

# Customer Feedback Report



SIDEWALK EXTENSION &  
ENHACEMENT PROJECT

Summer 2020



# SURVEY OVERVIEW

The purpose of this survey was to gather feedback from the public on the OSBA's efforts to enhance the sidewalk expansions this summer. We asked 15 questions to understand the public's overall support of this project. Feedback collected from this survey and the Business Feedback Survey will help inform future decisions on the launch of similar initiatives.

# METHODOLOGY

Given current physical distancing and COVID-19 public safety measures we opted to gather responses for the survey online. Table decals were printed and attached to picnic tables with a QR code that led to the survey form. With few responses in the first week, we then shared the survey more broadly through social media. This resulted in more engagement bringing in over 100 survey responses.

## AT A GLANCE

**115**  
**Respondents**

**41%**  
**Weekly Visitors**

**64%**  
**Very Satisfied**

# FREQUENCY & REASON FOR VISITS

## Highlights:

**64%**

visited the avenue on a daily or weekly basis since June 1, 2020

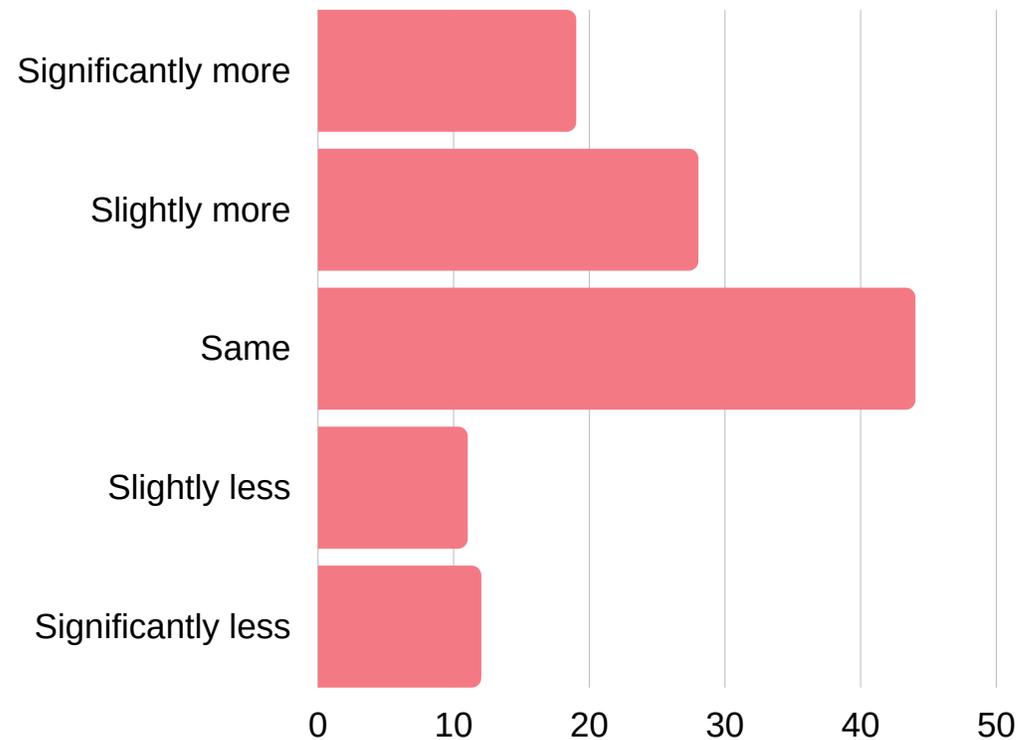
**41%**

visited the area slightly to significantly more compared to before the project

**20%**

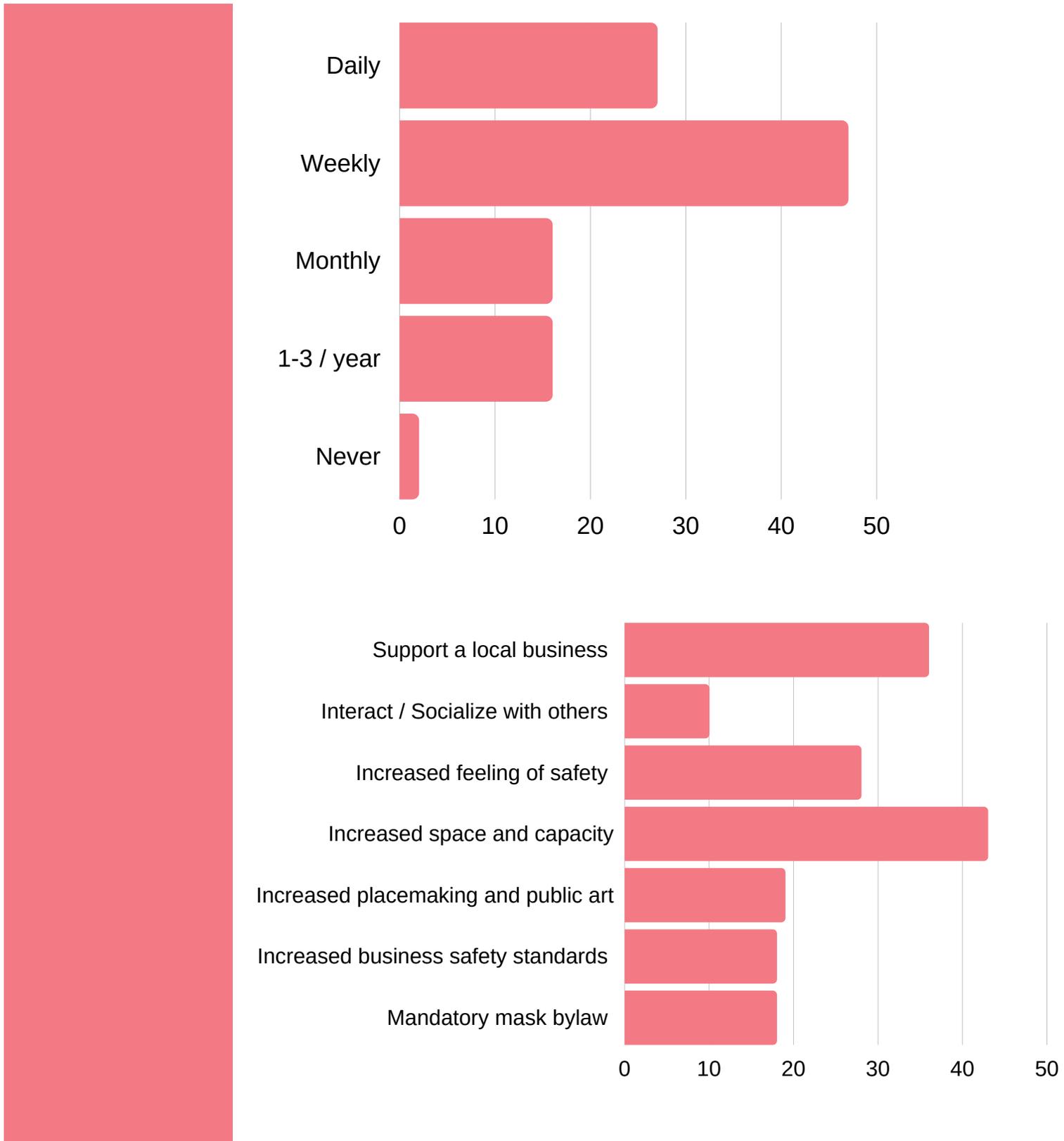
visited the area less to significantly less compared to before the project

