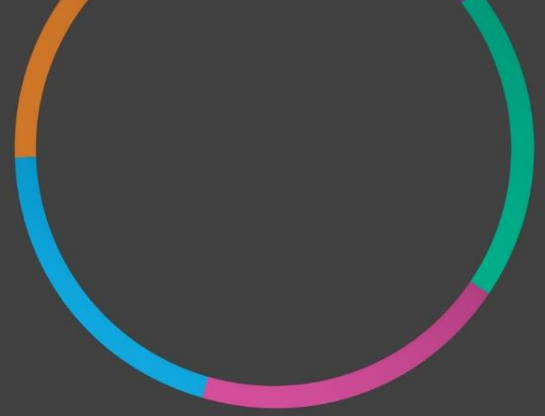




London
CANADA



Mobility Master Plan

Phase 1

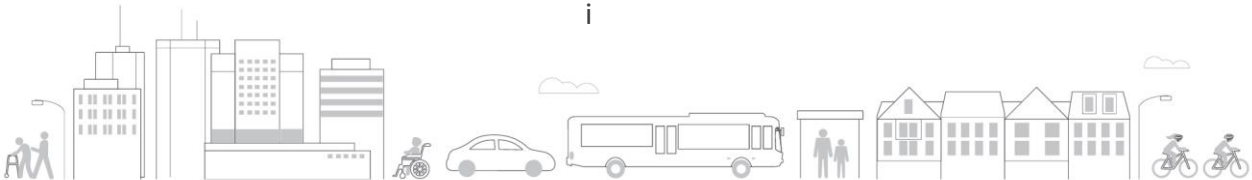
Engagement Summary Report

Final Report



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1. Introduction

The City of London (“the City”) is developing a Mobility Master Plan (“MMP”), a long-term strategic planning document that will guide how London plans and prioritizes its multi-modal mobility system from now through to 2050. “Mobility” as used in the MMP is defined below.

Mobility is the movement of people and goods through, and beyond, the city from one location to another **in a safe, accessible, convenient, and affordable manner**. Mobility, typically referred to as transportation, can be classified into five main types: walking, cycling, transit, movement with mobility devices, and motorized vehicle movement. Our fixed **mobility infrastructure** includes such things as streets, sidewalks, cycling lanes, rapid transit lanes and/or rails, stations, pathways, parking facilities, and the many physical features that are supplementary to, and supportive of, this infrastructure. (*The London Plan, 73*).

The MMP will include a comprehensive set of network plans, policies, strategies and actions that together will move London towards its desired future.

Engagement with Indigenous Communities, the public, community organizations and other interested parties is an essential component of the MMP study to ensure the final recommendations align with and respond to the needs and desires of Londoners. Each of the study’s three phases includes tailored engagement activities:

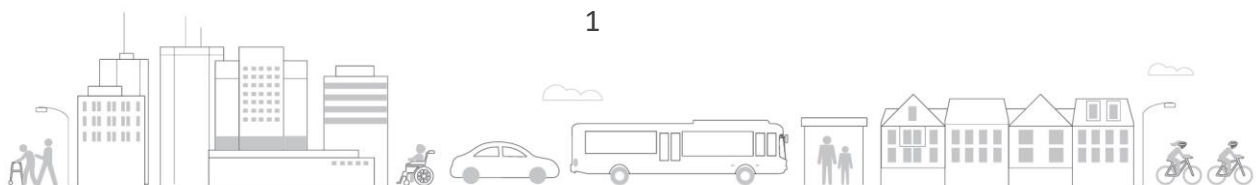
- **Phase 1:** Establish Shared Vision and Understanding of Needs;
- **Phase 2:** Explore Solutions and Make Connections; and
- **Phase 3:** Confirm and refine the path forward.

Phase 1 Engagement

Londoners have been engaged from the very beginning of the MMP study. The Phase 1 public engagement focused on **building awareness of the study and inviting people to share their experiences with mobility in London**.

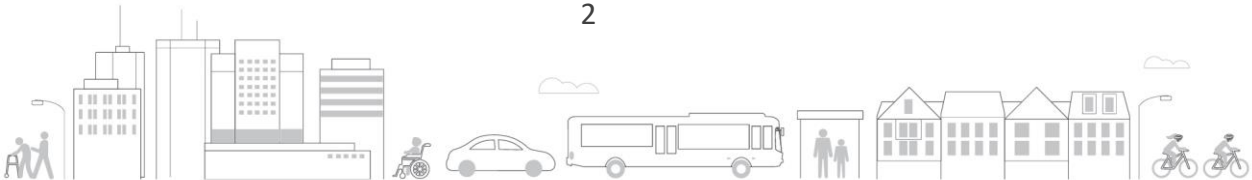
Communication and engagement activities conducted as part of Phase 1 included the following:

- A **Notice of Study Commencement** was issued in April 2022 marking the initiation of the MMP Study.
- A **Project Website** was created to share information on the project with the community and collect feedback.
- A **Project Email** was created to collect feedback and coordinate engagement events.



- Ongoing **social media blasts** have been published across numerous social media channels, informing the public of the study.
- A virtual **Community Conversation** (public meeting) was hosted by the City in September 2022, marking the first of three City-hosted Community Conversations wherein Londoners can learn about the MMP project and provide feedback.
- A series of **community pop-up events** were held throughout the summer and fall of 2022 attended by Community Connectors, enabling Londoners to share their thoughts on mobility in London.
- A **Mobility Feedback Form** was prepared and used to gain a deeper understanding of what the community cares about, uses, has challenges with and wants out of a transportation and mobility system.

The extent of Phase 1 feedback received through to October 23, 2022 is illustrated below.

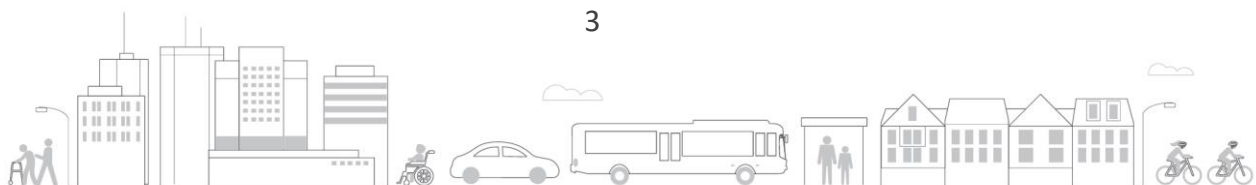


Report Purpose and Structure

This report summarizes Phase 1 Engagement and the feedback collected between April 13, 2022 and October 23, 2022. Phase 1 Engagement continued into early 2023 and is also being considered as part of this study. Extensive public consultation and engagement will continue the plan’s development.

A significant portion of the feedback received through to October 23, 2022 was collected with a survey distributed by the City. This survey asked participants about their experiences accessing mobility and their hopes and concerns about the future of mobility in London. The following sections of this report focus specifically on the survey:

- Section 2 describes the survey conduct;
- Section 3 describes survey participation and respondent characteristics; and
- Sections 4 and 5 present an analysis of free-form text comments provided in the survey and its implications for the MMP.
- Section 6 summarizes the key findings of the survey as well as feedback received through other project engagement and consultation.



2. Survey Design and Conduct

This section provides information on how the survey was conducted in terms of questions asked, timing of survey conduct, and how responses were processed.

Survey Questionnaire

The survey questionnaire consisted of two main parts:

- A set of optional multiple-choice questions asking survey participants several questions about themselves, including their postal code, age cohort, etc. Participants could choose to opt out of providing this information. The next multiple choice question asked participants about which primary transportation modes they used most often to get around. Participants were also asked if they wanted to continue to engage with the City on this topic. The findings from these multiple-choice questions are described in Section 3.
- Three open-text questions formed the main part of the questionnaire, and asked about different users’ experiences using transportation infrastructure, modes and services in the City:
 - What is moving from one place or activity to another in the city like for you?
 - What would make your daily trips easier?
 - What is one piece of advice you would give to the City of London for its new mobility plan?

The findings from the open-text questions are summarized in Section 4 and 5.

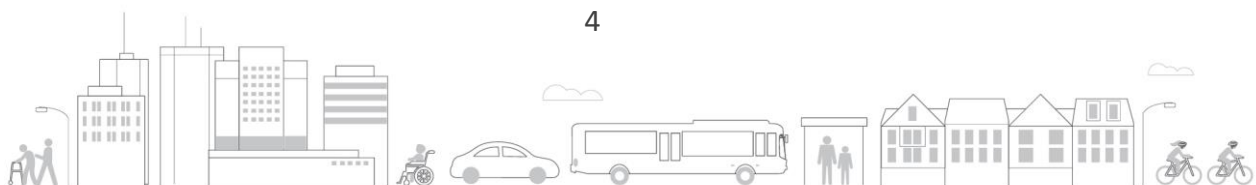
The survey was available online on the City project-specific webpage: getinvolved.london.ca/mobility-master-plan. Responses were also submitted in hard copy at community events throughout the city, in which case City staff entered the responses into the online form.

Survey Period

The survey was made available beginning April 13, 2022. This report summarizes feedback received up to October 23, 2022. Phase 1 Engagement continued into early 2023 and is also being considered as part of this study. Extensive public consultation and engagement will continue the plan’s development.

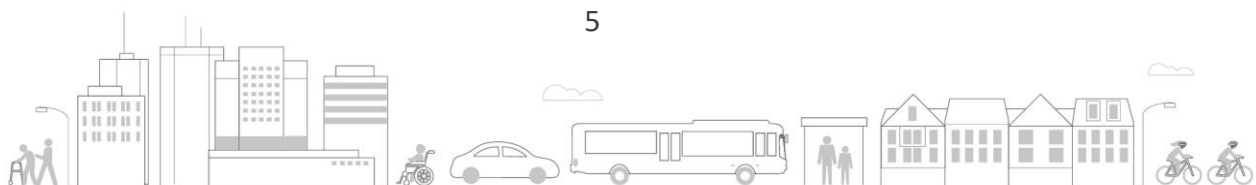
Open-Text Response Processing

A limited set of responses simplified the analysis of multiple-choice questions. The form’s free-form text comments also provided a wealth of insight for the study, but required a systematic processing approach to identify common messages and themes and to elicit as much value as possible from the information provided.



Individual open-text responses were grouped by common topic or message. In many cases, individual responses to a question included multiple distinct themes or messages. These responses were split into separate responses to allow for organizing and summarizing and to ensure that all key messages are appropriately identified and considered. A total of 2,977 responses were collected across all three open-text questions. After splitting responses that contained multiple themes or messages, a total of 4,117 individual/split responses were summarized and sorted. Minor spelling corrections or other revisions were sometimes made to improve clarity.

For transparency as to how the open-text comments were interpreted and sorted, and to provide a means of reading the fullness of detail and insights provided in the responses, Appendices A, B and C provide a full listing of the sorted comments together with the respondents' age cohort, gender and location.



3. Survey Participation and Respondent Characteristics

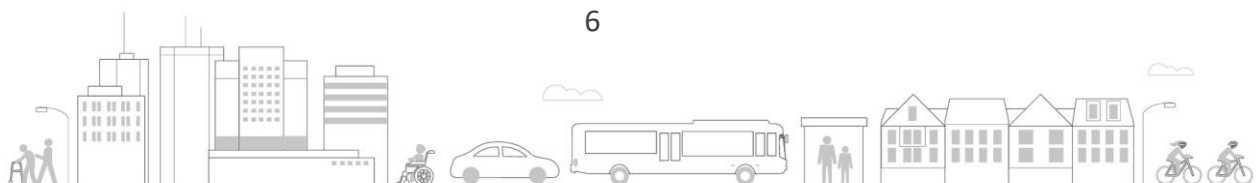
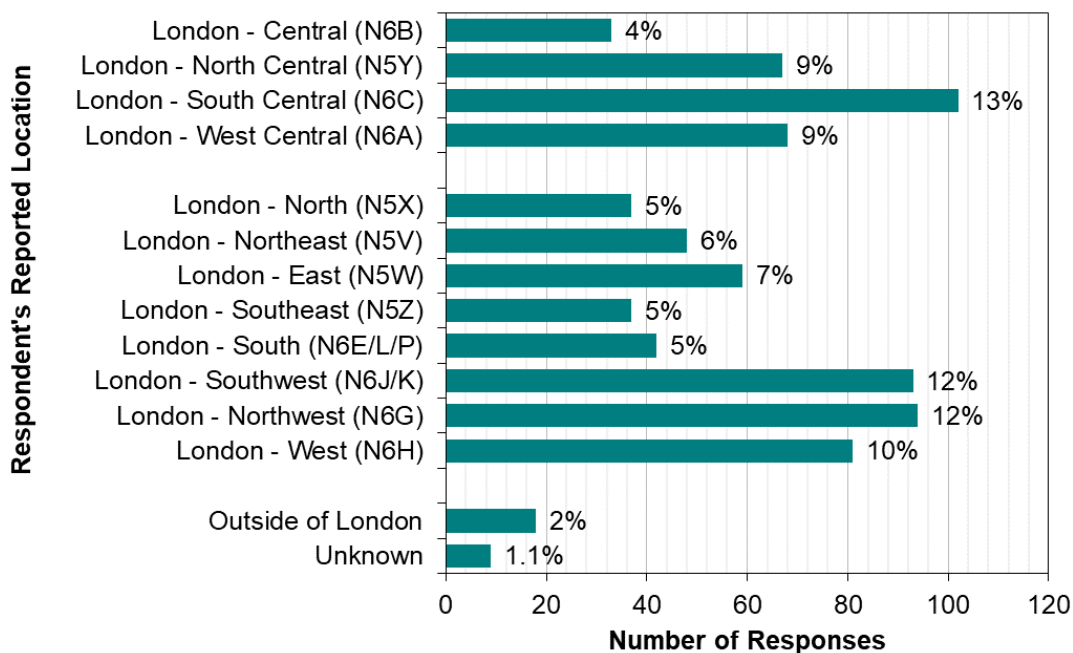
The feedback form collected demographic information, which was provided by participants on a voluntary basis. In total, 1,064 people participated in the survey, of which 886 participants provided at least partial information about themselves in the survey. The survey participation and respondent characteristics are summarized in the subsequent sections.

The project team will be using demographic data voluntarily provided to better understand who has participated in engagement events. This will enable adjustments to future engagement activities if needed to encourage an even greater diversity of participation in MMP engagement activities.

Respondent Location

Respondents were asked to provide the first 3 characters of their home postal codes, which allowed for a mapping of respondents to general geographic areas within or beyond London. The distribution of respondent locations for the 788 location responses provided is shown in **Exhibit 3.1**. A total of 97% participants were located within the London and 2% outside of London (Incorrect or incomplete postal code information was provided by 1.1% of responses, resulting in an unknown location).

