

ST ANDREWS SAFETY IMPROVEMENTS PROJECT

Phase 3 Engagement Summary Report

March 27 to April 20, 2023

Developed by Spur Communication
for the City of North Vancouver





TERRITORY ACKNOWLEDGEMENT

We respectfully acknowledge that we live and work on the traditional and unceded territories of the S̓kwx̓ wú7mesh (Squamish) and Səl̓ílwətał (Tsleil-Waututh) Nations. The City of North Vancouver is committed to reconciliation with these Nations, who have lived on these lands since time immemorial.

EXECUTIVE SUMMARY

Between March 27 and April 20, 2023, the City of North Vancouver initiated a public engagement process to hear from residents and road users along St Andrews between Keith Road and 13th Street. The purpose of the engagement was to better understand how people experience the street following safety improvements that were made in 2022. The engagement process included an online survey completed by 424 people, three small group workshops with 51 participants, and meetings attended by 15 people. This report summarizes the feedback received across this engagement.

The engagement was designed to gather information by mode of transportation (walking, cycling, driving) to better understand the unique experiences of residents who live on, live near, or travel along St Andrews. A few broad trends in the feedback were noted:

- Survey respondents traveling on the street by active modes felt more comfortable after the changes were made
- Drivers reported feeling much less comfortable using the street after the changes were made
- All modes reported driver behaviour impacting their sense of comfort and safety
- Levels of comfort by all modes were influenced by self-reported proximity to the street, with those living closer generally feeling less comfortable than those living further away
- Many participants had conflicting perspectives and experiences
- There was a consistent sentiment to remove all changes to the street and many drivers reported none of the options for improvement would address their concerns
- Small meeting attendees were generally less comfortable with the changes to the street

Drivers reported challenges with navigating intersections and sightlines at intersections and laneways, particularly at St Andrews and Keith Road. Possible solutions to these issues yielded mixed responses. For example, removing parking near the intersection at



St Andrews and Keith Road, and installing delineators to define the area more clearly, had the most support of any options; nevertheless, the majority of respondents still felt no changes could address their concerns.

Drivers and pedestrians felt that the visibility of pedestrians crossing the crosswalk is poor. Pedestrians reported feeling most comfortable crossing at raised crossings and indicated some support for removing parking spaces to improve sightlines. Drivers were consistently concerned about reducing parking to improve sightlines. When asked specifically about parking availability, the survey results indicated finding parking was not a consistent issue, though with greater pressure around the 700 block of St Andrews, related to business activities.

Responses from cyclists were divided with no clear explanatory factors (such as frequency of use, age, gender) that seemed to correlate to levels of comfort. Cyclists reported feeling more comfortable travelling uphill (in the new mobility lane) and less comfortable traveling downhill in the narrowed shared street. Cyclists indicated a narrow street felt constrained when coupled with aggressive driver behaviour, making them feel less comfortable. Notably, in the survey, there were over 50 requests to separate downhill cycling from vehicle traffic. Some cyclists support improving sightlines and installing delineators to separate parking and the mobility lane.

While some participants expressed appreciation for the opportunity to engage with the City through the small group workshops and the survey, others expressed concern about communication and engagement with the City, related to the changes to St Andrews.

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ABOUT THE PROJECT

The City of North Vancouver initiated the St Andrews Safety Improvements Project to reduce excessive vehicle speeds between Keith Road and 13th Street. After implementing a 30 km/h speed zone in the summer of 2020, data showed that speeds had not significantly changed, indicating further street modifications were required. In 2022, after two phases of public engagement, the City made further updates to the street to improve the safety and comfort of road users, including pedestrians and cyclists, and to encourage drivers to comply with the posted 30 km/h speed limit.

These changes included:

- Narrowing the vehicle lane so that drivers travelling in opposite directions must slow down and navigate around one another using the pull-out spaces along the street
- Adding a northbound parking-protected mobility lane to increase safety for cyclists
- Intersection modifications to reduce the crossing distance for pedestrians, including raised crosswalks and extended curbs
- Parking changes to ensure pedestrians, cyclists, and drivers are all visible to one another

Survey statistics are available at the end of this report.



ENGAGEMENT OVERVIEW

In response to ongoing community feedback, a third phase of public engagement was initiated to understand how people are experiencing the street since the changes were made. Feedback from this engagement, in addition to feasibility and technical considerations, best practices and budget, will be used to inform any future changes to the street. The engagement plan had four objectives:

1. Support resident understanding of the purpose of the safety improvements
2. Help residents understand how to navigate the new street design
3. Provide opportunities for more public input and use this feedback to inform design adjustments that ensure the street functions safely for all users
4. Earn trust with this community through consistent and transparent communication

PROMOTION OUTREACH

To ensure as many people as possible were made aware of this engagement opportunity, the City promoted the project through various channels and platforms. This included social media, direct outreach to the local community through letters and postcards and e-newsletters to subscribers.

Survey statistics are available at the end of this report.

DIRECT OUTREACH



14 SIGNS

posted along the corridor



1,000

letters delivered within the project area

2,300

postcards delivered within the project area



3 info bulletins to St Andrews email list



E-NEWSLETTERS & WEBSITE



2,400

2 Let's Talk e-newsletters to 2,400 subscribers

3 CityView e-newsletters to 1,200 subscribers

1,200

Promoted on CNV website between **March 27 & April 20, 2023**



1,300

visits to the project page during the engagement period

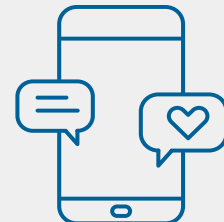


CNV homepage: www.cnv.org

St. Andrews project page: cnv.org/StAndrews

SOCIAL MEDIA

21,000 VIA



The City's targeted social media campaign had a reach of 21,000 via Instagram, Twitter and Facebook.

HOW PEOPLE CONNECTED WITH US

The engagement process was designed to hear the diverse perspectives of those who live on, live near or travel along St Andrews, creating a safe space for people to learn about the project, ask questions and feel heard. A variety of opportunities for people to participate were provided, including online and in-person meetings at different times of day. The project team focused on direct outreach to area residents to ensure they were well-informed about the opportunities for input, but the City also wanted to hear from those who may commute or visit the area.

In total, three workshops were attended by 51 people, supplemented by three meetings attended by 15 individuals with specific interest in the project (business owners, residents of the 700 block and petition organizers) and an online survey, completed by 424 people.



Small group workshops (3) – Online and in-person venues were provided for community members to sign up to attend the workshops.

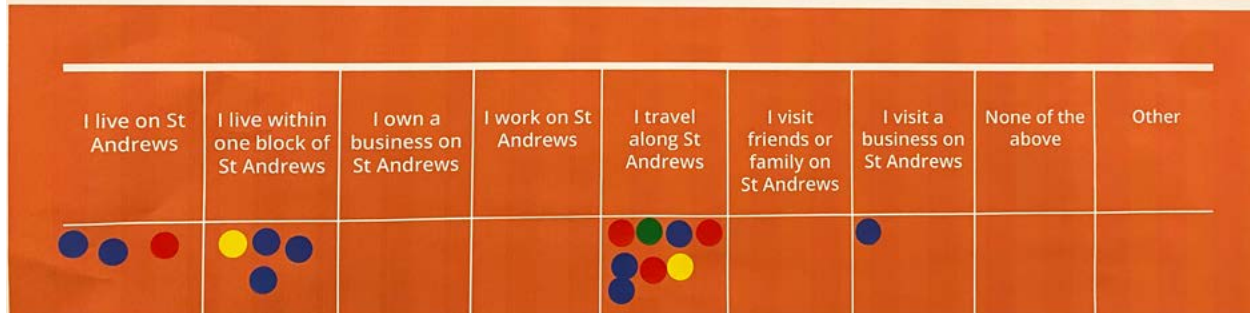
Similar to the stakeholder meetings, each meeting was facilitated by Spur Communication and structured to allow City staff to provide an overview of the project, share information about the rationale for the project, present alternative designs submitted by community members and garner feedback about participants' experience walking, cycling and driving along the corridor. Spur hosted three activities, asking participants to place dots on maps of St Andrews to identify areas of concern and changes that they liked based on the mode of travel (walking, cycling, driving). After each activity, Spur Communication facilitated a group discussion to dive further into each issue.

- Monday, March 27, 2023: 17 participants (Online)
- Wednesday, March 29, 2023: 17 participants (In-person)
- Thursday, March 30, 2023: 17 participants (In-person)



come

Please tell us about your relationships to St Andrews between Keith Road & 13th Street.



Interested party meetings (3) – The City hosted meetings with individuals that had specific interests on the street. Each meeting, facilitated by Spur Communication, was structured to provide an overview of the project, share information about the rationale for the current design, and discuss alternative designs submitted by community members, to garner feedback about participants’ unique experiences living, working and travelling along this section of St Andrews. The groups consisted of:

- Businesses (coffee shop and hair salon): 4 participants – March 29, 2023
- Petition organizers: 4 participants – March 30, 2023
- 700 block residents (St Andrews): 7 participants – April 3, 2023



Online survey – Provided an opportunity to reach a wider group of St Andrews road users and to include those who did not want to attend a workshop to provide feedback. This method collected anonymous responses. The survey was open from March 27th to April 20th, 2023 and was completed by 424 people.



WHAT WE HEARD

FEEDBACK FROM SPECIFIC INTEREST MEETINGS AND SMALL GROUP WORKSHOPS

While feedback varied among users, concerns raised about speeding, visibility and street configuration were prominent and consistent, and directly related to participants' sense of safety when travelling along the street. Response to solutions to address these concerns varied, with many urging the City to consider reverting the street back to its original design, adding more speed humps and stop signs to slow vehicles, and adding barriers to create protected bike lanes. Another prominent theme was frustration with communication and engagement about the changes.

Throughout the engagement process, users expressed discomfort when driving along or turning onto St Andrews from other streets and laneways. They referred to poor visibility, a catch-all term to describe their sense of caution with the complexity of the street and the need to consider safety for all users. This report uses the term 'visibility' as it was used and understood by residents.

Residents and business owners in the 700 to 800 block shared more pronounced concerns about parking demand, confusion and congestion in this area, though participants had mixed feelings about the pros and cons of possible solutions.

Despite concerns about the project process and communication with the community, participants expressed appreciation for the opportunity to provide detailed input, and that the small group forums made them feel heard.

[Survey statistics are available at the end of this report.](#)

Following is an overview of the most common themes heard in the interested party meetings and small group workshops. For further detailed feedback please refer to Appendix A.

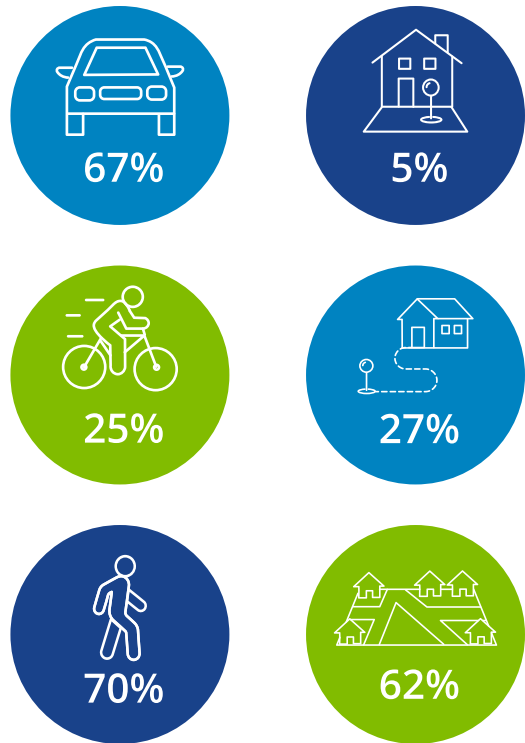
<p>General Safety and Comfort</p>	<ul style="list-style-type: none"> • Current vehicle speeds still considered too fast • Issues become more challenging at night and/or during poor weather • Local residents believe there is driver confusion with parked vehicles located away from the curb • The new sidewalk was noted to improve pedestrian comfort and safety
<p>Visibility</p>	<ul style="list-style-type: none"> • Visibility at intersections and laneways a top concern for all road users • Parking lanes make it difficult to see oncoming vehicles • Participants disagree about how to address visibility issues
<p>Traffic Circles</p>	<ul style="list-style-type: none"> • Right-of-way in traffic circles is confusing, particularly for pedestrians • Feeling that traffic circles do not reduce vehicle speeds
<p>Cycling</p>	<ul style="list-style-type: none"> • Some cyclists feel safer than before, but would prefer protected lanes – especially downhill • Cyclists expressed concern about driver behaviour on a narrowed street and risks of being doored • Some participants want the mobility lane removed entirely, moved off the curb, or redesigned to accommodate two-way travel
<p>Parking</p>	<ul style="list-style-type: none"> • Feedback on parking varied depending on location • Outside the 700-800 block, mixed requests to maintain/add parking vs. openness to removing parking to improve visibility
<p>Project process</p>	<ul style="list-style-type: none"> • Concerns regarding the project process and communication • Suggestions to revert the street back to its original design
<p>700 and 800 block</p>	<ul style="list-style-type: none"> • Frustration with parking congestion next to traffic circles in this area • Confusion and frustration with parking lanes in this area • Frustration with double-parking (including unloading), creating perceptions of unsafe conditions • Suggestions for resident-exempt time-limited parking

SURVEY THEMES

The online survey provided an opportunity for a broad section of the community to offer their feedback representing different modes and relationships to the street. Respondents could select the modes of transportation that they use to travel on St Andrews and respond to questions to provide specific feedback on each mode, along with opportunities and challenges since implementation.

