



Calgary



2022 Mobility Citizens' View Panel Roads Survey

Final Report

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Background and Methodology	03
Key Findings	04
Detailed Findings	07
Demographics	34
Questionnaire	36

Background

Mobility is a new business unit that falls under the Operational Services (OS) department. This business unit includes functions and resources previously under the Roads business unit. Mobility provides safe, effective, and well-maintained systems for all who walk, wheel, drive, or ride and are committed to keeping Calgarians moving through excellent service, innovation, sustainability, and environmental sensitivity.

In this survey Mobility aims to understand Calgarians' perceptions and expectations of, and satisfaction with, a small number of service elements related to roadways in the city.

Methodology

An online survey was conducted with Citizens' View panelists. Citizens' View is an online panel that encourages citizens to participate in shaping City of Calgary programs and services through surveys, discussions, and engagement activities.

On October 5, 2022, the survey was sent out to 2,710 panelists. A total of 1,191 (44% of the outgo) panelists completed the survey by October 14, 2022.

The following findings are not considered statistically representative of all Calgarians. The work is exploratory as a result of the make up of panelists currently on the Citizens' View panel. The results should be regarded as directional and should not be projected to the larger population without research with a representative sample of citizens.

Most respondents use roadways and sidewalks at least weekly

- Almost all respondents (92%) drive a vehicle at least weekly, with more than two-fifths (43%) driving either six (6) or seven (7) days a week.
- Similarly, almost all respondents (87%) walk or wheelchair on sidewalks at least weekly.
- Fewer, but still a majority (62%) use pathways at least weekly.
- About one-in-five respondents ride a bicycle at least weekly on different kinds of transportation infrastructure (19% on roads, 19% on pathways, 15% on dedicated cycle tracks or bike lanes).

Overall, respondents are satisfied with most aspects of The City's operation and management of roadways, sidewalks, and pathways

- Overall, two-thirds (65%) are satisfied with the overall operation and management of roadways, sidewalks, and pathways.
- Similarly, about two-thirds are satisfied with the condition of pathways (73%), sidewalks (70%), and roadways (62%).
- Fewer are satisfied with the condition of bike lanes (43%) although there is a large number of respondents (45%) who indicate the condition of bike lanes are not applicable to them.
- Satisfaction with neighborhood pathways (73%), sidewalks (71%), and roadways (71%) are also high.

Opportunities for improvement mentioned across roads, sidewalks, and pathways all include the repair of potholes, cracks, and uneven or broken surfaces

- The most commonly mentioned area for improvement of roadways is the repair of potholes and cracked or uneven pavement (24%).
- The top two areas indicated for improvement of sidewalks are the repair of uneven or sloped areas (17%) and cracked or crumbling sidewalks (12%).
- Snow clearing (6%) and cracked or crumbling surfaces including areas pushed up by tree roots (6%) are the top areas noted for pathways. There are also mentions (5%) of issues with mixed-use such as e-bikes, bikes, scooters, and pedestrians sharing the pathways.
- Respondents are split between indicating The City should get rid of or reduce the number of bike lanes (9%) and add more or increase the number of bike lanes (6%).

Attitudes around the condition and management of roadways are mostly positive

- During the non-winter months, a large majority indicate they can use their preferred mode of transportation (91%), there is good visibility (89%), they can get around safely (87%) and easily (82%), and that their travel time is reasonable (85%).
- Even during the months when there is snow, most panelists are positive about the roadways in Calgary. A majority indicate they can use their preferred mode of transportation (85%), there is good visibility (78%), they can get around safely (75%) and easily (72%), and that their travel time is reasonable (70%).

Snow and ice control, pothole repair, and the timing of traffic lights are indicated as the top three most important aspects of roadways in Calgary

- When asked to select the top three most important elements or activities associated with the operation and maintenance of roadways in Calgary, respondents indicated the level of snow and ice control (53%), roadways are free of potholes (39%), and the timing of traffic signals (38%) were the most important.

The time it takes potholes to be repaired is the aspect of roads respondents are the least satisfied with, both in their neighbourhoods and on major roads

- Less than half are satisfied with the time it takes potholes to be repaired in their neighbourhood (41%) and on main roads (47%).
- The condition of road signs and traffic signs are the aspects of roads respondents are most satisfied with, both in their neighbourhood (90% traffic signs and 86% road signs) and on main roads (88% traffic signs and 84% road signs).
- More than half are satisfied with snow and ice control in their neighbourhood (57%) and on main roads (69%).

Almost half of respondents indicate the commute they make most frequently, not including to and from work, takes under 20 minutes

- Just under half (47%) report the commute they make most frequently, not including to and from work, takes under 20 minutes.
- More than half (51%) of respondents indicate they do not have a commute to work.

Crowchild Trail, Glenmore Trail, and Macleod Trail are the most frequently used roadways among panelists

- Crowchild Trail (52%), Glenmore Trail (49%), and Macleod Trail (48%) are the three most used roadways among panelists, with each used by about half at least weekly.
- 14th Street SW (32%) and 16th Ave (32%) are travelled at least weekly by about one-third of panelists. Blackfoot Trail (27%), Anderson Road (26%), McKnight Boulevard (26%), and Shaganappi Trail (24%) are all used at least weekly by about one-quarter.
- The least used roadways tested included Peigan Trail (6%), 17th Ave SE (13%), and 52nd Street (16%) which were all used at least weekly by less than one-in-five panelists.

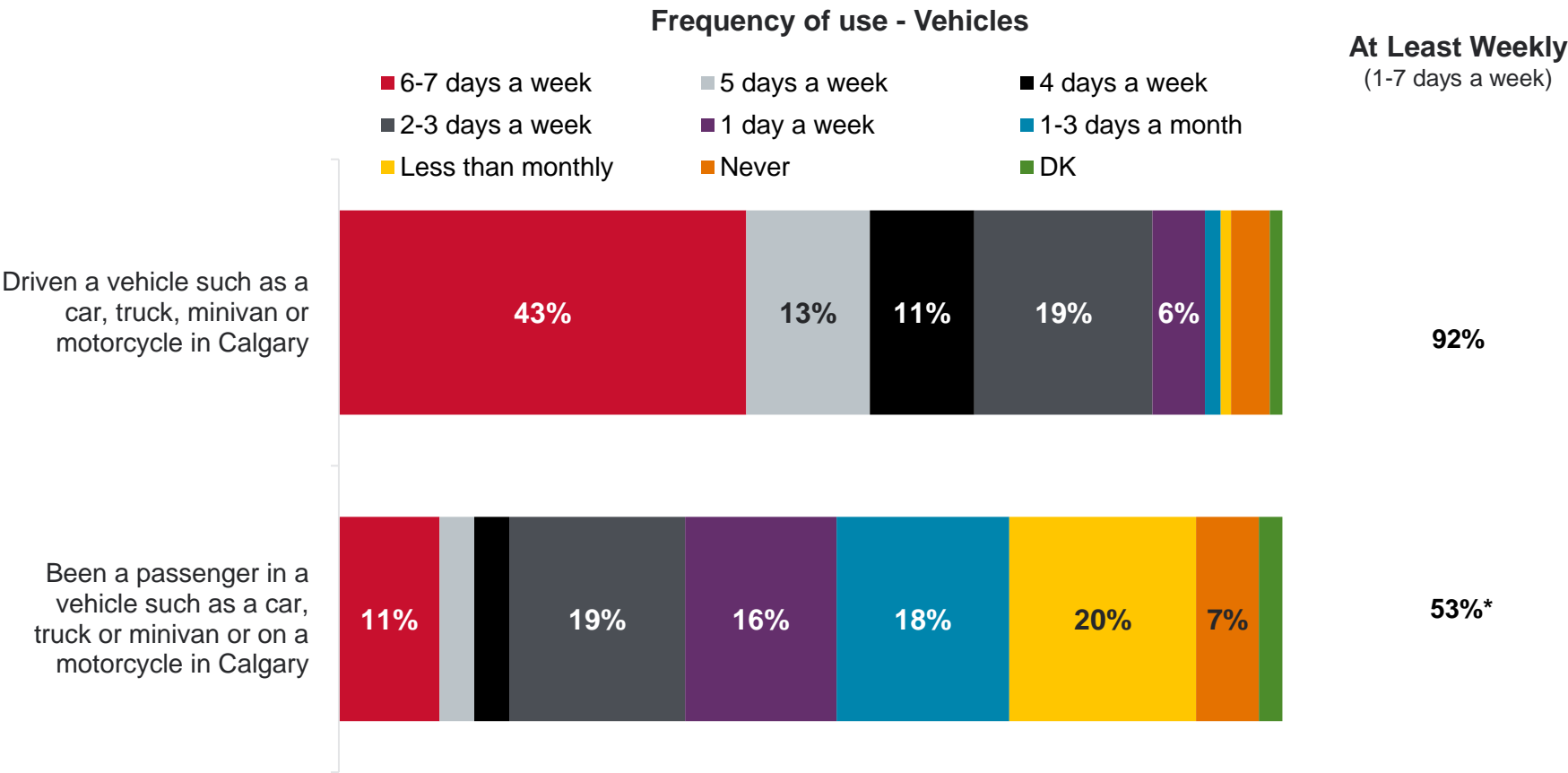
When asked to rate the acceptability of levels of service for different scenarios, respondents found the two slowest levels of service for each scenario unacceptable

- Almost all indicate it is unacceptable for pothole repair to take seven months (86%) or five months (91%), and slightly less report it is unacceptable to take three months (77%).
- Although more than two-thirds report that seven days (68%) or five days (73%) is an unacceptable timeframe to address snow and ice buildup in their neighborhood, a majority report that three days (60%) is acceptable.
- One month is seen as an acceptable timeframe to repair a streetlight by about half (47%) of respondents. Three months (75%) and two months (81%) are both indicated as unacceptable.
- Similarly, three months (80%) and two months (84%) are reported as an unacceptable timeframe to repair a parking sign that has been knocked down. Just under one-half (44%) report that one month is acceptable.



Frequency of Use - Vehicles

Almost all respondents (92%) drive a vehicle at least weekly, with more than two-fifths (43%) driving six or seven days a week. Fewer, but still a majority (53%), have been a passenger in a vehicle at least weekly in the past twelve months.



The City of Calgary operates and maintains the transportation network which includes roadways, sidewalks, and pathways to connect places and allow for the movement of people, goods and services throughout Calgary. Thinking about the last twelve months, please indicate how often you have typically done each of the following.

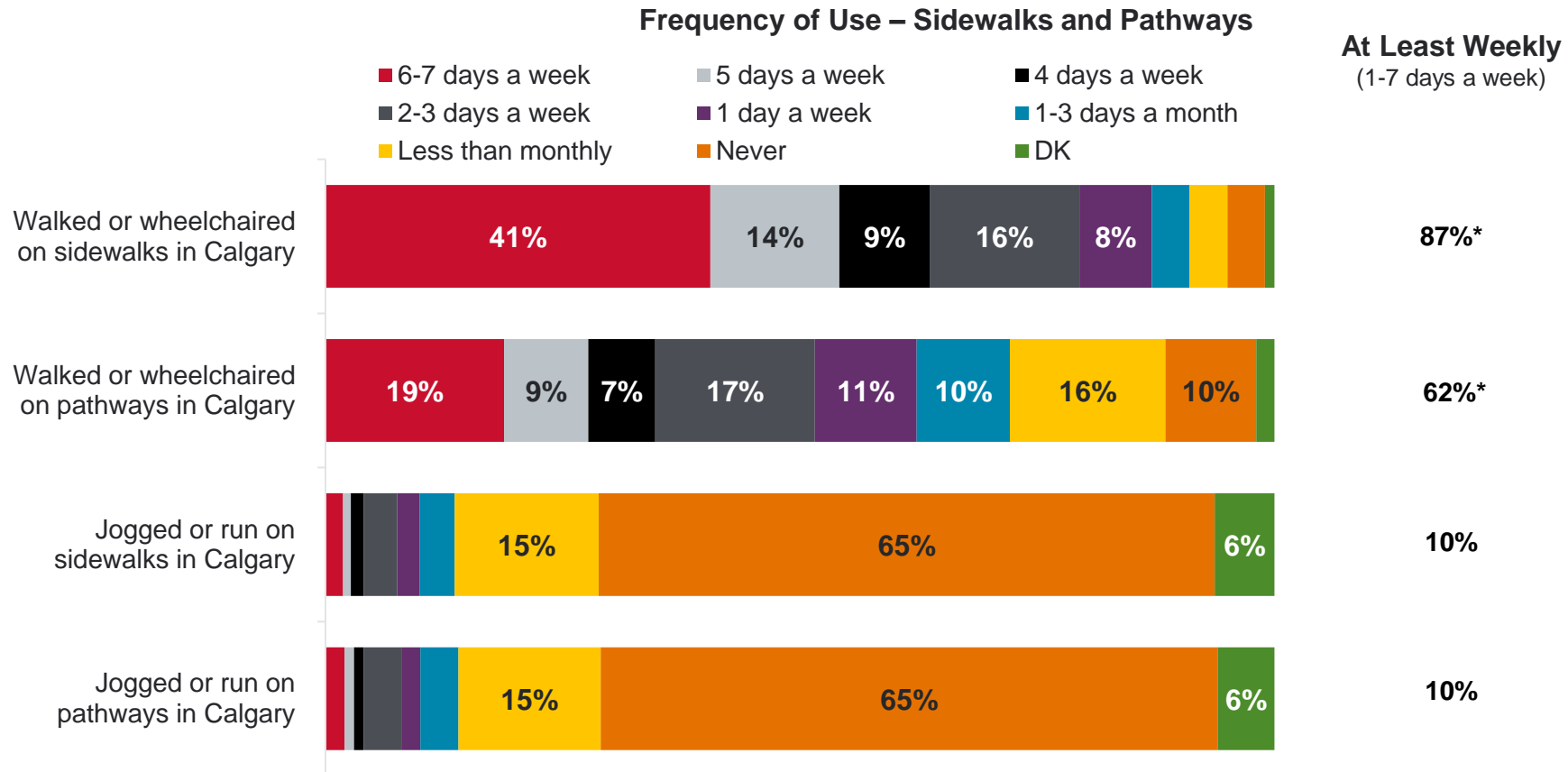
Base: All respondents (n=1,191)

*Rounding

Data labels <5% are not shown

Frequency of Use – Sidewalks and Pathways

A large majority (87%) of panelists have walked or wheelchaired on sidewalks in Calgary at least once a week in the past twelve months and almost two-thirds (62%) use a pathway at least weekly to walk or wheelchair. Only one-in-ten panelists jog or run on either sidewalks (10%) or pathways (10%).



The City of Calgary operates and maintains the transportation network which includes roadways, sidewalks, and pathways to connect places and allow for the movement of people, goods and services throughout Calgary. Thinking about the last twelve months, please indicate how often you have typically done each of the following.

