

# **Park and Ride Survey Reserved Parking Summary of Findings**

**Calgary Transit  
2011 November 04**

**IM-09-01 P&R Reserved  
Parking Survey  
ISC: Unrestricted**

## Introduction

Calgary Transit conducted a survey of customers about transit park and ride, particularly focusing on those who use the new LRT reserved parking service. The survey results will be considered as part of Calgary Transit's six month report on the reserved parking. Findings will also influence improvements to the reserved parking service and processes.

## Methodology

Calgary Transit conducted the survey from October 3 to 13, 2011 using the Calgary Transit website. Calgary Transit staff visited each of the CTrain stations where reserved parking was located and handed out survey invitation cards on the platforms. Posters advertising the survey were also placed at the same LRT stations. Additionally, notification was placed on the front page of the Calgary Transit website plus twitter and email alert messages were sent out advertising the survey. 2,417 responses were received. The results are not statistically representative of all park and ride users since only those willing to respond to the survey provided feedback.

## Summary of Findings

Totals may not equal 100% due to rounding.

### Current Travel Behaviour – All Respondents

- 71% of respondents use a Calgary Transit park and ride lot to access the CTrain system
  - 56% of respondents used the free park and ride spaces (at bus lots and a few LRT lots where the \$3 fee was not charged)
  - 16% of respondents used reserved parking
- 9% of respondents typically park nearby a park and ride to access the CTrain system
- 11% of respondents typically use a bus but occasionally or have recently stopped using park and ride
- About 9% of respondents used other modes to access the CTrain system
- 67% of respondents seeking free parking arrive before 7am versus only 31% for respondents who are reserved parkers
- 51% of respondents who are reserved parkers tend to arrive between 7am and 8am with an additional 17% arriving after 8am
- Reserved parking respondents do not necessarily use their reserved parking space every weekday
- 44% of respondents who are nearby parkers arrive between 8am and 9am
- 63% of reserved parking respondents use the reserved lots 21 to 25 times per month with another 29% using them 16 to 20 times per month
- 7% of reserved park and ride respondents use the reserved lots 15 or less times per month
- 22% of respondents use reserved parking which compares closely with 28% of available spaces allocated as reserved parking in October

## Change in Travel Behaviours – All Respondents

- Before reserved parking, respondents who currently use reserved parking
  - 73% previously used the \$3 paid daily parking
  - 6% previously used free transit park and ride parking (at bus lots and a few LRT lots where the \$3 fee was not charged)
  - 3% previously parked nearby a transit park and ride lot
- Of respondents who park for free in a transit park and ride lot formerly:
  - 46% used the \$3 paid daily parking
  - 19% used free transit park and ride parking
  - 11% parked nearby a transit park and ride lot
- Respondents who park nearby a park and ride lot formerly:
  - 39% used the \$3 paid daily parking
  - 19% used free transit park and ride parking
  - 27% parked nearby a transit park and ride lot
- Respondents who use free parking typically arrive between 7am and 10am and tend to have difficulties in finding a free parking spot at the lot of their choice with some either changing their travel time or seeking parking in other parking lots (both transit and non-transit) or street parking
- There was no net change among respondents in the volume of nearby parkers from before to after the reserved parking/free parking option came into effect

## Reserved Parking Lots and Reserved Parking Service

- Usage:
  - More than half (52%) of reserved parking respondents have reserved spaces for the last six months
  - Reserved parking respondents use the lots an average of 20.1 days per month with 22 being the most quoted number of days used
- Reservations in current month:
  - 46% of respondents who are reserved parkers find good value (4 or 5 on a 5 points scale) in reserving in the current month
  - 60% of reserved parking respondents feel that the 5<sup>th</sup> day of a month is as late as they would like to reserve a stall, 30% would find the 10<sup>th</sup> day acceptable, and 14% would find the 15<sup>th</sup> day acceptable for reserving in the current month
- Reserving for more than one month at a time:
  - 62% of reserved parking respondents are interested in reservations of more than one month duration
  - 57% of those who answered yes to longer duration reservations would like to see 3 month reservations as an option, 18% said 6 months, and 8% said one year.
- On the 10am weekday reservation cut-off
  - Of the 43% who are not satisfied with this feature
    - 54% felt that it should be exclusively reserved for them all day
    - 23% felt that noon was a better cut-off

