

## Moving Guelph Forward

# Guelph Transportation Master Plan - Phase 2

## Determining Needs

Community Engagement Summary, January 2020

Guelph is growing and how we move around our city is changing. We're exploring transportation options to make our city move better in every way.

Over the next year, we will be exploring how new and evolving technology and travel services will shape the future of transportation in Guelph, and how to use our existing transportation services and infrastructure more efficiently.

### Phase 2 Overview

Phase 2 (Fall 2019) consisted of identifying issues and opportunities, calculating needs, and forecasting demand. For this phase of the project, the team collected input on issues and opportunities for the transportation system. The team also tested potential solutions through demonstration projects as a way to experiment with the types of changes we could see on our roads in the future. What we learned from this part of the process will help guide the ongoing Transportation Master Plan. We have been asking Guelph residents: **What are your transportation issues and what opportunities exist?** This report provides a summary of the most commonly heard comments and some bold ideas.



## Project At-A-Glance

The updated Transportation Master Plan will define how our transportation system will support the community as Guelph continues to grow. The update will look at transportation planning in Guelph beyond 2031. The main objectives are:

1. to ensure the new plan is consistent with current policies, including the Official Plan and other master plans that have been approved since 2005;
2. to recommend new policies and guidelines that reflect our community's vision and that balance mobility, environment and efficiency while prioritizing safety and access for all travellers; and
3. to explore how new and evolving technologies and travel services will shape the future of transportation in Guelph.

To do this, we need broad public and stakeholder help. We need to understand how you move about the community today and what will be important to you in the future.

## How We Engaged: Techniques & Results

For this phase of community engagement, we used a variety of techniques to reach a diversity of Guelph stakeholders. Our objective was to work with the community to explore the specific challenges of the City's existing transportation system, and to identify opportunities that should be considered for Guelph's future.

### Online engagement tools

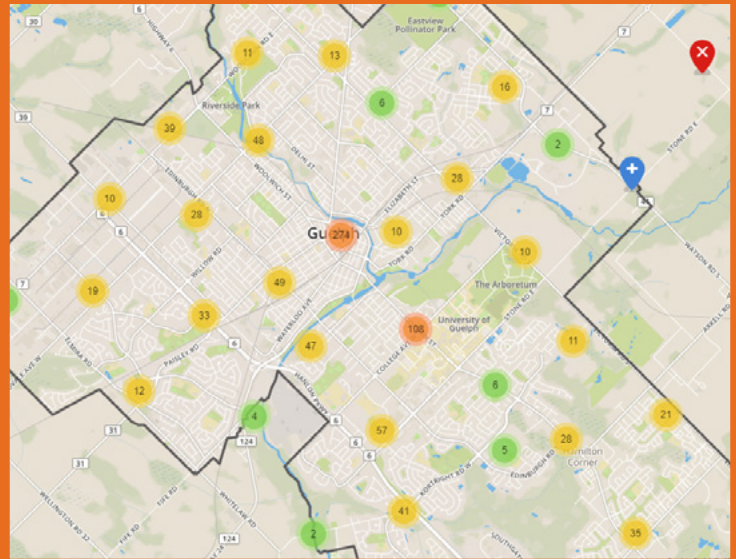
NEARLY  
**3,000**



**Submissions** online at  
[www.HaveYourSay.Guelph.ca](http://www.HaveYourSay.Guelph.ca)



Including an **interactive map** to track issues and opportunities, which received over 1,000 comments



## Demonstration Projects



### Bus-only lane

1,400 online comments



### Protected bike lane

309 online comments

Demonstration projects are a way to physically engage people in temporary concepts to test ideas and potential solutions.