Base: All respondents (n=1,191)

*Rounding

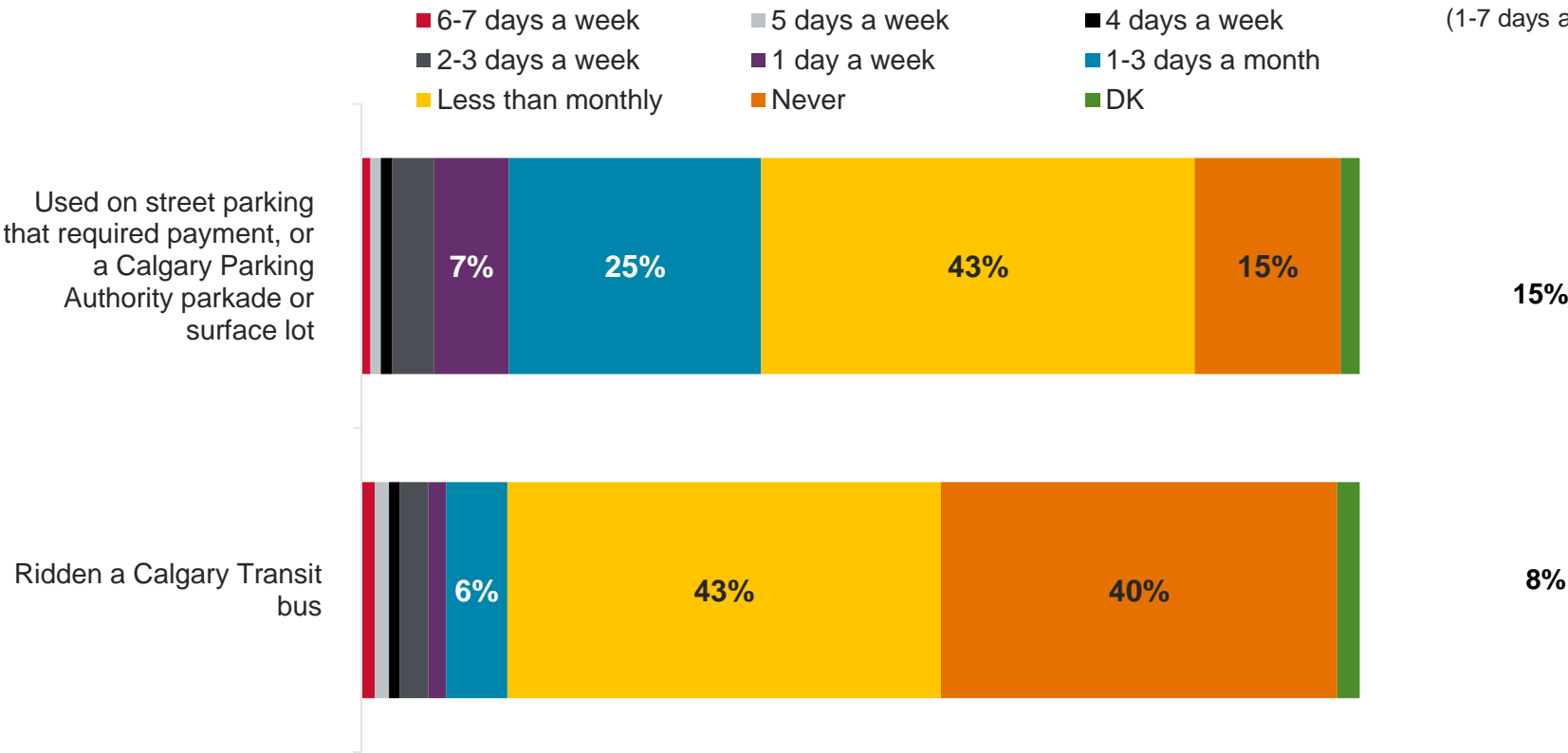
Data labels <5% are not shown

Frequency of Use – Transit and Parking

More than four-in-five (83%) panelists have used street parking that requires payment or a CPA lot in the last year although frequency of use is low with many panelists using this service either 1-3 days a month (25%) or less than monthly (43%). Use of Transit is low with under one-in-ten (8%) using it at least weekly.

Frequency of Use – Transit and Parking

At Least Weekly
(1-7 days a week)



The City of Calgary operates and maintains the transportation network which includes roadways, sidewalks, and pathways to connect places and allow for the movement of people, goods and services throughout Calgary. Thinking about the last twelve months, please indicate how often you have typically done each of the following.

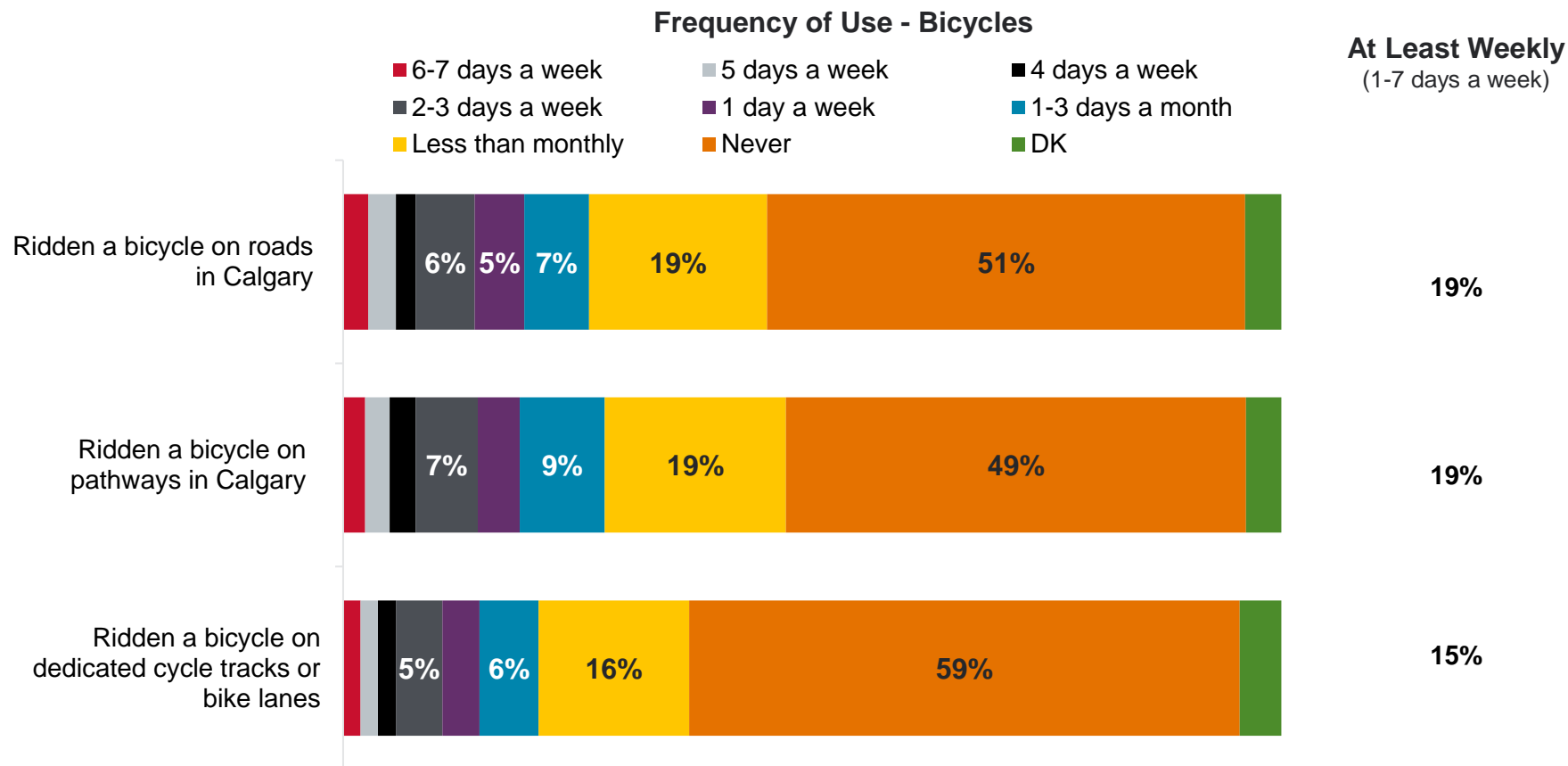
Base: All respondents (n=1,191)

*Rounding

Data labels <5% are not shown

Frequency of Use - Bicycles

About one-in-five panelists ride a bicycle in various ways at least weekly. Panelists are slightly more likely to ride on roads (19%) or pathways (19%) at least weekly when compared with dedicated cycle tracks or bike lanes (15%).



The City of Calgary operates and maintains the transportation network which includes roadways, sidewalks, and pathways to connect places and allow for the movement of people, goods and services throughout Calgary. Thinking about the last twelve months, please indicate how often you have typically done each of the following.

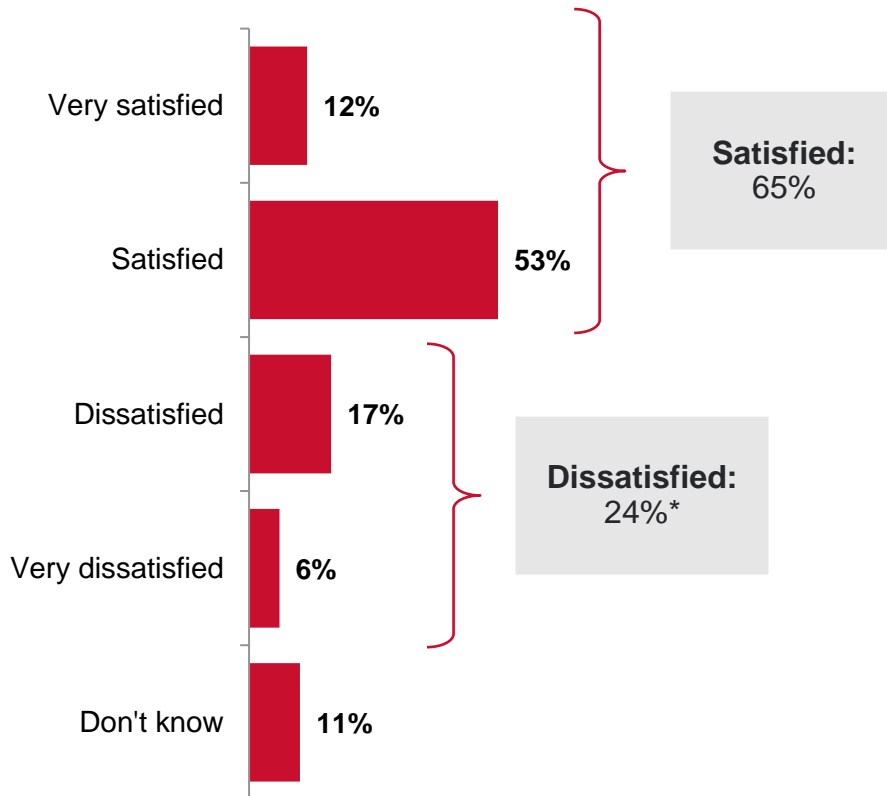
Base: All respondents (n=1,191)

Data labels <5% are not shown

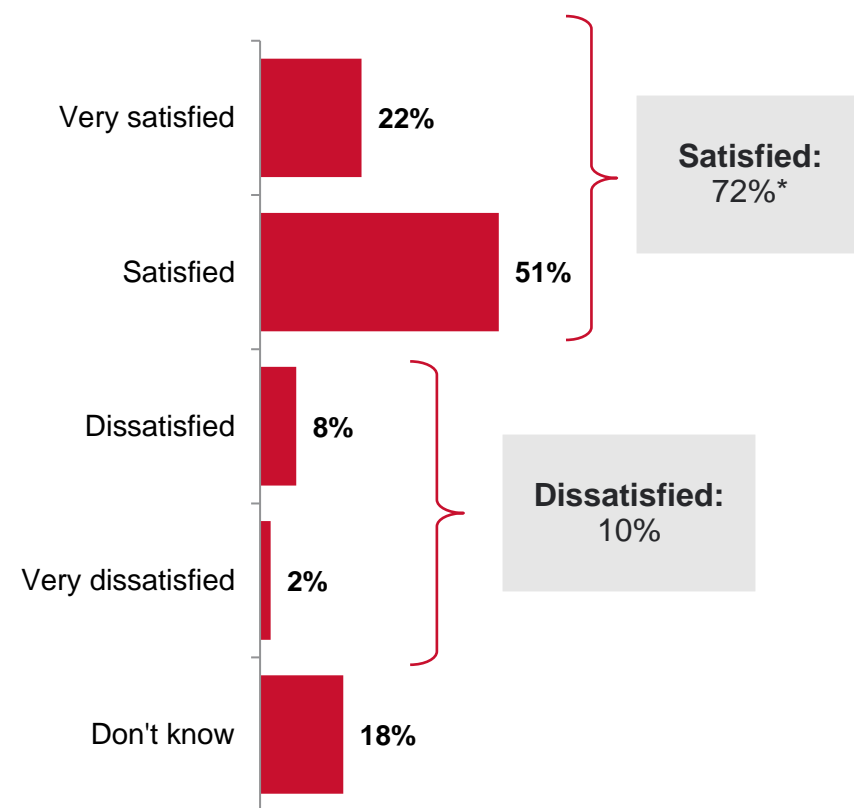
Satisfaction with Provincial Roadways

Among the two provincial roadways tested, satisfaction is higher with Stoney Trail (72%) when compared with Deerfoot Trail (65%)

Satisfaction with Deerfoot Trail



Satisfaction with Stoney Trail



Overall, how satisfied are you with the maintenance and operation services such as the quality of the road surface, street lighting, road markings, street signs, and snow removal on the following roadways?

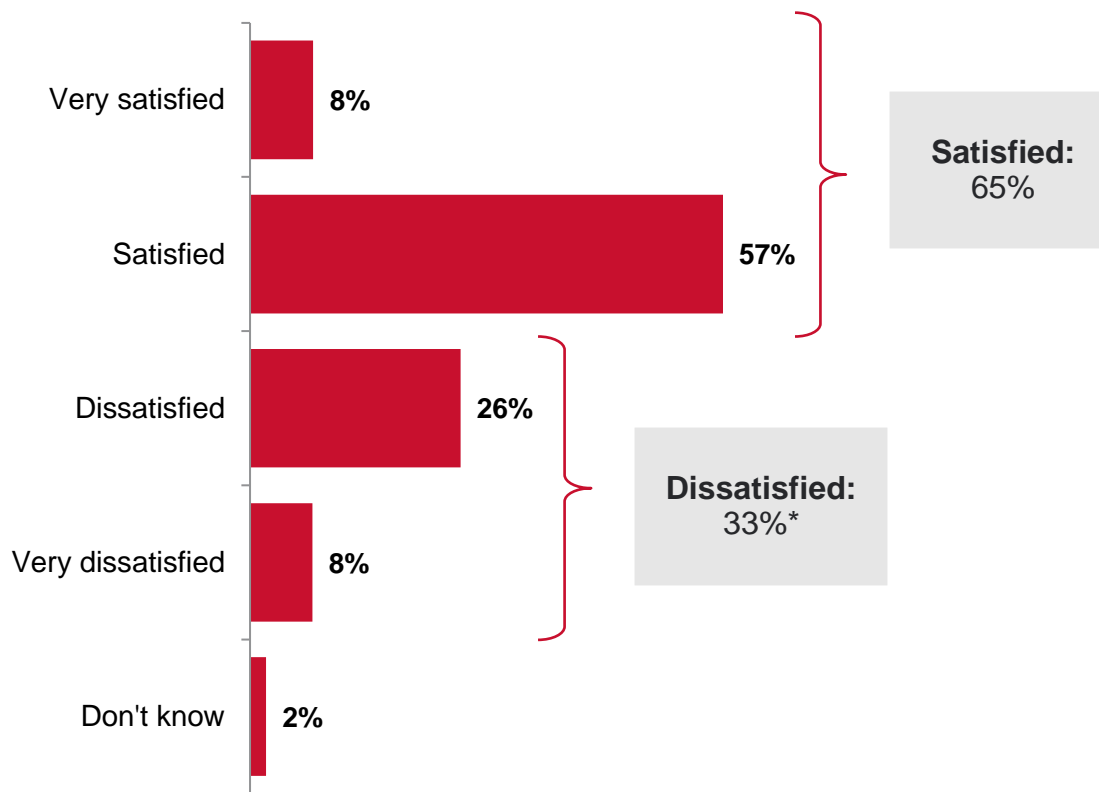
Base: All respondents (n=1,191)

*Rounding

Overall Satisfaction

Two-thirds (65%) of Citizens' View panelists are satisfied with The City's operation and management of roadways, sidewalks, and pathways.