## How often do you visit compared to before the project?



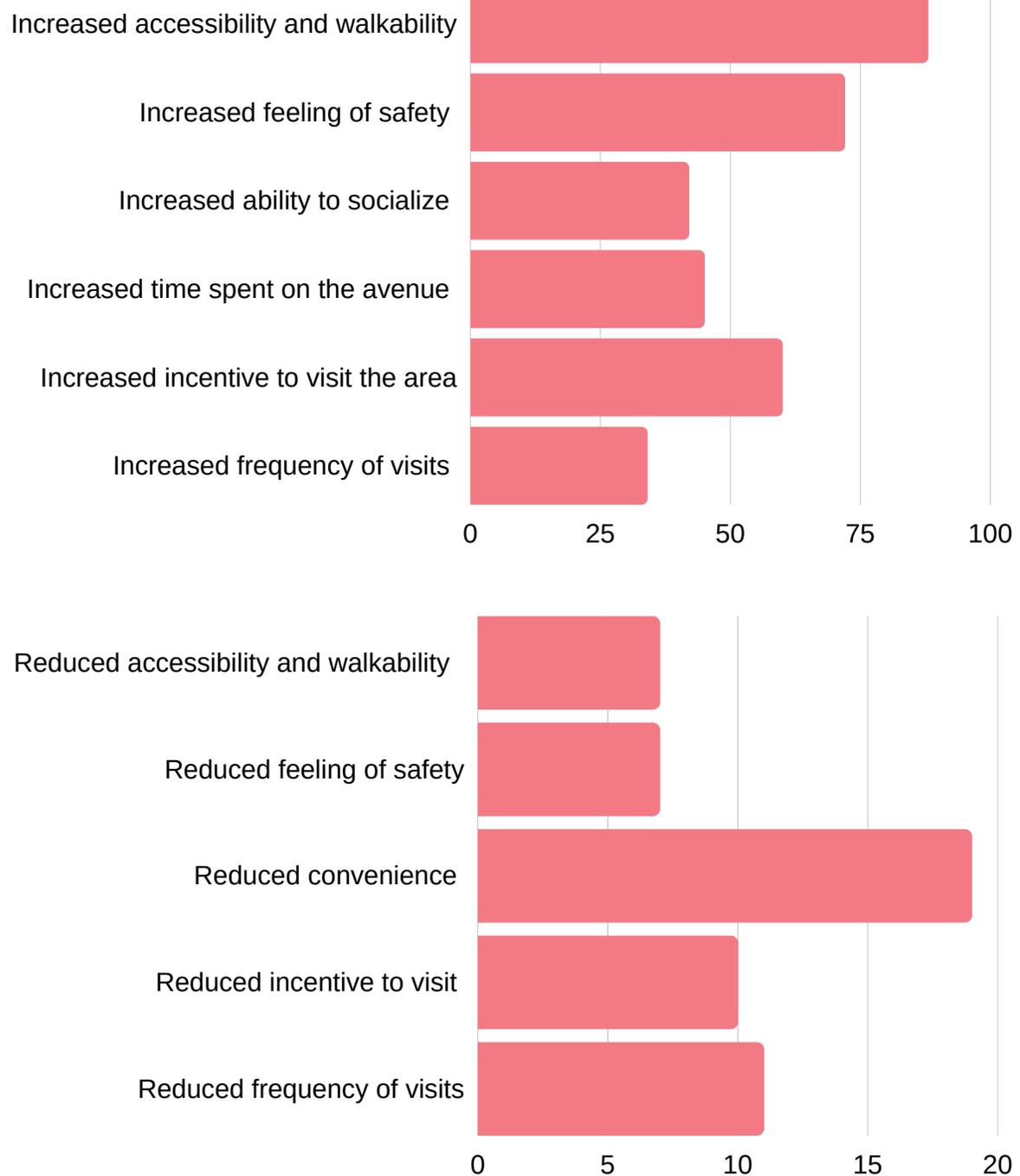
Pandemic related safety concerns (i.e. contracting the virus) and reduced mobility on the avenue were the top reasons why frequency of visits decreased.

