

Paid Park & Ride Survey Topline Report - May 17, 2016

Between May 2 and 8, 2016, ETS hosted a survey regarding its Park & Ride facilities, specifically, those adjacent to the LRT system. All Edmonton citizens were eligible to participate in the survey, but the focus was to generate responses from ETS customers who use the Park & Ride facilities (both paid and free stalls), customers who don't use the lots but would like to and residents in neighbourhoods surrounding the lots. Questions focused on transit and lot usage, the potential impact of changes to the Paid Park & Ride service, principles of paid park and ride services and demographics.

This report provides a high-level overview of the responses received from this survey. Aggregated frequency data is reported for all respondents to that particular question. Open-ended questions will be analyzed and reported separately.

1. Have you used Edmonton Transit buses or LRT in the past year? (*n*=4070)

99%	Yes
1%	No

2. **IF A in Q1 ask:** Within the last year, in a typical month, how many one-way trips would you make using ETS? *Note: A one-way trip is travel to a single destination including any required transfers to reach your destination.*
(*n*=4029)

51%	40 or more one-way trips per month
17%	25-39 trips per month
12%	9-24 trips per month
9%	1-8 one-way trips per month
11%	Less than 1 trip per month

3. **IF A in Q1 ask:** Now thinking about the past 12 months, which of the following ETS services have you used (SELECT ALL THAT APPLY (*n*=4029)):

60%	Bus
96%	LRT
75%	Park & Ride

4. **IF C in Q3 ask:** Which Park & Ride facilities have you used in the past 12 months? (SELECT ALL THAT APPLY) (*n*=4029)

49%	Century Park LRT Station
41%	Clareview LRT Station
26%	Belvedere LRT Station
21%	Stadium LRT Station
4%	Eaux Claires Transit Centre
2%	Davies City Lot
2%	Meadows Transit Centre
2%	Lewis Farms Transit Centre

5. **ALL ask:** Which of the following, if any, apply to you? (*n*=4070)
- | | |
|-----|---|
| 21% | Live in neighbourhood within walking distance of LRT Station/Transit Centre |
| 12% | Own property in neighbourhood within walking distance of LRT Station/Transit Centre |
| 1% | Own a business in neighbourhood within walking distance of LRT Station/Transit Centre |
| 1% | Represent community league or other community organization |
| 5% | Non-transit user interested in Park & Ride facilities in the community |
| 69% | None of the above |

IF F in Q5 and B in Q1 → THANK AND END

LRT and Park & Ride Usage

6. **IF B in Q3, ask:** Which ETS LRT station do you use at the start of your day to access the LRT? (SELECT ONE MOST OFTEN USED) (*n*=3980)

28%	Clareview	1%	University
11%	Belvedere	<1%	Health Sciences/Jubilee
1%	Coliseum	1%	McKernan/Belgravia
8%	Stadium	2%	South Campus/Fort Edmonton Park
1%	Churchill	3%	Southgate
1%	Central	39%	Century Park
<1%	Bay/Enterprise Square	<1%	MacEwan
1%	Corona	<1%	Kingsway/Royal Alex
1%	Grandin/Government Centre	<1%	NAIT

IF NOT A,B,D or O in Q6 GO TO Q16

IF A,B,D or O in Q6 ask Q7 to Q15

7. How do you initially arrive at that LRT station? (If more than one, select the mode you use most often) (*n*=3444)
- | | |
|-----|--|
| 64% | Drive and park in the FREE park and ride area |
| 8% | Drive and park in the PRE-PAID RESERVED PARKING area |
| 3% | Drive and park nearby (not in the ETS Park & Ride lot) |
| 17% | Take an ETS bus |
| 4% | Carpool/get dropped off/kiss and ride |
| 4% | Walk |
| <1% | Bicycle |
| 1% | Other (Specify) |
8. What is your typical destination? (If more than one, select the mode you use most often) (*n*=3444)
- | | |
|-----|--|
| 74% | Downtown (Churchill, Central, Bay/Enterprise Square, Corona, Grandin/Government Centre) |
| 16% | University of Alberta (University, Health Sciences/Jubilee) |
| 4% | North Edmonton (Clareview, Belvedere, Coliseum, Stadium) |
| 3% | South Edmonton (McKernan/Belgravia, South Campus/Fort Edmonton, Southgate, Century Park) |
| 3% | Metro Line (MacEwan, Kingsway/Royal Alex, NAIT) |
| <1% | Other (Specify) |

9. What time do you normally arrive at the LRT Station? (n=3444)

- 4% Before 6am
- 37% 6am to 7am
- 41% 7am to 8am
- 10% 8am to 9am
- 2% 9am to 10am
- 6% After 10am

