

APPENDIX B: SUMMARY OF WEB-BASED QUESTIONNAIRE

This appendix summarizes the results of an online questionnaire conducted as part of the Plan. The questionnaire was administered electronically via the Survey Monkey website and was publicly available from April 2009 through December 2010. This appendix isolates the responses collected as part of the Phase 2 planning process, which includes responses received between October and December 2010. Over 500 responses were received during this time.





Date: December 14, 2010

To: Debby Schaaf, PCPC

From: Dan Goodman, TDG

RE: Online Questionnaire Results

Overview

This memorandum summarizes the results of an online questionnaire conducted as part of the City of Philadelphia Pedestrian and Bicycle Master Plan. The questionnaire was administered electronically via the *Survey Monkey* website and was publicly available from April through December 2010. This memo isolates the responses collected as part of the Phase II planning process, which includes responses received between October and December 2010. Over 500 responses were received during this time. Highlights of the questionnaire are noted below and the full results are provided on the following pages. The online questionnaire was used to broaden the reach of public input; however, it should be noted that the results are not statistically significant.

Survey Highlights

Walking/Walking Environment

- The top three things that respondents like about walking in Philadelphia are:
 - The fact that many destinations are located within walking distance
 - The character of the walking environment
 - The presence of street trees
- The most common walking trips for respondents were for shopping or errands. Other popular trips include:
 - Walking to transit/bus stops
 - Walking to see family/friends
 - Walking for leisure
- The areas most commonly identified as in need of *substantial* pedestrian improvements were:
 - Near highways and interchanges
 - On major street corridors
 - On bridges and overpasses
- When asked, what makes it difficult or unpleasant to walk in Philadelphia, the most common responses were
 - drivers not stopping or yielding
 - worries about personal safety
 - unattractive/unappealing streets

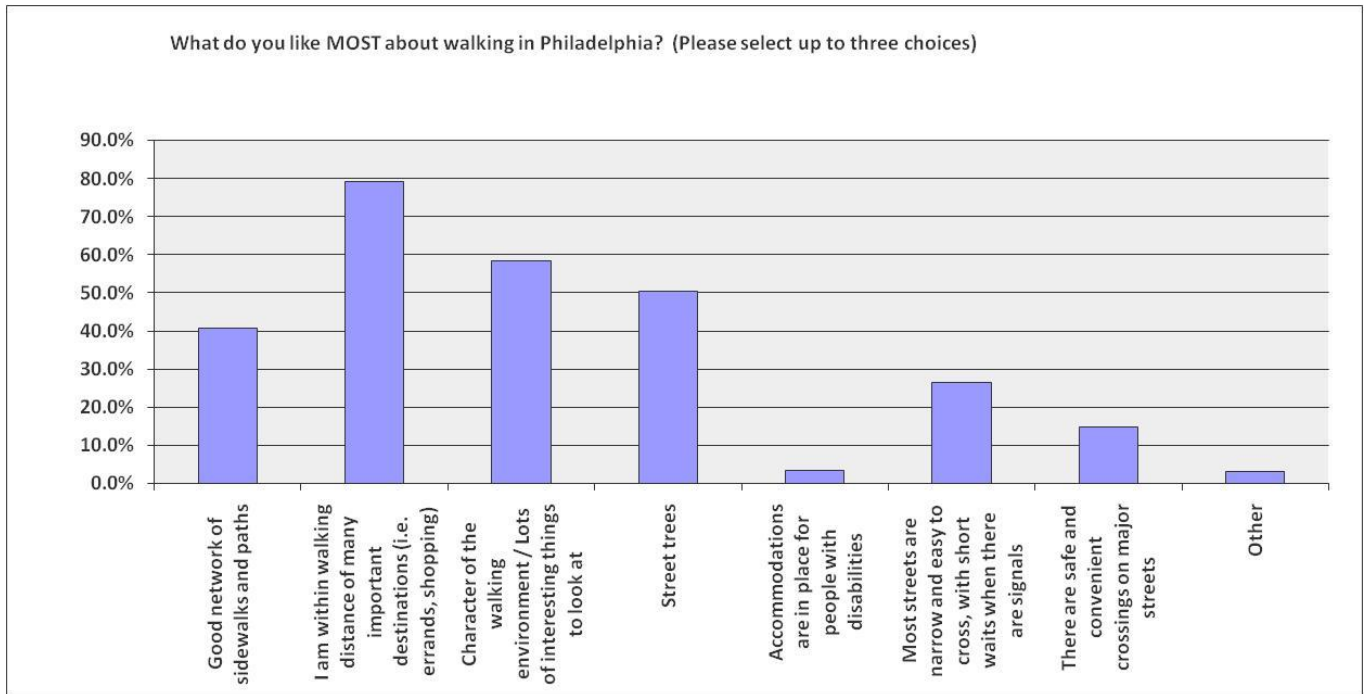
- When asked what improvements are most needed for children walking/bicycling, half of the respondents chose traffic calming efforts near schools. Other highly ranked choices were secure bike parking near schools and pedestrian and bicycle safety education.

Bicycling/Bicycle Environment

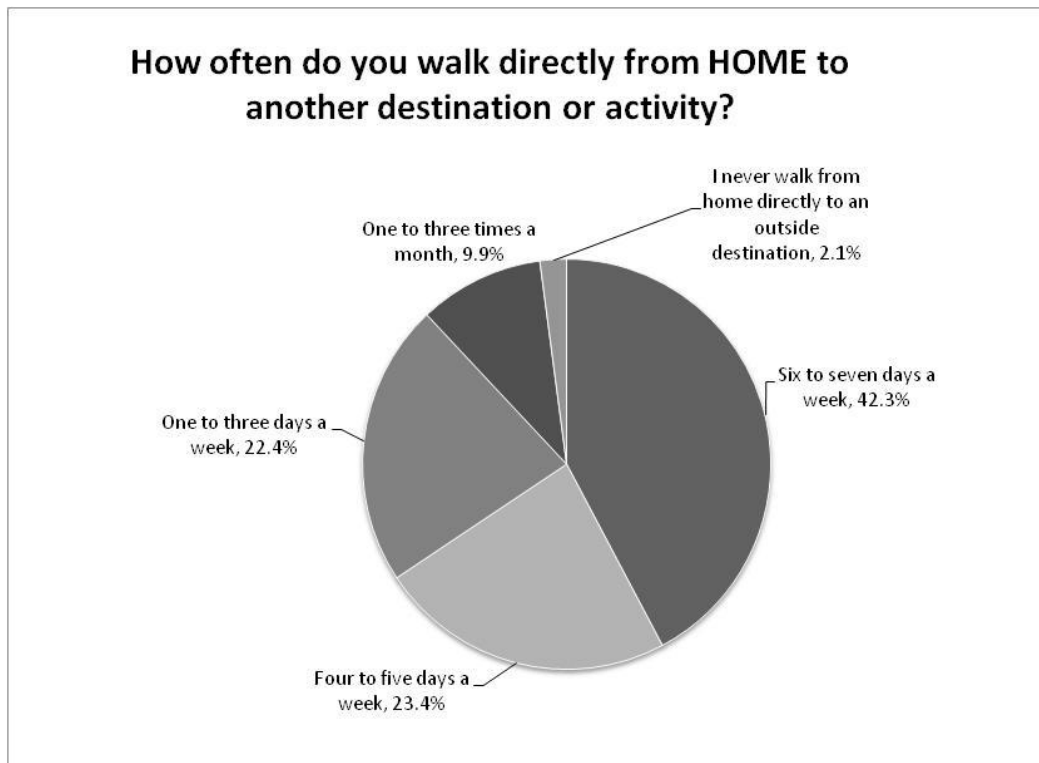
- The majority of the respondents have biked in the City in the last year (83.7%).
- Of respondents who have not ridden a bike in the last year, the most common reasons for choosing not to ride were:
 - They do not feel safe riding in traffic.
 - Bicycle lanes are too few, and are not interconnected
 - I don't own a bicycle
 - Drivers, pedestrians and other cyclists are too unpredictable
- 90% of the respondents who have biked in the City in the last year indicated that the best part about bicycling in the city is that many destinations are located within biking distance. Other common choices to this question were:
 - Network of bicycle lanes (on-road)
 - Network of bicycle paths (off-road)
- Many of the respondents bike more than 3 times per week. The majority of these trips are:
 - Biking to work
 - Biking for shopping/errands
 - Biking to see family/friends
- The most common biking trips selected by all respondents include:
 - shopping/errands
 - leisure
 - exercise/fitness
 - family/friends
- The survey asked those who have biked in the city in the last year, "What is the most difficult part about bicycling in the City?" The most common responses were:
 - Drivers do not respect the rights of bicyclists
 - Road surfaces are poor (potholes, trolley tracks, etc.)
 - Bicycle lanes are too few, and are not interconnected
- The areas most commonly identified as in need of *substantial* bicycling improvements were:
 - On major street corridors
 - Near highway interchanges
 - Neighborhood streets

