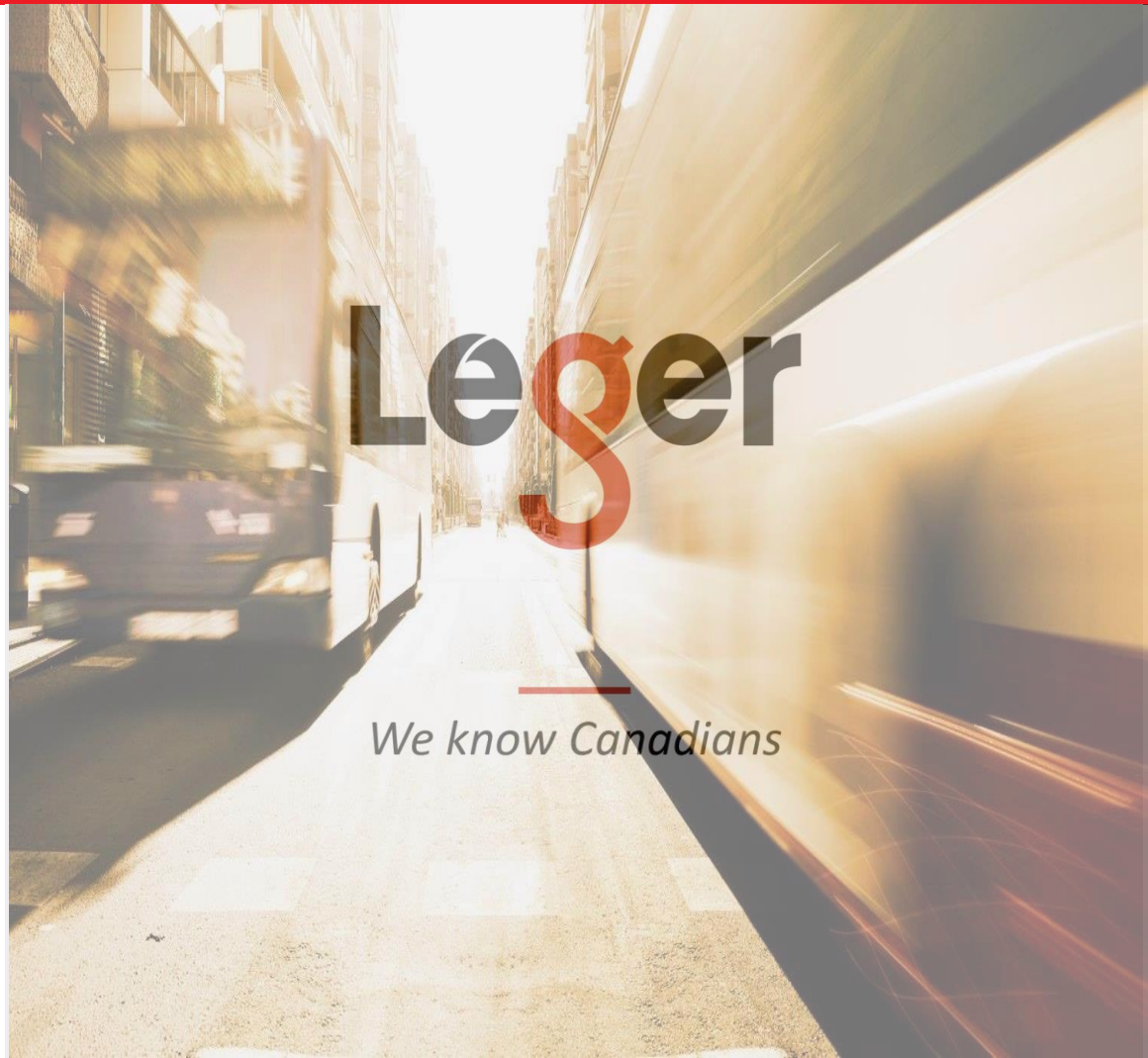


Report

City of Edmonton

Edmonton Transit Services
Alternative Transit Solutions – New Communities

October 2019



Leger

We know Canadians

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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.

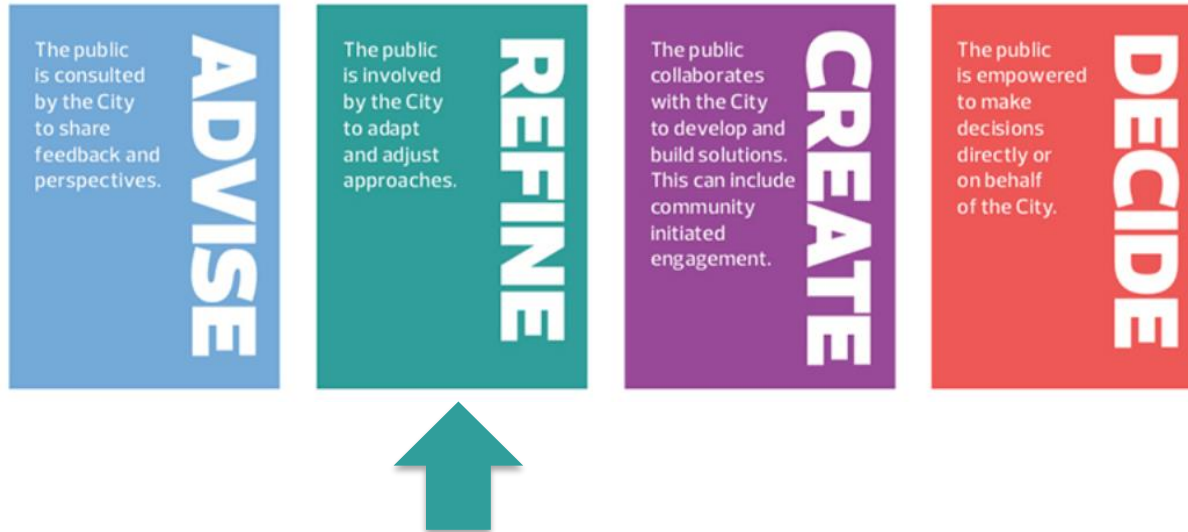
ENGAGEMENT PURPOSE

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?”

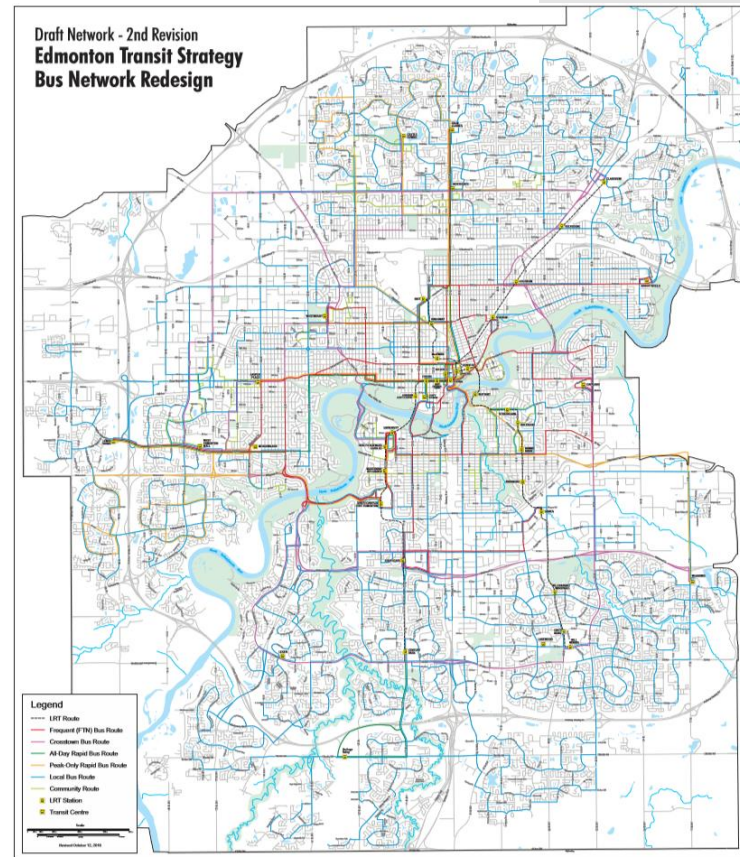
PUBLIC ENGAGEMENT SPECTRUM



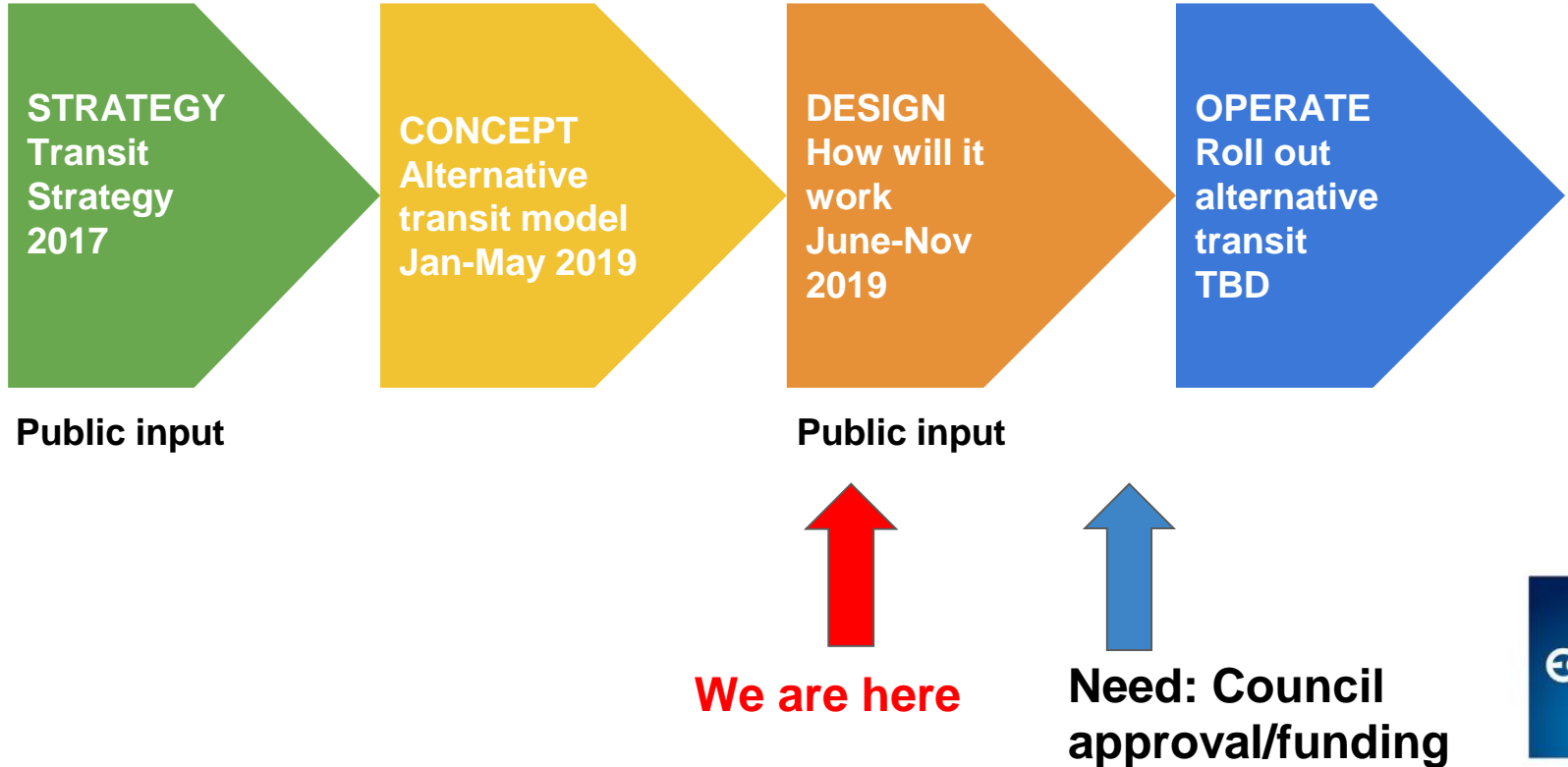
CONTEXT

The City of Edmonton is exploring alternative transit options in newer communities that do not have transit service today and are not planned to have regular bus service in the proposed Bus Network Redesign. These growing communities have yet to reach the minimum population needed for regular service or currently their road networks may not support standard buses. This alternative transit service would connect residents in these communities to the regular bus network and allow them access to a transportation option sooner than they otherwise would have, based on the Transit Service Standards policy.

Edmonton Transit Service (ETS) planners identified eight communities that could benefit from this alternative transit service. These communities were engaged from September to October 2019. This report focuses on summarizing input from public engagement with these newer neighbourhoods.



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 residents and they were asked to share their thoughts and help refine the alternative transit approach(es).

Workshops and Online Survey

The City held two, family-friendly drop-in workshops in September. Approximately 100 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 500 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 if they were to use an on-demand van. 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 September to early October provided an opportunity to follow up about the information gathered in September and allow residents who couldn't attend the workshops in person to provide feedback.

CONTEXT

Communities considered in this report include:

- Cavanagh
- Edgemont
- Graydon Hill
- Hawks Ridge
- Hays Ridge
- Keswick
- Starling
- Trumpeter

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

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

SEPTEMBER 2019

2 in-person workshops with approximately **100** participants

516 online questionnaires completed

COMMUNITY WORKSHOP PROCESS

The City, with the support of Leger, held two (2) public engagement sessions. The workshops were hosted in the evenings, between 5pm and 8pm, with attendance varying between 30 and 70 participants.

The dates, and neighbourhoods involved are as follows:

Workshop 1 (West/Southwest) – Tuesday September 10, 2019

- Involving: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, and Keswick residents
- Held at: Terwillegar Recreation Centre

Workshop 2 (Northwest) – Thursday September 12, 2019

- Involving: Hawks Ridge, Starling, Trumpeter residents
- Held at: Dragon's Head Golf Course

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

- 516 surveys were completed with Alternative Transit communities
- Surveys were conducted between September 24 to October 6, 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, all in motion blur. 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:

- ✓ 78 votes – Limited Bus service
- ✓ 45 votes – On-demand Van service
- ✓ 11 votes – Ride-hailing app service
- ✓ 10 votes – Taxi service
- ✓ 3 votes – Carpool service

WHAT WE HEARD

INTEREST/LIKELIHOOD TO USE

Overall, the majority of survey respondents would be most likely/interested in using a 'Limited Bus' service (81%), and/or the 'On-demand Van' (55%) service option.

Interested/Likely to use	Total (n=516)	West/Southwest (n=420)	Northwest (n=97)
Limited bus service	81%	84%	69%
On-demand van	55%	54%	60%

PREFERRED ALTERNATIVE TRANSIT OPTION

Just over half of survey respondents overall most prefer the 'Limited Bus' service option (59%), followed by 20% who indicate preferring either option or had no preference, and 17% who preferred 'On-Demand Van'.

Preferred Alternative Transit Option	Total (n=516)	West/Southwest (n=420)	Northwest (n=97)
Limited Bus Service	59%	64%	38%
On-Demand Van	17%	14%	33%
No preference / Both are equally good for me	20%	19%	25%
Don't know	3%	3%	3%
Refuse to answer	1%	1%	1%

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 reliability and safety. In general, it was uncovered during the workshops that community residents are desperate for some kind of service. 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, some workshop participants felt that the smaller size may be the best option for their communities needs, and that it would give them flexibility in scheduling, as well as an appropriate option for students and children.

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 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.

Regardless of the chosen alternative transit option, workshop respondents noted 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 (89%-90%) of survey respondents overall indicate that at least one of the drop-off locations would work for them:

- Century Park
- Leger
- Lewis Farms
- St. Albert Centre Exchange
- West Edmonton Mall
- Westmount

Nearly all (95%-100%) 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) (8%), followed by pick up / drop off points (6%), the need to have flexible schedules (evenings/weekends/ peak hours/off-peak hours) (4%), personal safety (walking at night, etc.) (4%), and increased traffic (4%).

SCHEDULING – ON-DEMAND VAN

Overall, survey respondents are most interested in leaving their pick-up location between 7am – 8am, and returning between 4pm – 5pm. When asked what concerns they have in regards to scheduling, mentions include, the need for flexibility in their pick-up and drop-off times (9%), followed by concerns about the potential long wait times (4%).

WHAT WE HEARD

BOOKING – ON-DEMAND VAN

The vast majority (92%) of survey respondents overall, indicate they would be interested in using a mobile app/smartphone app to book an ‘On-demand Van’, followed by 43% who would be interested in using an online/web system. While 40% 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:

- ✓ 56 votes – Mobile app/smartphone app
- ✓ 7 votes – Telephone service
- ✓ 2 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 (74% and 81% respectively). The majority (73%) 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, potential long wait times (5%), followed by reliability (3%), having to book/plan in advance (3%), and not having enough room (3%).

The background is a blurred photograph of a city street, likely taken from a moving vehicle. The image shows buildings on the left and a road with a white line on the right. The overall color palette is warm, with browns and oranges. 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.