10. (If don't use park and ride: NOT A or B in Q7): Why do you not use the park and ride facilities? (n=967)

- 57% Would like to, but no stalls when I arrive
- 12% Don't have a car (SKIP TO Q16)
- 24% Prefer to take the bus (SKIP TO Q16)
- 5% Prefer to walk/cycle/use other non-transit/non-car modes
- 15% Live within walking distance (SKIP TO Q16)
- 12% Other (Specify)

Q11 to Q15: PARK AND RIDE USERS ONLY (C in Q3)

11. Why do you prefer to use the Park and Ride facilities as part of your commute? (n=3004)

- 66% Reduces overall commute time
- 50% Don't have to wait for bus on my way home
- 35% Allows me to make other stops along my way
- 28% Bus service not reliable
- 18% Bus service overcrowded
- 26% Other (Specify)

12. Please rate your level of satisfaction with ETS' Park & Ride facilities. (n=3004)

- 19% Very satisfied
- 39% Satisfied
- 16% Neither satisfied nor dissatisfied
- 18% Dissatisfied
- 8% Very dissatisfied

13. Please explain why you said you were <import response from Q12> (n=3004)

N/A Open response

14. In a typical month, how many times do you park at ETS' Park & Ride facilities? (n=3004)

Mean = 16.7 times
Median = 20 times

15. Do you use the Park & Ride facilities more, less or about the same in the winter months? (n=3004)

- 78% About the same
- 13% More
- 9% Less

Awareness of Paid Park & Ride Program

16. **ALL ask:** Currently, between 8% and 18% of existing parking stalls at four ETS Park & Ride lots (Clareview, Belvedere, Stadium and Century Park) are reserved for those wanting to pay a monthly fee of \$40 (plus GST). This guarantees a stall at that lot between the hours of 6AM and 5PM on weekdays and statutory holidays. The remainder of the stalls in the lot are free to ETS customers on a first come, first serve basis. After 5PM on weekdays and all-day weekends, parking is free to all transit customers.. Are you aware of the Paid Park & Ride program in place at these Park & Ride lots? (n=4070)

- 83% Yes
- 17% No

17. **IF A OR C in Q7 AND A in Q16, ask:** What is the main reason that you do not use the Paid Park & Ride program? (n=2012)

- 13% Would like to, but am on the waiting list
- 56% Too expensive
- 52% Can usually get a free parking stall
- 12% Don't park enough to justify reserving a space
- 21% Other (Specify)

Cost of Paid Park & Ride Stalls

P&R USERS (C IN Q3) OR ON WAITING LIST (C in Q3 OR A in Q17)

NOTE: If respondents indicated price was expensive they were not asked subsequent price questions. As such, the frequency of responses for each question appear misleading in their raw form. The percentages presented below carry forward the number of respondents who said "Expensive" or "Don't Know" from previous questions.

18. Currently, it costs **\$40.00 per month** (plus GST) for a reserved park & ride stall. Would you say this price is...? (n=3020)

- 7% Inexpensive for the value provided
- 32% A fair price
- 54% Expensive
- 7% Don't Know/No Opinion

19. If the cost for a paid park & ride stall were \$50 per month, would you say this price is...? (n=3020)

- 4% Inexpensive for the value provided
- 19% A fair price
- 70% Expensive (SKIP TO Q24)
- 7% Don't Know/No Opinion

20. If the cost for a paid park & ride stall were \$60 per month, would you say this price is...? (n=3020)

- 3% Inexpensive for the value provided
- 7% A fair price
- 84% Expensive (SKIP TO Q24)
- 7% Don't Know/No Opinion

21. If the cost for a paid park & ride stall were \$70 per month, would you say this price is...? (n=3020)

- 2% Inexpensive for the value provided
- 3% A fair price
- 88% Expensive (SKIP TO Q24)
- 7% Don't Know/No Opinion

22. If the cost for a paid park & ride stall were \$80 per month, would you say this price is...? (n=3020)

- 1% Inexpensive for the value provided
- 2% A fair price
- 90% Expensive (SKIP TO Q24)
- 7% Don't Know/No Opinion

23. If the cost for a paid park & ride stall were \$90 per month, would you say this price is...? (n=3020)

- 1% Inexpensive for the value provided
- 1% A fair price
- 91% Expensive
- 7% Don't Know/No Opinion

Impact & Principles of Park & Ride

P&R USERS (C in Q3) AND WANT TO USE (A in Q10)