Survey Results

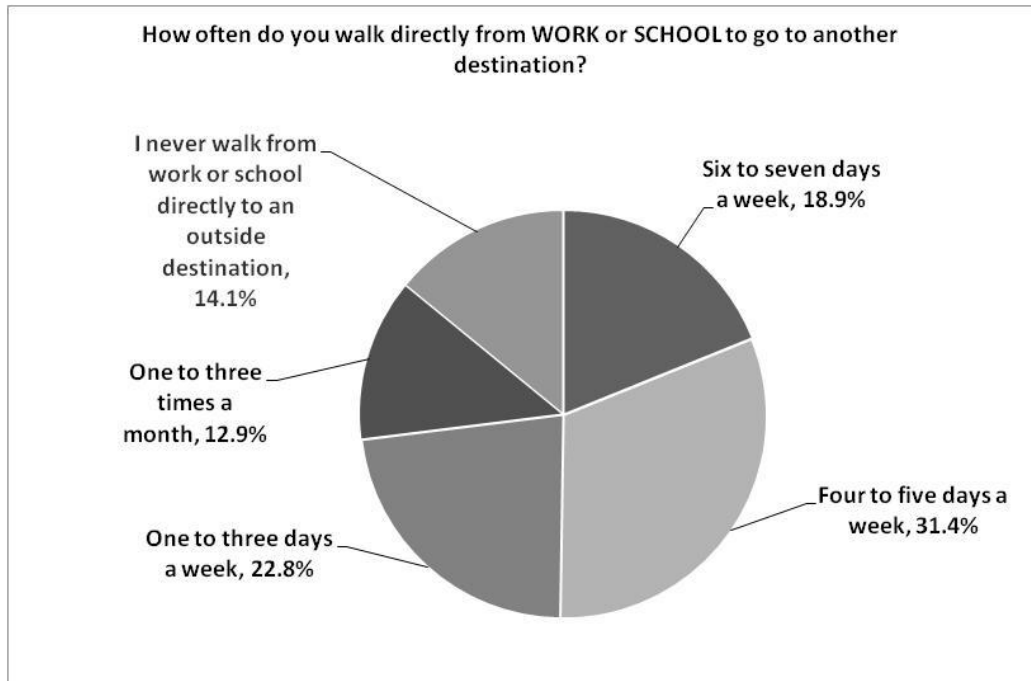
Question 1: What do you like MOST about walking in Philadelphia?



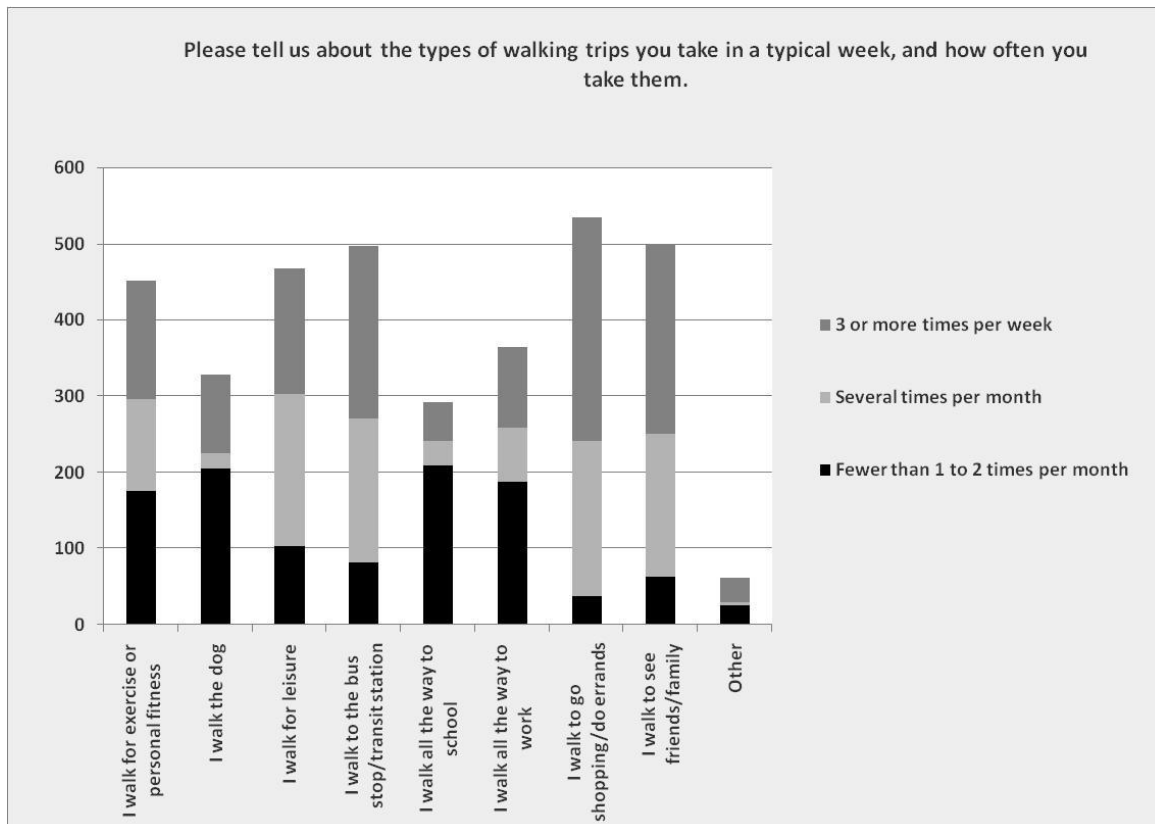
Question 2: How often do you walk directly from HOME to another destination or activity?



