APPENDIX R

METROQUEST SURVEY #2

MetroQuest Summary

OVERVIEW

As the Chapman Highway Implementation Plan progressed, a second online survey was designed to ascertain additional input from the community regarding potential projects along the corridor. The survey launched April 16, 2019 and was available online for participation through May 6, 2019. Through the MetroQuest survey platform, the new survey allowed participants to identify projects that should be prioritized along Chapman Highway.

The MetroQuest survey included five screens that guided participants through the process of learning about the implementation plan, becoming informed of the various projects and project types, and providing feedback. The purpose of the survey was to gain insight on which projects the public believes should be prioritized, and conversely, which projects should not be prioritized. Additionally, participants were given the opportunity to identify their preference between a raised median or a center turn lane.

This summary includes the following major elements:

- Screenshots of Survey Slides
- Participation Recap
- Project Selection
 - o Segment 1
 - o Segment 2 / Segment 3
 - o Segment 4 / Segment 5
- Wrap Up Questions
 - o Median Treatment Preference
- Home and Work Locations of Respondents by Zip Code

SCREENSHOTS OF SURVEY SLIDES





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PARTICIPATION RECAP

In total, 261 people participated in the survey between April 16, 2019 and May 6, 2019. Participants provided more than 4,000 data points for analysis and 391 written comments. Three major activity spikes – April 17, April 22, and April 23 – correspond with the survey's initial launch, a release in the City's Office of Neighborhoods newsletter, and the mayor's weekly E-letter.

60 300 50 250 200 40 Daily Participation Total Participation 150 30 20 100 10 50 0 0 17-Apr 18-Apr 21-Apr 22-Apr 23-Apr 26-Apr 28-Apr 30-Apr 1-May 2-May 19-Apr 20-Apr 24-Apr 25-Apr 27-Apr 29-Apr 3-May 4-May 16-Apr 5-May 6-May Daily Participants Total Participation

Survey Participation Overview

PROJECT SELECTION

The first step of the online survey asked participants to select projects along the corridor and identify if the selected project should be a priority or not. Screens 2, 3, and 4 presented the same activity for Segment 1, Segments 2/3, and Segments 4/5, respectively. However, the maximum number of select projects varied by segment:

- Segment 1 Participants could select up to seven (7) projects.
- Segment 2/3 Participants could select up to five (5) projects.
- Segment 4/5 Participants could select up to five (5) projects.

Furthermore, participants were provided the opportunity to leave a comment for each project they selected. Each screen could display a maximum of 15 projects, therefore some of the prioritized projects were combined to accommodate the limit. For example, Segment 1 includes 23 projects – but several of the bicycle/pedestrian projects were combined to satisfy the MetroQuest survey's limitation on the number of projects per screen.

Participants selected:

- 1,879 markers on Screen 2 (Segment 1)
- 1,187 markers on Screen 3 (Segments 2/3)
- 989 markers on Screen 4 (Segments 4/5)

Count of Marker Selections Along Chapman Highway by Screen



Within the MetroQuest online survey platform, each participant was given the opportunity to perform one (1) of three (3) actions for each project:

- A project should be prioritized; for the purposes of scoring, one (1) point was added to this project.
- A project should not be prioritized; for the purposes of the scoring, one (1) point was subtracted from this project.
- A project was not selected; for the purposes of scoring, zero (0) points were awarded to this project.

The sum of these three (3) scoring categories represents the unadjusted scoring count for each project. To account for the varying number of projects in each segment and screen, and the subsequent variation between each of the five (5) segments for a projects probability to receive a vote, the average count per project (for each screen) was divided by the average count per project (total of all screens). The resulting quotient provides a specific adjustment factor for each segment which was applied to the count value of each segment. These adjustment factors are shown in the following tables and were used to provide an "apples-to-apples" comparison between all five (5) segments.

Screen	Segment	Projects	Count	Avg.	Adjust.
2	1	16	593	37.06	1.3425
2	2	10			0.0103
5	3	12	020	54.07	0.9102
Λ	4	0	592	65.78	0.7564
4	5	9			0.7564
	TOTAL	37	1841	49.76	

A summary of the total adjusted count each project received, ranked by highest to lowest, is attached to this document.

WRAP UP QUESTIONS

Which do you prefer?

On the final screen, participants were asked to identify their preference for a Center Turn Lane, Raised Median, or No Preference. A summary of the responses is displayed below.



Which segment needs the most improvement?



What is your home zip code?

Zip Code	Count
37920	119
37865	29
37919	5
37876	3
37917	3
37918	3
37921	2
37924	2
37354	1
37721	1
37754	1
37769	1
37801	1
37803	1
37861	1
37886	1
37902	1
37914	1
37931	1
37932	1
37934	1
37938	1
37998	1
38917	1

What is your work/school zip code?

