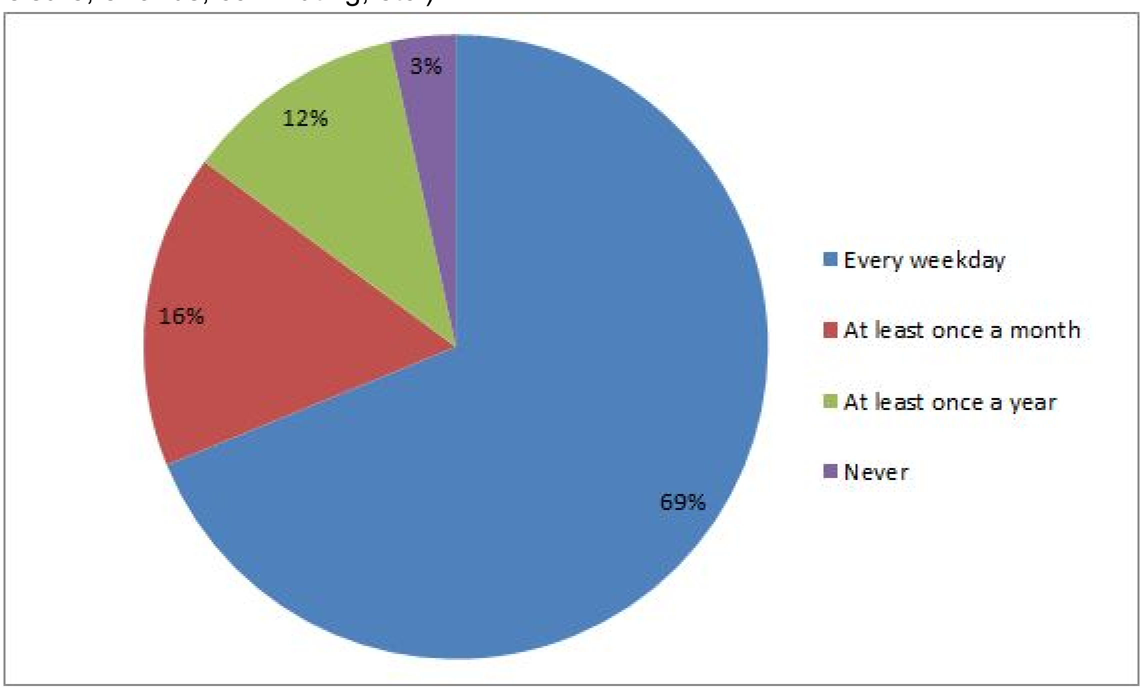
Survey Results

A survey was conducted with the Insight Community and general public in Q1 of 2017. The survey asked respondents to provide input on the purpose of park and ride, desired locations for future park and ride, satisfaction with current park and ride elements and desired elements for future park and ride. A total of 2034 surveys were completed. This was a user survey, meaning a large majority of participants were existing park and ride users.

The survey was promoted through road signs, social media, public service announcements and distribution of flyers at City facilities. The Park and Ride Strategy team also attended a series of open houses including Century Park Rezoning, Mill Woods Town Centre Rezoning, and Clareview to promote the survey and respond to questions about the Strategy.

<u>Summary of survey results and links to strategy:</u>

Figure 1. How often do you currently use transit for any kind of trip around Edmonton (e.g. leisure, errands, commuting, etc.)?