Respondents to the survey included those who live directly on St Andrews (5%), people who live within one block (27%) and those from elsewhere who travel to or along the street (which totals 62% once people who live on or near St Andrews are filtered out, as respondents could select all descriptions that applied to them). Walking (70%) and driving (67%) were the most commonly reported modes of transportation, used daily and weekly.

Survey responses revealed differing perspectives among those who reported living on St Andrews, living within one block of St Andrews, and those travelling along St Andrews. A higher proportion of comfortable or neutral responses were received from people with a less direct relationship to the street. Reported proximity to the street was a consistent explanatory variable through the survey responses.



EXPERIENCE OF THE STREET

Overall, people travelling on the street by active modes feel more comfortable than before the changes were made, but drivers feel much less comfortable using the street. Levels of comfort by all modes were influenced by self-reported proximity to the street with those living closer generally feeling less comfortable than those living further away.



When looking at how respondents **who live on St Andrews** experience the street, the majority say that walking (53%) and driving (84%) is less comfortable, compared to those who said the street is more comfortable while walking (25%) and driving (12%). The experience as a cyclist is more evenly split, with 20% saying the new street design is less comfortable, and 18% saying it's more comfortable.

Findings were similar for respondents who **live within one block of St Andrews** though with a nuanced difference in which mode feels most uncomfortable (walking vs driving). The majority of this segment said it feels less comfortable as a pedestrian (55%), while far fewer respondents said driving was less comfortable (25%). More cyclists who live within one block say the street is less comfortable (23%) than more comfortable (19%).

However, for those who **travel along St Andrews to visit family, friends or a business**, respondents who walk (38%) and cycle (37%) find the experience more comfortable, compared to those who don't (walking 26%, cycling 13%). But driving (50%) along the street is less comfortable for the majority, compared to the minority who find it more comfortable (15%). Notably there was a high rate of response in the neutral category.

As a resident, I've really tried to adjust to having to park farther out into the street. Still not a fan. And still not comfortable crossing St Andrews as a pedestrian or driver. How about move the cars back to the curb and put in a few more speed bumps along St. Andrews to slow the traffic.



Make more of an effort to get your video seen. It completely changed my mind (from negative to supportive). This is a big change. We haven't seen this design before, so people need to understand why it's been done and that the designers know what they are doing.

Please put it back to how it was before



Please make it safer for all users and improve sight lines.

I dislike the changes... less safe for the vulnerable and overall confusion!



I really think St Andrews is a chance to make a great street. The neighbourhood, businesses, parks, are all great - just get rid of the cars zooming up and down at 60kph! Make it like Ontario St in Vancouver!

USING ST ANDREWS AS A DRIVER

QUEUING

When asked about respondent experiences queuing along St Andrews, compared to other neighbourhoods, results were close with a notable contingent of respondents indicating a neutral opinion (8%). Comments from respondents reporting a neutral opinion indicated their experience varied depending on the time of day and the behaviour of other drivers.

- Live on St Andrews: 44% said queuing is different compared to 38% who said their experience is similar
- Live within one block: 45% said different, compared to 36% similar
- Travelling along the street: 32% said different, compared to 42% who said similar

No real issues, sometimes different to other streets due to lack of parked cars



Never sure what the other vehicle is going to do - leads to uncertainty and stress

Drivers, including myself and my wife, are unsure how to navigate through this kind of obstacle



A lot of local streets in North Vancouver require queueing. The need to queue on St Andrew's is not different than those circumstances. It's fine. I've never experienced issues.

Coming off of Keith onto St Andrews is difficult when there is a queue. It's also tough at the roundabout near the coffee shop as you have to watch for the queue, pedestrians, bikes and traffic from other sides.



IMPROVING SIGHTLINES

Sightline concerns were consistently raised among all respondents with mixed responses about how to address the issue. The majority of respondents who live on St Andrews are opposed to removing parking to improve visibility, while respondents who did not live on St Andrews were more evenly split in their response.

- Live on St Andrews: 58% oppose compared to 35% who would be in favour
- Live within one block: 47% oppose compared to 40% who would be in favour
- Travel along St Andrews: respondents were split evenly. 44% said they would oppose and 44% said they would be in favour

Visibility was much better when cars were parked at the curb. You're almost in the middle of the street before you can see approaching cars.



When crossing [St Andrews] east to west the visibility is poor. When crossing west to east it's not too bad.

As long as there is a sidewalk and people look both ways before crossing and pause at intersections, everything is just fine.



It's too hard to see pedestrians with cars parked so far out.

PARKING

Forty per cent of residents living on St Andrews indicated finding parking on their desired block was difficult – with 11% indicating that they can never find parking on their desired block. These respondents strongly preferred to return the street back to the way it was. Parking availability is most relevant to residents and the 28% of total respondents who indicated that they drive to visit the area.

People visiting the area reported visiting between once a week to once a month. People visiting the street were more likely to report that finding parking within their desired block was easier than residents. The highest single rate of response was in the “sometimes” category where visitors indicated that occasionally they may not have been able to park directly on their desired block.

Most respondents who live on St Andrews say parking next to the mobility lane is difficult. While respondents who live within one block agree it is more difficult to park, the sentiment is less strong. People who travel along St Andrews are more closely split between finding it difficult (30%), or easy (26%). A large portion of people who indicated a neutral experience took a neutral position.

- Live on St Andrews: 51% said that parking was difficult compared to 28% who found it easy
- Live within one block of St Andrews: 34% said that parking was difficult compared to 26% who found it easy
- Travel along St Andrews: 30% said that parking was difficult compared to 26% who found it easy

The parking never seems to be full so removing it improves visibility.



Try not to take parking away close to the coffee shop.

To prevent drivers from illegally parking against the curb, which I have seen, delineators would be ideal.



Residents and their visitors need somewhere to park. Parking a block away is difficult when you have kids and groceries or mobility issues. Taking away much needed parking just moves the parking problem to another street.

TURNING ONTO ST ANDREWS FROM KEITH ROAD

The majority of respondents in all three categories (live on, live within one block and travel along St Andrews) find the new alignment very difficult to navigate. This is more pronounced among people who live on or near St Andrews (about three-quarters of respondents) compared to those who don't (about half).

- Live on St Andrews: 79% find it difficult, compared to 12% who find it easy
- Live within one block of St Andrews: 71% find it difficult, compared to 12% who find it easy
- Travel along St Andrews: 52% find it difficult, compared to 25% who find it easy

A large portion of respondents felt none of the options put forward would improve their experience turning onto Keith Road. For those who felt improvement is possible, smoothing the transition and adding physical features to better define the transition had the greatest support.

I think it's important to slow the cars coming off Keith as soon as they hit St Andrews. A lot of cars who were probably speeding like crazy on Keith seem to think that they should drive the same speeds on St Andrews.



Go back to original design. Any adjustments to current design will not fix the problem that is man-made.

The curves to shift lanes over are too sharp



I don't find that intersection a challenge. It is well marked and once you've done it a few times it's safe and easy.

I would like to see the bike lanes much narrower, and signage that disallows trucks. Right now the trucks come barreling down or up St Andrews, with no regard for the adjusted speed limits. The speed limits and narrowing have not helped improve things



From Keith Rd. to 8th Street, revert back to how the traffic pattern originally was. This block is my main concern with the new arrangement.

Delineators are an eyesore



Remove parking on the east side of St Andrews from Keith to 13th or remove the bike lane

USING ST ANDREWS AS A PEDESTRIAN

Almost 90% of respondents have walked along St Andrews since the changes were made.

Forty-eight per cent of respondents found St Andrews less comfortable crossing at an intersection and 30% are more comfortable while 22% are neutral. This was consistent with drivers' responses.

Pedestrians indicated the most support for raised crosswalks (60%) and removing parking near intersections (41%) to increase visibility, as oppose to drivers (48%) who don't want parking removed. Forty-one per cent of respondents felt more comfortable crossing where raised crossings exist, which aligns with drivers (77%) reporting that they find these treatments effective for slowing vehicle speeds.

Remove the bike lane!
The sight lines are terrible, large vehicles and trucks do not adhere to the narrow lane speed limit, and this bike lane and parking have made this street extremely dangerous for pedestrians. Especially at intersections.



My favourite features are the raised crosswalks and the curb bulges. The shorter the distance I have to cross while trying to wrangle an unruly toddler, the safer we both are.



I greatly appreciate the changes made and feel much safer walking on St Andrews due to the reduced traffic.



Visibility was much better when cars were parked at the curb. You're almost in the middle of the street before you can see approaching cars.



USING ST ANDREWS AS A CYCLIST

Just over 40% of respondents have cycled along St Andrews since the changes were made.

Cyclists travelling uphill felt more comfortable (54%), compared to 31% who felt less comfortable. Additional comments indicated that those who were less comfortable didn't like being behind parked vehicles.

The majority of cyclists appreciate the increased safety and comfort provided by the new bike lane. However, concerns remain about visibility at intersections, the risk of car doors opening, and confusion over street layout. Cyclists travelling southbound feel a greater competition for road space and are feeling less comfortable when travelling downhill.

Many cyclists felt that improving sightlines at intersections by removing some parking spaces would make them feel more comfortable. This is consistent with what pedestrians reported, but inconsistent with drivers. Adding delineators to separate the parking and mobility lane was the next most popular option, which aligns with what drivers noted, because it makes it easier for them to park. Guidance like additional signage for drivers or sharrows (positioning tool) were not options that cyclists felt would improve their comfort.

Keeping up with traffic is easy, but I've had several instances of vehicles not yielding and passing very close in the narrowed sections.



The narrow design makes it easier to take the whole lane while travelling downhill - I don't mind the lack of separated lane here as much.



Getting doored no longer means rolling into traffic [when using the mobility lane], also most car trips are single occupant so the only inside bike lane feels safer.

Greatly increased the fear I will be hit with a car door.



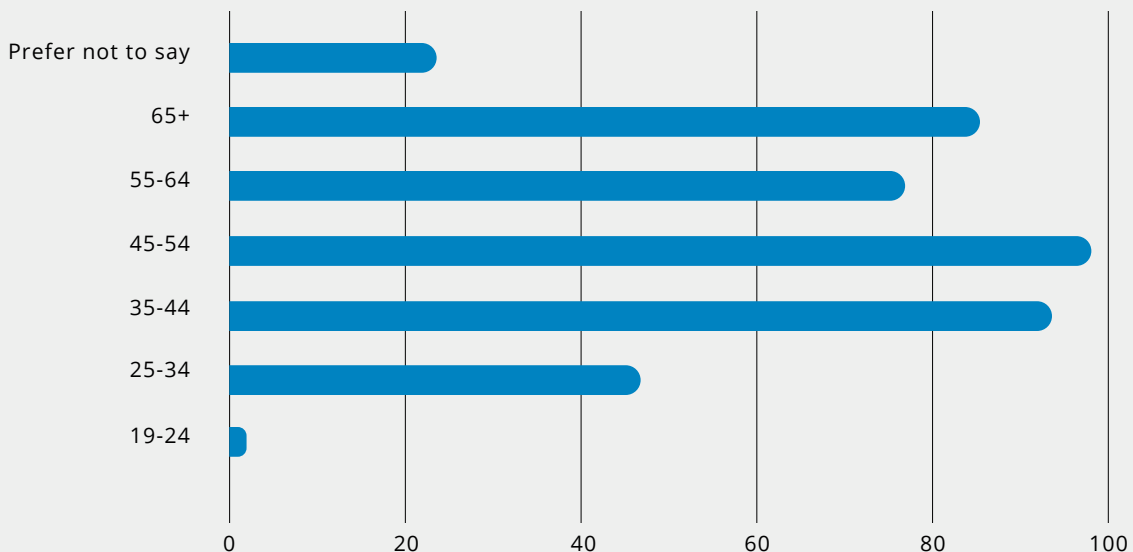
There was nothing wrong with biking up at Andrews before the bike lane was added. Most cyclists use Green Necklace to get around, so not sure why all the fuss about a bike lane on at Andrews that is only a few blocks long is trying to accomplish.

I often bike with my 5 year old son along St Andrews. Having the designated bike lane has made me feel much safer biking with him along there.