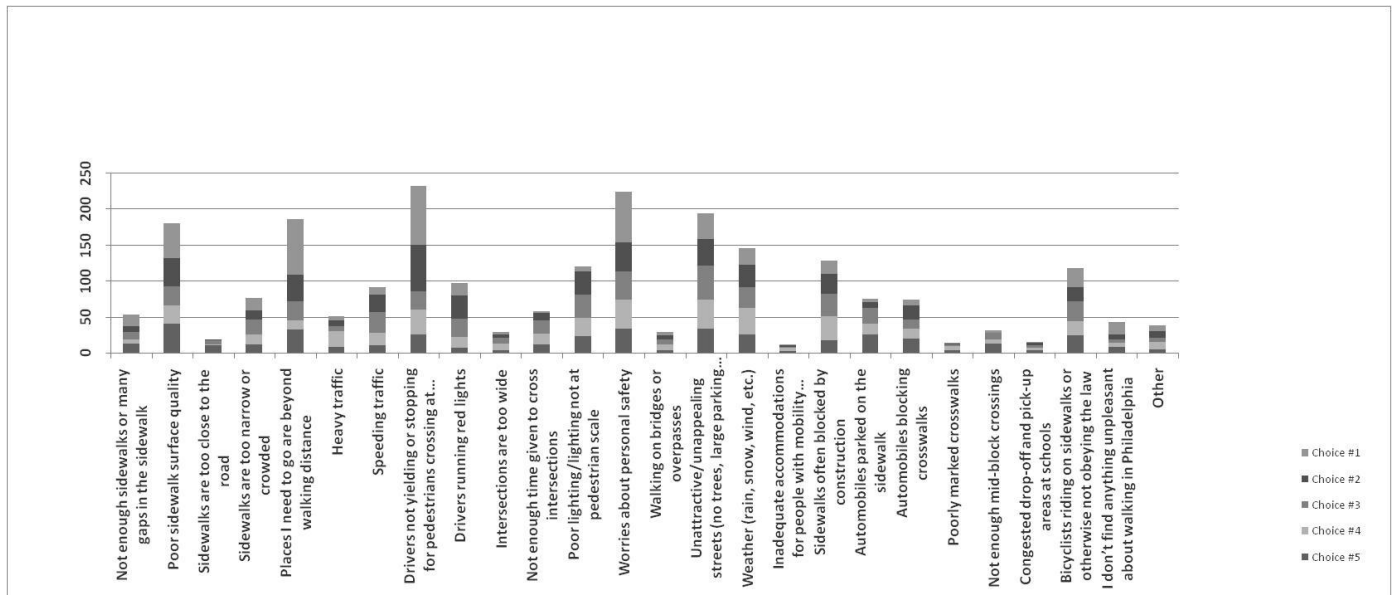
Question 3: How often do you walk directly from WORK or SCHOOL to go to another destination?



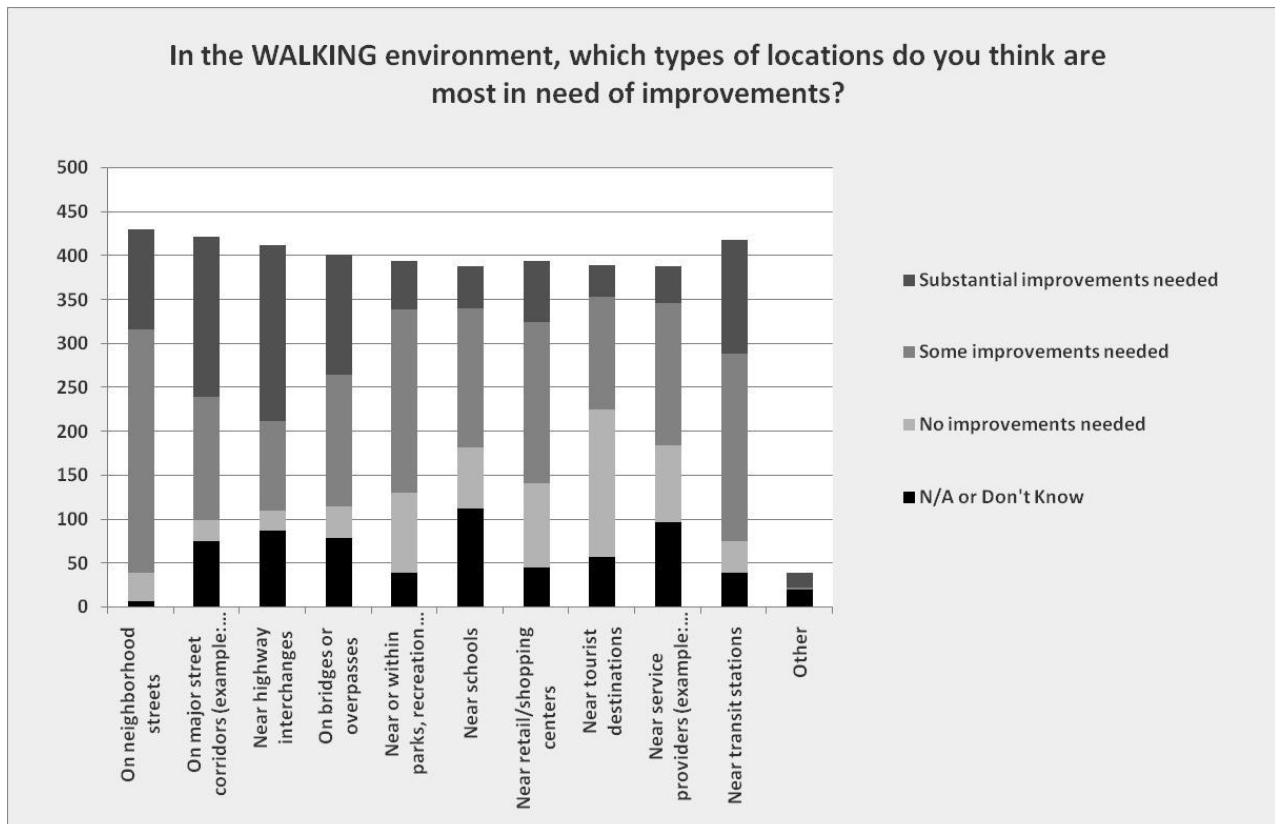
Question 4: Please tell us about the types of walking trips you take in a typical week, and how often you take them.



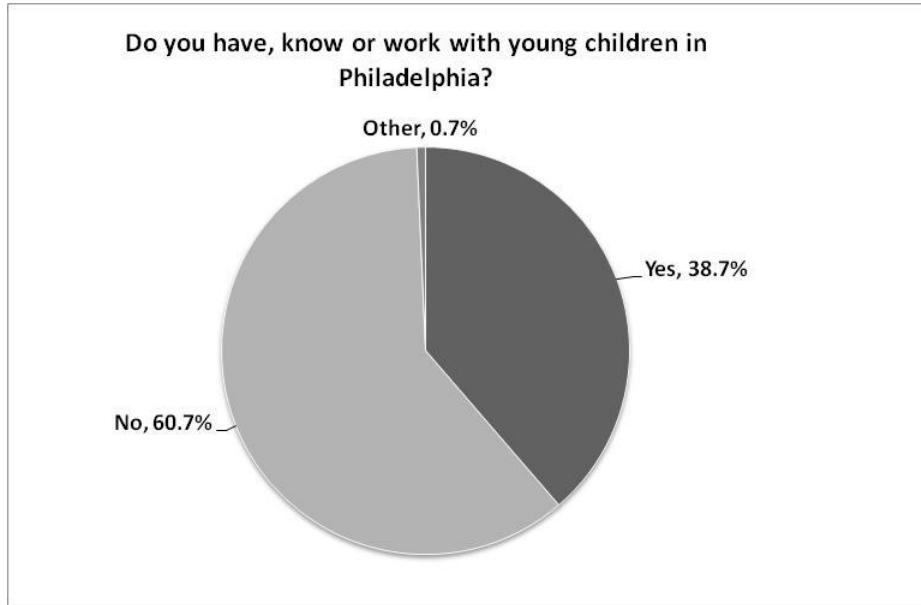
Question 5: Generally speaking, which of the following factors make it difficult or unpleasant for you to walk in Philadelphia? Please select your top 5 factors, and rank them in order of importance (1 being most important).