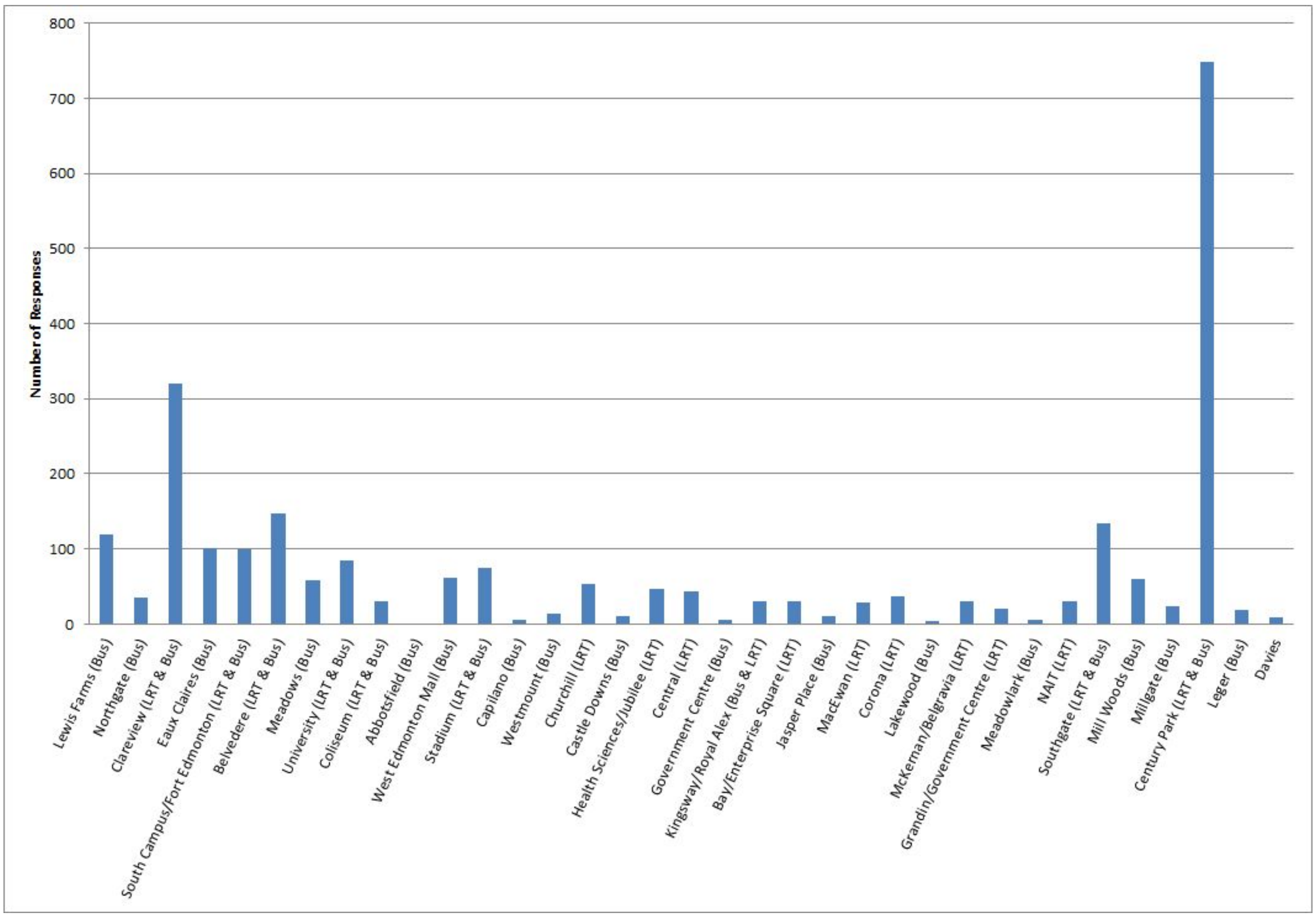


Transit is used for a multitude of trip purposes. The Park and Ride Strategy needs to consider how to serve commuters travelling regularly on every weekday as well as the almost 30 per cent of users that access transit less frequently.

Table 1: Do you use a transit centre or LRT Station as part of your trip?