Exhibit 3.1: Respondent Location Distribution



The distribution of survey respondent locations also shows that there was participation across virtually all parts of the city, with a total of 34% of respondents from various parts of central London, and 62% from various neighbourhoods in outer areas. (Only two postal codes are not represented: N6N in southeast London and N6P in eastern London. Both are largely rural areas.)

Respondent Characteristics

Age and Gender

Participants were asked to indicate their age cohort. The response distribution for the 876 survey participants who provided this information is shown in **Exhibit 3.2** together with respondent gender information. All age groups are represented among survey participants. The highest proportions of age cohorts that participated in the survey were respondents between the ages of 25-34 representing 27% of total responses, and 35-44 representing 26%.

Compared to Statistics Canada 2021 Census, the 25-34 and 35-44 age cohorts can be seen to be over-represented in survey participation (**Exhibit 3.3**). These cohorts as well as the older, working-age cohorts are very active users of the City’s mobility systems.

Meanwhile, the 15-19 age cohort are significantly under-represented as well as the 65-plus age cohort, the latter being the fastest-growing component of the population – the latter represent 21.2% of the population aged 15 or older, but 8.6% of survey participation.

A total of 54% of respondents noted they were female, 40% were male, and 4% provided another response (2.1 % preferred not to share). Males, who represent approximately half of the population, are therefore noticeably under-represented among participants, though to a lesser degree among younger age cohorts: males represent 45% of participants aged 15-19 and 52% of participants aged 24-29. Participants in the younger cohorts are most likely to provide non-male or female gender identify response (18% of age 15-19 and 15% among age 20-24).

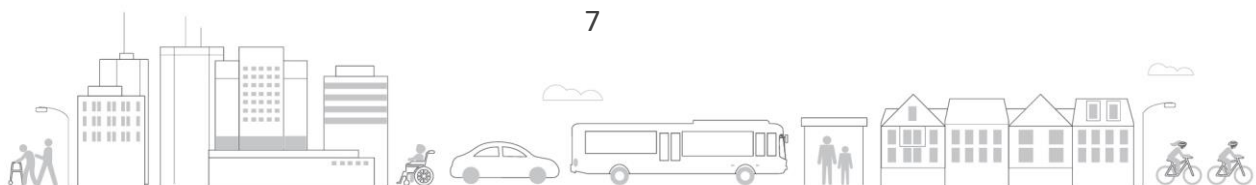


Exhibit 3.2 Age Cohort and Gender Identity Distribution

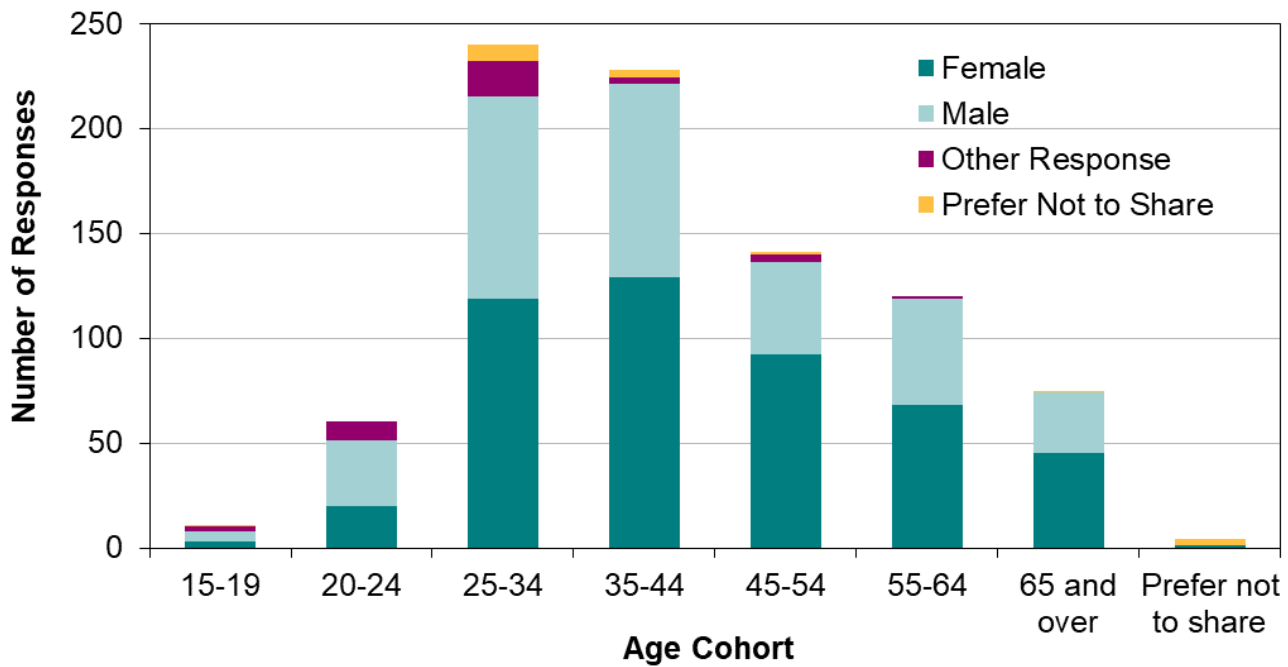
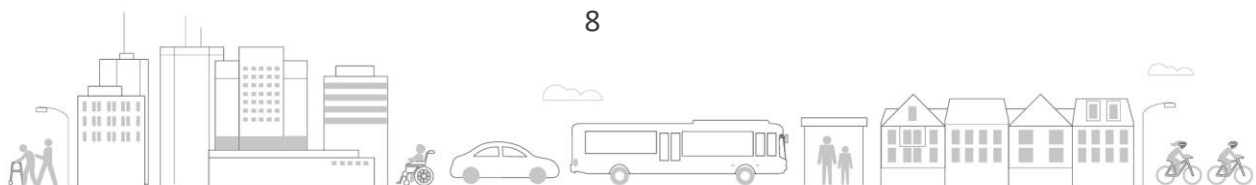


Exhibit 3.3: Respondent Age Cohort Distribution vs. 2021 Census Distribution

AGE COHORT	SURVEY PARTICIPANTS		CENSUS RESULTS		RATIO OF SURVEY TO CENSUS PERCENTAGES	
	Count	%	Count	%	:	Under / Over
15-19	11	1.3%	23,920	6.8%	0.19	Underrepresented
20-24	60	6.8%	30,825	8.7%	0.79	
25-34	240	27.4%	64,595	18.3%	1.50	Over-represented
35-44	229	26.1%	54,895	15.5%	1.68	Over-represented
45-54	141	16.1%	49,485	14.0%	1.15	
55-64	120	13.7%	54,520	15.4%	0.89	
65+	75	8.6%	75,070	21.2%	0.40	Underrepresented
Total	876	100%	353,310	100%	1.00	



Identity Characteristics

Respondents were also asked six questions about their identities and backgrounds, to help ensure that the survey obtained information as to how the mobility system in London is experienced by users of different genders, racial identities, abilities, etc. Between 77% and 82% of the survey participants (822 to 879) provided responses to each of the individual questions. Results are summarized in **Exhibit 3.4** and indicate that participants represent a range of identities. This information helps to inform ongoing analysis as to how the mobility system in London is experienced by users of different racial identities, genders, abilities, income levels and more. The results indicate the following:

- As noted earlier, 54% of respondents noted they were female, 40% were male, and 4.1% provided another response (2.1 % preferred not to share);
- 54% of respondents identify as female, while 40% of respondents identify as male. 4% of respondents identify as either transgender, gender non-conforming or ‘other’;
- 17% of respondents identify as a racialized person or a visible minority;
- 1% of participants identify as Indigenous, Métis or Inuit;
- 15% of respondents identify as members of the 2SLGBTQIA+ community;
- 15% of participants identified as a person with a disability based on the Ontario Human Rights Commission definition of a disability; and
- 19% of participants speak a language other than English at home.

Length of Residence in Canada

Survey participants were also asked, “**Were you born in Canada? If not born in Canada, when did you come to Canada?**” as summarized in **Exhibit 3.5**, with arrival dates grouped into five categories.

The results show that 82% of survey participants were born in Canada, while 16% were born outside of Canada— with 10% of total participants arriving in the year 2000 or after, and 5% arriving since 2015. (A total of 2% of participants preferred not to share this information.)

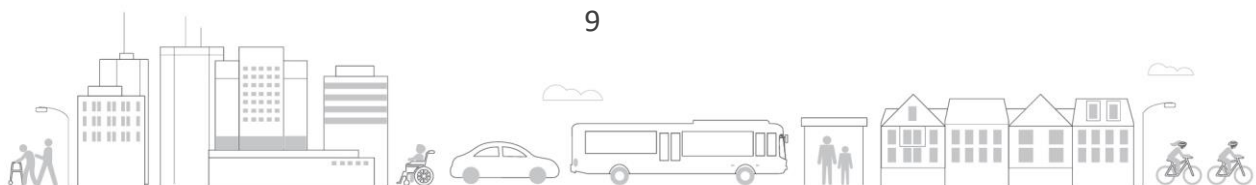


Exhibit 3.4: Response Distributions to Questions About Respondent Identity Characteristics

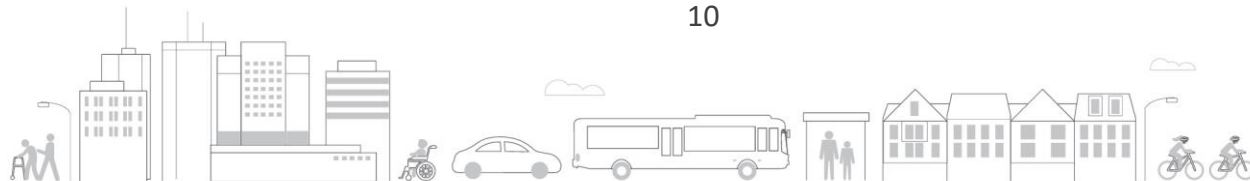
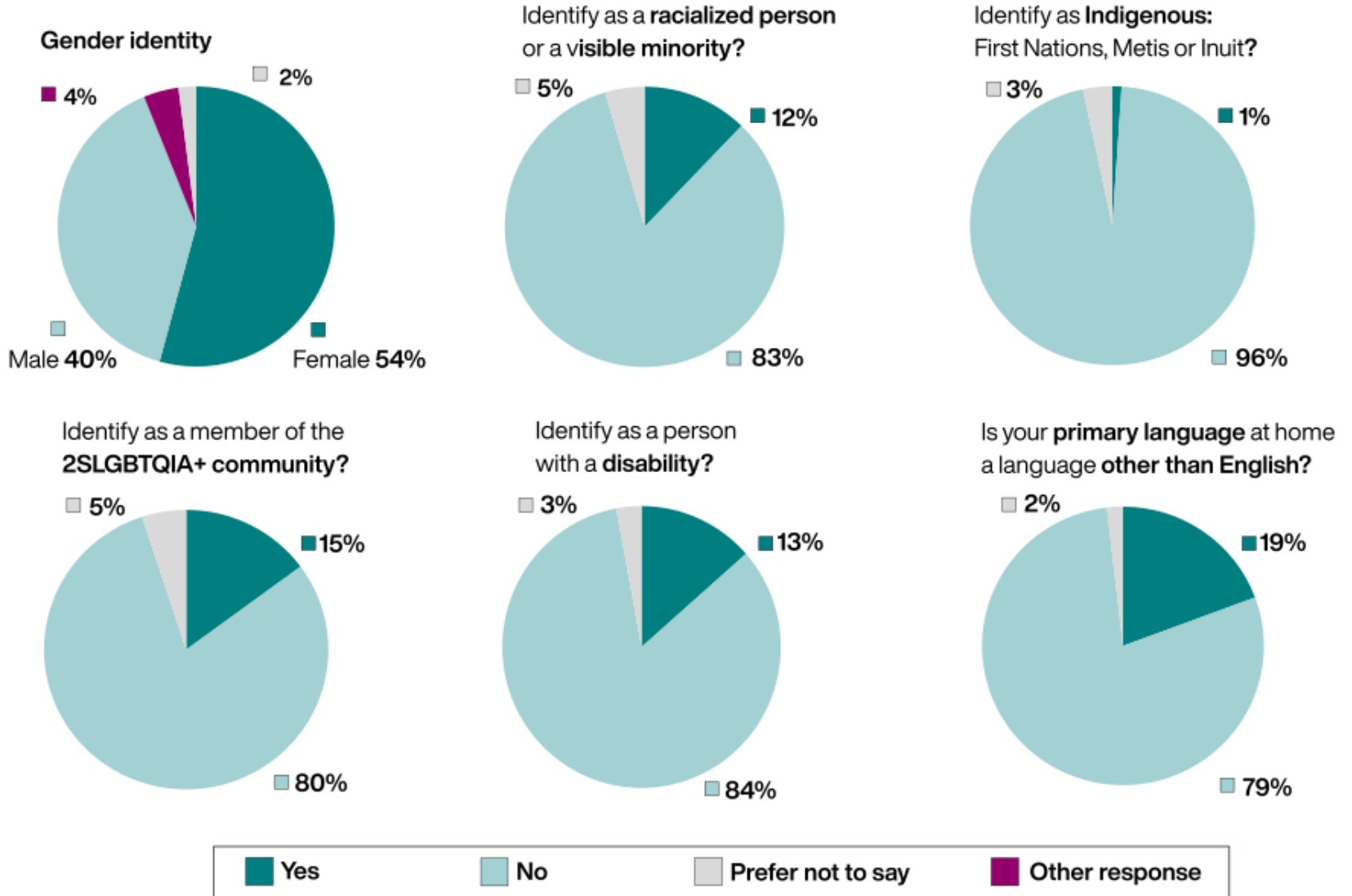
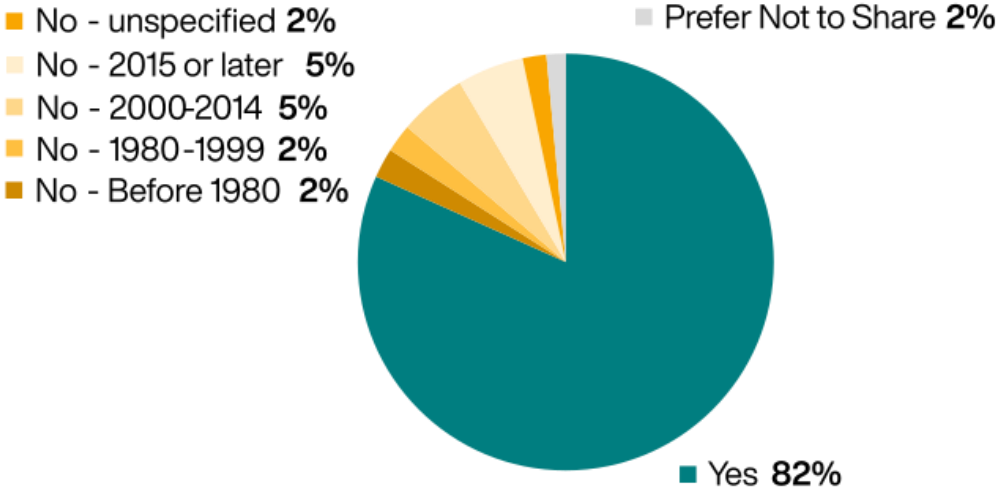


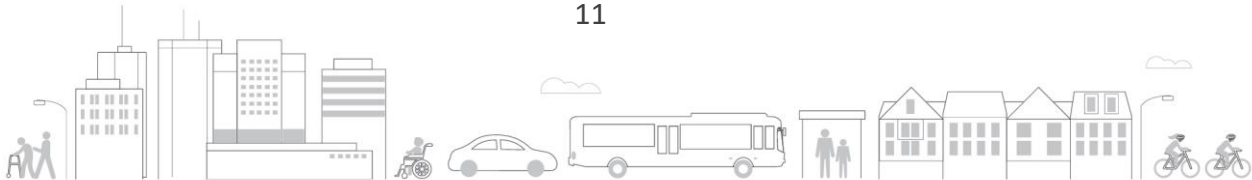
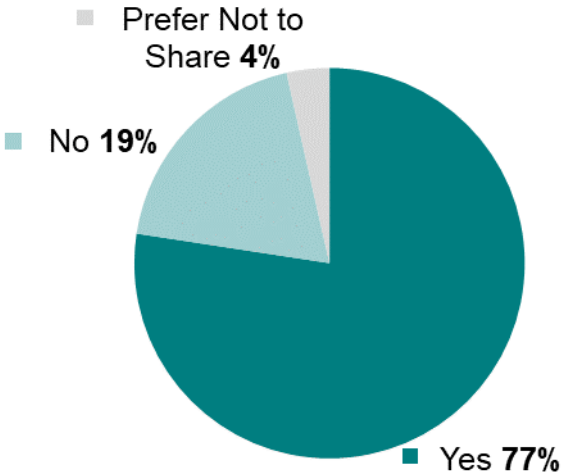
Exhibit 3.5: Response Distribution to “Were you born in Canada? If not born in Canada, when did you come to Canada?”



