

# Engagement summary

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## Route 19 Extension Routing Engagement

### Summary of findings

After hosting an engagement survey on Have Your Say, in-person engagement sessions, and reviewing customer service feedback, Woodland Glen Drive has been selected for the extension of Route 19 Hanlon Creek to Stone Road Mall.

We are hosting two in-person engagement sessions in early April 2023 to discuss potential bus stop locations and to answer questions from the community.

### What we did

The Guelph Transit Future Ready Action Plan (GTFRAP) – Guelph Transit’s 10-year route plan – outlines that Route 19 Hanlon Creek is to be extended from the Hanlon Creek Business Park to Stone Road Mall in 2023, with the exact routing to be determined by community engagement. The GTFRAP community engagement results from 2021 identified Woodland Glen Drive as a potential roadway to consider as we extend the route to Stone Road Mall. The alternate option of using the Hanlon Expressway was also added to the final list of routing options.

From January 10 to January 27, 2023, an engagement survey began on Have Your Say Guelph asking for input on which path the Route 19 Hanlon Creek extension should take. The survey also gathered feedback on potential bus stop locations along the entire route extension.

During this timeframe, two in-person engagement sessions were held at the Scottsdale Public Library (one day-time session and one night-time session) to discuss options with the public and field any questions. There were 15 attendees that came to the engagement sessions, and their feedback was included in the key theme analysis. Paper surveys were available at the engagement session, along with a QR code linking to the Have Your Say digital survey. A digital survey QR code and paper survey copies were also available at the YMCA on Woodland Glen Drive, where three paper survey copies were completed.

### What we heard

Through the engagement, 133 individuals completed surveys providing feedback on their preferred routing for the Route 19 Hanlon Creek extension. Out of the 133 surveys, 45 per cent of respondents said that Woodland Glen Drive would be their preferred routing to Stone Road Mall; 50 per cent of respondents said that the Hanlon Expressway would be their preferred routing option; and the remaining five per cent was split between “I’m unsure” and “I have no preference”.

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The survey results exhibited two key themes when it came to preferred route options:

- Accessibility and Equity
- Safety

## Accessibility and Equity

The 45 per cent of respondents that preferred the routing option via Woodland Glen Drive shared that by adding this service it would provide:

- Shorter walking distances for existing users
- Additional route options
- More connections to other routes
- New service to underserved areas
- Better access to desired locations

## Safety

The 50 per cent of respondents that preferred the routing option via the Hanlon Expressway shared that by adding this service to Woodland Glen Drive it could lead to:

- Traffic congestion
- Speeding
- Issues navigating parked vehicles
- Blocking driveway access

During the engagement period, over 700 individuals visited the Have Your Say engagement page to gather more information on the proposed changes.

## What we are doing

Before finalizing the Woodland Glen Drive routing, Guelph Transit spoke with the Transportation department about the survey results and the impacts of adding service onto the roadway. When the planned route is implemented on Woodland Glen Drive there is potential for:

- Route 19 monitoring to assess passenger loads and demand to ensure the service is meeting community needs.
- “Please Slow Down” signs will be available by request from the Traffic department for residents to place on their lawns. Residents can contact Traffic to request a sign by emailing [traffic@guelph.ca](mailto:traffic@guelph.ca).
- A radar board to monitor speed that can be requested by Woodland Glen Drive residents. Guelph Transit will look to coordinate with Transportation to align the installation of a radar board with route extension implementation dates.
- Woodland Glen Drive is now on the list for future traffic calming measures. While traffic calming measures would not be employed during the initial route introduction due to other priorities in Guelph, they can be expected to begin in approximately 3-5 years.

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Analysis of the final route selection included discussions and considerations of survey results, information session feedback, emails, phone calls and a submitted petition. Emails, phone calls and the submitted petition were included in the theme analysis (Accessibility and Equity, and Safety); however, the survey results were used as a primary focus for the findings and analysis due to the high likelihood of duplication between the other methods and survey responses.

Guelph Transit will move forward with the routing for the Route 19 Hanlon Creek extension via Woodland Glen Drive. Two future engagement sessions will be hosted by Guelph Transit to discuss bus stop locations along Woodland Glen Drive and Stone Road West.

## **What we are not doing**

Thanks to public feedback, traffic calming measures are planned for implementation on Woodland Glen Drive in approximately 3-5 years. The possibility for speeding up this timeline is low based on the current project list identified by the Transportation department. The needs of Transit and the demand on this roadway have been outlined to the Transportation department, with the intention of tracking impacts to traffic once the route is implemented. Transportation has also offered to have road safety discussions with interested individuals. Residents can contact Traffic with traffic-related inquiries by emailing [traffic@guelph.ca](mailto:traffic@guelph.ca).

## **Next Steps**

The in-person engagement sessions held previously were to determine the routing options and have now been completed. Guelph Transit will move forward with the routing via Woodland Glen Drive determined from the first round of engagement sessions. The two upcoming in-person engagement sessions are intended to field questions on the bus stop locations and to discuss the first-round engagement results. Watch for date and location announcements leading into April 2023.