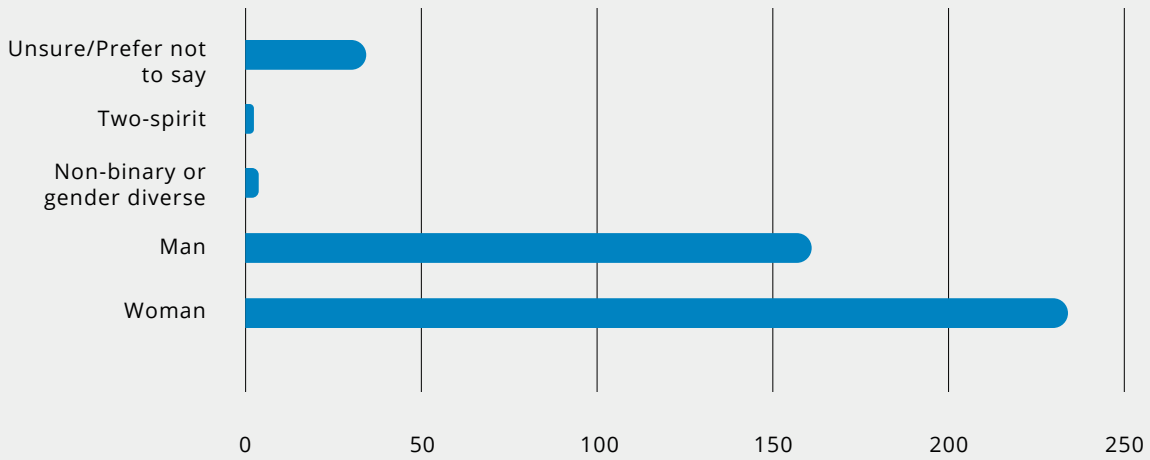


OVERVIEW OF WHO WE HEARD FROM

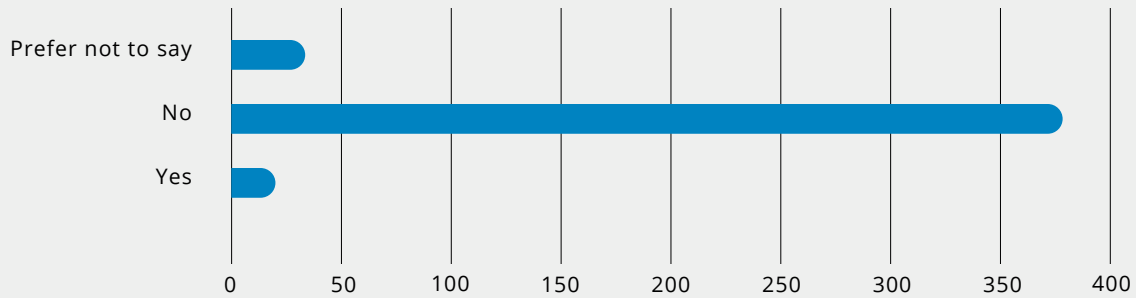
Q.33 What is your age range?



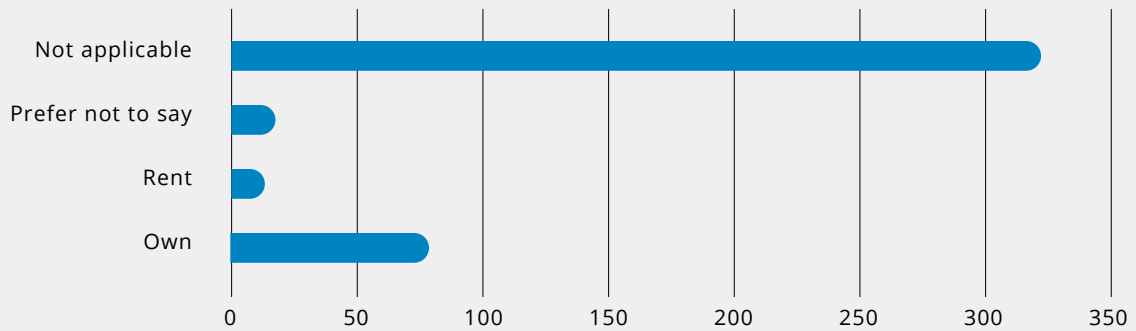
Q.34 What is your gender?



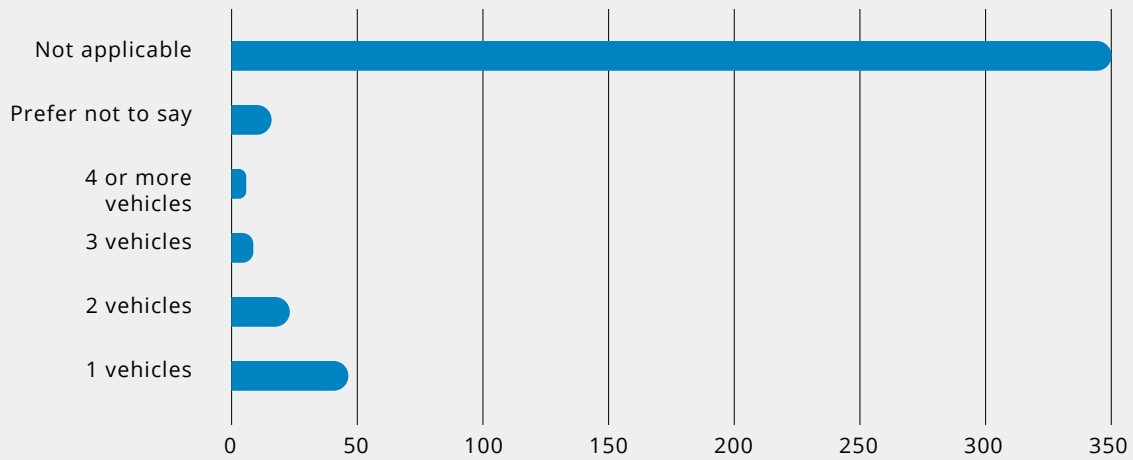
Q.35 Do you identify as a person with a disability?



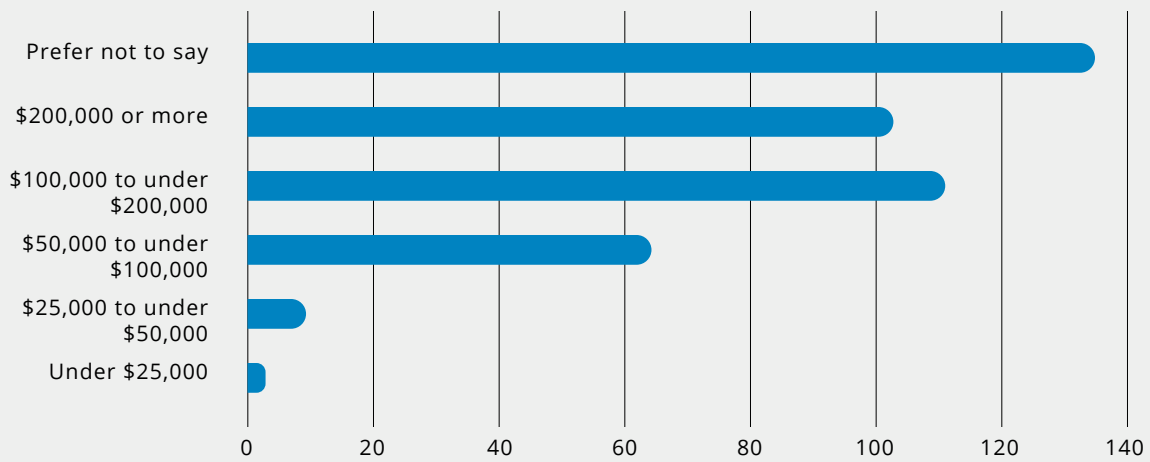
Q.36 If you live on St Andrews between Keith Road and 13th Street, do you rent or own?



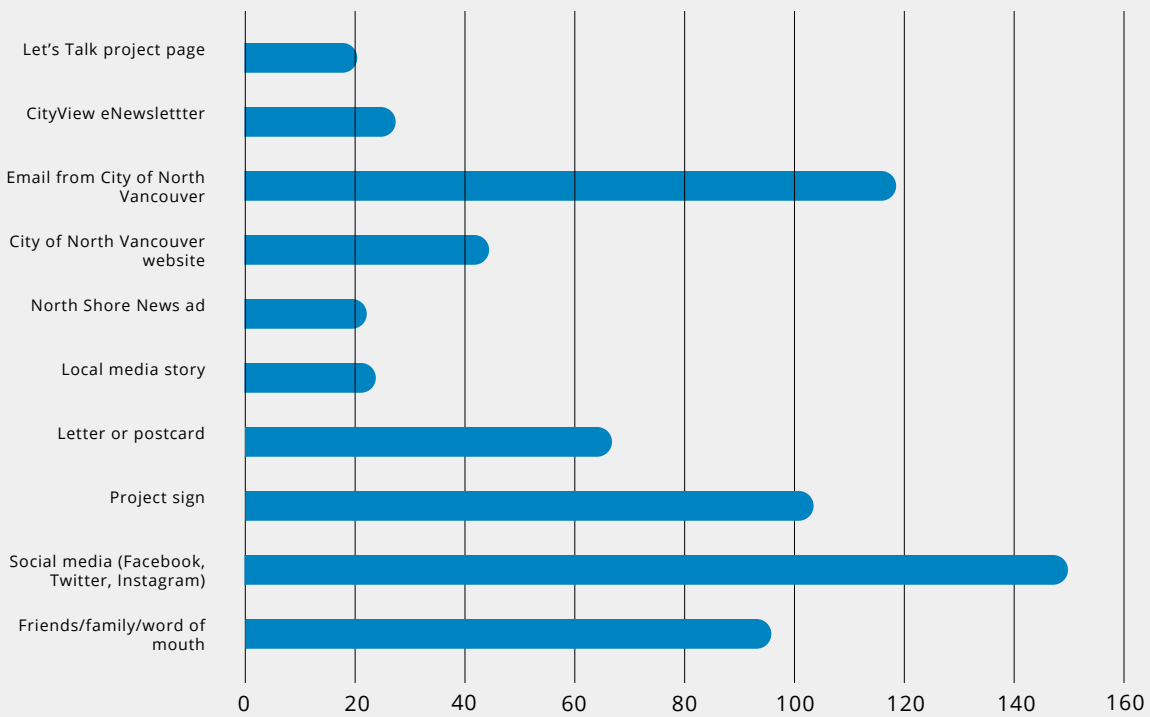
Q.37 If you live on St Andrews between Keith Road and 13th Street, how many vehicles from your household regularly park on the street?



Q.38 What is your total household income per year before taxes?



Q.39 How did you hear about this survey? Respondents were invited to select more than one option.



NEXT STEPS

Thank you to everyone who took the time to share their perspectives. To learn more and stay up to date, please visit cnv.org/StAndrews.

FEEDBACK BY METHOD

INTERESTED PARTY MEETINGS

The City hosted three meetings with key interested parties. Each meeting—facilitated by Spur Communication—was structured to provide background on the project, share information about the rationale for the current design, discuss alternative designs submitted by community members and garner feedback about participants’ experiences living, working and travelling along this section of St Andrews.

This section captures the feedback received through these meetings, consolidated into high-level themes. In total, 15 people attended the meetings.

Traffic volumes	Participants shared that they felt St Andrews has seen an influx of traffic due to increased density, resulting in congestion, stress on parking, and safety issues for all road users. They also noted that it seems like drivers use St Andrews as a shortcut to get to the bridge during rush hour and that the 700 and 800 block of St Andrews experiences the highest vehicle volumes due to the businesses and low-rise residential buildings.
Visibility	Participants felt that the new street design has resulted in decreased visibility of other road users. Examples they shared included when vehicles are parking or pulling out of a parking spot and at intersections because pedestrians and drivers have to enter the intersection to see oncoming traffic.
Confusion over the street design	Many participants talked about the confusion over the street design which often leads to conflict (verbal altercations, honking) among road users. This confusion is especially apparent in the delineation between the cycling lane and the parking lane. The businesses also shared that since the changes were made, some of their customers have received parking tickets because they don’t understand how parking works along the street.

Parking	The lack of parking and loading zones is perceived to be a major issue for businesses in the area. There is currently no dedicated loading zone, causing delivery trucks to double park and creating a safety hazard. Similarly, parking along the street and nearby is perceived to be inadequate, resulting in customers and residents competing for available spots.
Speeding	Participants shared that speeding along the corridor is still an issue from their perspective. Travelling along the street feels more dangerous due to the lack of visibility and is exacerbated by the downhill slope which encourages speeding. They also felt that the raised crosswalks don't seem to deter this behavior, making it particularly unsafe for parents with small children.
Project process	Attendees expressed frustration about the lack of communication from the City earlier in the process, when changes to the street were first being made. They also felt that the City should have consulted earlier.

SMALL GROUP WORKSHOPS

The City hosted three small group workshops and invited community members to sign up to attend. To accommodate as many people as possible, two meetings were hosted in-person at the North Vancouver City Library, and one was hosted virtually via Zoom.

Similar to the interested party meetings, each meeting was facilitated by Spur Communication and structured to allow City staff to provide an overview of the project, share information about the rationale for the project, present alternative designs submitted by community members and garner feedback about participants' experiences walking, cycling and driving along the corridor. Spur Communication hosted three activities, asking participants to place dots on maps of St Andrews to identify areas of concern and changes that they liked based on the mode of travel (walking, cycling, driving). After each activity, Spur facilitated a group discussion to dive further into each issue. The feedback received from all three workshops has been consolidated into the following themes below.