## Stakeholder meetings

with the **Downtown Advisory Committee, Guelph Chamber of Commerce** members, **Accessibility Advisory Committee, Linamar truck drivers, Transit Action Alliance of Guelph, Evergreen Seniors Centre** and with **Grade 5 students** during Local Government Week to gather feedback on **current issues and potential solutions.**

## How We Engaged



**Social Media used  
to spread awareness**

### #MovingGuelphForward

24 tweets generating almost  
**1,200** likes, retweets and clicks

5 Facebook posts generating more than  
**320** likes, comments and clicks

1 video generating more than  
**340** views

## 4 email newsletters



Sent to almost

**1,200**  
recipients

**Notifications published  
in the Guelph Mercury  
Tribune**



## Project Email



**for direct  
communication  
with residents**

## Complete Streets workshop with Guelph City Council



- Evergreen Seniors Community Centre
- Guelph Farmer's Market
- Brant Ave Summer BBQ
- John Galt Day
- Multicultural Festival
- Zero Waste Festival
- Green Drinks Guelph
- Councillor James Gordon's Breezy Breakfast morning presentation
- Greater Kitchener Waterloo Chamber of Commerce Business Expo



**Pop-up engagements at  
events and in public**

## Pop-up Protected Bike Lane

### How it worked

A temporary barrier was used to create a two-way protected bike lane on Woolwich Street between Macdonell Street and Wyndham Street from September 13 to September 20, 2019.

### Why we did it

The Woolwich Street two-way protected bike lane was a temporary demonstration of how the City may achieve complete streets in existing roadways, by replacing one lane used for parking with facilities to accommodate cyclists (currently absent from the road design).

### How we engaged

- 309 online comments
- Multiple survey teams at different times and days along Woolwich to survey all road users and discuss the project
- 930 trips by bike were recorded during the pop-up protected bike lane demonstration
- Created a 360 degree before and after video and posted to YouTube for residents who were unable to visit the project in-person

### What we heard

The majority of feedback on the pop-up protected bike lane was received from participants that experienced the demonstration project as a person driving a car. These participants largely expressed **concerns over losing parking spaces and areas for passenger drop-off and pick-up**. This was also mentioned as an accessibility concern for those with mobility issues. The majority of participants that experienced the project as a **cyclist felt that the bike lanes made them feel safe, and that it encouraged cycling**. Overall, there was some confusion around the rules, and how cars should interact with the protected bike lane for parking, drop-off/pick-up, and deliveries along the route. Some cyclists felt that additional measures, such as consideration for safer intersection design, are needed in addition to protected bike lanes. **During the pop-up protected bike lane demonstration, there was a significant increase in the number of bicycle trips take along the route.**

### Improves Safety

- The pop-up protected bike lanes made cyclists feel safe
- The bike lanes helped calm traffic and made walking on the street more enjoyable
- Drivers felt secure knowing cyclists were separate and protected

- Some were in support of removing parking spaces for protected bike lanes

### Takes Away Space for Cars

- Some participants did not want parking spaces removed by protected bike lanes
- Some participants also felt that traffic congestion was worsened by the project

- Consider snow removal in bike lanes to further promote cycling
- It was difficult to do drop-off and pick-ups along the route, which is an accessibility concern
- Protected bike lanes should be installed where they are most needed and as part of a connected network

"Not having to worry about a cyclist accidentally swerving into traffic makes the drive along the pop-up bike lane so much less worrisome."

"The [bike lane] eliminated parking spots which are sorely needed downtown. I am for bike lanes but not at the expense of needed parking."

"This bike lane clearly limits parking for those with limited mobility..."

### Promotes Cycling

- The bike lanes encouraged more people to cycle on this street
- Helped cyclists travel efficiently

"I have never felt this safe in my life biking in Guelph."

### Other things need to be considered

- More education is needed on how to use the bike lanes
- Improve the signage and make the rules clear

### More Protected Bike Lanes Are Needed

Some respondents identified other areas of the city that would benefit from protected bike lanes, such as:

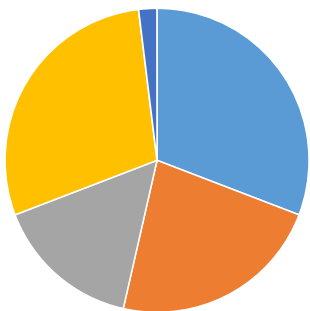
- Gordon Street
- Edinburgh Road
- Speedvale Avenue
- Wyndham Street