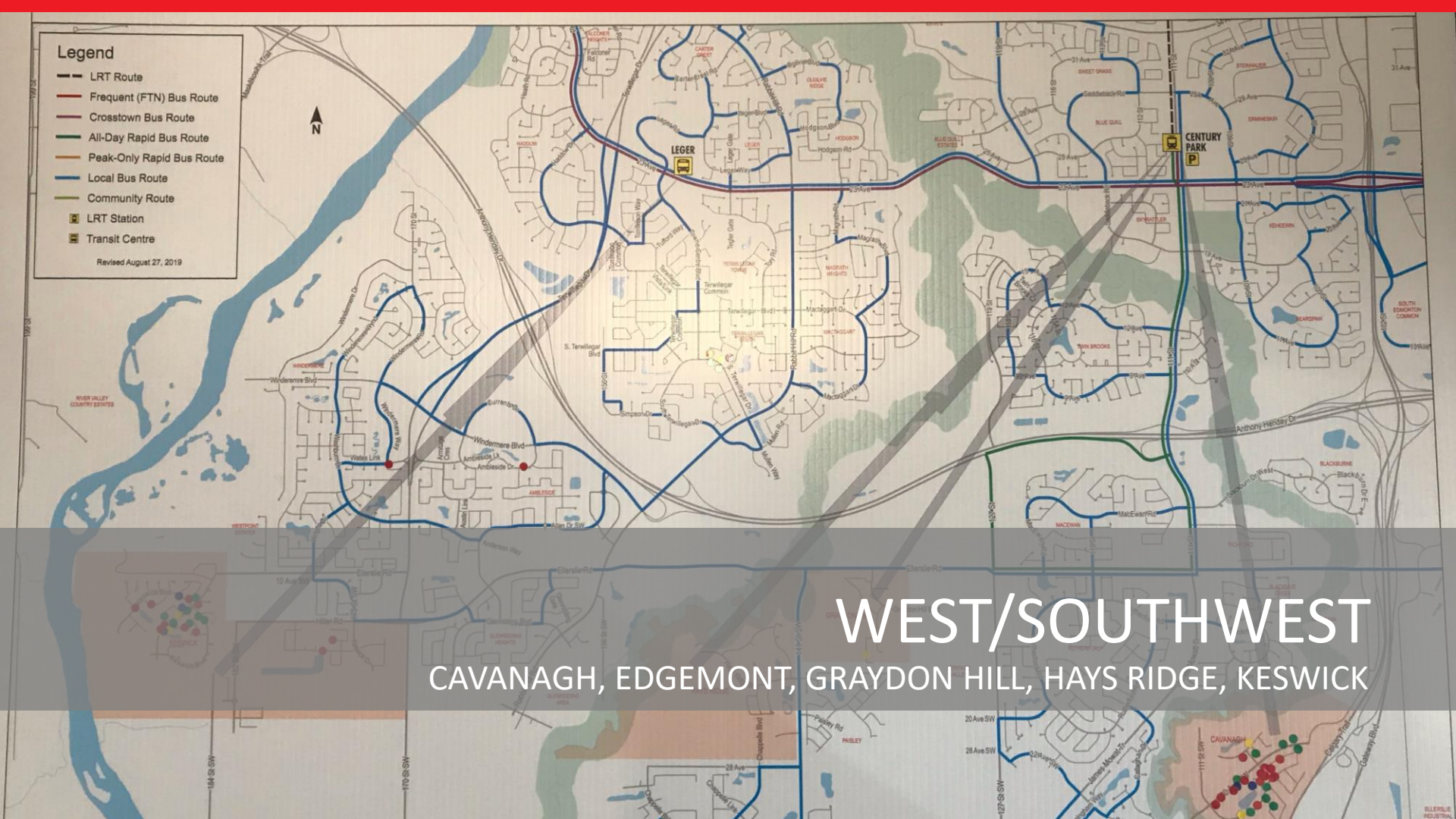
DETAILED COMMUNITY RESULTS

Legend

-  LRT Route
-  Frequent (FTN) Bus Route
-  Crosstown Bus Route
-  All-Day Rapid Bus Route
-  Peak-Only Rapid Bus Route
-  Local Bus Route
-  Community Route
-  LRT Station
-  Transit Centre

Revised August 27, 2019

WEST/SOUTHWEST CAVANAGH, EDMONT, GRAYDON HILL, HAYS RIDGE, KESWICK



WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

LIMITED BUS SERVICE

PROS

- Consistency
- Best option for students/commuters

CONS

- No off-peak service
- Expensive

ON-DEMAND VAN

PROS

- Customizable
- Viable option
- Good for students
- Cost effective

CONS

- Unpredictable/unreliable
- Not good for students/children
- Long wait times
- Expensive
- Adds too much traffic congestion

WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

RIDE-HAILING APP

PROS

- Effective due to availability
- Flexible

CONS

- Add too much traffic congestion
- Expensive
- Unsafe for seniors
- Long wait times
- Inconsistent service
- No off-peak service
- Not good for students/children
- Inefficient use of resources

TAXI

PROS

- Eco-friendly
- Cost effective
- Flexible

CONS

- Not comfortable with private drivers
- Expensive
- Not safe for students/children
- Adds too much to traffic congestion
- Long wait times

WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

INTEREST/LIKELIHOOD TO USE

- 84% of survey respondents would be likely/interested in using 'Limited bus service'
- 54% of survey respondents would be likely/interested in using an 'On-demand van'

PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 64% prefer 'Limited bus service'
- 14% prefer 'On-demand van'
- 19% have no preference / both equally good

Among workshop respondents:

- 51 votes for 'Limited bus service'
- 27 votes for 'On-demand van'
- 5 votes for 'Taxi'
- 4 votes for 'Ride-hailing app'
- 3 votes for 'Carpool'

WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

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

DROP-OFF LOCATIONS – ON-DEMAND VAN

- 41% of survey respondents would be likely to use West Edmonton Mall
- 36% of survey respondents would be likely to use Century Park
- 26% of survey respondents would be likely to use Lewis Farms
- 9% of survey respondents would be likely to use Leger
- 11% 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,

- 5% of survey respondents indicate that none of the proposed options work for them

WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

CONCERNS REGARDING PICK-UP/DROP OFF

- 9% of survey respondents mention the walking distance as their main concern regarding pick-up/drop-off
- 59% of survey respondents indicate having no concerns regarding pick-up/drop-off

SCHEDULING

PICK-UP TIMES – ON-DEMAND VAN

- 35% of survey respondents would leave (most often) between 6am - 7am
- 50% of survey respondents would leave (most often) between 7am - 8am

DROP-OFF TIMES – ON-DEMAND VAN

- 39% of survey respondents would return (most often) between 4pm – 5pm
- 31% of survey respondents would return (most often) between 5pm – 6pm

CONCERNS REGARDING SCHEDULING – ON-DEMAND VAN

- 8% 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
- 70% of survey respondents indicate having no concerns regarding scheduling

WEST/SOUTHWEST Summary

CAVANAGH, EDMONTON, GRAYDON HILL, HAYS RIDGE, KESWICK

BOOKING – ON-DEMAND VAN

Among survey respondents:

- 92% would use a mobile/smartphone app
- 40% would use online/website
- 39% would use telephone

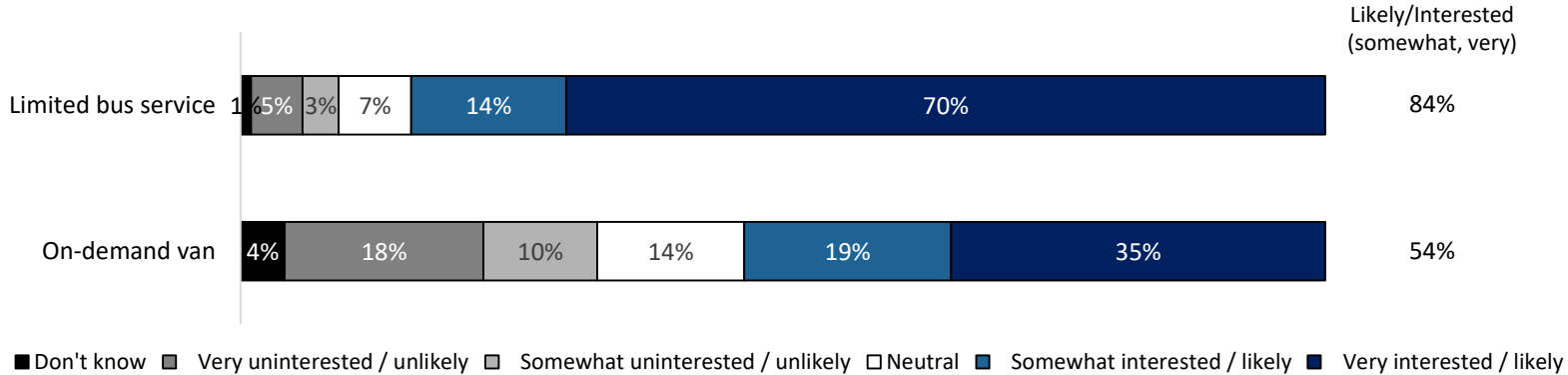
Among workshop respondents:

- 36 votes for mobile app
- 2 votes for telephone
- 1 votes for online

- 75% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 83% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 76% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 5% 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: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick respondents (n=420)
Q4. How interested or likely are you to use each of these two alternative transit options?

INTEREST/LIKELIHOOD TO USE

Limited Bus Service

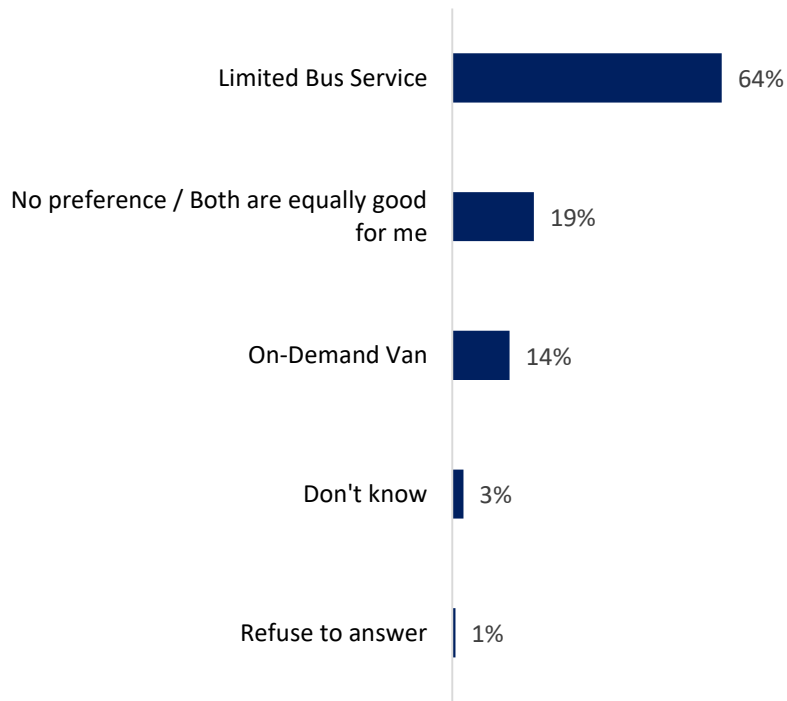
West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	420	93	228	33	7*	61
INTERESTED	84%	95%	83%	64%	43%	87%
Somewhat interested / likely	14%	4%	16%	24%	-	21%
Very interested / likely	70%	90%	68%	39%	43%	66%
Neutral	7%	1%	7%	12%	29%	8%
UNINTERESTED	8%	4%	8%	21%	29%	5%
Somewhat uninterested / unlikely	3%	4%	2%	6%	14%	3%
Very uninterested / unlikely	5%	-	6%	15%	14%	2%
Don't know	1%	-	2%	3%	-	-

On-Demand Van

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	420	93	228	33	7*	61
INTERESTED	54%	52%	54%	55%	43%	57%
Somewhat interested / likely	19%	15%	19%	21%	14%	25%
Very interested / likely	35%	37%	35%	33%	29%	33%
Neutral	14%	14%	14%	6%	14%	15%
UNINTERESTED	29%	33%	27%	30%	43%	25%
Somewhat uninterested / unlikely	10%	11%	11%	9%	-	10%
Very uninterested / unlikely	18%	23%	16%	21%	43%	15%
Don't know	4%	1%	5%	9%	-	3%

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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 / Southwest Workshop, participants were asked to vote on alternative transit options. The results were as follows:

WORKSHOP VOTE	
Limited bus service	51
On-demand van	27
Taxi	5
Ride-hailing app	4
Carpool	3

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick respondents (n=420)
 Q5. Which of these alternative transit options do you prefer?

PREFERRED ALTERNATIVE TRANSIT OPTION

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	420	93	228	33	7*	61
Limited Bus Service	64%	80%	61%	45%	57%	59%
No preference / Both are equally good for me	19%	14%	20%	21%	14%	25%
On-Demand Van	14%	4%	15%	27%	29%	13%
Don't know	3%	2%	3%	3%	-	3%
Refuse to answer	1%	-	1%	3%	-	-

 indicates top mention

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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

- *Like consistency as my son needs M-F Sept-June guaranteed*
- *Best option for students and regular commuters who need regular service*
- *Add weekend service between community and transit center. Cavanaugh to Century Park*
- *Please make a route that will connect Edgemont and Timber Ridge with S. Bruce Smith school and WEM*
- *At least public transit available. Convenient for youth. Less budget than regular service*
- *Good option required on weekends as well*
- *Easy to plan my schedule. More practical. My favorite choice*
- *Needs multiple trips in the morning as so many people are trying to leave in the morning*
- *Once on demand van has proven demand exists, would be a good next level*
- *Ideal scenario, easiest to manage connections and schedules within the ETS network*
- *This is the best option of all alternatives*

During the West / Southwest Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option, the comments they provided included liking the consistency it would bring, feeling like it was the best option for students and commuters.

They also had some suggestions, including offering off-peak service, connecting Edgemont and Timber Ridge with S. Bruce school and WEM, as well as having more frequent trips in the morning.

WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

CONS

- *Several pick up/drop off location along route really needs 6-9am*
- *Service in Uplands and Stillwaters*
- *Needs service in Uplands*
- *6pm not late enough for uni kids and people working*
- *May require a later than 6pm service*
- *Flexible school schedule junior high not feasible*
- *6pm is not late enough for those that work until 5pm*
- *More expensive to start when demand has not been proven*

During the West / Southwest Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option, these included, needing off-peak service, service to Uplands and Stillwaters, and feeling that it may be a more expensive service to start.

WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Grade 7 Vernon Barford School. Timing 7:35am, 3:45/4:30pm. Customizable option, ride hailing app, on demand van, fast for youth*
- *Would like to book for my child to get to school daily M-F Sept-June*
- *Could be viable*
- *Would love this idea if it could be implemented faster. Winter is coming*
- *Good option for school kids*
- *Bus needs to go to Keswick area. My son school starting 9 until 3:30 if possible please pick from Keswick area*
- *Probably most cost effective plan. If an app and requested other users could see the next scheduled pickup. Once demand proven then develop into limited bus service*
- *Can be used as a shuttle service. If there are more buses wait times should be less. Easy to adopt this system due to current senior bus options*
- *Need bus service from Keswick to neighbourhood schools*
- *Have a smaller bus every 15 mins in Cavanaugh. Check your census records, a lot of families live there. It will fill up fast.*

During the West / Southwest Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option, the comments they provided included liking that it seemed like a customizable option, could be viable, good option for students, as well as that it seemed like the most cost effective solution.

WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Unpredictable/unreliable if waits are long*
- *No good for kids going to school*
- *Long wait and transit times if picking up multiple passengers*
- *Need bus services regularly M-F everyday, at the same time. Will be troublesome to request everytime use the service, and not knowing when to have the service*
- *Long wait time*
- *Expensive, long wait, not suitable for school age kids*
- *Not reliable enough for a regular user*
- *For the wait I might as well drive*
- *Not feasible for students and regular commuters going to fixed destination at fixed time*
- *Adding traffic to roads not efficient*
- *Concern of wait times for kids that need to be at school*
- *Inefficient use of resources*
- *Very spontaneous no guarantee for schedule, not desired option*
- *4-5 minute pick up time not suitable for kids going to school*

During the West / Southwest Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option, the comments they provided included feeling that it would be unpredictable/unreliable, not good for students/children, have long wait times, be expensive, and add too much traffic.

WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

PROS

- *Uber one of the good option because of availability*
- *Bus services is very important especially in a neighbourhood with no school*
- *Have a pick up every 15 min peak hours 7am-9am and 4pm-6pm. Use smaller buses that will fill up faster.*
- *Flexibility I work early and late fixed schedule limits me*
- *[illegible] if used as ride share and compensated to ride share for the vehicle owner*
- *Bus service at least morning and evening if possible every 15 min*

Although this was not as popular of an option among participants in the West / 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 effective due to availability, good for areas with no schools, and flexible.

WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

CONS

- *Contributes to congestion with multiple vehicles*
- *Pricey. Not easy for seniors. Safety issue*
- *If using regularly this option would be frustrating. Doesn't work for people trying to get to work i.e. waiting 15-30 min. I personally wouldn't use it.*
- *Possible excess traffic. Wait times. Inconsistent. No weekend services*
- *Need reliable transit at the same time everyday. This will not serve the purpose.*
- *Unreliable for kids going to school (vehicle availability)*
- *Inefficient use of resources*
- *Not good for young school aged children*
- *More wait time. Expensive*
- *Adding traffic to roads not very green*
- *Not comfortable sending youth with private*
- *Hours too limited. Regular uber would be easier*
- *Doubt the reliability to get on time*
- *Reliability of service is a concern due to competing demands in peak hours or city events*
- *Not easy for kids jr high*
- *Not practical. No reasonable cost. Long wait time. No favor*
- *Wait times. Kids not responsible to book daily*

Although this was not as popular of an option among participants in the West / Southwest Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option. Comments included it adding to road congestion, being expensive, unsafe for seniors, potential for long wait times, inconsistent service, need for off-peak service, not good for students/children, and an inefficient use of resources.