## **Reserved Parking Lots and Reserved Parking Service (cont'd)**

- Other findings:
  - 70% of reserved parking respondents want to be reminded by the system to renew
  - Pre-paying for a reserved parking space
    - Does not affect 67% of reserved parking respondents
    - Would make 23% of respondents more willing to reserve in the future
  - 39% of reserved parkers registered one licence plate while 45% registered 2 licence plates; only 2% registered 5 licence plates
  - 83% of reserved parkers have never changed their registered licence plates after their initial monthly reservation with only 15% making a change once
  - 65% of reserved parking respondents feel that the new service is better than the \$3 daily parking fee versus 38% for free parkers and 27% for nearby parkers
- Most common issues or concerns about the online registration system
  - Having to re-enter personal information each month
  - Lack of automatic renewal / losing place in reserved parking if renewing too late
  - No indication of reserved month on the receipt
  - Lack of follow-up contact once initial submission is done or on wait list
  - Lack of alternative payment methods
  - Email communications can be confusing
  - Limited time window for reserving a space

## **Barriers to or Reasons for not Using Reserved Parking or a Transit Park and Ride Lot**

- Main reasons for not using reserved parking (non-reserved and nearby parkers):
  - 50% cited price as the main barrier to not using reserved parking
  - 20% indicated they can get a free parking space so no need to reserve
  - 6% indicated they don't park enough to justify reserving a space
- Reasons for not parking in a transit park and ride lot (nearby parkers):
  - 68% of non-reserved parkers cited being unable to find a parking space in the lot
    - 27% of non-reserved parking respondents rated their ability to get a spot as good or excellent
    - 63% of non-reserved parking respondents rated the reserved system as fair to poor
  - 43% of respondents who use other access modes cited being unable to find a parking space as reason for not driving to the LRT station
  - 53% of respondents who do not park to use the CTrain system have used the park and ride at least once in the past six months with 22% indicating that they intend to use park and ride when winter weather starts with 14% considering reserving a space

## Cost of Reserved Parking

- Approximately half of free and nearby parking respondents would not pay even \$20 to reserve a parking space
- The ideal price point range to fill all possible reserved parking spots immediately at the maximum 50% allocation per reserved lot would be \$38 to \$40 per month
- 50% of non-reserved parkers find the fee too expensive

## Satisfaction and Ratings

- Value for money of reserved parking
  - 48% of reserved parking respondents rated it as good or excellent and 36% rated it as fair
  - 62% of all respondents rated the reserved parking service as poor value for money
  - Only 14% of respondents felt it was good or excellent value
- Online registration system
  - 67% of reserved parking respondents found it to be good or excellent
  - 86% of non-reserved respondents had not used it
- Reserved parking area
  - 83% of reserved parking respondents felt the reserved parking areas in the lots were good or excellent versus 61% of all respondents
  - Plug-ins and placement were the two factors most affecting satisfaction
- Overall Satisfaction with Reserved Parking
  - 77% of reserved parkers are satisfied with reserved parking versus 28% of all respondents
  - Respondents who were nearby parkers were the most likely (90%) to be dissatisfied
  - Reasons for dissatisfaction
    - Cost (21%)
    - Frustration at seeing reserved spots not filled when they arrive (19%)
    - Parking should be free for all (17%)
    - Finding free parking is harder and more frustrating (16%)
- Reserved parking respondents, as a whole, value all aspects of park and ride more than other respondents

## Changes Resulting from Introduction of Reserved Parking / Free Parking

- Just over half of respondents found no change to their ability to travel using Calgary Transit resulting from the introduction of the reserved parking option
- Respondents indicating they use reserved parking are more likely to state that reserved parking has improved their ability to travel using Calgary Transit
- Respondents who park near to an LRT park and ride lot were the most likely to say that reserved parking has worsened their ability to travel using Calgary Transit
- More than half of respondents using reserved parking indicated that the convenience of using Calgary Transit had improved
- Respondents who are reserved parkers arriving between 7am and 9 am are more likely to state that the convenience of using transit has increased significantly

## Demographics

- 90% of respondents primary destination was downtown
- Living in Calgary:
  - 85% of reserved parking respondents
  - 90% of free parking respondents
  - 85% of respondents who park nearby a transit park and ride lot

## Key Differences from Previous Park and Ride Survey (January 2011)

- Respondents are arriving significantly earlier to CTrain stations under the new reserved parking service
- The biggest changes are between 6 am to 7 am and after 10 am
- Respondents are now showing stronger value in
  - Getting a parking space (+0.7 change out of 10)
  - Getting a plug-in at the parking space (+0.8 change out of 10)
  - Having parking space kept clear of snow and ice (+0.8 change out of 10)
- Ability to travel on and the convenience of using Calgary Transit remained relatively unchanged
- 5% fewer respondents in this survey were from Calgary