# FREQUENCY & REASON FOR VISITS



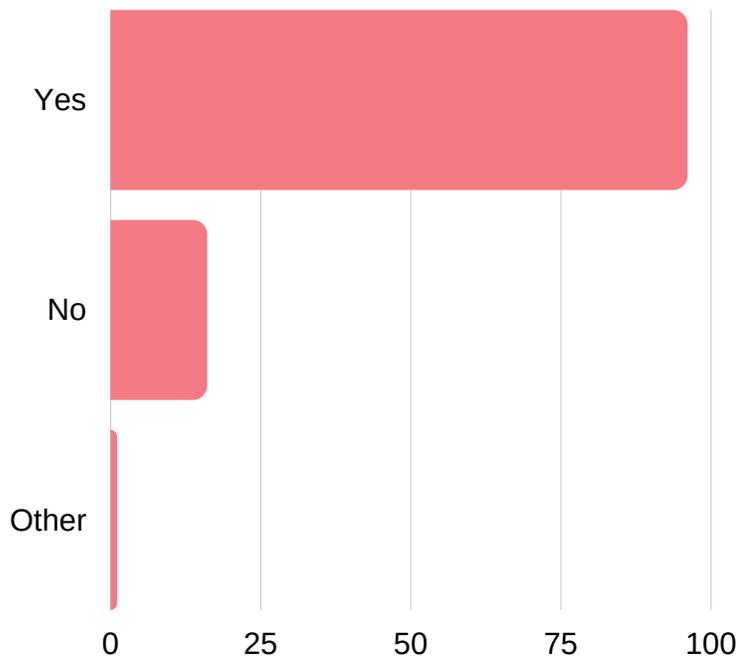
# BENEFITS AND DRAWBACKS

**Has the expansion led to any of the following benefits and/or drawbacks?**

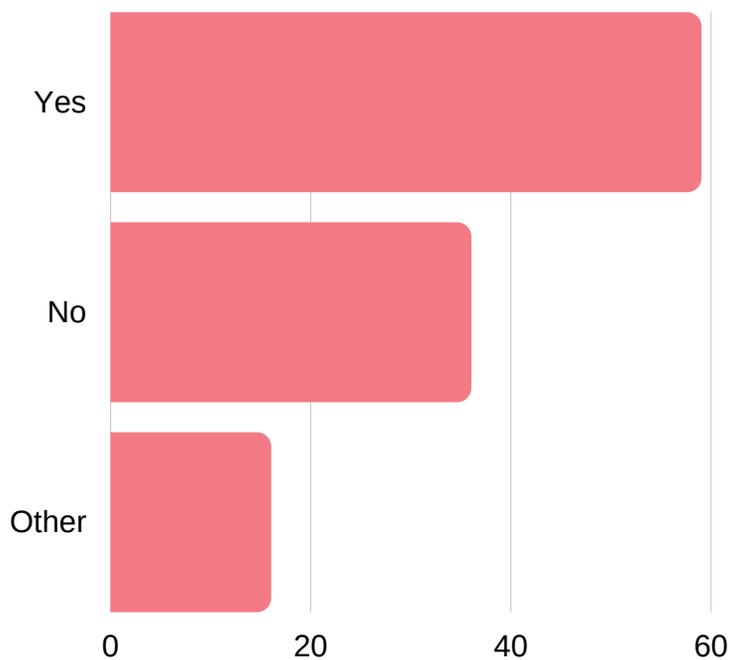


# FUTURE CONSIDERATIONS

**Support of seasonal sidewalk extension? (May - Sept)**



**Support of permanent sidewalk extension? (all year)**



# GENERAL COMMENTS

"I hope that the the sidewalk extension could be implemented year round or at the very least, during the warmer months. I feel safer being able to distance myself more and the atmosphere of the area, even during these times, has been even better and more lively."

"I think it's great, I live nearby on 106st and I appreciate the extra space given."

"As a local resident of Garneau I have really enjoyed the expanded sidewalk while walking around the area however it has caused a lot of issues with traffic."