WORKSHOP PARTICIPANTS COMMENTS ON TAXI

PROS

- *It's the most ecofriendly of the options*
- *Taxi could work if available to book in advance with time fixed*
- *This is the most cost effective option*
- *I ask for [illegible] good option*
- *If subsidized possibly a good option*
- *Gives more flexibility because I have to work early and late fixed schedules would be limiting me taxi or app would be perfect alternative*

Although this was not as popular of an option among participants in the West / Southwest Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option. Comments included that it would be the most ecofriendly option, most cost effective, and flexible.

WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Private drivers make me uncomfortable. No responsibility for coordinating transfers and connections*
- *Expensive. Not safe for kids*
- *Not feeling safe to send my teenagers*
- *Not comfortable sending my youth with taxi*
- *Not good for young school aged children*
- *Unsafe, unreliable, costly*
- *No safe feeling. Cost concerns. No schedule guarantee*
- *Unreliable. Possible long wait times*
- *Would never use this as a Monday to Friday user*
- *Make communities congested*
- *Expensive. Wait times are not confirmed*
- *Adding traffic to roads not very green*
- *Inefficient use of resources*

Although this was not as popular of an option among participants in the West / 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, not being comfortable with private drivers, being expensive, not a safe option for students/children, adding to traffic congestion, as well as long wait times.



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

Drop-off Location

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
West Edmonton Mall	41%	-	74%	-	-	-
Century Park	36%	89%	-	74%	100%	70%
Lewis Farms	26%	-	46%	-	-	-
Leger	9%	3%	-	4%	50%	48%
None of these work for me	11%	10%	10%	22%	-	11%

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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]?

 indicates top mention

ON-DEMAND VAN

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

Pick-up Location	West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
	n=	301	62	166	23*	4*	46
199 Street and Edgemont Way		22%	-	39%	-	-	-
Edgemont Way and Evans Wynd		20%	-	36%	-	-	-
Erasmus Wynd and Edgemont Way		13%	-	23%	-	-	-
Erasmus Crescent and Edgemont Way		12%	-	22%	-	-	-
199 Street and Elston Gate		12%	-	22%	-	-	-
199 Street and East Gate		12%	-	22%	-	-	-
Cavanagh Drive and Casey Crescent		10%	48%	-	-	-	-
Casey Crescent and Casey Way		9%	44%	-	-	-	-
Keswick Way and Keswick Boulevard		9%	-	-	-	-	57%
Edgemont Boulevard and Edworthy Way		7%	-	13%	-	-	-
Casey Crescent and Casey Link		7%	32%	-	-	-	-
Edgemont Boulevard and Edmonds Crescent		7%	-	12%	-	-	-
30 Avenue and Cavanagh Drive		6%	29%	-	-	-	-
Lessard Road and 202 Street		6%	-	10%	-	-	-
Casey Cres and Collins Cres		5%	23%	-	-	-	-
35 Avenue and Edgemont Boulevard		4%	-	8%	-	-	-
Cavanagh Common and Cavanagh Gate		4%	18%	-	-	-	-
30 Avenue and Casey Crescent		4%	18%	-	-	-	-
Graydon Hill Link and Graydon Hill Crescent		4%	-	-	48%	-	-
Keswick Way and Kidd Crescent		4%	-	-	-	-	24%
Keswick Drive and Koshal Way		4%	-	-	-	-	24%
None of these options work for me		5%	2%	6%	-	-	11%

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*Caution when interpreting results due to small sample size

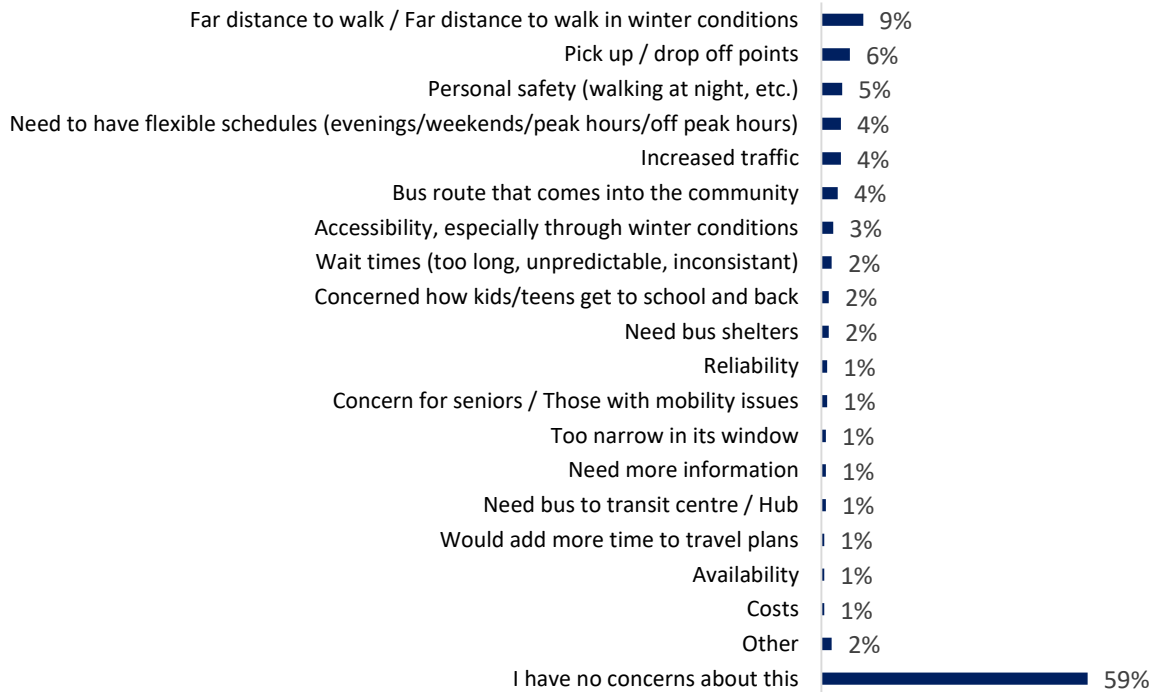
Responses less than 4% of total not shown

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

 indicates top mention



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



Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=301)

Mentions less than 1% not shown

*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


West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
Far distance to walk / Far distance to walk in winter conditions	9%	3%	12%	-	-	13%
Pick up / drop off points	6%	6%	6%	-	-	11%
Personal safety (walking at night, etc.)	5%	-	5%	4%	-	9%
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	4%	10%	4%	-	-	2%
Increased traffic	4%	-	5%	13%	-	4%
Bus route that comes into the community	4%	3%	4%	4%	-	4%
Accessibility, especially through winter conditions	3%	2%	3%	9%	-	-
Wait times (too long, unpredictable, inconsistent)	2%	2%	2%	-	-	7%
Concerned how kids/teens get to school and back	2%	-	2%	-	-	2%
Need bus shelters	2%	2%	1%	4%	-	4%
Reliability	1%	2%	1%	-	-	2%
Concern for seniors / Those with mobility issues	1%	-	2%	-	-	-
Too narrow in its window	1%	2%	1%	4%	-	-
Need more information	1%	2%	1%	-	-	2%
Need bus to transit centre / Hub	1%	-	2%	-	-	-
Would add more time to travel plans	1%	-	1%	-	-	2%
Availability	1%	3%	-	-	-	-
Costs	1%	-	1%	-	-	-
Other	2%	3%	1%	9%	-	2%
I have no concerns about this	59%	65%	58%	65%	100%	50%

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*Caution when interpreting results due to small sample size


Responses less than 1% of total 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	422	93	228	33	7*	61
5 am to 6 am	23%	34%	23%	15%	14%	13%
6 am to 7 am	53%	65%	56%	48%	14%	31%
7 am to 8 am	72%	71%	71%	76%	57%	74%
8 am to 9 am	47%	49%	46%	45%	43%	46%
9 am to 10 am	31%	37%	30%	30%	43%	26%
10 am to 11 am	23%	32%	20%	27%	14%	20%
11 am to 12 pm	17%	22%	17%	18%	14%	13%
12 pm to 1 pm	18%	20%	20%	12%	14%	10%
1 pm to 2 pm	20%	25%	20%	21%	14%	11%
2 pm to 3 pm	23%	24%	25%	24%	-	15%
3 pm to 4 pm	30%	30%	30%	21%	-	36%
4 pm to 5 pm	33%	39%	33%	27%	-	31%
5 pm to 6 pm	34%	43%	33%	33%	14%	26%
6 pm to 7 pm	27%	35%	26%	30%	29%	13%
7 pm to 8 pm	17%	28%	16%	18%	-	7%
8 pm to 9 pm	15%	28%	12%	15%	-	7%
9 pm to 10 pm	14%	24%	11%	12%	-	10%
10 pm to 11 pm	11%	17%	11%	6%	29%	3%

 indicates majority mention(s)

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	422	93	228	33	7*	61
5 am to 6 am	11%	16%	11%	3%	14%	8%
6 am to 7 am	35%	44%	36%	33%	-	23%
7 am to 8 am	50%	46%	50%	64%	43%	51%
8 am to 9 am	19%	18%	20%	15%	14%	23%
9 am to 10 am	7%	8%	7%	6%	14%	7%
10 am to 11 am	4%	4%	2%	6%	14%	7%
11 am to 12 pm	3%	2%	2%	3%	14%	3%
12 pm to 1 pm	2%	2%	2%	3%	-	2%
1 pm to 2 pm	4%	5%	4%	-	-	3%
2 pm to 3 pm	5%	2%	6%	6%	-	3%
3 pm to 4 pm	5%	4%	5%	-	-	8%
4 pm to 5 pm	5%	2%	4%	3%	-	10%
5 pm to 6 pm	5%	9%	5%	-	-	3%
6 pm to 7 pm	3%	1%	3%	3%	14%	3%
7 pm to 8 pm	2%	3%	1%	3%	-	-
8 pm to 9 pm	2%	5%	<1%	3%	-	-
9 pm to 10 pm	1%	-	1%	-	-	-
10 pm to 11 pm	<1%	-	1%	-	-	-

 indicates top 2 mentions


Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	422	93	228	33	7*	61
5 am to 6 am	5%	10%	6%	-	-	2%
6 am to 7 am	10%	22%	9%	-	-	2%
7 am to 8 am	14%	25%	12%	3%	-	10%
8 am to 9 am	9%	15%	9%	3%	-	8%
9 am to 10 am	6%	13%	5%	-	-	2%
10 am to 11 am	5%	10%	5%	6%	-	-
11 am to 12 pm	5%	9%	4%	3%	14%	5%
12 pm to 1 pm	8%	9%	7%	9%	-	11%
1 pm to 2 pm	9%	10%	9%	12%	-	10%
2 pm to 3 pm	15%	22%	12%	15%	14%	15%
3 pm to 4 pm	41%	33%	43%	42%	14%	51%
4 pm to 5 pm	56%	49%	56%	58%	57%	64%
5 pm to 6 pm	52%	51%	50%	64%	29%	59%
6 pm to 7 pm	31%	39%	30%	30%	29%	25%
7 pm to 8 pm	21%	33%	21%	21%	29%	2%
8 pm to 9 pm	17%	27%	16%	12%	14%	7%
9 pm to 10 pm	16%	24%	15%	12%	14%	8%
10 pm to 11 pm	14%	14%	15%	18%	29%	7%

 indicates majority mention(s)

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	422	93	228	33	7*	61
5 am to 6 am	1%	3%	1%	-	-	-
6 am to 7 am	3%	6%	3%	-	-	-
7 am to 8 am	5%	11%	4%	-	-	3%
8 am to 9 am	1%	2%	2%	-	-	-
9 am to 10 am	1%	2%	<1%	-	-	-
10 am to 11 am	1%	3%	<1%	3%	-	-
11 am to 12 pm	1%	2%	1%	-	14%	2%
12 pm to 1 pm	3%	1%	3%	6%	-	8%
1 pm to 2 pm	3%	1%	3%	6%	-	3%
2 pm to 3 pm	6%	11%	3%	9%	14%	5%
3 pm to 4 pm	23%	14%	25%	12%	-	36%
4 pm to 5 pm	39%	28%	40%	42%	43%	46%
5 pm to 6 pm	31%	29%	29%	36%	14%	41%
6 pm to 7 pm	14%	20%	15%	6%	14%	7%
7 pm to 8 pm	7%	10%	7%	9%	-	-
8 pm to 9 pm	5%	8%	4%	6%	14%	2%
9 pm to 10 pm	4%	5%	5%	-	-	3%
10 pm to 11 pm	7%	8%	7%	6%	29%	2%

 indicates top 2 mentions

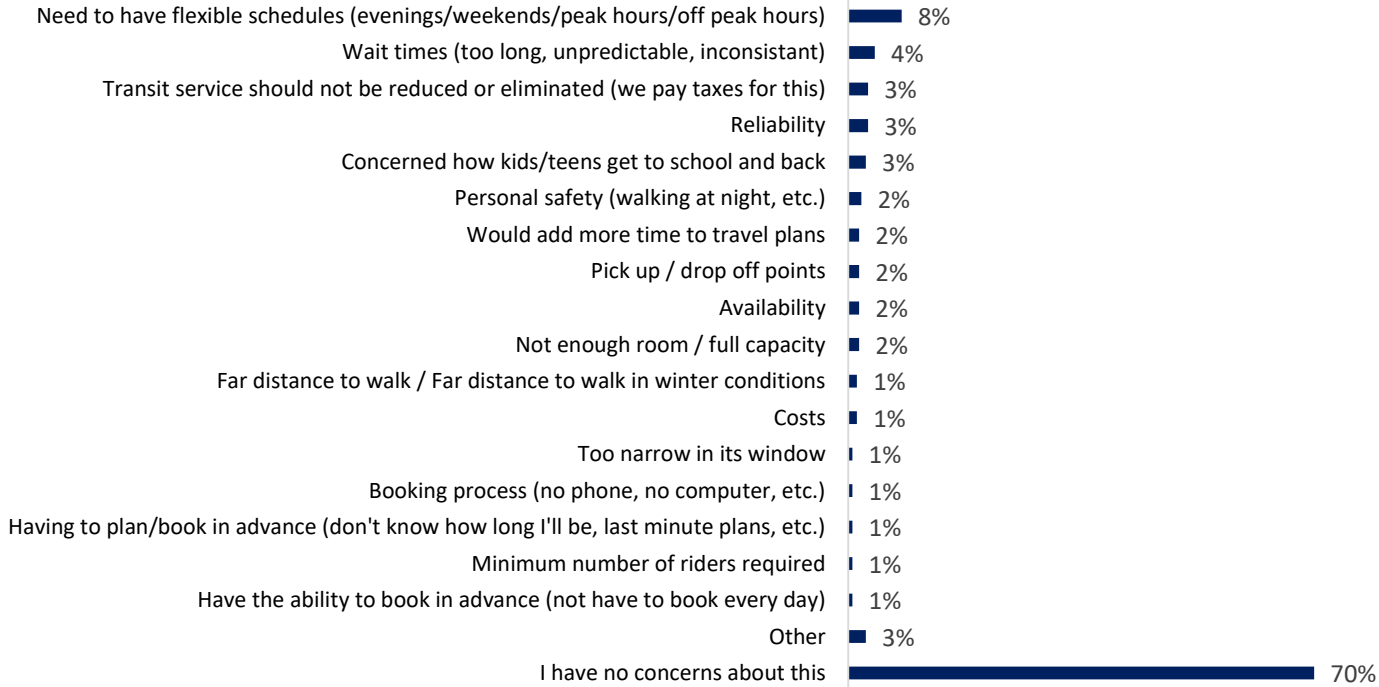
Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents

*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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick (n=301)

Responses less than 1% not shown

*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

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	8%	13%	5%	13%	25%	9%
Wait times (too long, unpredictable, inconsistent)	4%	5%	4%	4%	-	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	6%	2%	-	-	2%
Reliability	3%	3%	3%	9%	-	-
Concerned how kids/teens get to school and back	3%	-	4%	-	-	4%
Personal safety (walking at night, etc.)	2%	2%	2%	-	-	2%
Would add more time to travel plans	2%	3%	1%	-	-	2%
Pick up / drop off points	2%	2%	1%	-	-	4%
Availability	2%	-	2%	-	-	4%
Not enough room / full capacity	2%	2%	2%	-	-	2%
Far distance to walk / Far distance to walk in winter conditions	1%	-	2%	-	-	2%
Costs	1%	2%	1%	-	-	2%
Too narrow in its window	1%	-	1%	-	-	-
Booking process (no phone, no computer, etc.)	1%	2%	1%	-	-	-
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc.)	1%	-	1%	-	-	-
Minimum number of riders required	1%	2%	-	4%	-	-
Have the ability to book in advance (not have to book every day)	1%	-	1%	-	-	-
Other	3%	2%	4%	-	-	2%
I have no concerns about this	70%	68%	72%	70%	75%	67%

Base: 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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick

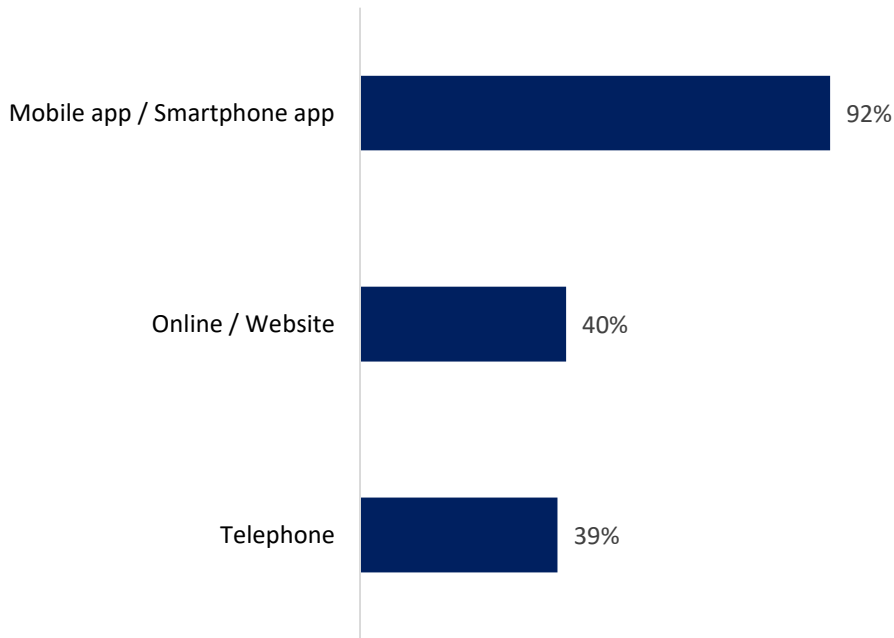
*Caution when interpreting results due to small sample size

Responses less than 1% of total 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 / Southwest Workshop, participants were asked to vote on booking methods (in general). The results were as follows:

WORKSHOP VOTE	
Mobile App	36
Telephone	2
Online	1

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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick (n=301)

*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

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
Mobile app / Smartphone app	92%	94%	90%	91%	100%	96%
Online / Website	40%	40%	37%	57%	25%	43%
Telephone	39%	48%	38%	26%	25%	35%

 indicates top mention

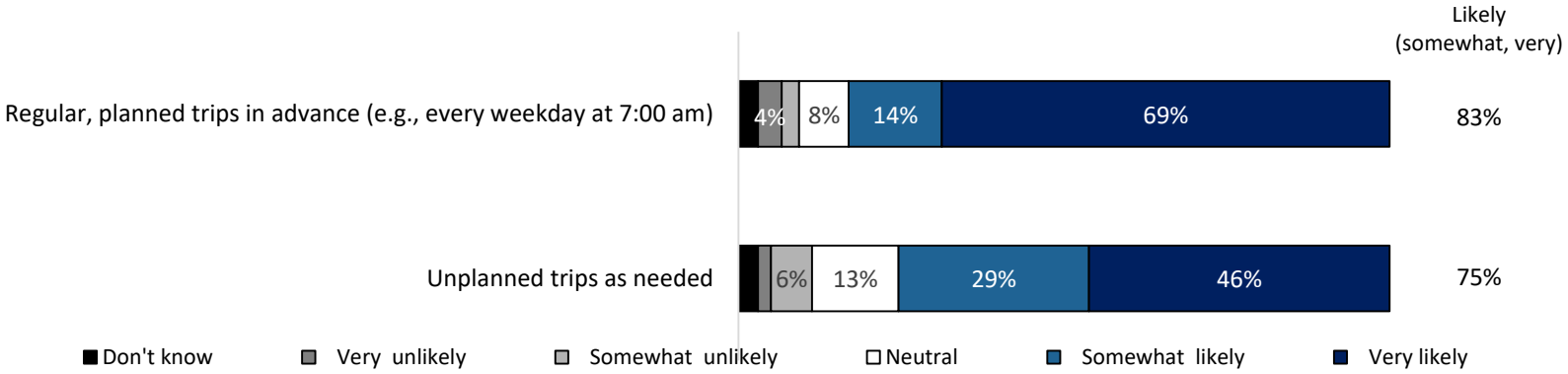
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick

*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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick (n=301)
 Responses less than 4% not labelled
 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
Regular, planned trips in advance (e.g., every weekday at 7:00 am)						
LIKELY	83%	89%	81%	83%	75%	85%
Somewhat likely	14%	8%	14%	26%	50%	15%
Very likely	69%	81%	67%	57%	25%	70%
Neutral	8%	5%	9%	9%	25%	4%
UNLIKELY	6%	6%	7%	4%	-	7%
Somewhat unlikely	3%	2%	4%	-	-	-
Very unlikely	4%	5%	2%	4%	-	7%
Don't know	3%	-	4%	4%	-	4%
Unplanned trips as needed						
LIKELY	75%	89%	70%	87%	75%	70%
Somewhat likely	29%	34%	24%	52%	25%	30%
Very likely	46%	55%	46%	35%	50%	39%
Neutral	13%	8%	14%	9%	25%	17%
UNLIKELY	8%	3%	11%	4%	-	9%
Somewhat unlikely	6%	3%	8%	4%	-	7%
Very unlikely	2%	-	3%	-	-	2%
Don't know	3%	-	4%	-	-	4%

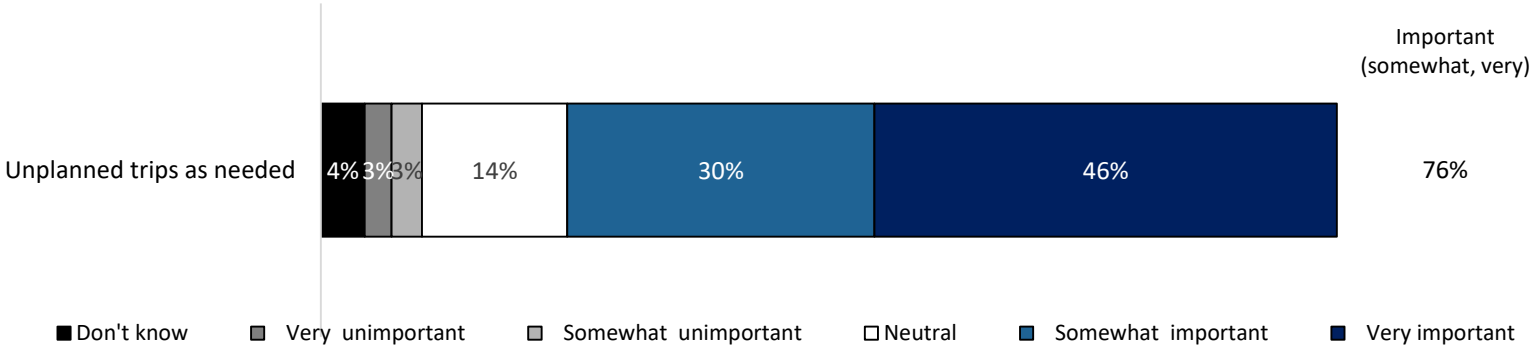
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick

*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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick (n=301)

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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23	4	46
IMPORTANT	76%	81%	72%	83%	50%	80%
Somewhat important	30%	13%	27%	61%	50%	50%
Very important	46%	68%	46%	22%		30%
Neutral	14%	10%	16%	13%	50%	13%
UNIMPORTANT	6%	5%	7%	4%	-	4%
Somewhat unimportant	3%	3%	4%	4%	-	
Very unimportant	3%	2%	3%	-	-	4%
I'm not sure	4%	5%	5%	-	-	2%

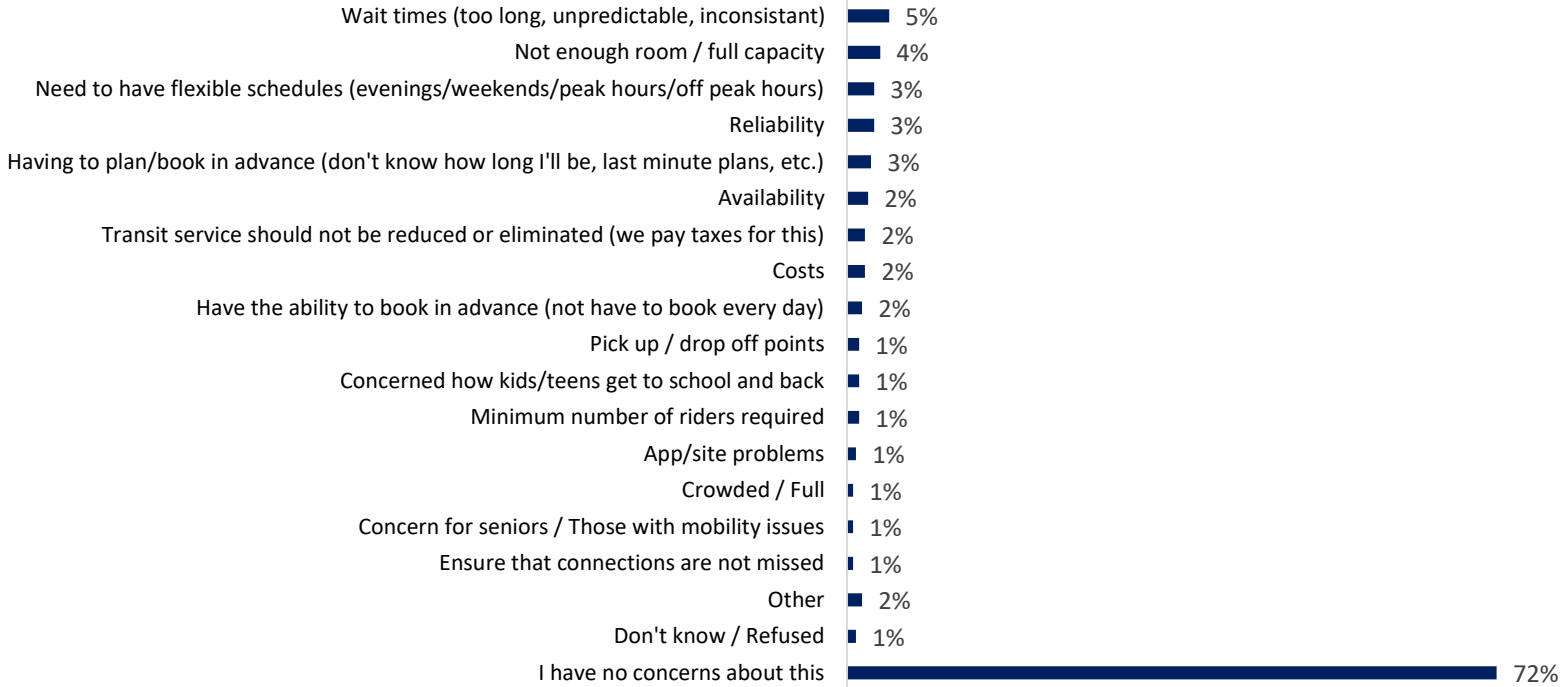
Base: Respondents who expressed transit interest in the 'On-demand van' service option, as well as interest in at least one of the following neighbourhoods- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick

*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- Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick (n=301)

*Caution when interpreting results due to small sample size

Mentions less than 1% not shown

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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	301	62	166	23*	4*	46
Wait times (too long, unpredictable, inconsistent)	5%	5%	5%	-	-	7%
Not enough room / full capacity	4%	-	5%	-	-	7%
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	3%	5%	1%	9%	25%	4%
Reliability	3%	3%	4%	4%	-	-
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc.)	3%	5%	2%	-	-	2%
Availability	2%	-	2%	4%	-	7%
Transit service should not be reduced or eliminated (we pay taxes for this)	2%	2%	2%	-	-	4%
Costs	2%	-	2%	-	-	4%
Have the ability to book in advance (not have to book every day)	2%	-	2%	-	-	2%
Pick up / drop off points	1%	-	1%	-	-	4%
Concerned how kids/teens get to school and back	1%	-	1%	-	-	4%
Minimum number of riders required	1%	3%	1%	4%	-	-
App/site problems	1%	2%	1%	-	-	2%
Crowded / Full	1%	-	1%	-	-	2%
Concern for seniors / Those with mobility issues	1%	2%	-	-	-	2%
Ensure that connections are not missed	1%	-	1%	-	-	-
Other	2%	-	2%	4%	-	-
Don't know / Refused	1%	-	1%	4%	-	-
I have no concerns about this	72%	79%	73%	74%	75%	59%

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- Cavanagh,

Edgemont, Graydon Hill, Hays Ridge, Keswick

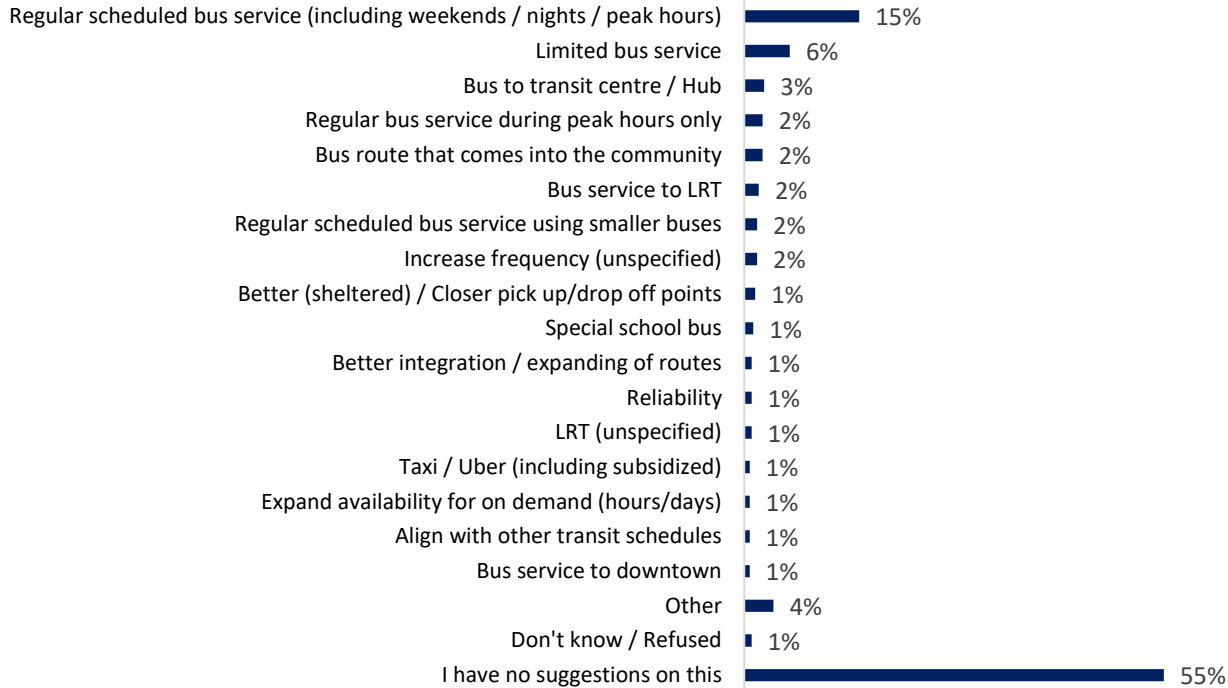
*Caution when interpreting results due to small sample size

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

 indicates top mention



MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents (n=420)
 *Caution when interpreting results due to small sample size
 Mentions less 1% not shown
 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 / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	420	93	228	33	7*	61
Regular scheduled bus service (including weekends / nights / peak hours)	15%	25%	14%	9%	14%	7%
Limited bus service	6%	9%	7%	3%	-	-
Bus to transit centre / Hub	3%	1%	3%	3%	-	3%
Regular bus service during peak hours only	2%	4%	1%	3%	-	5%
Bus route that comes into the community	2%	2%	4%	-	-	-
Bus service to LRT	2%	-	4%	-	-	-
Regular scheduled bus service using smaller buses	2%	2%	<1%	6%	-	3%
Increase frequency (unspecified)	2%	-	2%	-	-	3%
Other	4%	3%	4%	6%	-	2%
I have no suggestions on this	55%	47%	56%	64%	57%	59%

 indicates top mention

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents

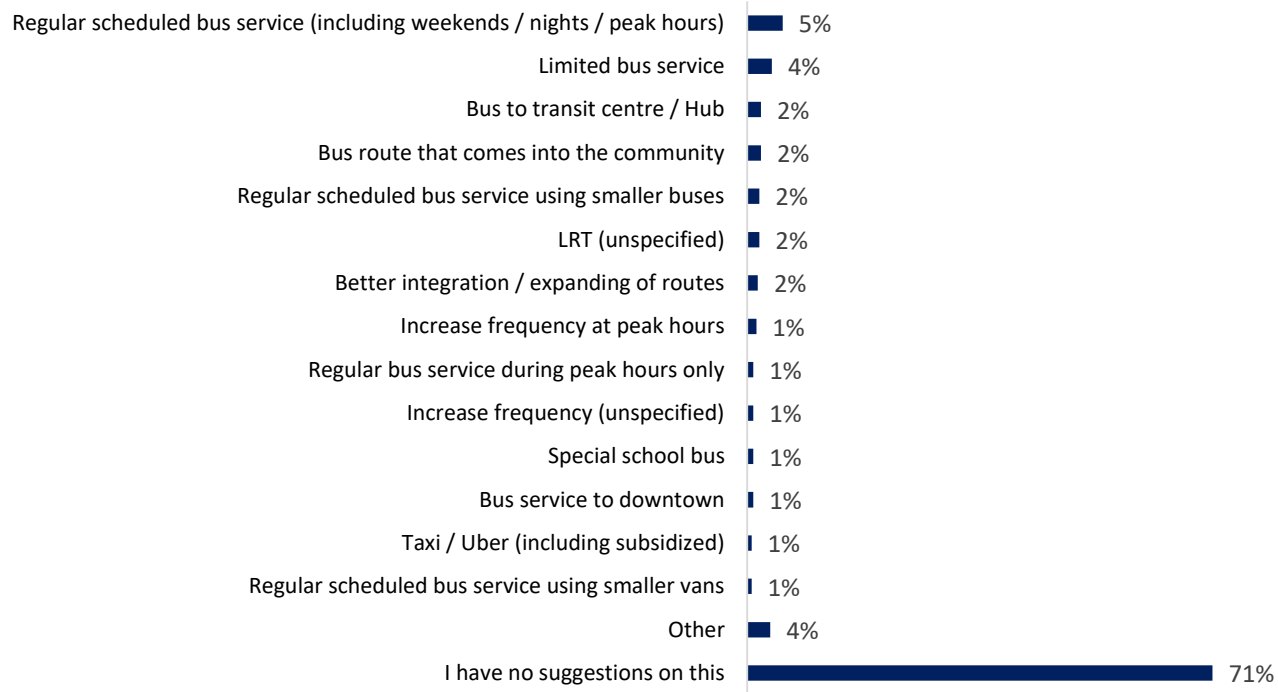
*Caution when interpreting results due to small sample size