## Comments from the Survey

- General Themes
  - Some respondents not using reserved parking are either
    - Misunderstanding the open stalls in the reserved area as being allocated but not paid for (i.e. Reserved)
    - Simply frustrated at seeing all the open space although they understand that the people who reserved the stalls have not arrived yet
  - A significant portion of people who park but do not reserve space are very strong in their belief that parking should be free
  - Monthly parking reservations do not work well for a significant number of respondents who feel they do not park and use the CTrain system enough in a month to warrant reserving a stall but have few if any alternatives
  - Parkers who arrive early (before 7am) and late (after 10am) and reserved parkers are benefiting from the reserved parking + free parking service whereas those who arrive and want to park between 7am and 10am and who are not willing to reserve feel that they are being unfairly treated
  - Some respondents are feeling forced into reserving a stall
  - The location and no guarantee of plug-ins are an issue for reserved parking areas
  - Cost of reserving is too high for some respondents who would like to consider reserving a parking space
  - The old pay-per-use (\$3 daily fee) service was a better system for a significant number of respondents

## Conclusion

The evolution of Park and Ride service from completely free to pay-per-use at some lots to a reserved/free service has certainly influenced the travel patterns and opinions of many a Calgary Transit customers who use LRT park and ride. The results of this survey show a more polarized opinion set than previous park and ride surveys. It also shows a system that is under strain as demand exceeds supply.

The divide between those respondents who feel that free parking is a right versus those respondents who like the choice of reserving a space, in terms of values and perceptions, is considerable.

The moods of respondents who use reserved parking versus those prefer to park for free are quite opposite each other. Reserved parking respondents are generally free of stress and frustration with a few who have suggestions to make it a better experience. Whereas free parking respondents typically voiced frustration and anger at their experience since reserved parking became an option.

### Free and Nearby Parkers and Others

For respondents that don't use reserved parking, aspects such as cost, time of arrival at the LRT station, and perceptions of the service as being unfair dominate the commentary and drive lower satisfaction ratings. The frustration experienced by having to hunt for a parking space, often at multiple park and ride lots, shows up consistently for those seeking free parking spaces often between 7am and 10am. That frustration is further enhanced when they cannot find a space and see all the reserved parking spaces sitting empty waiting for those that have reserved them to arrive as the free parkers are constantly reminded of the reserved parking service that they outright reject for various reasons. The travel times for some non-reserved parkers have shifted earlier to allow them to find a free parking space. Finally, a varied set of annoyances tend to accumulate further reducing satisfaction such as parking abuses (people parking and not using transit or taking up multiple parking spaces), losing more free stalls to reserved parking, or signage and communication that are often considered to be poor.

For parkers who do not reserve and show up before 7am, the view is typically more positive as they are usually able to get a free parking spot. The primary concern of this group is the encroaching reassignment of free parking spaces into reserved stalls and the amount of empty reserved stalls they see (often mistaking an empty reserved space as one that has not been paid for by a transit customer).

### Reserved Parkers

Those who do use reserved parking seem to enjoy the convenience and the near complete removal of stress associated with hunting for a parking space. Satisfaction is much higher with the park and ride service among these respondents although a few feel they have been forced into using the service. Further, some reserved parking respondents pointed out what they perceive to be shortcomings in the online system or at the reserved parking area that somewhat take away from their satisfaction.

## Detailed Findings

Q1 Which LRT station do you most often use to access the CTrain system?

(a) How the CTrain station was accessed by CTrain station (sorted by Reserved Parkers)

CTrain Station	How CTrain Station was Accessed (% Respondents)					
	Reserved Parkers (364)	Free Parkers (1,304)	Park Nearby (215)	Bus (262)	Other (194)	All (2,417)
Somerset-Bridlewood	34%	19%	23%	18%	20%	21%
Crowfoot	30%	19%	10%	20%	17%	20%
Fish Creek-Lacombe	8%	7%	4%	5%	6%	7%
Dalhousie	6%	9%	11%	13%	12%	9%
Brentwood	5%	6%	8%	5%	6%	6%
Southland	4%	4%	2%	8%	2%	4%
Shawnessy	3%	4%	15%	4%	6%	5%
Canyon Meadows	3%	4%	6%	4%	6%	4%
Anderson	2%	11%	1%	3%	2%	7%
39 Avenue	2%	2%	7%	0%	2%	2%
McKnight-Westwinds	1%	5%	1%	4%	4%	4%
Other CTrain Station	1%	3%	1%	8%	8%	4%
Heritage	1%	3%	3%	3%	8%	3%
Chinook	1%	1%	4%	3%	2%	2%
Franklin	<1%	5%	2%	<1%	2%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

(b) CTrain station by how the CTrain station was accessed (sorted by Reserved Parkers)