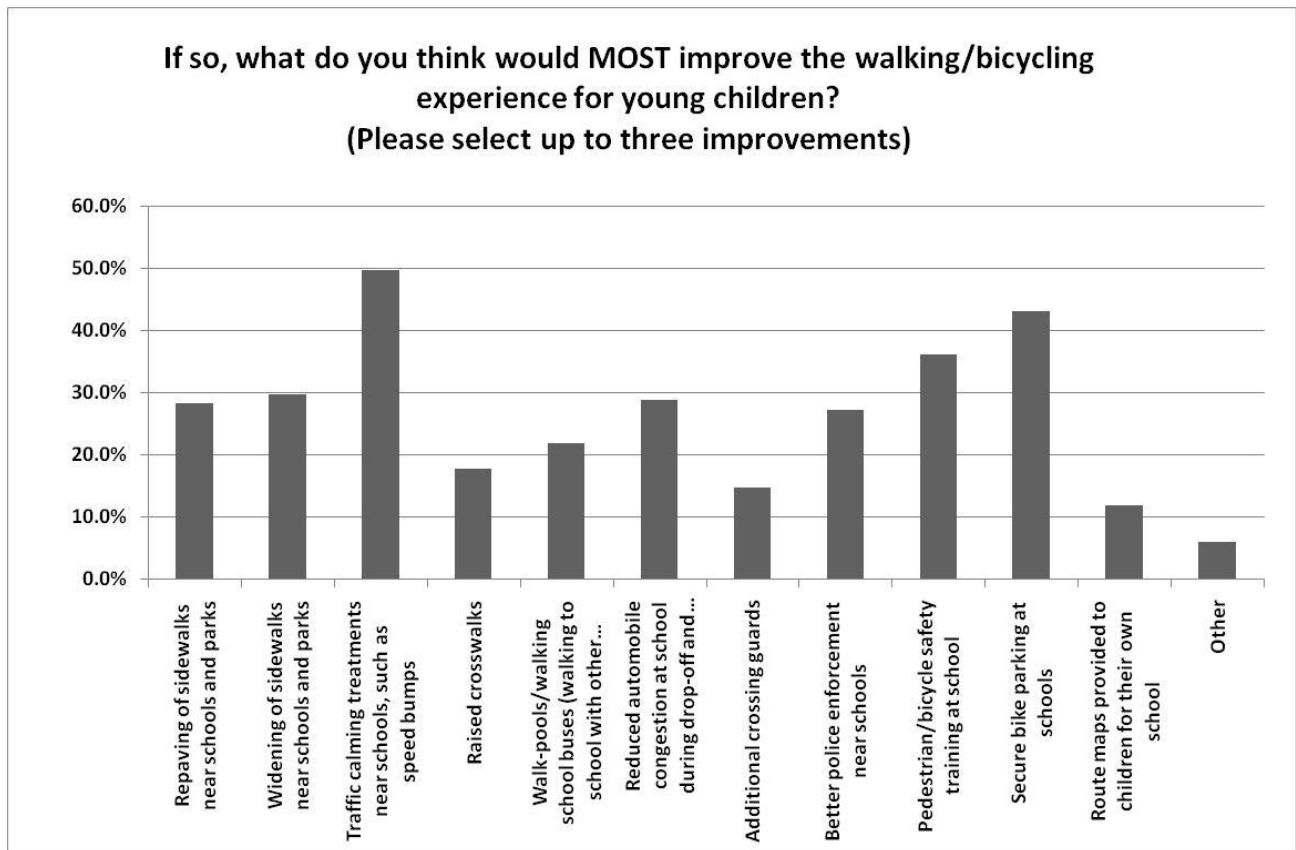
Question 6: In the WALKING environment, which types of locations do you think are most in need of improvements?



Question 7: Do you have, know, or work with young children in Philadelphia?



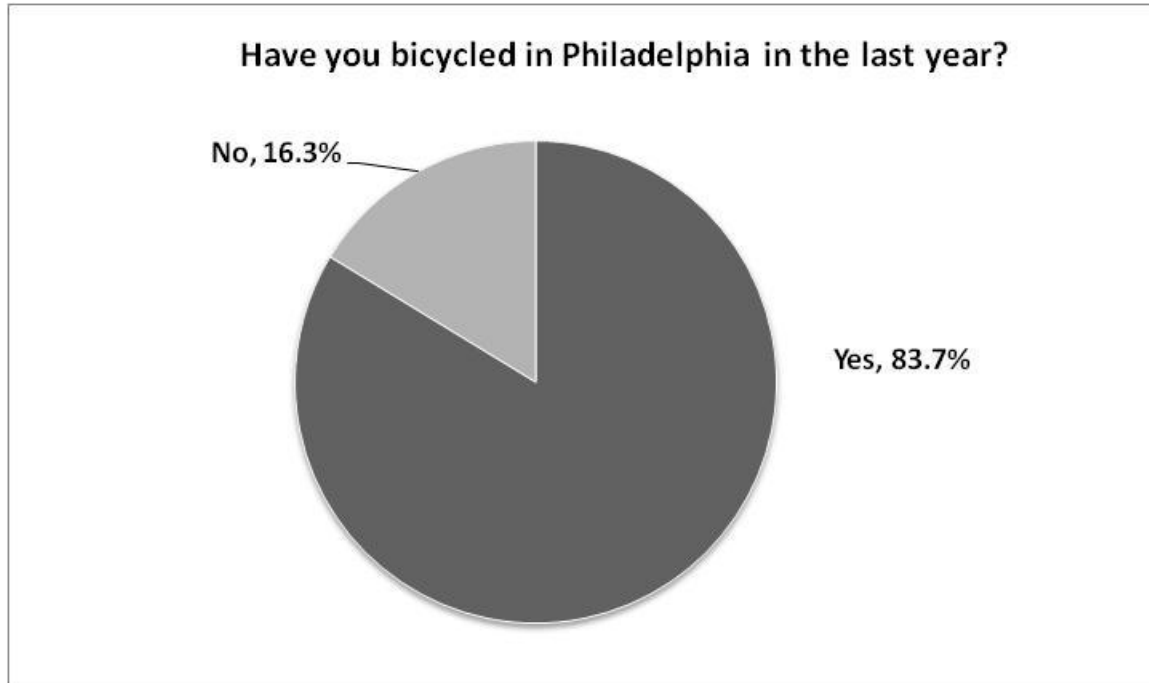
Question 8: If so, what do you think would most improve the walking/bicycling experience for young children?