Employment Status

Survey participants were asked, “Are you currently employed?”. Results are shown in Exhibit 3.6. A majority (77%) of participants are currently employed, while 19% are not. Survey respondents who are employed, by age cohort, range from a low of 12% of those aged 65 and over, to a high of 91% of those aged 35-44. (Respondents were not asked about their student status.)

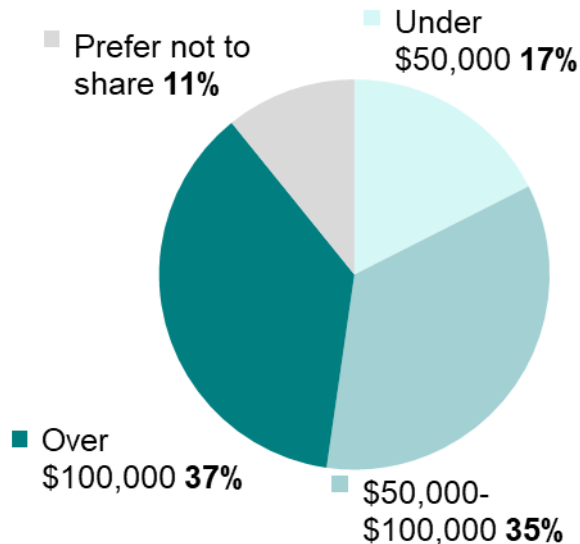
Exhibit 3.6: Response Distribution “Are you Currently Employed?”



Household Income

Survey participants were also asked “What is your annual household income, before taxes?” Results are shown in **Exhibit 3.7**. A total 11% of question respondents preferred not to share their annual household income. There is survey representation across household incomes, with 17% having an annual household income before taxes of below \$50,000 before taxes, 35% having an annual household income of \$50,000-\$100,000, and 37% earning an annual household income of over \$100,000 before taxes.

Exhibit 3.7: Response Distribution to Household Income



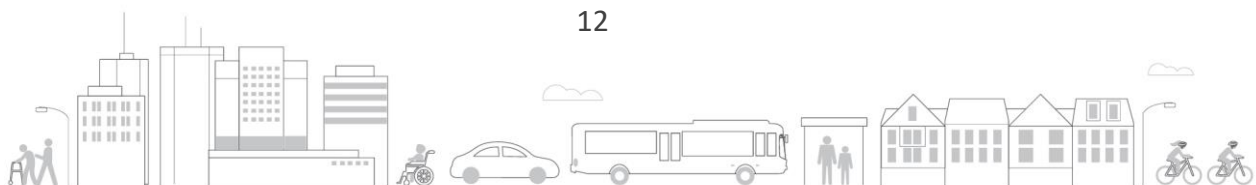
How Londoners Move

To gain insight into which mobility modes are regularly taken to get to, from and around London, survey participants were asked, “On most days, what are your primary ways of getting around?” Respondents could choose multiple modes.

Exhibit 3.8 summarizes the primary mobility modes selected by survey participants, and includes distributions for each participant age cohort.

Overall, the most common primary mobility modes among all survey participants are car drivers at 57% and walking at 51% of respondents. At a mid-range of frequencies, cycling was selected by 32% of participants, conventional bus by 27%, and car passenger by 20%. Less frequently selected modes included using a wheelchair, scooter or other mobility aid (1.6%), specialized transit (1.0%) and other modes (1.3%).

The distribution of primary mobility modes can vary by age cohort:



- **Driving** is generally the most common mobility mode across all age cohorts older than 20-24. The age cohorts that are most likely to drive are age 35-44 and 45-54, with 66% of respondents selecting this as a primary mode in both age cohorts.
- **Bus** is the most frequently chosen mobility mode among the younger age cohorts, selected by 82% of respondents in the 15-19 cohort and 65% of respondents in the 20-24 cohort. The frequency of selecting bus as a primary mode decreases considerably to 36% for the 25-34 cohort, and continues to decrease with increasing respondent age, dropping as low as 9% of respondents in the 65 and older age cohort.
- **Walking** is the second most common mobility mode selected across all age cohorts, ranging from 45 to 63% of respondents in each cohort.
- **Cycling** is the third most common mobility mode across ages 20-24 through 55-64, selected by one-third or more of respondents within each of these age cohorts (and highest for the 35-44 cohort at 38% of responses). The frequency drops considerably for the 65-plus cohort, at 13% of respondents.

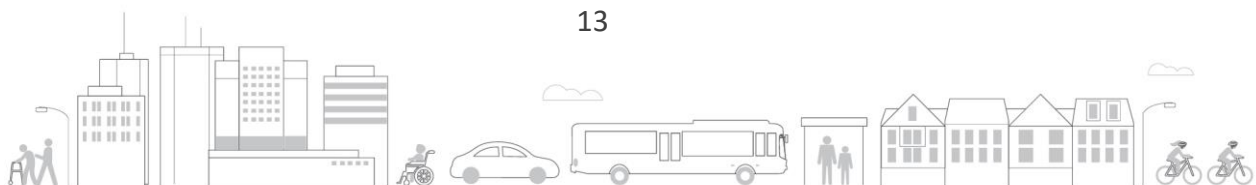
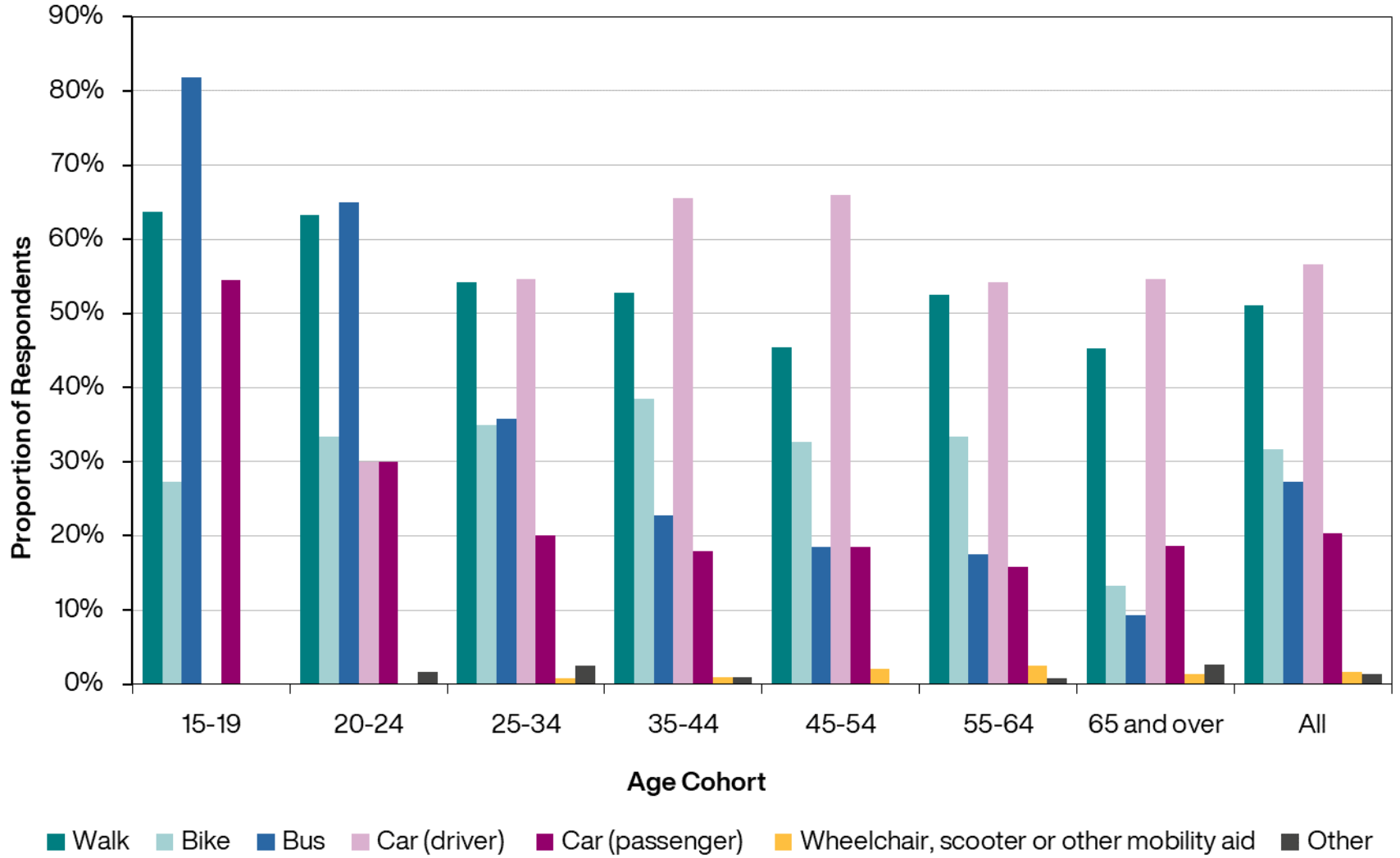
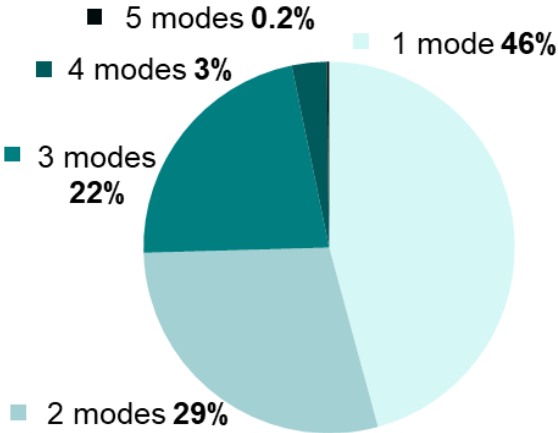


Exhibit 3.8: Primary Mobility Modes across Age Cohorts



Combining the two car modes (driver and passenger), the number of modes selected by individual respondents is summarized in **Exhibit 3.9**. More than half chose two or more primary modes. The 46% that chose only one mode included car (driver and/or passenger) at 31%; bike, 5.1%; bus, 5.0%; walk, 4.4%; and mobility aid, 0.3%.

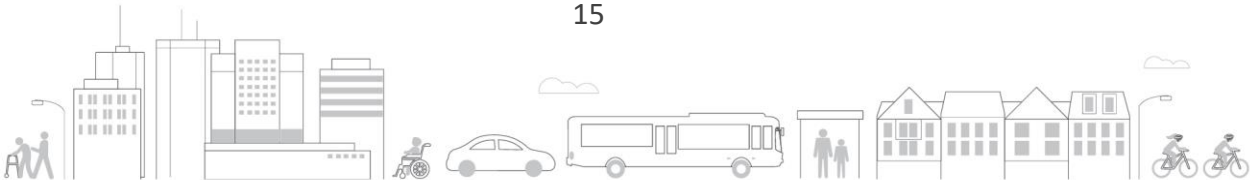
Exhibit 3.9: Number of Primary Mobility Modes Selected



The wide range of modes selected across respondents as well as by individual respondents emphasizes the importance of taking a multi-modal approach to mobility in London.

Future Engagement

Participants were asked, “**would you like to continue to engage with the City on this topic?**” Of 1,032 responses received on this question, 74% said “Yes,” while 26% said “No.”