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: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick neighbourhood respondents (n=420)

*Caution when interpreting results due to small sample size

Mentions less than 1% not shown

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

OTHER ALTERNATIVES

West / Southwest Neighbourhoods	Total	Cavanagh	Edgemont	Graydon Hill	Hays Ridge	Keswick
n=	420	93	228	33	7*	61
Regular scheduled bus service (including weekends / nights / peak hours)	5%	6%	5%	15%	-	2%
Limited bus service	4%	9%	2%	-	-	5%
Bus to transit centre / Hub	2%	3%	2%	3%	-	2%
Bus route that comes into the community	2%	4%	2%	3%	-	-
Regular scheduled bus service using smaller buses	2%	3%	1%	3%	-	3%
LRT (unspecified)	2%	-	4%	-	-	-
Better integration / expanding of routes	2%	1%	2%	3%	-	-
Other	4%	3%	4%	3%	-	5%
I have no suggestions on this	71%	68%	75%	58%	71%	72%

 indicates top mention

Base: Cavanagh, Edgemont, Graydon Hill, Hays Ridge, Keswick 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?

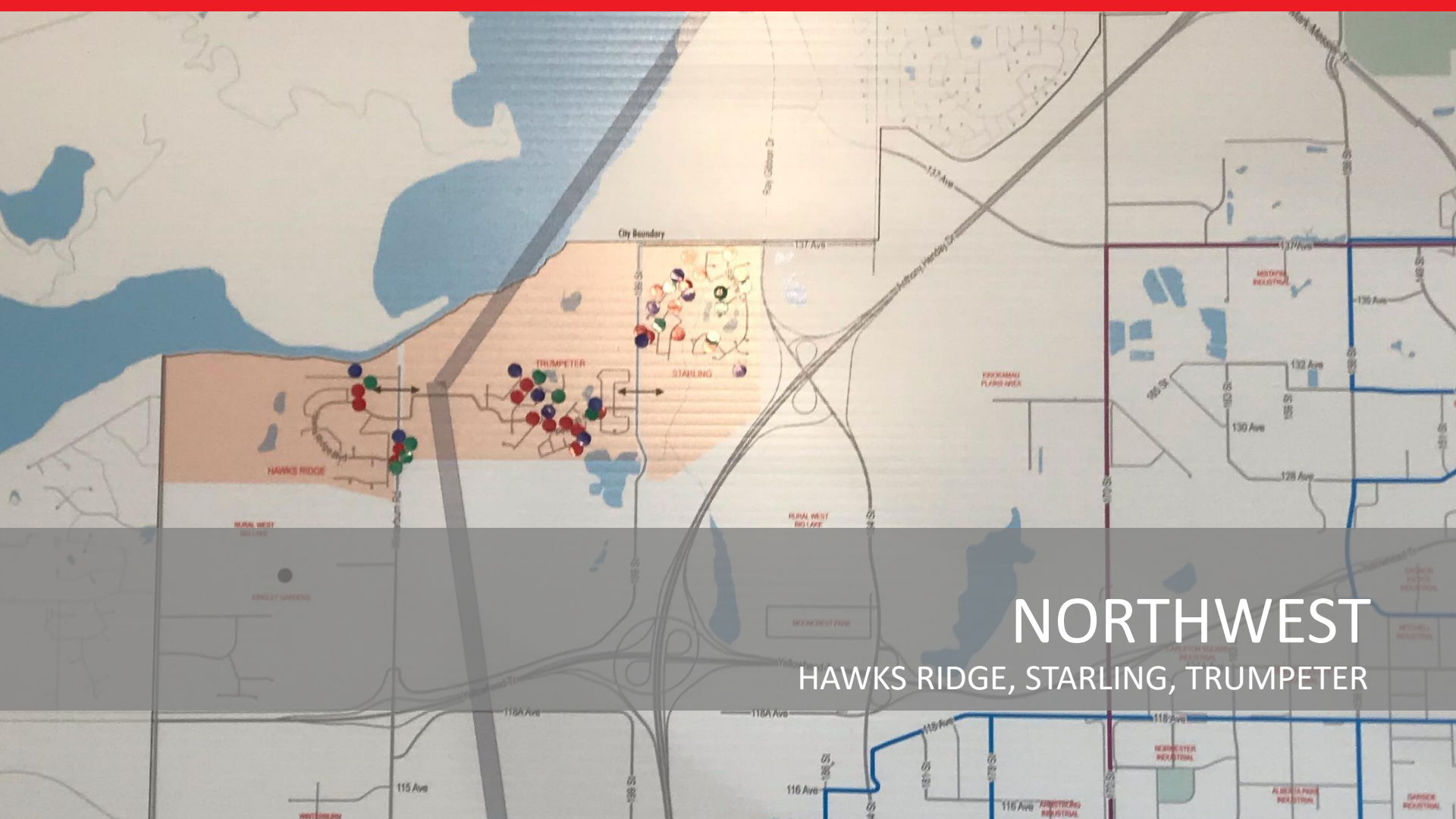
WORKSHOP PARTICIPANT FINAL THOUGHTS

Reasons for supporting Alternative Transit solutions

- *Please start an ETS bus in Cavanaugh ASAP*
- *Great step for community involvement. Transport from Cavanaugh to Century Park is necessary considering the long walk to the current bus service. Also, winter is basically half our year so we need to keep this in consideration.*
- *Please we want service as soon as possible*
- *Bus services trump bike lanes*

Suggestions (general)

- *Edgemont - Timber Ridge. Hello, I have moved to Timberidge back in Jan 2016 and paying taxes. There is no bus service at all and my child going to S. Bruce Smith has been demanding bus service for quite a long time. I would advise Timberidge (Elston Gate) to S. Bruce Smith and then to WEM during school hours. This is desperately necessary.*
- *Need service in Uplands for my kid to get to school at JP*
- *More service during week end please*
- *Need service in Uplands*
- *You can park buses at Park and ride locations at night if there is no space to park small buses.*
- *The session should be in the affected community for better input*
- *Extend service from existing routes to Cavanaugh e.g. bus 47 and 347. 2 Stops will do. Thanks.*
- *Really needs service to Keswick area and there is no walk way to walk to get on other ETS please.*



NORTHWEST

HAWKS RIDGE, STARLING, TRUMPETER

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

WORKSHOP PARTICIPANT COMMENTS ON PROPOSED ALTERNATIVE TRANSIT OPTIONS

LIMITED BUS SERVICE

PROS

- Being able to connect with the city
- Great for students/children

CONS

- No off-peak service
- Accessibility

ON-DEMAND VAN

PROS

- Best option for community
- Good for people with disabilities

CONS

- Not good for students/seniors
- No off-peak service
- Not enough room
- Not practical for daily use

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

RIDE-HAILING APP

PROS

- Good for off-peak service
- Timely
- Good for teenagers/young adults

CONS

- Not safe for children
- Passenger safety concerns
- Cost
- Not dependable

TAXI

PROS

- Shared rides
- Personal service (no other passengers)

CONS

- Accessibility
- No off-peak service
- Not safe for children
- Cost

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

INTEREST/LIKELIHOOD TO USE

- 69% of survey respondents would be likely/interested in using 'Limited bus service'
- 60% of survey respondents would be likely/interested in using 'On-demand van'

PREFERRED ALTERNATIVE TRANSIT OPTION

Among survey respondents:

- 38% prefer 'Limited bus service'
- 33% prefer 'On-demand van'
- 25% have no preference / both equally good

Among workshop respondents:

- 27 votes for 'Limited bus service'
- 18 votes for 'On-demand van'
- 7 votes for 'Ride-hailing app'
- 5 votes for 'Taxi'

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

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

DROP-OFF LOCATIONS – ON-DEMAND VAN

- 69% of survey respondents would be likely to use Lewis Farms
- 29% of survey respondents would be likely to use St. Albert Centre Exchange
- 18% of survey respondents would be likely to use Westmount

PICK-UP LOCATIONS – ON-DEMAND VAN

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

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

CONCERNS REGARDING PICK-UP/DROP OFF

- 5% of survey respondents mention the pick up/drop off points as their main concern regarding pick-up/drop-off
- 68% of survey respondents indicate having no concerns regarding pick-up/drop-off

SCHEDULING

PICK-UP TIMES – ON-DEMAND VAN

- 30% of survey respondents would leave (most often) between 6am - 7am
- 53% of survey respondents would leave (most often) between 7am - 8am

DROP-OFF TIMES – ON-DEMAND VAN

- 39% of survey respondents would return (most often) between 4pm – 5pm
- 43% 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
- 65% of survey respondents indicate having no concerns regarding scheduling

NORTHWEST Summary

HAWKS RIDGE, STARLING, TRUMPETER

BOOKING – ON-DEMAND VAN

Among survey respondents:

- 95% would use a mobile/smartphone app
- 54% would use online/website
- 44% would use telephone

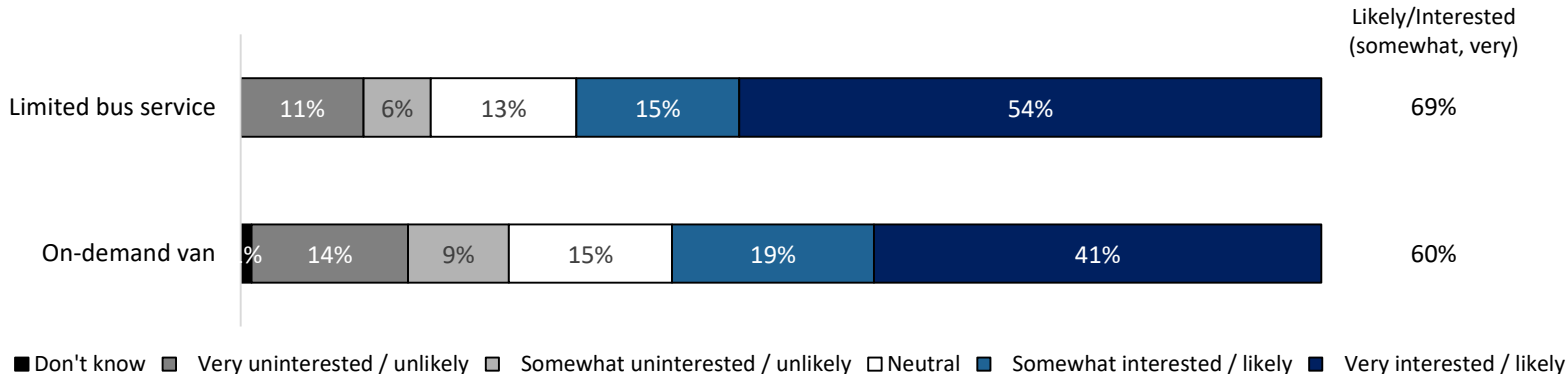
Among workshop respondents:

- 20 votes for mobile app
- 5 votes for telephone
- 1 votes for online

- 74% of survey respondents would be likely to book an on-demand van for regular, planned trips in advance
- 69% of survey respondents would be likely to book an on-demand van for unplanned trips as needed
- 62% of survey respondents indicate it is important for them to be able to board an on-demand van for unplanned trips as needed
- 6% of survey respondents indicate they are concerned about having to plan/book in advance when it comes to booking the on-demand van
- 68% of survey respondents indicate having no concerns regarding booking trips for the on-demand van



INTEREST/LIKELIHOOD TO USE



Base: Hawks Ridge, Starling, and Trumpeter respondents (n=97)
Q4. How interested or likely are you to use each of these two alternative transit options?

INTEREST/LIKELIHOOD TO USE

Limited Bus Service	Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
		n=	97	34	27*
	INTERESTED	69%	71%	70%	68%
	Somewhat interested / likely	15%	24%	15%	8%
	Very interested / likely	54%	47%	56%	60%
	Neutral	13%	21%	11%	10%
	UNINTERESTED	18%	9%	19%	23%
	Somewhat uninterested / unlikely	11%	9%	7%	15%
	Very uninterested / unlikely	6%	-	11%	8%

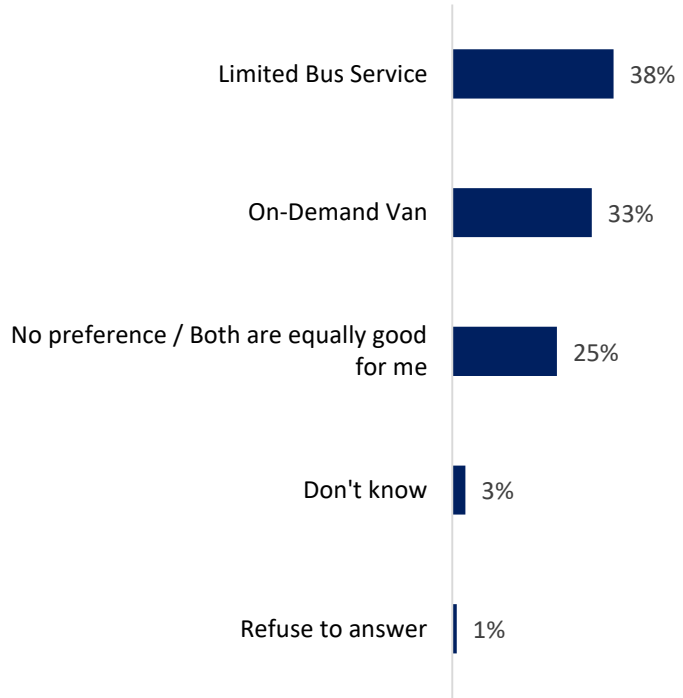
On-Demand Van	Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
		n=	97	34	27*
	INTERESTED	60%	68%	59%	53%
	Somewhat interested / likely	19%	24%	4%	23%
	Very interested / likely	41%	44%	56%	30%
	Neutral	15%	21%	11%	18%
	UNINTERESTED	24%	9%	30%	30%
	Somewhat uninterested / unlikely	14%	3%	19%	20%
	Very uninterested / unlikely	9%	6%	11%	10%
	Don't know	1%	3%	-	-

Base: Hawks Ridge, Starling, and Trumpeter 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 Northwest Workshop, participants were asked to vote on four alternative transit options. The results were as follows:

WORKSHOP VOTE	
Limited bus service	27
On-demand van	18
Ride-hailing app	7
Taxi	5

Base: Hawks Ridge, Starling, and Trumpeter respondents (n=97)
Q5. Which of these alternative transit options do you prefer?

PREFERRED ALTERNATIVE TRANSIT OPTION

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	97	34	27*	40
Limited Bus Service	38%	29%	37%	50%
On-Demand Van	33%	35%	41%	25%
No preference / Both are equally good for me	25%	29%	19%	23%
Don't know	3%	6%	-	3%
Refuse to answer	1%	-	4%	-

 indicates top mention

Base: Hawks Ridge, Starling, and Trumpeter 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

- *Would like weekends at least Saturday*
- *How much time will be given before cancellation?*
- *Could use existing ETS/St. Albert transit bus pass*
- *Preferred option - fixed schedule*
- *Prefer this option to taxi/van*
- *Be able to connect to city/work in timely matter*
- *Will benefit school aged children also in the afternoon around 4-7pm*
- *Agree. Priority should be peak hours - maybe a few stops in each period, but an additional few stops between 10am-2-pm on trial basis for different riders like seniors*
- *Hours should extend past 9am*
- *Should operate before 6pm*

During the Northwest Workshop, participants provided comments regarding what they felt were 'pros' of the limited bus service option, the comments they provided included liking having a fixed schedule, agreeing that the priority should be peak hour service, liking being able to connect to the city/work, as well as being great for students/children.

Some participants also noted that there should be off-peak service, while others had questions regarding booking cancellations.

WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

CONS

- *Wheelchairs?*
- *Concerned about cancellation as this has already happened once before*
- *We need access later in the day*
- *Late times cancellations*
- *Need off peak and weekend hours*
- *Still a growing community. New people moving in all the time. Will need time to establish ridership. Why cancel?*

During the Northwest Workshop, participants provided comments regarding what they felt were 'cons' of the limited bus service option, these included, not being accessible, concerns regarding cancellations, as well as the need for off-peak service.

WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN PROS

- *Great for a "one off" circumstance*
- *Find a group of residents who can travel together to the same place for the same time*
- *Might be the best option for Hawksridge at the moment given the ridership. Review needs to happen within 1-2 years*
- *People disabilities that feel too nervous to bus*
- *This would be a good start for the community. Need to ensure that the needs of people with disabilities would be addressed ie wheelchair. Concerned about hours. Maybe look at a few vans during off peak hours*
- *Low ridership might force this option*

During the Northwest Workshop, participants provided comments regarding what they felt were 'pros' of the on-demand van service option, the comments they provided included being the best option for their community, or at least a good starting point, as well as being a good option for people with disabilities.

WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *For young adults/teenagers living at home limited options to get places*
- *Would like weekends*
- *Not good for off peak hours jobs and weekends*
- *Offer service outside proposed hours*
- *Not enough bus room in fleet*
- *Fee to use that must be calculated on top of bus fee*
- *Need off peak and weekend hours.*
- *Not practical for day to day use*
- *If you need to get home off peak hours are you stranded?*

During the Northwest Workshop, participants provided comments regarding what they felt were 'cons' of the on-demand van service option, these included, not being the best option for young adults and teenagers, needing off-peak service, not having enough room, as well as not being practical for daily use.

WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

PROS

- *Could be good if off hours available for those going out prevent drinking/driving (see our ditches for all alcohol bottles)*
- *This option would be a great alternative to slant numbers can't be tracked if we don't start somewhere*
- *Cars have GPS maps. Get to where I want on time. Don't have to tell driver where to go.*
- *Acceptable option as teenagers/young adults already use Uber*

Although this was not as popular of an option among participants in the Northwest Workshop, some did provide comments regarding what they felt were 'pros' of the ride-hailing app service option. Comments included being good for off-peak hours, being timely, as well as being an acceptable option for teenagers/young adults.

WORKSHOP PARTICIPANTS COMMENTS ON RIDE-HAILING APP

CONS

- *Not safe for children*
- *Passenger safety concerns sharing with others in such close quarters*
- *Who are these drivers? Screening? ID? Wouldn't feel safe as a solo woman with children*
- *Dependability for getting to work?*
- *More expensive than taxi*
- *Like weekends*
- *Not dependable for work and school*

Although this was not as popular of an option among participants in the Northwest Workshop, some did provide comments regarding what they felt were 'cons' of the ride-hailing app service option. Comments included not being safe for children, passenger safety, cost, as well as not being dependable.

WORKSHOP PARTICIPANTS COMMENTS ON TAXI

PROS

- *Shared rides*
- *Personal, no other riders*

Although this was not as popular of an option among participants in the Northwest Workshop, some did provide comments regarding what they felt were 'pros' of the taxi service option. Comments included liking shared rides, as well as having personal service.


WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Wheelchair?*
- *Would like weekends*
- *Scary! Might be stranded in winter or at night*
- *Not safe for children*
- *Concerned about hours. Need off peak and weekend hours.*
- *Very expensive \$23 to WEM \$19 Lewis*
- *Too expensive*
- *Van or taxi? Which has more pros than cons*
- *Van or taxi? Which would offer more flexibility to riders*

Although this was not as popular of an option among participants in the Northwest 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, accessibility, off-peak service, children safety, and cost.

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

Drop-off Location	Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
		n=	78	31	19*
Lewis Farms		69%	81%	63%	61%
St. Albert Centre Exchange		29%	26%	32%	32%
Westmount		18%	23%	21%	11%
None of these options work for me		10%	6%	16%	11%

 indicates top mention

Base: Hawks Ridge, Starling, and Trumpeter 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]?

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

Pick-up Location	Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
	n=	78	31	19*	28*
	Hawks Ridge Boulevard (South Leg leg) and Winterburn Road	27%	68%	-	-
	Trumpeter Way and 204 Street	15%	-	-	43%
	Hawks Ridge Boulevard and Peregrine Terrace	14%	35%	-	-
	Trumpeter Way and 207 Street	14%	-	-	39%
	Trumpeter Way and 205 Street	14%	-	-	39%
	Hawks Ridge Boulevard (North leg) and Winterburn Road	13%	32%	-	-
	Starling Drive and Sparrow Point	9%	-	37%	-
	Starling Drive and Bluejay Landing	9%	-	37%	-
	Trumpeter Way and 131 Avenue	9%	-	-	25%
	205 Street park area	9%	-	-	25%
	Starling Drive and Tanager Close	8%	-	32%	-
	199 Street and Blackbird Link	6%	-	26%	-
	Starling Drive and Bluejay Point	6%	-	26%	-
	Trumpeter Way and 128 Avenue	6%	-	-	18%
	128 Avenue and 203 Street	6%	-	-	18%
	208 Street at multi-use path	6%	-	-	18%
	Hummingbird Way Park	3%	-	11%	-

indicates top mention

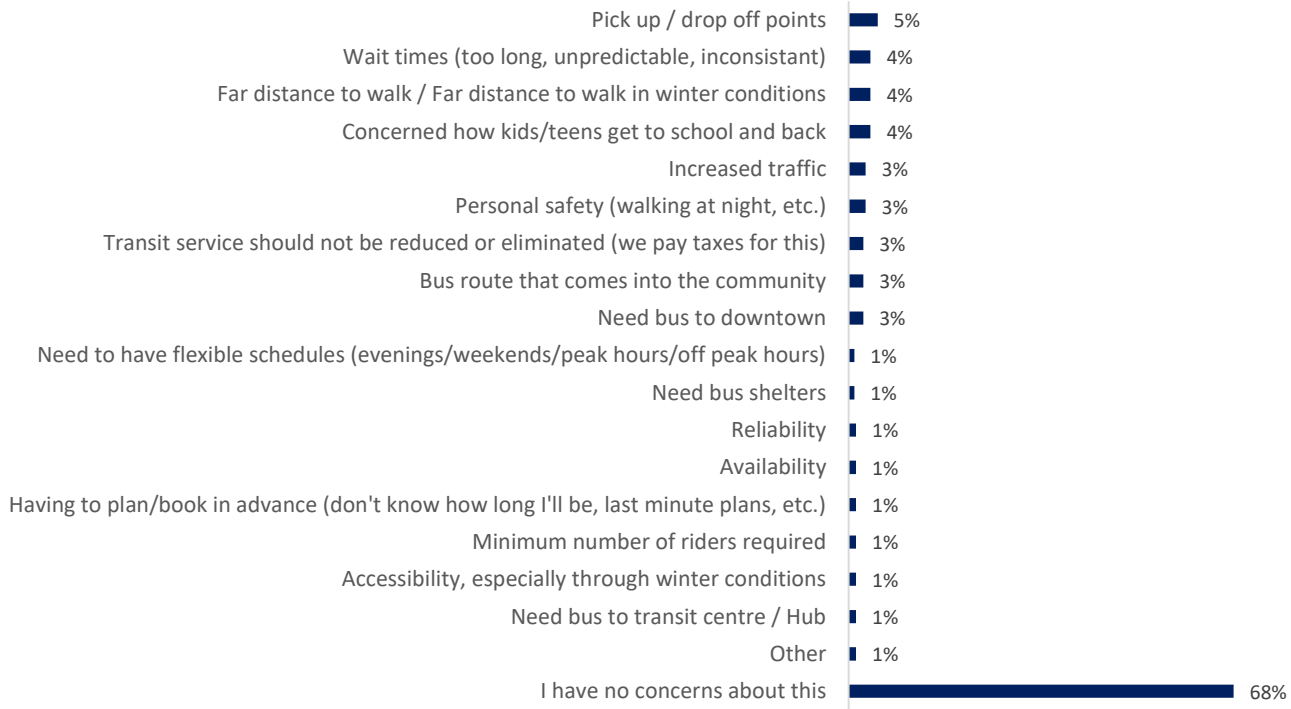
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*Caution when interpreting results due to small sample size

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: Hawks Ridge, Starling, and Trumpeter 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	74	31	19*	28*
Pick up / drop off points	5%	-	16%	4%
Wait times (too long, unpredictable, inconsistent)	4%	-	5%	11%
Far distance to walk / Far distance to walk in winter conditions	4%	6%	-	4%
Concerned how kids/teens get to school and back	4%	3%	5%	4%
Increased traffic	3%	10%	-	-
Personal safety (walking at night, etc.)	3%	3%	5%	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	-	5%	4%
Bus route that comes into the community	3%	3%	5%	-
Need bus to downtown	3%	3%	5%	-
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	1%	6%	-	-
Need bus shelters	1%	6%	-	-
Reliability	1%	-	-	4%
Availability	1%	3%	-	-
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc.)	1%	3%	-	-
Minimum number of riders required	1%	3%	-	-
Accessibility, especially through winter conditions	1%	-	-	4%
Need bus to transit centre / Hub	1%	3%	-	-
Other	1%	3%	-	-
I have no concerns about this	68%	58%	68%	75%

 indicates top mention


Base: Hawks Ridge, Starling, and Trumpeter 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	101	34	27*	40
5 am to 6 am	11%	12%	11%	10%
6 am to 7 am	46%	44%	44%	48%
7 am to 8 am	66%	59%	63%	75%
8 am to 9 am	46%	50%	41%	45%
9 am to 10 am	26%	29%	30%	20%
10 am to 11 am	17%	15%	19%	18%
11 am to 12 pm	15%	18%	19%	10%
12 pm to 1 pm	13%	9%	30%	5%
1 pm to 2 pm	10%	9%	15%	8%
2 pm to 3 pm	12%	9%	15%	13%
3 pm to 4 pm	21%	18%	15%	28%
4 pm to 5 pm	26%	26%	22%	28%
5 pm to 6 pm	30%	29%	26%	33%
6 pm to 7 pm	27%	26%	30%	25%
7 pm to 8 pm	19%	21%	22%	15%
8 pm to 9 pm	11%	18%	7%	8%
9 pm to 10 pm	9%	15%	7%	5%
10 pm to 11 pm	12%	18%	7%	10%

 indicates majority mention(s)

Base: Hawks Ridge, Starling, and Trumpeter 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	101	34	27*	40
5 am to 6 am	7%	6%	11%	5%
6 am to 7 am	30%	32%	26%	30%
7 am to 8 am	53%	41%	52%	65%
8 am to 9 am	18%	21%	11%	20%
9 am to 10 am	14%	21%	11%	10%
10 am to 11 am	3%	-	-	8%
11 am to 12 pm	3%	3%	4%	3%
12 pm to 1 pm	1%	-	4%	-
1 pm to 2 pm	1%	-	4%	-
2 pm to 3 pm	2%	-	-	5%
3 pm to 4 pm	2%	3%	-	3%
4 pm to 5 pm	4%	6%	-	5%
5 pm to 6 pm	7%	9%	7%	5%
6 pm to 7 pm	5%	6%	7%	3%
7 pm to 8 pm	3%	6%	4%	-
8 pm to 9 pm	2%	6%	-	-
10 pm to 11 pm	4%	3%	7%	3%

 indicates top 2 mentions

Base: Hawks Ridge, Starling, and Trumpeter 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	101	34	27*	40
5 am to 6 am	4%	3%	7%	3%
6 am to 7 am	4%	3%	-	8%
7 am to 8 am	5%	6%	4%	5%
8 am to 9 am	6%	9%	4%	5%
9 am to 10 am	1%	3%	-	-
10 am to 11 am	4%	9%	-	3%
11 am to 12 pm	4%	12%	-	-
12 pm to 1 pm	8%	12%	7%	5%
1 pm to 2 pm	8%	6%	15%	5%
2 pm to 3 pm	11%	9%	22%	5%
3 pm to 4 pm	32%	29%	30%	35%
4 pm to 5 pm	61%	56%	56%	70%
5 pm to 6 pm	57%	50%	63%	60%
6 pm to 7 pm	35%	32%	41%	33%
7 pm to 8 pm	21%	21%	15%	25%
8 pm to 9 pm	10%	9%	11%	10%
9 pm to 10 pm	18%	29%	15%	10%
10 pm to 11 pm	17%	21%	19%	13%

 indicates majority mention(s)

Base: Hawks Ridge, Starling, and Trumpeter 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	101	34	27*	40
5 am to 6 am	2%	-	4%	3%
7 am to 8 am	3%	3%	4%	3%
8 am to 9 am	2%	6%	-	-
11 am to 12 pm	1%	3%	-	-
12 pm to 1 pm	2%	3%	-	3%
1 pm to 2 pm	2%	-	4%	3%
2 pm to 3 pm	4%	3%	11%	-
3 pm to 4 pm	12%	9%	7%	18%
4 pm to 5 pm	39%	38%	30%	45%
5 pm to 6 pm	43%	41%	44%	43%
6 pm to 7 pm	19%	18%	22%	18%
7 pm to 8 pm	10%	6%	11%	13%
8 pm to 9 pm	3%	3%	4%	3%
9 pm to 10 pm	9%	18%	4%	5%
10 pm to 11 pm	9%	9%	11%	8%

 indicates top 2 mentions

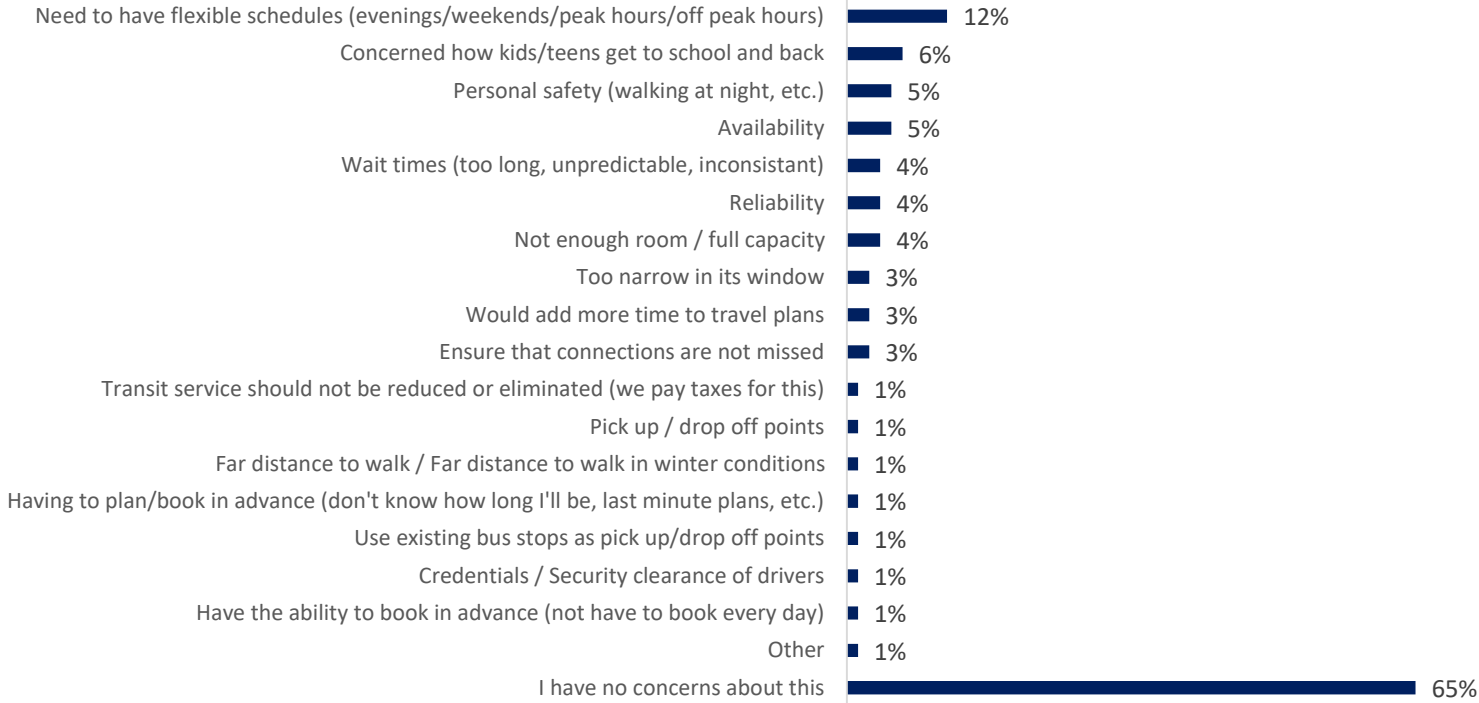
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents

*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: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=78)
Q11. What concerns, if any, do you have about the on-demand van schedule in [NEIGHBOURHOOD]?