Zip Code	Count
37920	63
37902	16
37865	13
37919	11
37996	10
37917	7
37921	7
37932	5
37909	4
37830	3
37849	3
37701	2
37716	2
37777	2
37918	2
37922	2
37924	2
37934	2
37756	1
37796	1
37801	1
37803	1
37820	1
37831	1
37886	1
3791	1
37916	1
37923	1
37929	1
37930	1
37931	1
93720	1
NA	1

Project #	Roadway	Segment	Туре	Location	Description	Unadjusted Count	Adjustment Factor	Adjusted Score
I-12	Chapman Highway	1	Intersection	Maryville Pike, Martin Mill Pike	Evaluate Realignment/Consolidation of Two (2) Intersections	105	1.342509457	141
I-26	Chapman Highway	2	Intersection	Stone Road	Construct Left-Turn Lanes (This would serve as an interim project)	148	0.910184575	135
A-43	Chapman Highway	5	Median	Nixon Road to Mountain Grove Drive	Maintain Center Left-Turn Lane and Widen Under Gov. John Sevier Hwy. (or Convert to Landscaped Median)	151	0.75643718	114
A-30	Chapman Highway	3	Median	Lakeview Drive to Chapman Ford Crossing	Widen for Center Left-Turn Lane (or Landscaped Median)	125	0.910184575	114
A-24	Chapman Highway	2	Median	Overbrook Drive / Fronda Lane to Lakeview Drive	Widen for Center Left-Turn Lane (or Landscaped Median)	125	0.910184575	114
A-39	Chapman Highway	4	Median	Chapman Ford Crossing to Nixon Road	Widen for Center Left-Turn Lane (or Landscaped Median)	151	0.75643718	114
T-19	Chapman Highway	1	Transit	Between Moody Avenue and Young High Pike	Transit Super Stop (for Improved Headways and Transfers)	82	1.342509457	110
T-23	Chapman Highway	1	Transit	Blount Avenue to Young High Pike	Enhance Bus Stops; Convert to Bus Shelters	71	1.342509457	95
BP-2	Chapman Highway	1	Bike/Ped	Blount Avenue to Woodlawn Pike North / Fort Dickerson Road	Provide Landscaped Buffer, Separated Bicycle Lanes, and Sidewalks	55	1.342509457	74
BP-10	Chapman Highway	1	Bike/Ped	Woodlawn Pike North / Fort Dickerson Road to Moody Avenue	Provide Landscaped Buffer, Separated Bicycle Lanes, and Sidewalks	55	1.342509457	74
BP-16	Chapman Highway	1	Bike/Ped	Moody Avenue to Young High Pike	Provide Landscaped Buffer, Separated Bicycle Lanes, and Sidewalks	55	1.342509457	74
A-1	Chapman Highway	1	Median	Blount Avenue to Woodlawn Pike North / Fort Dickerson Road	Widen for Landscaped Median	49	1.342509457	66
BP-17	Chapman Highway	1	Bike/Ped	Young High Pike to Overbrook Drive / Fronda Lane	Provide Landscaped Buffer, Sidewalk, and Shared Use Trail (A portion has been funded by a TDOT Multimodal Access Grant)	48	1.342509457	64
A-29	Chapman Highway	2	Access Management	a. West Red Bud Road b. East Red Bud Road c. West Lake Forest Drive d. East Lake Forest Drive (north) e. Brandau Drive f. Lake Shore Road g. Mayflower Drive h. Lakeview Drive	Evaluate the Feasibility / Benefits if each Intersection: 1. Becomes Signalized (Install Traffic Signal) 2. Remains Full-Movement (Left-Turns Allowed) 3. Is Restricted to Right-In / Right-Out 4. Becomes Entirely Closed to Vehicles	68	0.910184575	62
N-21	Parallel Road	1	Non-Chapman	Young High Pike to Woodlawn Pike South	Create a Backage Road to Shopping Center	41	1.342509457	55
N-22	Overbrook Drive	1	Non-Chapman	Overbrook Drive	Extend Overbrook Drive to Shopping Center	41	1.342509457	55
I-34	Chapman Highway	3	Intersection	Lindy Drive	a. Realign Lindy Drive b. Install Traffic Signal	56	0.910184575	51
T-45	Chapman Highway	5	Transit	Nixon Road to Mountain Grove Drive	Enhance Bus Stops; Convert to Bus Shelters	70	0.75643718	53
I-32	Chapman Highway	3	Intersection	East Lake Forest Drive (south)	Realign Across from Colonial Drive at Existing Traffic Signal	56	0.910184575	51
1-42	Chapman Highway	4	Intersection	West Dick Ford Lane	Install Traffic Signal	62	0.75643718	47
I-36	Chapman Highway	3	Intersection	West Ford Valley Road / East Ford Valley Road	Install Traffic Signal	40	0.910184575	36