## Online Survey Results - Pop-up Protected Bike Lane

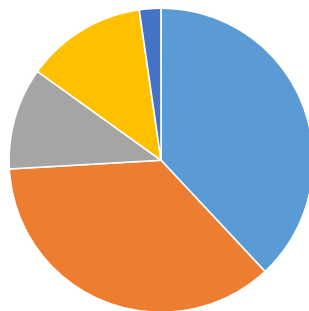
### What we heard

Using the online survey tool and by directly surveying cyclists and other road users in-person along the route, we gathered feedback on design of the temporary pop-up protected bike lane, and what people liked and disliked about the demonstration project. Below is a summary of the survey responses.

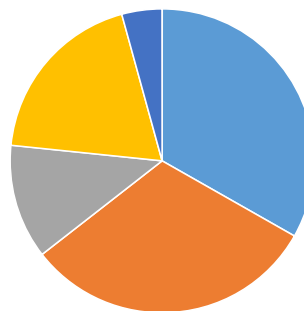
**This project meets the needs of all road users: drivers, cyclists, pedestrians, and transit users.**



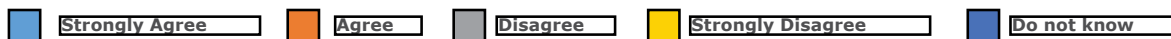
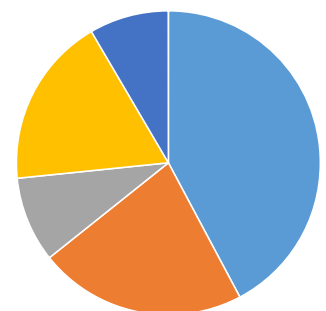
**This project makes it clear where each road user is expected to travel.**



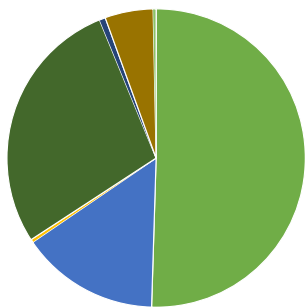
**This road design feels safe to use.**



**This type of a road design can work in other parts of the city.**



**How did you experience this demonstration project?**



- As a person driving a car
- As a person walking
- As a person taking transit
- As a person riding a bike
- As a person using a mobility device
- Other
- 360 degree video posted on YouTube



## Temporary Bus-Only Lane

### How it worked

We added a bus-only lane northbound on Gordon Street between Kortright Road and South Ring Road for 5 days from October 19 to 23, 2019.

### Why we did it

The temporary bus-only lane was used to test transit priority measures as part of exploring the Community Plan vision of “transit is a priority”. **It was a way to reimagine and experiment with the types of changes we could see on our roads in the future.** The temporary bus lane demonstrated one potential concept to **balance the needs of all road users more equitably, safely, sustainably, and affordably.**

### How we engaged

- **Almost 1,200** responses to the survey
- **11** Guelph Transit Bus Drivers on this route surveyed
- **2** Focus Group meetings with members of the public who experienced the temporary bus-only lane

### What we heard

The majority of feedback on the temporary bus-only lane was received from participants that experienced the demonstration project as a person driving a car. Many of these participants expressed **concerns over traffic and safety, and the need for greater clarity.** A number of participants that cycled the route also had concerns about safety, observing that there was insufficient space for buses to pass cyclists comfortably. Participants that experienced the project as a person taking transit largely felt the project prioritized them and that the **buses ran smoothly and on schedule.** Overall, many participants questioned the rationale and need for the project. Through this short demonstration project, there were no significant changes in bus ridership numbers or bus speeds; however, a number of vehicle drivers reported increased traffic congestion and reduced vehicle speeds during peak travel times.