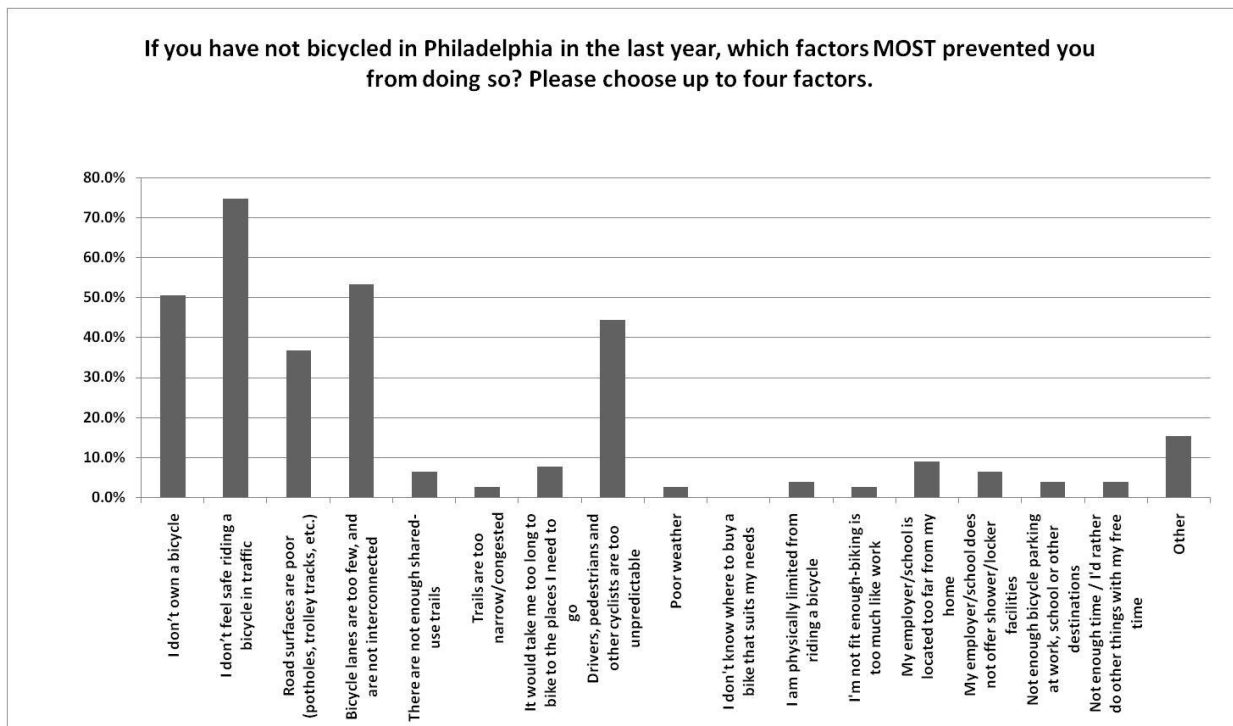
Question 9: Please enter up to five (5) streets and/or intersections you'd like to see become more PEDESTRIAN-friendly. Feel free to describe in detail your desired improvement at each location. For example, "At the intersection of 41st & Woodland Avenues it's hard to know when and where to cross because the road splits and cars don't stop" or "There's not adequate crossing time for pedestrians to cross Delaware Avenue into Penn Treaty Park."

Common Responses for Streets	Common Responses for Intersections	Common Responses for Improvements
<ul style="list-style-type: none"> • 2nd Street • 11th Street • 12th Street • 15th Street • 16th Street • 17th Street • 18th Street • 19th Street • 20th Street • 21st Street • 38th Street • 39th Street • Ben Franklin Parkway • Belgrade Avenue • Broad Street • Chestnut • Columbus Boulevard • Delaware Avenue • Fairmont Avenue • Frankford Avenue • Front Street • Girard Avenue • Kelly Drive • Market • Passyunk Avenue • Richmond Street • Ridge Avenue • Schuylkill Avenue • Spring Garden Bridge • Walnut 	<ul style="list-style-type: none"> • York and Aramingo • 20th Street and the Parkway • 2nd Street and Girard • 30th Street and Chestnut • 30th Street and Market • 34th and Walnut • Broad and South • Frankford Avenue and Girard Avenue • Front Street and Girard Avenue • Kelly Drive and Fairmont Avenue • Lehigh and Aramingo • Passyunk Avenue and 10th Street • Pennsylvania and Fairmount 	<ul style="list-style-type: none"> • High traffic speeds • Inadequate crossing time for pedestrians • Inadequate lighting for pedestrians • Lack of bike lanes/ bike facilities • Unsafe/ inappropriate driver behavior

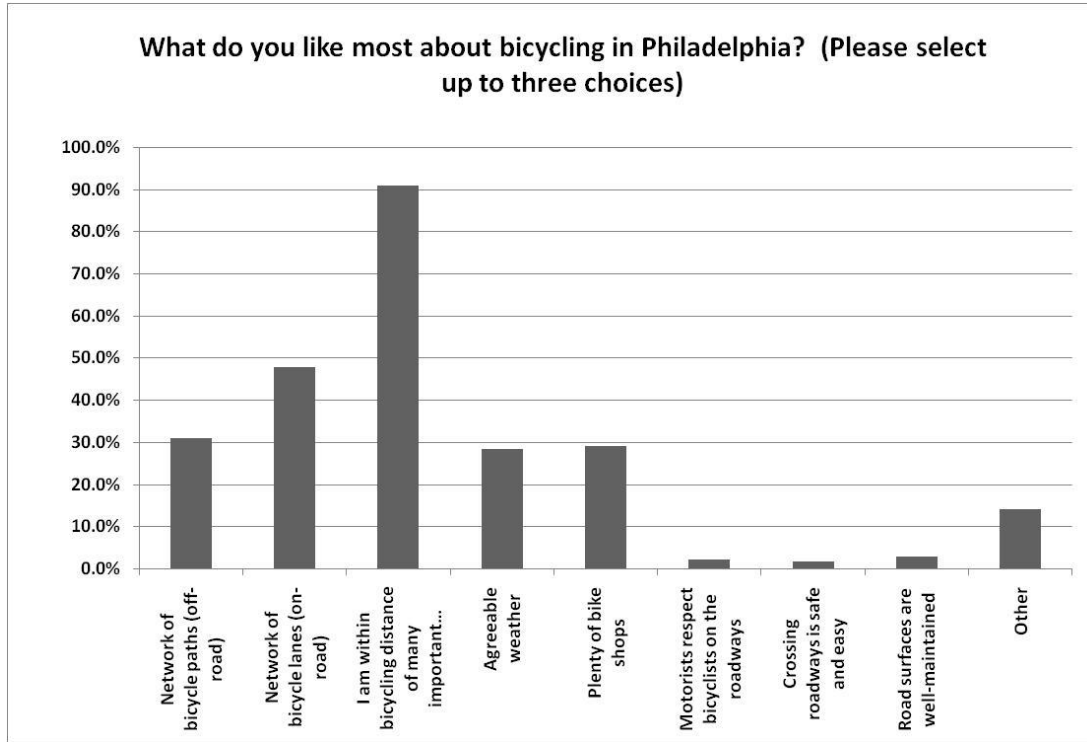
Question 10: Have you bicycled in Philadelphia in the last year? Note that respondents who marked “yes”, skipped to question 12. Respondents who marked “no” moved on to question 11.