Overall Satisfaction with The City's Roadways, Sidewalks, and Pathways



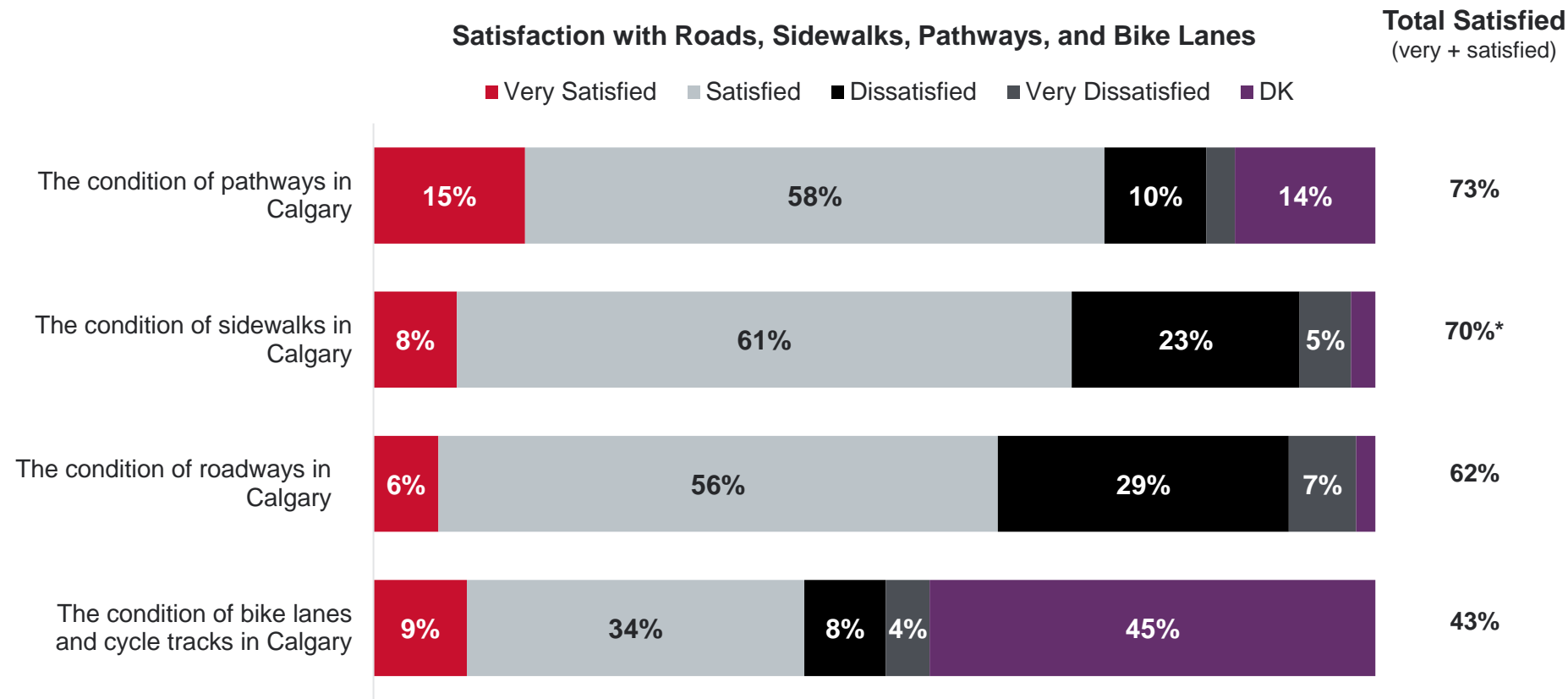
Overall, how satisfied are you with each of each of the following? The City of Calgary's operation and management of roadways, sidewalks and pathways

Base: All respondents (n=1,191)

**Rounding*

Overall Satisfaction with Conditions of Roads, Sidewalks, Pathways, and Bike Lanes

Overall, panelists are more inclined to be satisfied with the condition of pathways (73%) and sidewalks (70%) when compared to roads (62%) and bike lanes (43%). There is a large number who indicate the condition of bike lanes and cycle tracks is not applicable to themselves (45%).



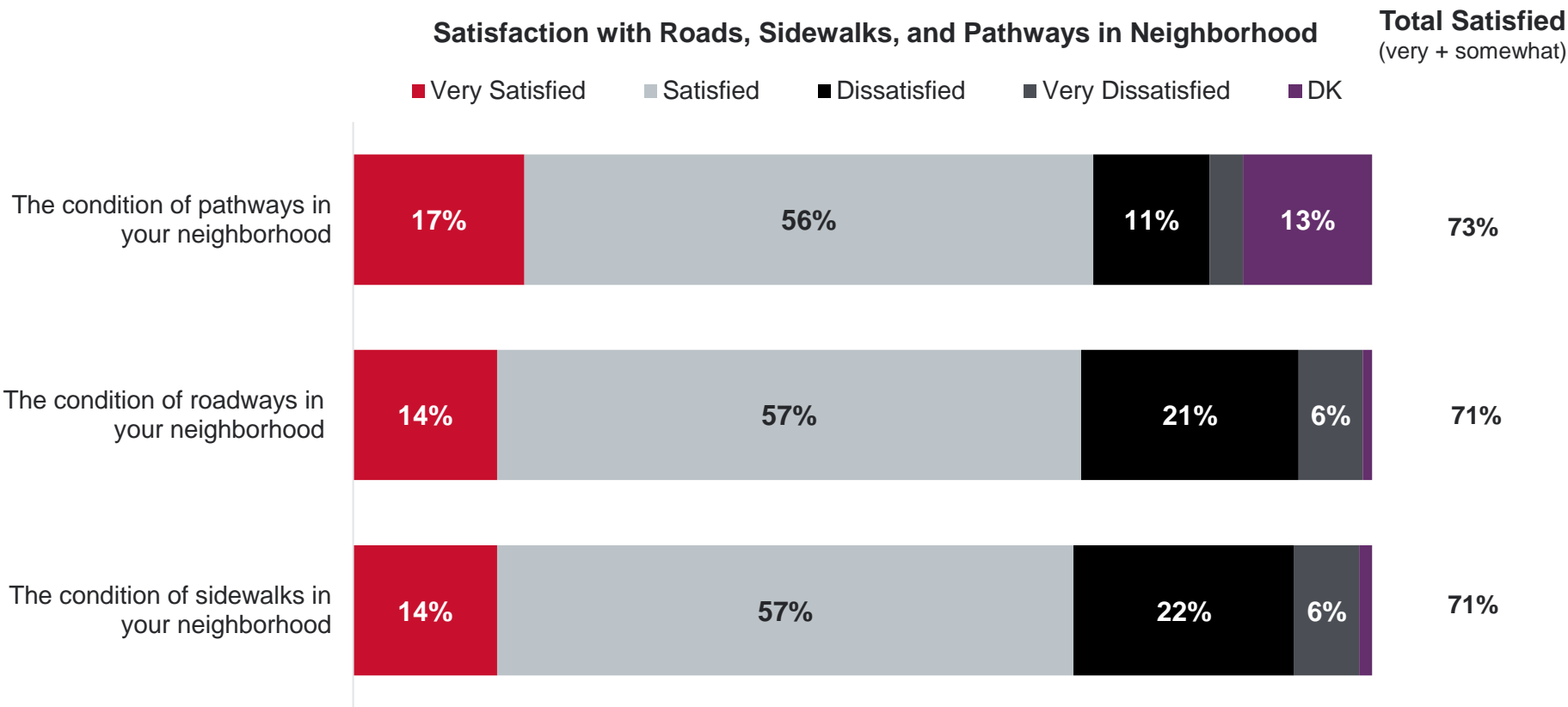
Overall, how satisfied are you with each of each of the following?
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Satisfaction with Conditions of Roads, Sidewalks, and Pathways in Neighborhood

Just under three-quarters are satisfied with the pathways (73%), roadways (71%), and the condition of sidewalks (71%) in their neighborhood.



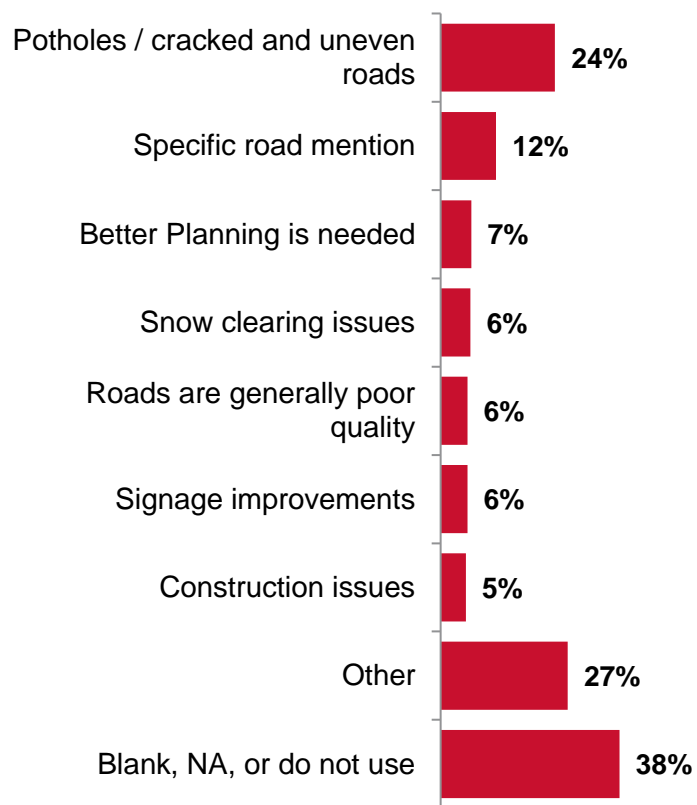
Overall, how satisfied are you with each of the following?
Base: All respondents (n=1,191)

Data labels <4% are not shown

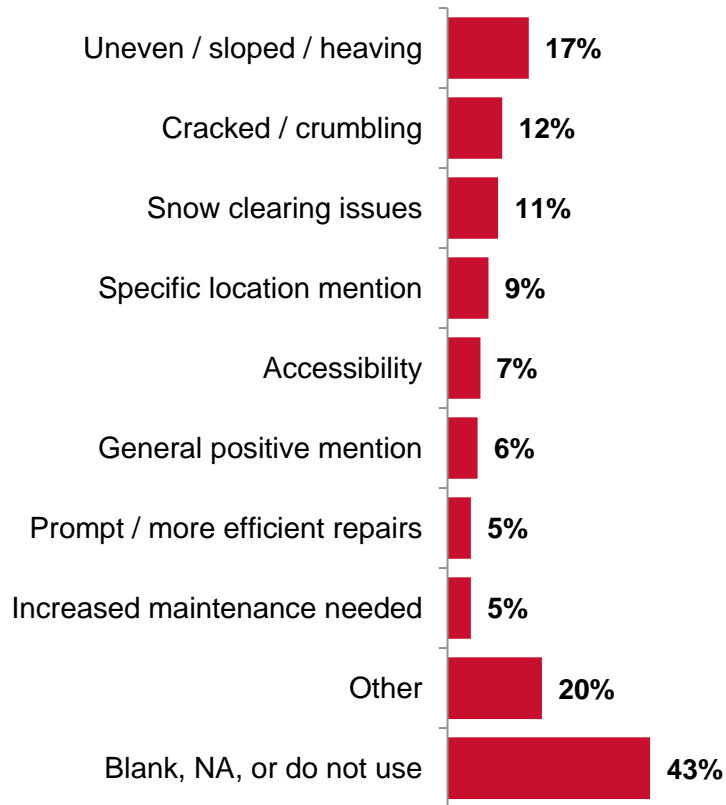
Opportunities for Improvement – Roads and Sidewalks

The most commonly mentioned area for improvement for Roadways is the repair of potholes and cracked or uneven pavement (24%). Similarly, the top two areas for improvement for Sidewalks are the repair of uneven or sloped areas (17%) and cracked or crumbling sidewalks (12%).

Roadways



Sidewalks



Are you able to identify opportunities for improvement related to the operation, management or condition of any of the following?

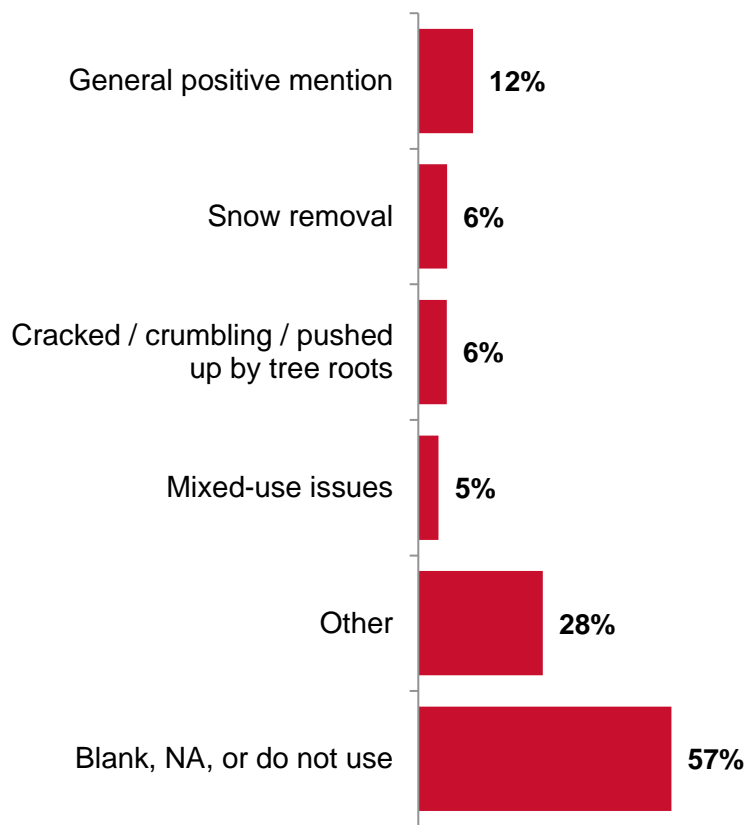
Base: All respondents (n=1,191)

Mentions <5% are not shown

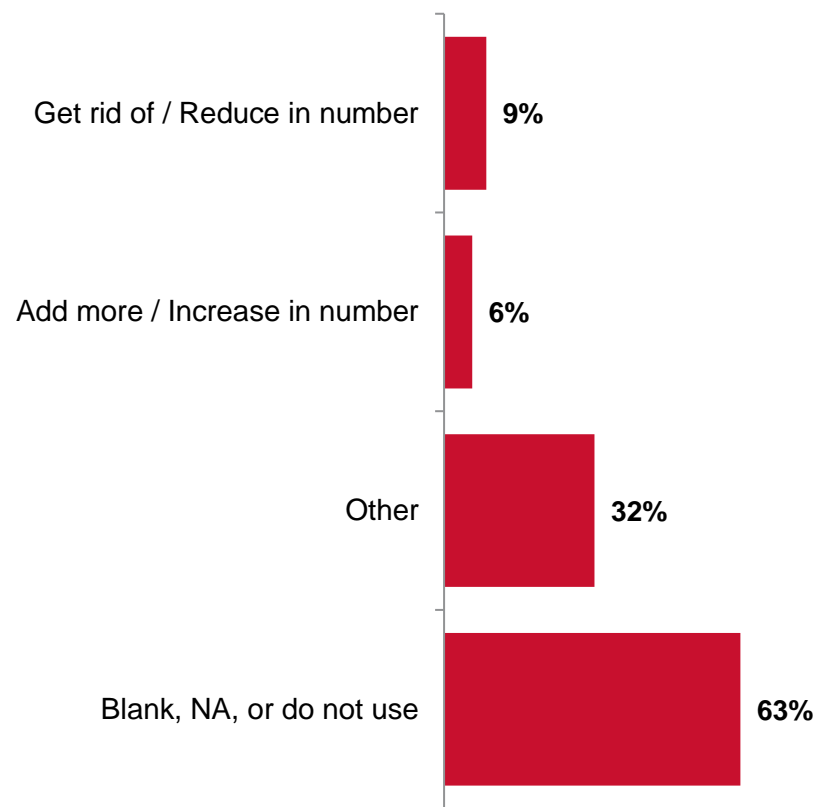
Opportunities for Improvement – Pathways and Bike Lanes

The top issues identified for improvement on Pathways are increased or improved snow removal (6%), repair to cracked or heaving pathways (6%) and issues around mixed-use (5%). The top two suggestions for Bike Lanes are to get rid of or reduce them (9%) or to add more (6%).