Project #	Roadway	Segment	Туре	Location	Description	Unadjusted Count	Adjustment Factor	Adjusted Score
N-6	Parallel Road	1	Non-Chapman	Fort Avenue to Private Development	Create a Backage Road to Shopping Center	27	1.342509457	36
BP-31	Chapman Highway	3	Bike/Ped	Lakeview Drive to Chapman Ford Crossing	Provide Landscaped Buffer, Sidewalk, and Shared Use Trail	38	0.910184575	35
BP-25	Chapman Highway	2	Bike/Ped	Overbrook Drive / Fronda Lane to Lakeview Drive	Provide Landscaped Buffer, Sidewalk, and Shared Use Trail (A portion has been funded by a TDOT Multimodal Access Grant)	38	0.910184575	35
A-41	Chapman Highway	4	Access Management	a. Longvale Drive b. Deva Drive c. Little Switzerland Road	Close Intersection; Create Cul-de-sac with Bike/Ped Connectivity	43	0.75643718	33
BP-44	Chapman Highway	5	Bike/Ped	Nixon Road to Mountain Grove Drive	Provide Landscaped Buffer, Sidewalk, and Shared Use Trail	36	0.75643718	27
BP-40	Chapman Highway	4	Bike/Ped	Chapman Ford Crossing to Nixon Road	Provide Landscaped Buffer, Sidewalk, and Shared Use Trail	36	0.75643718	27
A-15	Chapman Highway	1	Access Management	Childress Street	Right-in Right-Out Only	19	1.342509457	26
BP-47	W Norton Road / Mountain Grove Drive	5	Bike/Ped	W Norton Road/Mountain Grove Drive	Shared Use Path (alternative to Chapman Highway)	26	0.75643718	20
A-7	Chapman Highway	1	Access Management	a. East Martin Mill Pike (north) b. East Martin Mill Pike (south)	Close Intersection; Create Cul-de-sac with Bike/Ped Connectivity	15	1.342509457	20
N-46	Quaker Way	5	Non-Chapman	Quaker Way	Extend Quaker to West Dick Ford Lane	17	0.75643718	13
A-28	Chapman Highway	2	Access Management	a. Judith Drive b. Larry Drive	Evaluate the Feasibility / Benefits if each Intersection: 1. Remains Full-Movement (Left-Turns Allowed) 2. Is Restricted to Right-In / Right-Out 3. Becomes Entirely Closed to Vehicles	10	0.910184575	9
N-13	W Blount Avenue	1	Non-Chapman	W Blount Avenue at Marvville Pike	Single Lane Roundabout	4	1.342509457	5
BP-3	Chapman Highway	1	Bike/Ped	Blount Avenue	Convert to Protected Intersection	0	1.342509457	0
BP-8	Chapman Highway	1	Bike/Ped	Lippencott Street	Convert to Protected Intersection	0	1.342509457	0
BP-27	Chapman Highway	2	Bike/Ped	Stone Road	Convert to Protected Intersection	0	0.910184575	0
BP-18	Chapman Highway	1	Bike/Ped	Moody Avenue	Convert to Protected Intersection	0	1.342509457	0
BP-35	Chapman Highway	3	Bike/Ped	Lindy Drive	Convert to Protected Intersection (in conjunction with Traffic Signal)	0	0.910184575	0
BP-4	Chapman Highway	1	Bike/Ped	KXHR Crossing -OR- Hawthorne Avenue	Midblock Crossing with Pedestrian Hybrid Beacon	0	1.342509457	0
BP-9	Chapman Highway	1	Bike/Ped	Woodlawn Pike North / Fort Dickerson Road	Convert to Protected Intersection	0	1.342509457	0
BP-20	Chapman Highway	1	Bike/Ped	Young High Pike	Convert to Protected Intersection	0	1.342509457	0
BP-37	Chapman Highway	3	Bike/Ped	West Ford Valley Road / East Ford Valley Road	Convert to Protected Intersection (in conjunction with Traffic Signal)	0	0.910184575	0
BP-11	Chapman Highway	1	Bike/Ped	Woodlawn Pike North / Fort Dickerson Road to Moody Avenue	Restripe Roadway to Accommodate Interim Bike Lanes (This would serve as an interim project)	0	1.342509457	0
A-14	Chapman Highway	1	Access Management	Druid Drive (east)	Close Intersection; Create Cul-de-sac with Bike/Ped Connectivity	-8	1.342509457	-11
A-33	Chapman Highway	3	Access Management	Eastwood Drive	Close Intersection; Create Cul-de-sac with Bike/Ped Connectivity	-18	0.910184575	-16
N-38	W Ford Valley Road	3	Non-Chapman	West Ford Valley Road at Old Valley Road	Single Lane Roundabout	-30	0.910184575	-27
N-5	Hawthorne Avenue	1	Non-Chapman	Hawthorne Avenue at Augusta Avenue	Intersection Redesign / Consolidation	-66	1.342509457	-89