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?

![Bar chart showing preferences for walking in Philadelphia.](image)

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

![Pie chart showing frequency of walking from HOME.](image)
Question 3: How often do you walk directly from WORK or SCHOOL to go to another destination?

![Pie chart showing walking frequency]

Six to seven days a week, 18.9%
Four to five days a week, 31.4%
One to three days a week, 22.8%
One to three times a month, 12.9%
I never walk from work or school directly to an outside destination, 14.1%

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

![Bar chart showing walking trip types]

- 3 or more times per week
- Several times per month
- Fewer than 1 to 2 times per month
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?

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

Other, 0.7%

Yes, 38.7%

No, 60.7%

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

If so, what do you think would MOST improve the walking/bicycling experience for young children?  
(Please select up to three improvements)
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."

<table>
<thead>
<tr>
<th>Common Responses for Streets</th>
<th>Common Responses for Intersections</th>
<th>Common Responses for Improvements</th>
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</thead>
<tbody>
<tr>
<td>• 2nd Street</td>
<td>• York and Aramingo</td>
<td>• High traffic speeds</td>
</tr>
<tr>
<td>• 11th Street</td>
<td>• 20th Street and the Parkway</td>
<td>• Inadequate crossing time for pedestrians</td>
</tr>
<tr>
<td>• 12th Street</td>
<td>• 2nd Street and Girard</td>
<td>• Inadequate lighting for pedestrians</td>
</tr>
<tr>
<td>• 15th Street</td>
<td>• 30th Street and Chestnut</td>
<td>• Lack of bike lanes/bike facilities</td>
</tr>
<tr>
<td>• 16th Street</td>
<td>• 30th Street and Market</td>
<td>• Unsafe/inappropriate driver behavior</td>
</tr>
<tr>
<td>• 17th Street</td>
<td>• 34th and Walnut</td>
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<tr>
<td>• 18th Street</td>
<td>• Broad and South</td>
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<tr>
<td>• 19th Street</td>
<td>• Frankford Avenue and Girard Avenue</td>
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<tr>
<td>• 20th Street</td>
<td>• Front Street and Girard Avenue</td>
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<tr>
<td>• 21st Street</td>
<td>• Kelly Drive and Fairmont Avenue</td>
<td></td>
</tr>
<tr>
<td>• 38th Street</td>
<td>• Lehigh and Aramingo</td>
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<tr>
<td>• 39th Street</td>
<td>• Passyunk Avenue and 10th Street</td>
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<tr>
<td>• Ben Franklin Parkway</td>
<td>• Pennsylvania and Fairmount</td>
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<tr>
<td>• Belgrade Avenue</td>
<td>• Columbus Boulevard</td>
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<tr>
<td>• Broad Street</td>
<td>• Delaware Avenue</td>
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<td>• Chestnut</td>
<td>• Fairmont Avenue</td>
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<tr>
<td>• Columbus Boulevard</td>
<td>• Frankford Avenue</td>
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<td>• Delaware Avenue</td>
<td>• Front Street</td>
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<tr>
<td>• Fairmont Avenue</td>
<td>• Girard Avenue</td>
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<td>• Frankford Avenue</td>
<td>• Kelly Drive</td>
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<td>• Front Street</td>
<td>• Market</td>
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<tr>
<td>• Girard Avenue</td>
<td>• Passyunk Avenue</td>
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<tr>
<td>• Front Street</td>
<td>• Richmond Street</td>
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<tr>
<td>• Girard Avenue</td>
<td>• Ridge Avenue</td>
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<td>• Front Street</td>
<td>• Schuylkill Avenue</td>
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<tr>
<td>• Girard Avenue</td>
<td>• Spring Garden Bridge</td>
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<td>• Kelly Drive</td>
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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.

![Pie chart showing 83.7% Yes and 16.3% No]

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.

![Bar chart showing various reasons for not bicycling]
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.

![Bar chart showing the types of BICYCLING trips and their frequency]

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

![Bar chart showing the factors making it difficult to bicycle and their frequency]
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."

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<tr>
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<tr>
<td>• 11th Street</td>
<td>• Add bike lanes</td>
</tr>
<tr>
<td>• 12th Street</td>
<td>• Restripe bike lanes where they are faded</td>
</tr>
<tr>
<td>• 22nd Street and Walnut</td>
<td>• Pave over defunct trolley rails</td>
</tr>
<tr>
<td>• 30th and Chestnut</td>
<td>• Repave road surface to eliminate potholes</td>
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<tr>
<td></td>
<td>• Educate drivers how to drive safely with cyclists</td>
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</tbody>
</table>

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.

![Zip code distribution chart]

Please tell us the zip code in which you live

- 19146, 9.1%
- 19145, 8.2%
- 19104, 7.6%
- 19123, 3.6%
- 19103, 3.4%
- 19139, 3.4%
- 19148, 3.2%
- 19125, 17.3%
- 19147, 10.9%
- 19104, 7.6%
- Other, 24.4%
Question 20: Please tell us the zip code in which you WORK or ATTEND SCHOOL.

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

- 19104: 21%
- 19106: 8%
- 19107: 9%
- 19122: 6%
- 19125: 3%
- 19130: 4%
- 19134: 2%
- 19147: 2%
- Other: 28%
- 19102: 8%
- 19103: 9%
- 70 or older: 0%
- Under 10 years old: 0%
- 10 - 15: 0%
- 16 - 19: 0%
- 20 - 29: 46%
- 30 - 39: 33%
- 40 - 49: 13%
- 50 - 59: 6%
- 60 - 69: 2%

Question 21: Please tell us your age.
Question 22: Please tell us your gender.

Gender

Male, 46.4%
Female, 53.6%

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

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

Yes, 0.6%
No, 99.4%