#### Traffic & Congestion

- The temporary bus-only lane caused traffic congestion with the reduced lane

#### Safety Concerns

- **“Traffic anywhere in Guelph is congested enough as it is without taking lanes away.”**
- Visibility for turning was reduced
- There was insufficient space with the bike lane and bus lane for buses to pass cyclists safely
- Buses were traveling at a faster speed than traffic, which made turning or entering/exiting businesses and residences feel dangerous for many drivers

**“... I’m all about coming up with forward thinking transit but this does not work and is confusing...”**

#### Signage & Navigation

- Turning right across the bus lane was confusing and difficult
- Improve signage, education, and instructions on how to use the bus-only lane

#### Improved Transit

- The temporary bus-only lane gave priority to transit
- The bus did not get stuck in traffic and stayed on schedule
- It was especially convenient for students
- Cars did not get stuck behind buses
- Transit service should be improved in conjunction with this project

**“The lanes prioritize the transit lines which is incredibly useful for someone whose main method of transportation is the bus system.”**

#### Focus Group Results

- The bus moved faster during this time and did not block cars
- Speeding vehicles and safety was a concern
- Transit service should be improved in conjunction with the project
- Need increased density to support better transit service

#### Transit Operator Survey Results

- Kept buses moving
- Made the transit system feel like a priority
- Improved experience driving the bus with less interactions with traffic

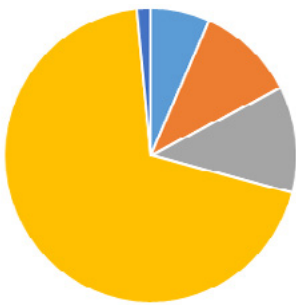
**“The design greatly improved the service provided to users and made it easier to drive [as a transit operator].”**

## Online Survey Results - Temporary Bus-only Lane

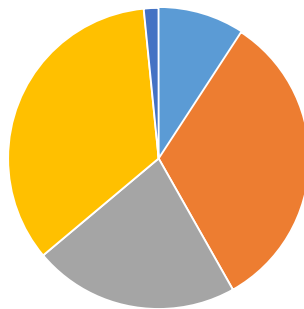
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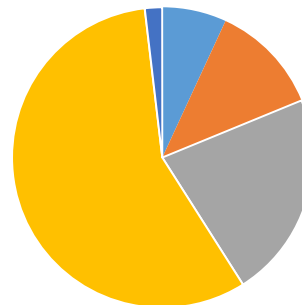
**This project meets the basic needs of all road users: drivers, cyclists, pedestrians, and transit users.**



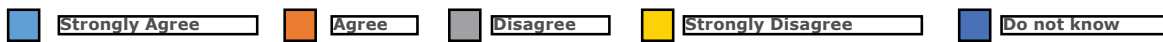
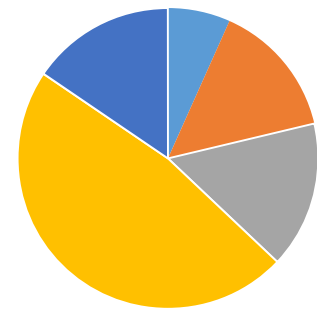
**This project makes it clear where each road user is expected to travel.**



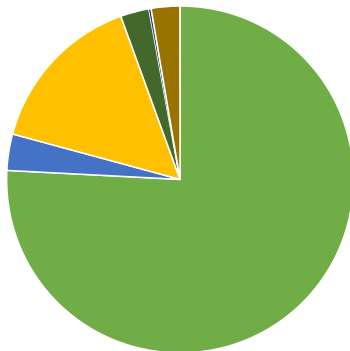
**This road design feels safe to use.**



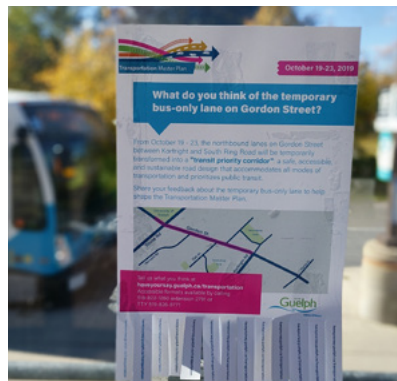
**This type of a road design can work in other parts of the city.**



**How did you experience this demonstration project?**



- As a person driving a car
- As a person walking
- As a person taking transit
- As a person riding a bike
- As a person using a mobility device
- Other



## Local Government Week - Grade 5 Student Feedback

We collected feedback on transportation in Guelph from local Grade 5 students on what is working well and what can be improved.