ON-DEMAND VAN CONCERNS REGARDING SCHEDULE

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	78	31	19*	28*
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	12%	16%	16%	4%
Concerned how kids/teens get to school and back	6%	6%	11%	4%
Personal safety (walking at night, etc.)	5%	10%	5%	-
Availability	5%	10%	-	4%
Wait times (too long, unpredictable, inconsistent)	4%	6%	5%	-
Reliability	4%	-	11%	4%
Not enough room / full capacity	4%	3%	5%	4%
Too narrow in its window	3%	6%	-	-
Would add more time to travel plans	3%	-	5%	4%
Ensure that connections are not missed	3%	6%	-	-
Transit service should not be reduced or eliminated (we pay taxes for this)	1%	3%	-	-
Pick up / drop off points	1%	-	-	4%
Far distance to walk / Far distance to walk in winter conditions	1%	3%	-	-
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc.)	1%	-	-	4%
Use existing bus stops as pick up/drop off points	1%	-	-	4%
Credentials / Security clearance of drivers	1%	3%	-	-
Have the ability to book in advance (not have to book every day)	1%	3%	-	-
Other	1%	3%	-	-
I have no concerns about this	65%	48%	68%	82%

 indicates top mention

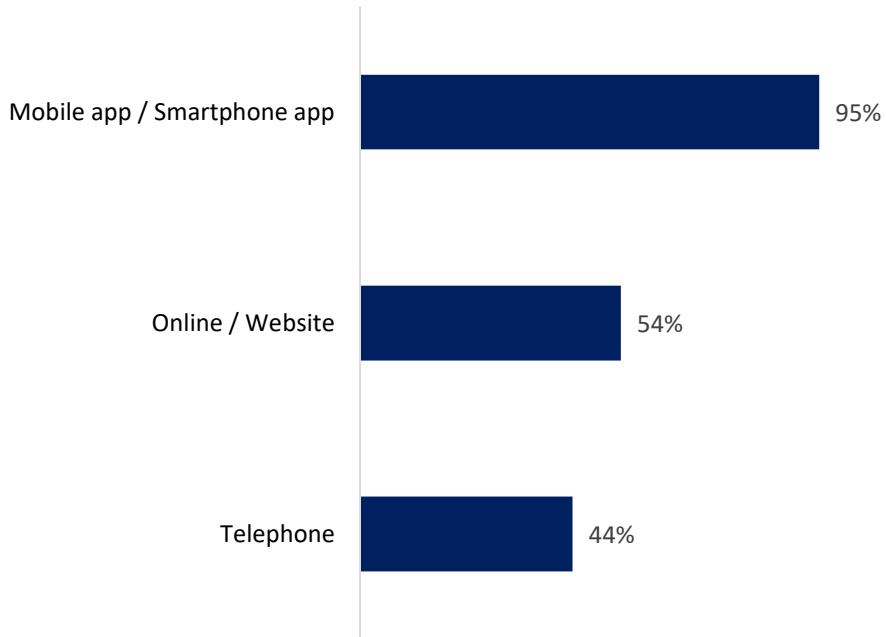
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

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

WORKSHOP VOTE	
Mobile App	20
Telephone	5
Online	1

Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (N=78)
Q12. Which of the following booking methods would you use for the on-demand van option in [NEIGHBOURHOOD]?



ON-DEMAND VAN BOOKING METHODS

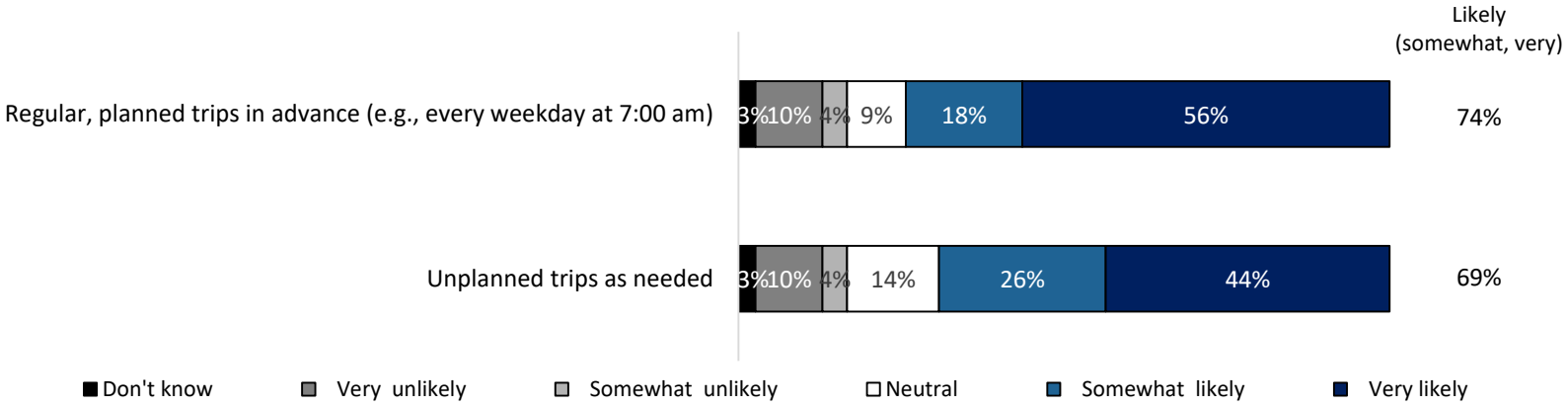
Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	78	31	19*	28*
Mobile app / Smartphone app	95%	94%	100%	93%
Online / Website	54%	55%	53%	54%
Telephone	44%	42%	58%	36%

 indicates top mention

Base: Hawks Ridge, Starling, and Trumpeter 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: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=78)
 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...

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	78	31	19*	28*
Regular, planned trips in advance (e.g., every weekday at 7:00 am)				
LIKELY	74%	74%	74%	75%
Somewhat likely	18%	16%	16%	21%
Very likely	56%	58%	58%	54%
Neutral	9%	3%	21%	7%
UNLIKELY	14%	16%	5%	18%
Somewhat unlikely	4%	13%	-	14%
Very unlikely	10%	3%	5%	4%
Don't know	3%	6%	-	-
Unplanned trips as needed				
LIKELY	69%	71%	68%	68%
Somewhat likely	26%	26%	16%	32%
Very likely	44%	45%	53%	36%
Neutral	14%	10%	26%	11%
UNLIKELY	14%	13%	5%	21%
Somewhat unlikely	4%	3%	-	7%
Very unlikely	10%	10%	5%	14%
Don't know	3%	6%	-	-

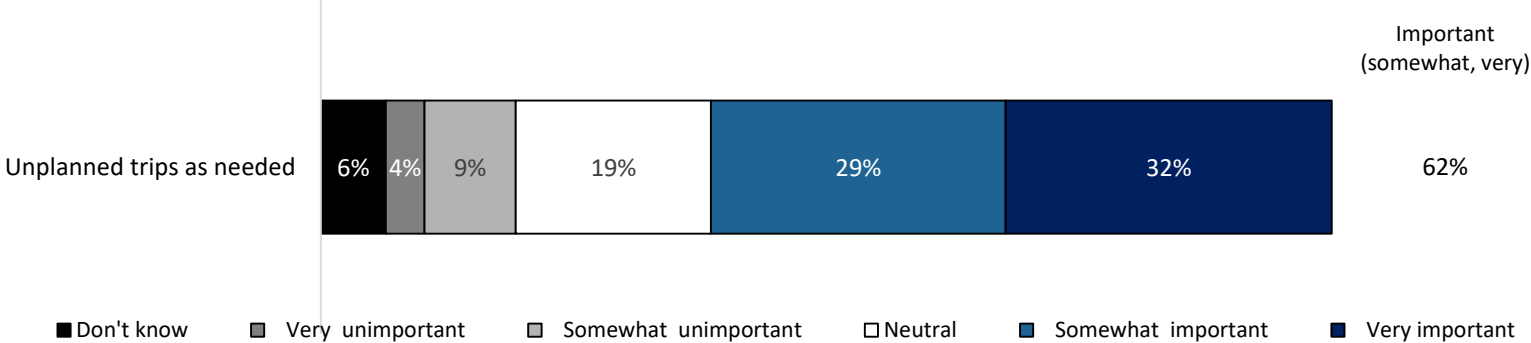
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*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: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=78)
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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	78	31	19*	28*
IMPORTANT	62%	55%	68%	64%
Somewhat important	29%	26%	21%	39%
Very important	32%	29%	47%	25%
Neutral	19%	19%	16%	21%
UNIMPORTANT	13%	16%	16%	7%
Somewhat unimportant	9%	13%	11%	4%
Very unimportant	4%	3%	5%	4%
I'm not sure	6%	10%	-	7%

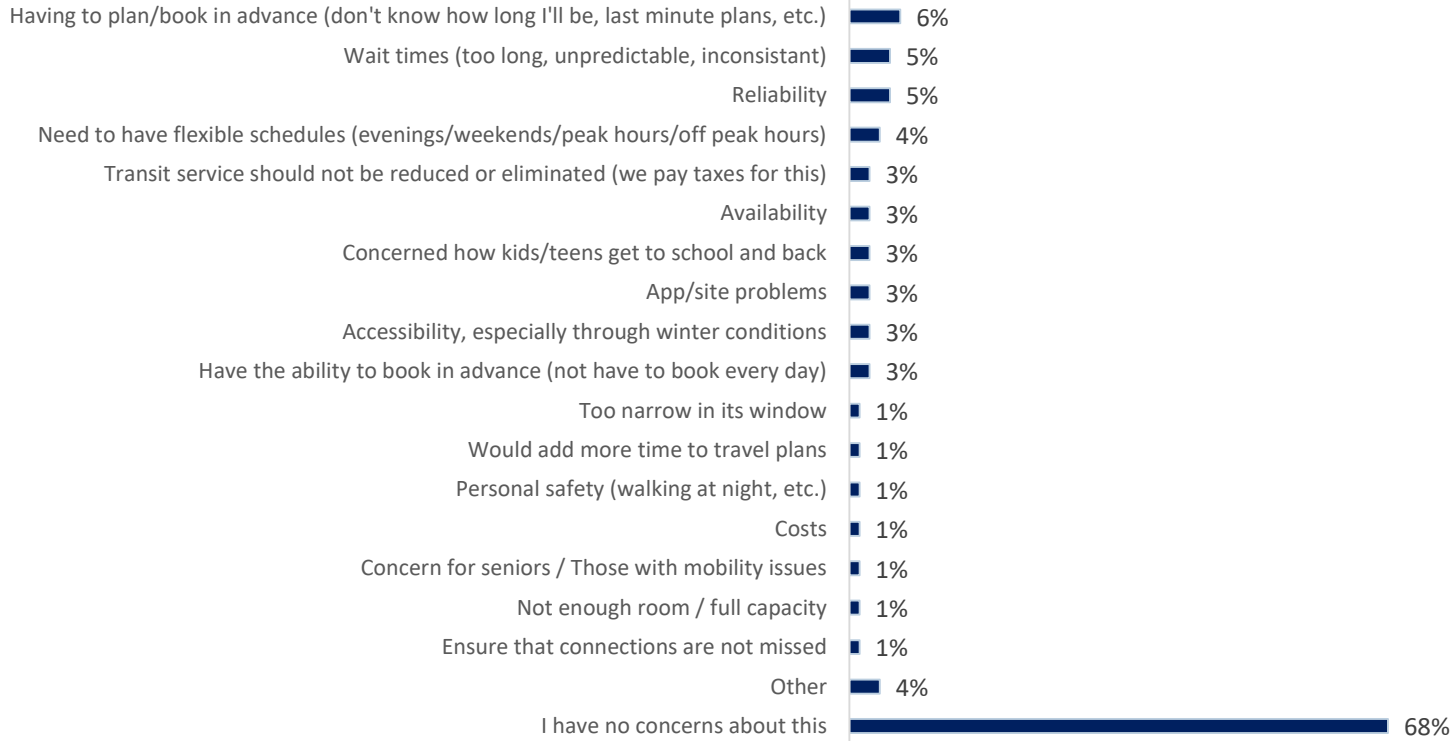
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*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: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option (n=78)
 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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	78	31	19*	28*
Having to plan/book in advance (don't know how long I'll be, last minute plans, etc.)	6%	16%	-	-
Wait times (too long, unpredictable, inconsistent)	5%	3%	11%	4%
Reliability	5%	3%	11%	4%
Need to have flexible schedules (evenings/weekends/peak hours/off peak hours)	4%	3%	5%	4%
Transit service should not be reduced or eliminated (we pay taxes for this)	3%	-	5%	4%
Availability	3%	6%	-	-
Concerned how kids/teens get to school and back	3%	-	11%	-
App/site problems	3%	-	5%	4%
Accessibility, especially through winter conditions	3%	-	5%	4%
Have the ability to book in advance (not have to book every day)	3%	6%	-	-
Too narrow in its window	1%	-	-	4%
Would add more time to travel plans	1%	3%	-	-
Personal safety (walking at night, etc.)	1%	3%	-	-
Costs	1%	3%	-	-
Concern for seniors / Those with mobility issues	1%	-	-	4%
Not enough room / full capacity	1%	-	5%	-
Ensure that connections are not missed	1%	-	-	4%
Other	4%	6%	-	4%
I have no concerns about this	68%	58%	74%	75%

indicates top mention

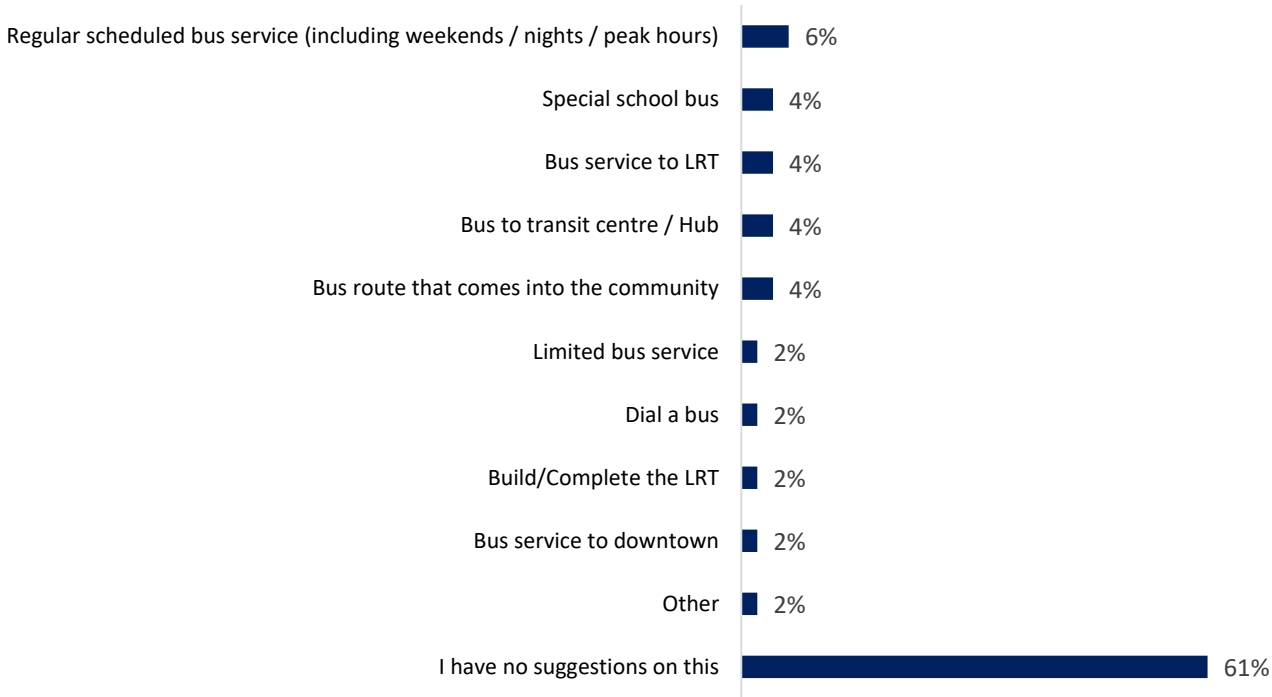
Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents who are neutral or interested in using 'On-Demand Van' service option

*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]?



MAKING ALTERNATIVE TRANSIT A BETTER FIT



Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents (n=97)
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

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	97	34	27*	40
Regular scheduled bus service (including weekends / nights / peak hours)	6%	3%	11%	5%
Special school bus	4%	3%	7%	3%
Bus service to LRT	4%	-	4%	8%
Bus to transit centre / Hub	4%	3%	4%	5%
Bus route that comes into the community	4%	3%	7%	3%
Limited bus service	2%	3%	4%	5%
Dial a bus	2%	3%	-	3%
Build/Complete the LRT	2%	-	7%	-
Bus service to downtown	2%	-	4%	3%
Other	2%	6%	-	-
I have no suggestions on this	61%	68%	48%	60%

 indicates top mention

Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents

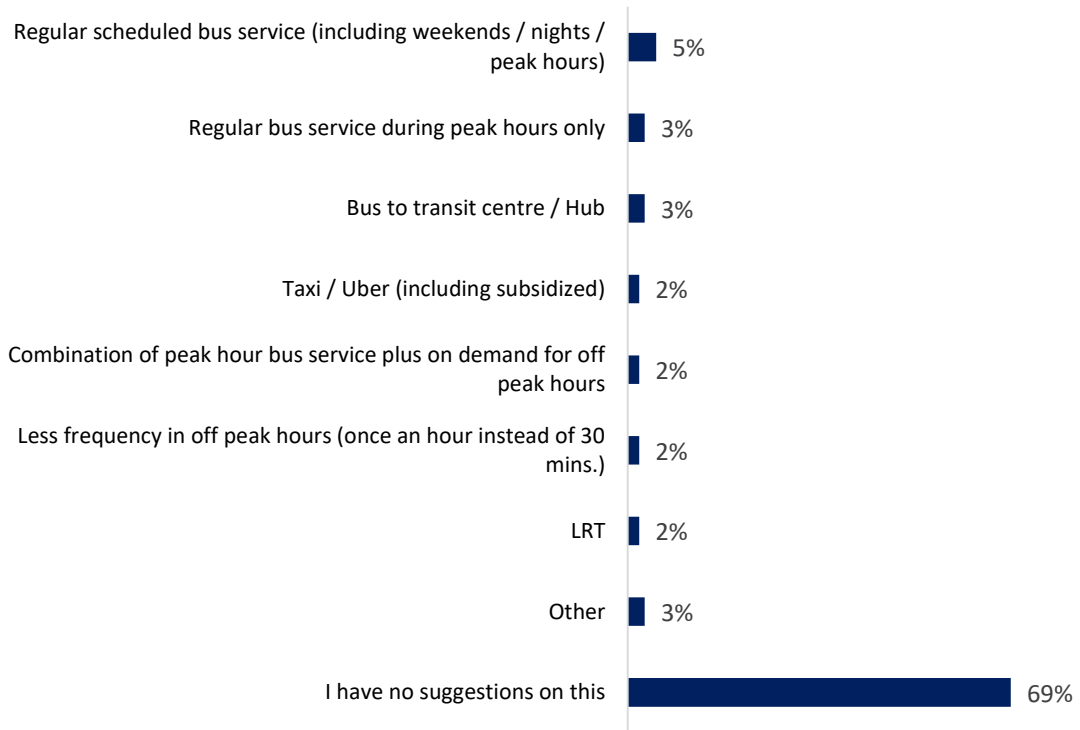
Mentions less than 2% not included

*Caution when interpreting results due to small sample size

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




OTHER ALTERNATIVES



Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents (n=97)
Mentions less than 2% not shown
Q17. What other alternatives to regular bus service might work for you and your community?

