pm	25%	30%	33%	20%
6 pm to 7 pm	11%	10%	11%	18%
7 pm to 8 pm	6%	5%	3%	6%
8 pm to 9 pm	7%	6%	10%	4%
9 pm to 10 pm	11%	10%	11%	12%
10 pm to 11 pm	13%	16%	8%	10%

 indicates top 2 mentions



# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=119)  
Mentions less than 2% not shown  
Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	119	52	39	32
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	14%	13%	8%	22%
Wait times (too long, unpredictable, inconsistent)	13%	12%	21%	3%
Reliability	4%	2%	5%	6%
Far distance to walk / Far distance to walk in winter conditions	4%	6%	3%	3%
Pick up / drop off points	3%	6%	-	3%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	4%	-	3%
Booking process (no phone, no computer, etc...)	3%	4%	3%	-
Personal safety (walking at night, etc...)	2%	2%	-	3%
Other	2%	4%	-	-
Don't know / Refused	3%	4%	5%	3%
I have no concerns about this	45%	38%	49%	47%

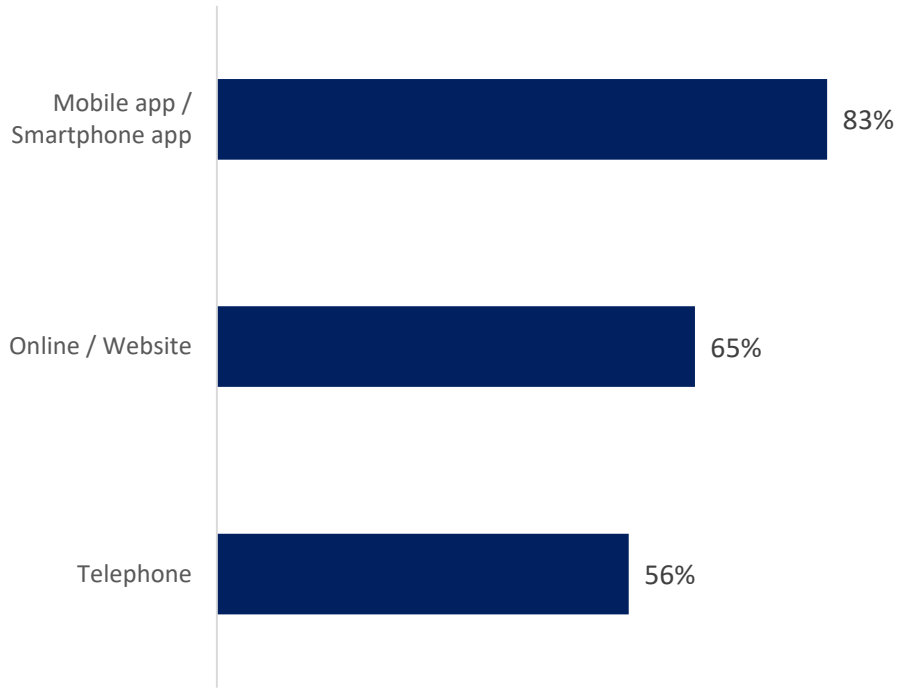
 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

Mentions less than 2% not shown

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

# ON-DEMAND VAN BOOKING METHODS



During the Southcentral Workshop, participants were asked to vote on booking methods (in general). The results were as follows:

WORKSHOP VOTE	
Mobile App	39
Telephone	26
Online	10

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=144)  
Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



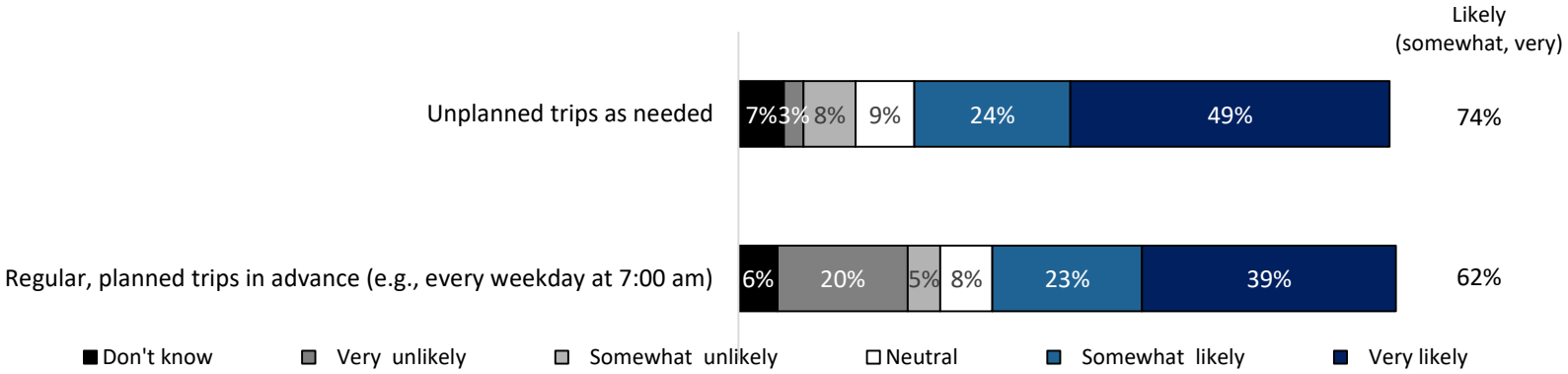
# ON-DEMAND VAN BOOKING METHODS

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	144	52	39	32
Mobile app / Smartphone app	83%	83%	67%	91%
Online / Website	65%	63%	59%	53%
Telephone	56%	50%	56%	34%

 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?

# ON-DEMAND VAN LIKELIHOOD TO BOOK...



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=144)  
Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?

## ON-DEMAND VAN LIKELIHOOD TO BOOK...

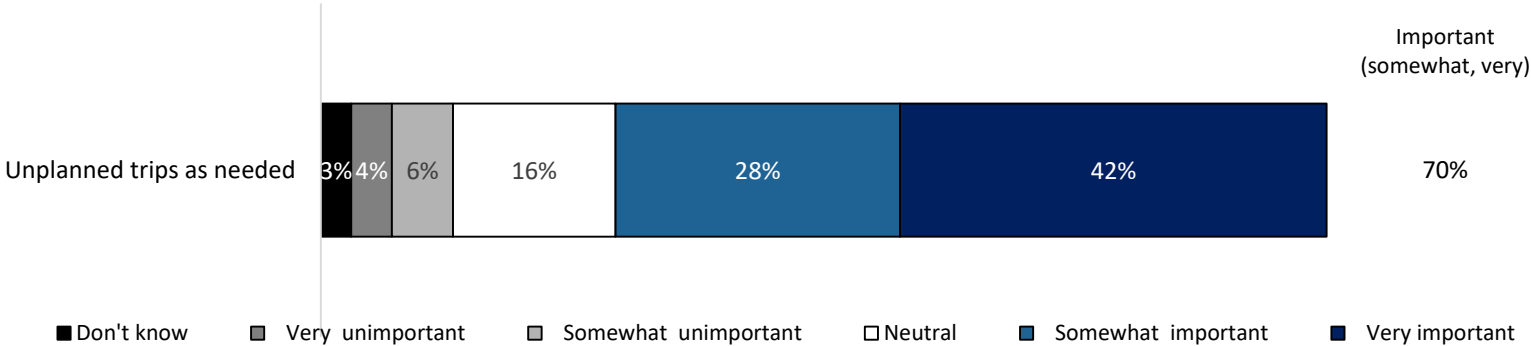
Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	144	52	39	32
<b>Regular, planned trips in advance (e.g., every weekday at 7:00 am)</b>				
<b>LIKELY</b>	<b>62%</b>	<b>63%</b>	<b>77%</b>	<b>47%</b>
Somewhat likely	23%	27%	28%	22%
Very likely	39%	37%	49%	25%
Neutral	8%	10%	5%	13%
<b>UNLIKELY</b>	<b>25%</b>	<b>19%</b>	<b>15%</b>	<b>31%</b>
Somewhat unlikely	5%	4%	5%	9%
Very unlikely	20%	15%	10%	22%
Don't know	6%	8%	3%	9%
<b>Unplanned trips as needed</b>				
<b>LIKELY</b>	<b>74%</b>	<b>71%</b>	<b>67%</b>	<b>69%</b>
Somewhat likely	24%	25%	28%	31%
Very likely	49%	46%	38%	38%
Neutral	9%	8%	13%	13%
<b>UNLIKELY</b>	<b>10%</b>	<b>15%</b>	<b>10%</b>	<b>9%</b>
Somewhat unlikely	8%	12%	8%	6%
Very unlikely	3%	4%	3%	3%
Don't know	7%	6%	10%	9%

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option  
Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?





# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=144)  
Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?

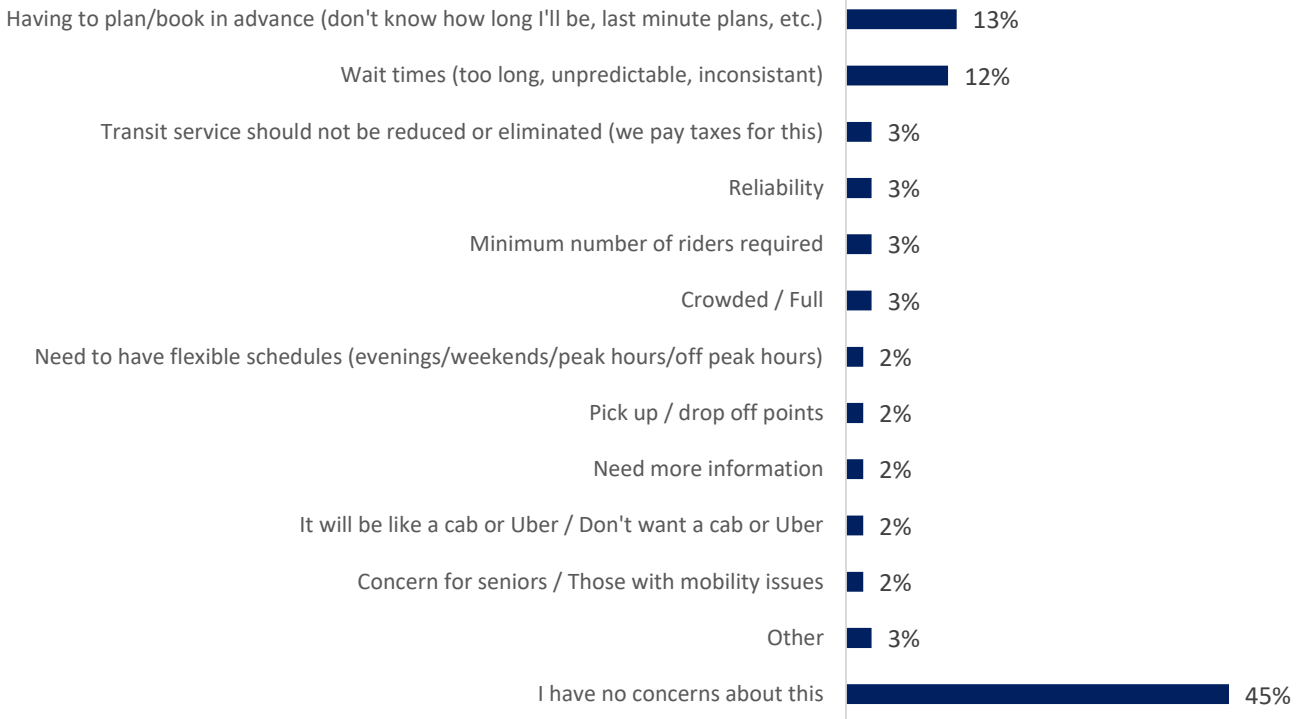
## ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	144	52	39	32
<b>IMPORTANT</b>	<b>70%</b>	<b>67%</b>	<b>72%</b>	<b>56%</b>
Somewhat important	28%	35%	33%	31%
Very important	42%	33%	38%	25%
Neutral	16%	13%	15%	28%
<b>UNIMPORTANT</b>	<b>10%</b>	<b>13%</b>	<b>10%</b>	<b>13%</b>
Somewhat unimportant	6%	8%	5%	9%
Very unimportant	4%	6%	5%	3%
I'm not sure	3%	6%	3%	3%

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option  
Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?



# ON-DEMAND VAN CONCERNS REGARDING BOOKING



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=119)  
Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING BOOKING

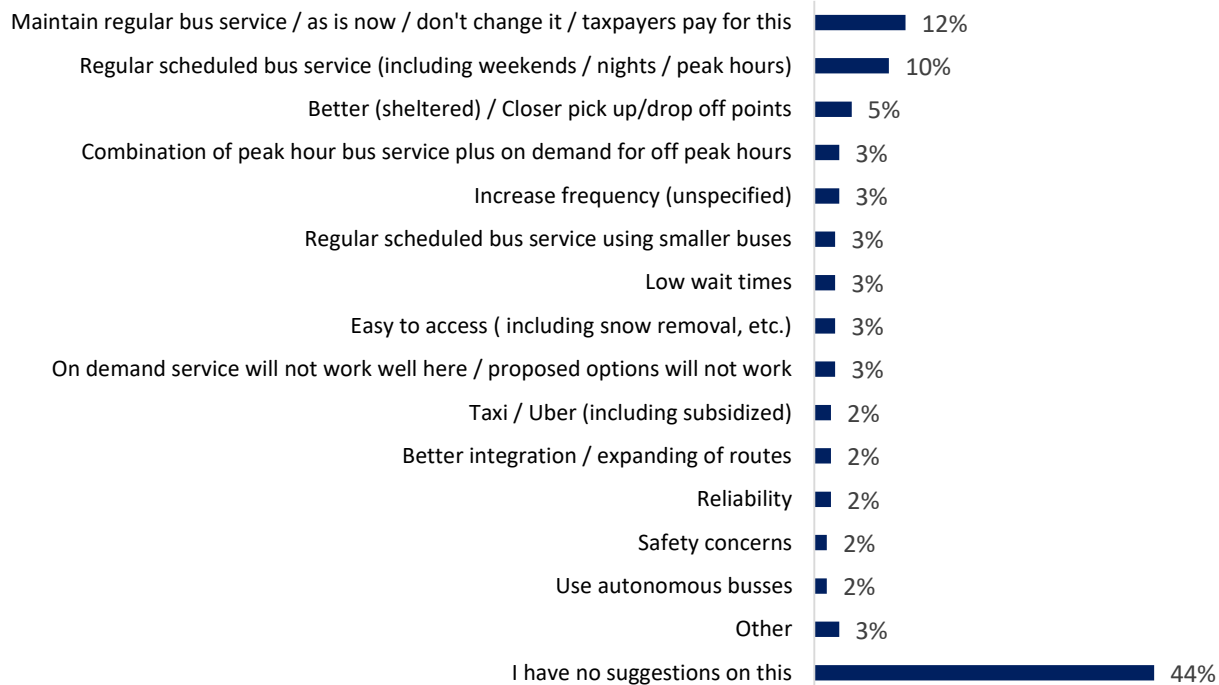
Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	119	52	39	32
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	13%	15%	10%	13%
Wait times (too long, unpredictable, inconsistent)	12%	8%	21%	6%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	6%	-	3%
Reliability	3%	4%	3%	3%
Minimum number of riders required	3%	6%	-	3%
Crowded / Full	3%	-	5%	3%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	2%	2%	-	3%
Pick up / drop off points	2%	2%	-	3%
Need more information	2%	-	5%	-
It will be like a cab or Uber / Don't want a cab or Uber	2%	2%	3%	-
Concern for seniors / Those with mobility issues	2%	2%	3%	-
Other	3%	4%	-	3%
I have no concerns about this	45%	44%	44%	50%

 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?



# MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents (n=185)  
 Mentions less 2% not included  
 Q16. What other features or services would make an alternative transit option a better fit for your community?

## MAKING ALTERNATIVE TRANSIT A BETTER FIT

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	185	81	61	50
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	12%	15%	7%	12%
Regular scheduled bus service (including weekends / nights / peak hours)	10%	15%	7%	4%
Better (sheltered) / Closer pick up/drop off points	5%	5%	2%	10%
Combination of peak hour bus service plus on demand for off-peak hours	3%	1%	7%	2%
Increase frequency (unspecified)	3%	4%	2%	8%
Regular scheduled bus service using smaller buses	3%	5%	2%	-
Low wait times	3%	1%	5%	2%
Easy to access ( including snow removal, etc...)	3%	4%	5%	2%
On demand service will not work well here / proposed options will not work	3%	2%	3%	2%
Taxi / Uber (including subsidized)	2%	5%	-	-
Better integration / expanding of routes	2%	4%	3%	2%
Reliability	2%	2%	3%	-
Safety concerns	2%	1%	3%	-
Use autonomous busses	2%	1%	3%	-
Other	3%	2%	7%	-
I have no suggestions on this	44%	31%	46%	64%

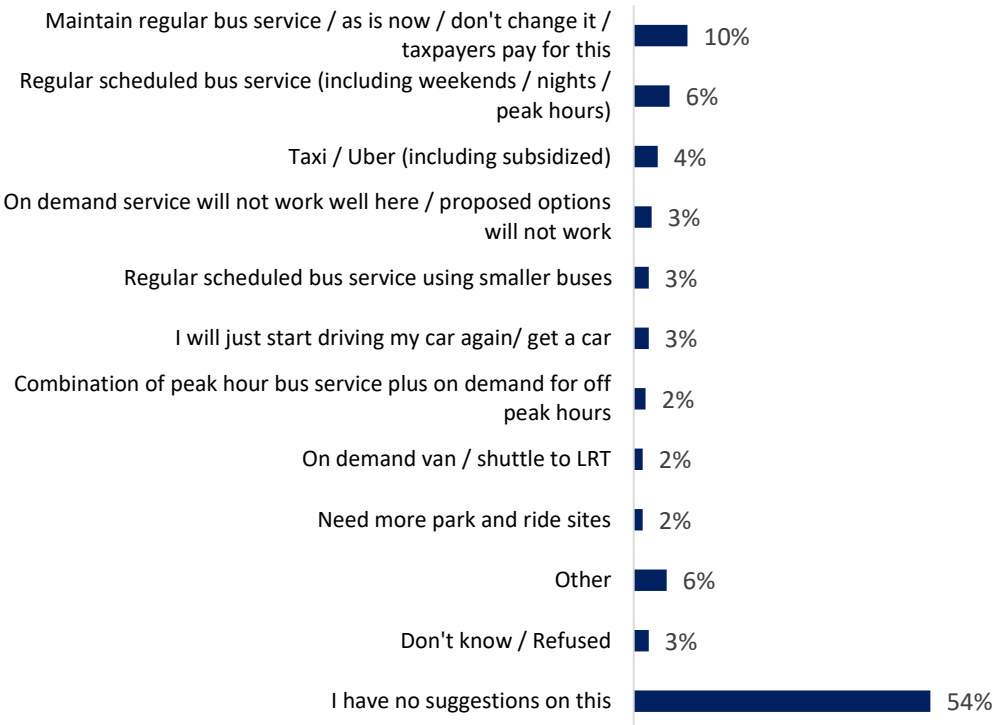
 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents

Mentions less than 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?

# OTHER ALTERNATIVES



Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents (n=185)  
Mentions less than 2% not shown  
Q17. What other alternatives to regular bus service might work for you and your community?

## OTHER ALTERNATIVES

Southcentral Neighbourhoods	Total	Aspen Gardens	Grandview Heights	Lansdowne
n=	185	81	61	50
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	10%	10%	11%	10%
Regular scheduled bus service (including weekends / nights / peak hours)	6%	7%	3%	8%
Taxi / Uber (including subsidized)	4%	10%	-	-
On demand service will not work well here / proposed options will not work	3%	2%	3%	4%
Regular scheduled bus service using smaller buses	3%	5%	3%	-
I will just start driving my car again/ get a car	3%	2%	5%	-
Combination of peak hour bus service plus on demand for off-peak hours	2%	1%	5%	-
On demand van / shuttle to LRT	2%	2%	2%	-
Need more park and ride sites	2%	4%	-	-
Other	6%	6%	5%	6%
Don't know / refused	3%	1%	5%	2%
I have no suggestions on this	54%	47%	54%	64%

 indicates top mention

Base: Aspen Gardens, Grandview Heights, Lansdowne neighbourhood respondents

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?



## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Reasons for Supporting Alternative Transit Solutions**

- *Lovely and professional, thanks ETS!*
- *How professional and convenient this session has been run*
- *It's great that noisy no bus going around Aspen Garden. We have 40ave and 119st bus*
- *Please making change as soon as possible we love new plan*
- *This is great idea I like new plan*
- *You did great job ETS we love it*
- *Limit bus services looks like a viable option to me, it is also sustainable and meet the saving goal*
- *Agreed, shuttle to south campus would address many gaps*
- *Please cancel big bus it's noisy and dusty*

### **Reasons for not supporting Alternative Transit Solutions**

- *This plan has led to our family looking to move out of Aspen Gardens.*
- *Ridiculously short sighted to eliminate busing for students*
- *On demand makes sense but can't be a gap with loss of 50 bus. I tend to take bus during bad weather and if always with my schedule loss of bus makes me more likely to drive if long wait for van*
- *It is very sad and unfortunate that we have to cut the #50 bus service. The city has been encouraging and promoting citizens to take public transit. Cut service and less and less people will be using public transit*
- *If there are too many gaps I will take the car*

### **Maintain current system / aspects of current system**

- *Keep the 50 if ridership low decrease # of runs or use smaller bus or van*
- *Keep #50*

### **Concerns for vulnerable users (seniors, children, mobility impaired)**

- *Strategy seems to penalize older users who cannot walk long distances and would be inclined to drive instead for convenience*

### **Concerns (general)**

- *It seems that it takes 1 hour and 20 min to 2 hours to go anywhere other than my closest transit center. This is way too long - system is not user friendly*
- *I think winter will be difficult, very cold, icy and a long distance to walk. I also worry about safety of school children getting to/from bus*
- *Low income domestic servants not represented*

### **ETS drivers**

- *I will miss my ETS drivers they are fantastic*
- *How lovely, polite, friendly bus drivers are*
- *Will miss courteous, friendly, helpful drivers*

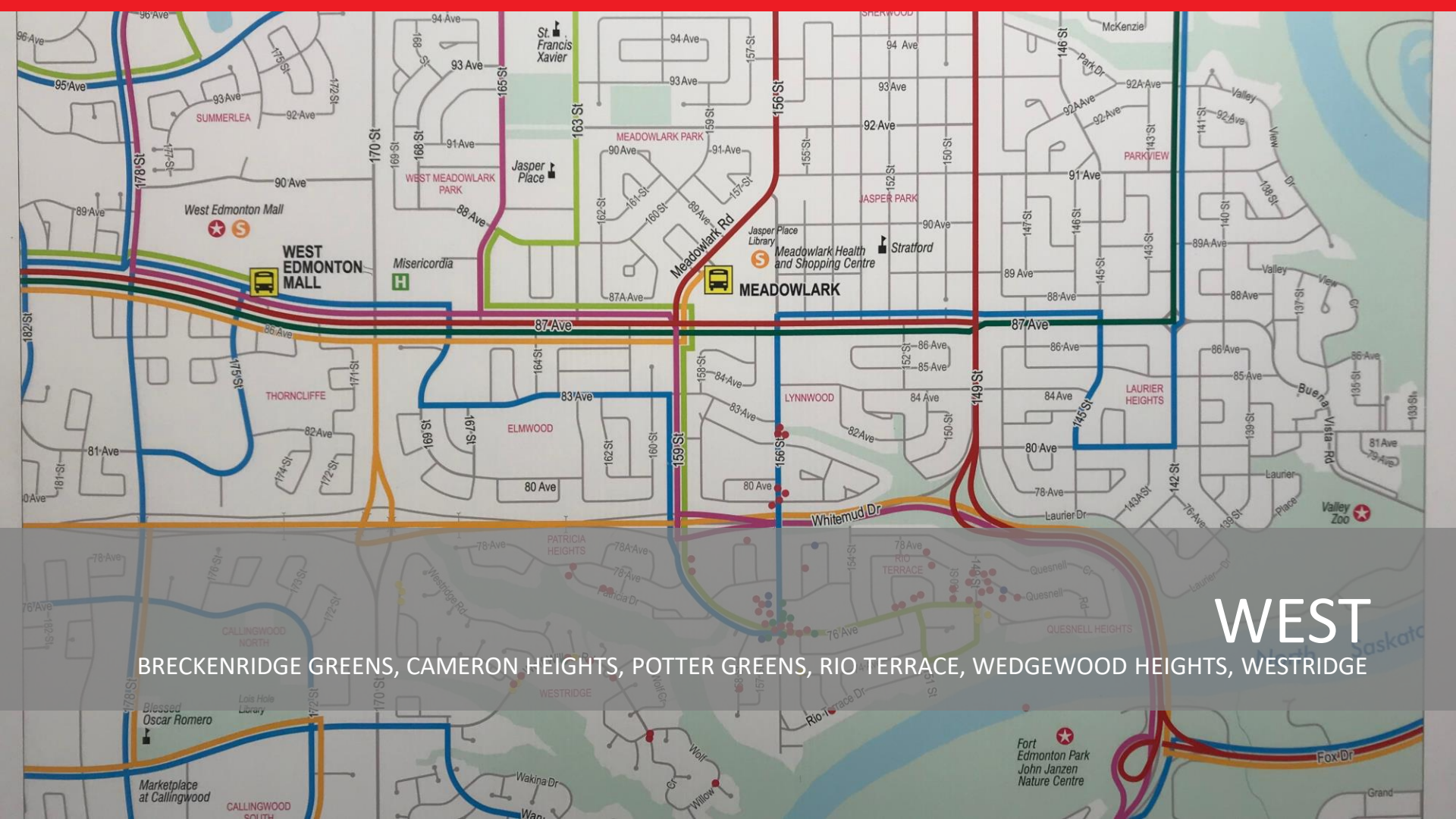
### **Questions**

- *How do you know this will work in Edmonton?*
- *How does council intend to grow/encourage transit usage by reducing access to it and adding costs and inconveniences such as pre ordering rides?*
- *Some questions e.g. when do you most travel does not capture when people want to travel is when they have to travel e.g. for work*

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### *Suggestions (general)*

- *Better job cleaning the bus shelters*
- *Keep snow route clearing along neighbourhood collector roads*
- *Snow cleaning do not leave wind rows at or near crosswalks*
- *Westbrook school needs to remove snow from 40 avenue sidewalks - 119st to 122st*
- *Monitoring and enforcement of snow removal towards 119st and 122 st*
- *Requesting advanced walk light for pedestrians to cross 122st and 119st*
- *Direct, safe, efficient transportation to go to and from school (Harry Ainley)*
- *Community shuttle to south campus so GVH and south campus rush hours catered within 15 minutes less service or alternative at off-peak times*
- *No more than 8 block walk to a bus stop and no more than 10 min wait for a regularly scheduled bus. This would make me want to get out of my car and on to a bus system*
- *Use the bus #50 every day 2-4 times. Would be frustrated to lose it since this accessibility is one of main reasons we bought here*
- *Please advertise these kind of events so people (seniors, people not following news) can know. Please ask city councilors office they have a list of people concern about bus #50*



**WEST EDMONTON MALL**

**MEADOWLARK**

# WEST

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

Fort  
Edmonton Park  
John Janzen  
Nature Centre

# West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

## WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

### LIMITED BUS SERVICE

#### PROS

- Fixed schedule
- Consistent
- Reliable
- Good for students/children
- Safe
- Familiar
- Operated by ETS
- Work well with existing transit system
- Environmentally friendly

#### CONS

- No off-peak service
- Too limiting
- Does not satisfy transit needs

### ON-DEMAND VAN

#### PROS

- Like going to Leger/West Edmonton Mall
- Flexibility in pick-up/drop-off locations
- Accessible

#### CONS

- Safety
- Unreliable
- Long wait times
- No off-peak service
- Additional costs
- Make planning difficult
- Not accessible for those without cell phones/data allowance

# West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

## RIDE-HAILING APP

### PROS

- Good solution for off-peak service
- Convenient

### CONS

- Not accessible for those without cellphones/data allowance
- Safety
- No off-peak service
- Environmentally unfriendly

## TAXI

### PROS

- Good for off-peak service
- Direct to transit centre

### CONS

- Unreliable
- Safety
- Cost to rider
- Environment impacts

# West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

## INTEREST/LIKELIHOOD TO USE

- 66% of survey respondents would be likely/interested in using 'Limited bus service'
- 37% of survey respondents would be likely/interested in using 'On-demand van'

## PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 55% prefer 'Limited bus service'
- 19% prefer 'On-demand van'
- 11% have no preference / both equally good

Among workshop respondents:

- 75 votes for 'Limited bus service'
- 25 votes for 'On-demand van'
- 5 votes for 'Ride-hailing app'
- 3 votes for 'Taxi'
- 2 votes for 'Bike share'

26 participants mentioned certain other services– specifically keeping the current service

## West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

Respondents were asked to provide feedback regarding potential usage with respect to the 'On-demand Van' service option...

### **DROP-OFF LOCATIONS – ON-DEMAND VAN**

- 53% of survey respondents would be likely to use West Edmonton Mall

### **PICK-UP LOCATIONS – ON-DEMAND VAN**

As might be expected, the likelihood to use the proposed pick-up locations vary depending on the neighbourhood. Overall,

- 17% of survey respondents would be likely to use Cameron Heights Way Loop (multiple stops)
- 17% of survey respondents would be likely to use Wedgewood Boulevard and Weaver Drive
- 17% of survey respondents would be likely to use 76 Avenue and 156 Street

# West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

## CONCERNS REGARDING PICK-UP/DROP OFF

- 11% of survey respondents mention walking distance as their main concern regarding pick-up/drop-off
- 46% of survey respondents indicate having no concerns regarding pick-up/drop-off

## SCHEDULING

### PICK-UP TIMES – ON-DEMAND VAN

- 51% of survey respondents would leave (most often) between 7am - 8am

### DROP-OFF TIMES – ON-DEMAND VAN

- 38% of survey respondents would return (most often) between 4pm – 5pm
- 33% of survey respondents would return (most often) between 5pm – 6pm

### CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 14% of survey respondents mention they are concerned about flexibility in scheduling, particularly in the evenings and off-peak hours, as well as on the weekends
- 49% of survey respondents indicate having no concerns regarding scheduling



# West Summary

BRECKENRIDGE GREENS, CAMERON HEIGHTS, POTTER GREENS, RIO TERRACE, WEDGEWOOD HEIGHTS, WESTRIDGE

## BOOKING – ON-DEMAND VAN

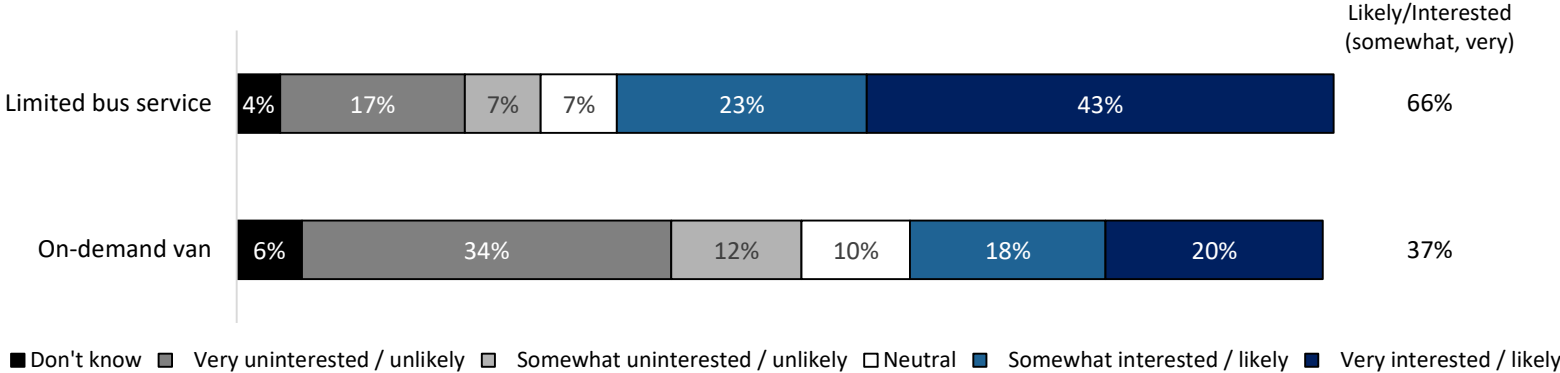
Among survey respondents:

- 87% would use a mobile/smartphone app
- 55% would use online/website
- 48% would use telephone

Among workshop respondents:

- 22 votes for mobile app
  - 8 votes for telephone
  - 4 votes for online
- 
- 74% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
  - 67% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
  - 79% of survey respondents indicate it is important (somewhat, very) for them to be able to board an on-demand van for unplanned trips as needed
  - 53% of survey respondents indicate having no concerns regarding booking trips for the on-demand van

# INTEREST/LIKELIHOOD TO USE



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge respondents (n=451)  
Q4. How interested or likely are you to use each of these two alternative transit options?

## INTEREST/LIKELIHOOD TO USE

Limited Bus Service	West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
		n=	451	27*	94	20*	144	105
	<b>INTERESTED</b>	<b>66%</b>	<b>67%</b>	<b>71%</b>	<b>70%</b>	<b>50%</b>	<b>76%</b>	<b>75%</b>
	Somewhat interested / likely	23%	30%	18%	25%	22%	28%	21%
	Very interested / likely	43%	37%	53%	45%	28%	49%	54%
	Neutral	7%	11%	10%	5%	8%	4%	6%
	<b>UNINTERESTED</b>	<b>24%</b>	<b>19%</b>	<b>17%</b>	<b>25%</b>	<b>37%</b>	<b>18%</b>	<b>15%</b>
	Somewhat uninterested / unlikely	7%	11%	7%	20%	9%	2%	2%
	Very uninterested / unlikely	17%	7%	10%	5%	28%	16%	12%
	Don't know	4%	4%	2%	-	6%	2%	4%

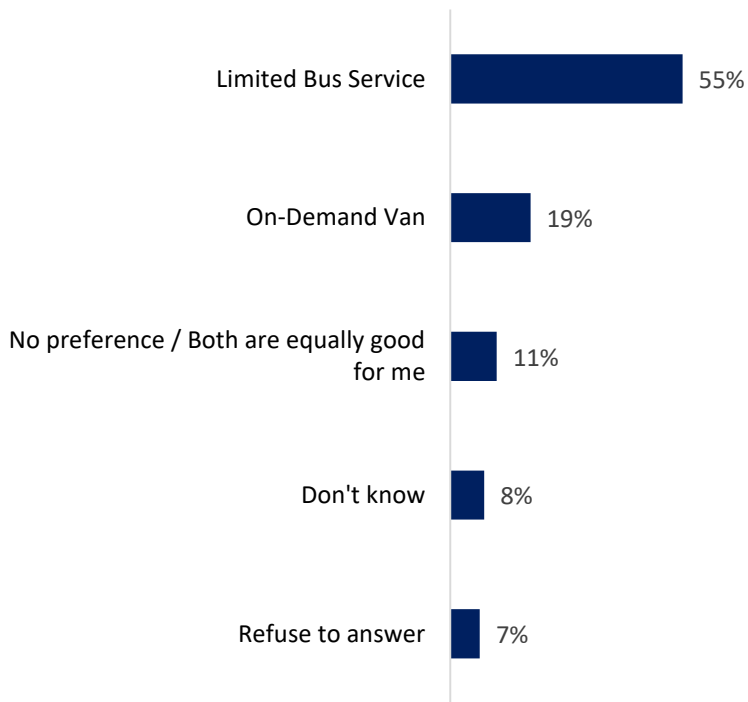
On-Demand Van	West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
		n=	451	27*	94	20*	144	105
	<b>INTERESTED</b>	<b>37%</b>	<b>52%</b>	<b>59%</b>	<b>55%</b>	<b>22%</b>	<b>40%</b>	<b>35%</b>
	Somewhat interested / likely	18%	33%	15%	30%	13%	21%	17%
	Very interested / likely	20%	19%	44%	25%	8%	19%	17%
	Neutral	10%	15%	6%	5%	9%	8%	17%
	<b>UNINTERESTED</b>	<b>46%</b>	<b>30%</b>	<b>31%</b>	<b>40%</b>	<b>59%</b>	<b>46%</b>	<b>44%</b>
	Somewhat uninterested / unlikely	12%	7%	11%	15%	13%	11%	12%
	Very uninterested / unlikely	34%	22%	20%	25%	47%	34%	32%
	Don't know	6%	4%	4%	-	10%	7%	4%

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge respondents

\*Caution when interpreting results due to small sample size

Q4. How interested or likely are you to use each of these two alternative transit options?

# PREFERRED ALTERNATIVE TRANSIT OPTION




During the West Workshop, participants were asked to vote on four alternative transit options. The results were as follows:

WORKSHOP VOTE	
Limited bus service	75
Other – Current service	26
On-demand van	25
Ride-hailing app	5
Taxi	3
Bike share	2

## PREFERRED ALTERNATIVE TRANSIT OPTION

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	451	27*	94	20*	144	105	81
Limited Bus Service	55%	56%	37%	60%	53%	63%	62%
On-Demand Van	19%	15%	30%	25%	13%	14%	20%
No preference / Both are equally good for me	11%	11%	19%	-	9%	11%	11%
Don't know	8%	7%	5%	5%	11%	8%	5%
Refuse to answer	7%	11%	9%	10%	13%	4%	2%

 indicates top mention

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge respondents

\*Caution when interpreting results due to small sample size

Q5. Which of these alternative transit options do you prefer?

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Fixed schedule helps people plan their day/make it to appointments*
- *Preferred option safest and most reliable. Consistent schedule Hint: smaller community buses*
- *Great for students*
- *A known alternative. Trained staff. Well maintained vehicles*
- *Excellent peak hour solution. Seamlessly integrated to the rest of the public transit network*
- *More reliable scheduling and safer to ride*
- *The least complicated solution (the most familiar)*
- *Preferred service*
- *Good for environment*
- *Consistent and safe for children to get to school and home from school. The only option.*

During the West Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option. Participants felt that having a fixed schedule helps people plan their days, is consistent, and reliable.

Many noted that this was their preferred service for students and children, and felt that it was a safe option because it is familiar and operated by ETS.

Some participants noted that it would work well with existing transit service, and would be a better option environmentally.

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *Just add a non peak hours option with the limited bus service option*
- *Use smaller buses. Efficient, hourly service as a minimum*
- *Need off-peak service*
- *This could work but I'm concerned our already limited service would be even further limited with this solution*
- *What happens between 9-3? What will people do?*
- *Time schedule for peak - provide off-peak is practical if this is to work*
- *Better but why only during peak hours? These buses will be packed*
- *If not frequent people cannot rely on it*

During the West Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option. Many participants concerns revolved around the need for frequent off-peak service, and concerns that this limited service would be too limiting and not satisfy their transit needs.

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Good idea but wait time should not be more than 15 min*
- *This might work. Need fast direct service to WEM*
- *A good idea as long as the wait times aren't very long*
- *Fast, direct service to WEM is better than too many stops (hub and spoke concept)*
- *As long as I don't have to wait for too long while picking other passengers*
- *Great idea, sold on it*
- *Have pick up points at safe locations - cameras*
- *Pick up/drop off locations can be changed based on needs*
- *Great idea maybe change direction of loop occasionally so some areas are not always at the end of the route*
- *Great idea as long as I can get it as a daily commuter*

During the West Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option. Positives of an on-demand service noted by participants include, liking that it would take them directly to Leger/West Edmonton Mall, the flexibility of pick-up and drop-off locations, and seems like it would work overall if they are able to access and use it when they need it.



# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Not great for minors under 18 unsafe*
- *Really bad idea for seniors, shift workers, part time students, parents with young kids who don't use peak time services. Need consistent reliable not on demand transit for all residents*
- *Unreliable*
- *Need evening service for night shift work*
- *Peak hours are not adequate*
- *And how much will this cost? Aside from the bus ticket? fare?*
- *Need a phone with data to access an app. Off peak hours no reliable option*
- *Must not cost riders extra money*
- *For children getting to school seems risky and unpractical to make children phone every morning to get to school*
- *You need data on your phone to use an app. Just peak hours are not enough. Wait times can be long, what if it's late at night and you're alone?*
- *Not all kids have phones!*

During the West Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option, concerns include, not being a safe option for children, being unreliable, long wait times, not accommodating to off-peak hour riders, and the potential additional cost to users.

Participants also have concerns regarding scheduling, indicating that they feel this option would make planning their day difficult, and that not everyone has cellphones or the data allowance to use this option.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## PROS

- *Could work for peak hours off*
- *Convenient to book, with known pick up times (if it works like uber)*
- *Cheap uber pool would be convenient for folks with data*
- *Go for it*
- *Excellent idea timely could allow car pooling uber to school*
- *Could work for appointments and one off uses*
- *If safety could be ensured then might be a good option*

Although this was not as popular of an option among participants in the West Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option. Positives of the service include, a good solution for off-peak service, and convenient to book.

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *Not all kids have phones!*
- *Not everybody is tech savvy to use apps*
- *Creepy and unsafe for children going to school*
- *Unpractical for children to have to phone each morning for a ride. I hope you are prepared for a law suit when a child gets injured!*
- *What if you don't know how to use app. How long a walk to a pick up point. Unreliable*
- *Only works for school schedules*
- *Unreliable*
- *We must also consider barriers when using technology (lack of, disabilities, elderly, etc.)*
- *Feels to loosie goosy*
- *May be unsafe*
- *Nothing available between 9-3 or after 6pm*
- *Won't work for regular users who don't have data*
- *You need data to use apps. Not safe for kids*
- *Ride hailing app concerns: Doesn't lower emissions, personal safety especially for children and vulnerable people*

Although this was not as popular of an option among participants in the West Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option. Concerns participants have include, not everyone having cellphones/data allowance to use service, safety- stranger drivers, for children specifically, and the lack of proposed off-peak service.

Some participants also noted that this option would be environmentally unfriendly.

## WORKSHOP PARTICIPANTS COMMENTS ON TAXI PROS

- *Can use for appointments but will it work for everyday going to university for students*
- *Good off-peak hour solution*
- *Vehicles may be serviced regularly, making them safer than private vehicles*
- *Good for off-peak use ride hail on peak*
- *Take us to Leger*
- *Still need off-peak transit*

Although this was not as popular of an option among participants in the West Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option. Positives noted by participants include, a good option for off-peak service, and liking being brought directly to a transit centre.

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## CONS

- *Seems unreliable. No improvement that I see with this*
- *Creepy for children going to school*
- *Cost and accountability problems*
- *Unreliable during peak hours*
- *Not safe*
- *Cost. Don't trust kid to take taxi alone*
- *Cost how different from current taxi service?*
- *Not a good idea*
- *Could work on ad hoc basis, but not reliable for the majority of children*
- *Sounds unreliable re: times for work or U of A classes*
- *Expensive, unsafe, bad for the environment*
- *Not all kids have phones!*
- *Potentially unsafe for young children. The public part of public transit used to demand openness public space with accountability*
- *Unsafe - my daughter could end up in a cab with an undesirable person with no transit cops around*
- *Not reliable cab not available*
- *Too much money and very poor service*
- *Taxi concerns: Doesn't lower emissions, cost, personal safety especially for children and vulnerable people*
- *Not good for environment*

Although this was not as popular of an option among participants in the West Workshop, some did provide comments regarding what they felt were 'cons' of the taxi service option. Concerns noted by respondents include, the service being unreliable, not a safe, trustworthy option for children, potential cost impacts for riders, and environmental impacts of having more vehicles on the road.

## ON-DEMAND VAN LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

Drop-off Location	West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
	n=	272	19*	65	12*	59	57	45
West Edmonton Mall		53%	-	69%	-	34%	82%	71%
South Campus		27%	-	35%	-	-	42%	60%
University of Alberta		15%	-	-	-	69%	-	-
Michael Phair School		1%	11%	-	17%	-	-	-
Bishop David Motiuk School		1%	5%	-	25%	-	-	-
Bonnie Doon		<1%	-	-	-	-	-	-
None of these work for me		28%	84%	20%	67%	22%	12%	9%

 indicates top mention

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

Q6. If you were using the on-demand van, which drop-off location(s) would you be likely to use in [NEIGHBOURHOOD]?

# ON-DEMAND VAN LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

Pick-up Location	West Neighbourhoods n=	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
		272	19*	65	12*	59	57	45
Cameron Heights Way Loop (multiple stops)		17%	-	68%	-	-	5%	-
Wedgewood Blvd. and Weaver Dr.		17%	-	5%	-	-	77%	-
76 Ave. and 156 St.		17%	-	-	-	76%	-	-
Cameron Heights Drive (stop at beginning, stop at end)		14%	-	55%	-	-	4%	-
Wolf Willow Rd. and Wolf Willow Cr.		9%	-	-	-	-	-	53%
Breckenridge Drive (2 stops along)		7%	89%	-	25%	-	-	-
Wolf Willow Rd. and Westridge Rd.		7%	-	-	-	-	-	40%
149 St. and 76 Ave.		5%	-	-	-	24%	-	-
Potter Greens Drive (2 stops along)		5%	21%	-	83%	-	-	-
Picard Drive and Proctor Wynd (North intersection)		1%	11%	-	17%	-	-	-
213 St. and 210 St.		1%	11%	-	8%	-	-	-
213 St. and 91a Ave.		1%	5%	-	8%	-	-	-
149 St. and Quesnell Rd.		3%	-	-	-	15%	-	-
None of these work for me		9%	-	3%	-	8%	21%	9%

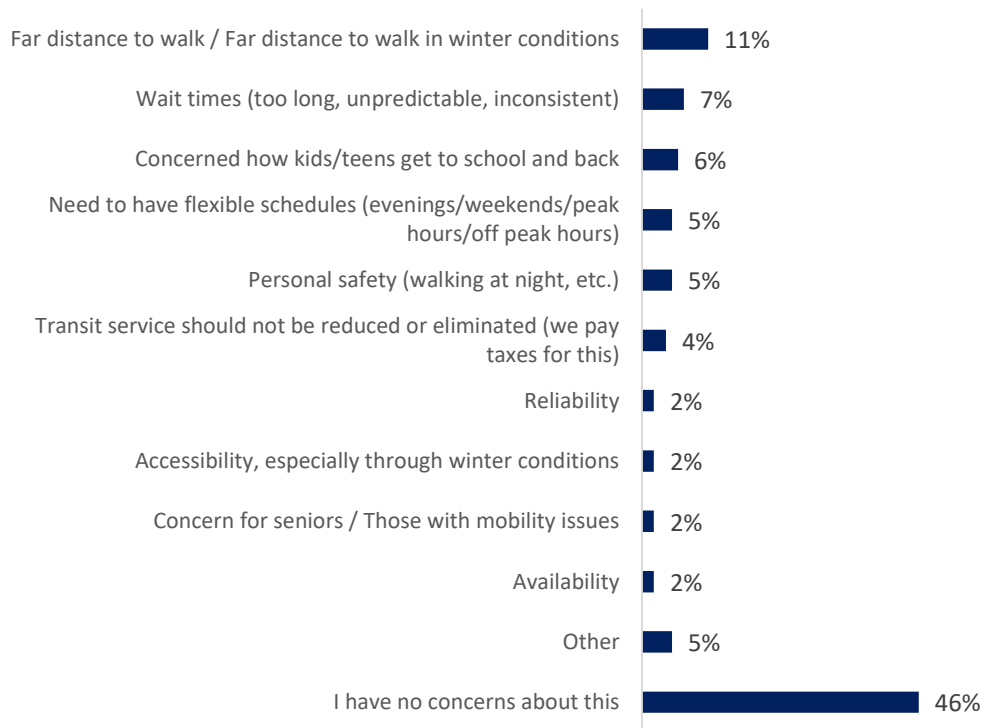
indicates top mention

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

Mentions less 5% not included

Q7. If you were using the on-demand van, which pick-up location(s) would you be most likely to use in [NEIGHBOURHOOD]?

## ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=243)

Mentions less than 2% not shown

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?



# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	243	19*	65	12*	59	57	45
Far distance to walk / Far distance to walk in winter conditions	11%	-	11%	-	10%	11%	18%
Wait times (too long, unpredictable, inconsistent)	7%	5%	8%	-	10%	4%	4%
Concerned how kids/teens get to school and back	6%	5%	6%	-	2%	12%	2%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	5%	5%	3%	-	3%	9%	4%
Personal safety (walking at night, etc...)	5%	11%	9%	-	-	4%	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	4%	-	2%	17%	10%	2%	-
Reliability	2%	-	2%	-	5%	2%	-
Accessibility, especially through winter conditions	2%	5%	2%	8%	3%	4%	7%
Concern for seniors / Those with mobility issues	2%	-	-	8%	2%	-	4%
Availability	2%	-	-	-	-	4%	4%
Other	5%	5%	3%	8%	3%	5%	4%
I have no concerns about this	46%	63%	48%	58%	41%	42%	47%

Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

indicates top mention

# ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	488	27*	94	20*	144	105	81
5 am to 6 am	15%	22%	15%	5%	12%	16%	6%
6 am to 7 am	41%	41%	43%	25%	30%	51%	40%
7 am to 8 am	70%	52%	71%	55%	69%	73%	72%
8 am to 9 am	63%	48%	61%	55%	61%	69%	63%
9 am to 10 am	44%	37%	36%	50%	44%	48%	42%
10 am to 11 am	32%	22%	26%	35%	33%	36%	23%
11 am to 12 pm	28%	19%	18%	35%	31%	36%	16%
12 pm to 1 pm	28%	19%	24%	30%	28%	34%	17%
1 pm to 2 pm	28%	15%	27%	30%	28%	34%	16%
2 pm to 3 pm	31%	33%	24%	30%	32%	34%	23%
3 pm to 4 pm	37%	33%	38%	40%	32%	44%	25%
4 pm to 5 pm	39%	33%	43%	30%	36%	49%	25%
5 pm to 6 pm	34%	26%	41%	20%	30%	43%	20%
6 pm to 7 pm	27%	15%	31%	10%	26%	31%	16%
7 pm to 8 pm	23%	11%	24%	10%	24%	25%	12%
8 pm to 9 pm	20%	7%	22%	5%	17%	24%	10%
9 pm to 10 pm	15%	7%	19%	5%	12%	17%	6%
10 pm to 11 pm	13%	7%	13%	5%	8%	14%	5%

indicates majority mention(s)

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents  
 Multiple mentions allowed  
 \*Caution when interpreting results due to small sample size  
 Q9a. Please select all time periods you would leave...

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE MOST OFTEN

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	488	27*	94	20*	144	105	81
5 am to 6 am	4%	7%	5%	-	6%	2%	4%
6 am to 7 am	18%	26%	19%	10%	15%	20%	21%
7 am to 8 am	51%	41%	60%	40%	49%	54%	57%
8 am to 9 am	31%	26%	32%	30%	34%	32%	28%
9 am to 10 am	15%	26%	13%	25%	17%	10%	16%
10 am to 11 am	7%	7%	4%	15%	10%	7%	6%
11 am to 12 pm	4%	-	3%	10%	6%	5%	-
12 pm to 1 pm	5%	4%	3%	10%	3%	6%	5%
1 pm to 2 pm	3%	-	2%	5%	3%	4%	2%
2 pm to 3 pm	4%	11%	3%	-	3%	3%	7%
3 pm to 4 pm	3%	-	3%	15%	2%	5%	1%
4 pm to 5 pm	4%	-	1%	-	4%	10%	5%
5 pm to 6 pm	3%	-	5%	-	1%	6%	2%
6 pm to 7 pm	3%	-	4%	-	4%	3%	2%
7 pm to 8 pm	2%	-	4%	5%	1%	1%	6%
8 pm to 9 pm	2%	-	1%	-	1%	1%	2%
9 pm to 10 pm	2%	-	2%	-	1%	2%	-
10 pm to 11 pm	2%	4%	1%	-	1%	1%	1%

 indicates top 2 mentions

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents

\*Caution when interpreting results due to small sample size

Q9b. What times of day would you leave most often?

# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	488	27*	94	20*	144	105	81
5 am to 6 am	8%	11%	5%	10%	5%	6%	2%
6 am to 7 am	10%	7%	6%	10%	6%	8%	9%
7 am to 8 am	11%	7%	11%	10%	6%	10%	7%
8 am to 9 am	11%	7%	7%	10%	8%	10%	7%
9 am to 10 am	11%	7%	10%	10%	10%	9%	6%
10 am to 11 am	13%	7%	10%	10%	17%	11%	2%
11 am to 12 pm	18%	4%	11%	25%	23%	13%	14%
12 pm to 1 pm	22%	7%	13%	20%	25%	22%	16%
1 pm to 2 pm	24%	15%	22%	30%	27%	22%	12%
2 pm to 3 pm	34%	30%	32%	55%	36%	29%	25%
3 pm to 4 pm	53%	48%	63%	60%	49%	49%	47%
4 pm to 5 pm	66%	56%	71%	60%	69%	59%	68%
5 pm to 6 pm	64%	70%	55%	60%	67%	63%	63%
6 pm to 7 pm	42%	26%	38%	35%	46%	46%	35%
7 pm to 8 pm	28%	11%	24%	10%	29%	33%	21%
8 pm to 9 pm	24%	11%	20%	5%	28%	27%	17%
9 pm to 10 pm	21%	19%	19%	5%	24%	18%	11%
10 pm to 11 pm	19%	15%	13%	5%	23%	18%	10%

indicates majority mention(s)

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents  
 Multiple mentions allowed  
 \*Caution when interpreting results due to small sample size  
 Q10a. Please select all time periods you would return...

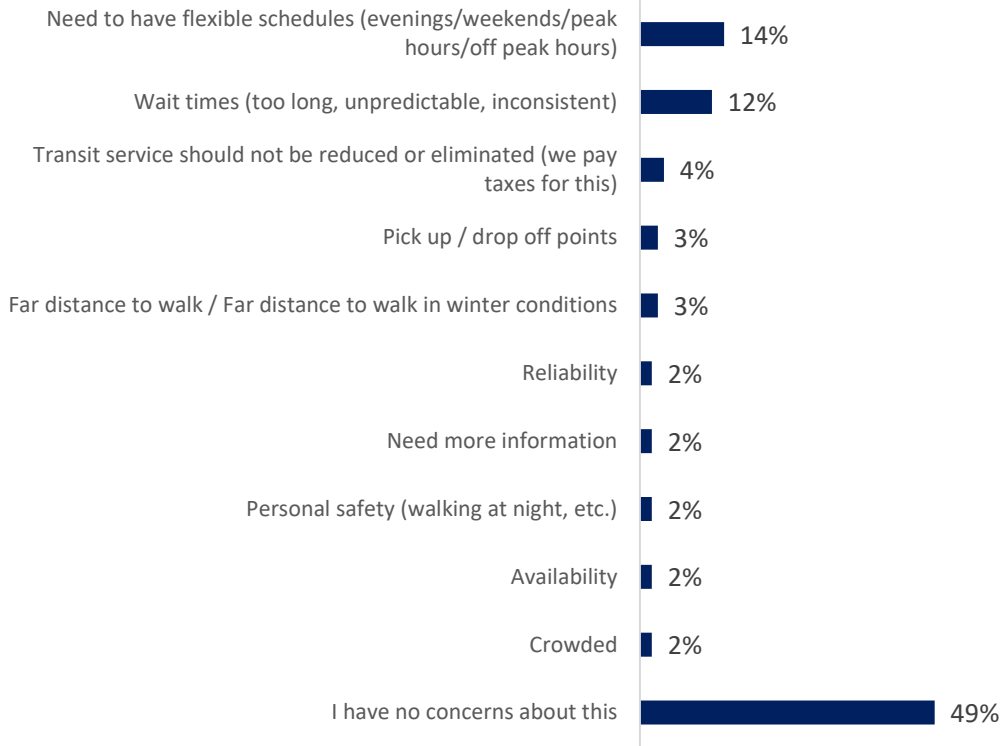
# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN MOST OFTEN

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	488	27*	94	20*	144	105	81
5 am to 6 am	2%	4%	3%	10%	1%	1%	1%
6 am to 7 am	1%	-	1%	5%	-	3%	2%
7 am to 8 am	2%	-	1%	-	-	3%	6%
8 am to 9 am	2%	-	1%	-	1%	1%	4%
9 am to 10 am	<1%	-	-	-	1%	-	-
10 am to 11 am	2%	-	1%	-	1%	1%	-
11 am to 12 pm	5%	4%	2%	5%	6%	1%	6%
12 pm to 1 pm	4%	-	4%	-	3%	4%	5%
1 pm to 2 pm	4%	-	5%	10%	3%	5%	2%
2 pm to 3 pm	10%	19%	10%	25%	9%	7%	11%
3 pm to 4 pm	26%	22%	35%	30%	25%	26%	25%
4 pm to 5 pm	38%	41%	41%	30%	38%	35%	48%
5 pm to 6 pm	33%	37%	27%	35%	40%	35%	32%
6 pm to 7 pm	13%	11%	12%	10%	15%	17%	11%
7 pm to 8 pm	5%	-	5%	-	3%	9%	5%
8 pm to 9 pm	5%	4%	7%	-	2%	5%	4%
9 pm to 10 pm	5%	4%	7%	-	6%	5%	2%
10 pm to 11 pm	7%	4%	4%	5%	8%	8%	7%

indicates top 2 mentions

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents  
 \*Caution when interpreting results due to small sample size  
 Q10b. What times of day would you return most often?

# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=243)

Mentions less than 2% not shown

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	243	19*	65	12*	59	57	45
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	14%	5%	14%	8%	22%	11%	9%
Wait times (too long, unpredictable, inconsistent)	12%	5%	15%	-	20%	5%	9%
Transit service should not be reduced or eliminated (we pay taxes for this)	4%	5%	5%	-	5%	5%	-
Pick up / drop off points	3%	-	2%	-	3%	4%	4%
Far distance to walk / Far distance to walk in winter conditions	3%	-	2%	-	-	7%	4%
Reliability	2%	5%	-	-	-	4%	2%
Need more information	2%	5%	5%	-	-	-	-
Personal safety (walking at night, etc...)	2%	-	5%	-	2%	-	-
Availability	2%	-	-	-	2%	7%	-
Crowded	2%	-	2%	8%	3%	-	2%
I have no concerns about this	49%	63%	45%	67%	36%	49%	58%

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

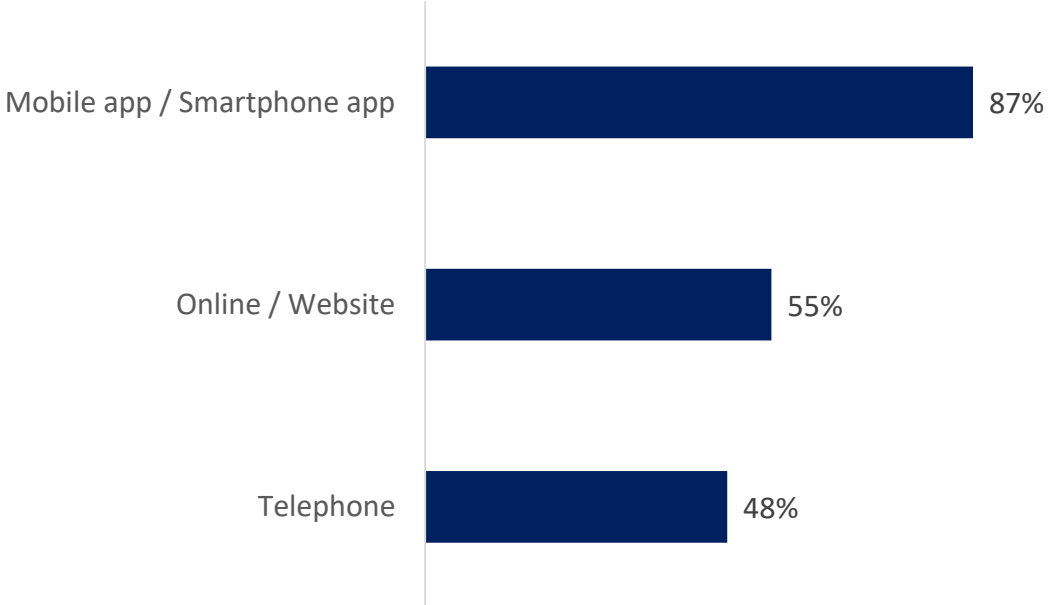
\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

indicates top mention

# ON-DEMAND VAN BOOKING METHODS



During the West Workshop, participants were asked to vote on booking methods (in general). The results were as follows:

WORKSHOP VOTE	
Mobile App	22
Telephone	8
Online	4

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=272)

Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



## ON-DEMAND VAN BOOKING METHODS

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	272	19*	65	12*	59	57	45
Mobile app / Smartphone app	87%	84%	86%	67%	85%	89%	91%
Online / Website	55%	42%	57%	67%	47%	56%	51%
Telephone	48%	37%	43%	50%	39%	49%	53%

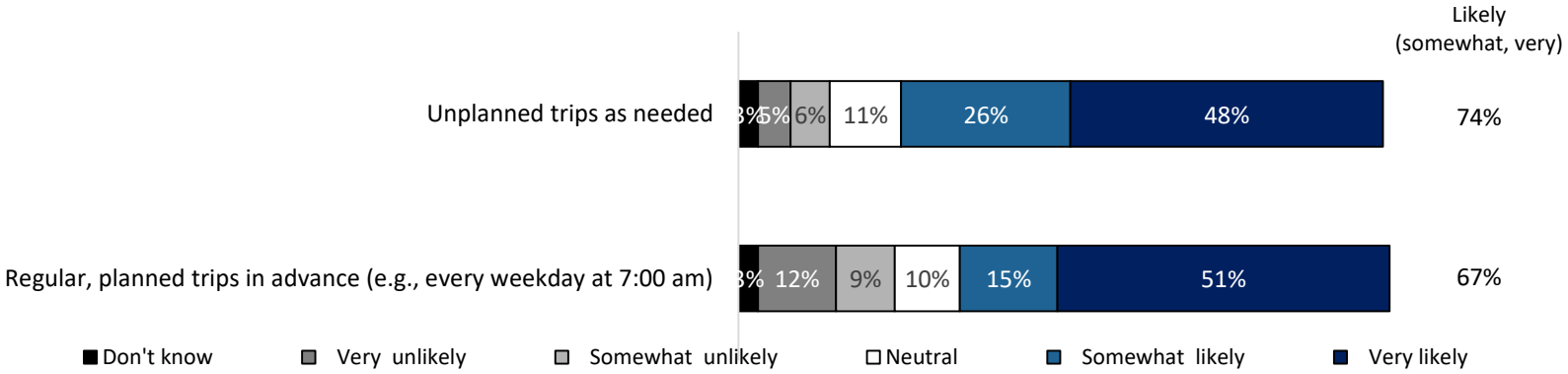
 indicates top mention

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?

# ON-DEMAND VAN LIKELIHOOD TO BOOK...



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=272)

Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?

## ON-DEMAND VAN LIKELIHOOD TO BOOK...

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	272	19*	65	12*	59	57	45
<b>Regular, planned trips in advance (e.g., every weekday at 7:00 am)</b>							
<b>LIKELY</b>	<b>67%</b>	<b>68%</b>	<b>77%</b>	<b>58%</b>	<b>61%</b>	<b>65%</b>	<b>69%</b>
Somewhat likely	15%	11%	25%	17%	10%	16%	13%
Very likely	51%	58%	52%	42%	51%	49%	56%
Neutral	10%	11%	8%	-	12%	9%	18%
<b>UNLIKELY</b>	<b>21%</b>	<b>21%</b>	<b>14%</b>	<b>42%</b>	<b>22%</b>	<b>21%</b>	<b>13%</b>
Somewhat unlikely	9%	16%	9%	25%	10%	4%	9%
Very unlikely	12%	5%	5%	17%	12%	18%	4%
Don't know	3%	-	2%	-	5%	5%	-
<b>Unplanned trips as needed</b>							
<b>LIKELY</b>	<b>74%</b>	<b>68%</b>	<b>85%</b>	<b>83%</b>	<b>75%</b>	<b>65%</b>	<b>62%</b>
Somewhat likely	26%	37%	23%	50%	29%	26%	22%
Very likely	48%	32%	62%	33%	46%	39%	40%
Neutral	11%	16%	11%	8%	7%	14%	18%
<b>UNLIKELY</b>	<b>11%</b>	<b>16%</b>	<b>3%</b>	<b>8%</b>	<b>15%</b>	<b>14%</b>	<b>16%</b>
Somewhat unlikely	6%	5%	2%	8%	8%	9%	9%
Very unlikely	5%	11%	2%	-	7%	5%	7%
Don't know	3%	-	2%	-	3%	7%	4%

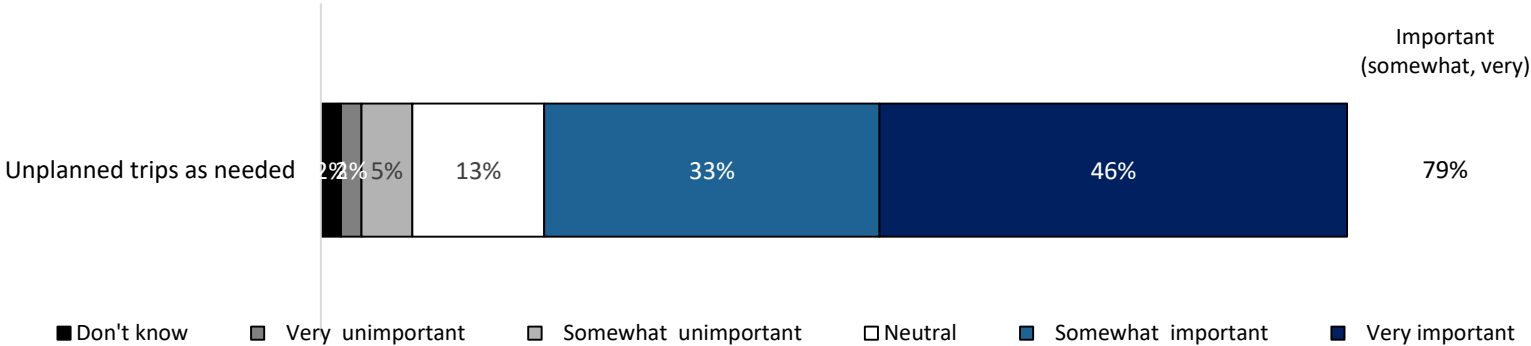
Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=272)

Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?

# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	272	19*	65	12	59	57	45
<b>IMPORTANT</b>	<b>79%</b>	<b>58%</b>	<b>83%</b>	<b>83%</b>	<b>76%</b>	<b>81%</b>	<b>73%</b>
Somewhat important	33%	21%	40%	42%	27%	37%	38%
Very important	46%	37%	43%	42%	49%	44%	36%
Neutral	13%	32%	11%	17%	12%	11%	13%
<b>UNIMPORTANT</b>	<b>7%</b>	<b>5%</b>	<b>6%</b>	<b>-</b>	<b>7%</b>	<b>7%</b>	<b>11%</b>
Somewhat unimportant	5%	-	2%	-	7%	5%	11%
Very unimportant	2%	5%	5%	-	-	2%	-
I'm not sure	2%	5%	-	-	5%	2%	2%

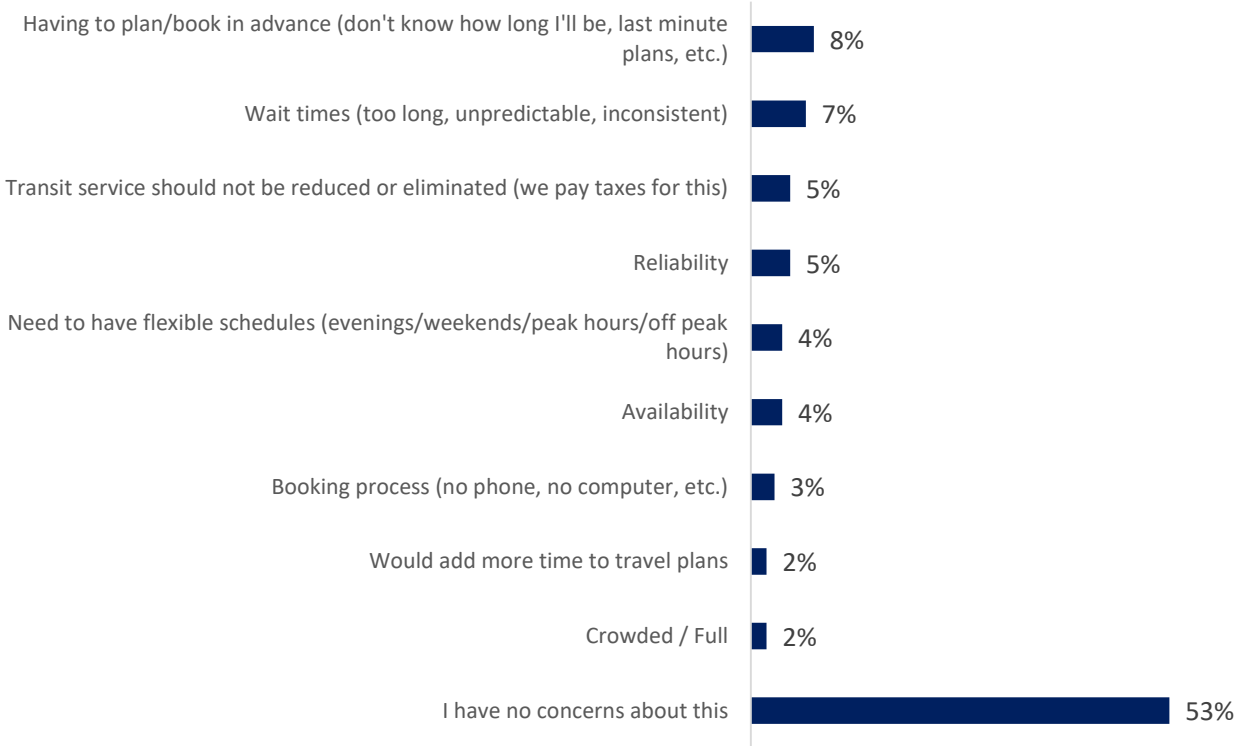
Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?