4. How Mobility is Experienced

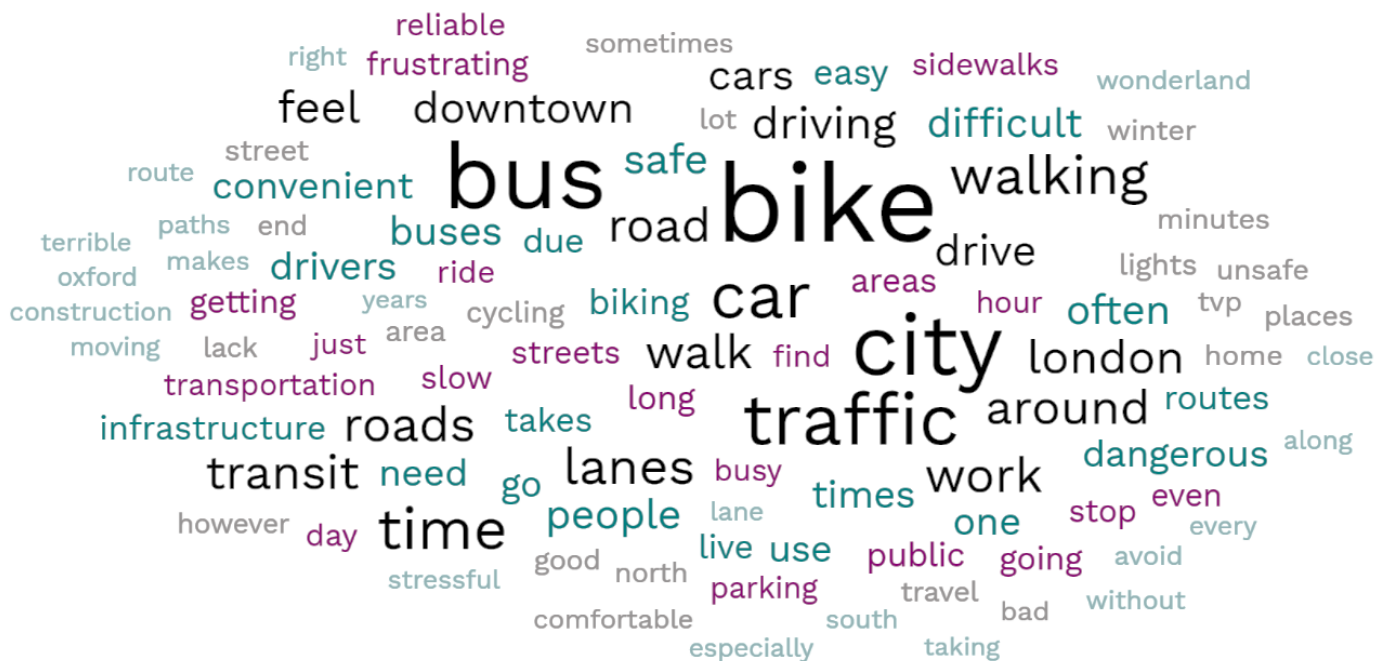
This section summarizes findings from the question

“What is moving from one place or activity to another in the city like for you?”

This was the first of three open-text questions in the survey. The 1,065 responses to these questions were sorted, splitting responses to reflect the multiple themes in responses as needed, as was noted in Section 2.3. Appendix A provides a full listing of the 1,366 split and sorted responses.

All of the responses to this question were input collectively into a word cloud generator, with the result shown in Exhibit 4.1. Certain words are larger based on how frequently they were included in different respondent’s answers. For instance, the largest word displayed is “bike”, which was used 426 times across the responses (other variations on the word “bike” in the word cloud include “biking” and “cycling”).

Exhibit 4.1: Word Cloud Generated from All Responses to “What is moving from one place or activity to another in the city like for you?”



The word cloud indicates that key themes in the experience of moving between places in London include the following, among others:

- specific mobility modes and infrastructure: bike (426 occurrences, as noted above), bus (344), car (225), walking (171)/walk (142), lanes (157) and transit (143);
- descriptions of the experience: time (193), safe (115), dangerous (94), difficult (111) and convenient (97);
- specific locations, e.g. downtown (123) and Wonderland (Road, 49);
- other indications of movement or direction, e.g. around (145); avoid (49), along (46); and
- other significant factors, e.g. traffic (256) and time (193).

The key themes and messages drawn from over one thousand responses provided by participants about their mobility experience are outlined below, using selected individual responses and portions thereof (sometimes with minor edits for clarity) to help provide context. (These themes do not always directly align with how responses are sorted in appendices, and not all ideas expressed are captured in the summary below.)

General Mobility Experience Across Modes

The majority of responses described the use of specific mobility systems in the city; these are outlined by mode in sections below. However, some described their experience in either generally positive and negative terms either non-specifically or across all modes.

Generally Positive Experience

Going to school (Western) is pretty easy as I live near the 93 bus and the paths – *South Central London resident*

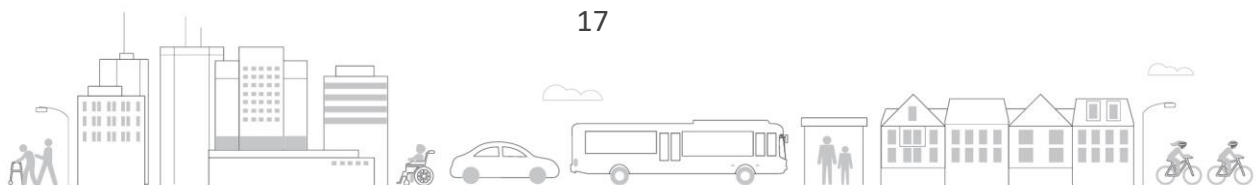
Convenient, reliable, comfortable driving and walking...biking is getting better now that Colborne and Dundas have bike lanes! – *North Central London resident*

Reasonably convenient, except for rush hours and holiday. Bike connectivity is good, but off-road paths are best – *West Central London resident*

It depends where I need to go mostly easy as I have a wealth of options at my disposal: I own a bike and car. – *Southwest London resident*

I have lived here all my life and I feel very comfortable getting around. I am of the car generation and I still drive my own car. However there will come a time when I will not be able to drive. – *North London resident*

Moving about in London was described in generally positive terms by 89 respondents, though sometimes with caveats and noting that the experience differs depending on the location in the city. The Thames Valley Parkway (TVP) and some of the new bike lanes are generally seen as positive.



Generally Negative Experience

Awful. Not comfortable. I hate driving. Walking is a nightmare. Biking is not a safe option. Bus takes too long. – *Northeast London resident*

Not an activity I enjoy – *Southwest London resident*

Time consuming, inefficient, and generally unpleasant – *North London resident*

Chaotic, traffic congestion, construction, terrible drivers, preoccupied pedestrians, careless cyclists, etc.!! – *respondent location unknown*

Difficult to get from East to West and North to South – *Northeast London resident*

I thought moving away from the GTA to London would be a better travel experience but it is the exact opposite. – *resident outside of London*

Awful, time consuming so I end up spending more than I can afford on taxis – *Southeast London resident*

Moving about in London was described in generally negative terms by 101 respondents.

Multi-modal Mobility

Our neighborhood is one of the well-designed ones so we can walk to lots of parks, the grocery store, a pharmacy, and the dentist and library. It's a short drive to work for me but a long bus ride. – *Northwest London resident*

Difficult. My preference would be to walk or bike, but lack of infrastructure means I choose to drive more often than I would like. – *unknown respondent location*

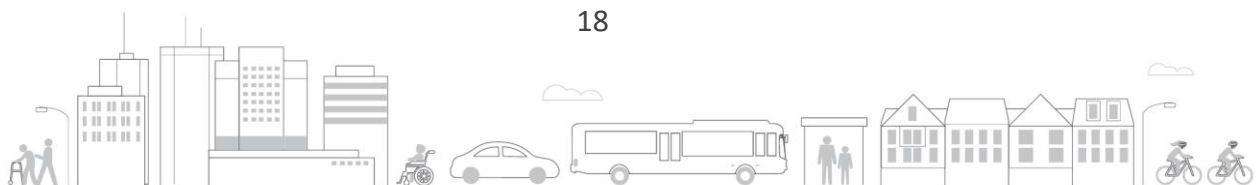
I normally drive as I work remotely and have a long commute for work. I would like to look into [other] modes of transportation, but they are not super reliable (public transit), and can make the trip quite long – *resident outside of London*

By car, it's fine. We don't live in an area that has good access to other parts of London any other way. – *South London resident*

It is easier to get around when i am driving. But when i take the bus, it will take me 1 hour and 30 minutes to go to my workplace, which I can drive for only 7 minutes by car. – *North Central London resident*

Too many cars. I enjoy walking and cycling, more so than sitting in a car, but it can be unpleasant and dangerous due to the traffic and the way the city has designed the space. – *unknown respondent location*

Travel is reliable. Parking is not. Often, I take a car only because there isn't anywhere to securely park a bike. – *Southwest London resident*



If I go alone, I use my bike, if we are moving with the kids, car. – *North London resident*

Walking can be a problem for me other than really short distances. I don't drive so I depend on my daughter or my husband to take me where I need to go. – *South Central London resident*

Many Londoners have access to varying degrees of different mobility modes, and there can be several factors as to why they choose certain modes for a given trip. Among these, a total of 43 respondents specifically noted that, in spite of congestion, driving is necessary or much more feasible than other mobility modes due to lack of infrastructure for other modes, lack of reasonable transit service provided where they need to go, etc.

Accessibility

Hard. I have disabilities and there is no affordable transportation to get out of London – *West London resident*

Moving around this city is difficult for the elderly and people with disabilities, and in my job, I'm faced with trying to help people with this. – *South Central London resident*

The physical accessibility of services is also an important factor in the mobility experience for those with physical accessibility challenges, including transit services, poor sidewalk surfaces or maintenance, and lack of accessible parking (8 specific comments).

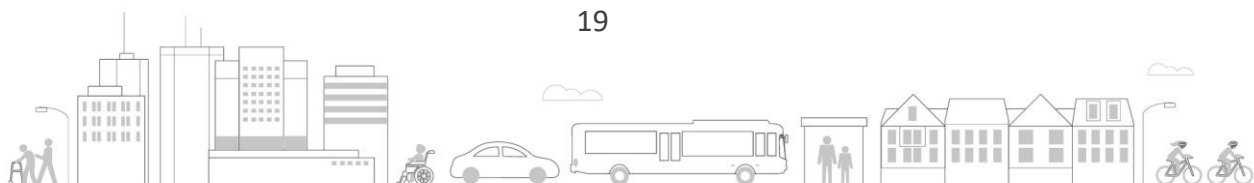
Active Transportation

Active transportation in London encompasses cycling, walking and use of mobility aids such as wheelchairs and mobility scooters. Supporting active transportation is an important component in the development of a multi-modal transportation system in London through infrastructure including sidewalks, bike lanes, trails and multi-use paths. The cycling and trail network spans over 350 km includes protected bike facilities, bike lanes and multi-use trails serving key commuting and recreational purposes in the city. Respondent commentary relating to active transportation modes in general is described below, followed by cycling or walking modes specifically.

Active Transportation Modes

I really enjoy walking and biking on the TVP and will use that as a way to go north/south while avoiding Richmond. I love biking in the bike lanes downtown, and down Dundas. I recently used a bike locker for the first time and it was a great experience. –*Central London resident*

We live in a walkable neighborhood, but are regularly confronted by drivers who exceed the speed limit (90%), roll stops (45%), or are unaware of our existence/exhibit behaviour that otherwise threatens us. Around the school, the volume of traffic and chaos caused by illegal parking, distracted driving, and unwillingness to heed the crossing guard, are daily threats. On cycle, ... the interaction with drivers is constant when not using the TVP/separate bike lanes. Many drivers are courteous, but very few seem to understand the needs of vulnerable road



users and there is a significant proportion who behave in a threatening manner, particularly during high-volume commuting hours. –*West Central London resident*

Most neighbourhoods are walkable and bikeable However, there is a lack of safe and pleasant walking and cycling paths connecting residential areas to local services like shopping. Strip malls and shopping centres tend to be separated from adjacent residential areas by barriers including walls, fences and private property. This requires pedestrians and cyclists to take long detours along busy roads and across busy parking lots to get to a store that they live right beside.
- *unknown location*

Pedestrians walk with children and animals on the bike paths because they have no dedicated space and this is just a huge source of conflict, so on weekends and peak hours it can be just unpleasant to ride because it feels so contentious. – *Southeast London resident*

Safety issues were the focus of 22 responses, while another 15 respondents noted **insufficient provision of infrastructure** as the main factors affecting active transportation in London. The challenges of extra **distances needed to complete trips** by walking or cycling were also a challenge that was noted. The potential for **conflicts** between cyclists and pedestrians on multi-use trails were also sometimes noted.

Cycling

Riding my bicycle down the TVP to work every morning is a delight. It is a green and very cost-effective way to commute to work – *South Central London resident*

The bike lanes that do exist do not currently connect in a network that would allow anyone to get across the city conveniently – *South Central London resident*

As a cyclist, I am very frustrated by Wonderland Rd bike path. It is very, very bumpy and drivers are not aware of the bike path – *West London resident*

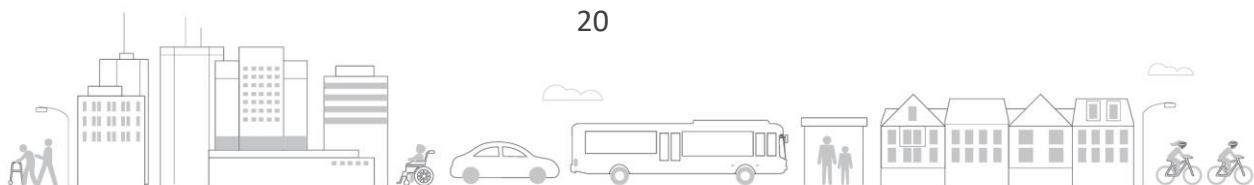
"Sharrows" on busy main roads are worse than useless. Drivers ignore bikers and pass close and fast. I refuse to share a lane on busy arterial roads for fear of my safety. In my opinion "sharrows" should not exist at all. – *South Central London resident*

Cycling is made difficult by large accretion of sand, gravel, debris in bike lanes – *West London resident*

I like the bike lockers downtown - they make me feel secure to leave my bike there while I shop at the market. – *Northwest London resident*

Bike paths are ... becoming overcrowded with high-speed e-bikes – *West Central London resident*

I get yelled at for biking on the sidewalk, but I do not feel safe biking along the road without more protection from speeding cars. – *unknown respondent location*



Many survey participants described their experiences related to cycling in London, with 19 indicating a generally positive experience cycling in the city and appreciating the cycling infrastructure provided. A range of issues and concerns were also noted by participants. Most significantly, safety issues and route issues were each identified in 80 separate comments, highlighting the fact that many are discouraged by or challenged when cycling due to gaps in the cycling network and a lack of protected infrastructure to support cycling. The need for more secure parking spaces for cyclists (17) and other facility design issues (16) were also noted in the comments, suggesting that more investment and planning can be undertaken through the MMP study to support both the expansion of safe cycling routes and the development of infrastructure and facilities for users to safely lock and store their bikes in the city. A few expressed that e-bikes are a safety concern on bike paths, while they are also an opportunity for those who use them to access more destinations by bike and generally bike more often.