### What we heard

#### What is working well

- Trails are safe and fun to use
- Kids like to walk, bike, and scooter places

#### What can be improved

- Improve safety at road crossings
- Ensure snow and ice are cleared from sidewalks and roads

- Add protected bike lanes to make biking safe
- Wider sidewalks
- Improve safety on buses by adding patrols
- Improve transit with more bus stops, more bus times, and more bus shelters
- Add sidewalks on roads that do not have any

- Add pedestrian crossings to busy streets
- More electric vehicles and electric vehicle charging stations
- Provide an affordable bike share service "so people under the poverty line can afford to get around"

## Downtown Advisory Committee

We asked the Downtown Advisory Committee, "What are all of your key transportation priorities we need to plan for in our downtown over the next 20 years?"

### What we heard

#### Plan for parking

- Make it easy and convenient to park downtown
- Consider adding EV charging stations
- Ensure parking pricing is consistent across the city
- Ensure there is adequate parking

#### Support multi-modal transportation needs:

- Ensure residential roads are safe for all users
- Support diverse transportation needs
- Build for mode share

#### Improve Transit

- Ensure there is free and adequate parking for GO Train users
- Consider first and last mile options
- Improve local transit connections to GO Transit
- Add Presto card integration
- Make transit more convenient to use
- Make transit more comfortable with shelters and benches
- Improve the perception of transit, make it the norm
- Increase the frequency of buses

- Ensure bus schedules meet the needs of people with smart bus routes based on demand
- Improve transit access to employment areas

#### Pedestrian friendly for all

- Make streets friendly for children and seniors
- Clear snow and ice from sidewalks
- Use pedestrian refuge islands to make it easier to cross the street

#### Encourage Cycling

- Protected and maintained bike lanes
- Bike parking



## Complete Streets Workshop with City Council

On December 11<sup>th</sup> 2019 we engaged Guelph City Council in a workshop on complete streets to educate them about the concept, answer their questions, and gather feedback. **Complete streets are streets that are designed to be safe for everyone: people who walk, cycle, take transit, or drive, and people of all ages and abilities.**

We asked council to answer “**What excites you about a complete streets approach?**” and “**What concerns you about a complete streets approach?**”. The December 11 Council Workshop materials and video can be viewed at <https://guelph.ca/city-hall/mayor-and-council/city-council/agendas-and-minutes/council-meetings/>

### What we heard

#### What is exciting about the complete streets approach

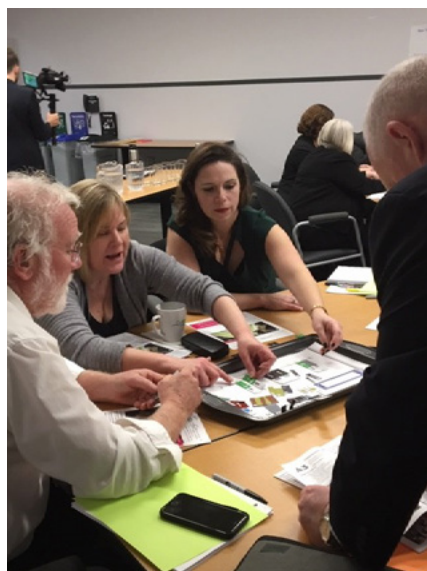
- Quieter streets & neighbourhoods
- Safe for all
- More equity with diverse transport modes
- Aesthetic improvements for streets and the public realm
- Supports efficient & multi-modal travel
- Safe cycling options that put vehicles, cyclists, and pedestrians in separate lanes

#### What concerns need to be considered

- Moving towards complete streets will require changing behaviours over time
- Efficient movement of goods
- Cost of infrastructure
- Snow removal for bikes and pedestrian paths
- Adaptability of transportation infrastructure
- Convenience of travel
- Parking
- Traffic law enforcement
- Funding for transit
- Traffic flow and traffic volumes

#### What questions need to be answered

- How can we prepare for the future and the different modes of transportation that will be introduced?
- How will the TMP integrate with other plans?
- How will the TMP be funded?
- How can we design for adaptability?
- How can we design interconnected neighbourhoods?