# ON-DEMAND VAN CONCERNS REGARDING BOOKING



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=243)

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING BOOKING

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	243	19*	65	12*	59	57	45
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	8%	16%	6%	-	10%	5%	9%
Wait times (too long, unpredictable, inconsistent)	7%	5%	12%	8%	2%	9%	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	5%	-	2%	-	14%	5%	2%
Reliability	5%	11%	5%	-	3%	2%	7%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	4%	-	3%	-	8%	4%	-
Availability	4%	-	-	-	3%	9%	4%
Booking process (no phone, no computer, etc...)	3%	-	6%	-	2%	-	4%
Would add more time to travel plans	2%	-	-	-	5%	-	2%
Crowded / Full	2%	-	2%	-	-	5%	2%
I have no concerns about this	53%	63%	57%	75%	42%	53%	62%

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

indicates top mention

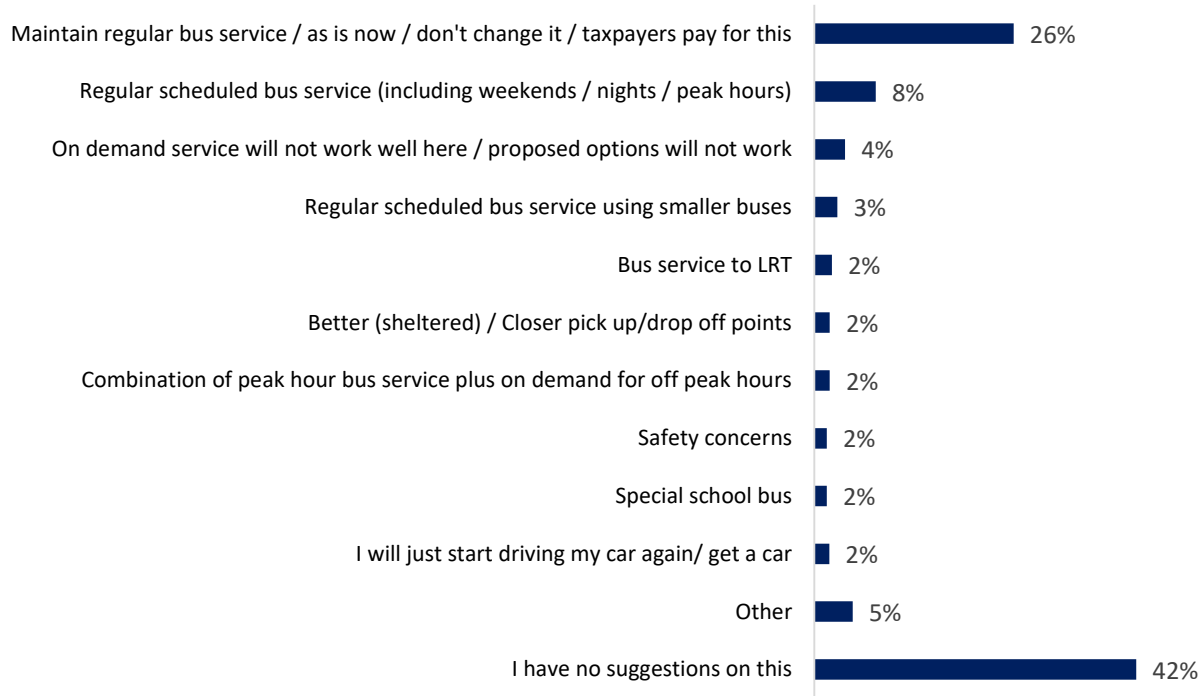
## WORKSHOP PARTICIPANT COMMENTS ON BOOKING

- *We need 4 pick ups to Leger from Cameron and back*
- *Need to be able to cross river south*
- *Cameron summer weekdays to Leger for summer school at Lillian Osbourn*
- *Cameron weekends kids to Windemere theater*
- *Cameron weekends to Windemere kids to work*
- *Weekday 4 to U of A students Cameron to Leger*
- *Weekday senior to Terwilliger Rec center from Cameron*
- *Alternative service options inaccessible for elderly. Very impractical*
- *Weekdays to get to work*
- *Our family uses the current #4 bus route all times, all days. School, work, and recreation and medical*
- *Scheduled bus service don't need use app or phone*
- *To and from school, later options after school for activities etc..*
- *Do not mess with the #4 in Rio Terrace! We need a direct route to the University and South campus!*
- *Scheduled route to U of A needed*
- *#4 works for Rio Terrace*
- *Regular scheduled bus service like #4 existing works*

During the West Workshop, participants provided other comments regarding booking, which included, needing to go to specific locations- across the river, Terwilliger Rec Centre, various schools, Windemere, Lillian Osbourne, U of A, as well as needing evening and weekend service. Many comments indicated a need for the #4 bus.



# ON-DEMAND VAN MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents (n=451)

\*Caution when interpreting results due to small sample size

Mentions less 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?

# MAKING ALTERNATIVE TRANSIT A BETTER FIT

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	451	27*	94	20*	144	105	81
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	26%	7%	12%	20%	49%	19%	21%
Regular scheduled bus service (including weekends / nights / peak hours)	8%	4%	14%	-	9%	5%	7%
On demand service will not work well here / proposed options will not work	4%	4%	-	5%	5%	6%	2%
Regular scheduled bus service using smaller buses	3%	-	5%	5%	1%	5%	4%
Bus service to LRT	2%	-	1%	5%	2%	1%	6%
Better (sheltered) / Closer pick up/drop off points	2%	4%	2%	5%	-	2%	5%
Combination of peak hour bus service plus on demand for off-peak hours	2%	-	5%	-	-	-	4%
Safety concerns	2%	-	1%	-	1%	3%	2%
Special school bus	2%	4%	2%	-	1%	1%	1%
I will just start driving my car again/ get a car	2%	-	-	-	4%	-	1%
Other	5%	7%	6%	-	5%	4%	5%
I have no suggestions on this	42%	63%	46%	60%	26%	50%	42%

Base: Aspen Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents

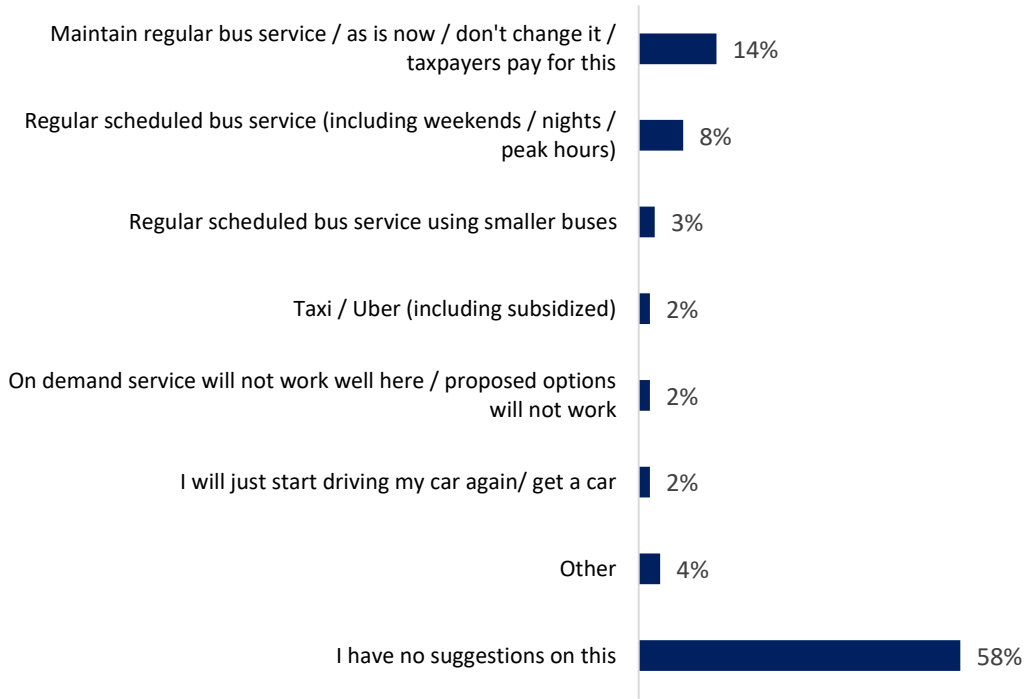
\*Caution when interpreting results due to small sample size

Mentions less than 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?

indicates top mention

# OTHER ALTERNATIVES



Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents (n=451)

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?

# OTHER ALTERNATIVES

West Neighbourhoods	Total	Breckenridge Greens	Cameron Heights	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	451	27*	94	20*	144	105	81
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	14%	4%	1%	5%	24%	16%	10%
Regular scheduled bus service (including weekends / nights / peak hours)	8%	-	6%	5%	10%	8%	10%
Regular scheduled bus service using smaller buses	3%	-	6%	-	2%	5%	-
Taxi / Uber (including subsidized)	2%	4%	4%	-	2%	1%	2%
On demand service will not work well here / proposed options will not work	2%	-	1%	-	6%	2%	1%
I will just start driving my car again/ get a car	2%	4%	-	5%	5%	-	1%
Other	4%	4%	3%	-	7%	2%	1%
I have no suggestions on this	58%	67%	69%	65%	42%	65%	59%

Base: Breckenridge Greens, Cameron Heights, Potter Greens, Rio Terrace, Wedgewood Heights, Westridge neighbourhood respondents

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q17. What other alternatives to regular bus service might work for you and your community?

indicates top mention

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Reasons for supporting Alternative Transit solutions**

- *You guys do nice work keep smiling*
- *Thanks for hard work lots of tradeoffs good luck*
- *This is the perfect way for counsel to get looked at by a tax payers federation - lots of taxes and fewer services*

### **Reasons for not support Alternative Transit solutions**

- *Doesn't look like the fall 2018 meeting was even listened to*
- *Can no longer bring my kids to Rio school Oxford Daycare from Meadowlark better to drive*
- *Totally upsetting. I have no idea how we are going to manage with this new system. Buses have never made money, they're to help people*
- *The BNR is failed project. ETS is not listening to current riders. Ridership will go down if this goes forward. Alternative bus options will not work for 100+ people going in and out*
- *Alternative as presented are not well thought out and are vague in details. Where are service level guarantees for each option?*
- *If the city won't provide equal service to all communities you should be providing tax reductions*
- *Would rather walk further to more frequent bus service with no transfers*
- *Have planned my life around #4 work kids school*
- *The options have not been costed out vs what we have now. How about a real plan?*
- *The point of public transit is to be better for the environment - most of the car/van options don't fit this qualification*
- *We pay high taxes, why should our kids pay the price of 0 bus to school or post secondary*
- *You are forcing Pat Heights to drive to U of A*
- *This was a waste of time just like the others*
- *Council should be ashamed of themselves for considering no bus service for some.*

### **Reasons for not support Alternative Transit solutions (continued)**

- *If were trying to work on USS pollution this doesn't seem like the smartest decision. It should also be considered that many who take buses do so because they lack other means of transit for example students or seniors*
- *You have eliminated service instead of looking at more practical options like decreasing frequency. No thought at all*
- *Public engagement consultations designed in such a way you can only vote on the poorly defined alternatives. Failed consultation process again*
- *Our counselor never listens to Wedgewood concerns. This whole thing is a sham.*
- *The city doesn't appear to have listened to the last 2 input sessions in creating these proposals*
- *Taking 2 buses to the University from Rio will not work. The first one is always late, and then you miss the second one and you're late for class. Our winters are too cold to wait at another stop to transfer buses.*
- *I won't [illegible] if it [illegible] to plan a trip then do 2 or 3 transfers this new model you'll be losing riders*
- *You have been studying and talking about this for 18 months plus and still far too vague*
- *If no bus service expect home values to drop*
- *Having no bus service that is reliable makes living in Wedgewood very problematic*
- *Want kids to stay in our neighbourhood, not relocate to other neighbourhoods with service*
- *If these changes make me late for work, mean I have to walk farther than I do now in the cold, dark, icy winter, mean I have to wait for transfers, you will hear from me*

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Reasons for not support Alternative Transit solutions (continued)**

- *Booking a ride and waiting doesn't work too good in -30*
- *Counsel is reducing service and encouraging automobile use*
- *I am not impressed with the redesign*
- *You are changing the social dynamic of communities you really haven't thought this through and neither has council*
- *ETS was unable to articulate why the proposed routes have been made. Other than to save money we pay taxes too*

### **Maintain current system/aspects of the current system**

- *We love the #4 route as it exists*
- *Keep the #4 and keep U of A on the route Rio - Lynwood*
- *Keep the 4 but remove the U of A from the route*
- *#4 works for Rio Terrace don't fix what isn't broken*
- *The #4 is a crucial link from the Rio Terrace area for students, seniors, all residents. Do not remove this very successful, heavily used route*
- *#4 works in Rio Terrace please don't take it away*
- *#4 bus should stay*
- *Keep the #4 service as is*
- *Please keep our bus service in local areas at the same or enhanced level. Use small buses in off-peak times*
- *Our neighbourhood is terrified of losing #4 it's our lifeline*
- *Please keep #4 in Rio*
- *Keep 103 for workday*
- *Keep #4*
- *Leave #4 as it is*
- *Keep the #4 route in Rio Terrace it is heavily used and my whole family relies on it*

### **Maintain current system/aspects of the current system (continued)**

- *The #4 in Rio Terrace works very well right now. Leave it alone! If you make it inconvenient people will drive instead*
- *Keep services as is. If you have to change something go to 30 min schedules*
- *Keep but 108 for students. Don't put garbage cans along a route you're planning to get rid of, especially when there is no need! Waste of money.*
- *Taking away route 4 reduces my likelihood of being able to use transit. There will be a much longer trip to get to south campus LRT. As a senior who prefers transit to driving, reducing service or making transit less convenient puts me back in my car*
- *We want the service as we have in Cameron Heights*

### **Concerns for vulnerable users (seniors, children, mobility impaired)**

- *Every transfer point is vulnerability for female riders particularly at night*
- *Multiple transfers unsafe for kids*
- *This will reduce my young teen's independence. Scary routes/changes. Scary options (uber? taxi? for kids?)*
- *Think about seniors and their needs not everybody is in their 20s*
- *You claim to care about children and seniors. You are putting them at risk with most of these options. Public transit is an essential municipal service*
- *If ETS service is removed from Cameron Heights, only children attending their designated school will have yellow bus provided. University students won't have any service either. I have 2 girls at U of A and 1 girl at MAC (not her designated school)*
- *The options create risks for women - did you use GBA+ analysis?*
- *Another thing that should be considered is the announcement of such changes to the public. Please consider students University and under, many of us are young children, we want safety*

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Concerns for vulnerable users (seniors, children, mobility impaired) (continued)**

- *What about seniors? This city is anti your mother and father*
- *You have made my children's future unsafe. You are forcing them to go to WEM, packed buses, stand in unsafe areas*
- *My 84 year old friend, who lives in Oleskiw volunteers downtown during the day. She will no longer be able to because of these changes*
- *What about special needs adults who are encouraged to use transit not DATS*

### **Safety concerns (general)**

- *Lack of security at transfer points*
- *I don't feel safe with numerous transfers*
- *Stony Plain Rd transfer point is scary*
- *It scares me that both my son and I will be cut off. Not only with transportation but limiting our options to live in so many ways*

### **Need for off-peak service**

- *Buses should be used during peak hours other alternatives during off-peak this will be a winning combination*
- *Provide some service during daytime hours e.g. 1 hour between runs Cameron Heights*

### **Suggestions (general)**

- *Use existing bus i.e. 103 to drive a 5 minute detour into Wedgewood*
- *We prefer small bus idea but everything else doesn't work we need proper bus service in our area #103 bus thanks*
- *Add stop at Callingwood*
- *Westridge need fixed bus schedule to south campus during peak hours. This is a high demand route*
- *Cameron Heights better be included - more routes and times*
- *Blue route in Rio needs to take the green route too otherwise most cannot walk to blue route as is*

### **Suggestions (general) (continued)**

- *Westridge needs direct link to south campus and local library YMCA and high school*
- *I think a referendum on bus services should be held*
- *The city might do better to spend an equal amount of time explaining the WHY and the direct benefits to citizens rather than focusing on the how.*
- *Flexibility of pick up points essential. Peak hour ridership - will communities be combined or what? Will there be trial run or set in stone, without tweaks?*
- *The big picture "why" seems missing at the beginning to provide education provided and opinions solicited. More WIFM up front please*
- *Free bike share is a great service seasonally. A Rio Terrace peak hour bus to LRT without transfer is needed. On demand works for non peak times only*
- *Have every other bus come into each neighbourhood*
- *Have a Jasper/124st and 102ave stop for bus 100*
- *Consider those who will have to walk longer in winter, many with limited mobility ride our transit*
- *ETS service: 1. Route with connection to CYEG (airport) 2. Vehicle with room for suitcases (cargo space)*
- *If you are reducing my service then reduce my monthly bus pass cost*
- *Cameron Heights needs more options than just going to the west end. I hope an on demand service would offer that*
- *Rio Terrace needs a direct link to the university and south campus*
- *On demand service from WEM to Leger transit center should be available. Maybe not a bus, but on demand service*
- *Look at extra stops on the 100. Things like 124st*
- *New Rio bus need to look at another option*
- *You're challenge to meet is: Make it better than what we have now and then you'll get buy in from users*

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### Questions

- *Why route #4 to 149st is always so congested*
- *Can we combine options?*
- *You took the proposed schedules off your website. How do I know how often the community bus will run? Or frequency during off-peak?*
- *It doesn't make sense to get rid of buses and roads. How do you want us to travel?*
- *Options presented are so vague that it's very difficult to judge. For example, how far will it be max to my community pickup spot? 5 min walk? 30 min walk?*
- *Still searching for answers re: transportation to Jr and Sr high schools*

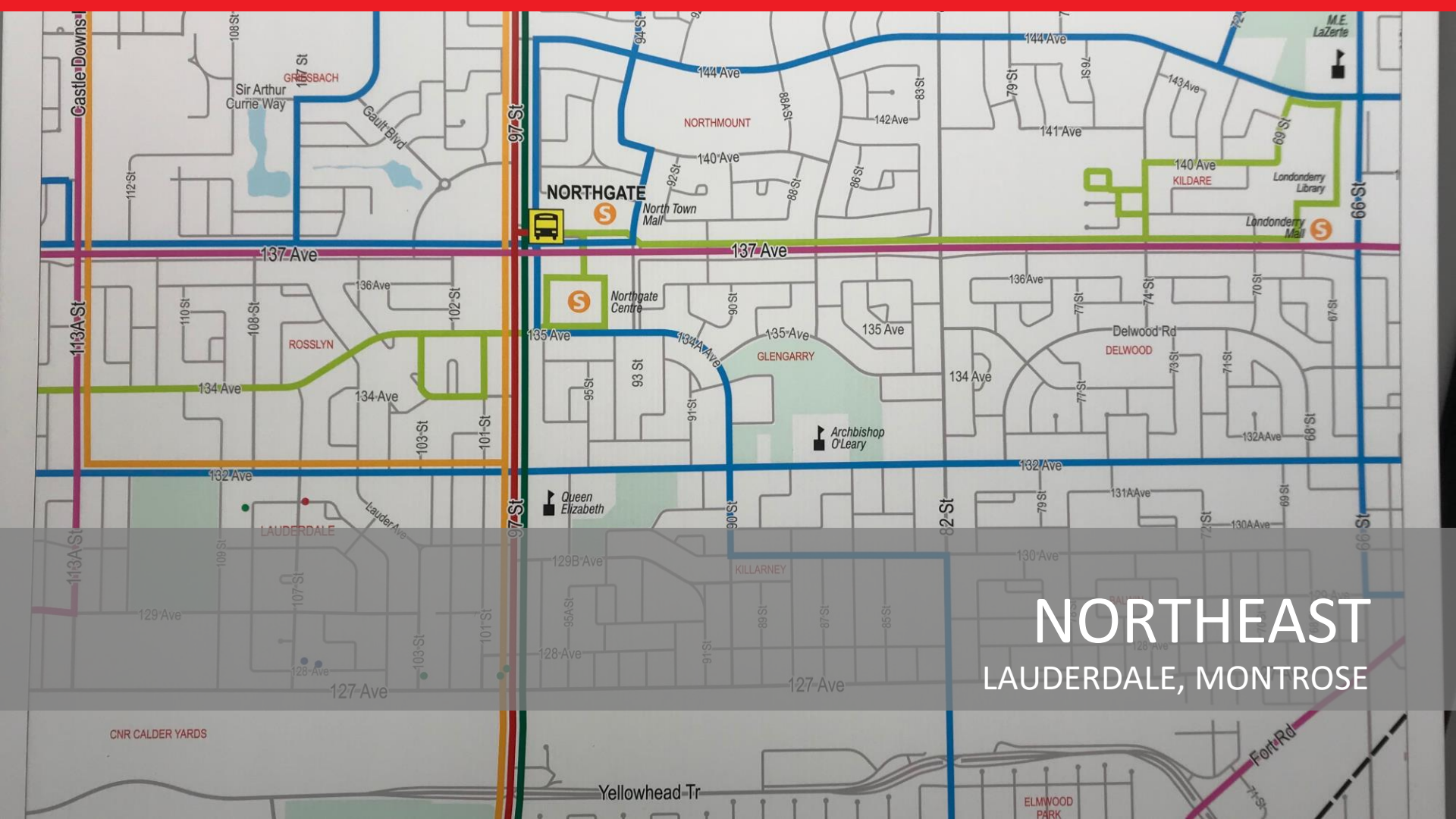
### Other comments

- *I have just applied for a parking pass at U of A after 18 years of transit commute*
- *It is ironic that a drive through St Albert shows new bus stops coming in neighbourhood when Edgemont is taking it away*
- *If our property values are reduced then our taxes better be reduced too!*
- *Suspect we will see more drivers vs any alternative (I will)*
- *Reducing local service will reduce convenience, safety, accessibility and likely ridership. Bus service is an essential part of providing mobility access to employment and education, health care, recreation*
- *Tax assessment should be lower for area with no bus service*
- *It's really a shame that in a city promoting walkability our transit planning is moving to reduce neighbourhood transit, making it more difficult for all residents to combine walkability and transit routes*
- *Don't sacrifice neighbourhood service for your super routes please. You will drive people away from transit. They'll drive.*

### Other comments (continued)

- *Bus service is an essential service for a city. More [illegible] them parks or rec center*
- *As people age they'll need to use the bus system more and there's also grown up kids that require ride to farther school. Please provide bus service*
- *Wedgewood needs and deserves reasonable and dependable bus service that is regular and timely*
- *I thought the city wanted more transit users. The changes proposed will proposed will take me and others away from transit and back into our cars*
- *You're taking a trusted and known system and tried to re-invent it over night. Tell counsel to back off and give you more time and options*





**NORTHGATE**

**NORTHMOUNT**

**ROSSLYN**

**GLENGARRY**

**DELWOOD**

**LAUDERDALE**

**NORTHEAST**  
**LAUDERDALE, MONTROSE**

CastlerDownst

113A St

137 St

137 St

82 St

Fort Rd

108 St

117 St

137 Ave

137 Ave

132 Ave

132 Ave

129 Ave

127 Ave

127 Ave

CNR CALDER YARDS

Yellowhead-Tr

ELMWOOD PARK

Sir Arthur Currie Way

Gault Blvd

North Town Mall

Londonderry Library

Londonderry Mall

Northgate Centre

Archbishop O'Leary

Queen Elizabeth

KILLARNEY

M.E. LaZerte

134 Ave

135 Ave

135 Ave

134 Ave

110 St

108 St

102 St

103 St

101 St

93 St

90 St

91 St

95 St

77 St

74 St

70 St

67 St

109 St

107 St

103 St

101 St

95A St

91 St

89 St

87 St

85 St

130 Ave

131 Ave

130 Ave

132 Ave

130 Ave

132 Ave

134 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

129 Ave

127 Ave

128 Ave

# Northeast Summary

LAUDERDALE, MONTROSE

## WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

### LIMITED BUS SERVICE

#### PROS

- Familiar
- Predictable
- Best option overall

#### CONS

- Not flexible enough
- No off-peak service
- Need more service during peak hours
- Not being able to access service when needed due to limited number of seats

### ON-DEMAND VAN

#### PROS

- Guaranteed seat
- Flexible
- All day availability

#### CONS

- No off-peak service
- Not predictable
- Inconsistency in drivers
- Not accessible for mobility impaired and those with disabilities

# Northeast Summary

LAUDERDALE, MONTROSE

## RIDE-HAILING APP

### PROS

- Need guaranteed drop-off
- Flexible

### CONS

- Not accessible to those without app
- Not an ETS designated service
- Cost to riders
- Long wait times

## TAXI

### PROS

- Familiar
- Work well for seniors
- Work well for off-peak service

### CONS

- Cost to riders
- Unreliable
- Limited number of vehicles
- Not accessible for those without a cell-phone

# Northeast Summary

LAUDERDALE, MONTROSE

## INTEREST/LIKELIHOOD TO USE

- 61% of survey respondents would be likely/interested in using 'Limited bus service' regarding pick-up/drop-off
- 36% of survey respondents would be likely/interested in using 'On-demand van' regarding pick-up/drop-off

## PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 51% prefer 'Limited bus service'
- 27% prefer 'On-demand van'
- 3% have no preference / both equally good

Among workshop respondents:

- 13 votes for 'Limited bus service'
- 10 votes for 'On-demand van'
- 2 votes for 'e-Scooter'
- 1 vote for 'Ride-hailing app'
- 1 vote for 'Taxi'

# Northeast Summary

LAUDERDALE, MONTROSE

Respondents were asked to provide feedback regarding potential usage with respect to the 'On-demand Van' service option...