Walking

Walking is beautiful in the downtown area with river walking paths, however I feel uncomfortable after dark walking home through downtown or along the river. – *South Central London resident*

I often feel unsafe walking on crosswalks and have almost been hit by a car multiple times this year alone. – *Southwest London resident*

Some areas of London are completely hostile to pedestrians; there are areas around White Oaks where there isn't even a sidewalk. – *Southeast London resident*

Lack of sidewalks around Masonville Mall is awkward for shoppers especially those with strollers or scooters. – *North London resident*

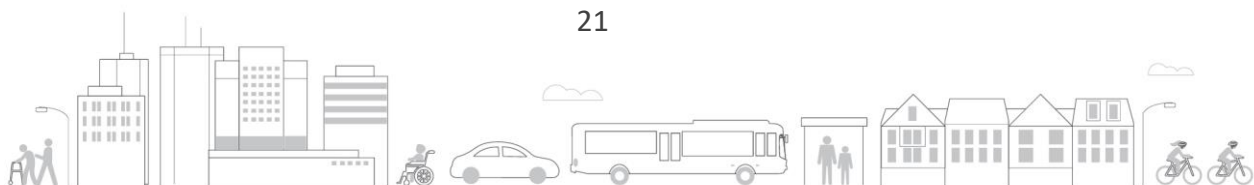
I walk everywhere, from grocery stores to shopping at the mall, to the bank, to restaurants, to appointments ... Although the sidewalks are generally good during spring, summer and fall, I specifically want to discuss the unacceptable condition of the sidewalks during winter, due to ice, snow and during melting, flooding in low lying areas. – *South London resident*

There are also very few trees planted along the streets for shade, which results in long, sun-baked walks with no respite or "urban oases" in sight, most of the time there isn't even a bench or garbage can. – *Southeast London resident*

I have to push a beg button at every traffic light to walk across. And if I'm too late to push the beg button, I have to wait two full light changes to cross. Sometimes the beg button doesn't work, and I have to walk further to cross a street. – *Southwest London resident*

Seven respondents noted a generally positive experience walking in certain areas of London and taking advantage of trails and pedestrian infrastructure, but many more noted issues and concerns.

Infrastructure shortcomings were noted by 44 respondents; these include **gaps in the sidewalk** network and the **lack of safe road crossings** were highlighted. The fact that pedestrians do not have a



dedicated signal for crossing at major signalized intersections unless they press a button and then have to wait until the light changes, was one particular frustration. **Safety concerns** were the focus for 15 respondents, especially with respect to speeding drivers and drivers who are inattentive to pedestrians at intersections. Seasonally, **winter maintenance** shortcomings were a challenge specifically noted by 17 respondents, while others noted that the **lack of shade** (e.g. trees) in summer (4 respondents) and **places to rest** were also impediments to walking. **Long distances** are noted as impediment to walking (9 respondents), especially when more direct routes could be made possible through mixed land use zoning, more direct walking access between residences and shopping centres, etc.

Public Transit

Conventional public transit and specialized public transit services within London are provided by the London Transit Commission (LTC). Many respondents described their experience, concerns and frustrations with these services as they relate to how service is provided, stops/shelters, personal security, etc.

Service Provision

The bus system to downtown is really good, so I use that whenever I go downtown. However, taking the bus many places outside of downtown usually means adding an hour to my trip on multiple connecting buses, and I can't justify the time cost to myself. – *North Central London resident*

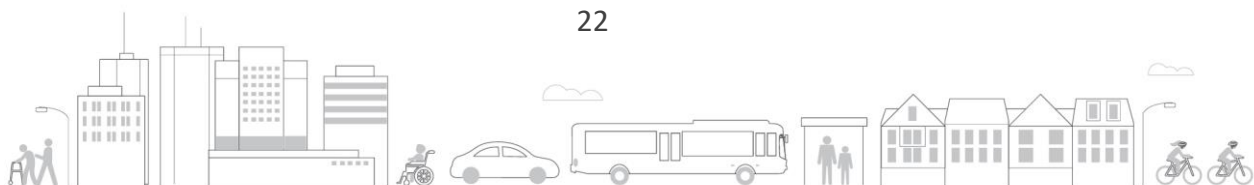
Slow, difficult, reliant on specific bus times that are rarely convenient or frequent. I often avoid going to areas of the city (including where my doctor is located) as much as possible due to transit being so rare.- *South Central London resident*

It takes planning, getting to my friends in the suburbs is not easy ... without a car. Going anywhere that requires more then one bus route is very time consuming. – *unknown respondent location*

The bus system is unreliable. Times are inconsistent, when the bus will stop and wait for 10 minutes is unpredictable, busses will pass stops entirely. It is hard to determine when, or even IF, a bus will be arriving. A bus will also consistently get stuck in traffic – *West London resident*

If I am not walking or biking, I take the bus. This is my last option of moving around - mainly because of how unreliable the bus is. I live in a suburb and it takes me about 15 minutes to walk to the bus station. This would be fine if the bus arrived consistently on time - however, it tends to arrive a few minutes early (causing me to miss it entirely – resulting in 30-45 minutes until the next bus arrives) or it arrives very late. ... If I miss the bus, this can really be a frustrating experience and it makes taking the bus the least enjoyable option. This is much different than any other city I have visited. – *North London resident*

My biggest feedback with bussing is frequency--when many of the routes have service only one every 30 minutes, that is inconvenient for the average person who wants to get around easily. - *South Central London resident*



I feel comfortable using transit, but it could be more convenient. – *East London resident*

Terrible schedules and routes that force you to transfer 2-3 times for a 5-km trip. – *Southeast London resident*

Respondents frequently expressed concerns or frustrations related to transit **service provision**, with 212 separate responses noting dissatisfaction in general terms, or noting that buses are not **frequent or reliable** enough, have schedules that do not work for their purposes, do not extend to their area, etc. **Travel times** are also noted as being excessive compared to vehicle modes due to long waits for buses, slow movement of buses in traffic, buses stopped and waiting seemingly randomly en route, and multiple transfers, often with bus times that do not align well at the transfer point.

The **downtown-centric focus** of how the routes are configured was also noted as adding significant travel time and additional transfers for the many trips that respondents make that are not oriented in that way. The additional travel times by bus means that respondents either travel by other modes where possible or forgo the trip where possible.

Additional concerns are noted below.

Bus Stops and Shelters

Bus shelters are few and far between. There aren't many places to sit down while waiting either. – *Northwest London resident*

The vast majority of London bus stops don't even have a seat or shade for their passengers - people wait for buses several feet away and sit on a patch of grass, if they're lucky. – *Southeast London resident*

The lack of amenities at bus stops were noted as a challenge by some respondents.

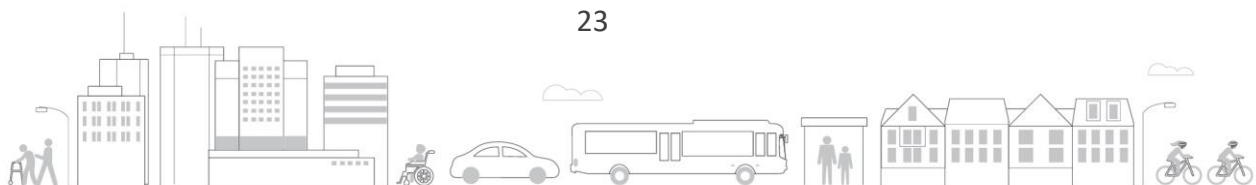
Specialized Transit

Awful. Had to purchase a wheelchair van so family could drive me to business appointments, etc because [specialized transit] requires 3 days before appointment, often unavailable. Return trips of 1 hour each way exacerbate pain associated with my spinal disease. Should an appointment with dentist or doctor go over by even 10 minutes, I have waited 2 hours for a ride home after missing pick up time. – *North London resident*

Of the small number of respondents who reported using specialized transit, some noted that services can be difficult to access and lacking in flexibility.

Costs and Fare Access

Why make it hard to access a bus card? Lost mine and to get a new one, I have to go to either LTC headquarters on Highbury or LTC office downtown, not exactly convenient. If we have transit hubs, why can't we purchase cards there? – *North London resident*



Overpriced bus pass, costs more than major metro passes with triple access (bus, metro, train).
 - *Southeast London resident*

A small number of respondents noted challenges in accessing bus cards and in the cost of public transit.

Vehicular Mobility and Roads

A wide range of comments were received from survey participants regarding the road network in London and their experiences either as drivers or with cars in general. Of the responses received, 43 participants indicated that they feel driving works better than other modes in London and 24 participants indicated that they felt the City **prioritizes cars over other modes**.

In total, 153 comments were received from survey participants specifically highlighting **traffic congestion** as an issue in London, by far the most significant road-related topic to emerge. Other comments highlighted the need for **traffic signal improvements** (37), concerns about **unsafe driver behaviour** (33) and a need for general **design improvements** (24) as factors that negatively affect travelling on London’s road network.

Congestion Impacts

London suffers from a shortage of isolated, dedicated expressways/highways and a lack of underpasses for train crossings. This turns the city into a big highway with tons of irate drivers doing several times the speed limit with impunity. – *Southeast London resident*

Lots of congestion on main roads that run through the city (Wonderland, Highbury, Wellington, Oxford). – *Southwest London resident*

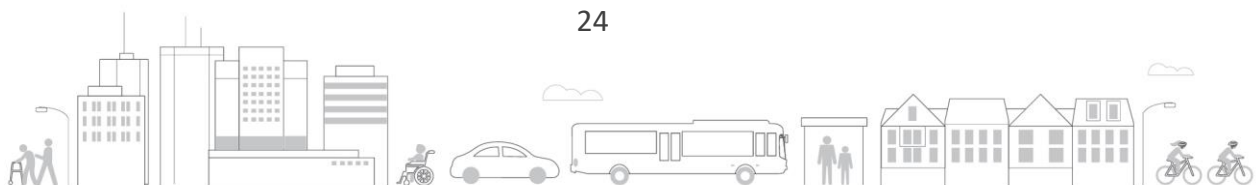
Can be very slow and frustrating. I travel intercity and throughout southwestern Ontario for work. Traffic movement in this city is slow and unorganized. - *Northwest London resident*

Traffic is relatively smooth and flowing in south London. Wonderland Road however, is always gridlocked regardless of the day of the week. – *South Central London resident*

Extremely slow. There are ridiculous numbers of cars on the roads and many roads are not nearly wide enough for the amount of traffic they see. It takes ages to get anywhere inside the city. – *Southwest London resident*

Brutal. It takes 45 minutes to drive 15 km from Highway 401 in South London to the Masonville Area. Every north south route is suffering from poor traffic flow and lots of traffic. – *North London resident*

I now choose to commute to work early mornings and later in the evening to avoid peak congestion, particularly Oxford Street. – *West Central London resident*



Major streets are very poorly designed with major traffic caused by a lack of left turn lanes into businesses, hospitals or residences. .. and there is a lack of pull in lanes for busses to pick up passengers, further contributing to traffic.. ... *unknown respondent location*

People complain about aggressive drivers but it's because you hit every red light or are stuck in traffic forever!! – *Northwest London resident*

My commute to work would take 12 minutes to drive there if traffic was clear; however, it has taken me up to 45 minutes due to traffic during busy times. Taking the bus would take upwards of 2 hours and unreliable/inconvenient in general. – *West London resident*

Traffic congestion and the long time it takes to travel around London was the predominant concern among respondents. At least 153 responses focused on issues with how long travel takes on roads due to the volume of cars and other vehicles together with perceived poor management of this traffic. Many noted that a lack of dedicated arterials or highways focused on moving traffic and/or poor traffic flow at intersections along major routes are part of the problem. Without bus bays, busses also stop and block traffic flow on arterials. The congested driving experience is also seen as having an impact on driver patience and behaviour. There is also concern with spillover of through traffic onto local side streets when main arteries are not moving well.

Intersection Operations

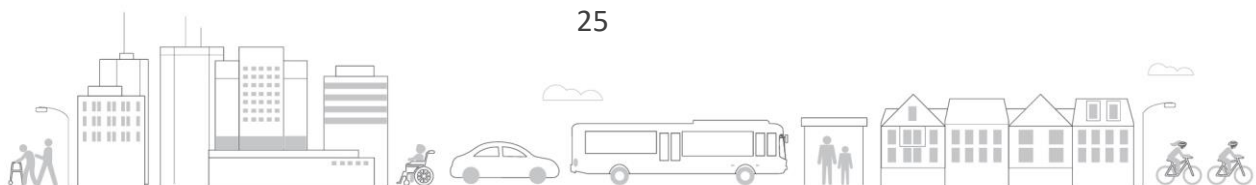
The lack of turning lanes or turning arrow lights limit how smoothly traffic can move through an intersection. – *Northeast London resident*

Busses don't have their own lane so hold up traffic in the right lane, then people waiting to turn left in left lane hold up traffic in left lane. – *Southwest London resident*

When I drive and bike on Colborne between Horton and Oxford, the lights don't seem to be conducive to smooth traffic management. If you are going the speed limit, you will hit every single red light and be waiting quite a while - this inspires many people to speed. – *Central London resident*

There is a high volume of traffic. Lots of stops and starts as the street lights do not seem to be timed, which inhibits flow of traffic. The city also seems to be getting rid of driving lanes to add large bike lanes that are rarely seen being used, as well as eliminating right hand turns on red lights in some areas – *unknown respondent location*

At least 37 respondents highlighted that there were issues with how intersections are managed through turning lanes, signalization, lack of effective synchronization of traffic lights, etc.



Driver Behaviour

Driving is incredibly frustrating because of how other people behave. ... Any driving trip I make, someone either cuts in front of me, runs a red light or does something else illegal. Definitely a lot of speeding. - *Northwest London resident*

I am frequently frustrated by the reckless driving I see on my outings. People speed, change lanes carelessly, follow too closely and intimidate pedestrians at crosswalks or come close to hitting them. – *West London resident*

Several poor drivers on the roads make me feel uncomfortable driving on city streets during busy hours. – *South Central London resident*

Nobody here knows how to zipper merge, though. Please teach people how to zipper merge. - *North Central London resident*

I do not feel comfortable driving or walking in this city. Traffic is dangerous and congested. Cars do not obey traffic speeds or signals. I have nearly been hit countless times while walking and pushing my kids in strollers....it's disgusting. Crossing at a red light is so dangerous because people turning right do not look where they are going. Four-way stops are a nightmare (esp. Byron Baseline and Griffith). How do this many people not know basic rules of the road (or ignore them)? More police presence needed! ...- *Southwest London resident!*

A total of 33 respondents specifically noted unsafe vehicle driver behaviour as a concern across all mobility modes. Among the respondents who highlighted safety issues while driving, driver behaviour was typically the cause, including speeding, aggressive driving, etc. The lack of enforcement was noted by some of these respondents.

Road Maintenance

The actual roads themselves see so much heavy traffic that they crack and crumble within months of repaving, causing damage to personal vehicles. – *Northeast London resident*

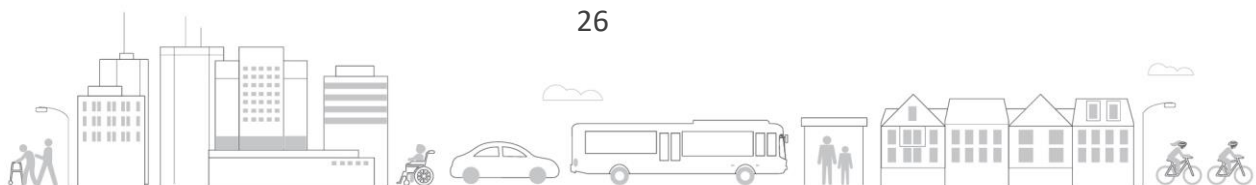
The roads are sometimes in poor condition but I notice the city is quite fast at fixing pot holes in high volume/traffic streets which I appreciate. – *South London resident*

At least 20 respondents noted road maintenance concerns, though some notice that the City makes an effort to address issues on priority routes.