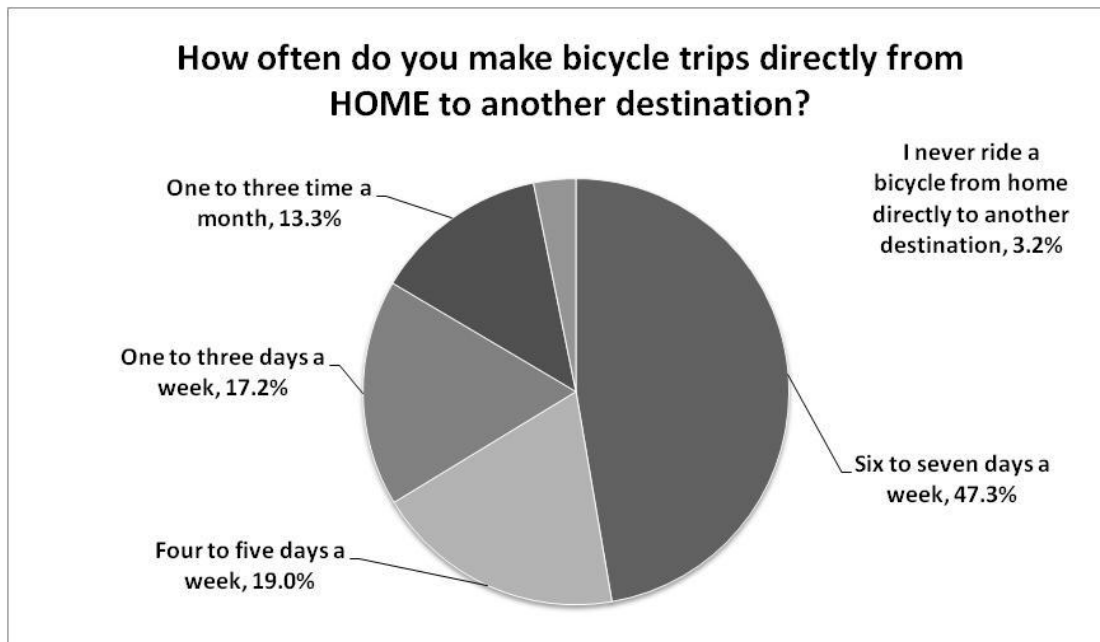
Question 11: If you have not bicycled in the last year, which factors MOST prevented you from doing so? Note that after respondents answered this question (after marking “no” to question 10), they skipped to Question 19.



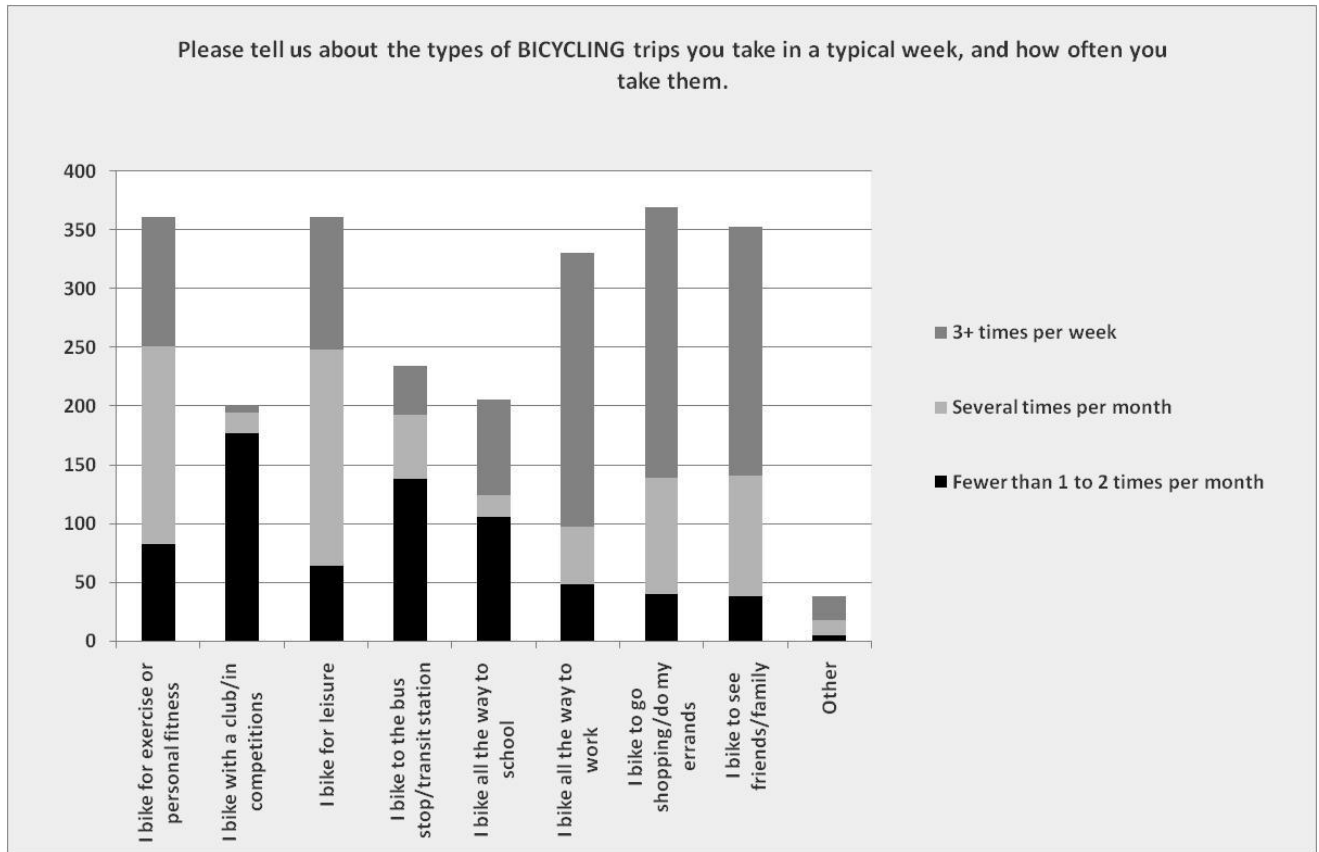
Question 12: What do you like most about bicycling in Philadelphia?



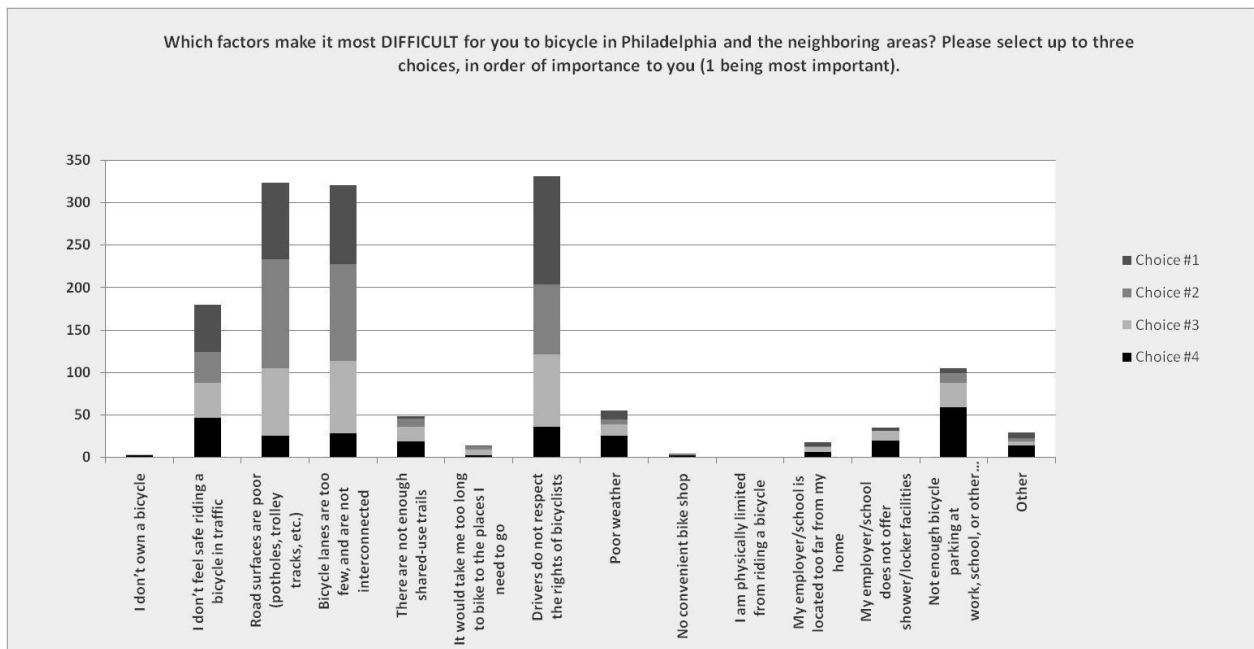
Question 13: How often do you make bicycle trips directly from HOME to another destination?