OTHER ALTERNATIVES

Northwest Neighbourhoods	Total	Hawks Ridge	Starling	Trumpeter
n=	97	34	27*	40
Regular scheduled bus service (including weekends / nights / peak hours)	5%	-	15%	5%
Regular bus service during peak hours only	3%	3%	-	5%
Bus to transit centre / Hub	3%	6%	4%	-
Taxi / Uber (including subsidized)	2%	3%	-	3%
Combination of peak hour bus service plus on demand for off peak hours	2%	3%	4%	3%
Less frequency in off peak hours (once an hour instead of 30 mins.)	2%	3%	-	3%
LRT	2%	-	4%	3%
Other	3%	9%	4%	3%
I have no suggestions on this	69%	65%	59%	73%

 indicates top mention

Base: Hawks Ridge, Starling, and Trumpeter neighbourhood respondents

Mentions less than 2% not shown

*Caution when interpreting results due to small sample size

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

- *We need a bus system ASAP especially on weekday peak hours (am/pm) and weekend day*
- *If ETS provided an efficient service to a near by transit station connecting to other frequent routes, I would consider taking transit over my vehicle. Ideally it would be nice to have a transit option(s) that gets me downtown under an hour from the Big Lake area.*
- *Really important for college students and seniors. The closest bus station would be St. Albert Village Landing and from there we could ride to everywhere else. I am in post secondary and I can't afford to drive and pay parking at downtown Edmonton everyday: We need it now, not next year. We can't put our travels on hold until next year. Even if it's just one bus fixed.*
- *The community of Big Lake has grown to be extremely diverse with many students, seniors and people that need to get from A - B. We need a service to start with that we can grow and build with.*
- *I'm dying out here. I'm cut off from city; entertainment, employment, I've been out here 3 months and have wanted to move back to in the city more than once. I miss my independence and if I have an appointment or shift in the city, I have to figure out how to get there and ask for rides, and spend over \$60/month in benefits to get to my doctors. Thank you.*
- *Particularly important for post secondary and seniors. Ability to get to any main bus hub for transfer*

Reasons for supporting Alternative Transit solutions (continued)

- *As a senior at Starling Big Lake any bus service would be appreciated at this time not 5 years from now*
- *As soon as possible if you can provide any option to bring people to the closest bus station w/c is St. Albert. From St. Albert you can just easily access to Edmonton. Most of the people moved to Starling and Trumpeter are workers and students from St. Albert. If you could please provide us any bus option now or in the future. Ps. If you can give us an hourly pick up from Starling along 199st*
- *Transit is important for kids going to school on weekday and to mall and rec centers in the weekends. Overall we need transit in our upcoming community. Thanks*
- *We hope Starling on Big Lake will start some type of bus service. Even very limited service is better than nothing*

Reasons for not supporting Alternative Transit solutions

- *Even though ridership may be somewhat lower than other areas, our taxes are the same (or more) ours is \$6500/year. This should entitle us to transit service and then start advertising to push ridership. Have someone design the system to it is more efficient*

WORKSHOP PARTICIPANT FINAL THOUGHTS

Suggestions (general)

- *Need frequent pick up options during peak hours to make using transit doable and convenient*
- *Restore all cancelled 'future service' stops or maybe every 2nd or 3rd one in denser locations. Repurpose or reclaim all other stops that we know will go unused*
- *We need a regular bus route all the time. Especially moving peak hours and weekends*
- *A bus service to St. Albert - Village Landing would be fantastic. Right now my husband drives to that hub Mon-Fri for work and we'd love to remove the need for his car entirely.*

Other Comments

- *Transit is too expensive to the taxpayer. It need to not lose 100 millions a year. If the future is self driving cars then spending billions and removing roads is stupid. Technology is the future the city is living in the past.*
- *Need [illegible] to increase ridership. Maybe have a 'points' system, or discounts after a minimum number of rides*
- *My family really got disappointed when they stopped our regular bus service in our place at Trumpeter. I have three school aged children and having this accessible transportation would help us a lot. We are looking forward that they will decide to return our regular bus route and having a better peace of mind to everyone. Thank you*
- *Starling needs bus service of some sort. We pay taxes! When we moved in there was limited bus service and it was cancelled 1 month after we moved in*
- *We moved to this community knowing the ETS accessibility will be provided and we need our bus*

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	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Cavanagh	18%	100%	-	-	-	-	-	-	-
Edgemont	44%	-	100%	3%	-	-	2%	4%	-
Graydon Hill	6%	-	<1%	100%	-	-	-	-	-
Hawks Ridge	7%	-	-	-	100%	-	-	4%	3%
Hays Ridge	1%	-	-	-	-	100%	-	-	-
Keswick	12%	-	<1%	-	-	-	100%	4%	-
Starling	5%	-	<1%	-	3%	-	2%	100%	8%
Trumpeter	8%	-	-	-	3%	-	-	11%	100%

RESPONDENT PROFILE

Q2. Which of the following describes your interest in...?	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	93	228	33	34	7*	61	27*	40
I live here	97%	93%	85%	88%	100%	93%	85%	95%
My friends / family live here	35%	30%	24%	24%	-	25%	37%	18%
I work here	1%	2%	3%	-	-	7%	-	-
Something else	3%	6%	6%	-	-	5%	-	3%

RESPONDENT PROFILE

Q18. What gender do you identify as?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Woman/Girl	57%	59%	58%	64%	62%	-	48%	48%	58%
Man/Boy	38%	39%	34%	36%	32%	100%	51%	52%	33%
Two-spirit	<1%	-	<1%	-	-	-	-	-	-
Another gender not listed above	<1%	-	<1%	-	-	-	-	-	-
Prefer not to answer	5%	2%	7%	-	6%	-	2%	-	10%

RESPONDENT PROFILE

Q19. How old are you?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Under 18	6%	4%	10%	3%	-	-	8%	4%	-
18 to 24	9%	16%	4%	21%	9%	14%	5%	15%	13%
25 to 34	28%	32%	31%	39%	29%	-	11%	33%	18%
35 to 44	32%	33%	31%	18%	35%	29%	41%	19%	40%
45 to 54	11%	9%	11%	12%	12%	-	18%	11%	13%
55 to 64	6%	2%	5%	3%	6%	14%	11%	15%	5%
65 to 74	3%	1%	3%	3%	3%	29%	3%	-	5%
75 years of age or older	<1%	-	1%	-	-	-	-	-	-
I prefer not to answer	4%	2%	5%	-	6%	14%	2%	4%	8%

RESPONDENT PROFILE

Q20. Did you attend any of these in-person community workshops about the Alternative Transit options in June 2019?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
ANY	15%	27%	11%	-	6%	14%	26%	11%	13%
September 10, 2019 Terwillegar Recreation Centre	12%	23%	10%	-	-	14%	26%	4%	-
September 12, 2019 Dragons Head Golf Course	3%	4%	1%	-	6%	-	2%	11%	13%
None of the above	75%	69%	75%	97%	85%	86%	67%	81%	80%
Prefer not to answer	10%	4%	15%	3%	9%	-	7%	7%	8%

RESPONDENT PROFILE

Q21. What is your primary mode of transportation?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Car/truck/van as a driver	55%	32%	54%	30%	79%	86%	70%	63%	78%
Car/truck/van as a passenger	11%	16%	10%	-	6%	14%	8%	26%	10%
Public Transit	32%	44%	35%	67%	12%	-	21%	7%	13%
Walk	2%	8%	<1%	-	-	-	-	4%	-
Bicycle	<1%	-	-	3%	3%	-	-	-	-

RESPONDENT PROFILE

Q22. How often do you use the Edmonton bus or LRT system?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Every weekday or more	48%	76%	44%	73%	21%	14%	38%	37%	33%
At least once per week	12%	10%	15%	-	12%	14%	13%	19%	8%
At least once per month	11%	5%	12%	9%	15%	29%	15%	15%	10%
At least once per year	17%	8%	15%	18%	32%	29%	23%	22%	23%
Never	12%	1%	14%	-	21%	14%	11%	7%	28%

Q22a. Which types of public transit do you use in Edmonton? (asked of those who use transit)	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Bus	87%	93%	93%	82%	63%	33%	76%	76%	83%
LRT	69%	78%	56%	97%	70%	100%	81%	72%	69%
DATS	1%	2%	1%	-	-	-	2%	4%	-

RESPONDENT PROFILE

Q23. Are you a current City of Edmonton employee?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Yes	9%	13%	10%	9%	6%	-	7%	-	13%
No	88%	86%	87%	91%	85%	100%	90%	100%	88%
Prefer not to answer	3%	1%	4%	-	9%	-	3%	-	-

Q24. Are you a current Edmonton Transit Service employee?	TOTAL	Cavanagh	Edgemont	Graydon Hill	Hawks Ridge	Hays Ridge	Keswick	Starling	Trumpeter
n=	516	93	228	33	34	7*	61	27*	40
Yes	1%	2%	-	3%	3%	-	-	-	-
No	97%	97%	97%	97%	91%	100%	97%	100%	100%
Prefer not to answer	2%	1%	3%	-	6%	-	3%	-	-



APPENDIX

APPENDIX

ADDITIONAL VERBATIM RESPONSES

WORKSHOP PARTICIPANTS COMMENTS ON LIMITED BUS SERVICE

PROS

- *Good option for students and regular commuters*
- *Every day I have to go and ride three times to drop my family members in morning and in evening they have to walk.*
- *My daughter needs for school*
- *More suitable for kids going to school*
- *Extended bus service on existing route 47 and 347 for Cavanaugh*
- *My family needs M-S 9-6pm thanks*
- *Please do not cancel after 18 months the Edgemont and Timber Creek are almost full and need bus service*
- *Set times and bus tracking. Cavanaugh to Century Park*
- *I live in Edgemont (199st Edgemont Way) and work downtown. It would be beneficial to have a peak hours only bus service the area as there is ridership. People working downtown, students. There is also phenomenal growth is residential and commercial.*
- *Need bus service to schools from Keswick*
- *Literally only thing that makes sense*
- *Cavanaugh to Century Park*
- *This is a great option for people working 8-5 and students, it's reliable*
- *Good to have this option then nothing*
- *Consensus from the resident required to assign fixed times*
- *This would be the best option because even though the schedule is fixed we would still be able to get to the places we need to.*
- *Will help our youth to go to YMCA, schools and university*
- *Potential to reduce traffic compared to the other three options. Lower green house gas emissions. Lower carbon footprint*
- *More efficient less headache booking will be a problem*
- *If regular and run less than 30 min*
- *Easy for my parents to access city service please do this*

WORKSHOP PARTICIPANTS COMMENTS ON ON-DEMAND VAN CONS

- *Coming waiting every weekend and holiday*
- *Please put a light on our bus stop #4205*
- *Whether provide service at the regular time like other regular bus?*
- *Similar to old dial a bus in Sherwood Park exceptionally irritating to use consistently*
- *Wait times if doesn't fulfill my time commitment it's not useful*
- *Need service in Uplands*
- *It could be a good option if the wait time is reasonable*
- *Only good if I can prebook M-F from Sept - June for student need guarantee*

WORKSHOP PARTICIPANTS COMMENTS ON TAXI CONS

- *Unsafe for teens and younger child. Expensive too*
- *Safety of kids*
- *If only one can afford*
- *Late? Wait times? Call everyday? Need service the same time everyday, too much trouble to arrange rides every time to use it.*
- *Safety of kids*
- *Wonder about kids safety or a taxi? [illegible] of an adult option*
- *It's expensive and it's not comfortable*
- *Gives more flexibility because I have to work early and late fixed schedules would be limiting me to taxi or app would be perfect alternative.*
- *If subsidized possibly a good option*
- *I ask for [illegible] good option*
- *This is most cost effective option*
- *Taxi could work if available to book in advance with time fixed*

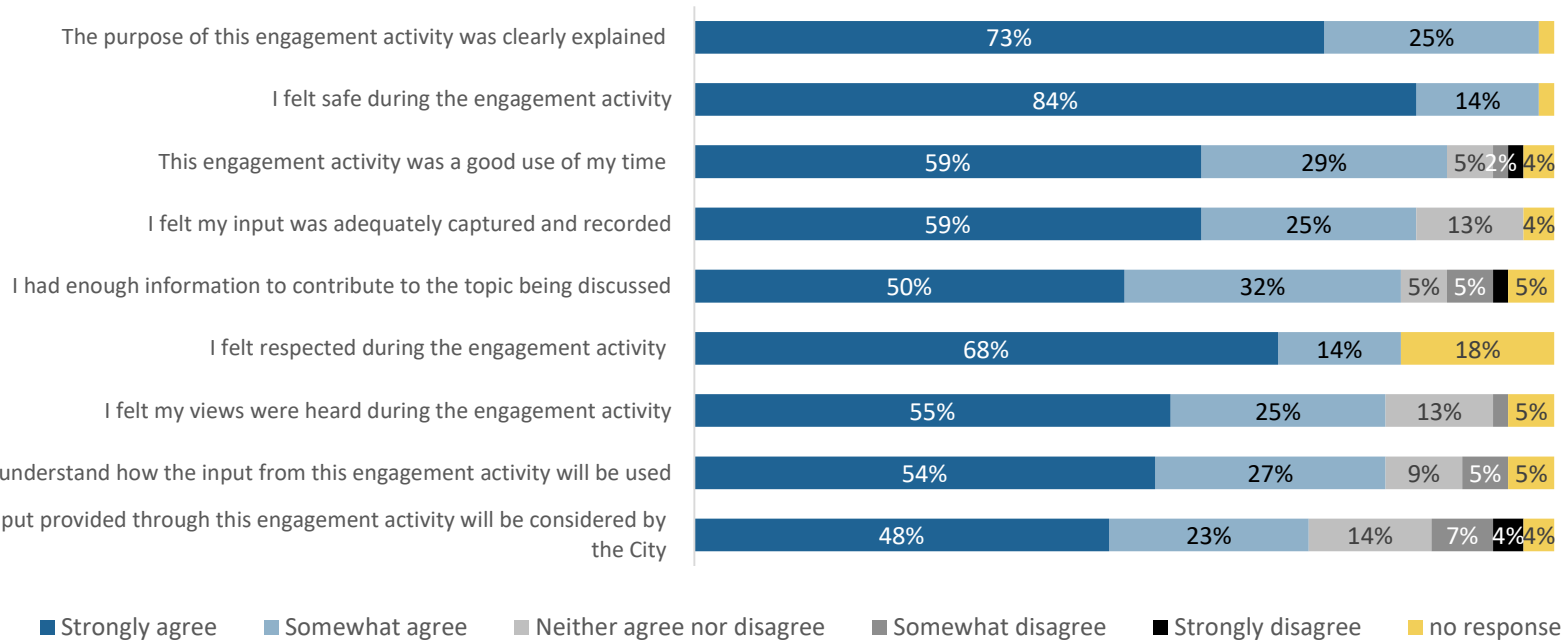
WORKSHOP PARTICIPANTS OTHER COMMENTS ON SERVICE OPTIONS

- *This is not rocket science, extra two bus stops will do*
- *Extend bus 47 service from Callaghan to Cavanaugh*
- *Think about the students who can not drive*
- *Only if pre booking for Sept-June is allowed*
- *Community bus service which operates in Cavanaugh. One model is the seniors bus service which takes passengers to specific locations at scheduled times*
- *My taxes in Keswick are some of the highest in the city and no bus service. What am I paying for?*
- *Why am I paying taxes for no service from city?*

WORKSHOP EVALUATIONS

MOST PARTICIPANTS HAD A POSITIVE WORKSHOP EXPERIENCE

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



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Online community management
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- **International Research**
Worldwide Independent Network (WIN)

400

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75

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