Walking	<p>When discussing the street as a pedestrian, participants shared that they really liked the wide, smooth, and flat sidewalks along St Andrews. However, they noted that some intersections feel intimidating to cross due to lack of visibility and requiring them to enter the intersection to see oncoming vehicles. They shared a desire for raised crosswalks along the entire corridor to help slow vehicle speeds and make pedestrians more visible.</p>
Cycling	<p>Most cyclists shared that the changes have improved cycling along St Andrews, but shared concerns about their sense of safety. They pointed out that the width of the mobility lane allows drivers to use it to get around other vehicles. They also raised concerns about being doored by parked vehicles, poor visibility and speeding vehicles, (especially when riding downhill in poor weather conditions). To address these concerns, they would like the City to consider adding protected bike lanes.</p>
Driving	<p>Participants who drive along St Andrews said they have experienced a significant decrease in visibility. Intersections are particularly troublesome due to parked cars and needing to creep into the intersection to check for other vehicles. They also shared that they can't see pedestrians waiting at the curb until they are in the intersection (which is worse when travelling southbound). Moreover, when exiting laneways, drivers can't see other vehicles travelling northbound. These visibility concerns combined with the speeding, make the street feel unsafe when travelling along it.</p>
Confusion over the street design	<p>Throughout the small group workshops, participants shared similar concerns about confusion over the street design. In particular, they said the roundabouts and the mobility lane are a source of confusion for some drivers, especially when other vehicles are parked near them, and the street is busy with pedestrians, cyclists and drivers. They also flagged that sometimes cyclists and drivers aren't sure what lane they're in because the delineation between the mobility lane and driving lane is not clear.</p>
Parking	<p>Similar to previous meetings, participants raised that parking along the 700 block of St Andrews is particularly challenging, causing residents to compete with customers for parking.</p>
Project process	<p>Participants shared that they weren't aware of previous engagement processes and didn't receive any notification from the City.</p>

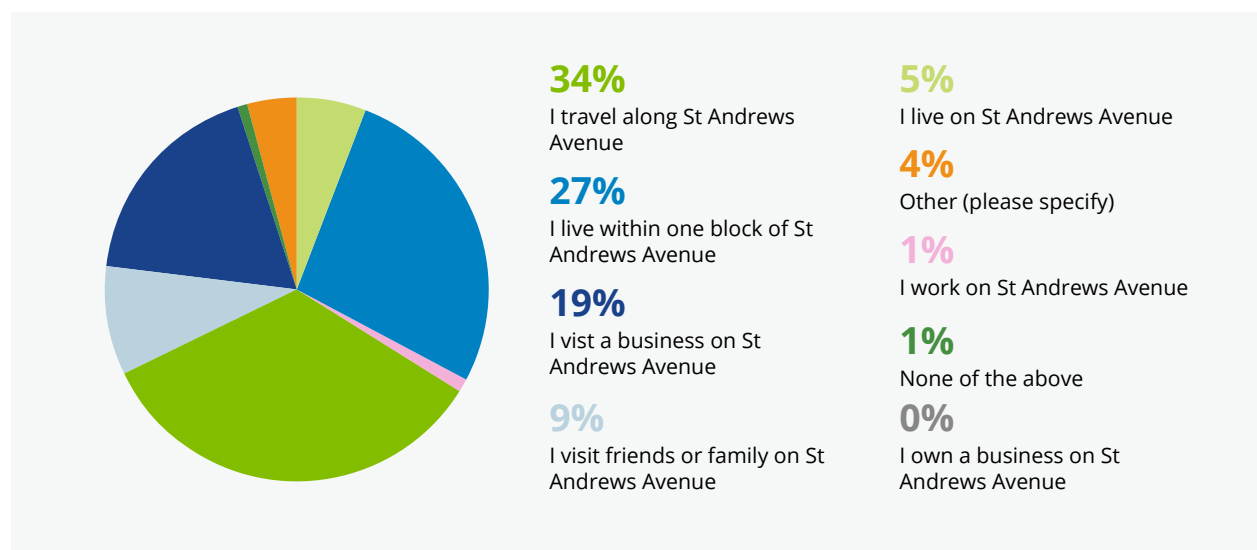
SURVEY RESULTS

CONNECTION TO ST ANDREWS AVENUE

Q1. Please tell us about your relationship to St Andrews between Keith Road and 13th Street. Respondents could check all that apply.

417 responses

Responses were balanced between those living on or near St Andrews, visiting, and travelling through the area.



There were 32 comments for those who selected other.

- Proximity to St Andrews Street: (24 comments)
 - » Living within a few blocks or nearby
 - » Visiting family or residing near specific locations (Ridgeway Elementary, cafe, shops, and medical appointments)
- Mode of transportation: (15 comments)
 - » Walking, biking, driving, and commuting

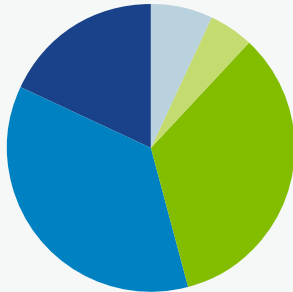
Q2. How often do you use the following modes of transportation when travelling along St Andrews? Respondents could check all that apply.

428 responses

When travelling along St Andrews, walking and driving were the most commonly reported means of daily transportation. Cycling and travelling as passenger in a vehicle were a common response, but at a lesser frequency.

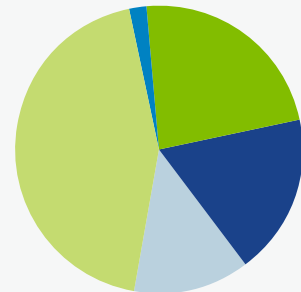
WALKING

34%
Every day
36%
At least once a week
18%
At least once a month
7%
At least once a year
4%
Never



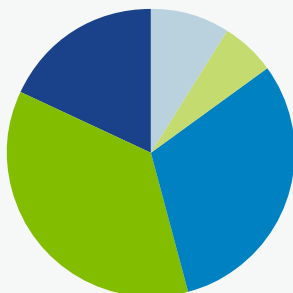
CYCLING

2%
Every day
23%
At least once a week
18%
At least once a month
13%
At least once a year
44%
Never



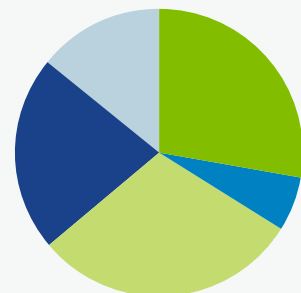
DRIVING

31%
Every day
36%
At least once a week
22%
At least once a month
9%
At least once a year
6%
Never



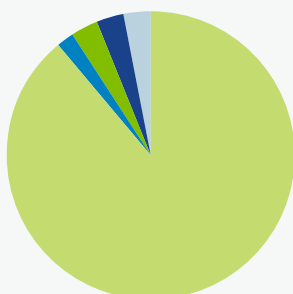
PASSENGER VEHICLE

6%
Every day
30%
At least once a week
22%
At least once a month
14%
At least once a year
28%
Never



SCOOTER/SKATEBOARD & OTHER MODE OF TRANSPORTATION

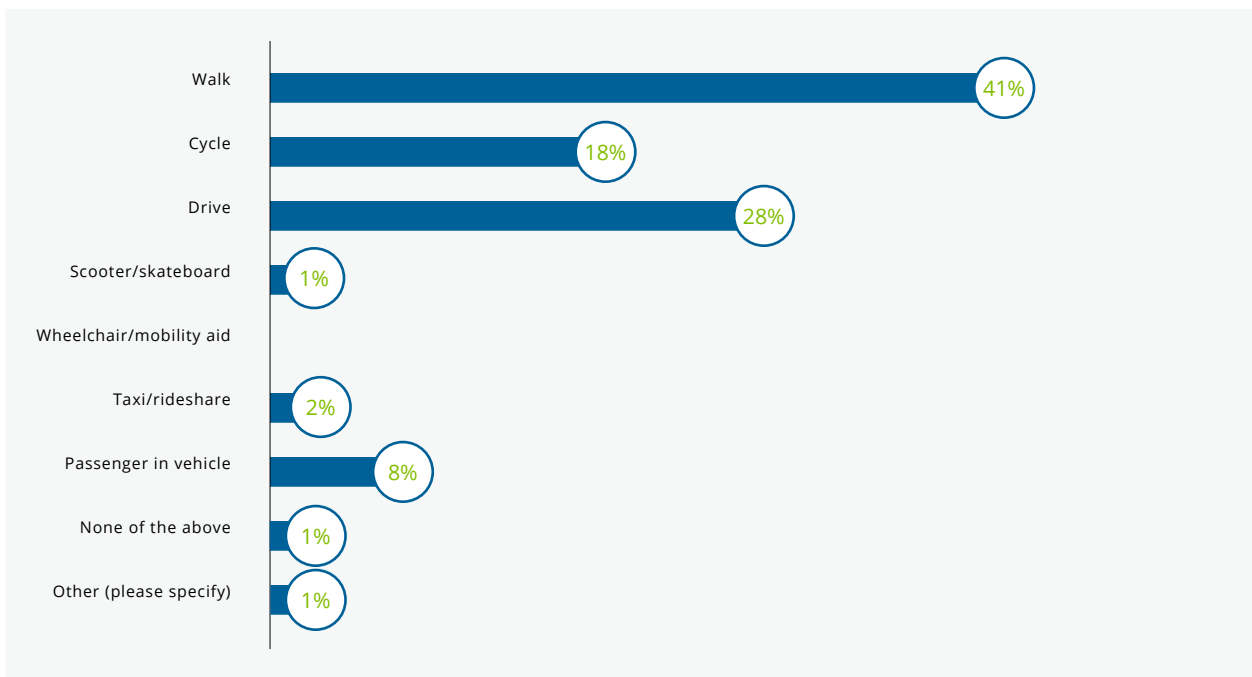
2%
Every day
3%
At least once a week
3%
At least once a month
3%
At least once a year
88%
Never



Q3. What modes of transportation have you used when you stop to visit a business or a resident on St Andrews?

428 responses

Active travel modes were reported as the most common means to visit St Andrews with, vehicle based modes following second.



9 “other” comments. These included:

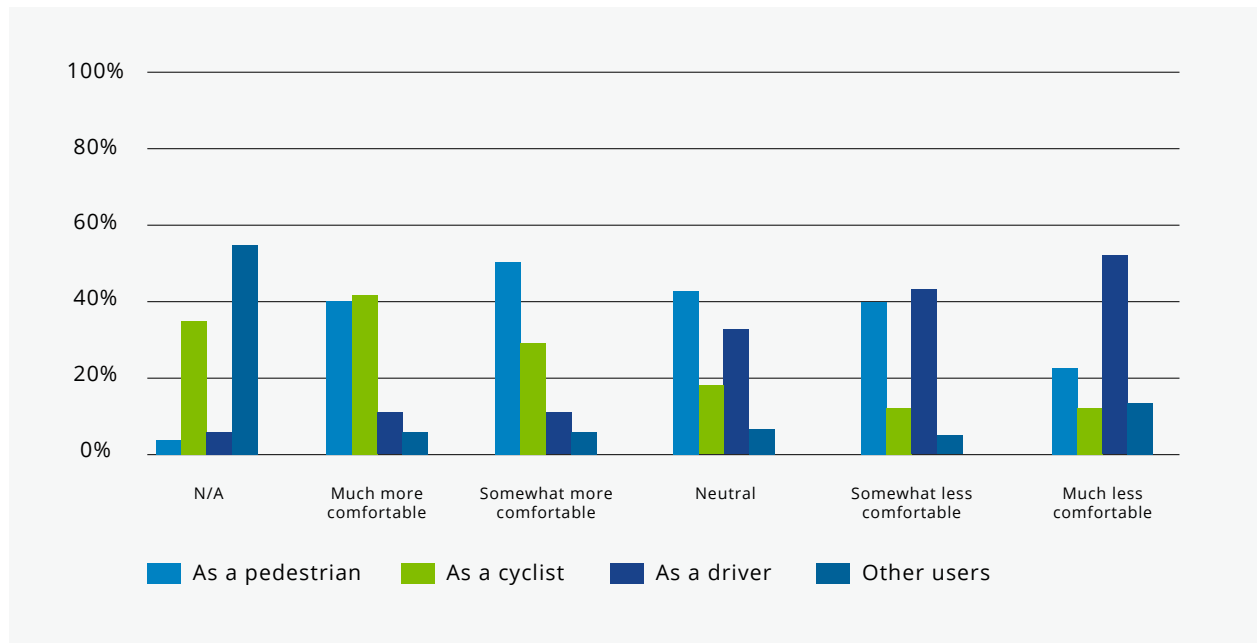
- A few people said motorcycle or Vespa (4 comments)
- One person said they run
- One person said they use a stroller

STREET DESIGN OVERVIEW

Q4. Please rate your level of comfort when visiting a destination on St Andrews compared to before the changes were made.

428 responses

The majority of pedestrians and cyclists who visit the area reported feeling more comfortable than before the changes were made. Drivers indicated much less comfortable most frequently.