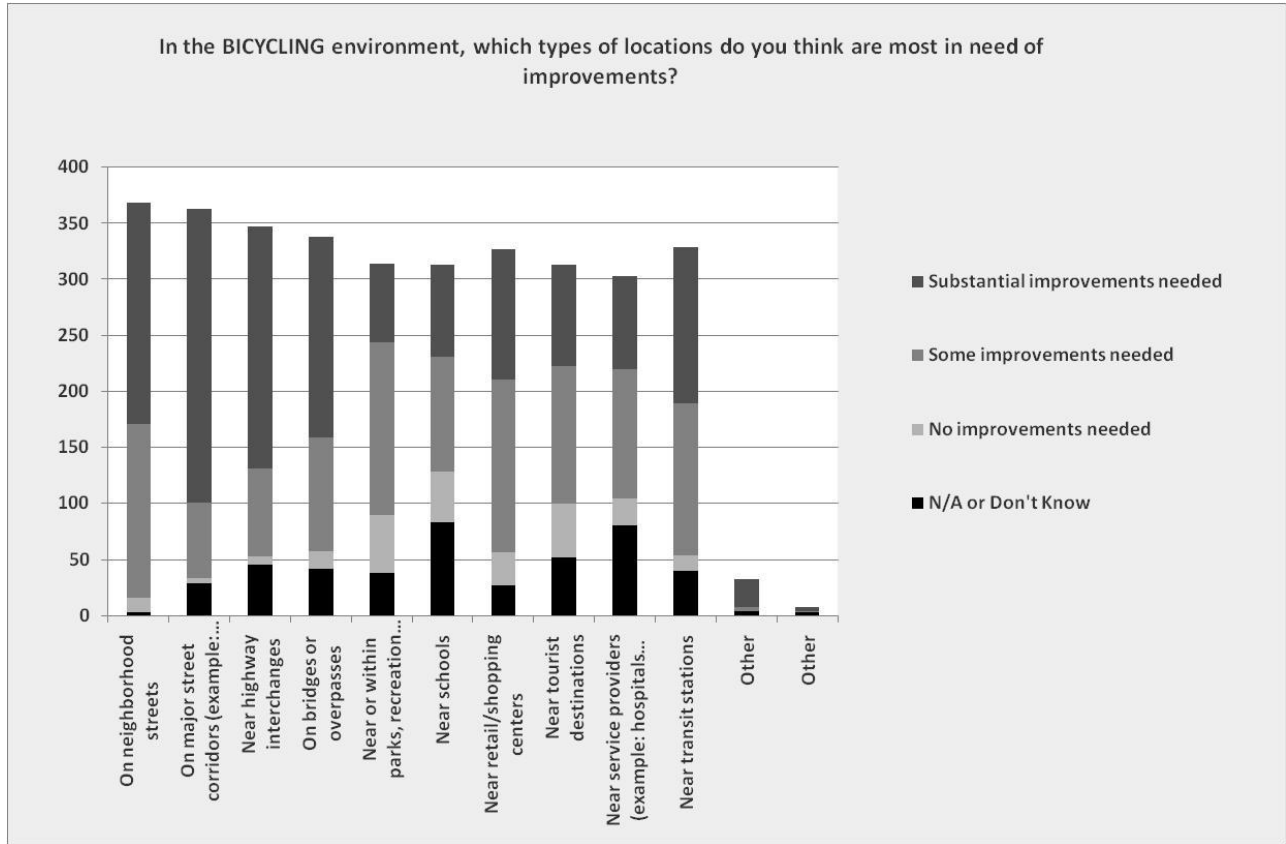
Question 14: Please tell us about the types of BICYCLING trips you take in a typical week, and how often you take them.



Question 15: Which factors make it most DIFFICULT for you to bicycle in Philadelphia and the neighboring area?



Question 16: In the BICYCLING environment, which types of locations do you think are most in need of improvements?



Question 17: Please enter up to five (5) streets and/or intersections you'd like to see become more BICYCLE-friendly. Feel free to describe in detail your desired improvement at each location. For example, "There's no direct north-south bike lane connection between my neighborhood of Kingsessing and West Fairmount Park. If the park were easier to get to on a bike, I would go there more often."

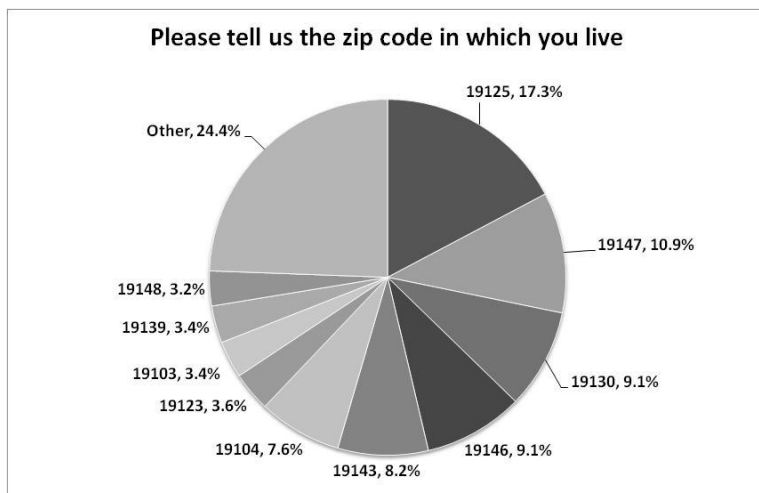
Common Responses for Streets and Intersections	Common Responses for Improvements
<ul style="list-style-type: none"> • 11th Street • 12th Street • 22nd Street and Walnut • 30th and Chestnut 	<ul style="list-style-type: none"> • Add bike lanes • Restripe bike lanes where they are faded • Pave over defunct trolley rails • Repave road surface to eliminate potholes • Educate drivers how to drive safely with cyclists

Question 18: Please provide any additional comments you might have regarding pedestrian and/or bicycle facilities in the City of Philadelphia.