CTrain Station (% Responses)	How CTrain Station was Accessed					
	Reserved Parkers	Free Parkers	Park Nearby	Bus	Other	Total
Crowfoot (464)	24%	53%	5%	11%	7%	100%
Somerset-Bridlewood (503)	24%	49%	10%	10%	8%	100%
Fish Creek-Lacombe (160)	19%	61%	6%	8%	7%	100%
39 Avenue (49)	16%	43%	33%	0%	8%	100%
Southland (91)	14%	52%	5%	24%	4%	100%
Brentwood (142)	13%	58%	12%	9%	8%	100%
Canyon Meadows (90)	11%	50%	14%	12%	12%	100%
Dalhousie (214)	11%	52%	11%	15%	11%	100%
Chinook (40)	8%	38%	23%	23%	10%	100%
Shawnessy (113)	8%	43%	29%	10%	10%	100%
Heritage (76)	7%	55%	8%	11%	20%	100%
Anderson (163)	4%	88%	1%	4%	2%	100%
Other CTrain Station (80)	3%	48%	4%	28%	19%	100%
McKnight-Westwinds (81)	2%	73%	2%	14%	9%	100%
Franklin (73)	1%	85%	7%	1%	5%	100%



**Q2** Before April 2011, when reserved parking started at some Calgary Transit LRT park and ride lots, how did you normally get to the CTrain station?

Prior method of accessing the CTrain station	How CTrain Station is currently Accessed (% Respondents)					
	Reserved Parkers (364)	Free Parkers (1,304)	Park Nearby (215)	Bus (262)	Other (194)	All (2,417)
<b>Drove and used \$3 all-day transit park and ride parking</b>	73%	46%	39%	18%	23%	<b>45%</b>
<b>Drove and used free transit park and ride parking</b>	6%	19%	18%	6%	9%	<b>15%</b>
<b>Drove and parked nearby, not in the park and ride lot itself</b>	3%	11%	27%	3%	3%	<b>10%</b>
<b>Took a bus</b>	4%	8%	4%	66%	7%	<b>14%</b>
<b>Carpooled / was dropped off</b>	2%	2%	2%	1%	18%	<b>3%</b>
<b>Cycled</b>	0%	<1%	0%	0%	2%	<b>&lt;1%</b>
<b>Walked</b>	<1%	1%	1%	2%	31%	<b>3%</b>
<b>Used a different CTrain station</b>	4%	3%	5%	1%	3%	<b>3%</b>
<b>Used buses instead of CTrain system</b>	0%	1%	1%	<1%	0%	<b>1%</b>
<b>Other</b>	8%	7%	3%	3%	5%	<b>6%</b>
<b>Total</b>	100%	100%	100%	100%	100%	<b>100%</b>

**Findings:**

- Most respondents who are reserved parkers were previously users of the transit pay-per-use parking service
- Nearly half of respondents who are free parkers were previously users of the transit per-per-use parking service
- One quarter of respondents who formerly parked nearby a CTrain station parking lot continued to do so after the reserved parking service came into affect
- Over one quarter of respondents who now take a bus to access the CTrain station formerly drove to the CTrain station
- Nearly 60% of respondents who park nearby a transit park and ride lot but not in the lot itself were formerly users of the park and ride service, either paid or free
- 14% of respondents who formerly parked nearby now park in a park and ride lot
- While 123 respondents (7%) who were former park and ride lot users now park nearby another 158 respondents (7%) former parked nearby but now use the park and ride lots thus representing little change in the spill over parking situation

**Q3** How do you currently get to the CTrain station?

How CTrain station is currently accessed	Percent
Drive and park in the FREE transit park and ride area (1,304)	56%
Drive and park in the Transit RESERVED PARKING area (364)	16%
Take a transit bus (262)	11%
Drive and park nearby, not in the transit park and ride lot (215)	9%
Carpool / get dropped off / kiss n ride (66)	3%
Walk (79)	3%
Other (42)	2%
Cycle (7)	<1%

Questions 4 through 15 were asked only of those respondents who currently use reserved parking to access a CTrain station.

**Q4** Which of the last six (6) months have you reserved a parking space at the park and ride lot? (check all that apply)

Month	Percent
April (196)	63%
May (209)	68%
June (221)	72%
July (230)	74%
August (235)	76%
September (288)	93%

Related – crosstab of number of months reserved by respondent:

Month	Percent
One month	15%
2 months	7%
3 months	10%
4 months	7%
5 months	10%
6 months	52%

**Q5** On average, how many times a month do you or did you park using a reserved parking space?

Number of Days	Percent
8-14	5%
15-19	15%
20-21	32%
22+	45%

**Average: 20.1 days per month**

Findings:

- 75% of reserved parking respondents use their reserved parking space between 20 and 22 times per month
- 23% of reserved parking respondents do not use the reserved parking space every weekday in a typical month

**Q6** Currently, all reservations are for the following month. On a scale of 1 to 5 with 1 being the least valuable and 5 the most valuable, how much value would you find in being able to reserve for the current month in general?