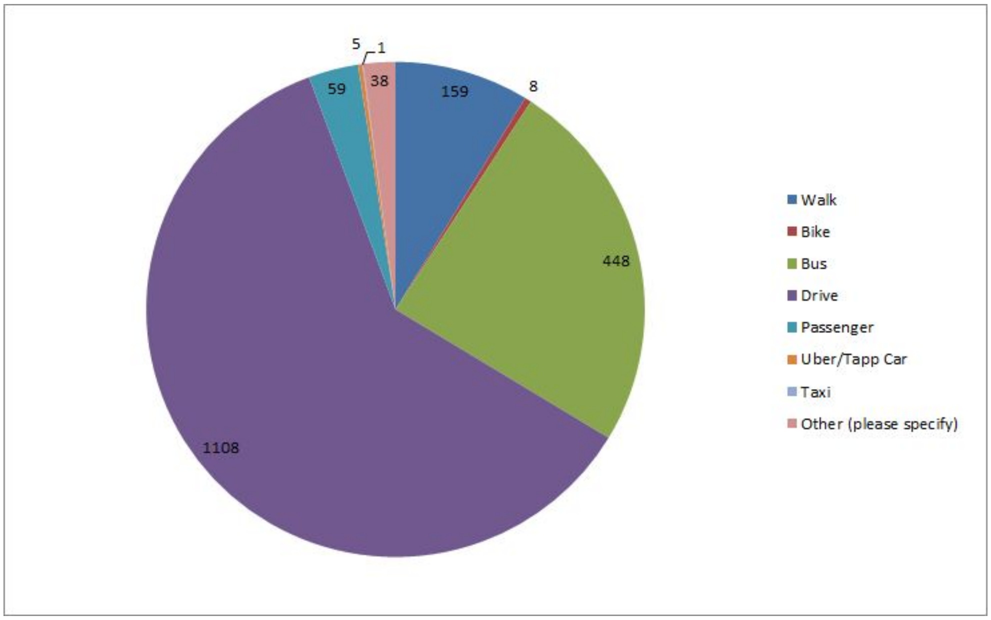
Yes	93%
No	7%

Figure 2. Which Transit Centre do you use to start your trip?



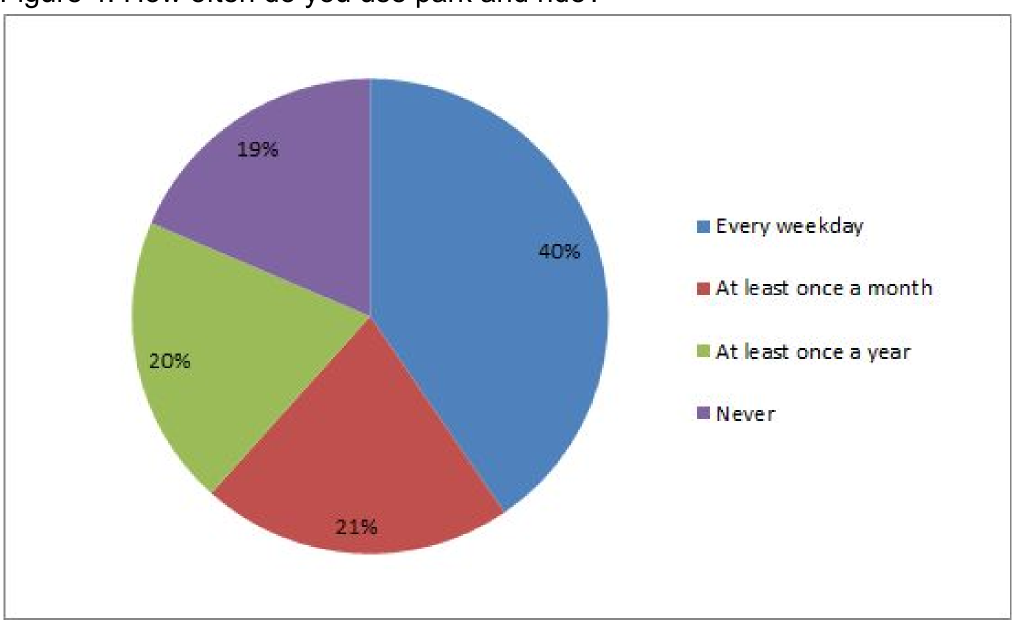
The highest number of survey respondents are accessing transit from transit centres with existing park and ride.

Figure 3. How do you get to your Transit Centre or LRT Station?