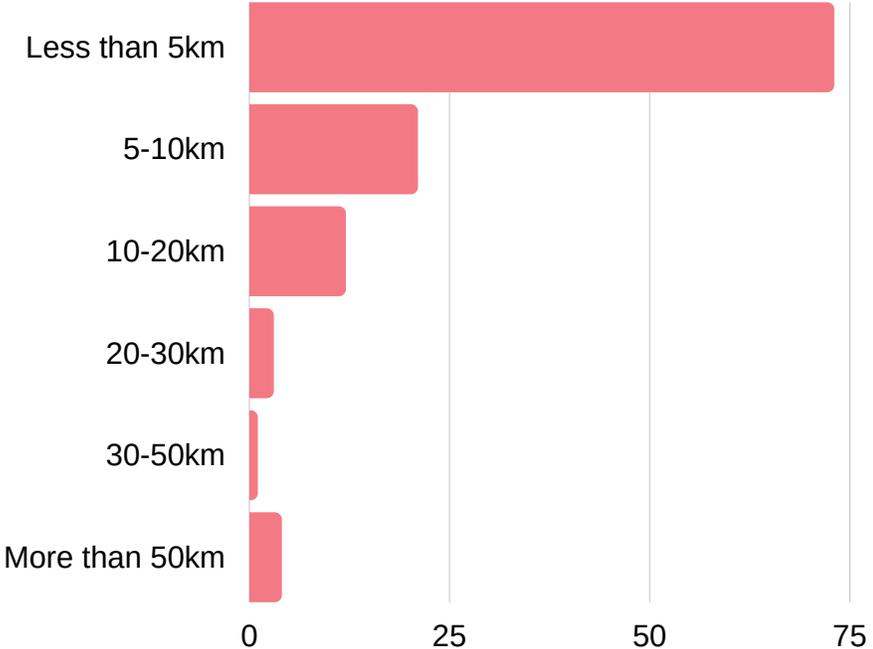
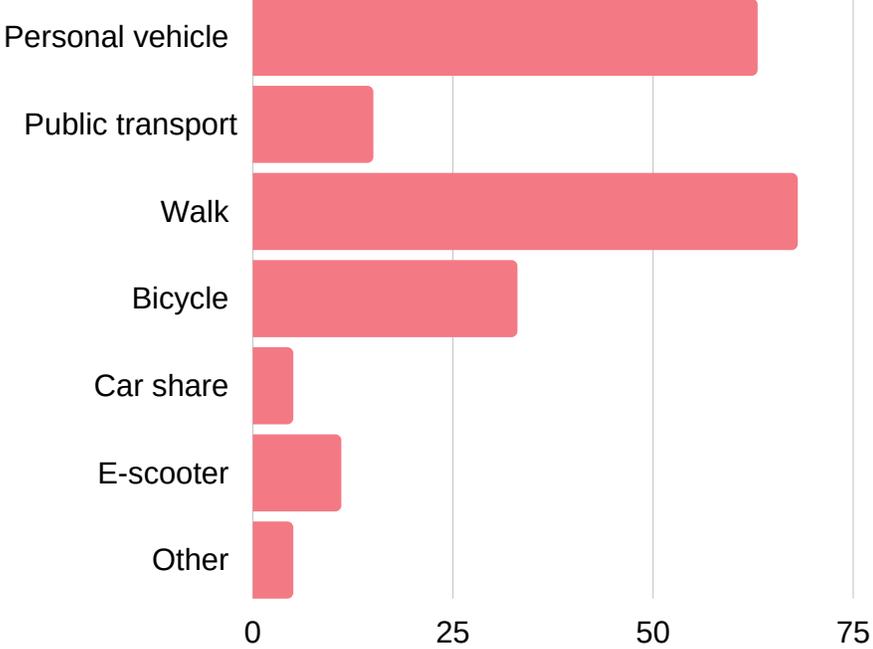
"I think the concept is good but I never ever saw anybody cleaning them. So are they really safe during COVID?"

Its awkward and poorly designed. More effort is needed to determine where it's useful and where it isn't.

"Would prefer to have concrete jersey barriers.... or something a bit more solid."