Value	Percent
1 (least value)	23%
2	9%
3	22%
4	14%
5 (most value)	32%

68% of respondents find some to significant value in reserving in the current month.

**Q7** If you were able to reserve a parking space in the current month, at what day during the month would you find it no longer valuable to make a reservation at the current \$70 per month fee?

Day	Percent	Cumulative Percent (Inverse)
N/A	20%	100%
1	10%	80%
2	3%	70%
3	4%	67%
4	3%	63%
5	20%	60%
6	2%	40%
7	6%	38%
8	<1%	32%
9	1%	31%
10	13%	30%
11	<1%	17%
12	1%	17%
13	0%	16%
14	2%	16%
15 or more	14%	14%

Note that the response N/A under the Day column indicates that they place no value in reserving in the current month.

Findings:

- 60% of respondents are willing to reserve a space after the 5<sup>th</sup> day of the month
- 30% of respondents are willing to reserve a space after the 10<sup>th</sup> day of the month
- 14% of respondents are willing to reserve a space after the 15<sup>th</sup> day of the month
- There is value to reserving in the same month

**Q8** Would you be interested in reserving for more than one month at a time?

Interested?	Percent
Yes (217)	62%
No (67)	19%
Unsure (67)	19%

Question 9 below was only asked of respondents who answered 'Yes' in Question 8.

**Q9** How many months would you typically like to reserve at one time?

Duration	Percent
<b>2 months (27)</b>	13%
<b>3 months (122)</b>	57%
<b>4 months (9)</b>	4%
<b>5 months (0)</b>	0%
<b>6 months (39)</b>	18%
<b>9 months (1)</b>	1%
<b>12 months(18)</b>	8%

Findings:

- 70% percent of respondents who would like to reserve more than one month at a time would like the option to reserve either two or three months in advance
- Only 8% of respondents who value longer reservations would like to reserve for the entire year

**Q10** Currently, all customers receive a reservation renewal message usually by the 1<sup>st</sup> of each month. Would you prefer access to a self-serve renewal option instead?

Answer	Percent
<b>Yes (104)</b>	30%
<b>No (243)</b>	70%

**Q11** Calgary Transit currently allows customers to reserve a space without pre-paying. This can result in spaces being held in reserved unnecessarily until cancelled. Calgary Transit is considering adopting a pay-to-reserve rule. This would mean that customers would have to pre-pay to reserve a parking space. How would this change affect your willingness to use the reserved parking system?

Change of willingness to reserve	Percent
<b>More willing (79)</b>	23%
<b>No more or less willing (229)</b>	67%
<b>Less willing (22)</b>	6%
<b>Would stop using reserved parking (13)</b>	4%

**Q12** Currently reserved parkers have exclusive access to the reserved parking spaces until 10am daily. After 10 am, the reserved parking spaces become available to all parkers free of charge. Is the 10am time limit satisfactory to you?

Satisfactory	Percent
<b>Yes (198)</b>	57%
<b>No (150)</b>	43%

Question 13 was only asked of respondents who answered 'No' to Question 12.

**Q13** Which of the following times would you find the most satisfactory for reserved parking to turn into free parking?

Time	Percent
11 am (8)	5%
Noon (34)	23%
1 pm (4)	3%
2 pm (7)	5%
3 pm (1)	1%
4 pm (3)	2%
5 pm (4)	3%
6 pm or later (8)	5%
None as reserved parking should only be for those who pay for it (80)	54%

Findings:

- More than half (54%) of those who feel that the 10 am time limit is not satisfactory want exclusive access to the spaces that are reserved – a total of 41% of all reserved park and ride users
- Nearly one quarter of those respondents who are not satisfied with the 10 am limit would be satisfied with a cut off at noon

**Q14** How many licence plates do you currently have listed under your reservation?

Licence Plate Count	Percent
1 (135)	39%
2 (154)	45%
3 (35)	10%
4 (13)	4%
5 (6)	2%

**Q15** In the last three months, other than when you make your reservation, how many times have you added or changed a licence plate on your reservation?

Times Changed	Percent
None (285)	83%
Once (52)	15%
Twice (5)	2%
3-5 times (2)	1%
6-10 times (0)	0%
11 times or more (0)	0%

Questions 16 and 17 were asked of respondents who indicated that they park in the FREE parking area of the park and ride lot.