Parking

It's hard finding places to park that are safe for my 3 disabled children – *unknown respondent location*

A total of ten respondents noted parking concerns in London, including the need for more parking downtown and concerns regarding the loss of parking in order to develop bike lanes across the city. Five respondents highlighted accessible parking challenges.



Other

Other specific issues relating to vehicular mobility include a lack of electric vehicle charging facilities (2 respondents), and confusion relating to clarity around changing speed limits (40 km vs. 50 km) throughout the city, among others

Personal Security and Comfort

Depending on where in the city I'm going to and from and at what time of day, it either feels fine or very dangerous. There have been many times where I would rather not go anywhere than have to walk or bus alone in the city, which is not something I experienced living in other cities.
 - *unknown respondent location*

After the sun sets, walking and bussing feels uncomfortable and scary with very little foot traffic.
 - *Southwest London resident*

I've heard from many people that they do not feel safe walking downtown or east on Dundas due to the increasing presence of (1) homelessness, (2) mental illness, and (3) open substance use. One of the biggest ways the city can promote walkability is to focus on social support for people living with these three issues. Although it's not explicitly a "mobility issue", it's vital that the Mobility Master Plan acknowledges that pedestrians feel unsafe, not only due to cars, but also due to violence/perceived human-human threat. – *West Central London resident*

It is convenient and reliable most times. Most times it is also comfortable. Discomfort can come in the form of racialized discrimination in how some passengers will relate to you. – *Southwest London resident*

Some people specifically noted personal security concerns when walking or taking the bus in certain areas of the city, especially at night where the areas are poorly lit, most notably in the downtown area. Riding or waiting to transfer buses in areas with people with addiction challenges and who show unpredictable behaviour is especially concerning for some respondents. Some also noted discomfort in how they feel they are treated by drivers or other passengers at times.

Other Observations

Construction Impacts

I understand construction needs to happen but I do wish it weren't so unpredictable so I could plan routes better. – *North London resident*

When there's construction, the communication isn't there from the City in advance. – *East London resident*

Construction projects do not seem to be planned including traffic considerations (e.g. closing multiple routes at the same time in the downtown core instead of prioritizing and completing some projects more quickly before closing another route) – *South London resident*



The city shuts down way too many central corridors running north/south or east/west at the same time, without warning, and does not offer an acceptable alternatives or detour routes to make commuting easier. – *Northeast London resident*

At least 19 respondents have noted a frustration with how road and trail construction is conducted and how this has impacts across mobility modes. This includes a lack of advance information including information about bus stops that have been moved, parallel routes under construction at the same time, etc.

Rail Crossings

I wish I had a way to know when the train is going to be stopping traffic for 15-30 minutes at a time. Cars idle on the road and that's a LOT of gas emissions and pollution! – *North London resident*

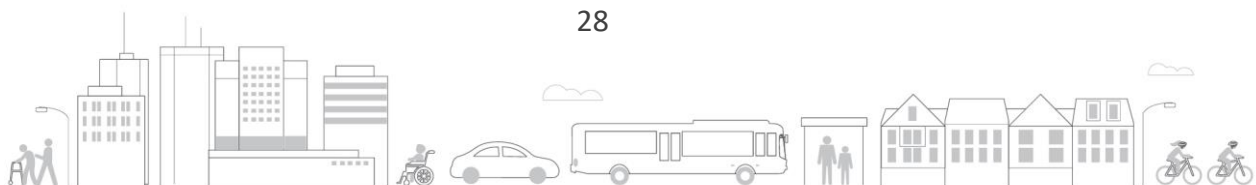
The train crossings in London ... drive people to insanity ha ha ha. They're constant and yet also unpredictable. They dissect the city and cut entire areas off from each other. On foot or on bike, a badly timed train crossing could result in being half an hour late with no alternative routes. The nearest overpasses can be several km away, making detours impossible. 9 am and 5 pm, you can bet that somewhere in the city, during the peak of rush hour, a train shuffle (not even a proper passage) is being executed, holding hundreds if not thousands up at the dozens of crossings in London. –*Southeast London resident*

London has the physical challenge of being bisected by CN and CP mainline railways. At least 12 responses noted difficulties with insufficient crossings, long delays caused by trains crossing at at-grade road crossings, etc.

Key Take-Aways

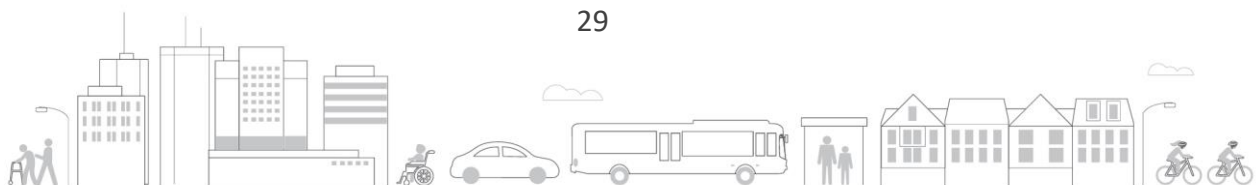
The following are highlights of how mobility in London is experienced in London by mode:

- **Active Transportation:** 'Safety issues' and 'insufficient infrastructure' were highlighted as the main issues related to London's active transportation network, together comprising over 80% of all responses.
- **Cycling:** The two most prevalent topics to emerge from comments regarding what cycling is like in London were 'safety issues' and 'route issues', which were highlighted in 120 comments.
- **Walking:** Infrastructure issues were cited in 44 of 104 total comments regarding walking in London, many of which highlighted gaps in London's sidewalk network as a key factor negatively affecting what walking is like in the city. Winter maintenance and safety issues were similarly prevalent in comments received.
- **Roads:** Traffic congestion issues were the main topic highlighted by survey participants responding to what it is like moving around London by car (identified in 153 separate comments). Traffic signal improvements and unsafe driver behaviour were also prevalent topics that emerged, in addition to road maintenance and parking issues.



- **Transit:** Of the 253 comments received regarding public transit, 84% highlighted 'service issues' as the main issue affecting what travelling on public transit in London is like. Feedback was also received on bus stop amenities, specialized transit service, and the cost of transit service.

In addition to mode specific feedback, respondents also highlighted concerns with personal security and comfort, particularly when using or accessing sustainable modes, the impact of construction on mobility, and the challenges of rail crossings and the general barrier caused by rail lines in London.



Similar to the responses describing respondents’ mobility experiences (Section 4), the key themes around improving mobility centre around specific mobility modes and infrastructure, e.g. bike (870 occurrences), bus (625), lanes (600) and transit (449).

The frequent occurrence of the word “lanes” is of interest in that lanes are a specific means of organizing movement in the valuable but limited space within the street right of way. Lanes were often noted in reference to adding separated bicycle lanes, adding lanes to facilitate vehicle turning movements to facilitate intersection operations, and potential bus lanes to improve transit travel times.

Managing “traffic” (473 occurrences) is an important concern. The “city” (579) both as a place and as the entity that can make the changes possible is important. “People” (425) are important both in that they are served by the city’s mobility services and infrastructure, but also impact the experience of mobility of others.

The names of specific streets and locations are also commonly noted among the responses, including:

- Downtown (195 occurrences)
- Wonderland (Road, 106 occurrences);
- TVP (Thames Valley Parkway, 81 occurrences);
- Oxford (Street, 81 occurrences);
- Richmond (Street, 58 occurrences); and
- Fanshawe (Park Road, 50 occurrences).

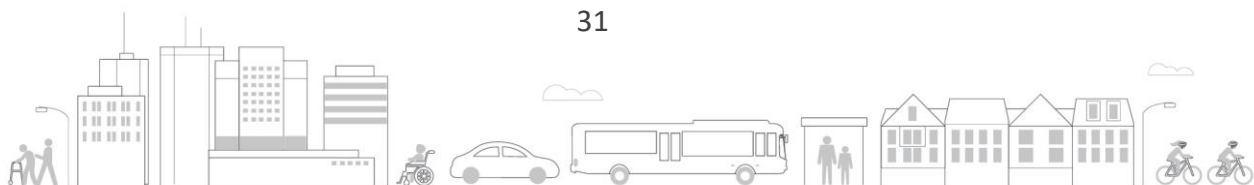
The MMP must be able to address concerns and take advantage of opportunities related to these specific locations, among others.

The more common suggestions provided by participants related to their mobility experiences are outlined below, using selected individual responses and portions thereof (sometimes with minor edits for clarity) to help provide context. Where the number of responses is noted, this typically refers to responses to the question “What would make your daily trips easier?”, as one of the suggestions provided in response to this question would often be stressed by the respondent in the following question, “What is one piece of advice you would give to the City of London for its new mobility plan?”

A Multi-Modal Approach is Needed

Promote mobility and connections across walking / biking/ driving / bus. Make it easy to make those viable options. – *Northeast London resident*

For those who do not have the luxury of driving, having flexible and available means of transportation would make day trips easier. – *Southwest London resident*



Respondents to the survey provided a wide range of inputs as to how to improve mobility in London, spanning the various mobility modes that Londoners select for different trip purposes. In improving individual modes, the individual mobility systems must work together as a broader mobility system.

Numerous respondents noted that they would like in general to see transit and/or active transportation modes be given as much priority as supporting auto travel has been given in the past.

Within individual modes, a number of common themes and suggestions emerged, as outlined below

Improving Active Transportation

Protected and separated lanes for pedestrians and cyclists. – *West London resident*

The TVP also should stop being considered cycling infrastructure UNLESS it is twinned the entire length, has lights the entire length, and is maintained like roads all year round - there are too many points of conflict to make it considered commuting infrastructure. – *Central London resident*

Second lane in congested areas of the TVP - - *unknown respondent location*

Thames path needs to be cleared to dry pavement in the winter months to support cycling year round to campus. – *Southwest London*

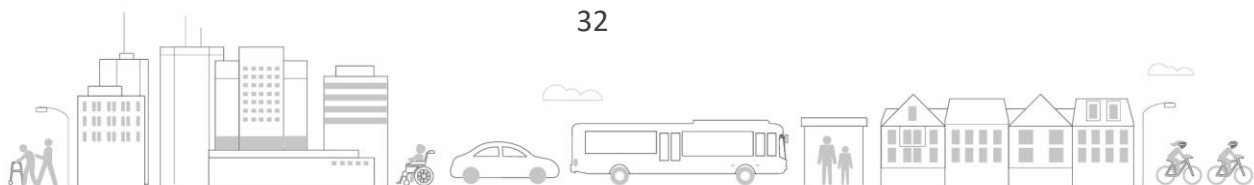
There are areas in developing parts of the southwest with no sidewalks on major streets – makes it difficult to travel between these developing neighbourhoods (older kids can't ride bike or walk to friends' houses or community facilities) unless by car. And this infrastructure takes too long to develop out (my house was built 2006 and surrounding area still developing) – *Southwest London resident*

... The TVP is great but there needs to be better options for bikes, pedestrians and those with disabilities using other means to get around. Some of our roads are very scary to bike on (Wellington Road for example). I don't know if dedicated bike lanes are necessary but there needs to be a separate area for all of those people using modes of transportation other than cars/trucks/buses/motorcycles, etc. – *South Central London resident*

Paved shoulders on busy roads like Sunningdale, Clarke Rd, etc. ... - *unknown respondent location*

The Platt's Lane tunnel feels unsafe for women at night The lighting and visibility on either side of the pedestrian tunnel could be improved. – *West Central London resident*

Respondent suggestions to improve active transportation including both walking and cycling infrastructure in the city, are described below (others commented on either cycling or walking specifically, as discussed further below). Of these responses, 43 highlighted the need to **improve active transportation infrastructure** in some way, such as additional pathways, increased separation from traffic, increased crossings, etc., often noting specific locations with infrastructure gaps. Additional comments expressing the need for safety improvements also noted the need to improve **driving behaviour**.



In addition, improved **winter maintenance** was noted by 11 respondents, and a few comments specifically identified a need for better night-time **lighting** to improve personal security. Four respondents suggested creating a **car-free street** or **zone** in London.

Given how critical **the TVP** is to the active transportation network, a number of respondents noted that consideration should be given to widening it in busier areas (e.g. separate cycling and pedestrian lanes), providing night-time lighting and clearing it in winter.

Improving Cycling

Bike paths that don't disappear would be a nice place to start. Bike paths that are actually separated from traffic would be another: who on Earth thinks that paint will protect us? Sharrowes are a joke, as well. Connecting the paths to each other so that we can realistically travel throughout the city away from main roads would be another important step.. ... - *Northwest London resident*

Dedicated, separated cycling infrastructure, with an increased number of safe crossings for major motorways would be the biggest improvement in my daily trips. The work already done on this front absolutely moves in the right direction and greatly appreciated by those (including me) who use it. – *Central London resident*

Connected and protected bike lane network for all ages and abilities. – *Central London resident*

Good cycling infrastructure throughout the city ... - *North London resident*

Bike lanes that don't end abruptly. – *West London resident*

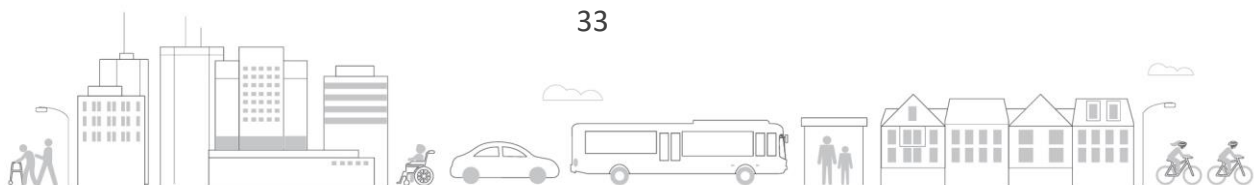
I think more bike-friendly options to major employment hubs in the city would be ideal. My commute to St. Joe's is fantastic due to the TVP, but when I bike to Parkwood, I generally take Baseline Road most of the way as the "bike path" on the side of Commissioners is terrible. ... - *unknown respondent location*

Secure places to lock my bike. I usually keep it with me rather than locking because I worry about it being stolen. – *West Central London resident*

A least 255 respondents made suggestions toward making cycling easier in London. This includes **improving and/or expanding routes** or making them safer in some way, with at least 147 specifically noting the need for **separated infrastructure**, to provide distance and increased safety from vehicular traffic, especially along busier roadways. In general, respondents would like to see a cycling network that connects throughout the city, as many gaps in the network have been noted.

Secure storage was explicitly noted by 27 respondents, such as expanding on the secure storage lockers that the City has implemented in some parts of the city.