## **DROP-OFF LOCATIONS – ON-DEMAND VAN**

- 32% of survey respondents would be likely to use Coliseum
- 39% of survey respondents indicate that none of the proposed options work for them

## **PICK-UP LOCATIONS – ON-DEMAND VAN**

As might be expected, the likelihood to use the proposed pick-up locations vary depending on the neighbourhood. Overall,

- 14% of survey respondents would be likely to use 128 Avenue and 107 Street
- 23% of survey respondents indicate that none of the proposed options work for them

# Northeast Summary

LAUDERDALE, MONTROSE

## CONCERNS REGARDING PICK-UP/DROP OFF

- 20% of survey respondents mention the walking distance as their main concern regarding pick-up/drop-off
- 37% of survey respondents indicate having no concerns regarding pick-up/drop-off

## SCHEDULING

### PICK-UP TIMES – ON-DEMAND VAN

- 31% of survey respondents would leave (most often) between 7am - 8am
- 18% of survey respondents would leave (most often) between 8am - 9am

### DROP-OFF TIMES – ON-DEMAND VAN

- 31% of survey respondents would return (most often) between 4pm – 5pm
- 23% of survey respondents would return (most often) between 5pm – 6pm

### CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 20% of survey respondents mention they are concerned about flexibility in scheduling, particularly in the evenings and off-peak hours, as well as on the weekends
- 49% of survey respondents indicate having no concerns regarding scheduling

# Northeast Summary

LAUDERDALE, MONTROSE

## BOOKING – ON-DEMAND VAN

Among survey respondents:

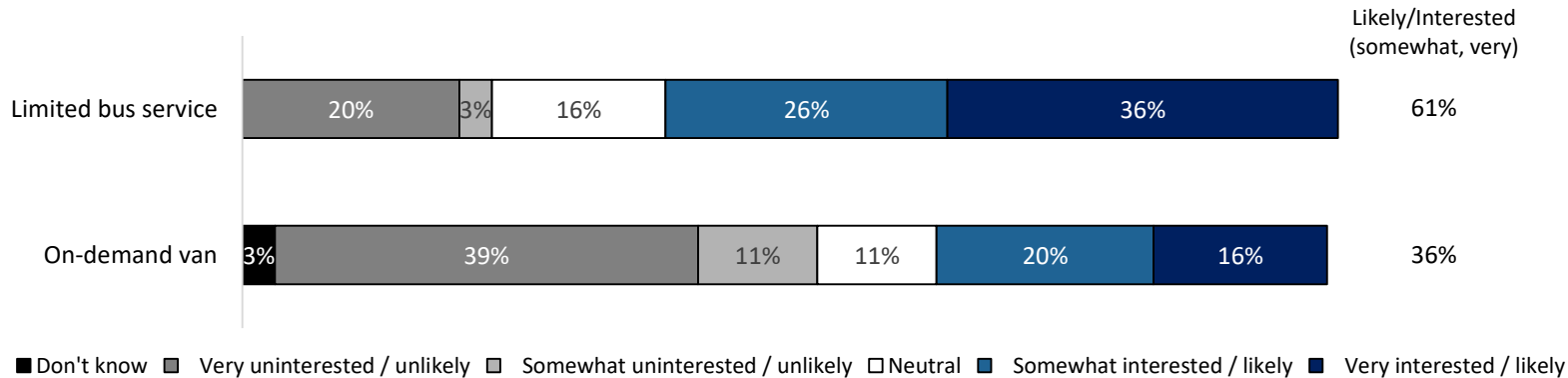
- 81% would use a mobile/smartphone app
- 77% would use telephone
- 72% would use online/website

Among workshop respondents:

- 8 votes for mobile app
- 5 votes for telephone
- 3 votes for online
  
- 86% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 63% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 84% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 10% of survey respondents indicate they are concerned about having to plan/book in advance for the on-demand van
- 43% of survey respondents indicate having no concerns regarding booking trips for the on-demand van



# INTEREST/LIKELIHOOD TO USE



Base: Lauderdale, Montrose respondents (n=70)  
Q4. How interested or likely are you to use each of these two alternative transit options?





# INTEREST/LIKELIHOOD TO USE

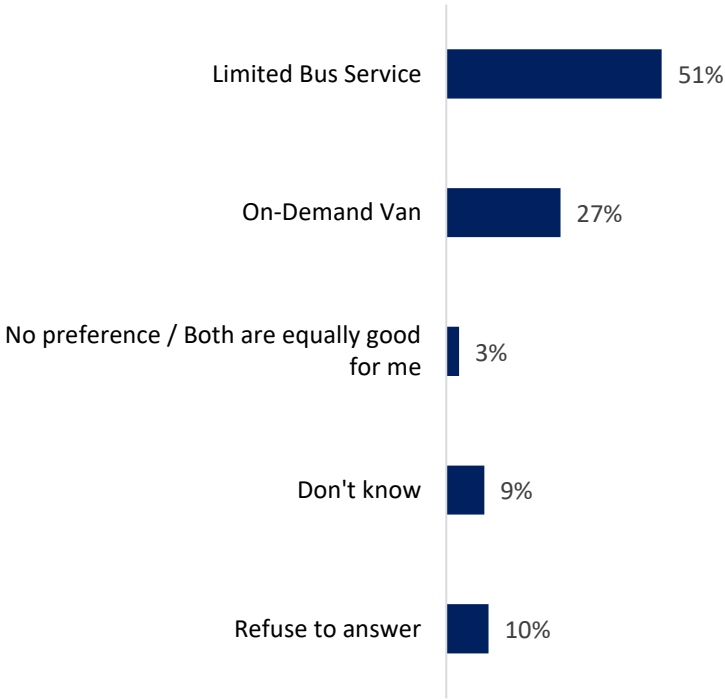
Limited Bus Service	Northeast Neighbourhoods	Total	Lauderdale	Montrose
		n=	70	36
	<b>INTERESTED</b>	<b>61%</b>	<b>53%</b>	<b>72%</b>
	Somewhat interested / likely	26%	17%	36%
	Very interested / likely	36%	36%	36%
	Neutral	16%	11%	19%
	<b>UNINTERESTED</b>	<b>23%</b>	<b>36%</b>	<b>8%</b>
	Somewhat uninterested / unlikely	3%	6%	-
	Very uninterested / unlikely	20%	31%	8%
	Don't know	-	-	-

On-Demand Van	Northeast Neighbourhoods	Total	Lauderdale	Montrose
		n=	70	36
	<b>INTERESTED</b>	<b>36%</b>	<b>25%</b>	<b>50%</b>
	Somewhat interested / likely	20%	6%	33%
	Very interested / likely	16%	19%	17%
	Neutral	11%	8%	14%
	<b>UNINTERESTED</b>	<b>50%</b>	<b>61%</b>	<b>36%</b>
	Somewhat uninterested / unlikely	11%	8%	14%
	Very uninterested / unlikely	39%	53%	22%
	Don't know	3%	6%	-

Base: Lauderdale, Montrose respondents  
 Q4. How interested or likely are you to use each of these two alternative transit options?



# PREFERRED ALTERNATIVE TRANSIT OPTION



During the Northeast Workshop, participants were asked to vote on four alternative transit options. The results were as follows:

WORKSHOP VOTE	
Limited bus service	13
On-demand van	10
E-Scooter	2
Ride-hailing app	1
Taxi	1

Base: Lauderdale, Montrose respondents (n=70)  
 Q5. Which of these alternative transit options do you prefer?



# PREFERRED ALTERNATIVE TRANSIT OPTION

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	70	36	36
Limited Bus Service	51%	42%	58%
On-Demand Van	27%	31%	25%
No preference / Both are equally good for me	3%	6%	-
Don't know	9%	6%	11%
Refuse to answer	10%	17%	6%

Base: Lauderdale, Montrose respondents  
 \*Caution when interpreting results due to small sample size  
 Q5. Which of these alternative transit options do you prefer?

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Should be every 15 min on peak hours*
- *Agree*
- *Familiar, predictable*
- *Best option presented*
- *Would be ok if could be dropped off on 97st during peak hours*
- *30 minutes during peak*
- *Best option for passengers but is it fiscally good*
- *Ok if other hours 9-6*
- *Every 30 minutes or less during peak hours*
- *Peak hours should be 6-10/3-7*
- *I would be at Coliseum LRT for 8:45am*
- *Partially agree but I sometimes cannot get off work and to Coliseum LRT until 6:30*

During the Northeast Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option. Positive mentions provided by participants included, this option is familiar and predictable, and being the best option overall.

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *Not flexible enough for seniors (icy sidewalks)*
- *Good to have limited bus service during peak hours but it would be good to add bus service evenings and weekends during special events (ex Northlands, Kdays, Heritage Days)*
- *Not ideal if it fills up and need to wait for next one during peak hours.*
- *Seems like the same pitfalls that prompted a Bus Network Redesign - potential for low ridership, too infrequent (doesn't help if you miss the bus) not flexible or adaptive*
- *I start work at 6:15 and catch the bus at 5:40. This would be useless for me*
- *Peak hours need more buses*
- *Should extend hours to be all daytime from 6am to 7pm just use smaller shuttle buses*

During the Northeast Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option. Participants concerns included, not being flexible enough- particularly for seniors, needing to have off-peak service, wanting more buses during peak hours, and being concerned about not being able to access the service when needed due to the limited number of seats.

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Guaranteed a seat during peak hours. As long as I can be dropped off on 97st*
- *Need to be able to access during peak times*
- *The van needs to be lined up with the bus on 97st*
- *As long as they can pick me up I'm fine*
- *More environmentally friendly than taxi or ride share (more people transported for fuel used)*
- *Most flexible to senior use*
- *Good as long as they are always available anytime - otherwise it's not feasible for seniors*
- *Please drop me off at a bus stop on 97st*
- *Get me to LRT by 8:45 every morning*

During the Northeast Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option. Participants noted that having a guaranteed seat during peak hours, the flexibility it would provide, and all day availability, are positives of the on-demand service option.

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *What would service be off-peak? Weather is not always conducive to walking*
- *Connections to other buses time sensitive*
- *How far outside Montrose will van go. My increase length of trip*
- *Not predictable timing, no consistency in drivers*
- *No convenient*
- *What happens if more than one wheelchair needs a trip*
- *Learning curve. What if fuel in severe weather*
- *Special consideration for seniors and disabled?*
- *No neighbourhood drop off? I'd like to be picked up and dropped off in my community*
- *Do I need to use the app three times for me and 3 kids?*
- *If I have to transfer on 97st then I need to be picked up earlier at 5am*

During the Northeast Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option. Participant concerns include, not having off-peak service, not being predictable, not having consistency in drivers, and not being accessible for those with mobility issues and disabilities.

## WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

### PROS

- *Would work as long as I can be dropped off on 97st during peak hours*
- *Flexible trips on demand, no empty vehicles*

Although this was not as popular of an option among participants in the Northeast Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option, which includes that it would work as long as they are guaranteed their drop off, and that it would be flexible.

## WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

### CONS

- *No - too selective not everyone has an app*
- *No computer/phone*
- *Need a smartphone*
- *Does everyone have a phone app?*
- *Senior - user friendly*
- *Cost to the traveller*
- *Difficult for non smartphone users (e.g. seniors)*
- *No app for some*
- *No no app*
- *Increased cost during peak times. Not acceptable, not everyone uses an app*
- *No keep it ETS*
- *Safety for children taking bus for after hours school activities*
- *Will they stay in the area if not busy how long will wait be*
- *Seems pricey, lack of consistency in drivers, perpetuates gig economy (boo!) potential long waits*

Although this was not as popular of an option among participants in the Northeast Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option. Concerns among participants include, not everyone being able to access the app, not using an ETS designated service, the potential cost to riders, and long potential wait times.



## WORKSHOP PARTICIPANTS COMMENTS ON TAXI

### PROS

- *Familiar, regulated, flexible, adaptive to needs*
- *This is a great off-peak hours (return trip/winter evening)*
- *Could work for seniors*
- *Taxi can be on-demand but should be all day - anytime as taxis work 24 hours a day anyway*

Although this was not as popular of an option among participants in the Northeast Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option. Participants noted being familiar with taxi services, that it would work well for seniors, and during off-peak hours.

## WORKSHOP PARTICIPANTS COMMENTS ON TAXI

### CONS

- *Seems pricey*
- *On time for all customers*
- *Limited capacity during special events*
- *Too expensive Taxi times delay not acceptable*
- *Concerned for those with no cell missing their taxi because of weather or previous late buses*

Although this was not as popular of an option among participants in the Northeast Workshop, some did provide comments regarding what they felt were 'cons' of the taxi service option. Participants concerns include, the potential cost to riders, the reliability of the service- arriving on time, being able to access the service with limited number of vehicles, and concerns for those with no cellphone.

# ON-DEMAND VAN LIKELIHOOD TO USE PROPOSED DROP-OFF/PICK-UP LOCATIONS

Drop-off Location	Northeast Neighbourhoods	Total	Lauderdale	Montrose
		n=	57	14*
	Coliseum	32%	-	78%
	Northgate	14%	29%	17%
	128 Ave. route	11%	43%	-
	118 Ave. route	11%	-	26%
	Nearest major bus stop	9%	14%	13%
	97 St. route	9%	36%	-
	None of these work for me	39%	14%	9%

Pick-up Location	Northeast Neighbourhoods	Total	Lauderdale	Montrose
		n=	57	14*
	128 Ave. and 107 St.	14%	57%	-
	61 St. and 122 Ave.	12%	-	30%
	131 Ave. and 107 St.	11%	43%	-
	61 St. and 121 Ave.	9%	-	22%
	Highlands Library	7%	-	17%
	61 St. and 120 Ave.	5%	-	13%
	None of these work for me	23%	29%	35%

indicates top mention

Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

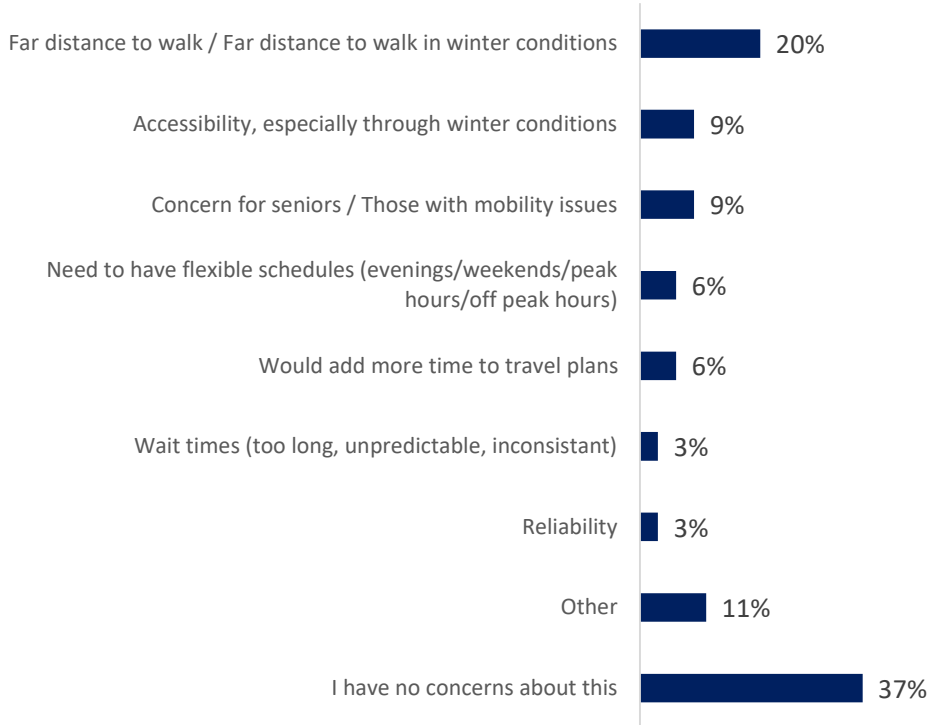
\*Caution when interpreting results due to small sample size

Q6. If you were using the on-demand van, which drop-off location(s) would you be likely to use in [NEIGHBOURHOOD]?

Q7. If you were using the on-demand van, which pick-up location(s) would you be most likely to use in [NEIGHBOURHOOD]?




# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF



Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=35)  
Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING PICK-UP/DROP-OFF

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	35	14*	23*
Far distance to walk / Far distance to walk in winter conditions	20%	21%	17%
Accessibility, especially through winter conditions	9%	21%	4%
Concern for seniors / Those with mobility issues	9%	-	9%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	6%	-	9%
Would add more time to travel plans	6%	14%	-
Wait times (too long, unpredictable, inconsistent)	3%	7%	-
Reliability	3%	-	4%
Other	11%	7%	13%
I have no concerns about this	37%	29%	43%

 indicates top mention


Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q8. What concerns, if any, do you have about where the alternative transit will pick up and drop off passengers in [NEIGHBOURHOOD]?

## ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	96	36	36
5 am to 6 am	34%	31%	11%
6 am to 7 am	49%	39%	36%
7 am to 8 am	64%	61%	50%
8 am to 9 am	57%	42%	53%
9 am to 10 am	49%	31%	44%
10 am to 11 am	44%	33%	33%
11 am to 12 pm	40%	31%	25%
12 pm to 1 pm	42%	31%	31%
1 pm to 2 pm	43%	36%	28%
2 pm to 3 pm	44%	33%	25%
3 pm to 4 pm	47%	33%	31%
4 pm to 5 pm	51%	33%	39%
5 pm to 6 pm	50%	33%	36%
6 pm to 7 pm	46%	31%	33%
7 pm to 8 pm	41%	28%	28%
8 pm to 9 pm	33%	19%	19%
9 pm to 10 pm	28%	14%	11%
10 pm to 11 pm	29%	22%	6%


 indicates majority mention(s)

Base: Lauderdale, Montrose neighbourhood respondents  
Multiple mentions allowed  
Q9a. Please select all time periods you would leave...



# ON-DEMAND VAN PICK-UP TIMES – WOULD LEAVE MOST OFTEN

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	96	36	36
5 am to 6 am	6%	11%	3%
6 am to 7 am	13%	14%	17%
7 am to 8 am	31%	42%	36%
8 am to 9 am	18%	14%	33%
9 am to 10 am	11%	3%	19%
10 am to 11 am	7%	14%	3%
11 am to 12 pm	8%	6%	6%
12 pm to 1 pm	11%	6%	3%
1 pm to 2 pm	8%	11%	8%
2 pm to 3 pm	6%	8%	-
3 pm to 4 pm	3%	-	-
4 pm to 5 pm	3%	-	6%
5 pm to 6 pm	4%	3%	8%
6 pm to 7 pm	5%	6%	6%
7 pm to 8 pm	5%	3%	3%
8 pm to 9 pm	8%	3%	8%
9 pm to 10 pm	8%	3%	3%
10 pm to 11 pm	7%	3%	-

 indicates top 2 mentions

Base: Lauderdale, Montrose neighbourhood respondents  
Q9b. What times of day would you leave most often?

# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	96	36	36
5 am to 6 am	25%	6%	6%
6 am to 7 am	26%	6%	8%
7 am to 8 am	25%	6%	8%
8 am to 9 am	27%	11%	6%
9 am to 10 am	30%	17%	8%
10 am to 11 am	27%	11%	8%
11 am to 12 pm	29%	11%	17%
12 pm to 1 pm	32%	14%	22%
1 pm to 2 pm	32%	17%	17%
2 pm to 3 pm	39%	31%	19%
3 pm to 4 pm	49%	42%	36%
4 pm to 5 pm	68%	64%	61%
5 pm to 6 pm	52%	42%	44%
6 pm to 7 pm	51%	47%	36%
7 pm to 8 pm	44%	36%	31%
8 pm to 9 pm	34%	22%	19%
9 pm to 10 pm	34%	17%	25%
10 pm to 11 pm	32%	19%	17%

indicates majority mention(s)

Base: Lauderdale, Montrose neighbourhood respondents  
Multiple mentions allowed  
Q10a. Please select all time periods you would return...