**Q16** Do you intend on reserving a space at the park and ride lot when winter weather starts?

Reserve for winter	Percent
<b>Yes (88)</b>	7%
<b>No (993)</b>	78%
<b>Unsure (199)</b>	16%

**Q17** What changes or improvements would be necessary for you to use the reserved parking at the park and ride lot? (open ended)

Directly related to question:

Category*	Percent of Comments	Percent of All Responses
<b>Lower the price (281)</b>	28%	12%
<b>Must guarantee a plug-in (52)</b>	5%	2%
<b>Need more flexible reservation options, different reservation periods (34)</b>	3%	1%
<b>Increase the number of reserved spaces (27)</b>	3%	1%
<b>More security and monitoring of the lot (24)</b>	2%	1%
<b>Improve the reservation process or wait list concept (12)</b>	1%	<1%
<b>Extend the hours for reserved parking or make it all day (12)</b>	1%	<1%
<b>Implement parkades or covered parking (10)</b>	1%	<1%
<b>Better snow removal, maintenance, and cleaning of lot (9)</b>	1%	<1%
<b>Allow for parking in reserved spaces at more than one LRT park and ride lot (8)</b>	1%	<1%

\* Categories with less than 5 responses are not listed

Other comments:

Category*	Percent of Comments	Percent of All Responses
<b>Won't use / cannot afford (343)</b>	35%	14%
<b>There are too many reserved spots or too many are vacant (95)</b>	10%	4%
<b>\$3 daily pay per use system was better / should return to (81)</b>	8%	3%
<b>Other miscellaneous comments (44)</b>	4%	2%
<b>I park for free (35)</b>	4%	1%
<b>Should be included as part of the adult monthly pass either as a discounted additional fee or at no extra cost (27)</b>	3%	1%
<b>Prefer to try for free parking (27)</b>	3%	1%
<b>Would rather pay to park at my destination, possibly cheaper to do so (27)</b>	3%	1%
<b>Feeling forced into reserving a space (25)</b>	3%	1%
<b>Feeling that promise for free parking during election was not kept (14)</b>	1%	1%
<b>More information is required about reserved parking (12)</b>	1%	<1%
<b>Better signage is required at park and ride lots (12)</b>	1%	<1%
<b>Concern about not getting a stall even if a reserved parker (11)</b>	1%	<1%
<b>Concern about non-transit customers using the park and ride lot (10)</b>	1%	<1%
<b>Not trusting Calgary Transit's implementation of reserved parking (10)</b>	1%	<1%
<b>Complaint about the increases in the reserved parking area (8)</b>	1%	<1%
<b>Already on a waiting list (8)</b>	1%	<1%
<b>Require only non-Calgary residents to pay for parking (5)</b>	1%	<1%

\* Categories with less than 5 responses are not listed

#### Findings:

- Understanding of the reserved parking service is poor amongst a large number of respondents
- Those arriving at the CTrain station early enough to find free parking have no need to reserve a stall
- The parking fee is too high for nearly one quarter (22%) of the free parkers
- Plug-ins are an expectation to have in reserved parking by approximately 4% of the free parkers
- 6% of free parkers preferred the \$3 daily pay-per-use fee
- 3% of free parkers would need more flexible reservation options to use the reservation system in that they don't park enough in a month to justify the cost at \$70 per month



Questions 18 and 19 were asked only of respondents who indicated that they parked nearby to a transit park and ride lot and not in the lot itself.

**Q18** Why do you not park in the park and ride lot? (check all that apply)

Reason	Percent
Usually full when I get there (197)	94%
Not easy to access the lot (5)	2%
Safety and security concerns (5)	2%
I have always parked nearby the lot (6)	3%
It is more convenient (10)	5%
Other (18)	9%

Summary of comments:

Comment	Percent of Comments
Free parking is full (42)	68%
Too many vacant reserved stalls / only ones empty (13)	21%
Too many reserved stalls (10)	16%
Reserved parking is too expensive (7)	11%
Don't park often enough to use reserved parking (5)	8%
Pay to use another parking lot (4)	6%
Prefer to pay to use (\$3 fee) (2)	3%
Alternative parking is easier to access (2)	3%
Parking in lot by non-transit users a problem (2)	3%
Better signage needed (1)	2%
Timeframe for reserving a stall is too short (1)	2%
Like the extra walk to the station (1)	2%
On waiting list / trying to reserve (1)	2%
Disagree with paying to park (1)	2%

Findings:

- Most respondents who park nearby would like to park in the park and ride lot
- A few prefer to pay others to park as it is cheaper than using transit reserved parking

**Q19** Are you aware of the reserved parking program in place at the park and ride lot?

Aware	Percent
Yes (194)	96%
No (9)	4%

Question 20 was asked of those respondents who indicated that they park in either free parking at the transit park and ride lot or park nearby but not in the park and ride lot itself.