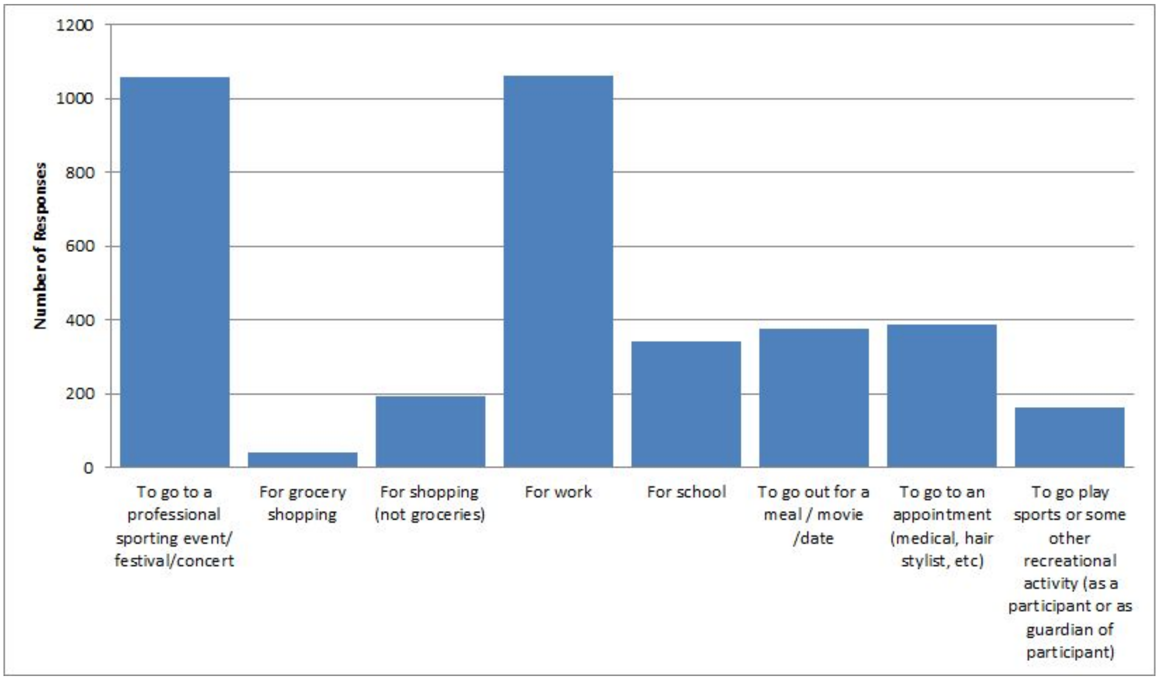
A majority of survey respondents currently access their transit centre via driving which is an indication of a park and ride user bias to survey responses. Park and Ride currently attributes roughly 7 per cent and kiss and ride attributes roughly 4 percent to transit ridership based on 2015 Household Travel Survey data. The Strategy needs to consider how to gather input from park and ride users and other station access modes.

Figure 4. How often do you use park and ride?