The need for better **winter maintenance** on cycling routes was noted at least 9 times, while the need to **improve route maintenance** in general was noted at least 13 times. Four respondents want to have a bike share system in the city.



Improved Walking

More sidewalks and most importantly making the sidewalks currently in use level and in proper shape – *Southwest London resident*

I think intersections should be updated to allow for pedestrian to begin crossings at a 4-way red, so that pedestrians are already in the intersection when cars get their green light, making them less likely to try and "beat" the pedestrian. – *West Central London resident*

If the city is serious about getting people out of their cars, then it is imperative to make significant and sustained improvements to sidewalk maintenance during Winter months. I could understand that some small side streets aren't priority, but I am talking about busy streets like Wellington and Bradley. – *South London resident*

Walk signals at most crossings that are automatically supplied rather than having to use a beg button. – *North Central London resident*

Walking: install and maintain pedestrian paths that connect neighbourhoods to shopping centre's without requiring pedestrians to have to walk alongside noisy, inadequately shaded roads. – *Northwest London resident*

A total of 99 respondents suggested ways to better facilitate walking in London. These included 37 who noted the need to **improve and expand infrastructure** that supports walking and an additional 24 who specifically highlighted the need to **improve or increase safe road crossings** for pedestrians. The need to **improve maintenance**, especially winter maintenance of sidewalks generally was noted at least 17 times. At least 7 respondents also noted that **pedestrian priority** should be given priority at intersections (e.g. pedestrians begin crossing at an all-red phase so that they are in the intersection before cars get a green light – this has been implemented in Toronto, for example). Better and more direct pedestrian **connectivity to large shopping centres** was specifically noted by a number of respondents.

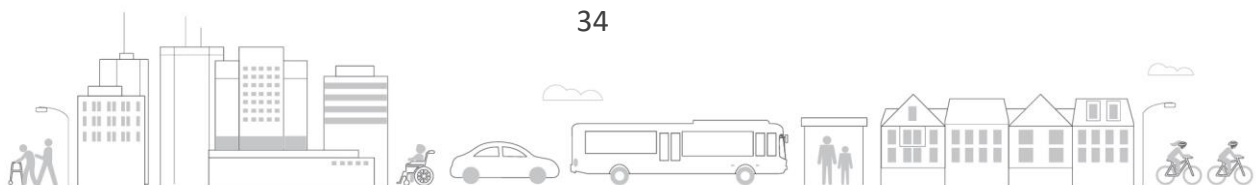
Improving Transit

I believe there should be an extra bus route that goes completely along Wonderland Road, as opposed to Busses 10, 27, and 9 that only drive along part of Wonderland road. This will make it much more convenient to get to my destinations. – *unknown respondent location*

More bus routes from North London to downtown/south London – *North London resident*

More frequent transit service is the number 1 thing that would make my daily trips easier. Number 2 is dedicated transit lanes. – *West London resident*

Busses and schedules are so confusing. Most other cities have busses that run north/south and east/west on main roads. Trying to get from my house on Sarnia Road, to Western UCC or main



campus takes 2-3 buses and one hour. Meanwhile it takes 5 minutes to drive there on a straight forward path. – *Northwest London*

... Routes less like spaghetti. – *West Central London resident*

A grid pattern for bus routes especially on major roads with transfers at key intersecting points would make travel easier. – *Northwest London resident*

More frequent transit service. I rode the buses for over 10 years – ... I've come to believe that hands down frequency of service is the most important thing. ... I've spent way too much time planning trips, trying to coordinate with bus schedules, waiting around for buses that were delayed, etc. that I was wasting so many hours a day it became unjustifiable to continue to use transit and I switched to a combination of driving/walking. – *North Central London resident*

Because it is not practical to bike for most of the year due to snow and ice, city buses need to be frequent enough that people would actually want to use them. It is unreasonable to expect people to wait 40+ minutes for the next bus when the one they were counting on arrives as the bus stop too early, too late, or simply fails to arrive at all. – *unknown respondent location*

Align bus schedules so they are more timely – *Northeast London resident*

If there were dedicated bus lanes so buses aren't subject to the same stream of traffic as everything else, buses would be faster than cars and therefore more people would want to take it, reducing car traffic as a result. – *South Central London resident*

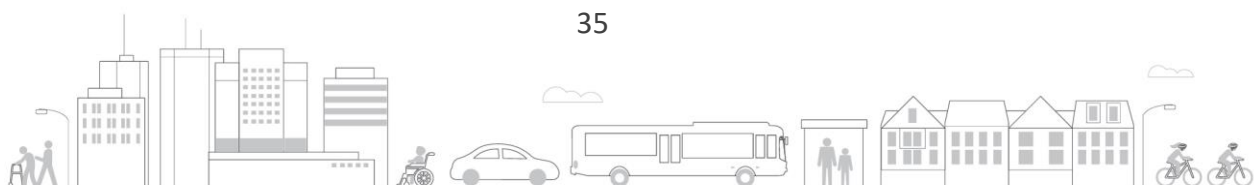
More accurate bus times - sometimes the busses are late or early. Transit app should not restrict some bus timings to a premium account. – *West London resident*

Service to the regional municipalities surrounding London – *unknown respondent location*

[Specialized transit] reformatted to handle just in time requests. Three days notice and competition for time slots precludes business/employment possibilities. ... And zero help if the appointment has been urgently scheduled. – *North London resident*

Hundreds of respondents made suggestions through the survey toward improving public transit services in London. This includes 86 suggestions to **improve/expand service** in some way; in addition, respondents noted the need to **improve service frequencies** (65 respondents). Increased frequencies can reduce wait times and make services a more viable option, on busier routes it can reduce the crowding issues noted by some respondents.

Also noted were the need to **improve routing** (46) – and related to this, **improving transfers** (15), **improve service reliability** (35), provide **rapid transit or dedicated lanes for buses** (35), and **expand/improve scheduling** (21). Based on this, London could consider a future transit service review that would include exploring less downtown-centric routing and alternative route alignments that may better align with the trips Londoners make.



An additional 19 respondents specifically noted that **bus stop** improvements are needed, e.g. adding shelters and seating, to encourage transit use. At least 6 respondents noted the need to **improve intercommunity services** to places such as St. Thomas and Toronto.

Twelve respondents specifically noted the need for **improved real-time tracking** such as through a reliable transit app. This is especially critical when buses are infrequent and wait times can be long.

Nine people noted the need to **address personal security and comfort concerns**.

Five respondents noted transit fares should be made **more affordable**.

Specialized transit improvements such as reduced advanced booking requirements are also desired. This was noted by eight respondents.

Improving Vehicular Mobility and Roads

How about building ample number of traffic lanes roadways before or as a new development is being planned or built. Be pro-active rather than wait for congestion that will come from your own planning approvals. That is what "planning" is all about. – *unknown respondent location*

More **ADVANCED LEFT** hand turning – *Northwest London resident*

Synchronized traffic lights along main streets – *South Central London resident*

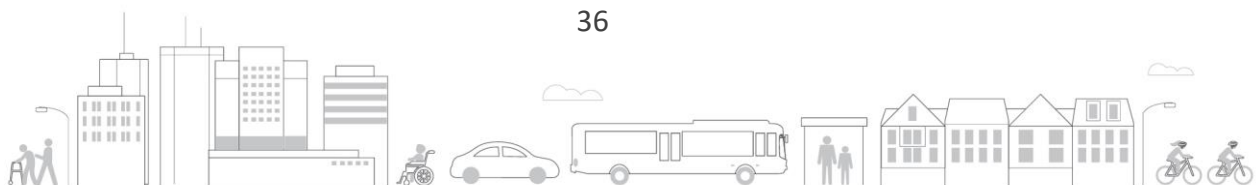
Better managed roadways that somehow reduce congestion at major shopping centres – *North London resident*

A ring road, proper routes dedicated in the north/south and east/west directions. ... - *South London resident*

Many of the newly-redone roads have bus stops but no bus bays: in some cases, bus bays were removed when the road was redone. This makes it difficult or dangerous to get around buses (especially if cyclists are present at the same time). Bus bays should be (re)introduced on all major roads. ... - *Northwest London resident*

Over 350 responses were provided about ways to improve London’s road network for vehicular mobility.

The most frequent theme was to **improve intersection operations (72)**, especially on major arterial roadways. While widening entire arterial routes can be very costly and difficult, targeted improvements such as adding turning lanes, adjusting signal phasing and timing (e.g. adding advanced left turn phases), synchronizing lights, adding bus lay-bys, etc. can have a significant impact and can be done in the shorter term. Many specific locations needing improvements were noted by respondents. Roundabouts were also suggested by some.



Even more prevalent was the very specific suggestion to **coordinate traffic signal lights**, as noted by 75. The frequency with which this one particular improvement suggestion was made by respondents of all ages throughout the city is telling.

The need to **address congestion issues** in some way was noted by many; this could include the operations improvements noted above, adding travel lanes to key routes, etc. At least 74 commented on the need for an **expressway/ring road** system to facilitate travel, or at least a stronger arterial road network. The suggestion to **add bus bays** to improve safety and traffic flow was also specifically noted 15 times, with some noting that bus bays that had previously been in place were removed when bike lanes were added to some routes. Some would also like to see some of the new bike lanes removed, as they are not seen to be well used.

Another 38 respondents highlighted the need for **design improvements**, largely to improve the flow of traffic.

Suggestions to **reduce speeds** (19 respondents) and implement **traffic calming** (10 respondents) on selected routes was also expressed.

Improved maintenance of roads was also noted by at least 19 individuals.

Finally, the need to improve parking was noted by at least 9 participants, particularly in the downtown area, as well as the need for more **accessible parking**. Three suggested **reducing on-street parking** in favour of other uses.

Improving Planning, Land Use Zoning and Public Realm

More amenities within walking/biking distance so I don't need the car/bus. – *North Central London resident*

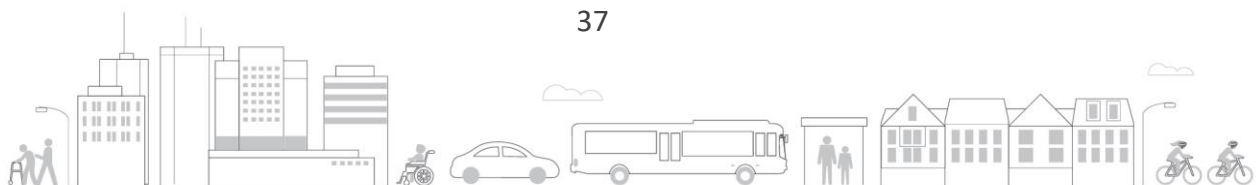
London is designed very strangely. Housing and shopping are far away from each other. Shopping, particularly groceries and stores that sell every day items should be integrated into neighbourhoods. – *South Central London resident*

Proper planning for new developments. Current roads can't handle current volumes much less new building density. – *unknown respondent location*

Also for walking, more trees would help during the summer months when we are seeing much hotter weather due to climate change. – *West Central London resident*

More public seating. Please don't make the lives of disabled people harder because you don't want people without a home getting a safe and dry night's sleep – *East London resident*

Noting that mobility in London follows directly from how the city is designed and where activities are located, suggestions were made concerning urban and transportation planning in London. A total of 39 respondents noted the need for **improved planning, design and zoning practices** in London while



another 14 comments expressed desire for better **transportation and land use synergies** in the development of the MMP. Another 15 comments highlighted the need to **prioritize the environment**.

A total of 38 comments were received that pertained to the public realm in London. Of these, 13 comments were made highlighting a desire for **more public trees and shaded areas** in London, and **more public seating**.

Other Improvements

Reduce Construction Impacts

Better signage when construction is happening (dates on signs showing how long roads will be closed). – *South London resident*

When buses are detoured, plan official detour routes and detail them everywhere including inside the buses and on the app. – *respondent location unknown*

A total of 40 respondents noted ways in which the impacts of construction on mobility across modes can be reduced. These include avoiding construction on parallel roads, providing information to transit users about bus detours due to construction, providing public information about trail maintenance locations, timing and detours, etc.

Improve Enforcement

Cameras at intersections to catch and fine the excessive amount of drivers who run red lights every day. – *Southwest London resident*

More traffic law enforcement – *West London resident*

Enforcement of stopping and parking in bike lanes. – *North Central London resident*

Constables, police or peace officers that will intermittently board and check buses to ensure and provide a sense of safety for passengers especially women and girls – *Southwest London resident*

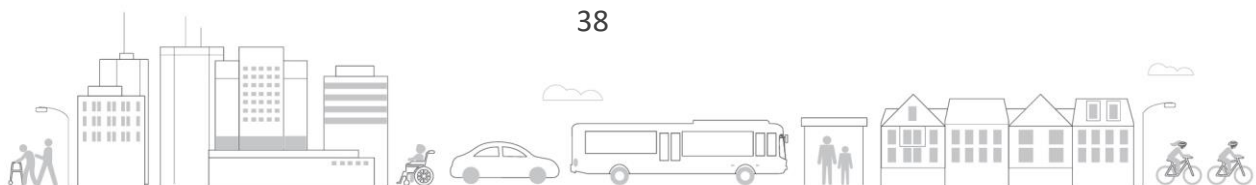
At least 34 respondents would like to see increased enforcement measures, especially to address speeding and other driver behaviour issues. Increased enforcement was also desired for bike lanes, and for increased personal security on bus routes.

Address Railway Crossing Issues

More over or under passes for train tracks ... – *unknown respondent location*

Sort out the issues with stationary trains. – *East London resident*

A total of 22 respondents noted that addressing issues that arise from the railways cutting through the city would improve mobility in the city.



Address Downtown Issues/Safety Concerns

My children are scared by the increase of folks with addictions downtown – *Southwest London resident*

I would walk to work if I felt more safe and sure of my surroundings. I'm nervous about the volatility of the people experiencing homelessness and drug addiction – *South Central London resident*

While not directly a mobility issue, the increasing number of people facing homeless in the downtown area were noted as a concern by some who travel in the downtown area, especially at night, and those whose bus routes involve transfers downtown. This is an issue requiring a multi-faceted approach.

Improve Signage, Wayfinding and Public Information

Ensure that there is better signage with respect to 40 km/h limits – *East London resident*

Signage to make drivers aware that cyclists use the road too – *South Central London resident*

Signs at bus stops with routes, schedules and maps. – *South Central London resident*

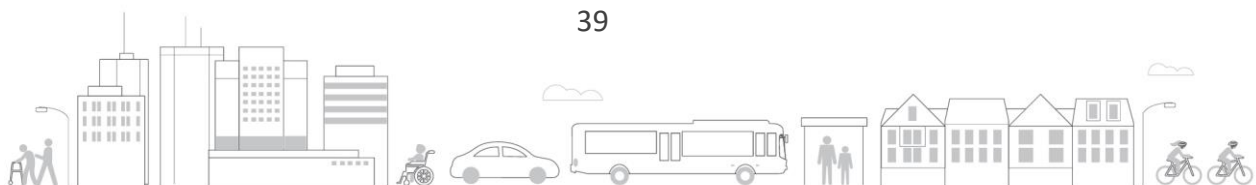
Better advertising of the free bike storage. No one will learn of them unless there is visible signage. You'd never know what they are or have any reason to go up to a metal box in the city. I would have used those secure bike lockers so much more had I known about them! – *unknown respondent location*

At least 8 participants noted that signage, wayfinding and information available to the public can be improved across mobility modes.