**Q20** What is the one main reason that you do not use the reserved parking system at the park and ride lot?

Reason	Park in Free Area (1,270)	Park Nearby (209)	Total of non-reserve parkers (1,479)
<b>Too expensive (736)</b>	48%	59%	50%
<b>I can usually get a free parking stall (289)</b>	22%	3%	20%
<b>I do not see the value in reserving a space (169)</b>	11%	12%	11%
<b>Other (152)</b>	10%	11%	10%
<b>Don't park enough to justify reserving a space (84)</b>	5%	10%	6%
<b>I park after 10am (when parking is free and open in the reserved section) (15)</b>	1%	2%	1%
<b>I tried to reserve a stall but had problems (16)</b>	1%	1%	1%
<b>Process to reserve a space is too confusing (18)</b>	1%	2%	1%
<b>Total (1,479)</b>	100%	100%	100%

Summary of comments:

Comment	Percent of Comments
<b>Should be free to park, unwilling to pay (45)</b>	30%
<b>Too expensive (28)</b>	18%
<b>Other comments / non comments (28)</b>	18%
<b>Arrive early enough to get free parking (18)</b>	12%
<b>Would prefer pay-per-use or shorter reservation periods (9)</b>	6%
<b>Already on a waiting list or got a reserved spot or intending to (9)</b>	6%
<b>Not a fair system (8)</b>	5%
<b>Need to park at more than one LRT station (4)</b>	3%
<b>Process for reserving or renewing a stall not satisfactory (4)</b>	3%
<b>Unsure how to reserve a space, more information required (4)</b>	3%
<b>Do not park frequently enough to justify (3)</b>	2%
<b>Need more reserved parking spaces (3)</b>	2%
<b>Will park for free until I have no choice (2)</b>	1%
<b>Reserved parking not available at desired park and ride lot (2)</b>	1%
<b>Missing plug-ins (2)</b>	1%
<b>Money should come from other sources (1)</b>	1%
<b>No value in or reason to reserve a space (1)</b>	1%
<b>I use handicap parking (1)</b>	1%
<b>Simply cannot afford to park but not too expensive (1)</b>	1%
<b>Cheaper or more convenient to park nearby (1)</b>	1%
<b>Need later reservation options (1)</b>	1%
<b>Expect assigned parking (1)</b>	1%
<b>Expect longer reserved hours or all day reservations (1)</b>	1%

Findings:

- Cost to park is the biggest barrier to use
- Ability to get a free parking stall provides no incentive to reserve a stall

Questions 21 through 25 were asked of those respondents who indicated that they park in either free parking at the transit park and ride lot or park nearby but not in the park and ride lot itself. Additionally, if the respondent answered 'No' at any point they moved on to question 30.

**Q21** Would you be willing to pay \$20 to \$30 a month for reserved parking?

Answer	Park in Free Area (1,271)	Park Nearby (211)	Total of non-reserve parkers (1,482)
<b>Yes (768)</b>	52%	53%	52%
<b>No (714)</b>	48%	47%	48%

**Q22** Would you be willing to pay \$30 to \$40 a month for reserved parking?

Answer	Park in Free Area (1,271)	Park Nearby (211)	Total of non-reserve parkers (1,482)
<b>Yes (346)</b>	22%	30%	23%
<b>No (424)</b>	30%	23%	29%

**Q23** Would you be willing to pay \$40 to \$50 a month for reserved parking?

Answer	Park in Free Area (1,271)	Park Nearby (211)	Total of non-reserve parkers (1,482)
<b>Yes (153)</b>	10%	13%	10%
<b>No (193)</b>	13%	16%	13%

**Q24** Would you be willing to pay \$50 to \$60 a month for reserved parking?

Answer	Park in Free Area (1,271)	Park Nearby (211)	Total of non-reserve parkers (1,482)
<b>Yes (66)</b>	5%	4%	4%
<b>No (87)</b>	5%	9%	6%

**Q25** Would you be willing to pay \$60 to \$70 a month for reserved parking?

Answer	Park in Free Area (1,271)	Park Nearby (211)	Total of non-reserve parkers (1,482)
<b>Yes (41)</b>	3%	2%	3%
<b>No (25)</b>	2%	2%	2%

Questions 26 through 29 were asked of respondents who said that they either take the bus, carpool, cycle, walk, or use other modes of transportation not listed in the survey.