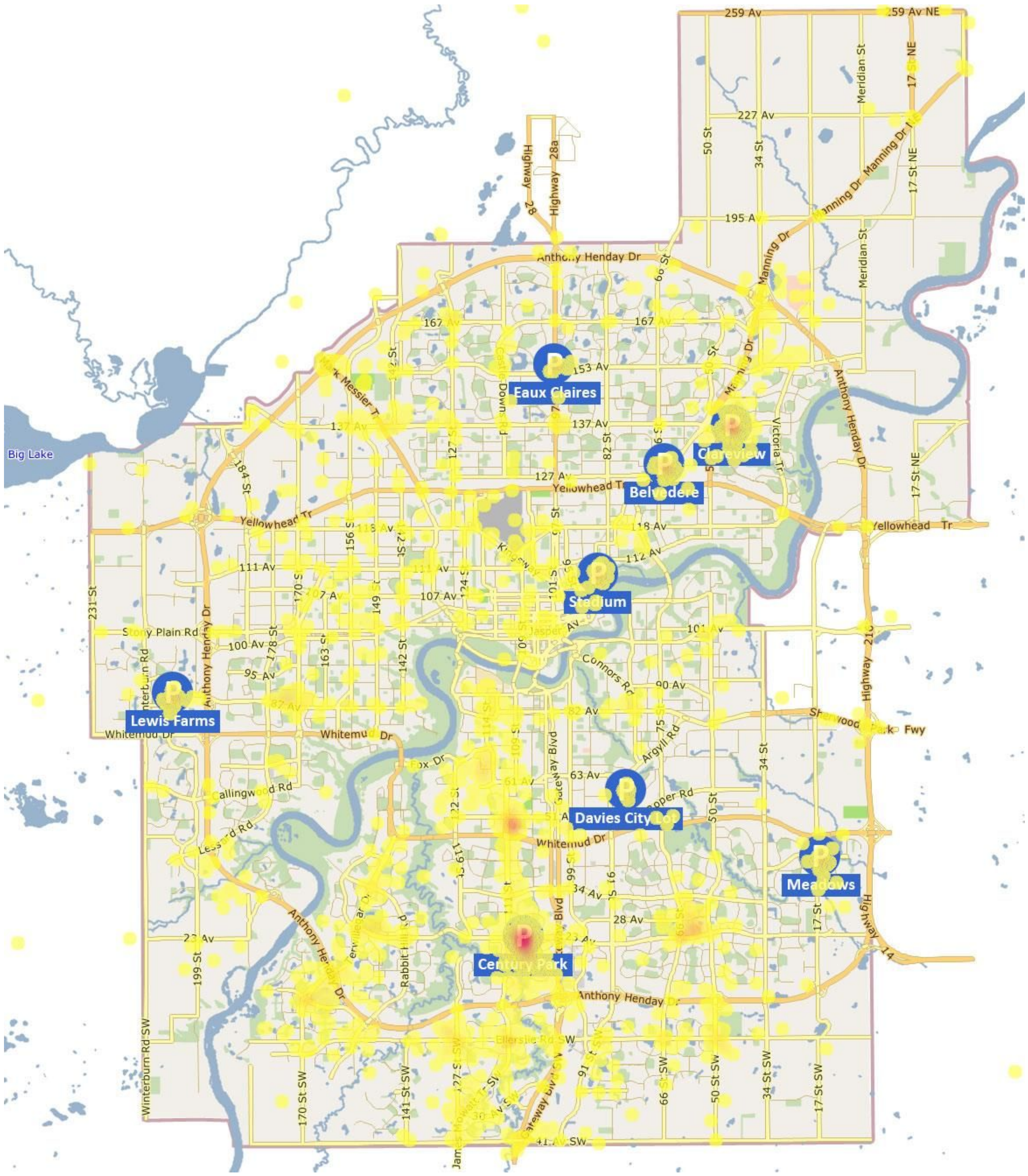
The frequency of use of park and ride is split between regular weekday users and those that access park and ride inclemently. The Park and Ride Strategy needs to address how park and ride can serve multiple purposes and frequency of use.

Figure 5. Over the last 12 months, what are the purposes of your trips when using park and ride?



Commute trips and special events currently make up the majority of trip purposes when accessing park and ride. A smaller percentage of trip purposes for leisure and errands are also currently completed by accessing park and ride. The strategy needs to consider how park and ride can be better used to leverage trips outside of commute and special events trips.