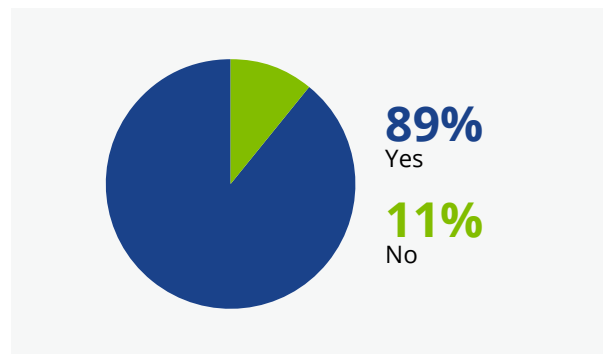


USING ST ANDREWS AS A DRIVER

Q5. Have you driven on St Andrews since the design changes were made to the street?

428 responses

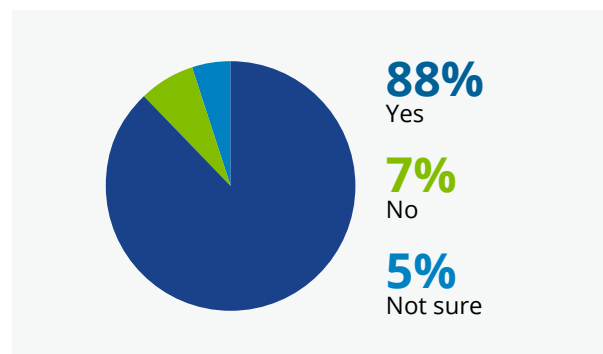
The majority of respondents have driven along St Andrews since the changes were



Q6. If yes, have you used the queuing procedure on St Andrews?

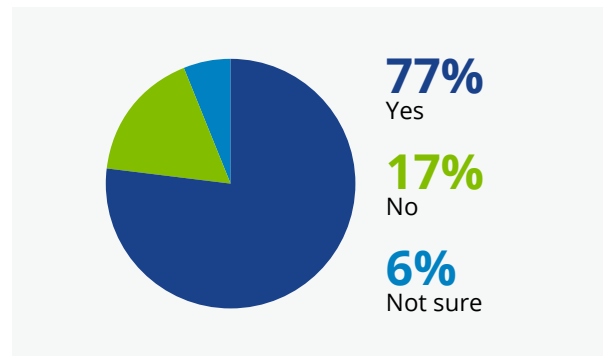
381 responses

The majority of respondents have used the queuing procedure on St Andrews.



Q7. Have you used the queuing procedure on a neighbourhood street in another community?

381 responses

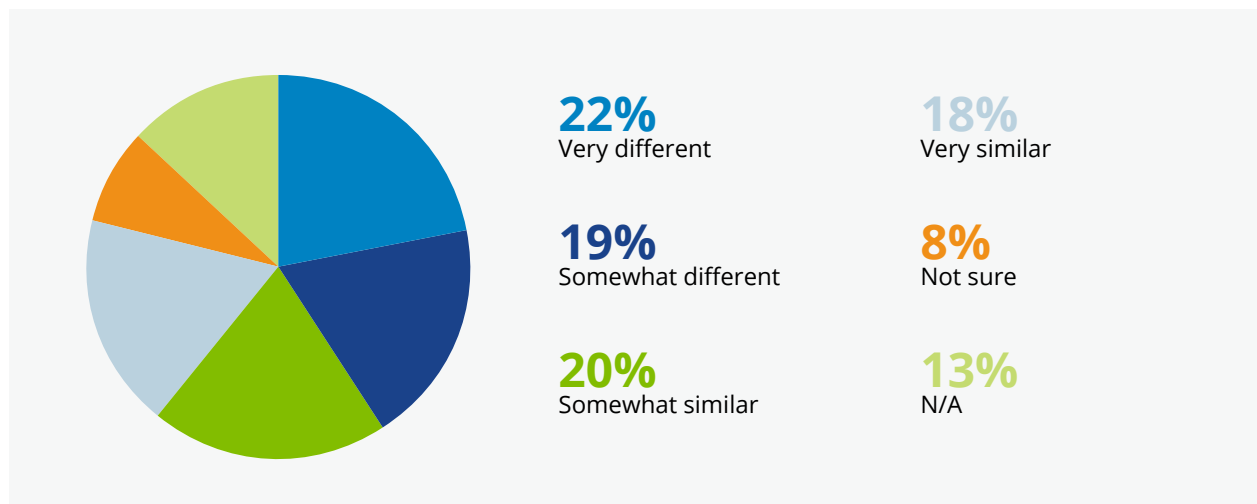


Q9. Have these queuing experiences been similar or different?

381 responses

Results were close among respondents. 38% felt it was very similar/somewhat similar, compared to 41% who felt it was very different/somewhat different. When you compare these results based on respondents' relationship to the street, the results are also close:

- » **Live on St Andrews:** 44% said queuing is very different and somewhat different compared to 38% who said their experience is very similar and somewhat similar.
- » **Live within one block:** 45% said different, compared to 36% similar
- » **Travelling along the street:** 32% said different, compared to 42% who said similar



Tell us more about your queuing experience. Comments are summarized into the following key themes:

285 comments

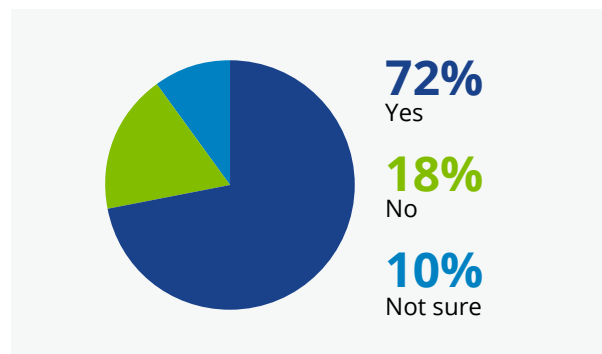
- Visibility and sight issues (58 comments)
- Queuing experiences (47 comments)
- Safety concerns (45 comments)
- Navigational difficulty (43 comments)
- Driver confusion and uncertainty (36 comments)
- Positive aspects of queuing (16 comments)

Sentiment: Overall negative sentiment with concerns, frustration, and confusion. However, some respondents acknowledge the positive aspects of queuing for slowing down traffic and improving safety for cyclists.

Q10. Have you used the 'double stop' procedure when approaching St Andrews from an intersection (without a traffic circle) or laneway?

381 responses

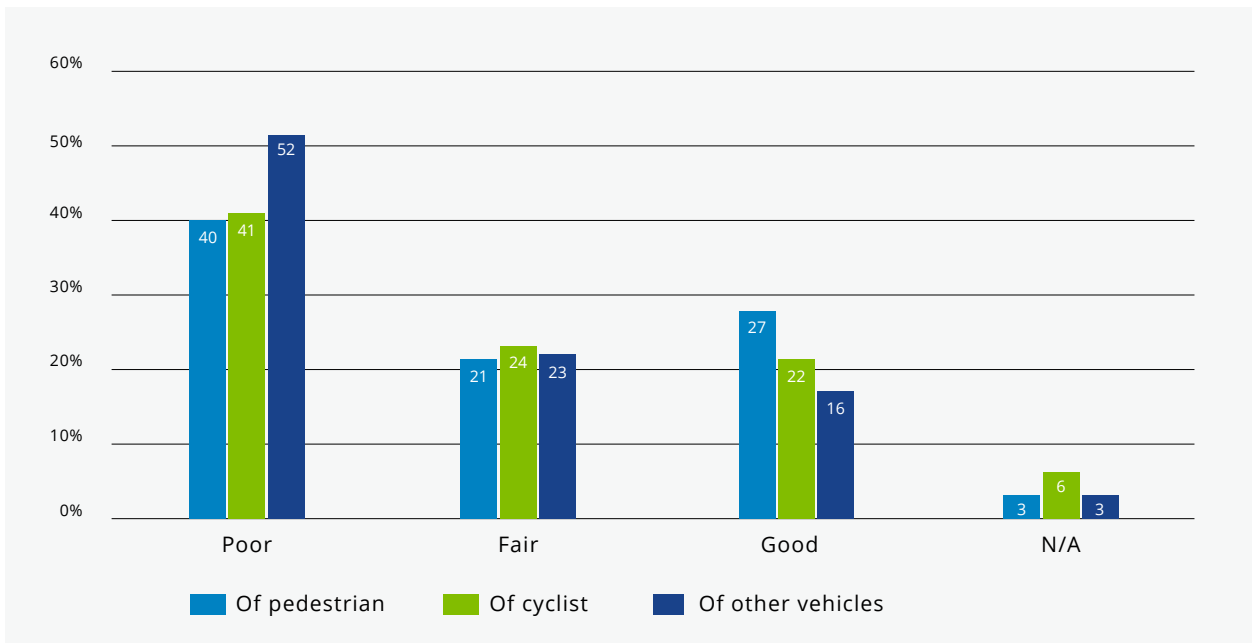
The majority of respondents have used the double stop procedure on St Andrews.



Q11. How would you rate your ability to see other road users when approaching St Andrews from an intersection?

381 responses

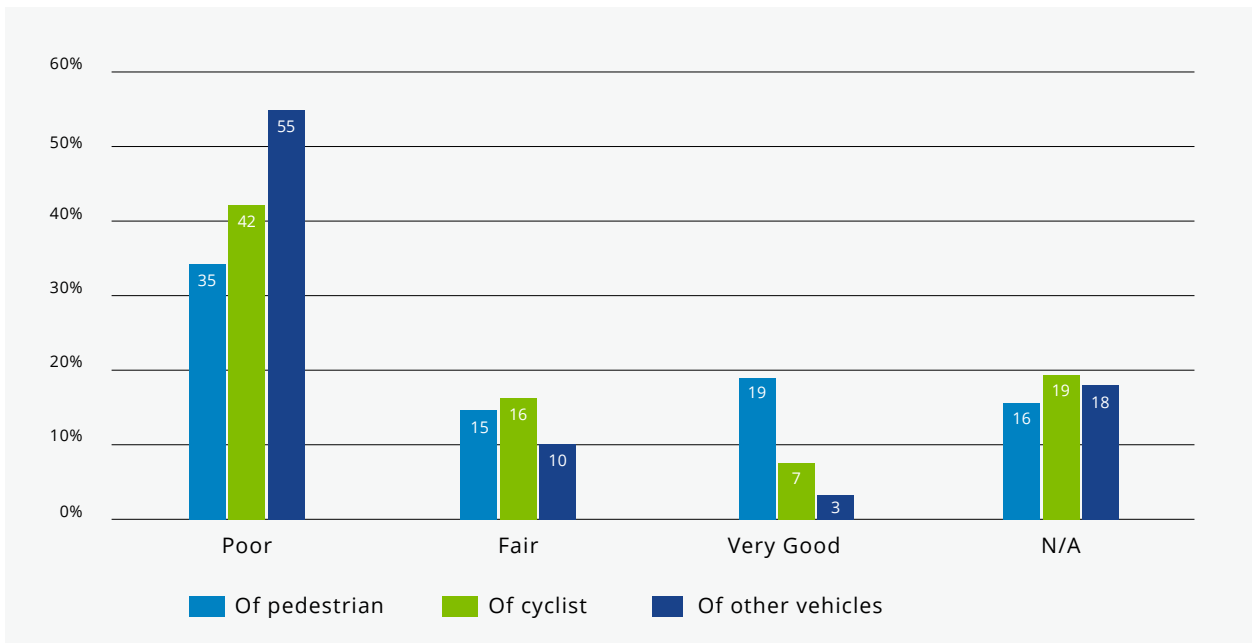
The majority of the respondents felt that the visibility of pedestrians, cyclists and vehicles was poor or fair. However, of the three modes, vehicles were easiest to see, compared to pedestrians and cyclists.



Q12. How would you rate your ability to see other road users when approaching St Andrews from a laneway?

381 responses

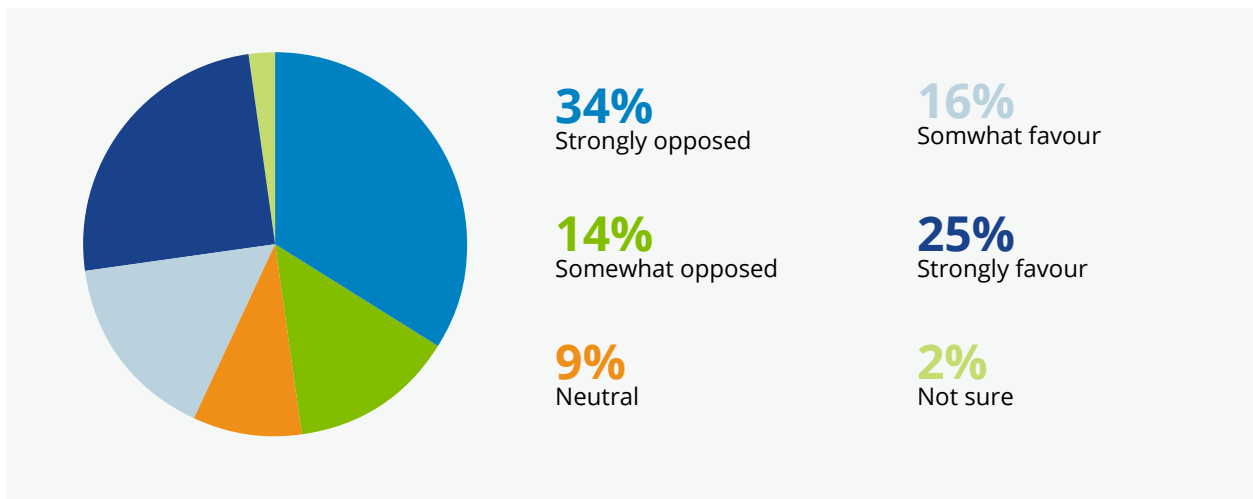
Similar to the previous question, the majority of respondents felt that their ability to see other road users from a laneway was poor.