Pathways



Bike Lanes or Cycle Tracks



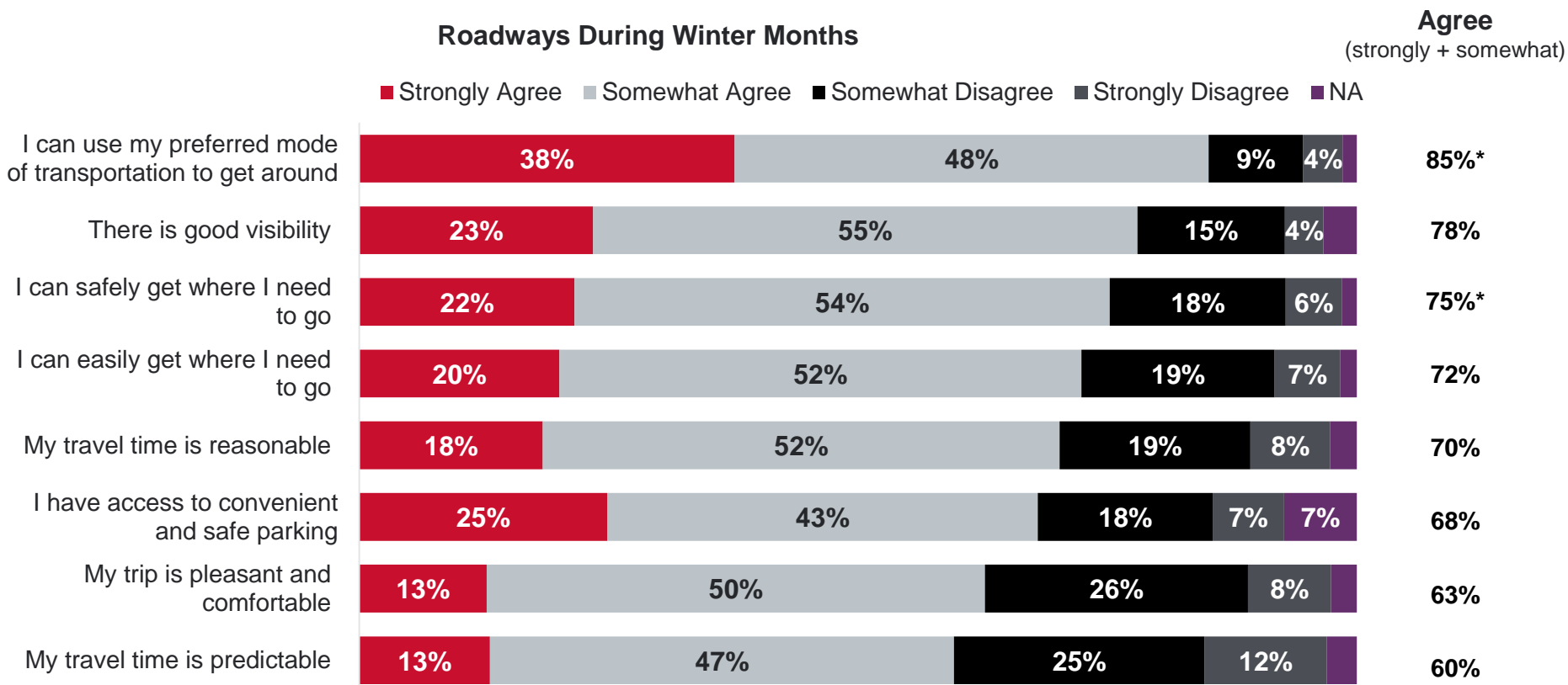
Are you able to identify opportunities for improvement related to the operation, management or condition of any of the following?

Base: All respondents (n=1,191)

Mentions <5% are not shown

Condition and Management of Roadways During Winter Months

Even during months when there is snow, most panelists are positive about the roadways in Calgary. A majority indicate they can use their preferred mode of transportation (85%), there is good visibility (78%), they can get around safely (75%) and easily (72%), and that their travel time is reasonable (70%).



Thinking about the condition and management of roadways **during months where there is snow**, please indicate your overall level of agreement for each of the following statements.

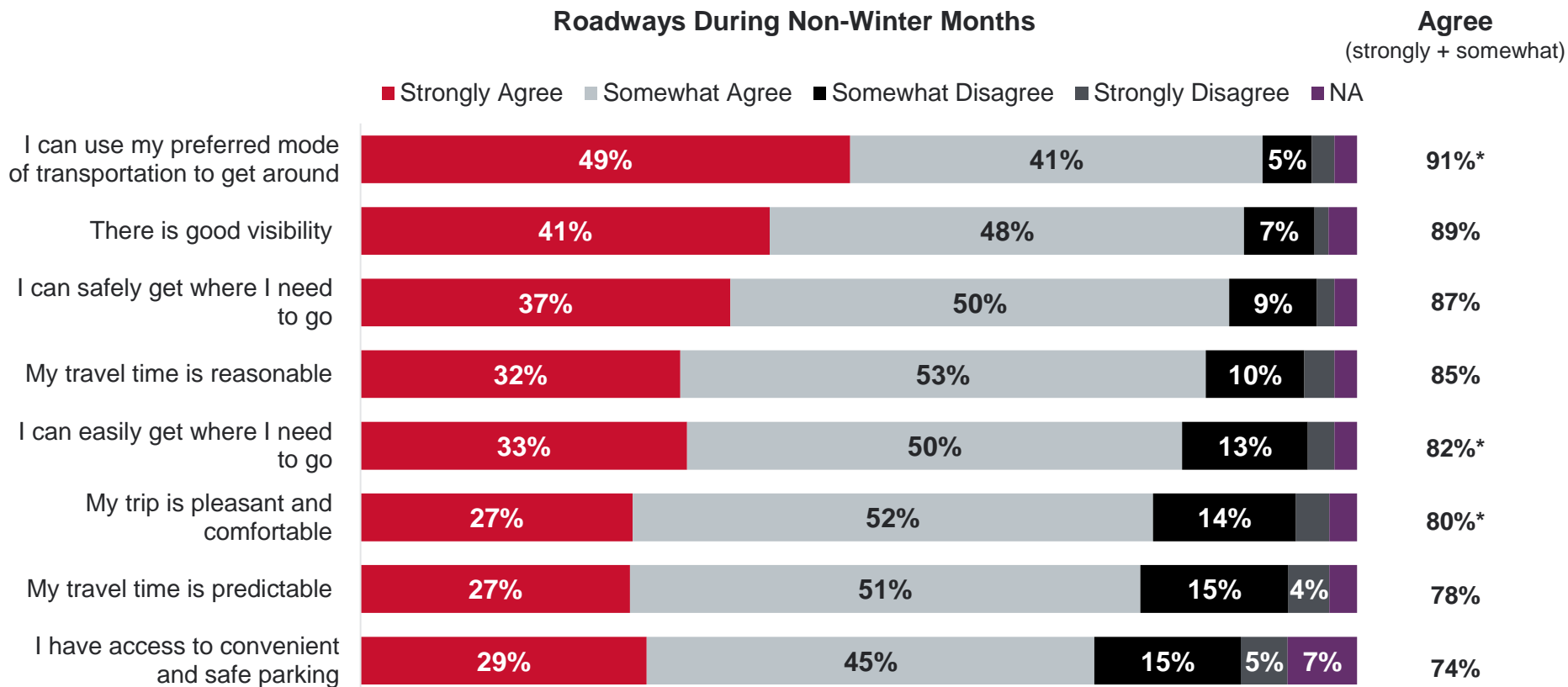
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Condition and Management of Roadways During Non-Winter Months

During the non-winter months attitudes around roadways remain positive among respondents. A large majority indicate they can use their preferred mode of transportation (91%), there is good visibility (89%), they can get around safely (87%) and easily (82%), and that their travel time is reasonable (85%).



Again, thinking about the condition and management of roadways for the **rest of the year (not including months with snow)**, please indicate your overall level of agreement for each of the following statements.

Base: All respondents (n=1,191)

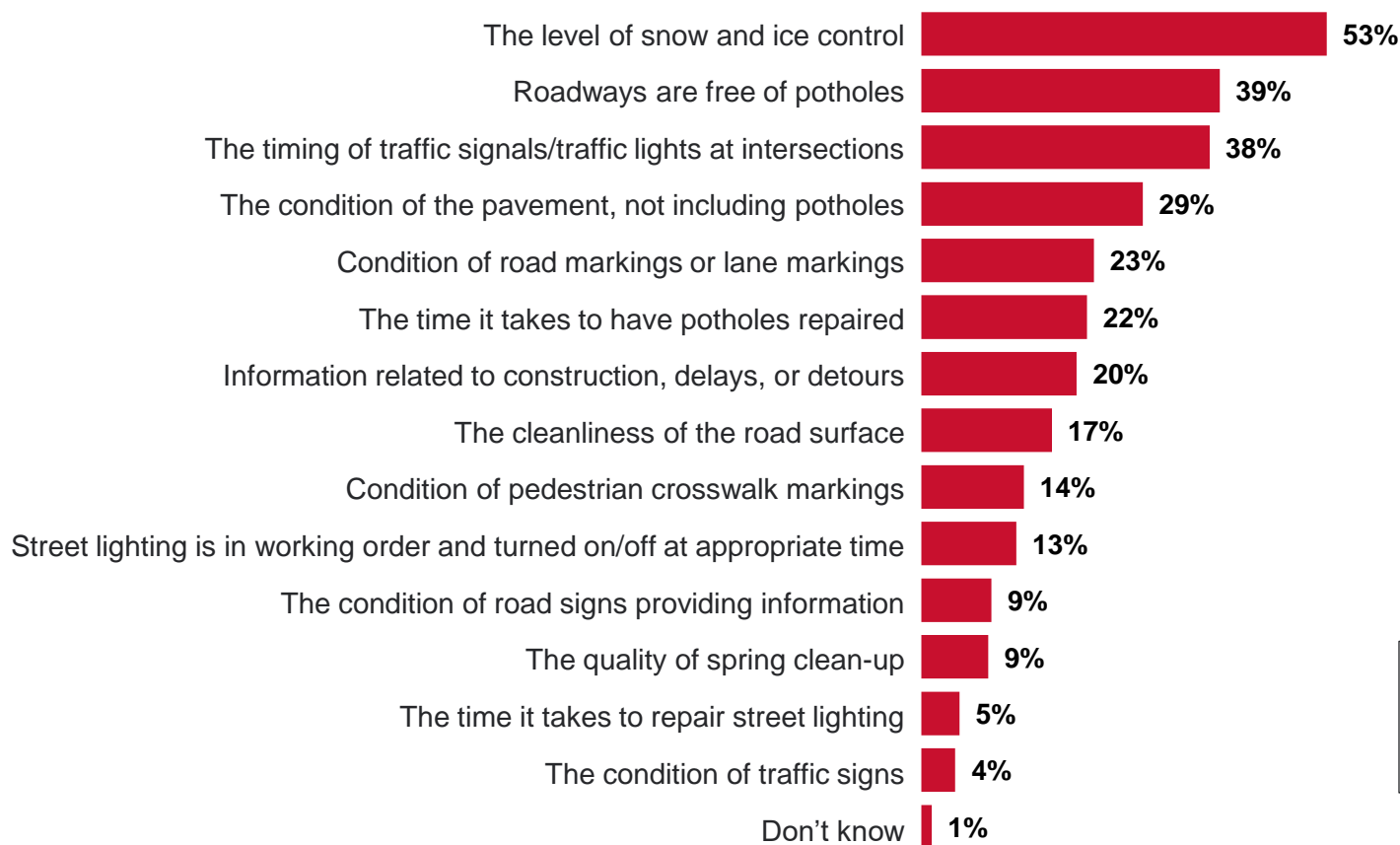
*Rounding

Data labels <4% are not shown

Most Important Aspects of Roadways

More than half (53%) of panelists selected the level of snow and ice control as one of their top three most important issues. Having roadways free of potholes (39%) and the timing of traffic signals (38%) were the next most important aspects.

Most Important Aspects of Calgary's Roadways



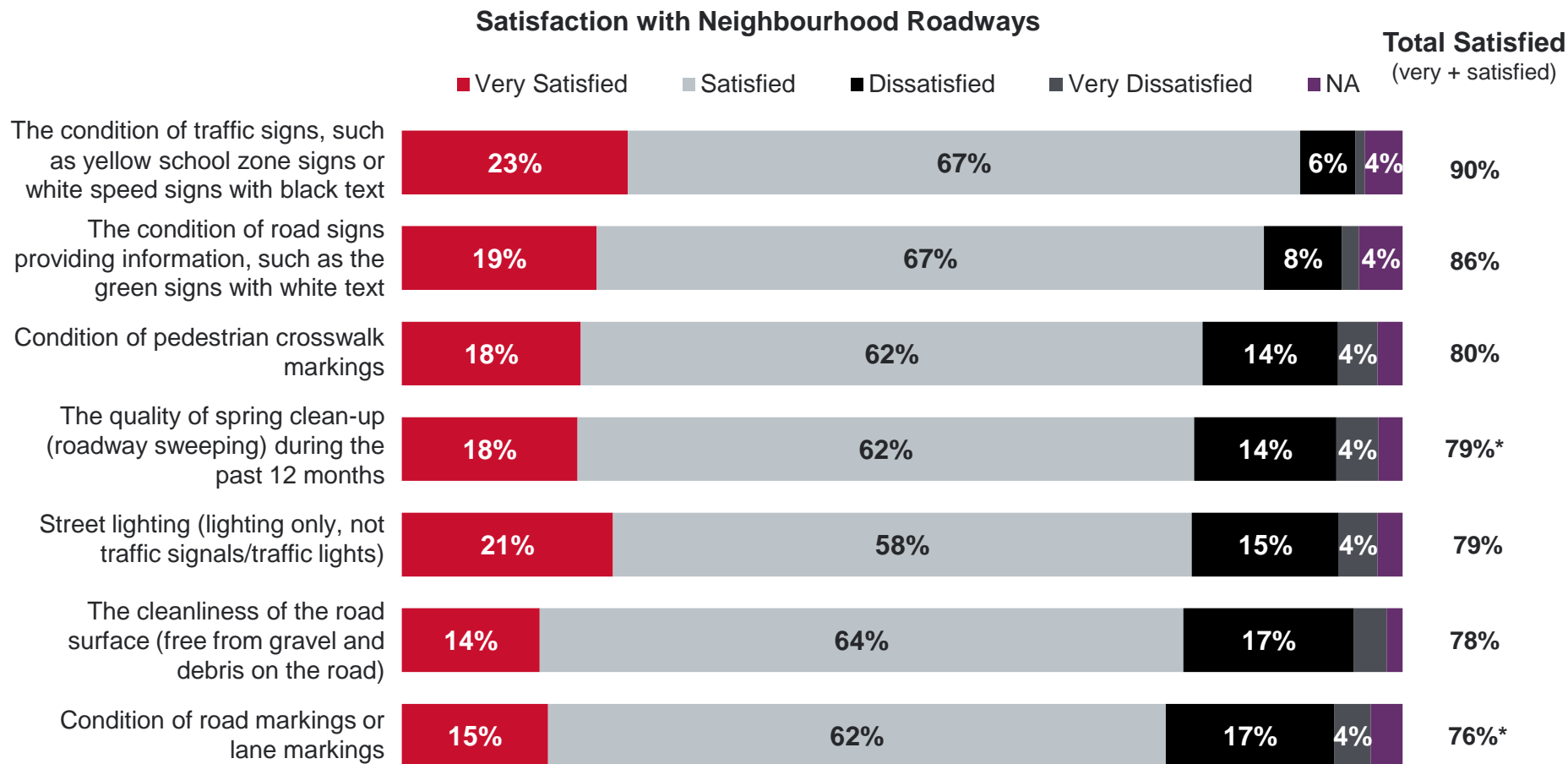
% Selected as
one of three most
important aspects.