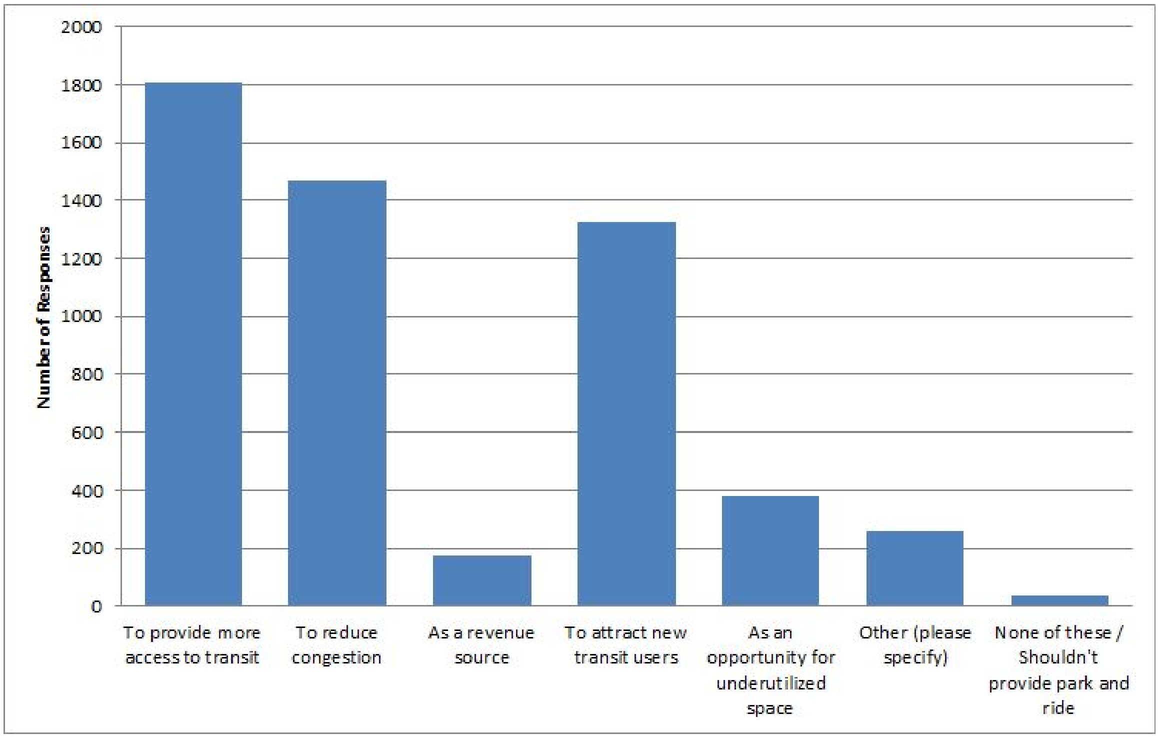
Figure 6. We want to understand where your priorities align with our plans for current and future Park and Ride services. Please tell us where you think there is the greatest need for Park and Ride services in Edmonton.



Survey responses from pins on the map and open responses indicate that survey respondents tend to identify the greatest need for park and ride at existing park and ride lots, areas along the current LRT alignment and areas along the future Valley Line alignment. The map also indicates that there is more desire to access park and ride in the South West than other quadrants of the city.

The Strategy will have to consider existing park and ride pressures with future population and employment growth for future park and ride locations. The strategy will also need to consider leveraging park and ride through third party partners in areas where city build park and ride is not an option.

Figure 7. What are the most important reasons the City should provide park and ride?



Survey respondents indicated that the most important reasons for park and ride include providing more access to transit, reducing congestion and attracting new transit users. The Strategy will consider how to deliver park and ride in order to meet these outcomes in the long term provision of park and ride.

Table 2. As a user, what is your level of satisfaction with the following services at current park and ride locations?

	Availability of parking spaces	Walking distance to the transit centre	Proximity to other destinations (ie: grocery stores, schools)	On-site amenities (ie:, benches, electric plug in, trash receptacle)	Security provisions (ie: lighting, visibility from surrounding land uses)	Quality of Sidewalks/ Walkways	Easy to access as a driver
Very satisfied	7%	21%	14%	8%	12%	17%	17%
Somewhat satisfied	12%	30%	28%	21%	33%	29%	31%
Neither satisfied nor dissatisfied	8%	16%	26%	29%	24%	19%	15%
Somewhat dissatisfied	21%	13%	13%	19%	16%	17%	17%
Very dissatisfied	46%	11%	7%	10%	7%	10%	13%
Unsure/No opinion	6%	8%	13%	13%	8%	8%	7%

67 per cent of survey respondents are dissatisfied with the availability of park and ride stalls. With the exception of on-site amenities, survey respondents indicated a general level of satisfaction with other services. The Strategy needs to complete analysis to understand the current and future demand for park and ride and determine how to manage that demand in consideration of broader City building goals.