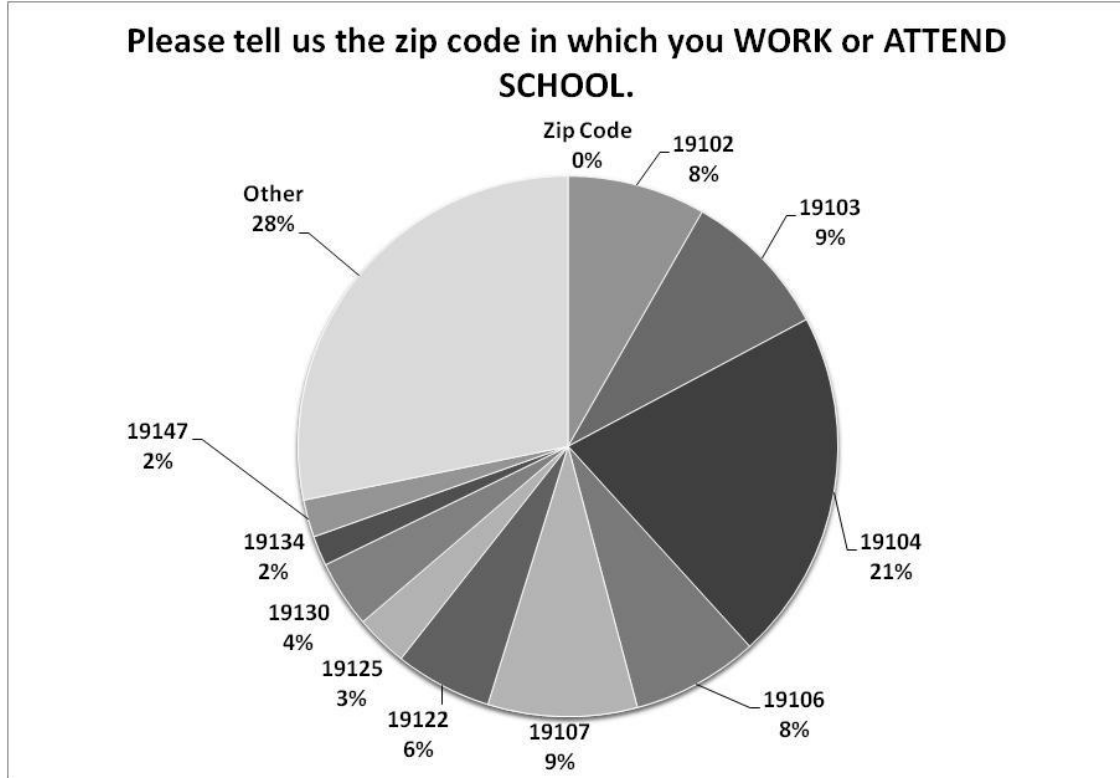
Common responses included the following:

- Bicycling conditions in the City have improved over the years
- Add secure, covered bicycle parking to business districts
- Drivers behave aggressively towards cyclists
- Enforcement of traffic laws for all users should be increased
- Add more bicycle lanes
- Improve crossing conditions for all users at intersections and bridges
- Increase crossing time for pedestrians
- Stripe bike lanes through intersections
- Build multi-use, off-road trails for non-motorized travel
- Bicyclists riding on the sidewalk are problematic for pedestrians
- Roads need to be repaved and re-striped

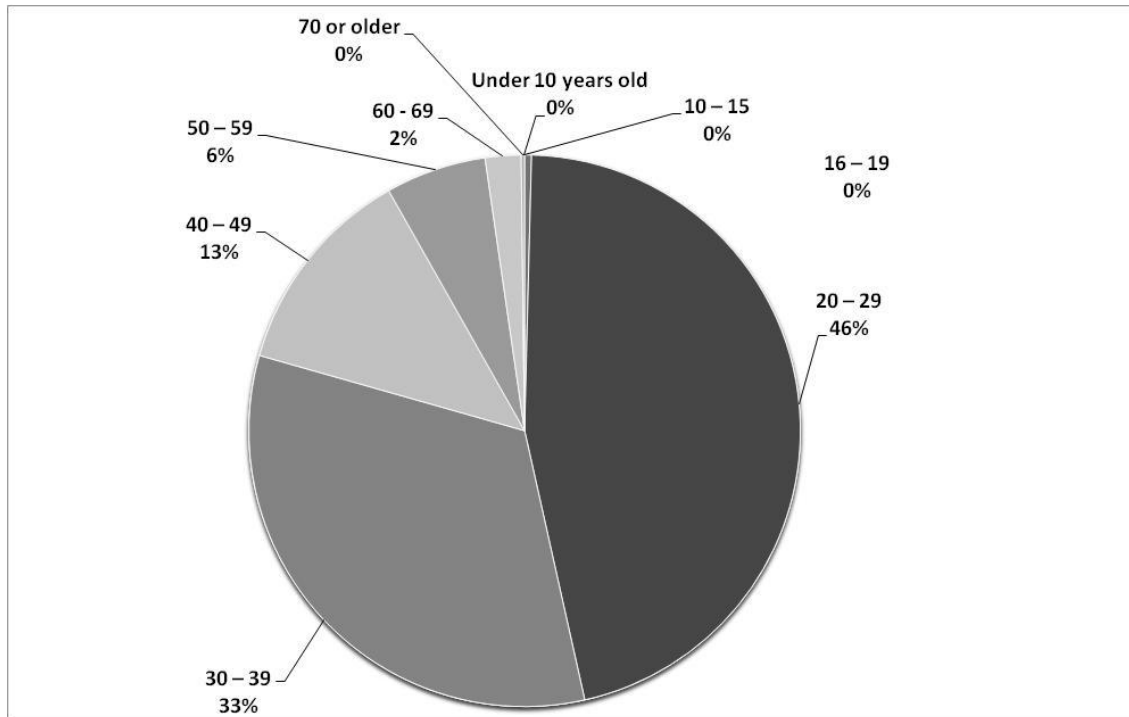
Question 19: Please tell us the zip code in which you live.



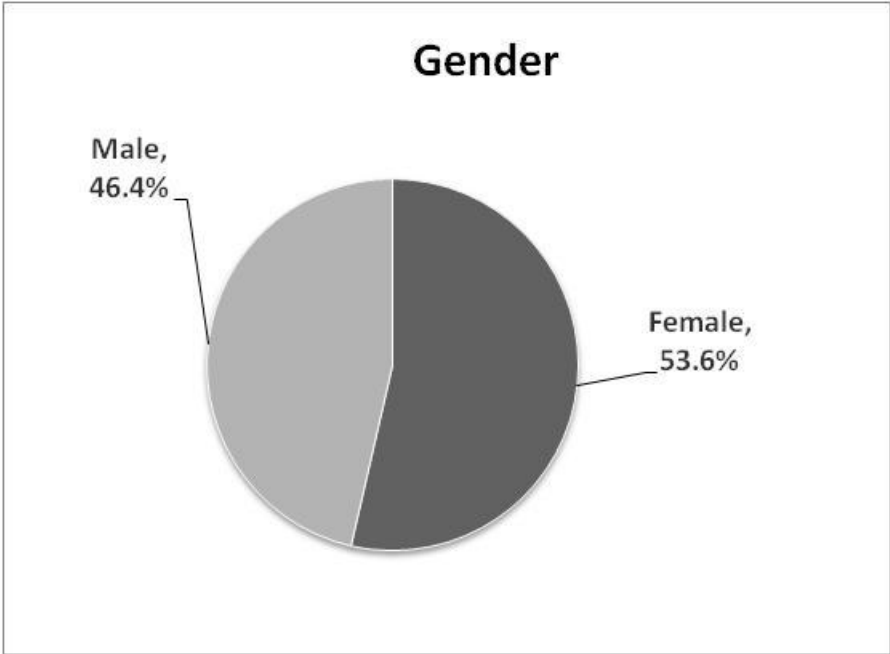
Question 20: Please tell us the zip code in which you WORK or ATTEND SCHOOL.



Question 21: Please tell us your age.



Question 22: Please tell us your gender.



Question 23: Do you use a mobility aid (such as a cane, walker, or scooter)?