Below is a list of elements and activities associated with the operation and maintenance of Calgary's roadways. Please select the three that you consider to be most important to you when it comes to your experience on roadways in Calgary.

Base: All respondents (n=1,191)

Satisfaction with Roadway Aspects in Neighbourhood (1 of 2)

Most panelists are satisfied with a number of roadway aspects in their neighbourhood, including the condition of traffic signs (90%), road signs (86%), and pedestrian crosswalk markings (80%).



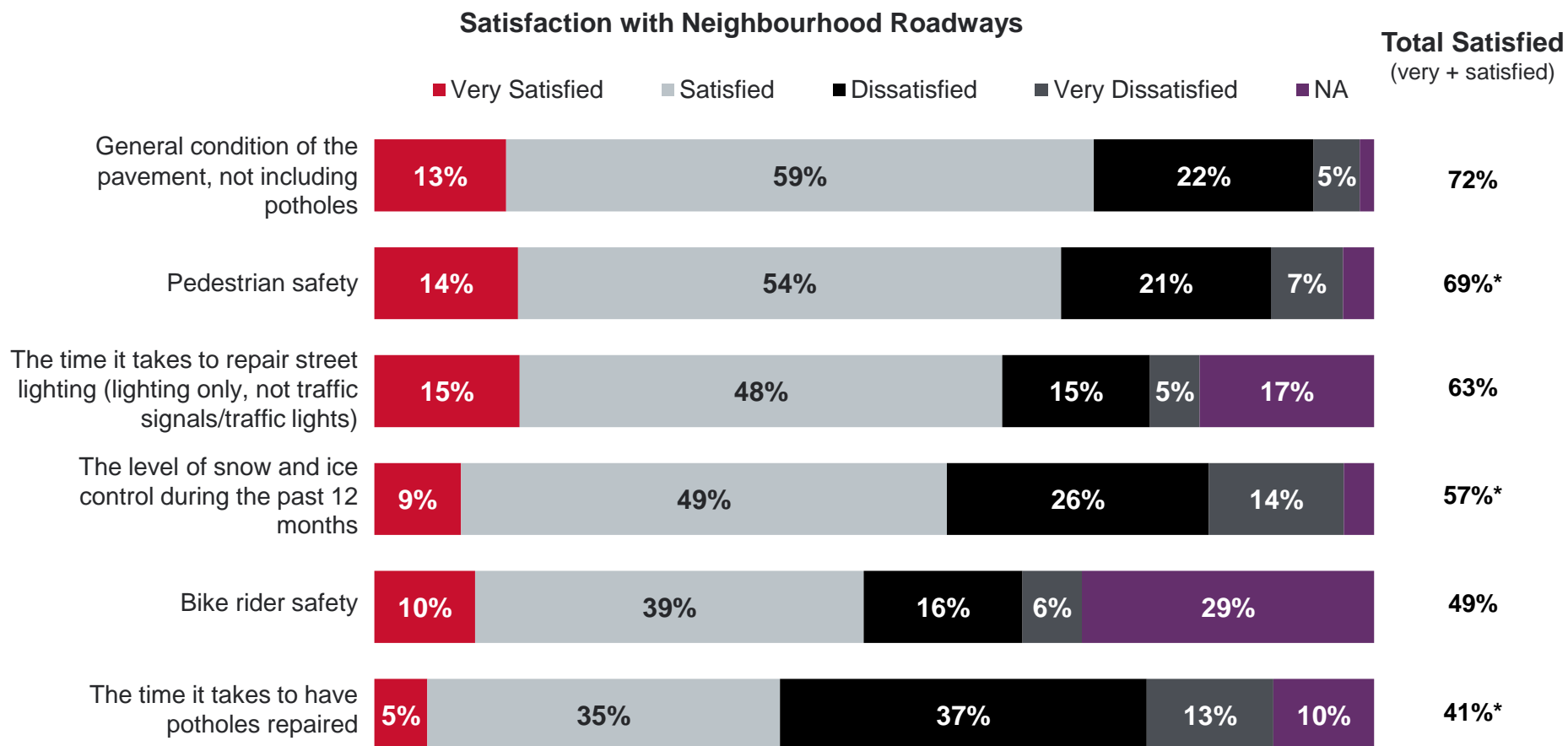
How satisfied are you with the following aspects of roads specifically in your neighbourhood?
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Satisfaction with Roadway Aspects in Neighbourhood (2 of 2)

Fewer than half of panelists are satisfied with bike rider safety (49%) or the time it takes to have potholes repaired (41%) in their neighbourhood.



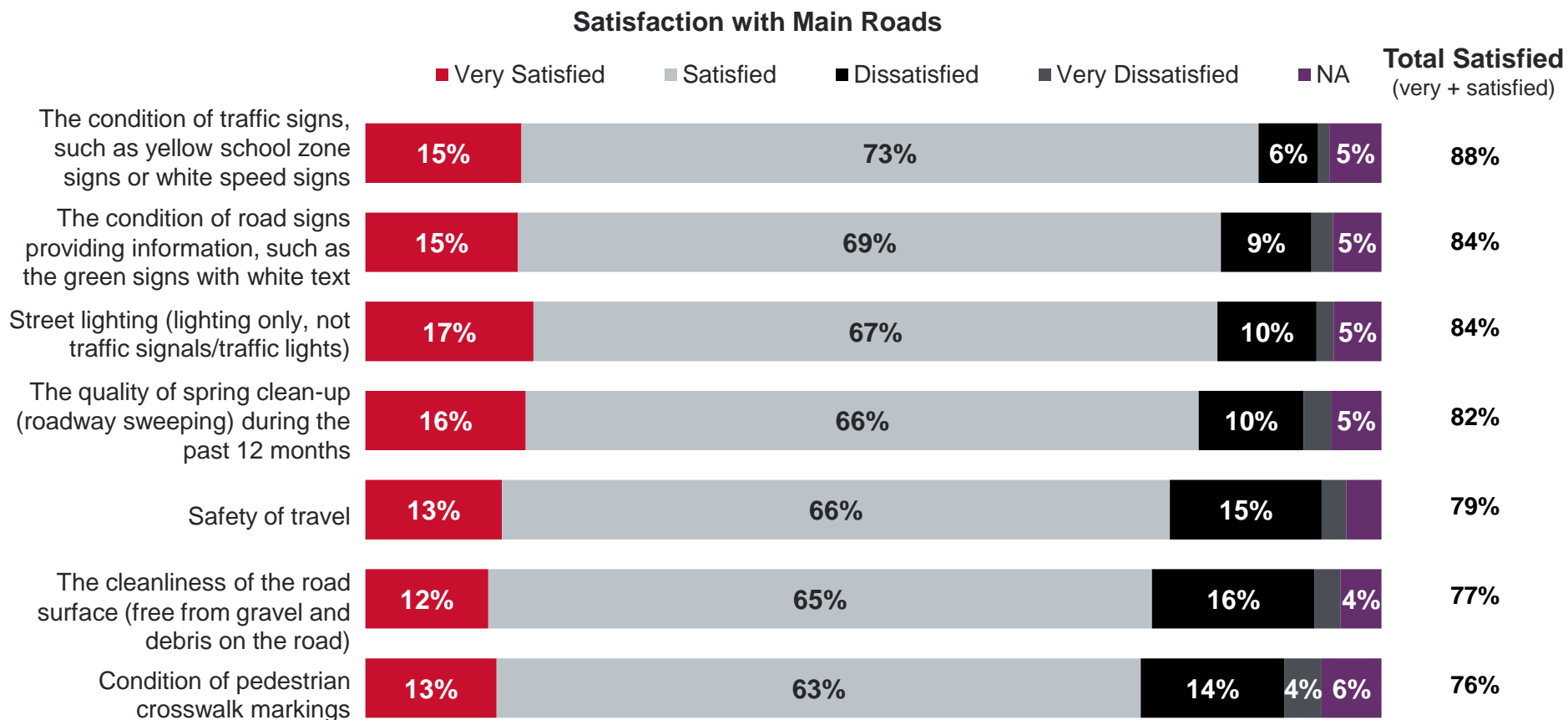
How satisfied are you with the following aspects of roads specifically in your neighbourhood?
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Satisfaction with Roadway Aspects on Main Roads (1 of 2)

Similar to neighbourhood roads, many panelist are satisfied with the condition of traffic signs (88%) and road signs (84%) on main roads. Street lighting (84%) and the quality of spring clean-up (82%) are also indicated as satisfactory by more than four-in-five.



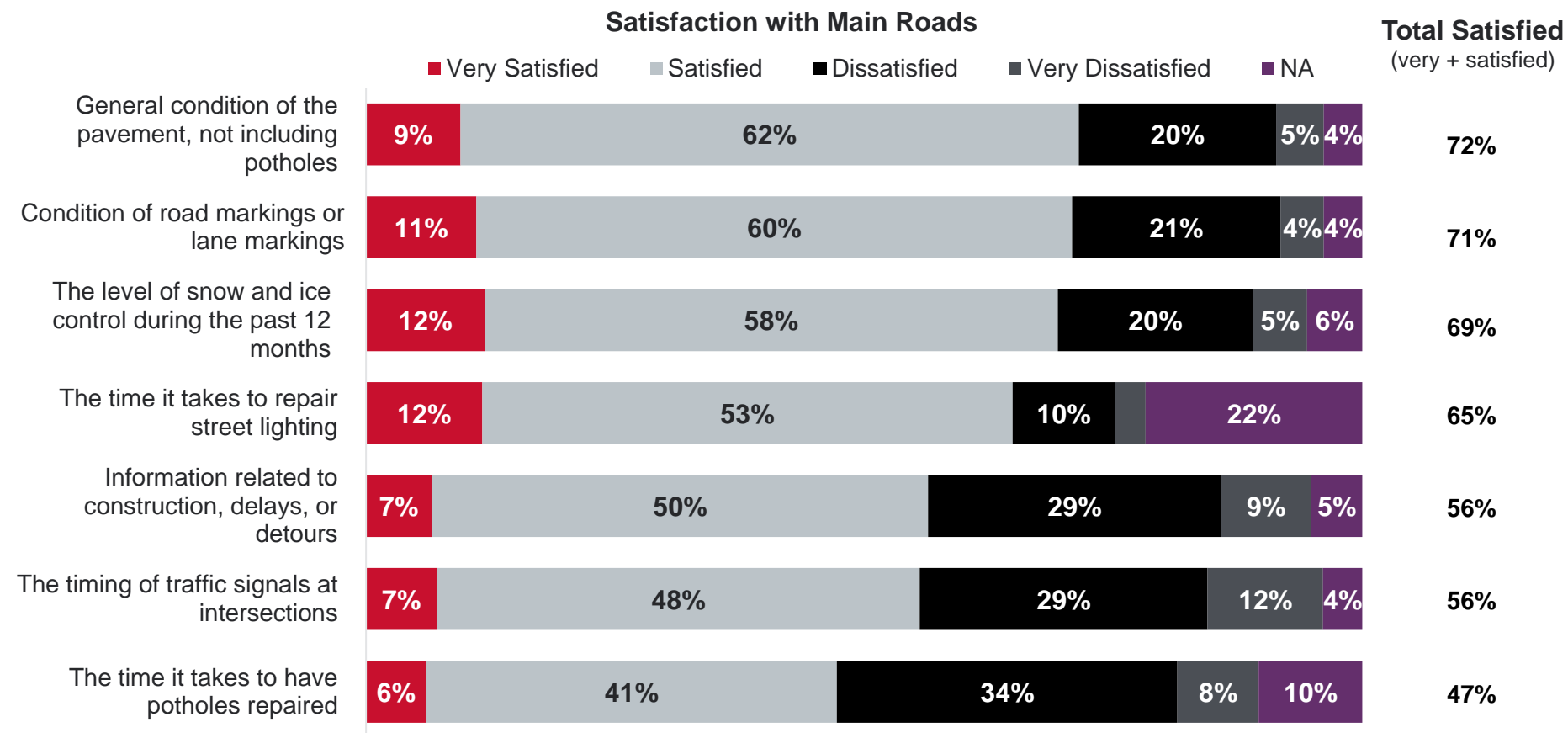
The next question is about the main roads in Calgary. Main roads mean larger roads such as Memorial Drive, Shaganappi Trail, McKnight Blvd, Bow Trail, Glenmore Trail, Barlow Trail, Macleod Trail, and Country Hills Boulevard, and similar. How satisfied are you with the following aspects of the condition and maintenance of the main roads in Calgary?

Base: All respondents (n=1,191)

Data labels <4% are not shown

Satisfaction with Roadway Aspects on Main Roads (2 of 2)

Just under half of panelists (47%) are satisfied with the time it takes to have potholes repaired on main roads in Calgary.