Q13. Removing some parking spaces is an option the City could consider to improve visibility when approaching St Andrews from an intersection or laneway. Please rate your level of support for this option.

381 responses

- Sentiment was divided among respondents. 48% of respondents are somewhat and strongly opposed to removing parking, compared to 41% who are somewhat in favour and strongly in favour. The majority of respondents who live on St Andrews are opposed to removing parking to improve visibility. However, the numbers are much closer for those who live within one block and those who travel along St Andrews, were split evenly.
- » **Live on St Andrews:** 58% opposed compared to 35% who would be in favour
- » **Live within one block:** 47% opposed compared to 40% who would be in favour
- » **Travel along St Andrews:** respondents were split evenly. 44% said they would oppose and 44% said they would be in favour



Tell us more about your answer regarding parking space removal. Comments are summarized into the following key themes:

103 comments

- Parking availability for residents, visitors, and businesses (49 comments)
- Safety and visibility concerns at intersections and laneways (33 comments)
- Road design and bike lane implementation issues (24 comments)
- Densification and its impact on traffic and parking demand (9 comments)
- Mixed opinions on removing parking spaces for safety or alternative transportation modes (5 comments)

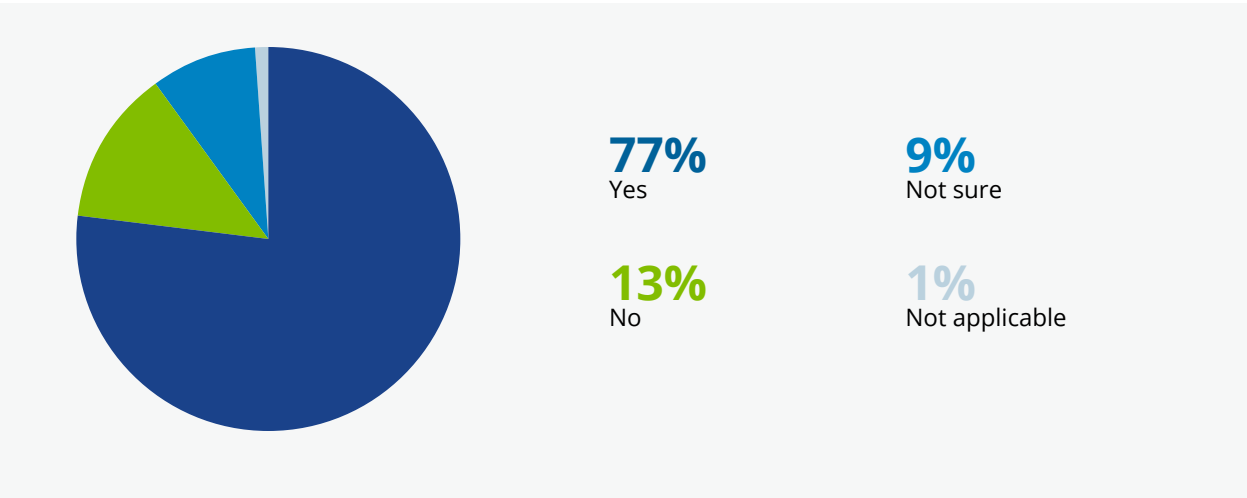
Sentiment:

- Mixed sentiment about removing parking spaces due to impacts on residents, visitors, and businesses.
- Safety concerns caused by limited visibility at intersections and laneways.
- Support and concern for alternative transportation options, such as walking, cycling, and public transit, considering the area’s lack of infrastructure and climate.

Q14. Raised crosswalks have been installed at St Andrews and 8th Street and St Andrews and 9th Street. Do the raised crosswalks cause you to slow down?

382 responses

Drivers felt that raised crosswalks caused them to slow down. However, those who felt they did not were firm in their convictions that they were not sufficient to slow down drivers.



If you answered “no” to the previous question. Please tell us more. Comments are summarized into the following key themes:

45 comments

- Ineffectiveness of raised crosswalks (21 comments)
- Drivers felt that current driving speed is already slow (18 comments)
- Confusion or don't notice the crosswalks (7 comments)
- Need for better signage/warning (2 comments)
- Raised crosswalks not relevant (5 comments)

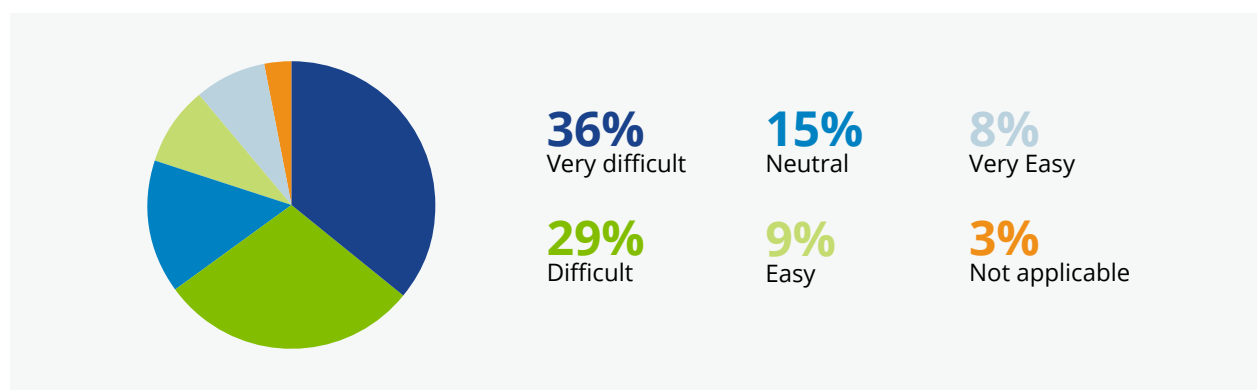
Sentiment: Mostly negative or neutral attitudes towards the effectiveness of raised crosswalks in slowing down traffic.

Q15. When turning onto St Andrews from Keith Road, drivers are required to adjust where they start their turn, due to the new street alignment. Rate how easy or difficult it is to follow this change in alignment.

381 respondents

The majority of respondents found adjusting to the new alignment difficult. This is similar for those who live on, live within one block and travel along St Andrews), but is more pronounced among people who live on or near St Andrews (about three-quarters of respondents) compared to those who don't (about half).

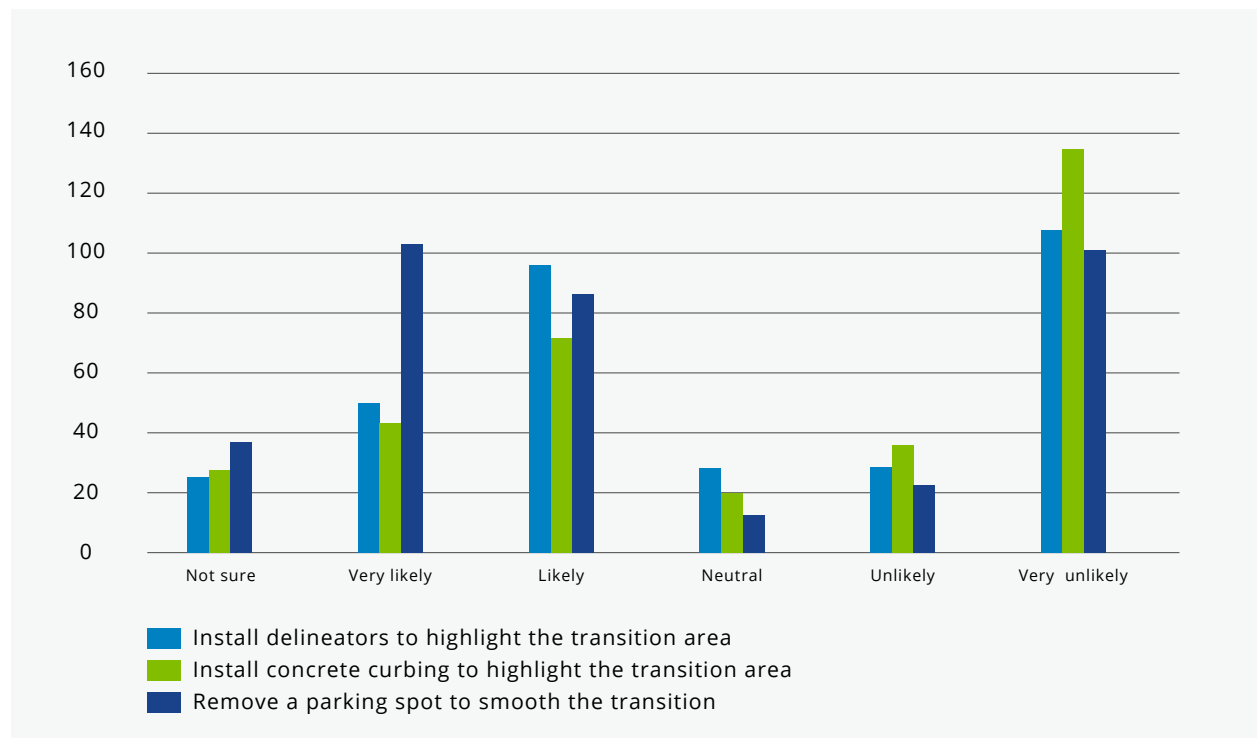
- » **Live on St Andrews:** 79% find it difficult, compared to 12% who find it easy
- » **Live within one block:** 71% find it difficult, compared to 12% who find it easy
- » **Travel along St Andrews:** 52% find it difficult, compared to 25% who find it easy



Q16. The following options are potential changes the City could make at the intersection at St Andrews and Keith Road. How likely would these changes make St Andrews and Keith Road easier to navigate?

381 respondents

Options to make the intersection at Keith Road and St Andrews easier to navigate were not supported by the majority of drivers. Those who were in favour supported the addition of delineators to define space and remove some parking to smooth the transition.



Do you have any other suggestions to improve the intersection at St Andrews and Keith Road? Comments are summarized into the following key themes:

233 comments

- Remove or modify the bike lane (128 comments)
- Opposition to bike lanes (23 comments)
- Revert to the original design (16 comments)

- Improve visibility and safety (16 comments)
- Issues with navigating intersections and visibility (14 comments)
- Parking concerns (9 comments)
- Dislike for delineators and concrete curbing (7 comments)

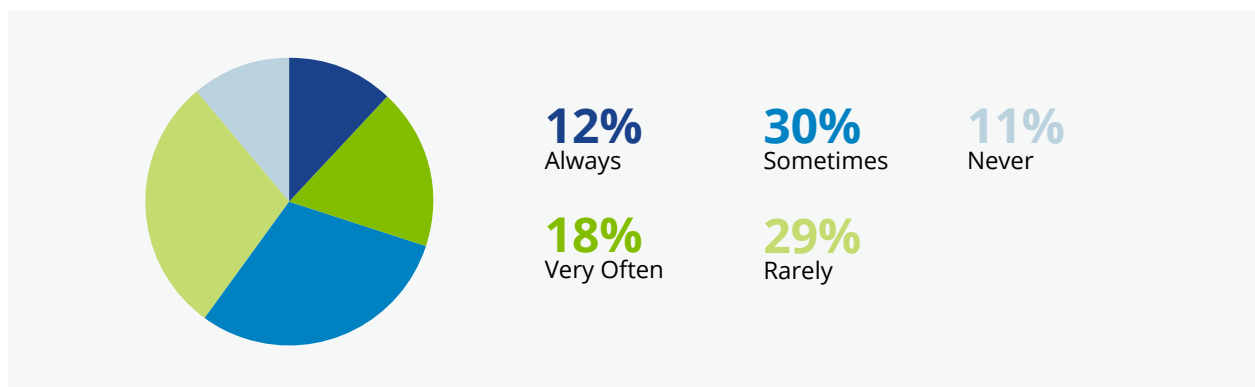
Sentiment:

- Overall negative sentiment, with dissatisfaction toward the current design and suggestions for changes or a return to the previous configuration.
- Some appreciate the efforts to improve safety and visibility or do not find the intersection challenging.

Q17. If you live on St Andrews Avenue and use on-street parking, how frequently are you able to find parking within your desired block?

76 respondents

40% of residents living on St Andrews indicated finding parking on their desired block was difficult – with 11% indicating that they can never find parking on their desired block. These respondents shared strong opinions to return the street back to the way it was.

