

Changing Lanes Draft Complete Streets Guide Survey – Summary Report



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1. Introduction

Project Background

Automotive travel has been and remains the dominant mode of transport in the City of Mississauga. The vast majority of the City's road network has been planned, designed, built, operated, and maintained in a way that enables and supports auto dependency. These practices are the result of years of work to meet industry standards and best practices in Ontario that looked to optimize traffic flow throughout Mississauga. [Mississauga's Transportation Master Plan](#) (TMP) establishes a clear vision for a future transportation system that is safe, inclusive, multi-modal, connected to place, environmentally conscious and future-friendly. The TMP calls explicitly for new policy tools to govern the planning and design of roads and rights-of-way. Additionally, the City's core transportation ambition is to reduce private automobile dependence and make it easier and safer for people to use alternative forms of transportation (e.g., walking, cycling, rolling, and using public transportation). This ambition is declared in the City's [Strategic Plan](#) as the "Move" pillar of the Plan and is supported by several key strategic objectives:

- Increase transportation capacity
- Provide mobility choices
- Maintain a safe city
- Support ageing in place
- Develop in a 'pedestrian first' manner
- Develop a transit-oriented city
- Create great public spaces
- Deliver infrastructure in a sustainable way
- Promote a green culture

The City of Mississauga's Transportation Planning team is working with a team of consultants to develop a series of tools to govern the planning and design of streets in Mississauga as part of the Changing Lanes Project. The result of the project will be a new high-level street classification; a new Complete Streets Guide; and an identification of key street improvement projects needed to make our streets complete. This document provides a summary of the responses received for the Draft Complete Streets Guide Survey. This report was written by LURA Consulting, the engagement team hired by the city for this project. As an independent facilitator and third-party consultant, LURA has no vested interest in the outcomes of this project. LURA's goal is to ensure that members of the public and stakeholders have opportunities to participate and provide feedback and that all input received is considered by the city and consulting team (DTAH & HDR) conducting the technical work.

Changing Lanes Engagement Approach and Objectives

The engagement process for the Changing Lanes project targets internal staff and external stakeholders involved in city-building in Mississauga, including builders and developers, utility companies, and public advocacy organizations. A key priority for this process is educating all those involved and impacted and ensuring understanding and overall support/buy-in for the project process. For these tools to serve the City as intended, they must be meaningful to members of City and Region staff, Council, and the broader community of city-builders in Mississauga who together are responsible for the planning, design, and management of Mississauga roads.

The development of Mississauga's first Transportation Master Plan involved significant consultation with city residents, workers, and visitors. This public engagement provided a thorough understanding of residents' needs and vision for transportation in the City. Accordingly, there is no need to conduct a similar level of public consultation for this project.

The overall engagement and education objectives for this project are to:

- Engage in a meaningful way, listening to the experience and suggestions of directors, staff, and external stakeholders.
- Educate those impacted and involved about the need for complete streets in Mississauga.
- Provide an iterative and flexible process to allow for responsiveness to the ideas and feedback generated, focusing on in-person/video conference participation.
- Increase the capacity of City staff to understand and apply an "outside-in" approach to street design.
- Strengthen the City's relationships with key stakeholders and potential partners in implementation.

Engagement objectives for the Changing Lanes project ensure that internal and external stakeholders are kept informed about future plans for Mississauga's streets. In addition, the objectives ensure that stakeholders have an opportunity to help shape, provide input and participate in the conversation about the City's Complete Streets Guide.

Project Timeline

The project schedule, provided below (Figure 1), illustrates the proposed phasing of Changing Lanes. The Draft Complete Streets Guide, developed through Phase 3 of the project, was released for public comment on March 31, 2022. This Guide provides design considerations, parameters and example cross-sections to guide street design and operations.



Figure 1: Project Timeline

Draft Complete Streets Guide Engagement Overview

On March 31, 2022, an email was sent to the project's stakeholder listed (235 groups and organizations) letting them know that the draft Guide was available on the City of Mississauga's Have Your Say website, available for their review and comment via an online survey until May 1, 2022.

2. Summary of Survey Responses

The following section provides a high-level summary of the survey responses gathered through the survey. The survey included the following questions:

1. What do you like most about the draft Guide?
2. Is there anything in the draft Guide you feel could be improved?
3. Do you have any additional comments?

What do you like most about the draft Guide?

Survey respondents were generally supportive of the draft Guide with some noting that it contains great ideas and presents what people had said they wanted. The following includes what the survey respondents liked the most about the draft Guide:

- Section 4 is well crafted and provides an ample amount of explanation and direction.
- The traffic calming section brings forth new strategies.
- The plans for dedicated transit lanes and cycling facilities.
- The Guide covers many situations and provides guidance on how intersections with complete streets should work.
- There is imagery of what the streets of Mississauga could potentially look like.

Is there anything in the draft Guide you feel could be improved?

Survey respondents have noted the following as items that could be improved in the draft Guide:

- The Guide's readability.
- Include more plans for benches to better accommodate seniors.
- Raised intersections seemed to have been disregarded as a possibility.
- Mississauga is growing and it is starting to have a problem with visual pollution due to overhead powerlines. The City needs to address this issue, especially in the intersection of Hurontario Street and Burnhamthorpe Road.
- Have simpler cross-sections with minimum distances noted. Removing colour and creating drawings like Figure 4.4 would be better suited when highlighting key elements.
- The guide could provide guidance for level crossing with rail (e.g., along GO Transit lines) and streets that go under bridges. It is important that these scenarios be considered, and guidance provided, so that the completeness of the street is not sacrificed in these scenarios.
- Winter street maintenance for cars is addressed, but snow clearing and winter street maintenance for sidewalks, cycle paths, multi-use trails and pedestrian spaces is lacking. To accomplish complete streets, winter maintenance in these improved corridors should be provided and the guide should go beyond simply indicating the dedicated space for snow storage.

Do you have any additional comments?

Survey respondents have noted the following additional comments:

- The Port Credit Railway Bridge should be a public transit bridge.
- Develop safer measures for pedestrians crossing the highway exits along Hurontario Street.
- Provide more clarification on where major cycling corridors are located.
- Identify which streets are major routes and require immediate snow removal for active modes.
- Include wayfinding as part of the Complete Street project.
- Promote identification and direction to nearby amenities and how to utilize the safest routes.
- Consider snow and weather conditions and the provision of shelters and places of refuge for those caught in a storm.
- Provide specific guidance for situations where a multi-use trail has been built, but a redesign of the intersection, or an under-bridge area is still required to better accommodate usage.

- The guidelines and potential future state seem far from where it is currently. It is a step in the right direction, but many issues need to be addressed outside of large scale redevelopments.
- There needs to be a plan for a general cleanup of areas to meet the ideal state that is being worked towards.

3. Next Steps.

The feedback received through the survey will be used to make refinements to the draft Guide. For more information on the project and next steps, please visit: <https://yoursay.mississauga.ca/changing-lanes>.