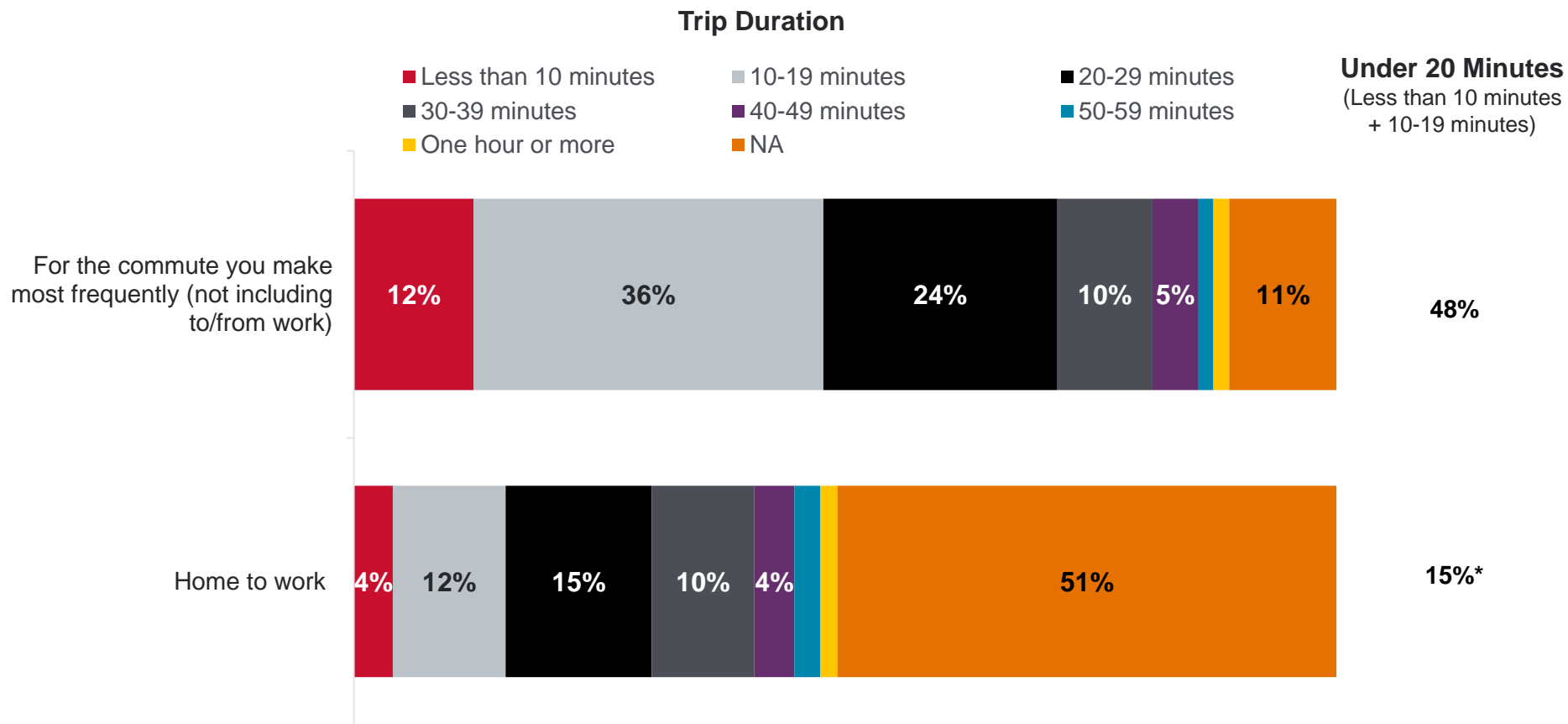
The next question is about the main roads in Calgary. Main roads mean larger roads such as Memorial Drive, Shaganappi Trail, McKnight Blvd, Bow Trail, Glenmore Trail, Barlow Trail, Macleod Trail, and Country Hills Boulevard, and similar. How satisfied are you with the following aspects of the condition and maintenance of the main roads in Calgary?

Base: All respondents (n=1,191)

Data labels <4% are not shown

Trip Duration

Almost half of panelists (48%) indicate the commute they make most frequently, not including to and from work, takes under 20 minutes. Notably, more than half (51%) of panelists report they do not have a commute to work.



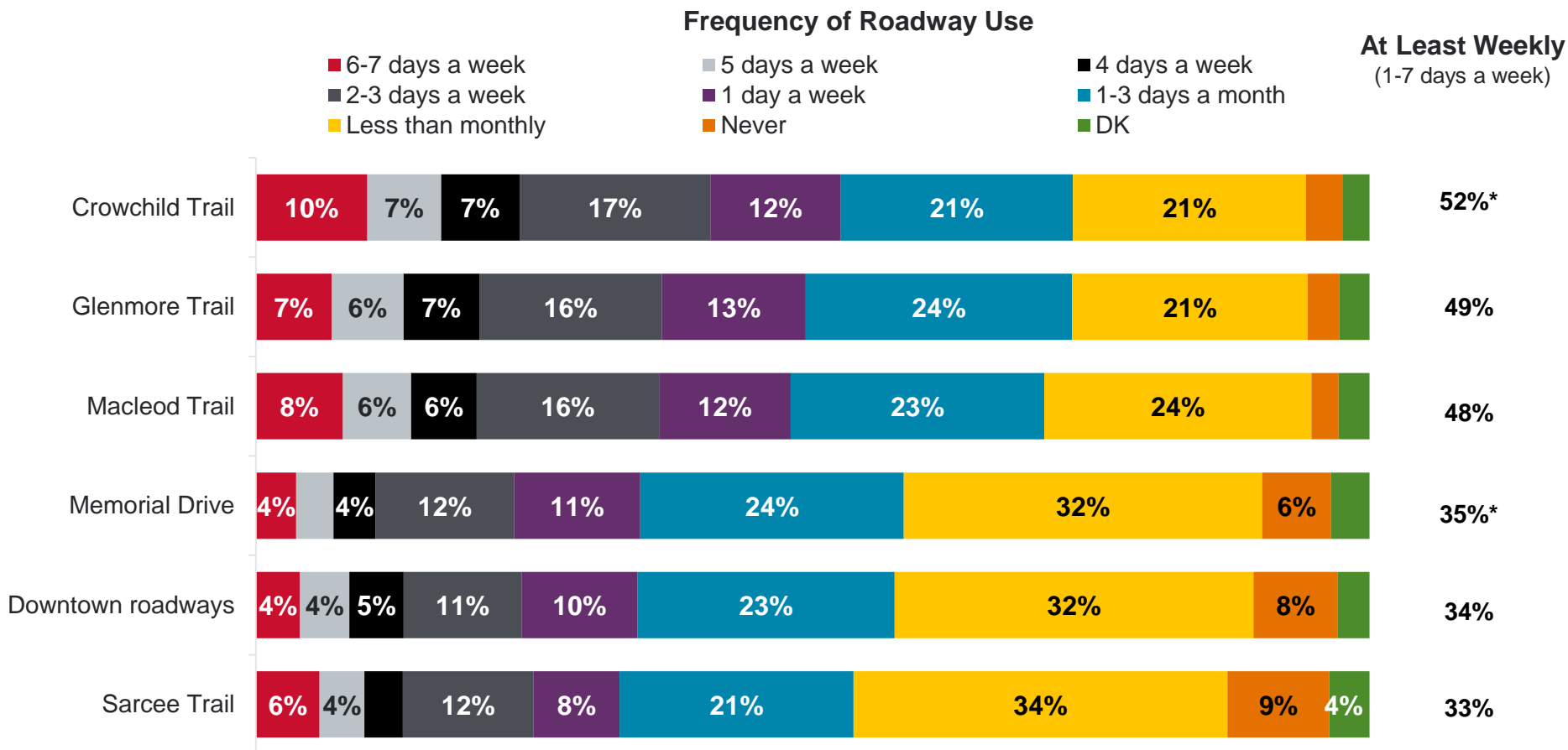
For each of the following please indicate your typical travel time.
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Frequency of Use – Roadways (1 of 3)

Crowchild Trail (52%), Glenmore Trail (49%), and Macleod Trail (48%) are the three most used roadways among panelists, with each used by about half at least weekly.



Thinking about the last 12 months, please indicate which of these roadways you have traveled on and how frequently you travel on them.

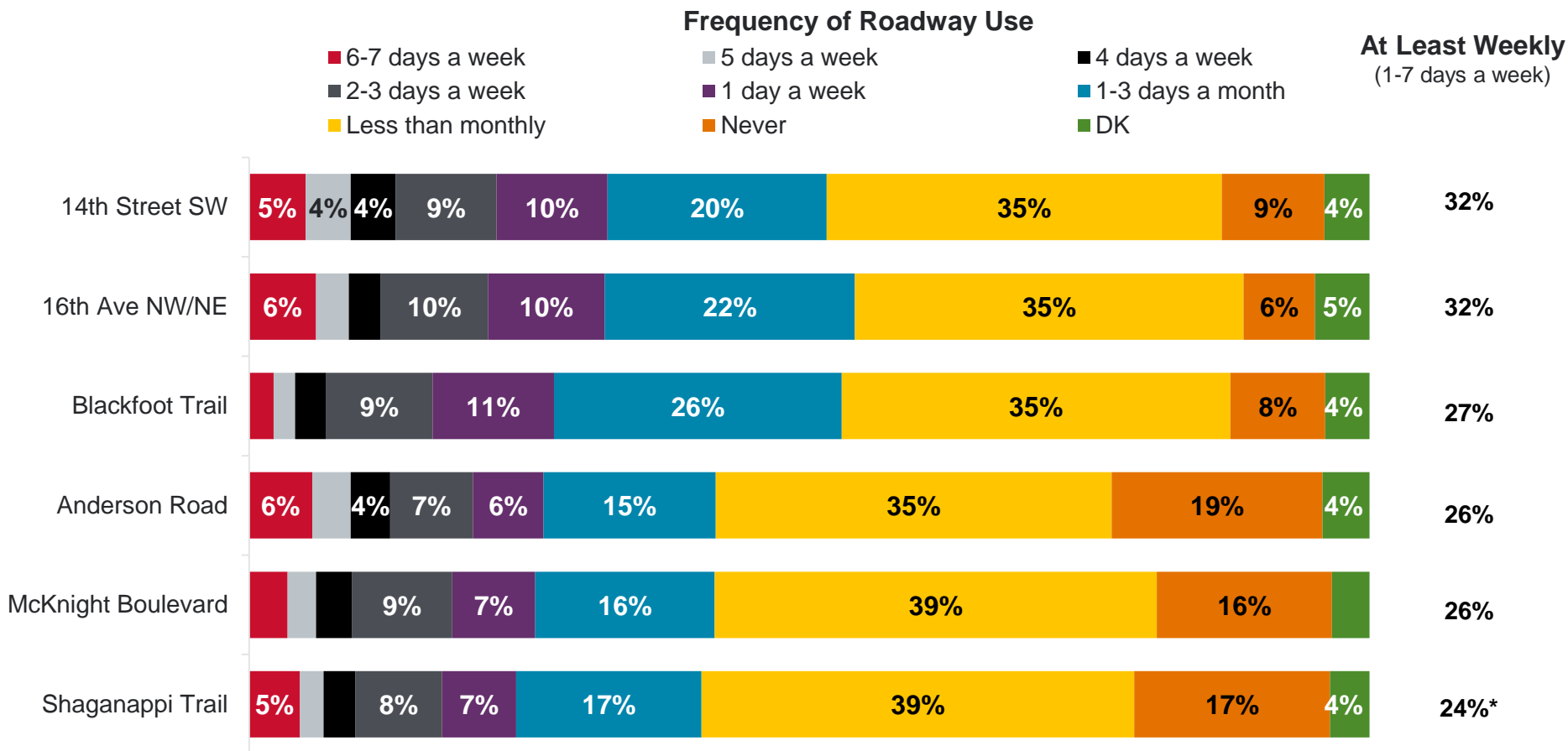
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Frequency of Use – Roadways (2 of 3)

14th Street SW (32%) and 16th Ave (32%) are travelled at least weekly by about one-third of panelists. Blackfoot Trail (27%), Anderson Road (26%), McKnight Boulevard (26%), and Shaganappi Trail (24%) are all used at least weekly by about one-quarter.



Thinking about the last 12 months, please indicate which of these roadways you have traveled on and how frequently you travel on them.

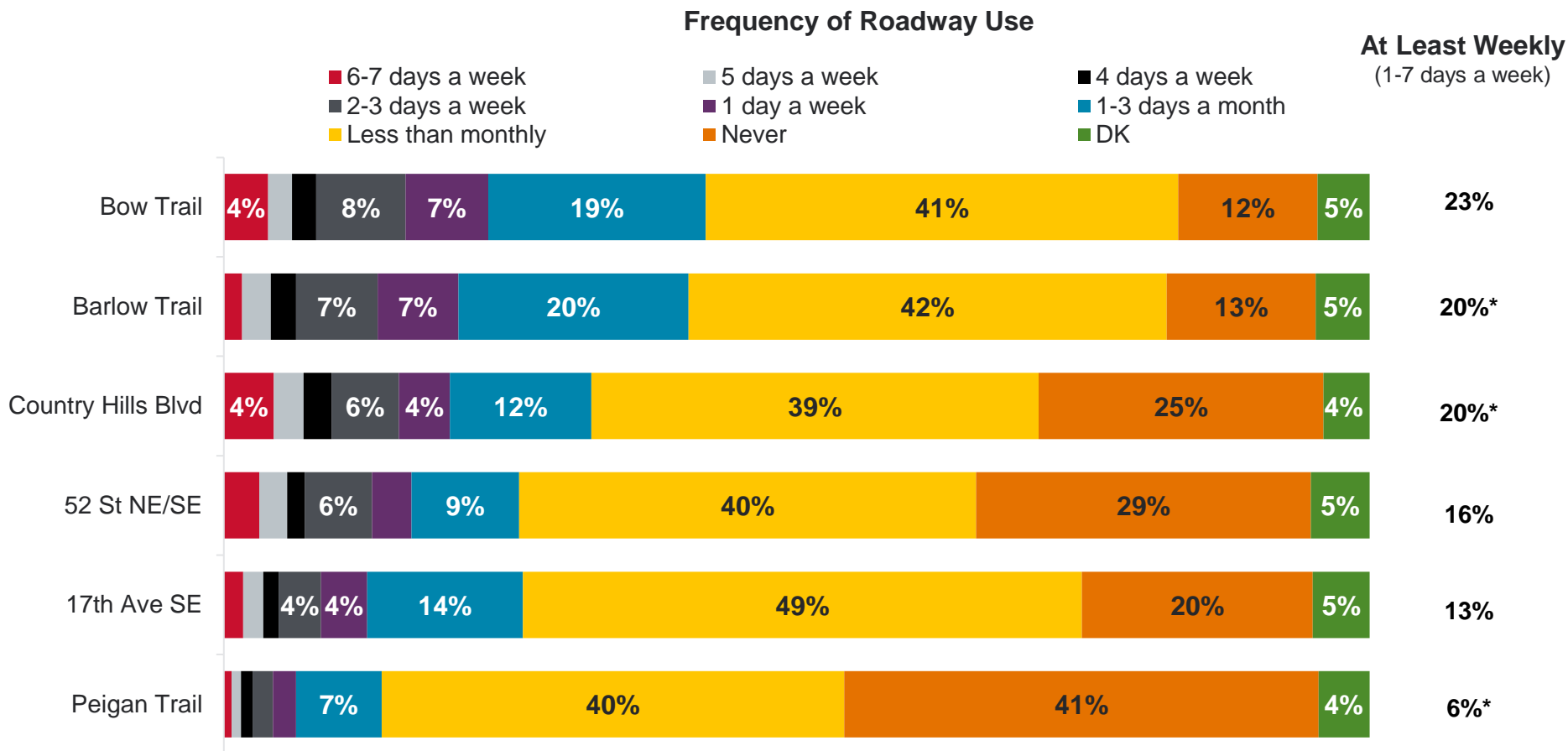
Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

Frequency of Use – Roadways (3 of 3)

The least used roadways tested included Peigan Trail (6%), 17th Ave SE (13%), and 52nd Street (16%) which were all used at least weekly by less than one-in-five panelists.



Thinking about the last 12 months, please indicate which of these roadways you have traveled on and how frequently you travel on them?

Base: All respondents (n=1,191)

*Rounding

Data labels <4% are not shown

In the final set of questions respondents were presented with four (4) scenarios and asked to rate the acceptability of an associated level of service.

Respondents who indicated the service level was either ‘somewhat unacceptable’ or ‘very unacceptable’ were presented with a similar scenario that included a faster service level and asked to rate the acceptability.