## What we heard - the issues and opportunities

Feedback received from the public and key stakeholders can be categorized into a number of overarching themes related to Overall, feedback received from the community and key stakeholders throughout Phase 2 can be categorized into the following overarching themes: **A Vision for the Future, Accessibility & Equity, Promote & Enhance Cycling, Safer Streets, Maintain the Trails, A Better Transit System, Efficient Roads & Traffic Flow, Planning for the Future, and Bold Ideas.** These themes will inform the development of Phase 3: Preferred Solutions, which will consider what the future of transportation will look like in Guelph.

The feedback summary below highlights the wide range of diverse opinions that were received in person and online during this phase of community engagement. Throughout engagement, important feedback was received about maintenance and operational issues that may need to be addressed in the nearer term.

### A Vision for the Future

Aspirations for the future of transportation.

- Transit should be easy and convenient, safe, comfortable, reliable, affordable, and accessible
- Cycling should be safe and connected to amenities and services
- More education is needed around cycling safety / etiquette to improve safety and promote cycling
- Trails are a safe and convenient way to cycle around the city and should be maintained and expanded
- The pedestrian environment should be enjoyable and safe to walk or use
- Neighbourhoods should contain amenities within walking distance
- Invest more in public transit and active transportation planning

### Equity & Accessibility

- Clear ice and snow from sidewalks in a timely manner
- Ensure at-grade rail crossings are safe and accessible for all users to cross
- Ensure trail entrances are accessible for all users
- Ensure parks, community amenities, transit stops and hubs are accessible

- Ensure trails are maintained and free of obstacles
- Wider sidewalks needed for safely and efficiently traveling with a mobility device

**"Curb cuts to trails important for wheelchair accessibility."**

- Reduce transit prices for people with impaired vision

### Promote & Enhance Cycling

- Improve existing bike lanes with better wayfinding and clearer markings

**"No winter maintenance on sidewalks makes it difficult for walking. I often had to push my stroller down the road because I couldn't use the sidewalks."**

- More bike lanes are needed in the downtown core, and along main transportation routes
- Improve cyclist safety with protected bike lanes
- Improve intersection design to make left-turns more comfortable for cyclists
- Ensure bike lanes are connected to create a city-wide grid

**"Safe and spacious bike lanes for families to bike..."**

- Ensure bike lanes don't suddenly end
- More bike parking is needed
- Ensure community amenities, employment areas, and retail and services can be safely accessed by bike
- Add public bike repair stations throughout the bike network

**"A protected intersection, similar to Stone, would be helpful to protect cyclist and pedestrian safety. Left turns are a nightmare."**

- Clear snow and ice from bike lanes in a timely manner
- Hills can be difficult to cycle, consider bike routes on flatter areas of the city

**"More bike parking downtown."**

- Ensure bike lanes are connected for a minimum grid across city
- Implement a Bike Share for Guelph

**"Need better connectivity between bike lanes."**

**"It's frustrating when bike lanes end in the middle of the road."**

## What we heard - the issues and opportunities

### Safer Streets

- Sidewalks and pedestrian crossings are needed in many locations throughout the city especially to connect to bus stops, employment areas, and community amenities
- Add pedestrian refuge islands to wide intersections
- Use landscaping to create a safe and welcoming pedestrian environment along sidewalks

**"Many of the main roads... don't allow a very long time for pedestrians to cross."**

- Use protected bike lanes as a method of traffic calming
- Improve pedestrian safety around Central Station
- Ensure bus stops have shelters with signs, route information and lighting
- Implement Traffic Calming measures on residential streets and in the downtown core to reduce vehicle speeds
- The pedestrian environment should be enjoyable and safe to walk or use
- Consider no right turns on reds for some intersections"

**"There are some intersections that seem very dangerous as a pedestrian."**

### Maintain the Trails

- Improve trail accessibility with signage and wayfinding
- Improve trail accessibility with curb cuts