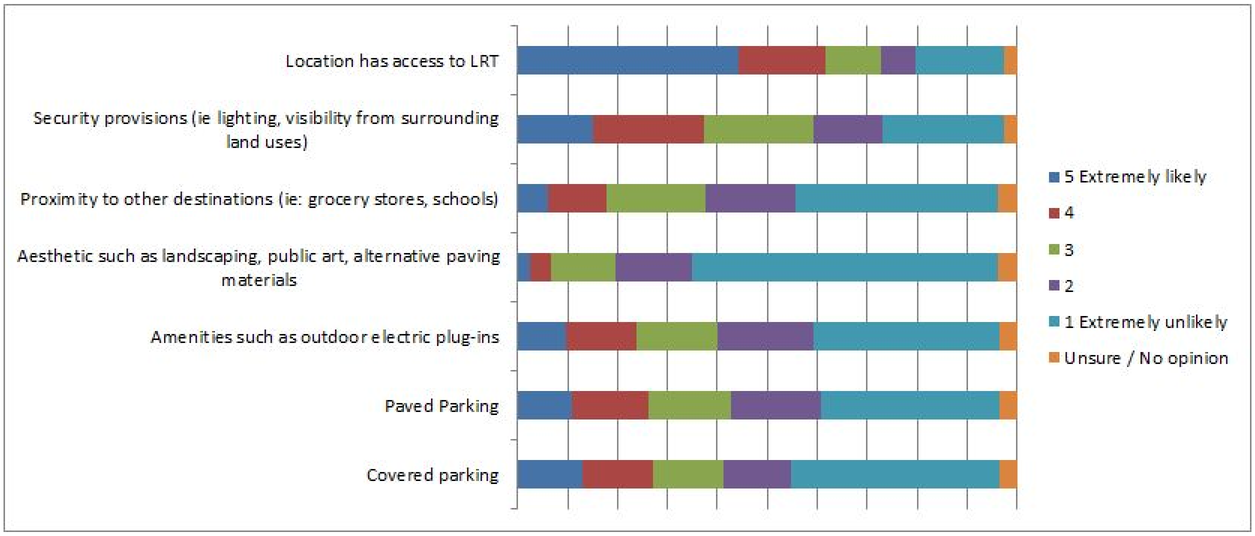
Table 3. When you think about future park and ride, how important do you feel the following services should be?

	Availability of parking spaces	Walking distance to the transit centre	Proximity to other destinations (ie: grocery stores, schools)	On-site amenities (ie:, benches, electric plug in, trash receptacle)	Security provisions (ie: lighting, visibility from surrounding land uses)	Quality of Sidewalks/ Walkways	Easy to access as a driver	Keep costs low for taxpayers by building facilities with fewer features	Keep costs for taxpayers low by recovering costs from park and ride users
Very important	87%	49%	18%	16%	53%	33%	56%	19%	14%
Somewhat Important	10%	37%	34%	37%	36%	43%	34%	34%	21%
Neither important nor unimportant	1%	9%	25%	26%	8%	17%	7%	23%	19%
Somewhat unimportant	0%	3%	14%	15%	2%	5%	1%	14%	19%
Not at all Important	0%	1%	6%	5%	0%	2%	0%	7%	23%
Unsure/No opinion	1%	1%	3%	2%	1%	1%	1%	3%	3%

Survey respondents indicated that availability of park spaces, walking distance to transit centre, security provisions, quality of sidewalks/walkways and ease of access as a driver as important considerations with future park and rides. The Strategy will consider these services in the supply and design of future park and ride.

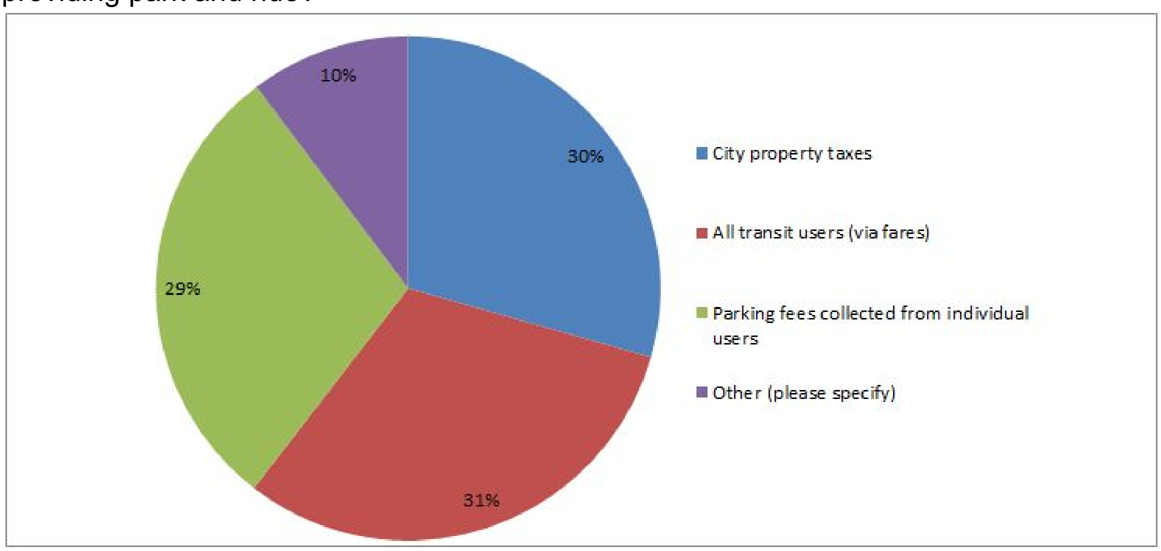
Respondents also indicated that it is important to keep cost down for taxpayers in the design and construction of park and ride but were split on the level of importance in recovering costs through park and ride users. Open ended responses indicated a high desire for parkades and free parking. The strategy will need to consider the different types of park and ride and cost implications to taxpayers.