Respondents who again indicated the service level was either ‘somewhat unacceptable’ or ‘very unacceptable’ were presented with a final scenario that included a faster service level and asked to rate the acceptability.

Question Block Text:

This is the final set of questions and will provide a better understanding of citizen’s expectations related to the operation and maintenance of Calgary’s roadways. You will be presented with 4 scenarios and asked to rate the acceptability of an associated level of service.

Lowest Service Level Question Text:

Below are examples of situations you may experience related to roadways in Calgary. For each situation, please indicate to what degree you think the time required to reach a solution is either acceptable or unacceptable.

Middle Service Level Question Text:

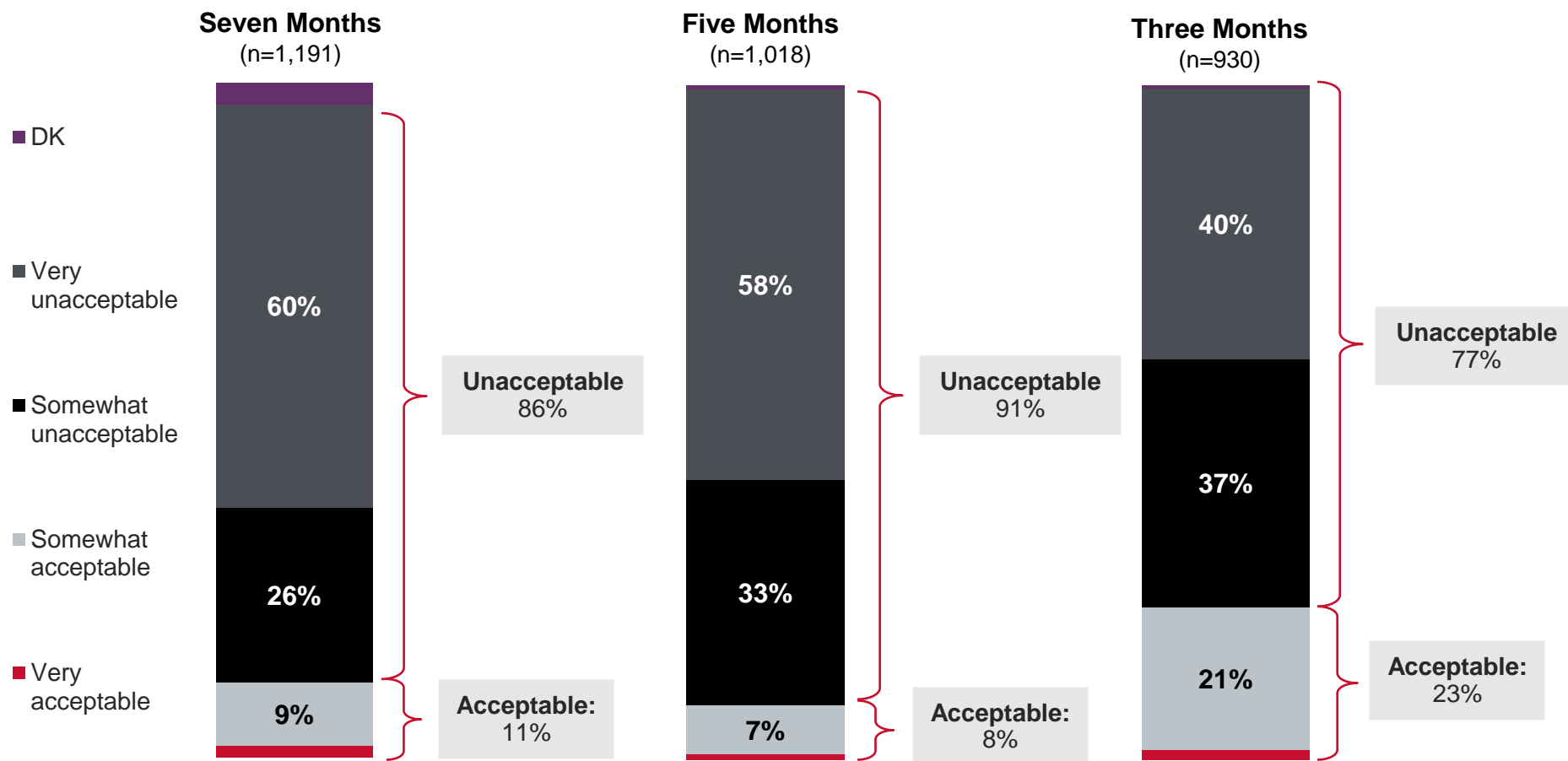
You indicated one or more of the resolutions in the previous question took an unacceptable amount of time to complete. And, what if these were your service experiences? Please indicate to what degree you think the time required to reach a solution is either acceptable or unacceptable.

Highest Service Level Question Text:

And, finally, what if these were your service experiences?

Levels of Service – Pothole Repair

Panelists are critical of the time needed to repair a pothole in their neighbourhood at all levels of service. While almost all indicate it is unacceptable to take seven months (86%) or five months (91%), fewer report three months (77%) as an unacceptable timeframe for repair.



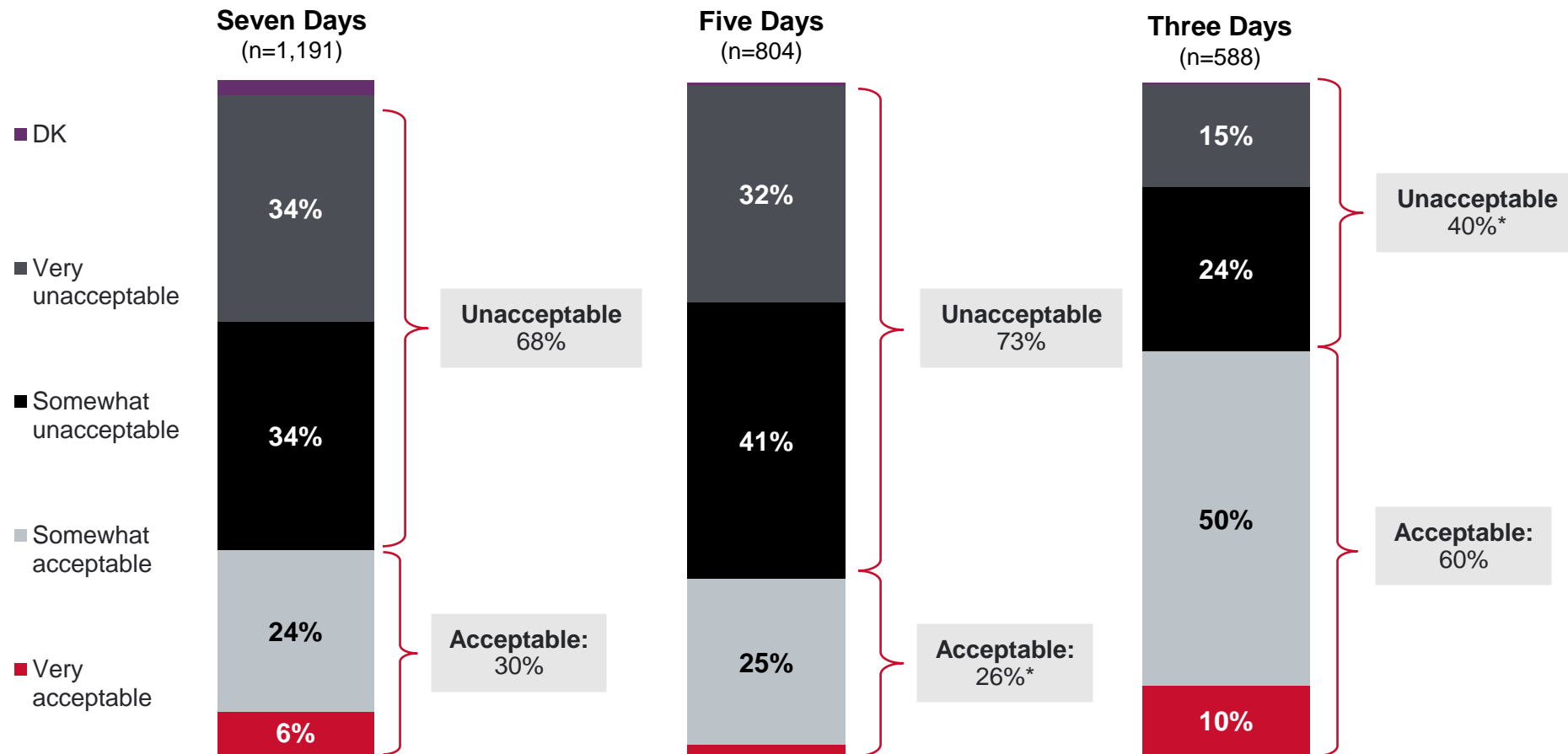
*Rounding

Data labels <4% are not shown

You report a pothole on a street in your neighborhood. It is inspected within two weeks to assign a level of priority and schedule the repair. The repair is completed 7/5/3 months after it was reported.
Base: Valid respondents (Bases vary)

Levels of Service – Snow and Ice Buildup

Although under one-third indicate that seven days (30%) or five days (26%) is acceptable to address snow and ice buildup on their neighbourhood street, a majority report that three days (60%) is acceptable.



There has been significant snow fall over the last few months and the neighborhood street your home is on has become difficult to drive on due to snow and ice buildup. You report it through 311. A crew arrives to address the issue 7/5/3 days later.

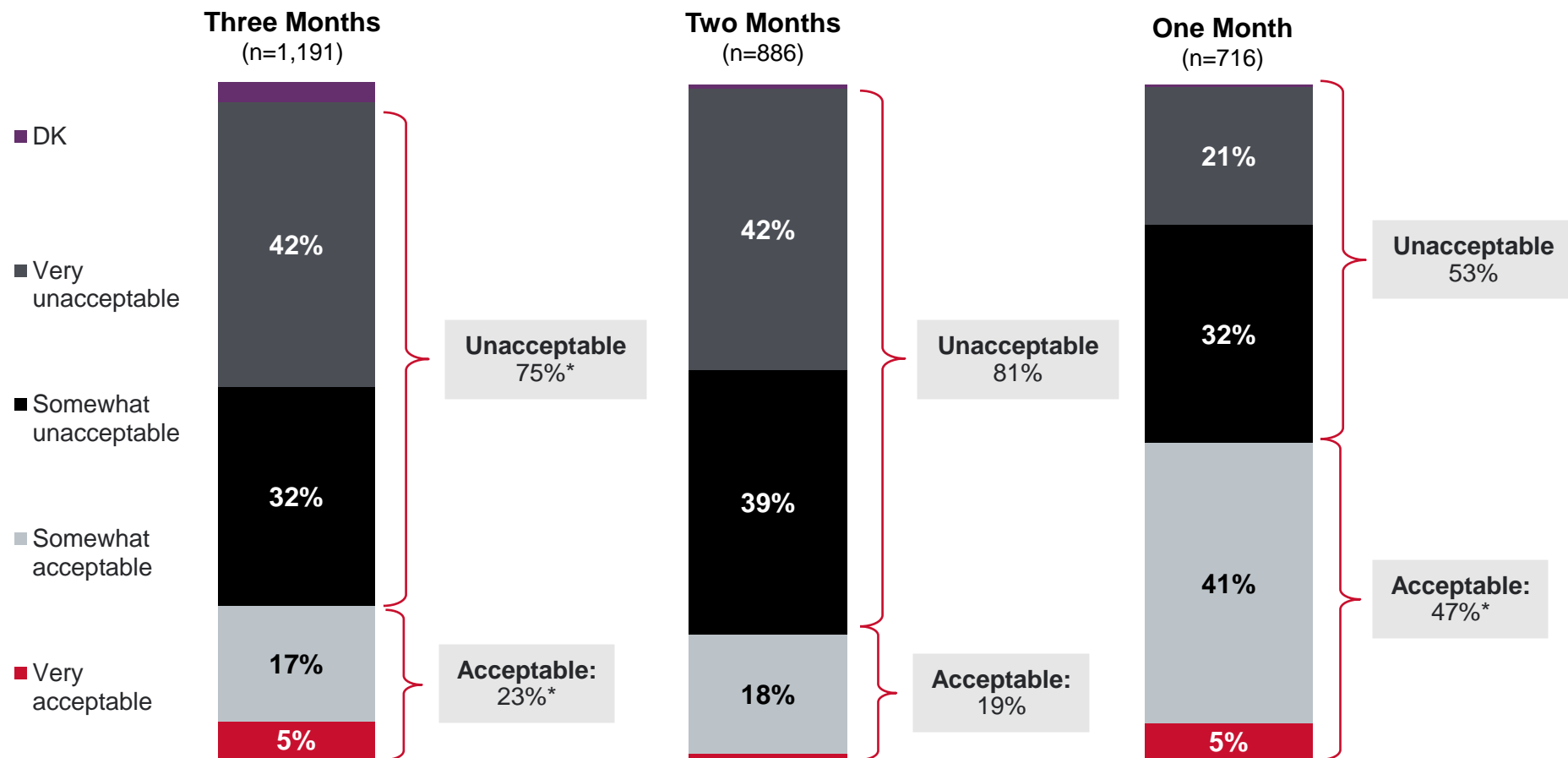
Base: Valid respondents (Bases vary)

*Rounding

Data labels <4% are not shown

Levels of Service – Streetlight Repair

One month is seen as an acceptable timeframe to repair a streetlight after an outage has been reported to 311 by about half (47%) of those asked.



Streetlights provide lighting for the roadway and surrounding areas: There is a streetlight out on one of the roads you frequently drive on (streetlights provide lighting for the roadway and surrounding areas). You report it through 311. The streetlight is repaired 3/2/1 months after it was reported.