**"Disconnected trails... makes use more challenging, causes cyclists to make awkward/ risky choices."**

- Connect trails to protected bike lanes to make them easy and safe to access
- Connect trails to each other for a seamless route throughout the city
- Ensure trails have safe and convenient crossings where they intersect with roads and sidewalks
- Improve trail crossing on Eramosa at Woolwich

**"Pedestrian/Cycling crossing at this trail intersection [on Eramosa at Woolwich] would make this much safer and easier to use without biking up the hill to the traffic lights."**

### A Better Transit System

- Increase bus service during rush hour
- Ensure buses are on schedule
- Ensure bus schedules are consistent

**"Service should be longer. The work week has changed and is no longer Monday-Friday, 9-5."**

- If bus routes are changed or modified, ensure adequate notice and communication is provided
- Improve transit schedules and routes to community amenities, retail and services
- Improve customer service on transit
- Improve transit schedules and routes to employment areas
- Improve transit to neighbourhoods where transit options are limited

**"Better transit to... industrial/ employment areas needed."**

- Make it easier to find bus schedule and route information
- Align bus schedules to shift times in industrial employment areas
- Improve wayfinding at Guelph Central Station and at the University of Guelph

**"The bus needs to come faster for people to get to their work on time."**

- Improve transit from surrounding communities to downtown, including direct routes with no transfers
- Overcrowding is an issue for buses that travel to the University of Guelph

**"The Guelph Central Station is in desperate need of something to make it a safer place/more desirable to use/ walk through."**

## What we heard - the issues and opportunities

- Make Guelph Central Station more welcoming with food options
- Shorter distance between bus stops is needed
- Increase parking at GO Central Station

**"Need to better connect Guelph Transit schedules to Go Train schedules."**

- Ensure Central Station is safe
- Increase GO Service to Toronto
- Increase bus service to areas beyond the downtown core
- Improve service on weekends, with bus routes that are earlier and later
- Ensure retail, services and community amenities are accessible by transit
- Improve regional transit connections
- Better integration of Guelph transit with GO Transit

### Efficient Roads & Traffic Flow

- Ensure road design and wayfinding is clear
- Improve visibility at intersections
- Remove traffic lights from Hanlon Expressway

**"The Hanlon needs to be converted to a proper highway with on/off ramps."**

- Do not add more traffic lights to Victoria Road
- Consider grade separations at rail-way crossings

- Improve traffic flow with roundabouts
- Reduce diagonal parking downtown

**"Signals leave a lot to be desired. Not synchronized; inconsistencies in where advanced or not."**

- Ensure parked cars do not block traffic flow
- Improve traffic flow with left turning lanes or advanced arrows
- Improve traffic flow with right turning arrows
- Improve traffic light timing

**"More roundabouts, fewer red lights."**

- Address congestion, noise and safety issues caused by trains blocking the road in the Junction neighbourhood

### Planning for the Future

- Create Active Transportation Plans for new residential developments

**"There are lots of seniors living in new apartments... who will need to be considered when planning for mobility."**

- Create comprehensive traffic plans for new developments

**"Comprehensive active transportation plan for Clair/ Maltby."**

- Reduce parking requirements for new developments on transit routes
- Keep parking affordable downtown
- Create transit hubs on the north and south ends of Guelph
- Ensure neighbourhoods contain amenities within walking distance to promote active transportation
- Add more electric vehicle charging stations

### Bold Ideas

A few ideas mentioned that set a bold vision for the future of transportation in Guelph

- Implement Transit Priority Measures to reduce transit delays, considering Gordon Street for a transit corridor or other form of rapid transit

**"Transit Priority Measures would help make buses run on time, be more frequent, and give riders a chance to actually get on the bus."**

- Make downtown less car-centric and add more space for people
- Create Car Free Zones in the downtown core to promote walking and cycling, and create space for cultural programming

**"Make downtown car-free - even if it's for a day, weekend, etc."**

- Move away from reliance on fossil fuels and promote other forms of transportation
- Make transit free