# ON-DEMAND VAN DROP-OFF TIMES – WOULD RETURN MOST OFTEN

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	96	36	36
5 am to 6 am	4%	-	3%
6 am to 7 am	4%	-	6%
7 am to 8 am	1%	-	-
8 am to 9 am	2%	3%	-
9 am to 10 am	4%	3%	3%
10 am to 11 am	9%	3%	3%
11 am to 12 pm	10%	-	6%
12 pm to 1 pm	6%	3%	11%
1 pm to 2 pm	2%	-	3%
2 pm to 3 pm	3%	8%	-
3 pm to 4 pm	11%	17%	14%
4 pm to 5 pm	31%	36%	42%
5 pm to 6 pm	23%	25%	33%
6 pm to 7 pm	17%	22%	22%
7 pm to 8 pm	9%	11%	3%
8 pm to 9 pm	8%	3%	8%
9 pm to 10 pm	10%	6%	11%
10 pm to 11 pm	11%	11%	3%

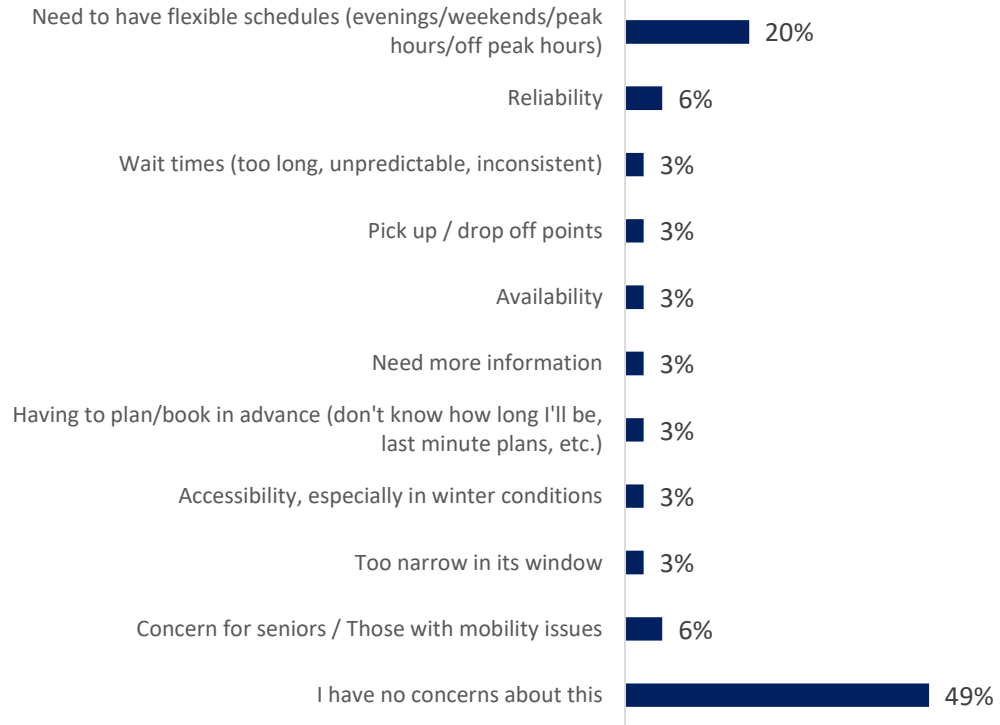
 indicates top 2 mentions

Base: Lauderdale, Montrose neighbourhood respondents  
Q10b. What times of day would you return most often?






# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE



Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=35)  
Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	35	14*	23*
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	20%	7%	26%
Reliability	6%	14%	-
Wait times (too long, unpredictable, inconsistent)	3%	7%	-
Pick up / drop off points	3%	7%	-
Availability	3%	-	4%
Need more information	3%	-	4%
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	3%	-	4%
Accessibility, especially in winter conditions	3%	7%	-
Too narrow in its window	3%	7%	4%
Concern for seniors / Those with mobility issues	6%	-	9%
I have no concerns about this	49%	50%	48%

 indicates top mention

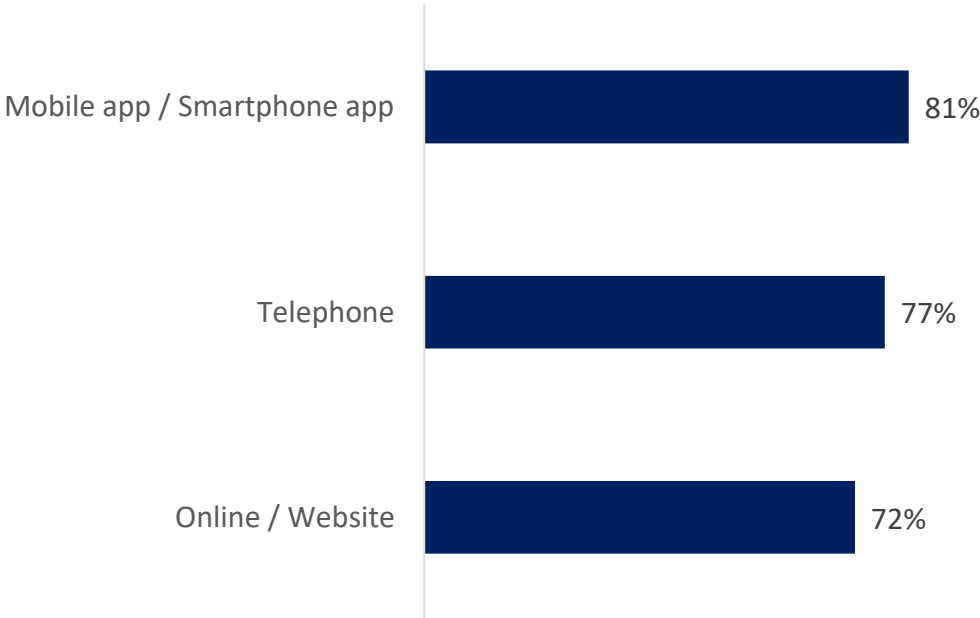
Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?



# ON-DEMAND VAN BOOKING METHODS



During the Northeast Workshop, participants were asked to vote on booking methods (in general). The results were as follows:


WORKSHOP VOTE	
Mobile App	8
Telephone	5
Online	3

Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=57)  
Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN BOOKING METHODS

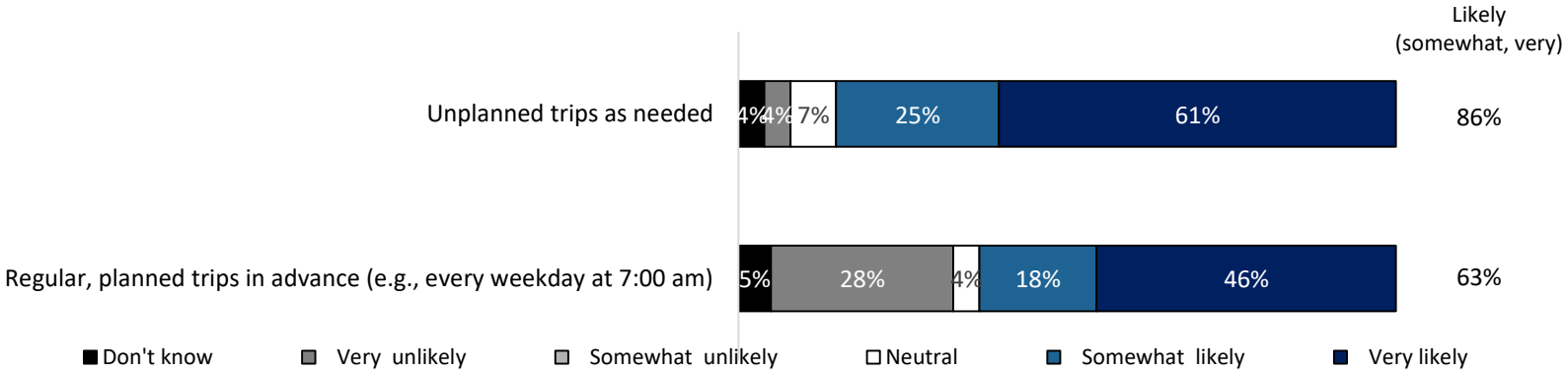
Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	57	14*	23*
Mobile app / Smartphone app	81%	86%	61%
Telephone	77%	64%	65%
Online / Website	72%	50%	61%

 indicates top mention

Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option  
 \*Caution when interpreting results due to small sample size  
 Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



# ON-DEMAND VAN LIKELIHOOD TO BOOK...



Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=57)  
Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?

# ON-DEMAND VAN LIKELIHOOD TO BOOK...

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	57	14*	23*
<b>Regular, planned trips in advance (e.g., every weekday at 7:00 am)</b>			
<b>LIKELY</b>	<b>63%</b>	<b>64%</b>	<b>74%</b>
Somewhat likely	18%	21%	30%
Very likely	46%	43%	43%
<b>Neutral</b>	<b>4%</b>	<b>7%</b>	<b>4%</b>
<b>UNLIKELY</b>	<b>28%</b>	<b>7%</b>	<b>22%</b>
Somewhat unlikely	-	-	-
Very unlikely	28%	7%	22%
Don't know	5%	21%	-
<b>Unplanned trips as needed</b>			
<b>LIKELY</b>	<b>86%</b>	<b>86%</b>	<b>74%</b>
Somewhat likely	25%	36%	39%
Very likely	61%	50%	35%
<b>Neutral</b>	<b>7%</b>	<b>-</b>	<b>17%</b>
<b>UNLIKELY</b>	<b>4%</b>	<b>-</b>	<b>9%</b>
Somewhat unlikely	-	-	-
Very unlikely	4%	-	9%
Don't know	4%	14%	-

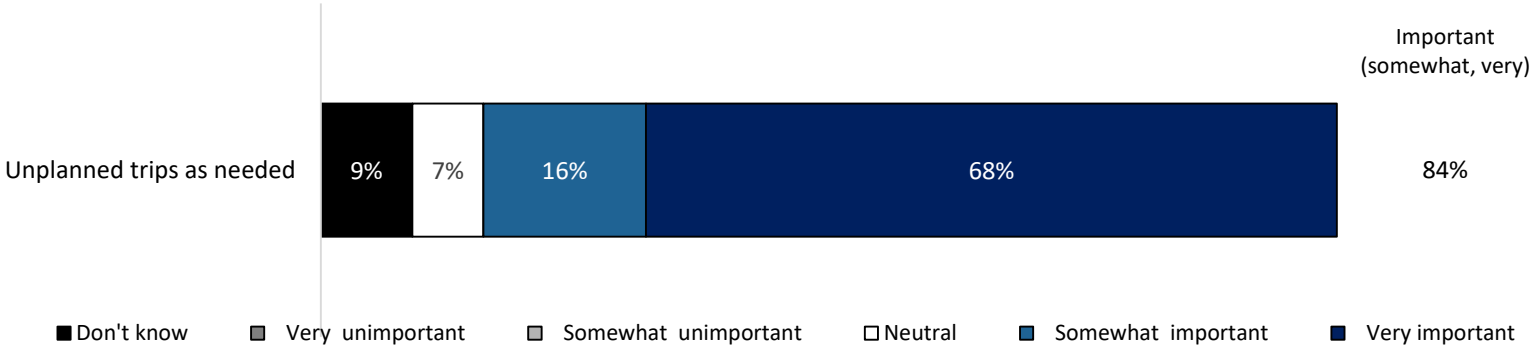
Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q13. How likely are you to use each of the following ways to book an on-demand van in [NEIGHBOURHOOD]?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING



Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=57)  
Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?



# ON-DEMAND VAN IMPORTANCE TO BEING ABLE TO BOARD WITHOUT BOOKING

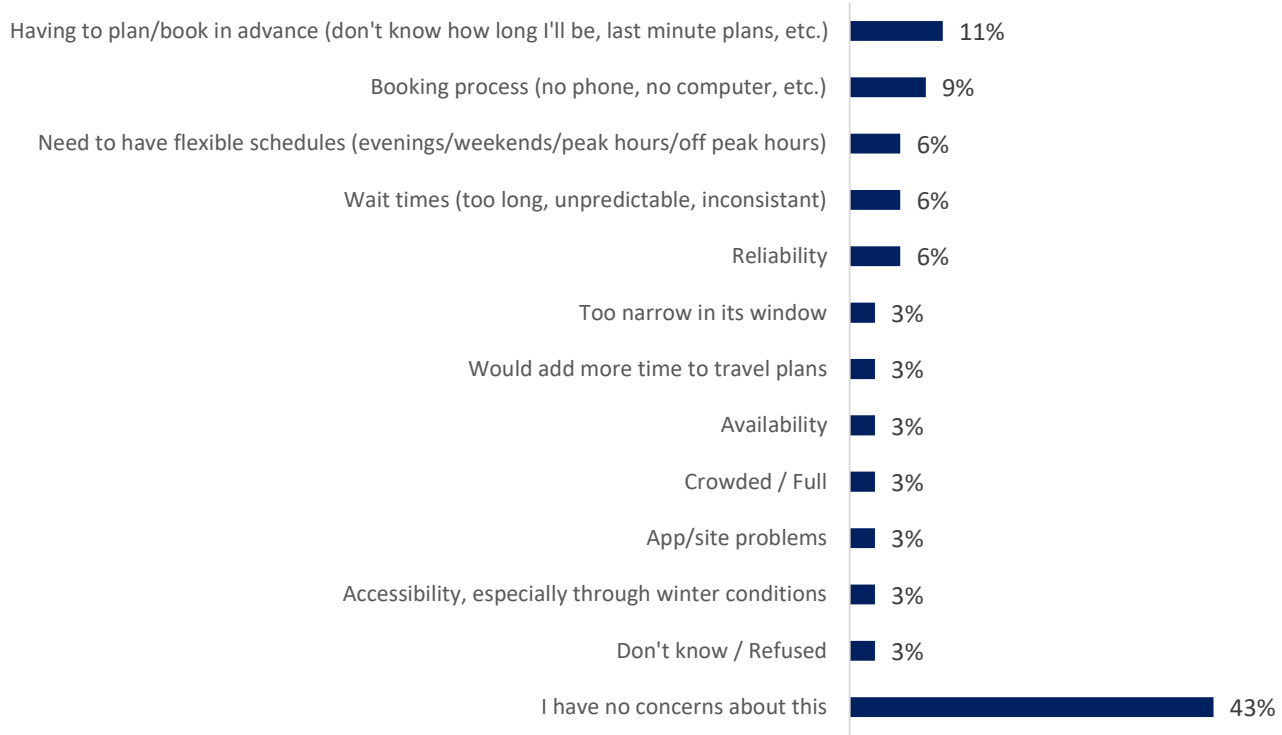
Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	57	14*	23*
<b>IMPORTANT</b>	<b>84%</b>	<b>86%</b>	<b>70%</b>
Somewhat important	16%	36%	17%
Very important	68%	50%	52%
Neutral	7%	-	17%
<b>UNIMPORTANT</b>	-	-	-
Somewhat unimportant	-	-	-
Very unimportant	-	-	-
I'm not sure	9%	14%	13%

Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option  
 \*Caution when interpreting results due to small sample size  
 Q14. How important is it for you to be able to board an on-demand van in [NEIGHBOURHOOD] without booking in advance?





# ON-DEMAND VAN CONCERNS REGARDING BOOKING



Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=35)  
Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

# ON-DEMAND VAN CONCERNS REGARDING BOOKING

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	35	14*	23*
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc...)	11%	14%	9%
Booking process (no phone, no computer, etc...)	9%	-	13%
Need to have flexible schedules (evenings/weekends/peak hours/off-peak hours)	6%	-	9%
Wait times (too long, unpredictable, inconsistent)	6%	7%	4%
Reliability	6%	7%	4%
Too narrow in its window	3%	-	-
Would add more time to travel plans	3%	-	4%
Availability	3%	7%	-
Crowded / Full	3%	7%	-
App/site problems	3%	-	4%
Accessibility, especially through winter conditions	3%	7%	-
Don't know / Refused	3%	-	4%
I have no concerns about this	43%	50%	48%

indicates top mention

Base: Lauderdale, Montrose neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

\*Caution when interpreting results due to small sample size

Q15. What concerns, if any, do you have about booking trips for the on-demand van option in [NEIGHBOURHOOD]?

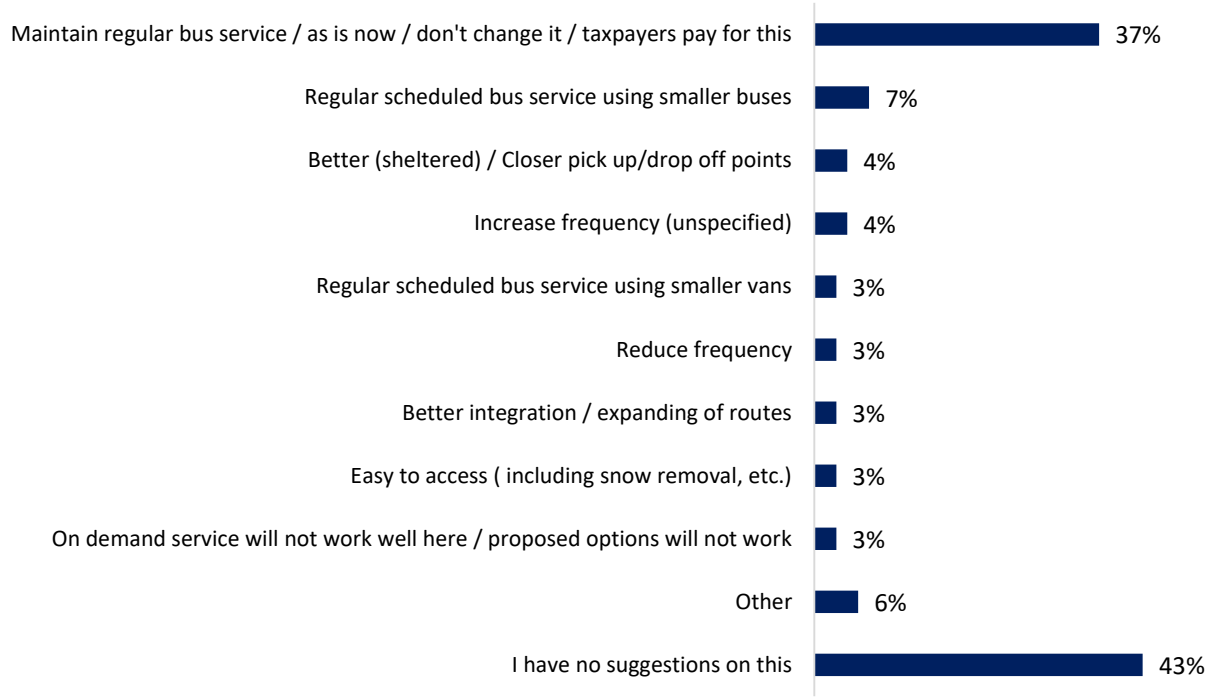
## WORKSHOP PARTICIPANT COMMENTS ON BOOKING

- *5am to get to work on time*
- *132ave and 97st if ETS is going to drop at a bus stop investigate accessing limited stop express*
- *App is not convenient*
- *App has to be reliable and easy to use*
- *Limited service after 8pm may not be safe for jr and high school kids in winter*

During the Northeast Workshop, participants provided other comments regarding booking, which included, needing to book during off-peak hours, concerns with using an app, specifically, that some do not feel it would be convenient, and other question whether it would be reliable and easy to use.



# ON-DEMAND VAN MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Lauderdale, Montrose neighbourhood respondents (n=70)  
Mentions less 2% not included  
Q16. What other features or services would make an alternative transit option a better fit for your community?

# MAKING ALTERNATIVE TRANSIT A BETTER FIT

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	70	36	36
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	37%	33%	39%
Regular scheduled bus service using smaller buses	7%	-	14%
Better (sheltered) / Closer pick up/drop off points	4%	3%	6%
Increase frequency (unspecified)	4%	6%	6%
Regular scheduled bus service using smaller vans	3%	-	6%
Reduce frequency	3%	3%	3%
Better integration / expanding of routes	3%	6%	3%
Easy to access ( including snow removal, etc...)	3%	6%	3%
On demand service will not work well here / proposed options will not work	3%	-	6%
Other	6%	3%	8%
I have no suggestions on this	43%	47%	39%

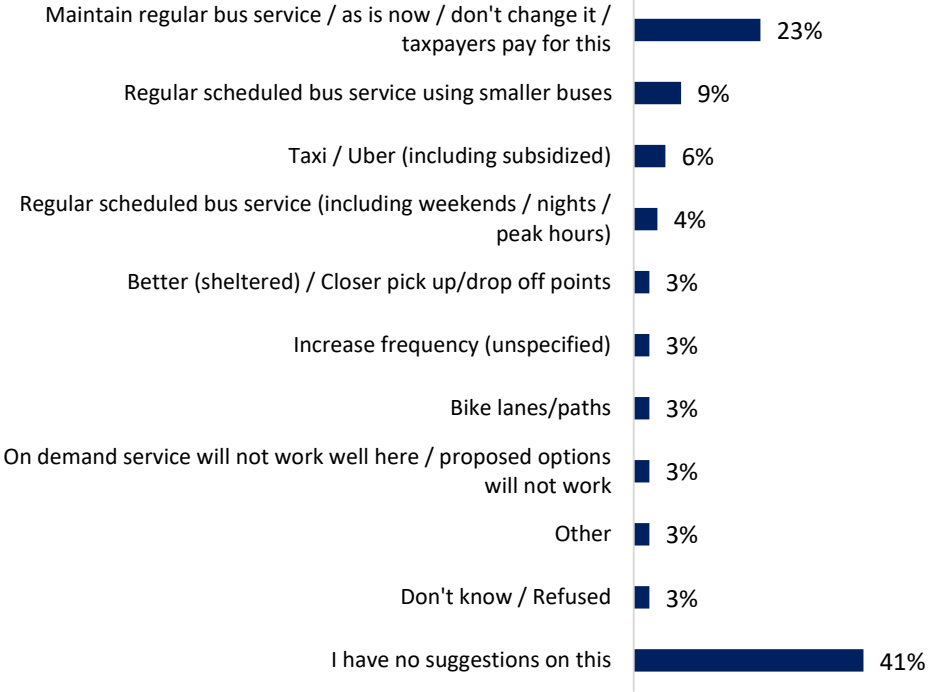
 indicates top mention

Base: Lauderdale, Montrose neighbourhood respondents

Mentions less than 2% not included

Q16. What other features or services would make an alternative transit option a better fit for your community?

# OTHER ALTERNATIVES



Base: Lauderdale, Montrose neighbourhood respondents (n=70)  
Mentions less than 2% not shown  
Q17. What other alternatives to regular bus service might work for you and your community?

# OTHER ALTERNATIVES

Northeast Neighbourhoods	Total	Lauderdale	Montrose
n=	70	36	36
Maintain regular bus service / as is now / don't change it / taxpayers pay for this	23%	17%	28%
Regular scheduled bus service using smaller buses	9%	3%	14%
Taxi / Uber (including subsidized)	6%	8%	3%
Regular scheduled bus service (including weekends / nights / peak hours)	4%	3%	6%
Better (sheltered) / Closer pick up/drop off points	3%	3%	3%
Increase frequency (unspecified)	3%	3%	3%
Bike lanes/paths	3%	-	6%
On demand service will not work well here / proposed options will not work	3%	-	6%
Other	3%	3%	3%
Don't know / Refused	3%	-	6%
I have no suggestions on this	41%	53%	33%

 indicates top mention

Base: Lauderdale, Montrose neighbourhood respondents  
 Mentions less than 2% not shown  
 Q17. What other alternatives to regular bus service might work for you and your community?

## WORKSHOP PARTICIPANT FINAL THOUGHTS

### **Reasons for supporting Alternative Transit solutions**

- *I think this whole concept is great! We have considered not having a vehicle or car sharing - this opens up other options...*

### **Reasons for not supporting Alternative Transit solutions**

- *Employer is considering letting employees work more from home because of the transit rescheduling*

### **Concerns for vulnerable users (seniors, children, mobility impaired)**

- *In Montrose area we have to walk 4 blocks which is too long. This does not improve service but makes it worse instead. Tough for seniors in walkers or disabled*

### **Concerns (general)**

- *3 blocks too far to walk in the winter*

### **Suggestions (general)**

- *The alternative service should not fully replace regular service. There is still a high demand for regular service Mon-Fri in Lauderdale (151) don't take this away*
- *People need to be able to call from transit center to get a van*
- *I work retail downtown 6pm last bus does not work 6:30 would work better*
- *Special services for special events e.g. Santa's Anonymous, thousand people lined up. "This is the week we anticipate increase traffic"*
- *Senior specific feedback session*
- *Would like to see alternative transit also offered to seniors all over the city*
- *Cleanliness of bus shelters Coliseum on 118ave (LRT) 67st*
- *Enforcement of drivers (no shows, etc..)*



A blurred street scene with a semi-transparent grey box containing the text 'RESPONDENT PROFILE'. The background shows a street with buildings and a person walking, but it is heavily blurred to create a sense of motion. The text is in a clean, white, sans-serif font. A thin white vertical line is positioned to the left of the text.