Key Take-Aways

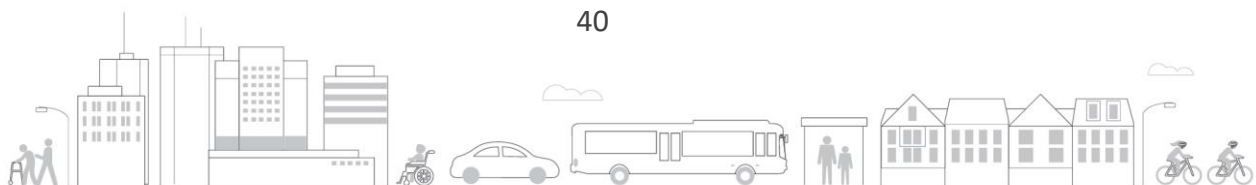
The following are highlights of suggestions for improving mobility in London:

- **Roads:** The need for traffic signal improvements were highlighted in 125 comments as something that would make travelling by car easier and as advice to improve London's roads in the forthcoming MMP. Similarly, calls for an expressway or ring road and the need to improve intersection operations were cited in 74 and 72 separate comments respectively.
- **Parking:** General parking improvements and the need for more accessible parking in London were highlighted in 17 separate comments.
- **Transit:** Nearly half of the total 721 comments received regarding public transit in London highlighted the need to generally improve and expand service. Other popular topics that emerged in the comments received included calls to improve frequencies, improve routing, expand dedicated lanes for transit vehicles, and improve reliability.
- **Active Transportation:** Of the 146 comments received regarding active transportation, 81%, comprising 118 comments, expressed a desire for improved infrastructure. Winter maintenance and safety issues were also highlighted.



- **Cycling:** The need for improved and expanded routes and separated infrastructure were the main topics to emerge in comments about cycling in London, together comprising 70% of all the cycling comments received.
- **Walking:** Comments received pertaining to what would make walking easier in London predominantly focused on the need for improved and expanded infrastructure, comprising 77 of the total 164 comments received. The need for more safe road crossings and improved maintenance, particularly in winter months, were also highlighted.
- **Re-balancing of Modal Priorities:** A total 146 comments were received that expressed a desire for the forthcoming MMP to focus less on cars and more on other modes of mobility. Of these, 76 comments suggested a need to de-prioritize personal vehicles while an additional 70 comments highlighted a need to invest in non-auto modes.

Numerous comments were received concerning other topics related to the mobility system in London. Of these, 25 comments highlighted the need to address accessibility challenges, 39 comments expressed a desire to see urban planning, design and zoning improved to foster easier mobility for users, and 13 comments identified a desire to see more trees and shaded areas in the public realm. Personal safety, especially when using sustainable modes and accessing sustainable modes, was also an important issue raised.



6. Summary of Phase 1 Engagement

Various communication and engagement activities were conducted as part of Phase 1 to build awareness of the study and invite people to share their experiences with mobility in London. The feedback collected provides a deeper understanding of what the community cares about, uses, has challenges with and wants out of a transportation and mobility system.

This Section provides a brief summary of the various Phase 1 engagement participation and key take-aways from the feedback. Comments previously submitted to related plans such as the Safe Cities Scoping Study and the Multi-Year Accessibility Plan are also being considered as part of the development of the MMP.

Survey

The feedback form was a very successful means of engaging with the public as part of Phase 1 of the MMP Study. The survey provided a rich overview of both the experience of mobility in London, as well as numerous suggestions for improving mobility in London.

As well as answering multiple choice questions, survey participants provided approximately 2,977 unique free-form comments that are helping the city identify mobility needs, issues, opportunities, and potential solutions.

Responses were received from residents throughout the City, with only two postal codes from largely rural and industrial areas not represented in the survey.

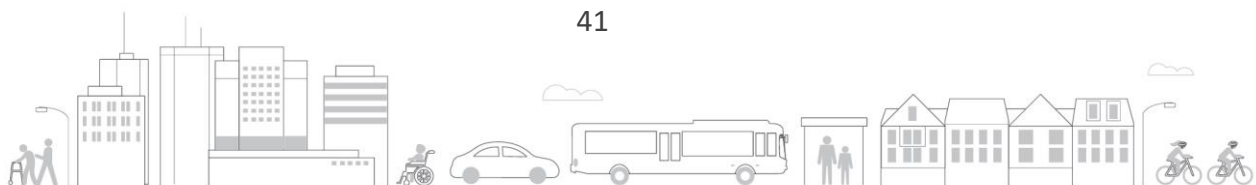
All age groups are represented among survey participants. The highest proportions of age cohorts that participated in the survey were respondents between the ages of 25-34 and 34-44. The 15-19 age cohort and the 65+ age cohort were underrepresented.

There is also representation across household income levels, however, low-income earners were under-represented. Overall, 17% of those who answered the income questions reported an annual household income before taxes of below \$50,000, 35% reported an annual household income of \$50,000-\$100,000, and 37% reported an annual household income of over \$100,000 before taxes.

Participants also represented a range of identities and backgrounds, as detailed in Section 3.2.

Community Conversation

While the majority of feedback was received through the feedback form, feedback was also received at the community conversation itself on September 29, 2023. Participants at the meeting emphasized the importance of having mobility options to enable freedom to safely move around the city. There was particular emphasis placed on frequent and reliable transit, including in outlying parts of the city,



safe cycling infrastructure, and specifically safe cycling infrastructure that is connected to a broader network of cycling infrastructure and to important destinations. Some participants noted that they feel unsafe cycling on busy streets even with cycling infrastructure. Connectivity between modes was also highlighted as important, particularly connections to the train station and airport. Finally, participants noted the importance of building a city where many destinations are located close to home.

Email

Comments were also received through the project email address. Approximately 60 emails were sent to the project email address, Of the emails received approximately 25 provided direct project feedback, while the remainder were administrative in nature (e.g. procedural questions, mailing list requests. etc.). In addition to the topics reported above, email feedback also noted the importance of improving traffic flow, providing sustainable mobility options for seniors, improving bus stops, improving sidewalk coverage in the city, and the importance of providing designated loading for trucks.

Social Media

The City’s social media accounts were used to promote the City’s project webpage, generate awareness of the plan’s development, and encourage attendance to the Community Conversation webinar. Approximately 1 of every 5 visits to the project’s webpage was directed through social media.

Pop-up Events

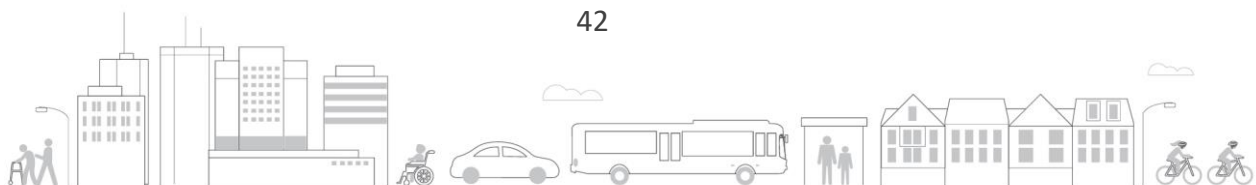
City staff attended more than 80 events between April 13 and October 23, 2022. These events included community and organization meetings, pop up opportunities at downtown festivals and post-secondary campuses, and at local community centres. The survey was available for visitors to complete in-person, and City staff were available at these events to give presentations or have conversations with residents about the plan’s development.

Several of these events were supported by the City’s Community Connectors; a team of individuals with diverse backgrounds, networks and skillsets, who speak multiple languages and are trained to support public engagement

Summary of Key Takeaways

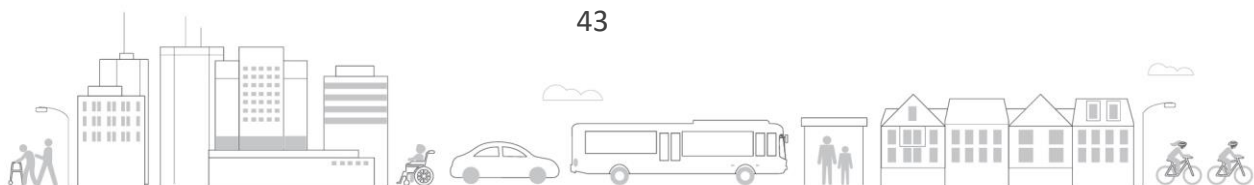
Londoners provided a wide variety of feedback covering all mobility modes and a variety of broader planning issues. The experience of mobility and ways of improving mobility are summarized below:

- **Walking and Cycling:** Londoners emphasized safety concerns and the lack of infrastructure (both bike lanes and sidewalks) as issues impacting the experience of using these modes, as well as their decision to cycle, walk, or roll. Many noted that they would like to walk or cycle for more trips, but sometimes long trip distances and the lack of safe infrastructure are significant

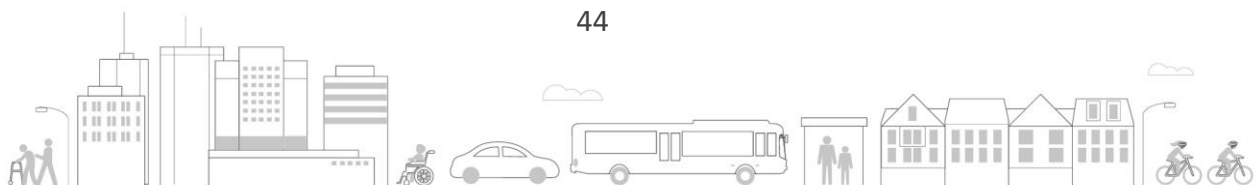


issues. Many also noted that walking and cycling in the winter is more challenging because of winter conditions and winter maintenance shortcomings. Factors highlighted that would improve mobility focused on providing more connected and protected infrastructure, improving winter maintenance and generally improving safety and security through facility design, improved lighting, etc. Overall, there was very strong support for building a mobility system that enabled more walking and cycling and a better mobility experience overall.

- **Transit:** general concerns with service provision and long travel times were the most frequently noted issues with some noting additional concern with bus stop amenities, specialized transit, and the cost of the service. Suggestions for making transit better focused on providing more frequent service, more direct service (with some expressing concern with the downtown-focus of much of the network), and more service outside of peak travel times. Some responses also noted that the City needs to explore options to increase the speed and reliability of transit, including through dedicated transit lanes.
- **Roads:** While there is strong support for more sustainable mobility options in London, the feedback from responses highlight that driving or riding in a vehicle is and will continue to be an important mobility option for many Londoners. Numerous responses noted that traffic congestion is a significant issue in London, one that makes accessing important destinations challenging. In addition to traffic congestion in general, many comments noted concerns with intersection operations, unsafe driver behaviour, road maintenance, and concerns with finding parking, including accessible parking. A significant number of responses noted that the City needed to improve traffic signal timing and intersection operations to improve traffic flow, while others suggested that London needed a Ring Road to address congestion.
- **Personal Security and Comfort:** Personal security and comfort concerns when using sustainable mobility, including the City's pathway network, particularly at night, and accessing those options (i.e. walking to bus stops and waiting for buses) was an important issue noted in the responses. It was noted by some that personal security concerns limit their mobility choices and therefore their ability to freely move around the city. It was acknowledged by some that this is a complex issue requiring multifaceted solutions.
- **Planning, Land Use and the Public Realm:** Londoners expressed an interest in the need for general improvements to planning, land use and the public realm city-wide. In general, many comments alluded to the need for more 'mixed use' environments in London, highlighting an interest among residents for better access to amenities and areas where people can live, work and play, underpinned by safe mobility options. Numerous responses also highlighted a desire for better synergies between transportation and land use in London, underscoring the importance among residents that appropriate mobility options be easily accessible within London's existing built-up areas. In terms of the public realm, many comments focused on the need for more tree coverage and shaded areas, as well as street furniture and public seating to support and promote pedestrian activity and street life.

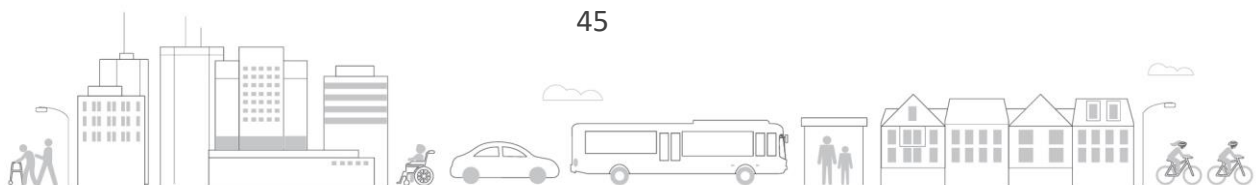


- **Other Improvements:** A number of other key areas for improvement were highlighted in the responses. As well as improving mobility options and infrastructure for people with physical accessibility concerns, including the need for better accessible parking, several comments highlighted a desire to address the needs of equity-denied groups through actions that address the cost of transportation, provide safe mobility infrastructure, and support initiatives to address racism. Other comments highlighted the negative impact that construction can have on people's mobility experience as well as the need to address railway crossing issues. Finally, several comments focused on the need for improved signage and wayfinding. These include better public information on things like bike storage and maintenance facilities available across the city, and more signage that provides direction to transit stops and stations.



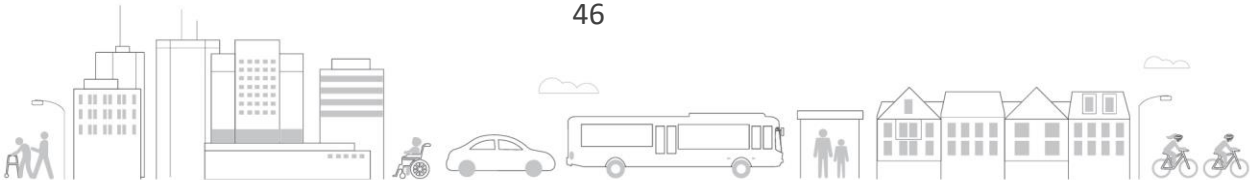
Appendix A: Sorted Listing of Responses to: “What is moving from place or activity to another in the city like for you?”

For internal use only.



Appendix B: Sorted Listing of Responses to: **“What would make your daily trips easier”**

For internal use only.



Appendix C:
Sorted Listing of Responses to:
**“What is one piece of advice you would
give to the City of London for its new
mobility plan?”**

For internal use only.