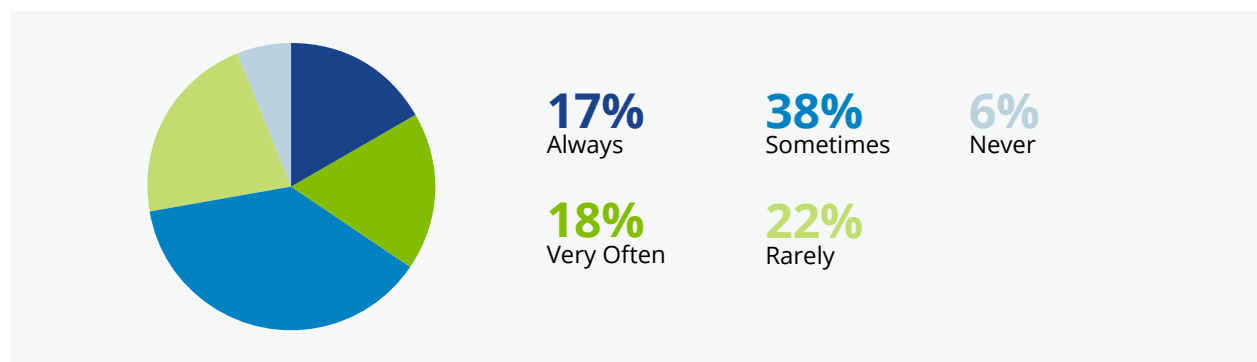


Q18. If you drive to visit a business or resident on St Andrews, how frequently are you able to find parking within your desired block?

381 responses

People visiting the street were more likely to report that finding parking within their desired

block was easier than residents. The highest single response was in the “sometimes” category where visitors may not have been able to park directly on the block that was their destination. People visiting the area typically visited between once a week to once a month.

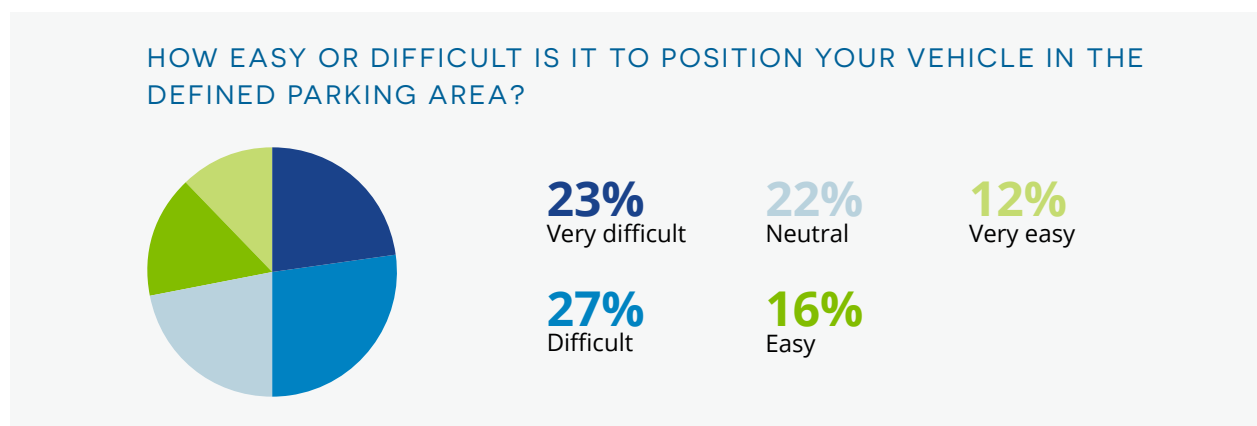


Q20. Parking on the east side of St Andrews now requires drivers to park beside the new mobility lane. Please tell us how easy or difficult it is to position your vehicle in the defined parking area.

270 responses

50% of respondents found it more challenging to park next to the mobility lane, compared to 28% who found it easy. The majority of respondents who live on St Andrews find parking next to the mobility lane challenging. However, the numbers are much closer for those on live within one block (34%) and those who travel along St Andrews (30%).

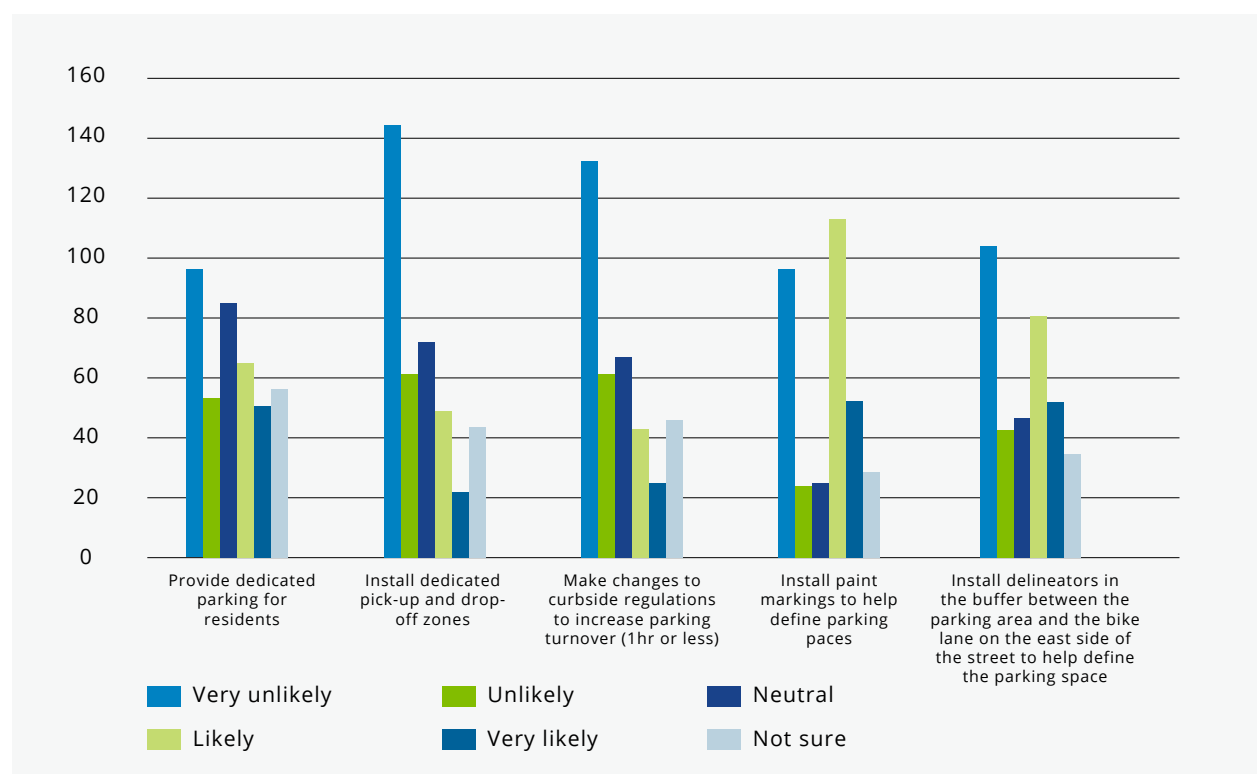
- » **Live on St Andrews:** 51% said that parking was difficult compared to 28% who found it easy
- » **Live within one block:** 34% said that parking was difficult compared to 16% who found it easy
- » **Travel along St Andrews:** 30% said that parking was difficult compared to 26% who found it easy



Q21. The following options are potential changes the City could make related to parking along St Andrews. How likely would these changes make it easier to park?

381 responses

Respondents were mixed, when asked how to make it easier to park on the street. Those in support, favour installing paint markings to help define parking spaces and delineators between the parking area and mobility lane. However, the majority of respondents felt that dedicated pick up/drop off zones, curbside changes and delineators were unlikely or very unlikely to make it easier to park.



Do you have any other suggestions to improve parking along St Andrews? Comments are summarized into the following key themes:

212 comments

- Remove the bike lane: (16 comments)
- Narrowing the bike lane width: (16 comments)
- Resident-only parking: (10 comments)

- Return to the original design: (9 comments)
- Speed control measures: (5 comments)
- Visibility and safety concerns: (5 comments)
- Alternative solutions: (17 comments)

Sentiment:

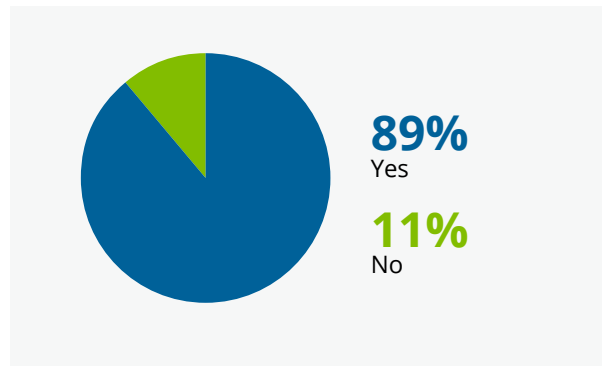
Predominantly negative. The majority of comments express dissatisfaction with the current situation, calling for the removal of the bike lane or a return to the previous configuration. There are a few neutral or positive comments, but they are in the minority.

USING ST ANDREWS AS A PEDESTRIAN

Q22. Have you walked along St Andrews since the design changes were made to the street?

428 responses

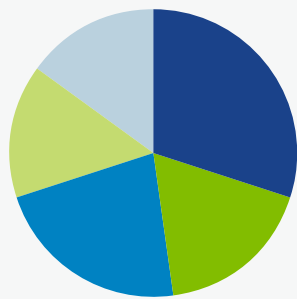
Almost 90% of respondents have walked along St Andrews since the changes were made.



Q23. The new street design offers extra protection for pedestrians at intersections with the mobility lane acting as an extension of the curb, which shortens the crossing distance and decreases the amount of time spent in the street. Has the new street design made you feel more or less comfortable when crossing St Andrews at an intersection?

427 responses

The majority (48%) of respondents found St Andrews less comfortable crossing at an intersection. Neutral was the second highest (22%) which may suggest some positive and negative aspects. Consistent with driver response.



30%
Much less comfortable

22%
Neutral

15%
Much more comfortable

18%
Somewhat less comfortable

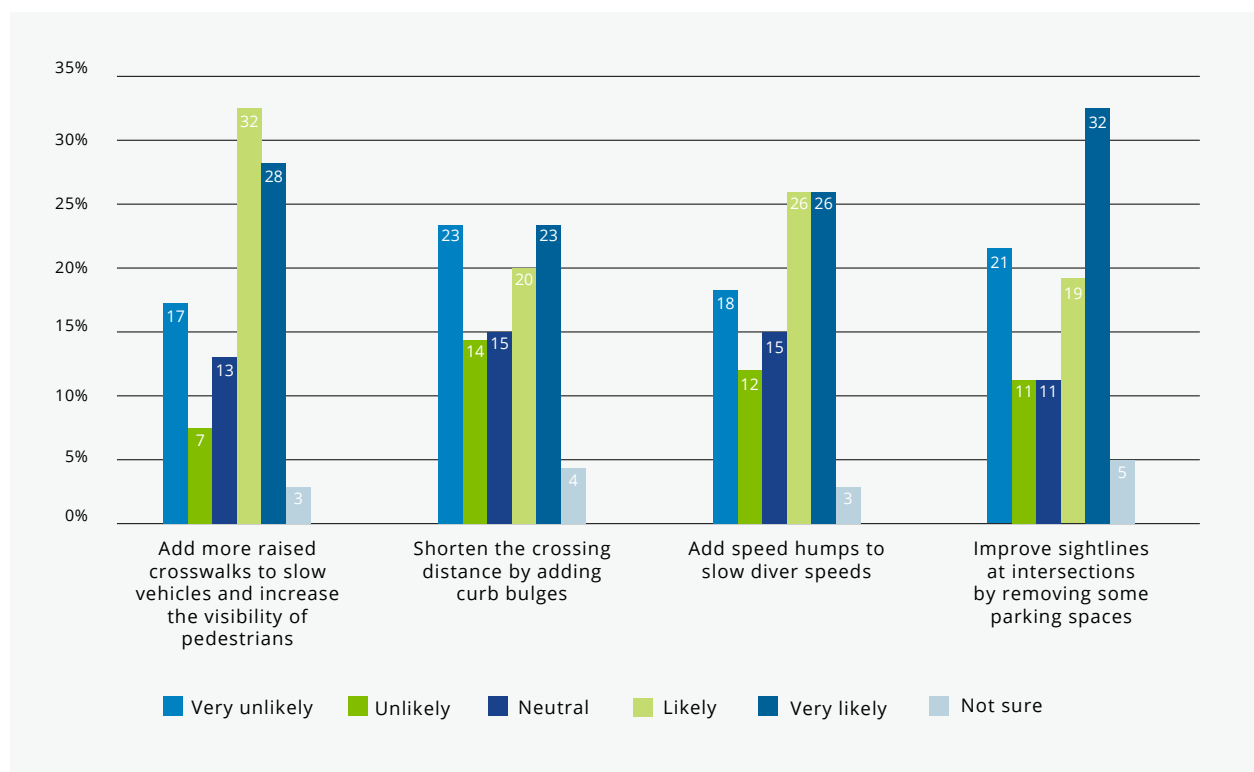
15%
Somewhat more comfortable

0%
Not sure

Q24. The following options are potential changes the City could make to help pedestrians feel more comfortable when crossing St Andrews at an intersection. How likely would these changes improve your level of comfort?