# RESPONDENT PROFILE

# RESPONDENT PROFILE

Q1. Which of these neighbourhoods would you like to comment on?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27	56	94	44	35	13*	15*	61	33	61	122
Aspen Gardens	7%	100%	1%	7%	2%	2%	5%	3%	8%	7%	7%	3%	2%	1%
Avonmore	8%	1%	100%	4%	2%	1%	2%	3%	15%	13%	2%	3%	5%	10%
Breckenridge Greens	2%	2%	1%	100%	2%	2%	5%	3%	8%	7%	2%	3%	2%	1%
Brookside	5%	1%	1%	4%	100%	1%	2%	3%	8%	7%	2%	3%	2%	1%
Cameron Heights	8%	2%	1%	7%	2%	100%	5%	3%	8%	7%	2%	3%	2%	2%
Cloverdale	4%	2%	1%	7%	2%	2%	100%	3%	8%	7%	2%	3%	3%	2%
Falconer Heights	3%	1%	1%	4%	2%	1%	2%	100%	8%	7%	2%	3%	2%	1%
Gainer Industrial	1%	1%	2%	4%	2%	1%	2%	3%	100%	67%	2%	3%	3%	3%
Girard Industrial	1%	1%	2%	4%	2%	1%	2%	3%	77%	100%	3%	3%	3%	2%
Grandview Heights	5%	5%	1%	4%	2%	1%	2%	3%	8%	13%	100%	3%	2%	1%
Henderson Estates	3%	1%	1%	4%	2%	1%	2%	3%	8%	7%	2%	100%	2%	1%
Kenilworth	5%	1%	3%	4%	2%	1%	5%	3%	15%	13%	2%	3%	100%	4%
King Edward Park	11%	1%	14%	4%	2%	2%	7%	3%	31%	20%	2%	3%	8%	100%
Lansdowne	4%	2%	1%	4%	2%	1%	2%	3%	15%	13%	5%	3%	2%	2%
Lauderdale	3%	1%	1%	4%	2%	1%	2%	3%	8%	7%	2%	3%	2%	2%
Montrose	3%	1%	1%	4%	2%	1%	2%	3%	15%	13%	2%	3%	2%	2%
Potter Greens	2%	1%	1%	19%	2%	1%	2%	3%	8%	7%	2%	3%	2%	1%
Rio Terrace	13%	1%	1%	4%	2%	1%	2%	3%	8%	7%	2%	3%	2%	1%
Wedgewood Heights	9%	1%	1%	4%	2%	3%	2%	3%	8%	7%	2%	3%	2%	1%
Westridge	7%	1%	1%	4%	2%	2%	2%	3%	8%	7%	2%	3%	2%	1%

\*Caution when interpreting results due to small sample size

# RESPONDENT PROFILE

Q1. Which of these neighbourhoods would you like to comment on?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Aspen Gardens	7%	4%	3%	3%	5%	1%	1%	1%
Avonmore	8%	2%	3%	3%	5%	1%	1%	1%
Breckenridge Greens	2%	2%	3%	3%	25%	1%	1%	1%
Brookside	5%	2%	3%	3%	5%	1%	1%	1%
Cameron Heights	8%	2%	3%	3%	5%	1%	3%	2%
Cloverdale	4%	2%	3%	3%	5%	1%	1%	1%
Falconer Heights	3%	2%	3%	3%	5%	1%	1%	1%
Gainer Industrial	1%	4%	3%	6%	5%	1%	1%	1%
Girard Industrial	1%	4%	3%	6%	5%	1%	1%	1%
Grandview Heights	5%	6%	3%	3%	5%	1%	1%	1%
Henderson Estates	3%	2%	3%	3%	5%	1%	1%	1%
Kenilworth	5%	2%	3%	3%	5%	1%	1%	1%
King Edward Park	11%	6%	6%	8%	5%	1%	1%	1%
Lansdowne	4%	100%	6%	8%	5%	1%	1%	1%
Lauderdale	3%	4%	100%	6%	5%	1%	1%	1%
Montrose	3%	6%	6%	100%	5%	1%	1%	1%
Potter Greens	2%	2%	3%	3%	100%	1%	1%	1%
Rio Terrace	13%	2%	3%	3%	5%	100%	2%	7%
Wedgewood Heights	9%	2%	3%	3%	5%	1%	100%	4%
Westridge	7%	2%	3%	3%	5%	4%	3%	100%

# RESPONDENT PROFILE

Q2. Which of the following describes your interest in...?	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
I live here	89%	89%	81%	98%	93%	89%	97%	8%	13%	85%	94%	77%	85%
My friends / family live here	23%	25%	22%	25%	18%	23%	43%	23%	73%	30%	12%	31%	22%
I work here	4%	5%	-	-	2%	-	-	62%	-	3%	3%	5%	2%
Something else	5%	3%	7%	2%	2%	5%	-	15%	20%	10%	-	13%	7%

Q2. Which of the following describes your interest in...?	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	50	36	36	20*	144	105	81
I live here	90%	89%	89%	85%	91%	90%	86%
My friends / family live here	16%	36%	17%	25%	28%	28%	35%
I work here	2%	6%	8%	-	3%	5%	2%
Something else	2%	-	3%	5%	7%	6%	11%

# RESPONDENT PROFILE

Q18. What gender do you identify as?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
Woman/Girl	57%	41%	66%	41%	57%	67%	66%	40%	54%	60%	59%	55%	62%	51%
Man/Boy	33%	41%	26%	52%	36%	21%	25%	49%	38%	33%	28%	42%	21%	34%
Trans Woman - Male to Female (MtF)	<1%	-	-	-	-	1%	-	-	-	-	-	-	-	-
Trans Man - Female to Male (FtM)	<1%	-	-	-	-	1%	-	-	-	-	-	-	-	-
Non-binary	<1%	2%	-	-	-	-	-	-	-	-	-	-	-	-
Two-spirit	<1%	1%	-	-	-	1%	-	-	-	-	2%	-	-	-
Another gender not listed above	1%	6%	1%	7%	2%	3%	7%	3%	8%	7%	2%	3%	2%	2%
Prefer not to answer	8%	9%	7%	-	5%	5%	2%	9%	-	-	10%	-	15%	13%

Q18. What gender do you identify as?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Woman/Girl	57%	44%	50%	69%	60%	58%	58%	51%
Man/Boy	33%	44%	28%	19%	30%	33%	30%	42%
Trans Woman - Male to Female (MtF)	<1%	-	-	-	-	-	-	-
Trans Man - Female to Male (FtM)	<1%	-	3%	-	-	-	-	-
Non-binary	<1%	-	-	-	-	1%	-	-
Two-spirit	<1%	-	3%	-	-	-	-	-
Another gender not listed above	1%	2%	3%	3%	5%	1%	1%	1%
Prefer not to answer	8%	10%	14%	8%	5%	6%	10%	6%

\*Caution when interpreting results due to small sample size

# RESPONDENT PROFILE

Q19. How old are you?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
Under 18	3%	5%	1%	4%	7%	11%	2%	3%	-	-	5%	3%	2%	-
18 to 24	6%	6%	1%	-	2%	5%	7%	11%	15%	13%	3%	6%	3%	2%
25 to 34	12%	16%	24%	15%	13%	13%	18%	6%	46%	40%	2%	12%	20%	23%
35 to 44	21%	7%	22%	26%	27%	32%	20%	9%	31%	20%	13%	12%	23%	29%
45 to 54	16%	21%	9%	15%	20%	20%	18%	31%	-	13%	21%	12%	15%	11%
55 to 64	17%	17%	15%	11%	11%	10%	16%	3%	8%	13%	26%	18%	11%	9%
65 to 74	13%	7%	21%	22%	9%	4%	14%	26%	-	-	15%	15%	5%	16%
75 years of age or older	4%	7%	2%	4%	7%	1%		6%	-	-	3%	18%	8%	3%
I prefer not to answer	7%	12%	5%	4%	5%	4%	5%	6%	-	-	11%	3%	13%	7%

Q19. How old are you?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Under 18	3%	-	-	3%	10%	3%	4%	4%
18 to 24	6%	4%	3%	3%	5%	11%	9%	12%
25 to 34	12%	14%	11%	17%	10%	12%	9%	7%
35 to 44	21%	20%	19%	22%		19%	23%	20%
45 to 54	16%	14%	22%	14%	15%	17%	10%	21%
55 to 64	17%	22%	22%	25%	25%	20%	24%	19%
65 to 74	13%	12%	14%	14%	25%	10%	10%	15%
75 years of age or older	4%	8%	-	3%	5%	3%	3%	1%
I prefer not to answer	7%	6%	8%	-	5%	6%	10%	1%

\*Caution when interpreting results due to small sample size

# RESPONDENT PROFILE

Q20. Did you attend any of these in-person community workshops about the Alternative Transit options in June 2019?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
ANY	19%	19%	23%	11%	11%	28%	11%	9%	-	-	48%	21%	7%	16%
June 17, 2019 King Edward Park Community League Hall	4%	1%	23%	4%	-	3%	11%	-	-	-	-	-	5%	16%
June 19, 2019 Terwillegar Recreation Centre	4%	1%	-	4%	11%	15%	2%	9%	-	-	2%	21%	2%	-
June 20, 2019 Westbrook School Gym	3%	15%	-	-	-	1%	-	-	-	-	15%	-	-	-
June 24, 2019 Ormsby School Gym	7%	-	-	7%	-	16%	-	-	-	-	-	-	-	-
June 25, 2019 Highlands Library	1%	-	-	-	-	2%	-	-	-	-	-	3%	-	-
June 26, 2019 Grandview Heights Community Centre	3%	2%	-	-	-	2%	-	-	-	-	33%	-	-	-
None of the above	70%	68%	69%	81%	80%	52%	73%	83%	92%	93%	43%	76%	79%	73%
Prefer not to answer	11%	14%	8%	7%	9%	20%	16%	9%	8%	7%	10%	3%	15%	11%

# RESPONDENT PROFILE

Q20. Did you attend any of these in-person community workshops about the Alternative Transit options in June 2019?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
ANY	19%	8%	11%	22%	15%	22%	27%	16%
June 17, 2019 King Edward Park Community League Hall	4%	2%	3%	-	-	1%	2%	-
June 19, 2019 Terwillegar Recreation Centre	4%	2%	-	-	-	4%	5%	-
June 20, 2019 Westbrook School Gym	3%	4%	-	3%	-	2%	2%	1%
June 24, 2019 Ormsby School Gym	7%	-	3%		15%	16%	24%	12%
June 25, 2019 Highlands Library	1%	-	6%	19%	-	1%	2%	
June 26, 2019 Grandview Heights Community Centre	3%	4%	-	-	-	2%	1%	4%
None of the above	70%	84%	72%	69%	65%	63%	53%	78%
Prefer not to answer	11%	8%	17%	8%	20%	15%	20%	6%



# RESPONDENT PROFILE

Q21. What is your primary mode of transportation?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27	56	94	44	35	13*	15*	61	33	61	122
Car/truck/van as a driver	46%	44%	51%	74%	57%	55%	45%	37%	46%	33%	51%	48%	56%	41%
Car/truck/van as a passenger	5%	7%	5%	7%	2%	10%	7%	3%	-	-	10%	6%	-	2%
Public Transit	43%	42%	32%	19%	38%	32%	36%	54%	54%	67%	36%	45%	39%	43%
Walk	2%	1%	7%	-	-	2%	7%	3%	-	-	-	-	-	7%
Bicycle	3%	2%	3%	-	2%	-	5%	3%	-	-	2%	-	5%	6%
Other (please specify)	2%	2%	2%	-	2%	1%	-	-	-	-	2%	-	2%	2%

Q21. What is your primary mode of transportation?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Car/truck/van as a driver	46%	52%	36%	28%	70%	31%	51%	40%
Car/truck/van as a passenger	5%	8%	3%	-	20%	6%	4%	1%
Public Transit	43%	24%	56%	56%	10%	57%	43%	52%
Walk	2%	2%	3%	6%	-	-	-	1%
Bicycle	3%	10%	-	8%	-	3%	1%	2%
Other (please specify)	2%	4%	3%	3%	-	3%	1%	4%

# RESPONDENT PROFILE

Q22. How often do you use the Edmonton bus or LRT system?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
Every weekday or more	44%	42%	31%	41%	39%	43%	36%	54%	46%	67%	39%	42%	43%	41%
At least once per week	17%	23%	15%	11%	16%	12%	20%	17%	8%	-	23%	15%	10%	19%
At least once per month	18%	16%	26%	19%	18%	18%	16%	14%	23%	20%	25%	21%	16%	21%
At least once per year	16%	16%	24%	26%	21%	14%	18%	14%	23%	13%	11%	15%	26%	12%
Never	6%	2%	3%	4%	5%	14%	9%	-	-	-	2%	6%	5%	7%

Q22a. Which types of public transit do you use in Edmonton? (asked of those who use transit)	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1059	79	84	26	53	81	40	35	13	15	60	31	58	114
Bus	93%	90%	95%	96%	83%	86%	85%	94%	92%	93%	87%	94%	91%	95%
LRT	73%	92%	57%	50%	87%	59%	75%	100%	92%	73%	97%	90%	48%	59%
DATS	1%	1%	-	4%	-	-	-	-	-	-	2%	3%	-	-

\*Caution when interpreting results due to small sample size

# RESPONDENT PROFILE

Q22. How often do you use the Edmonton bus or LRT system?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Every weekday or more	44%	28%	53%	53%	25%	56%	43%	52%
At least once per week	17%	18%	14%	17%	20%	20%	12%	16%
At least once per month	18%	30%	19%	22%	20%	14%	19%	14%
At least once per year	16%	18%	11%	3%	35%	6%	16%	12%
Never	6%	6%	3%	6%		3%	10%	6%

Q22a. Which types of public transit do you use in Edmonton? (asked of those who use transit)	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1059	47	35	34	20	139	95	76
Bus	93%	85%	94%	91%	85%	97%	93%	93%
LRT	73%	94%	63%	94%	65%	79%	58%	76%
DATS	1%	-	-	-	5%	-	1%	4%

# RESPONDENT PROFILE

Q23. Are you a current City of Edmonton employee?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
Yes	3%	5%	5%	4%	4%	3%	-	6%	-	-	-	3%	5%	7%
No	94%	89%	94%	96%	93%	95%	100%	94%	100%	100%	97%	97%	87%	91%
Prefer not to answer	2%	6%	1%	-	4%	2%	-	-	-	-	3%	-	8%	2%

Q23. Are you a current City of Edmonton employee?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Yes	3%	4%	3%	8%	10%	1%	3%	-
No	94%	96%	92%	86%	90%	99%	93%	99%
Prefer not to answer	2%	-	6%	6%	-	-	4%	1%

# RESPONDENT PROFILE

Q24. Are you a current Edmonton Transit Service employee?	TOTAL	Aspen Gardens	Avonmore	Breckenridge Greens	Brookside	Cameron Heights	Cloverdale	Falconer Heights	Gainer Industrial	Girard Industrial	Grandview Heights	Henderson Estates	Kenilworth	King Edward Park
n=	1124	81	87	27*	56	94	44	35	13*	15*	61	33	61	122
Yes	<1%	-	-	4%	-	-	-	-	-	-	-	3%	-	1%
No	98%	93%	100%	96%	98%	99%	100%	100%	100%	100%	97%	97%	93%	98%
Prefer not to answer	2%	7%	-	-	2%	1%	-	-	-	-	3%	-	7%	2%

Q24. Are you a current Edmonton Transit Service employee?	TOTAL	Lansdowne	Lauderdale	Montrose	Potter Greens	Rio Terrace	Wedgewood Heights	Westridge
n=	1124	50	36	36	20*	144	105	81
Yes	<1%	-	-	-	5.0%	-	-	1.2%
No	98%	100.0%	97.2%	94.4%	95.0%	100.0%	98.1%	97.5%
Prefer not to answer	2%	-	2.8%	5.6%	-	-	1.9%	1.2%

A blurred city street scene with a semi-transparent grey box containing the text 'OPERATOR FEEDBACK'. The background shows a street with buildings and a vehicle in motion, creating a sense of speed and urban environment. The text is centered within the grey box.

# OPERATOR FEEDBACK

## OPERATOR FEEDBACK ON LIMITED BUS SERVICE

### PROS

- ETS operates it
- Customer familiarity, no change
- Service could be expanded if ridership increases
- Professionally trained operators
- Peace of mind for customers
- Trustworthy service and staff

### CONS

- Still limited frequency
- Operational costs
- Lack of off-peak and weekend service
- Less work for ETS operators
- Limited service in industrial area
- Under utilization of service

ETS operators feedback is similar to that heard from workshop respondents in that they feel the 'pros' of the 'Limited Bus' service option would be ETS operated, familiar to customers, no change to customers, have professionally trained operators, give peace of mind for customers, and have trustworthy service and staff.

In regards to the 'cons', ETS operators and workshop respondents agree that the service is still limited in frequency, and that there is a lack of off-peak and weekend service.

## OPERATOR FEEDBACK ON ON-DEMAND VAN

### PROS

- ETS operators safety
- Lower cost than bus service
- Cheaper to purchase than buses
- Consistency in service
- Subscription trips can be booked
- Door-to-door service
- Flexibility for pick up times and routing
- Direct shot trips

### CONS

- Private service
- Dispatch center management system
- Radio coverage areas (dead zones)
- Car seats
- Don't show up for booked trip
- Longer waiting time (if van is full)

ETS operators feedback is similar to that heard from workshop respondents in that they feel the 'pros' of the 'On-demand Van' service option would be consistency in service, flexibility in pick-up times, and direct trips.

In regards to the 'cons', ETS operators and workshop respondents agree that car seats for children, and not being able to fit everyone, are concerns.



## OPERATOR FEEDBACK ON RIDE-HAILING APP

### PROS

- Flexibility in routing
- Pick up at home
- Short distance
- Quicker response for pick up

### CONS

- Safety & security
- Riders with mobility aids
- People with no access to computer / smart phones
- Car seats for children
- Multiple passenger conflict
- Proof of payment for transfers

ETS operators feedback is similar to that heard from workshop respondents in that they feel the 'pros' of the 'Ride-hailing app' service option would be flexibility.

In regards to the 'cons', ETS operators and workshop respondents agree that safety, how drivers would accommodate those with mobility aids, not all users have cell phone/app access, and car seats for children, are all concerns.

## OPERATOR FEEDBACK ON TAXI

### PROS

- Availability
- Direct service to transit center
- Less pollution than bus
- Quieter

### CONS

- Competition for vacant cabs
- Buses are safer on icy roads
- Costs more
- Riders with mobility aids
- Safety & security with non-ETS operators
- Level of service provided
- How to monitor/ensure proper operator training

ETS operators feedback is similar to that heard from workshop respondents in that they feel the 'pros' of the 'Taxi' service option would be direct service to transit centres.

In regards to the 'cons', ETS operators and workshop respondents agree that determining the cost, how operators would accommodate those with mobility aids, level of service provided, and operator training, are all concerns.



# APPENDIX

# APPENDIX

ADDITIONAL VERBATIM RESPONSES

## WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE PROS

- *LBS The uncertainty of the other options make this the only option I would use regularly. The response might be that the uncertainty would be "engineered" out of them. But I think uncertainty is inherent to any on demand service*
- *If it goes through the neighbourhood instead of Bonnie Doon*
- *Combine 151 - 80 (shorten pre existing route) then could transfer to current #4*
- *This is like the existing 3XX service which is good*
- *Not dependent on cellphone or making a phone call*
- *Don't see too many cons*
- *There already are stops on 98 ave (#85) with shelters at 92st and 96A street. 95st would split the difference*
- *What about community bus? e.g. 307*

## WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE CONS

- *Very expensive to operate*
- *Doesn't solve our problem and go to WP Wagner*
- *Only works if you want to go to Bonnie Doon*
- *What about non peak hours?*
- *Peak hour service is not good. What about appointments, evening events such as the Citadel*
- *How would you pick up kids going to different schools in the Cloverdale neighbourhood*

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Seniors rider with medical appointment during non peak*
- *Increase commercial vehicle in King Edward Park getting to designated stops in neighbourhood that are not on primary roads e.g. 89st 76ave 75st*
- *Need a phone*
- *What happens after peak hours? How do families pick up kids etc. after 6pm?*
- *3rd party drivers not likely to be protected by a union*
- *DATS is a disaster. This sounds like DATS 2.0*
- *Monday to Friday peak hours only of no use to me*
- *On demand is not as useful as a regular scheduled mini bus route*
- *Nervous about getting into a 3rd party vehicle alone*
- *Not everyone has a smartphone or a cellphone*
- *45 minutes is too long to wait*
- *Long time wait - buses right now much faster*
- *If it's only going to Bonnie Doon it won't work. It's just transferring over*
- *What if it's full when I need it? I need it daily. Family of 4 = 10 trips daily*

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *You expect me to put my child in an untrained stranger's car?!*
- *Bad idea. Many seniors (like me) not familiar with apps, etc.. What about non-peak? Are we stuck downtown or at home except peak hours?*
- *Wouldn't do this. You're going to get backlash from privatized cab companies, and you're taking away from the cash flow for people who make money from uber.*
- *Backlash from cab companies*
- *How would this work for kids going to school?*
- *Not marked private car. Put a sign on it.*
- *People fear assault etc. from Uber type car for hire*
- *Drivers unlikely to be protected by union*
- *No shared rides*
- *Smartphone based. Phones are too expensive, older models can't download apps*
- *I'm 67, a slow adapter, not keen on using an app*
- *Monday to Friday peak hours only of no use to me*
- *Limited space - how many people, strollers, wheelchairs, etc. can fit? Children/babies - can this fit car seat/stroller?*
- *Won't feel safe. Physical safety. Data security*
- *You need a cell phone*
- *Excess cars on the road; increasing transit*
- *Again with the "app" thing!*
- *You are turning a private business into a public service. Unfair to people who rely on driving as a primary income (taxi's for example)*
- *Do not use cellphone*
- *Don't have a cellphone so couldn't use the app*



# WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Will drivers help with walkers/shopping carts?*
- *Drivers unlikely to be protected by union*
- *Not inclusive for every income. Cell phones are income specific. Ride app is useless especially for people with limited money*
- *Supposed to be a public service, not private. Long, unpredictable wait.*
- *Need something reliable to get to appointments, not "availability of a vehicle"*
- *Would not feel safe in a small vehicle with a handful of others*
- *Pretty expensive for seniors*
- *Won't get into car with private drivers. And I never take a taxi*
- *Long wait time*
- *Limited space. How many people can fit? Wheelchair, stroller, groceries, etc.? Cost?*
- *Times too unpredictable*
- *More anxious with taxi. Never had a positive experience*
- *How practical would this be for young children going to school?*
- *Up to 45 min wait is no good*

## WORKSHOP PARTICIPANTS OTHER COMMENTS ON SERVICE

- *Make connecting roadways walkable. Right now no sidewalk in several places*
- *Work with popular destinations to form ride share or car pool (southeast seniors)*
- *Where do bikes fit into this*
- *I would love to see e-scooters and bike shares in the neighbourhood. I'm waiting impatiently for pogo to expand the zone*
- *Combination of two systems might work - limited bus, with on demand van/taxi to get closer to house*
- *Regular published bus schedules*
- *Keep one bus going N/S on 83rd to downtown*
- *I've seen escooters and bike share in Europe. It is an option in Edmonton for only about 5 months*
- *Trained ETS drivers only on demand van*
- *If I was rich I would take a cab. Not uber, uber not safe*
- *uber is safe.*
- *Most cab drivers drive for uber, just saying*