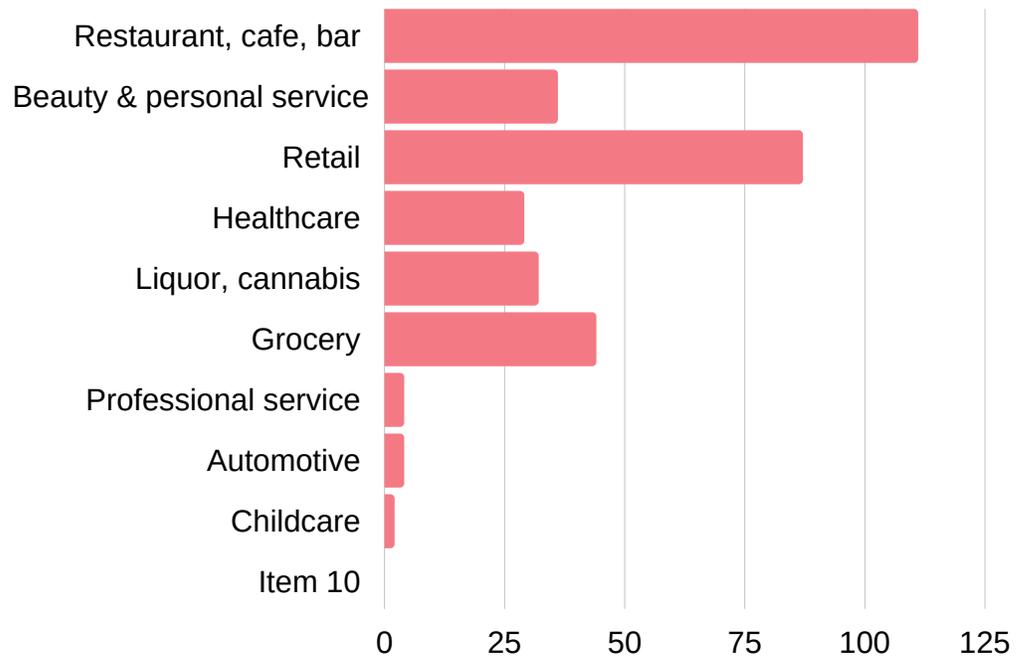
"More garbage cans."

# TRANSPORTATION & DEMOS

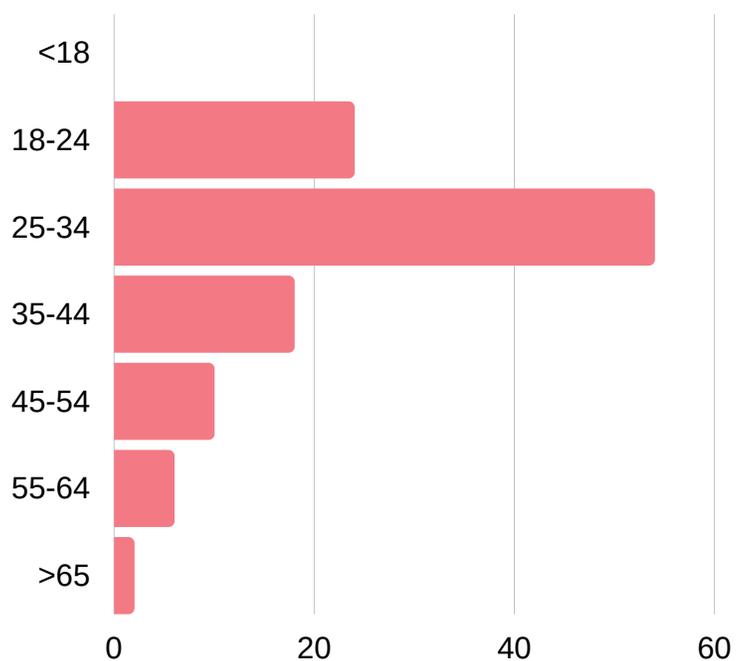


# TRANSPORTATION & DEMOS

## Business types typically visited:



## Age range



# CONCLUSION

Similarly to the responses received on the Business Feedback Survey, the majority of respondents are supportive of a seasonal return of the sidewalk expansions. Concerns over winter maintenance and the space being generally underused were raised as reasons to keep this a seasonal project. With the general feedback comments taken into consideration, improvements can be made to signage, cleaning of tables, litter, and barricades in future planning of the sidewalk expansion project.