24. For the next set of questions, please indicate the extent to which you agree or disagree with each of the statements. (RANDOM ROTATE STATEMENTS) (n=3427)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ No opinion
It is difficult to find a place to park my car for free when I go to the Park & Ride facilities	36%	21%	11%	19%	11%	2%
I am willing to park further away and walk to the LRT Station if that parking is free	29%	34%	12%	13%	11%	1%
I am willing to pay for parking if it guarantees me a parking space when I need it	13%	16%	14%	21%	34%	1%
If I could not park for free at or near my LRT station, I would use transit for my entire trip (Bus & LRT or all Bus)	11%	14%	11%	21%	39%	3%
If I could not park for free at or near the Park & Ride facility, I would drive my vehicle the entire trip and park at my destination	37%	25%	11%	13%	12%	2%

ALL RESPONDENTS

25. Please indicate the extent to which you agree or disagree with each of the statements (RANDOM ROTATE STATEMENTS) (n=4070)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ No opinion
A portion of the parking stalls at ETS Park & Ride facilities must be left to be used free of charge	66%	17%	7%	5%	4%	1%
All parking at ETS Park & Ride locations should be free of charge and on a first come, first serve basis	42%	17%	14%	17%	9%	1%
There should be a minimum daily fee for all users to access Park & Ride to offset the operational and maintenance costs of the lot (i.e. a user pay fee)	6%	12%	14%	23%	42%	2%
If the demand for Paid Park & Ride exists, the number of spaces assigned should be increased to meet that demand	30%	27%	15%	14%	12%	2%
The price for Paid Park & Ride stalls should be aligned to the demand (i.e. lots with higher demand should charge more than lots with lower demand).	7%	14%	15%	25%	35%	3%
Some parking should be reserved for people only wanting to park for a short period of time (ex. 4 hour maximum) to increase turnover of these spots	20%	32%	18%	14%	14%	2%
The combined total cost for a Paid Park & Ride stall plus a transit pass should not exceed the average cost of parking downtown.	68%	18%	6%	3%	3%	3%
In general, Park & Ride facilities are an important component of a public transit system	75%	19%	3%	1%	1%	<1%

Neighbouring Residents & Business Owners (Q1c-e)**NEIGHBOURS ONLY (A to D in Q5)**

26. What neighbourhood do you live in? (n=1076)

N/A Open response

27. The next set of questions deals with experience. Please indicate the extent to which you agree or disagree with each of the statements.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ No opinion
My neighbourhood currently experiences overflow parking from people unable to find space in the nearby Park & Ride facility	17%	13%	12%	23%	24%	11%
I am concerned that if further restrictions are put on free parking that there will be an increase in overflow parking into my neighbourhood	24%	19%	13%	17%	18%	9%

28. Have there been any other issues experienced in your neighbourhood as a direct result of the nearby Park & Ride facility? (n=1076)

12% Yes

88% No

29. (If yes:) Please explain the issues you have experienced. (n=1076)

N/A Open response

30. The Residential Parking Program ensures parking is available for residents in areas with high on-street parking demands. This program allows residents within a residential parking program area to park their vehicles on the street. Are you aware of the Residential Parking Program? (n=1076)

59% Yes

41% No

31. Do you feel this is a program that your neighbourhood requires to control overflow parking from the Park & Ride facilities? (n=1076)

24% Yes

12% No, we already have one in place

64% No, this isn't an issue

For more information about the City's Residential Parking Program please visit the City's website at http://www.edmonton.ca/bylaws_licences/licences_permits/residential-parking-permits.aspx or search "Edmonton Residential Parking Program".

Additional Comments

32. **ALL ask:** Do you have any additional comments or concerns regarding Park & Ride facilities? (n=4070)

N/A Open response

Demographics

Almost done! Just a few questions about you to complete the survey...

33. What are the first 3 characters of your postal code?

N/A Open response

TRANSIT USERS ONLY (Q34 to Q39)

34. Do you own a vehicle or have regular access to one at home?

96% Yes

4% No

35. In what year were you born

N/A Open response

36. How do you identify your gender?

33% Man

61% Woman

<1% Transgender

<1% two-spirit

<1% I identify as: _____

5% Prefer not to say

37. What is your annual household income?

3% Under \$20,000

3% \$20,000 to under \$35,000

8% \$35,000 to under \$50,000

7% \$50,000 to under \$60,000

9% \$60,000 to under \$75,000

14% \$75,000 to under \$100,000

17% \$100,000 to under \$150,000

11% \$150,000 or more

27% Prefer not to say

38. Which of the following best describes your occupation:

1% High school student

8% Post-secondary student

73% Work full-time or part-time, mostly during the weekdays

7% Work full-time or part-time at other times

2% Retired

1% Unemployed/not currently working

<1% On sick leave/temporary leave from work

1% Permanently unable to work due to disability

2% Other (Specify)

5% Prefer not to say

39. Do you consider yourself to be a person with a disability, that is, someone with a long-term condition that would limit your ability to take conventional transit for some or all trips?

3% Yes

92% No

4% Prefer not to say