427 responses

Pedestrians indicated the most support for raised crosswalks (60%) and removing parking near intersections (41%) to increase visibility, as oppose to drivers (48%) who don't want parking removed. When diving deeper 41% of respondents felt more comfortable crossing where raised crossings exist, which aligns with drivers (77%) reporting that they find these treatments effective for slowing vehicle speeds.



Do you have any other suggestions to increase pedestrian comfort when crossing St Andrews? Comments are summarized into the following key themes:

191 comments

- Visibility and sight lines concerns: (29 comments)
- Safety concerns related to the mobility lane: (20 comments)
- Pedestrian safety features: (17 comments)
- Speed control: (12 comments)
- Parking concerns: (9 comments)

Sentiment:

Mixed, with many expressing concerns about the current street configuration and pedestrian safety, while others are satisfied with the existing measures and recommendations.

Q26. Do you have any concerns as a pedestrian about specific intersections or laneways in the area shown on the map? Responses included the following:

173 comments

12th Street

- » Many respondents shared that the roundabout at this location feels dangerous due to vehicle speeds.

11th Street

- » Can't see oncoming traffic, until vehicles are very close. And drivers can't see pedestrians until they're already in the intersection.

10th Street

- » Can't see oncoming traffic, until vehicles are very close. And drivers can't see pedestrians until they're already in the intersection.
- » Crossing from west to east at the 10th Street roundabout, drivers very rarely yield and drivers going south are usually speeding.

8th Street

- » It's a busy intersection with parked cars, cyclists and pedestrians travelling to the coffee shop, etc.
- » Turning right off of 8th Street feels unsafe because vehicles don't slow down and there are lots of road users
- » It's hard to see oncoming vehicles from the laneway and the northbound mobility lane

Keith Road

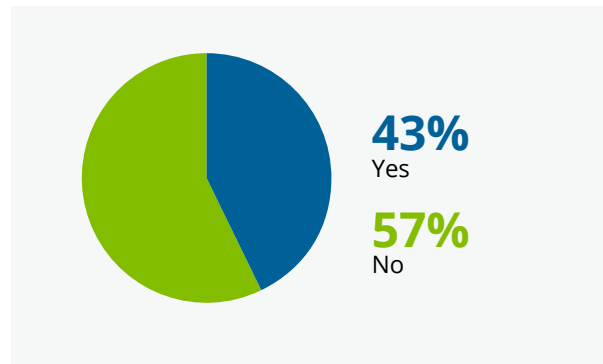
- » There are multiple crossings that cause confusing and feel dangerous for all road users
- » Keith feels unsafe when cars/trucks are parked near the intersection

USING ST ANDREWS AS A CYCLIST

Q27. Have you cycled on St Andrews since the design changes were made to the street?

428 responses

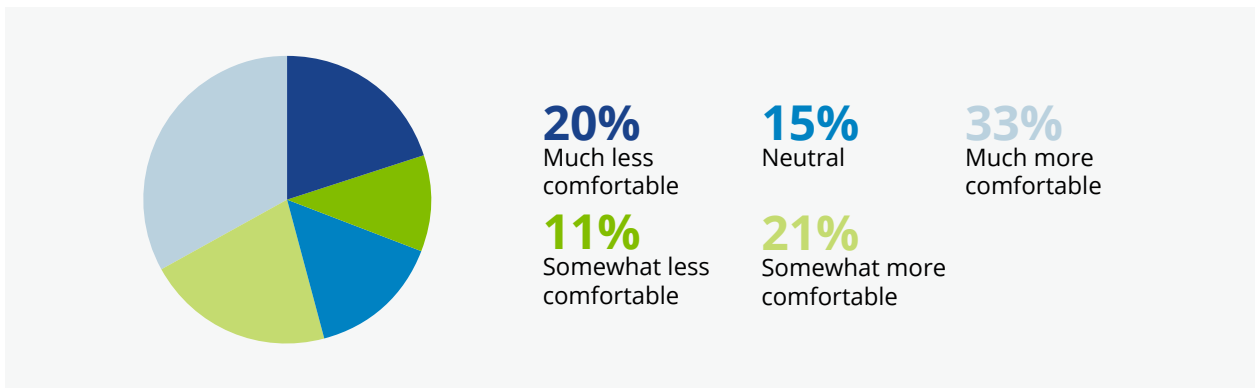
Just over 40% of respondents have cycled along St Andrews since the changes were made.



Q28. St Andrews is a designated bike route, and narrowing the road allowed additional space to create a parking-protected northbound mobility lane. When travelling northbound (uphill), has the parking-protected mobility lane made you feel more or less comfortable?

184 responses

Cyclists travelling uphill felt more comfortable (54%), compared to 31% who felt less comfortable. Additional comments indicated that those who were less comfortable didn't like being behind parked vehicles.



Tell us more about your experiences travelling northbound (uphill). Comments are organized into the following themes:

140 comments

- Improved safety and comfort: (39 comments)
- Poor visibility at intersections and laneways: (28 comments)
- Concerns about car doors opening: (18 comments)
- Confusion about the layout: (9 comments)
- Comparisons to other streets with better bike lane infrastructure: (6 comments)
- Positive changes for children and elderly cyclists: (5 comments)
- Reduced traffic speed: (4 comments)
- Suggestions for improvement: (6 comments)

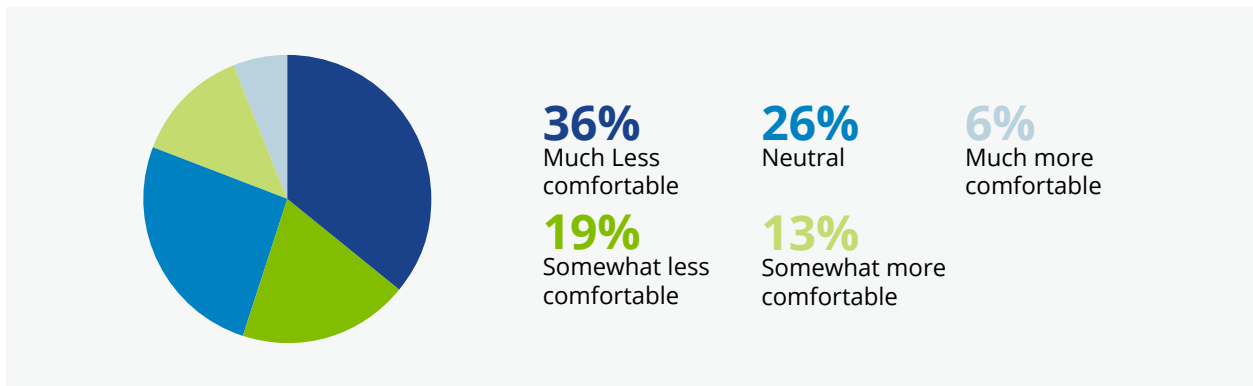
Overall Sentiment:

The majority of cyclists appreciate the increased safety and comfort provided by the new bike lane. However, concerns remain about visibility at intersections, risk of car doors opening, and confusion over street layout.

Q29. When travelling southbound (downhill), cyclists share the road with vehicles. Has the narrowed street design made you feel more or less comfortable?

180 responses

Cyclists travelling southbound feel a greater competition for road space and are feeling less comfortable when travelling downhill.



Tell us more about your experiences travelling southbound (downhill). Comments are organized into the following themes:

128 comments

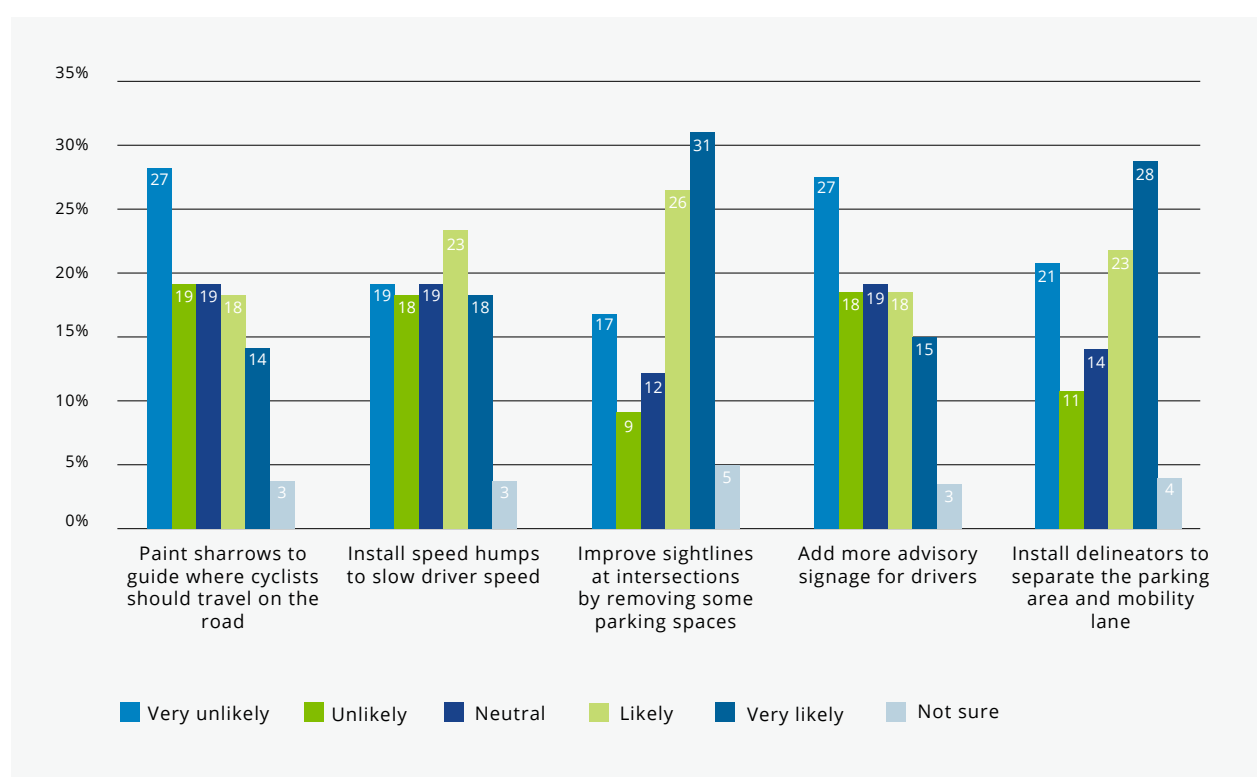
- Narrowed road and less space (24 comments)
- Safety concerns (21 comments)
- Requests for a dedicated bike lane (12 comments)
- Vehicles not yielding and passing close (9 comments)
- Feeling exposed and vulnerable (7 comments)
- Risk of being 'doored' (5 comments)
- Speeding cars (4 comments)
- Confusion about directions and usage (3 comments)
- Improved visibility/connectivity (3 comments)

Sentiment

- Negative: Majority of comments express negative sentiments regarding safety concerns, road narrowing, and interactions with drivers.
- Positive: A few comments mention appreciation for slower traffic and improved confidence on the road.

Q30. The following options are potential changes the City could make to help cyclists feel more comfortable travelling along St Andrews. How likely would these changes improve your sense of comfort?

Many cyclists felt that improving sightlines at intersections by removing some parking spaces would make them feel more comfortable. This is consistent with what pedestrians said, but inconsistent with drivers. Adding delineators to separate the parking and mobility lane was the next most popular option which aligns with what drivers said, because it's makes it easier for them to park. Guidance like additional signage for drivers or sharrowes were not options that cyclists felt would improve their comfort.



Q31. Do you have any other suggestions to help cyclists feel more comfortable on St Andrews? Responses included the following:

99 comments

- Physical protection and traffic calming measures (22 comments)
- Accessibility and safety concerns (15 comments)

- Removal or relocation of parking (13 comments)
- Widen the road or space for cars (8 comments)
- Revert to original design or alternative roads (7 comments)
- Southbound bicycle lane (6 comments)
- Less signage (6 comments)
- Separation between mobility lanes and car lanes to improve safety (5 comments)
- Requests for two-way separated bike lane (3 comments)
- Traffic calming devices or measures to slow cars (3 comments)

Overall Sentiment:

The majority of the comments express a desire for improved safety, accessibility, and comfort for cyclists through various means such as physical barriers, traffic calming measures, and changes to parking arrangements. Some comments suggest reverting to the original design or exploring alternative roads, while others emphasize the importance of aesthetics and minimal signage.

Q32. Is there anything else you'd like to share with us about St Andrews? Comments are organized into the following themes:

278 comments

Key Themes:

- Traffic and safety concerns (37 comments)
- Parking issues (18 comments)
- Bike lane opinions (16 comments)
- Requests for speed limits and traffic calming measures (16 comments)
- Support for changes (15 comments)
- Frustration with consultation and decision-making process (12 comments)
- Suggestions for improvements (11 comments)

Overall Sentiment:

Mixed. There is excitement and appreciation for efforts in reducing traffic and promoting bike safety, but many concerns remain about the new design's impact on safety, visibility, and road navigation. Respondents request improvements, or even a return to the previous street configuration, original design or exploring alternative roads, while others emphasize the importance of aesthetics and minimal signage.