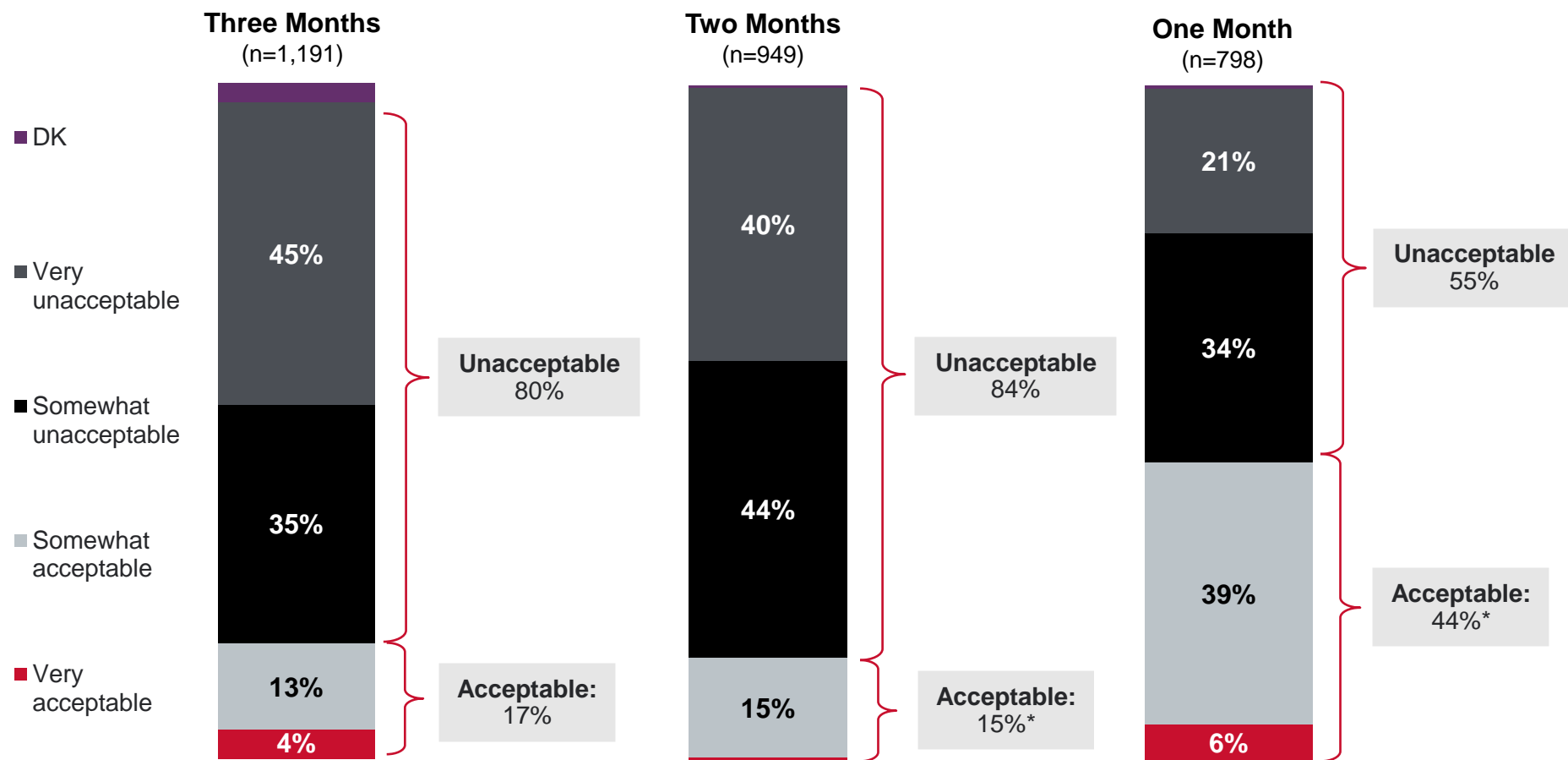
Base: Valid respondents (Bases vary)

*Rounding

Data labels <4% are not shown

Levels of Service – Road Sign Repair

Slightly under half (44%) indicate that one month is an acceptable timeframe to repair a parking sign that has been knocked down after it has been reported to 311.



*Rounding

A parking sign has been knocked down. The pole and sign are laying on the grass next to the side of road. You report the issue through 311. The repair is completed 3/2/1 months after it was reported.

Base: Valid respondents (Bases vary)

Data labels <4% are not shown



Gender	
Female	44%
Male	51%
Prefer to self describe	<1%

Age	
18 to 24	1%
25 to 34	4%
35 to 44	10%
45 to 54	15%
55 to 64	26%
65 or older	41%

People in HH	
1	21%
2	52%
3	13%
4	9%
5 or more	4%

Seniors in HH	
0	48%
1	24%
2	26%
3	<1%
4 or more	<1%

Quadrant	
NW	32%
SW	34%
NE	11%
SE	22%

City Employee	
Yes	3%
No	97%

Income	
Less than \$30,000	5%
\$30,000 to under \$45,000	5%
\$45,000 to under \$60,000	7%
\$60,000 to under \$75,000	7%
\$75,000 to under \$90,000	7%
\$90,000 to under \$105,000	6%
\$105,000 to under \$120,000	7%
\$120,000 to under \$135,000	5%
\$135,000 to under \$150,000	5%
\$150,000 and over	19%

Own or Rent Current Residence	
Own	87%
Rent	10%

Dwelling	
Apartment or apartment-style condominium	15%
Townhouse or rowhouse	8%
Single detached house, including bungalow, split level, 2-story, suite in a house, etc.	68%
Duplex, triplex or fourplex	6%
Another type of multi-unit complex, including mobile home park, trailer park, seniors home, etc.	1%
Other	0%

Children in HH	
0	82%
1	7%
2	7%
3	1%
4 or more	1%

Total may not add to 100% due to rounding and not displaying 'Other' and 'Prefer not to answer' for some questions.

n=1,128, unless otherwise specified



Citizens' View Panel – Mobility Roads Survey
October 05-14, 2022

[PREAMBLE AND INTRODUCTION]

Thank you for taking the time to complete this survey.

The personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding City services. If you have any questions about the collection or use of your information, please contact a City of Calgary Research Coordinator by phone at 403-268-6732, by email at research@calgary.ca, or by sending a letter to: Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5.

Please click Start below to begin the survey.

DEMOS

1. In which community do you live?

[INSERT DROP DOWN BOX FROM MEMBERSHIP SURVEY]

MODE AND FREQUENCY

2. The City of Calgary operates and maintains the transportation network which includes roadways, sidewalks, and pathways to connect places and allow for the movement of people, goods and services throughout Calgary.

Thinking about the last twelve months, please indicate how often you have typically done each of the following.

[ROWS; RANDOMIZE]

Driven a vehicle such as a car, truck, minivan or motorcycle in Calgary
Been a passenger in a vehicle such as a car, truck or minivan or on a motorcycle in Calgary
Walked or wheelchaired on sidewalks in Calgary
Walked or wheelchaired on pathways in Calgary
Jogged or run on sidewalks in Calgary
Jogged, or run on pathways in Calgary
Ridden a Calgary Transit bus
Used on street parking that required payment, or a Calgary Parking Authority parkade or surface lot
Ridden a bicycle on roads in Calgary
Ridden a bicycle on dedicated cycle tracks or bike lanes
Ridden a bicycle on pathways in Calgary

[COLUMNS]

6-7 days a week
5 days a week
4 days a week
2-3 days a week
1 day a week
1-3 days a month
Less than monthly
Never
Not applicable, I don't know, or prefer not to answer

3. Overall, how satisfied are you with the maintenance and operation services such as the quality of the road surface, street lighting, road markings, street signs, and snow removal on the following roadways?

[ROWS]

Deerfoot Trail
Stoney Trail

[Columns]

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not applicable, I don't know, or prefer not to answer

[PRESENTATION TEXT]

Thank you. Those are the only questions we have related to Deerfoot Trail and Stoney Trail as they are owned and managed by the Province of Alberta. For the remainder of the survey, please do not include your perceptions of Deerfoot Trail and Stoney Trail in your responses.

SATISFACTION

4. Overall, how satisfied are you with each of each of the following

[ROWS; RANDOMIZE]

[ALWAYS SHOW FIRST] The City of Calgary's operation and management of roadways, sidewalks, and pathways
The condition of roadways in Calgary
The condition of sidewalks in Calgary
The condition of pathways in Calgary
The condition of bike lanes and cycle tracks in Calgary
The condition of roadways in your **neighborhood**
The condition of sidewalks in your **neighborhood**
The condition of pathways in your **neighborhood**

[COLUMNS]

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not applicable, I don't know, or prefer not to answer

[IF DISSATISFIED OR VERY DISSATISFIED TO ANY OPTION ASK 4]

5. Are you able to identify opportunities for improvement related to the operation, **management** or condition of any of the following? Please provide as much detail as possible to fully highlight the issue, opportunity and/or change you would like to see

Roadways [OPEN TEXT]
Sidewalks [OPEN TEXT]
Pathways [OPEN TEXT]
Bike lanes or cycle tracks [OPEN TEXT]

[ROADWAYS PRESENTATION TEXT]

The remainder of the survey will focus on roadways. Other elements of the transportation network will be covered in future surveys

6. Thinking about the condition and management of roadways during months where there is snow, please indicate your overall level of agreement for each of the following statements

[ROWS; RANDOMIZE]

My travel time is reasonable
My travel time is predictable
There is good visibility
I can safely get where I need to go
I can easily get where I need to go
I can use my preferred mode of transportation to get around
My trip is pleasant and comfortable
I have access to convenient and safe parking

[COLUMNS]

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Not applicable, I don't know, or prefer not to answer

7. Again, thinking about the condition and management of roadways for the rest of the year (not including months with snow), please indicate your overall level of agreement for each of the following statements

[ROWS; RANDOMIZE]

My travel time is reasonable
My travel time is predictable
There is good visibility
I can safely get where I need to go
I can easily get where I need to go
I can use my preferred mode of transportation to get around
My trip is pleasant and comfortable
I have access to convenient and safe parking

[COLUMNS]

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Not applicable, I don't know, or prefer not to answer

USER PRIORITIES

8. Below is a list of elements and activities associated with the operation and maintenance of Calgary's roadways. Please select the three that you consider to be most important to you when it comes to your experience on roadways in Calgary.

[ROWS; RANDOMIZE]

The level of snow and ice control
The quality of spring clean-up (roadway sweeping)
The time it takes to have potholes repaired
Roadways are free of potholes
The condition of the pavement, not including potholes - pavement is smooth, has limited cracks, patches and grooves
Street lighting (not including traffic signals/traffic lights) is in working order and turned on/off at appropriate times of day
The time it takes to repair street lighting
The cleanliness of the road surface (free from gravel and debris on the road)
Condition of road markings or lane markings
Condition of pedestrian crosswalk markings
The condition of road signs providing information, such as the green signs with white text
The condition of traffic signs, such as yellow school zone signs or white speed signs with black text
The timing of traffic signals/traffic lights at intersections
Information related to construction, delays, or detours
None of these, not applicable, or prefer not to answer [EXCLUSIVE]

USER SATISFACTION

The next question is about roads in your **neighborhood**

9. How satisfied are you with the following aspects of roads specifically in your **neighbourhood**?

[ROWS; RANDOMIZE]

Pedestrian safety
Bike rider safety
The level of snow and ice control during the past 12 months
The quality of spring clean-up (roadway sweeping) during the past 12 months
The time it takes to have potholes repaired
General condition of the pavement, not including potholes
Street lighting (lighting only, not traffic signals/traffic lights)
The time it takes to repair street lighting (lighting only, not traffic signals/traffic lights)
The cleanliness of the road surface (free from gravel and debris on the road)
Condition of road markings or lane markings
Condition of pedestrian crosswalk markings
The condition of **road signs** providing information, such as the green signs with white text
The condition of **traffic signs**, such as yellow school zone signs or white speed signs with black text

[COLUMNS]

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not applicable, I don't know, or prefer not to answer

The next question is about the **main roads in Calgary**. Main roads mean larger roads such as Memorial Drive, ~~Shaganappi Trail~~, McKnight Blvd, Bow Trail, Glenmore Trail, Barlow Trail, Macleod Trail, and Country Hills Boulevard, and similar

10. How satisfied are you with the following aspects of the condition and maintenance of the **main roads in Calgary**?

[ROWS; RANDOMIZE]

Safety of travel
The level of snow and ice control during the past 12 months
The quality of spring clean-up (roadway sweeping) during the past 12 months
The time it takes to have potholes repaired
General condition of the pavement, not including potholes
Street lighting (lighting only, not traffic signals/traffic lights)
The timing of traffic signals at intersections

The time it takes to repair street lighting
The cleanliness of the road surface (free from gravel and debris on the road)
Condition of road markings or lane markings
Condition of pedestrian crosswalk markings
The condition of **road signs** providing information, such as the green signs with white text
The condition of **traffic signs**, such as yellow school zone signs or white speed signs
Information related to construction, delays, or detours

[COLUMNS]

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not applicable, I don't know, or prefer not to answer

TRIP DURATION

11. For each of the following please indicate your typical travel time

[ROWS]

Home to work
For the commute you make most frequently (not including to/from work)

[COLUMNS]

Less than 10 min
10 min – 19 min
20 – 29 min
30 – 39 min
40 – 49
50 – 59
One hour or more
Not applicable, I don't know, or prefer not to answer

ROADWAYS USED

12. Thinking about the last 12 months, please indicate which of these roadways you have traveled on and how frequently you travel on them?

[ROWS; ALPHABETICAL]

16th ~~ave~~ NW/NE
17th ~~ave~~ SE
14th Street SW
Anderson Road
Barlow Trail

Blackfoot trail
Bow Trail
Country Hills Blvd
Crowchild Trail
Downtown roadways
Glenmore Trail
Macleod Trail
McKnight Boulevard
Memorial Drive
~~Peigan~~ Trail
~~Shaganappi~~ Trail
Sarcee Trail
52 St NE/SE

[COLUMNS]

6-7 days a week
5 days a week
4 days a week
2-3 days a week
1 day a week
1-3 days a month
Less than monthly
Never
I don't know or prefer not to answer

USER EXPERIENCE

This is the final set of questions and will provide a better understanding of citizen's expectations related to the operation and maintenance of Calgary's roadways. You will be presented with 4 scenarios and asked to rate the acceptability of an associated level of service.

13. Below are examples of situations you may experience related to roadways in Calgary. For each situation, please indicate to what degree you think the time required to reach a solution is either acceptable or unacceptable.

[ROWS; RANDOMIZE]

You report a pothole on a street in your neighborhood. It is inspected within two weeks to assign a level of priority and schedule the repair. The repair is completed. [7 months] after it was reported

There has been significant snow fall over the last few months and the neighborhood street your home is on has become difficult to drive on due to snow and ice buildup. You report it through 311. A crew arrives to address the issue [7 days later]

Streetlights provide lighting for the roadway and surrounding areas: There is a streetlight out on one of the roads you frequently drive on (streetlights provide

lighting for the roadway and surrounding areas). You report it through 311. The streetlight is repaired [3 months] after it was reported

A parking sign has been knocked down. The pole and sign are laying on the grass next to the side of road. You report the issue through 311. The repair is completed [3 months] after it was reported

[COLUMNS]

Very acceptable
Somewhat acceptable
Somewhat unacceptable
Very unacceptable
I don't know or prefer not to answer

[IF Q11A='somewhat unacceptable' or 'completely unacceptable' for a scenario, ASK Q11B for the related scenario; IF ALL 'very acceptable' or 'somewhat acceptable' at Q11A skip to end]

14. You indicated one or more of the resolutions in the previous question took an unacceptable amount of time to complete. And, what if these were your service experiences? Please indicate to what degree you think the time required to reach a solution is either acceptable or unacceptable.

You report a pothole on a street in your neighborhood. It is inspected within two weeks to assign a level of priority and schedule the repair. The repair is completed [5 months] after it was reported

There has been significant snow fall over the last few months and the neighborhood street your home is on has become difficult to drive on due to snow and ice buildup. You report it through 311. A crew arrives to address the issue [5 days later]

Streetlights provide lighting for the roadway and surrounding areas: There is a streetlight out on one of the roads you frequently drive on. You report it through 311. The streetlight is repaired and back on [2 months] after it was reported

A parking sign has been knocked down. The pole and sign are laying on the grass next to the road. You report the issue through 311. The repair is completed [2 months] after it was reported

[IF Q11B='somewhat unacceptable' or 'completely unacceptable' for a scenario, ASK Q11C for the related scenario; IF ALL 'very acceptable' or 'somewhat acceptable' at Q11B skip to end]

15. And, what if these were your service experiences?

You report a pothole on a street in your neighborhood. It is inspected within two weeks to assign a level of priority and schedule the repair. The repair is completed [3 months] after it was reported

There has been significant snow fall over the last few months and the neighborhood street your home is on has become difficult to drive on due to snow and ice buildup. You report it through 311. A crew arrives to address the issue [3 days later]

Streetlights provide lighting for the roadway and surrounding areas: There is a streetlight out on one of the roads you frequently drive on. You report it through 311. The streetlight is repaired and back on [1 month] after it was reported

A parking sign has been knocked down. The pole and sign are laying on the grass next to the road. You report the issue through 311. The repair is completed [1 month] after it was reported

The examples provided in the previous series of questions were intended to help us better understand Calgarians' general expectations across a variety of scenarios. The response times and service levels that were shared were illustrative and are not representative of current or planned changes.

Standard panel close out



Contact

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