Figure 8. How likely would you be to pay a premium for park and ride if the following characteristics were enhanced?



Survey respondents indicated that they would be more likely to pay a premium for park and ride that permitted access to LRT and had security provisions. Aesthetics and proximity to other destinations were less likely characteristics to pay a premium for. Additional analysis is required to understand pricing sensitivity and the characteristics that influence it. A stated preference survey should be leveraged in order to inform pricing principles.

Figure 9. What do you feel would be the most appropriate way for the City to recover costs for providing park and ride?



The recovery of costs to provide park and ride were relatively evenly split amongst fees collected by individual users, all transit users and property taxes. The Strategy should identify the most cost effective provision of park in ride.

Crosstab survey results:

Table 4. Crosstab “How often do you currently use transit for any kind of trip around Edmonton?” and “How often do you use park and ride?”

Frequency of Transit Use	Frequency of Park and Ride Use			
	Every Weekday	At least once a month	At least once a year	Never
Every weekday	100%	50%	39%	68%
At least once a month	0%	48%	13%	21%
At least once a year	0%	2%	48%	11%
Never	0%	0%	0%	0%

There is a large percentage of survey respondents who currently access transit but do not access park and ride.

Table 5. Crosstab “Over the last 12 months, what are the purposes of your trips when using park and ride?” and “How often do you use park and ride?”

Trip purpose	Frequency of Park and Ride Use			
	Every Weekday	At least once a month	At least once a year	Never
To go to a professional sporting event/festival/concert	52%	76%	84%	100% (1 response)
For grocery shopping	3%	2%	2%	0%
For shopping (not groceries)	11%	17%	9%	0%
For work	90%	54%	32%	0%
For School	24%	25%	13%	0%
To go out for a meal/movie/date	17%	36%	23%	0%
To go to an appointment (medical, hair stylist, etc)	19%	35%	24%	100% (1 response)
To go play sports or some other recreational activity (as a participant or as a guardian of participant)	7%	16%	11%	0%

Survey responses indicate that work trips are the main purpose for park and ride users. Less frequent park and ride users tend towards using park and ride to full more trip purposes outside of work trips.

Open end responses:

Survey respondents had the opportunity to provide open ended responses in five areas:

1. Arrival mode to transit centre or lrt station
2. Park and Ride locations
3. Reasons the City should provide park and ride
4. How the City should recover costs for park and ride
5. Primary mode of transportation

The responses varied between pertaining to the specific subject area and more broadly to park and ride. Common themes to responses were provided below:

- More park and ride at existing park and ride locations and along the current and future LRT alignments
- Parkades to provide more parking spaces
- Parking should be free
- View that paid parking encourages people to drive for their entire trip rather than access transit
- Lack of accessible parking for lower income groups and students
- Lack of available parking for users who are making short duration trips or don't require access to park and ride everyday
- Park and Ride as the only option that could allow users to access transit and maintain comparative travel times to driving their entire trip
- Lack of adequate bus service (frequency and travel time)
- Cost should be recovered for park and ride using the full range of tactics including transit fares, property taxes and user specific parking fees
- Costs should be recovered from the system - i.e. if there is savings from the snow removal budget, these funds should be attributed towards recovering costs for park and ride