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Would you trust your child to take a taxi to and from school each day?*
- *I don't like taxis*
- *Variable pick up time from request*
- *Ride share is easy*
- *Only to transit center is pointless (for school for my son is what I'm looking for)*
- *Can I get a sense of when the van is coming? Like text service*
- *They seem too intimate - don't want to be with so few people*
- *No early morning/late night service*
- *Son has to get to school by 8:20*
- *LRT station SHC too busy and hard to get on if everyone goes to Century Park*
- *Concerns with how to catch van at transit center*
- *Long wait in winter*
- *Not appropriate for seniors and those not tech-savvy*
- *Wait time is too long*
- *Waiting in -40 for a bus*
- *Not reliable or guaranteed seats*
- *Too unpredictable*
- *May not be reliable like bus service*
- *Don't want third party contractor even in short term*
- *University students schedules are often during non-peak hours*
- *Wait time*

## WORKSHOP PARTICIPANT OTHER COMMENTS ON SERVICE

- *And what do we use at -30?*
- *Neighbourhood Car share. Everyone currently has 2 or 3 cars - neighbourhood share households share a couple cars. Pre-book (neighbourhood own or city)*
- *Why can't we just have real transit?*
- *Return of normal bus route*
- *Keep routes as they are now or at least 1 bus for each neighbourhood*
- *Walking!*
- *City should have park and ride facilities*
- *City should offer free downtown parking starting Friday evening, all Saturday and Sunday*

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *Works best for my commute downtown*
- *Thanks! ETS! Great!*
- *Excellent solution for office workers (downtown for example) U of A students, Grandview school students*
- *Good, excellent! save energy. Good for environment. We don't like bus going around small community it's too noisy*
- *Best option during periods of inclement weather*
- *Will accommodate most users need alternative for off-peak hours*
- *Good for students. Consider school shuttles to high school?*
- *Like peak hours to get kids to Scona and adults to LRT downtown for work*
- *ETS members you work hard for us. You are smart to have this new plan out*
- *Limited service by bus during peak on demand to fill in gaps*
- *This is great idea thanks ETS*
- *Very good for the whole city's development*
- *Thanks ETS you should do this as soon as possible it's so great*
- *Mother doesn't speak English scheduled is best. Many multigeneration families*
- *Neighbourhood doesn't need big bus off-peak-peak can use a smaller bus*
- *My kids need to get to and from Scona high school their designated school, safely*

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *The #50 services 3 neighbourhoods plus drivers from out of area locations who park all day on neighbourhood streets and catch the bus to south campus LRT. I question whether all the vans going into 3 neighbourhoods is more cost efficient than one bus servicing these neighbourhoods. I can appreciate peak hours services (7-9am and 3-6pm) but please keep one bus servicing the same current locations in Grandview, Lansdowne. At the Grandview [illegible] meetings residents were very clear that they preferred bus service as it is now. My request: Peak hour bus service at current locations.*
- *Pick up and drop off points? More walking. Still the best of 4 bad "solutions"*
- *As then bus is scheduled in somewhat regular time frame but how late does the bus run?*
- *Currently use except for students during peak*
- *Infrequent service*
- *Needs off-peak service*

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Builds community neighbours meet each other*
- *Would like to book up to 24 hours ahead*
- *This could be useful although would likely not run at peak times. Dentist appointments downtown - so need to get to LRT not usually peak times*
- *Transit needs to be no more than: 1. 8 block walk from home to a pick up point AND 2. 12 minute wait for a scheduled pick up preferably 8 min*
- *In favour of this option but van may not be big enough unless just doing Grandview*
- *This is very good ideas. Save energy and good for environment*
- *Will be easier for those with walkers etc.*
- *Peak hours very important*
- *Thanks ETS numbers. You are so smart! I love the new plan*
- *Only peak hours please*
- *Like the small van but need more access spots during cold weather*
- *I love going on buses and trains*
- *All ETS! you rock. Thank you so much this is awesome change. Looking forward to it, small van*
- *App usage makes sense. Peak hours would be how I use it most of the time*
- *Grandview extended care need to get to from work. Staff could share van*

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *How do people get back to Grandview if there is no pickup at transit center?*
- *Peak hours does not serve Grandview extended care staff families*
- *These folks still have lots of service on 119th and 122nd. Yay*
- *Less efficient for my high schooler to go to a transit station first whatever the method*
- *Off peak service lack. Extra costs to residents who might already be on fixed income. No pick up at transit center? Seems similar to DATS which has many reported issues and service irregularity*
- *Will not go to local schools, only transit center*
- *Shift work? Appointments outside of peak hours?*
- *Drivers may not be as professional or well trained as ETS*
- *Winter service needs to be more extensive and frequent than other seasons*
- *Should pick up from local schools*
- *More than peak hours*
- *Getting to design pick up*
- *Too long a wait*
- *How to ensure I can arrive on time if pick up times depend on where vehicle is?*
- *Pick up times impossible to schedule around. Wait times a concern*
- *Also need off-peak service*
- *This option only fit casual usage for both passenger convenience and RO1 perspective*
- *Variability of multiple pickups*
- *Grandview staff need off-peak hour service - shift work*
- *Many who would use the bus may not afford a cell phone and app. Scheduled pick ups with wait points incorporated to accommodate traffic and weather. Would allow people without a cell phone app to use the service*
- *Apps and distant bus stops may isolate elderly or non-tech people*
- *Larger trend is toward staggered and irregular work hours so thinking in terms of peak/off-peak is outdated*
- *Need to provide peak and off-peak service. Multiple user types - students, seniors, staff, children*



# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *Uniform pick up points defeat utility of ride share - still have to walk to the pickup point. Does not address mobility concerns. Not much different than walking to bus*
- *I don't use apps so would not find this useful*
- *Liability insurance of drivers*
- *How do we get back from transit center?*
- *How? More cars on road and will they accept a low fare?*
- *If no service during off-peak it's not working*
- *Learning curve, especially for older or vulnerable people. Difficult without a smartphone*
- *Between 12-1:30 no service*
- *Pick up and drop off points? Still doesn't get me to my home.*
- *Will vehicles be barrier free - able to handle wheelchairs etc.*
- *Third party issue*
- *Uber is like an outlaw company don't follow own rules*
- *How long could pickup time be? 10min or 30min?*
- *How to ensure all passengers to have access app and know how to use it properly*
- *Don't have a cell phone*
- *How I can ensure to arrive on time if pickup time depend?*
- *How to ensure safety?*
- *Pick up times not scheduled 3rd party apps (i.e. uber) does not compensate drivers reasonably*

# WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *How would this work for Grandview school students to get to/from 122 street in morning/after school*
- *Nothing better than a regular scheduled minibus*
- *1 driver 1 passenger defeats the purpose of mass transit*
- *Cost? Training and vetting of drivers?*
- *Difficult to maintain and competition would be steep*
- *Only during peak hours*
- *Available dep on external factors such as weather*
- *Trustworthiness of third party may become an issue*
- *Will this be sustainable?*
- *Taxi for long it is not sustainable option Uber accident history are a chain of lessons learned*
- *Not effective during peak hours. Higher environmental cost*
- *Wait times at rush hour cost to city*
- *Without any constraint the cost would be sky high over use of taxi*

## WORKSHOP PARTICIPANT OTHER COMMENTS ON SERVICE

- *Limited bus during peak hours on demand in off-peak*
- *Combine limited bus and alt service if limited unavailable*
- *More accessible more dependable can batch orders (on demand)*
- *Only goes to transit centers therefore walking to destinations far from a bus route or transit center (on demand)*
- *If have walker, stroller, wheelchair, where put? (Ride hailing)*
- *Cars are not environmentally friendly. Using cars defeats the purpose of having public transit system (RHA)*
- *Uber is destroying public transit around the world (RHA)*
- *Reliable schedule through the day for shift workers and special appointments (Limited bus)*
- *Great if we could have limited bus and something else for middle of day (limited bus)*
- *Don't want to do ride share of uber because of safety. Distance is not an issue for me. If the frequency is 15 minutes for the 53 that would be sufficient (limited)*
- *I would like a schedule so I can plan my trips (limited)*

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## PROS

- *It's better than the others, slightly, but at this point, planning trips would be so complex I'd probably stop taking transit*
- *Preferred option for my 14 year old who is going to JPHS for the next three years. Safety/COE oversite trained. Pick up/drop off closer option*
- *Best idea for the current route 108. Picks up 30+ kids/day in Potter Green and Breckenridge*
- *Will work for my volunteer activities and recreational activities*
- *Bus to service Cameron Heights, many school age children need the service*
- *Least ridiculous option. Maybe bus during peak hours*
- *Preferred service for student and junior high school kids*
- *Using mini bus yes! peak hours!*
- *This is good*
- *Must be every 15-20min NOT every 60 min*
- *Preferred more reliable*
- *With students in university, high school and jr high peak hours bus is the best because it's predictable M-F*
- *Yes!*
- *This is the best of a bad lot of options*
- *Using mini bus would be good idea because my kids need bus service from Cameron Heights to Stratford*
- *Yes this is good*
- *Well, given the choice this seems better option, although still does not cater to freedom of community. We pay taxes to subsidize other's freedom*
- *Best option of those you've presented*
- *Keep the #4 to U of A*
- *Yes to WEM and south campus*
- *Westridge need limited bus service on fixed schedule. Keep 138, this is working currently, do not change.*
- *#4 from Rio Terrace goes directly to south campus. My 12 year old is going to Avalon next year in Lendrum. Also, direct school special morning bus goes to Archbishop MacDonald. Will this be changed?*
- *FTN in Rio Terrace (#4 bus)*
- *Please have a bus for Cameron Heights area!*
- *Use current #4 it works*
- *Leger service*

# WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

## CONS

- *If bus service gets this complicated I will have to drive to guarantee I'll arrive places on time. Bad for environment*
- *Discriminates against the most vulnerable - seniors, people with disabilities, but best of what the city could come up with.*
- *None! Maybe cost, but we pay enough taxes to cover this cost*
- *Can there be a combination of limited bus service and on demand van!*
- *Best solution is no change from current then this is next. But what about service between 9am and 3pm? We can not walk! Property tax and bus fare pays for this!*
- *Where is the location 156st to University is important route*
- *Depends on frequency why get to a hub on a 15 minute frequency only to wait an hour to get home*
- *Not what city wants but is what citizens want*
- *Please keep #103*
- *Please keep #103*
- *No off-peak solutions offered*
- *Time to buy a car. Losing service and adding extra bus routes is a poor idea.*
- *Options need to have some service from 9-3 and after 6*
- *I think this is the best one for the environment*
- *Need an off-peak solution*
- *Hybrid limited bus service 6-9/3-6 and 1 of the other 3 options*
- *Where will the buses come from? i.e. buy new ones?*
- *Please keep the #4 or something very similar*
- *Keep the #4 route*
- *We have this in Cameron Heights doesn't work out at all. Awful idea*
- *#4 route needed to U of A from Rio T*
- *Keep #4 and other direct routes to south campus LRT (decrease frequency if you want to save money but don't eliminate it)*
- *Too infrequent would suggest 1/2 hour intervals but better than what city wants i.e.: alternative*
- *People do have jobs that start/end other than peak times.*
- *This is the best of the lot, but not good if late*
- *You make me need to drive to work - bad for environment*
- *Limited bus service concerns: does it lower emissions? Availability*
- *Keep 103 to Cameron Heights in peak hours*

## WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Elderly do not always have smart phone or data. Not practical for older demographic*
- *Only to Leger. All we need*
- *Would this be in addition to a school special for areas that are losing their service?*
- *Seniors have difficulty using phone apps*
- *Kids need a phone*
- *Stranded during off-peak hours!*
- *Pick up location close to house so my kid can walk to from*
- *It can probably handle off-peak hours ridership*
- *Driver may be able to deal with hard to service riders*
- *Better solution for kids going to school than taxi/ride hailing (better for environment and safer?)*

# WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN

## CONS

- *No added cost for any option*
- *A 45 minute wait is kind of useless. I can walk to Meadowlark faster. My biggest concern is people with mobility issues*
- *Could get lost or miss your pick up*
- *We are big art supporters. All arts are in city center where parking is scarce and expensive. Peak hour option only won't help us get to and from downtown for arts activities*
- *Drivers won't know the route*
- *Select transit centers are limiting and increase ride time for routes that are in the opposite direction*
- *What if it's full?*
- *Poorly defined - no service levels established*
- *Could be long wait times in winter*
- *Can work for peak hours but how limited would off-peak be? 2 hour interval?*
- *Might as well use small community bus service*
- *Only peak hours no weekends*
- *Terrible service*
- *Vans may not be large enough for the amount of students at peak times*
- *No off-peak solutions offered*
- *Long waits*
- *How do you get home?*
- *45 minute wait with no guarantee of getting on van is unacceptable*
- *Unreliable for daily commute*
- *Long ride times*
- *Must not cost if you area university student/student/senior. Needs to be anytime or no taxes on Cameron Heights. Safety phones*
- *It can be a solution during off-peak hours. It won't be able to provide the right service during peak hours.*
- *No service from 9am-3pm is a problem, same for after 6pm. Unreliable/unknown wait time for pick up is a problem*
- *To put it mildly, not keen on my child waiting in the freezing cold for 45 minutes and then wait to be dropped off when? Depending on ridership.*
- *I don't want to be a lab rat for this experiment. I pay too much civic tax for this!*
- *Without a fixed schedule how can I get to my scheduled appointments?*
- *Lots of backtracking in route*
- *Terrible for the environment*
- *45 minute wait is not acceptable in the dead of winter and for commuter to work or appointment*
- *No guarantee of off service bus. No service levels defined or established unlike other transit service*
- *No ability to plan*
- *It would be hard for seniors to wait on pickup site if you don't know exactly the arrival time, especially during winter.*
- *I don't like the wait time. Why do we have to wait until we are at location?*
- *Use of data not good for students, poorer people for on demand and ride hail*
- *Concerned about GHG emissions. On demand van doesn't seem to address this*
- *The pick up hubs would need to have Wi-Fi for students*
- *In low ridership area, poorer fuel economy in a van than a taxi*

# WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

## CONS

- *What about peak morning and afternoon times? Need data*
- *Changing the current route is a terrible idea. Leave a good route alone!*
- *Terrible service*
- *Long transit times must back track if can only be dropped off at WEM*
- *I don't use this questionable service now, why would I start?*
- *No guaranteed service levels. Will service be available in peak uber times?*
- *May be very difficult to get a car during peak hours*
- *There is no guarantee the vehicle is safe (i.e. is it serviced/maintained)*
- *Not convenient after 7 or 8 pm*
- *Do not have a cell phone therefore no app*
- *How does seniors with no English use the app*
- *Kids do not have data*
- *Kids in stranger's cars*
- *If vehicle not available then what? Not reliable.*
- *Would not be useful in an area needing school service. Not enough seats.*
- *My mother lives with me and she does not use a cell phone. An app is not the solution to everything.*
- *Can they afford data/phones? Transit users are elderly children less affluent.*
- *Security/criminal checks risk especially for vulnerable transit users.*
- *Only works for smartphones*
- *\$\$\$ bus is cheaper and more dependable*
- *What about people who don't have phones/aren't tech savvy?*
- *No data? No phone? Phone dies?*
- *Only peak hours no weekends*
- *Without fixed schedule, how am I to fit transit in my schedule could be 10 min could be 45 I don't have luxury of waiting around*
- *Terrible for the environment*
- *Would not allow my 12-17 year old's to use this - unsafe*
- *Not reliable or safe for children, what if children want to have friends home?*
- *Fear of drivers*
- *Terrible idea*
- *Sounds unreliable if there aren't enough riders to justify the trip. Don't really like this idea for my kids*



# WORKSHOP PARTICIPANTS COMMENTS ON TAXI

## CONS CONTINUED

- *In order to make it to school on time, kids need a predictable pick up in order to get to WEM for the school special*
- *Unpractical for children to get to school. Unsafe!*
- *Have you seen the cleanliness of cabs. Surely not.*
- *No guaranteed service levels. Not a solution*
- *Nope. I have had too many creepy disturbing taxi drivers (female passenger)*
- *Unsafe!*
- *Could be long wait times in winter*
- *Terrible service*
- *Terrible for the environment*
- *Not a good option if trying to reduce carbon impact which is a main selling point, argument for public transit*
- *What if you live far from a pick up point it will be might cold to walk in winter for someone with some disability*
- *Taxis may not be able to accommodate all riders during peak hours i.e. riders may need to wait for a while if last taxi is full*
- *Will taxi companies be willing to take routes from further away neighbourhoods?*
- *Out of date cost too high*
- *Bad for the environment*
- *Not useful for kids going to school. Especially on a route where numerous kids would need transport*
- *Inefficient route i.e. Driver would pick me up, drive right past the Callingwood dentist to WEM then I'd hop a bus to come all the way back to Callingwood*
- *Peak hours are not enough!*
- *No not comfortable with this for my kids*
- *Idiotic and irresponsible*
- *Dumb idea*
- *How can this be considered a solution?*

## WORKSHOP PARTICIPANT COMMENTS ON BOOKING

- *Henday north doesn't move in AM go to Leger from Cameron*
- *Cameron weekday husband to Windemere to work via Leger*
- *Cameron weeknights to Leger to get to southside activities*
- *I rely on transit and need good service 7 days a week*
- *Every day from 6am-11pm*
- *Want a bus schedule not to book a bus or van*
- *Should never have to book a bus*
- *6-9 weekdays, 2-7 weekdays, school hours rush hours*
- *9-7pm Sat, 10-6pm Sun. How do I get home from concert?*
- *How well vetted will be drivers and services? Security.*
- *The hubs must have WIFI not all kids have data*
- *Phone batteries die in the cold*

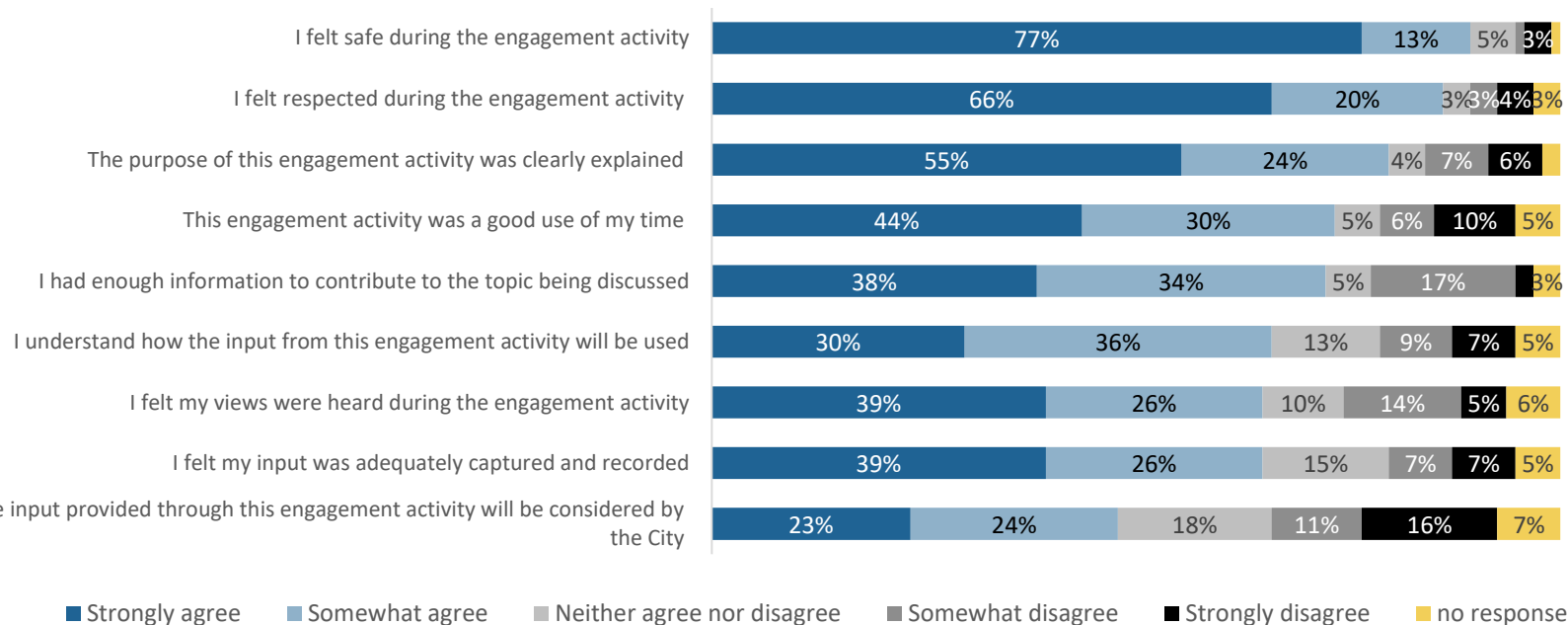
## WORKSHOP PARTICIPANT OTHER COMMENTS ON SERVICE

- *You cannot use a method like this for a major decision*
- *None, better bus service to Leger*
- *Keep #4 bus route to south campus!*
- *Very doable with sufficient public education campaigns*
- *On the Whitemud? Downhill?*
- *Current #4 route to/from south campus*
- *I've seen this work really well in other NA cities*
- *Where is the option keep the 101*
- *103 to Cameron Heights is essential, serves many of the problematic locations in one route*
- *Wait times for on demand is unreasonable for some seniors, kids, cold weather and for late trips from work, school or hospital*
- *More hours to Cameron Heights goes to WEM and Century Park on weekends as well*
- *Prefer our transit center to be south campus from Rio*
- *Longer hours more routes*
- *That does not go to West Ed*
- *Please keep #4 route*
- *The best alternative (no extra bus or drivers) is to branch the express bus that goes down 87ave to follow the old #4 route down 156st to the 159st exit. Connect Rio to the LRT*
- *Keep #4 to south campus*
- *Please keep #4 to university*
- *How well vetted? Feels very unsafe for kids, elderly*
- *Not everyone has tech to use phone/app*
- *#103 is very important to Cameron Heights*
- *Keep #4 route to south campus*
- *Bike shares would be even more attractive with hubs that are also great public spaces*
- *In the river valley? For seniors? In the Alberta winter?*
- *Proposed alternatives are ok for getting to work. Appear to be useless at other times I need the bus*
- *That goes directly to West Ed or Century Park from Cameron Heights not winding through other neighbourhoods*
- *#103 is very important to Cameron Heights, we pay tax*

# WORKSHOP EVALUATIONS

# MOST PARTICIPANTS HAD A POSITIVE WORKSHOP EXPERIENCE

The following data outlines the experiences of participants at any/all engagement sessions overall...



## OUR SERVICES

- **Leger**  
Marketing research and polling
- **Leger Metrics**  
Real-time VOC satisfaction measurement
- **Leger Analytics**  
Data modeling and analysis
- **Legerweb**  
Panel management
- **Leger Communities**  
Online community management
- **Leger Digital**  
Digital strategy and user experience
- **International Research**  
Worldwide Independent Network (WIN)

400

EMPLOYEES



75

CONSULTANTS



6

OFFICES

MONTREAL | QUEBEC | TORONTO | EDMONTON | CALGARY | PHILADELPHIA

# OUR CREDENTIALS



Leger is a member of the [Canadian Research Insights Council \(CRIC\)](#), the industry association for the market/survey/insights research industry.



Leger is a member of [ESOMAR](#) (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals. As such, Leger is committed to applying the [international ICC/ESOMAR](#) code of Market, Opinion and Social Research and Data Analytics.



Leger is also a member of the [Insights Association](#), the American Association of Marketing Research Analytics.

# Leger

*We know Canadians*



leger360.com



@leger360



/LegerCanada



/company/leger360



@leger360