**Q26** Have you used the park and ride in the last six (6) months at the LRT station?

Used Lot?	Bus (244)	Carpool / dropped off / kiss n ride(64)	Cycle (7)	Walk (73)	Other (23)
<b>Yes (229)</b>	57%	59%	57%	34%	59%
<b>No (198)</b>	43%	41%	43%	66%	41%

**Q27** What is the one main reason why you do not currently use the park and ride lot?

	Bus (242)	Carpool / dropped off / kiss n ride(62)	Cycle (7)	Walk (73)	Other (38)
<b>Bus is quicker / more convenient (49)</b>	17%	2%	0%	6%	5%
<b>No longer have a vehicle (32)</b>	8%	7%	0%	11%	0%
<b>Recent change in transportation needs or availability (7)</b>	2%	2%	0%	1%	3%
<b>No longer driving (16)</b>	3%	3%	14%	7%	0%
<b>Change in life situation (6)</b>	2%	3%	0%	0%	0%
<b>Never able to get a parking space when I want one (184)</b>	41%	58%	29%	30%	66%
<b>I made a choice to use alternative transportation for my entire trip (33)</b>	10%	3%	14%	6%	3%
<b>I choose to pay to park at or near my destination now (4)</b>	1%	2%	0%	0%	3%
<b>I am parking for free at or near my destination now (10)</b>	2%	0%	0%	7%	3%
<b>Other (81)</b>	14%	21%	43%	33%	18%

Summary of 'Other' responses:

Other Reason	Percent of Comments
Live close to station / prefer to walk (22)	27%
Not worth it / worth the hassle of finding parking (15)	19%
Get a ride / carpool (9)	11%
Do not drive (7)	9%
Prefer to take bus (5)	6%
Stopped when parking stopped being free (5)	6%
Cannot afford to reserve (4)	5%
Safety or security concern (4)	5%
Would use if pay per use (\$3 fee) was in place (3)	4%
Use transit only in summer / warm weather (2)	2%
Use transit only in winter / bad weather (2)	2%
Cannot park at station of choice (2)	2%
Vehicle availability issues (2)	2%
Other (2)	2%
Disagree - will not support the two-tier park and ride service (2)	2%
No vehicle (1)	1%

**Q28** Do you intend on using the park and ride lot when winter weather comes?

Use Park and Ride during Winter	Bus (243)	Carpool / dropped off / kiss n ride(63)	Cycle (7)	Walk (76)	Other (37)
<b>Yes (94)</b>	21%	31%	29%	15%	27%
<b>No (200)</b>	44%	47%	57%	61%	38%
<b>Unsure (133)</b>	35%	22%	14%	25%	35%

**Q29** Would you consider reserving a parking space monthly at the park and ride lot?

Reserve a space	Bus (243)	Carpool / dropped off / kiss n ride(63)	Cycle (7)	Walk (76)	Other (37)
<b>Yes (61)</b>	14%	19%	14%	5%	15%
<b>No (330)</b>	77%	71%	86%	90%	78%
<b>Unsure (35)</b>	9%	10%	0%	5%	8%

*Question 30 was asked only of respondents said they park at a free park and ride lot, or park nearby a transit park and ride lot.*

**Q30** Please rate your ability to get a parking spot at the park and ride lot.

Rating	Free Parkers (1,269)	Park Nearby (210)	Total (1,479)
<b>Excellent (228)</b>	18%	1%	15%
<b>Good (321)</b>	25%	3%	22%
<b>Fair (327)</b>	24%	10%	22%
<b>Poor (603)</b>	33%	87%	41%

Questions 31 through to 44 were asked of all respondents.

**Q31** What time do you normally arrive at the LRT station at?

Timeframe	Reserved Parkers (337)	Free Parkers (1,213)	Nearby Parkers (203)	Bus Riders (212)	All Others (156)	Total (2,121)
<b>Before 6am (182)</b>	1%	14%	1%	2%	5%	9%
<b>6am to 7am (927)</b>	30%	53%	33%	34%	30%	44%
<b>7am to 8am (734)</b>	51%	27%	44%	41%	39%	35%
<b>8am to 9am (192)</b>	14%	4%	19%	14%	17%	9%
<b>9am to 10am (34)</b>	2%	1%	1%	3%	8%	2%
<b>After 10 am (52)</b>	1%	2%	3%	7%	3%	2%

Findings:

- Respondents who said they park in the free parking area were most likely to have the earliest arrival times at the CTrain stations (6 am to 7 am was the peak)
- Peak arrival times for all other respondents other than free parkers was between 7 am to 8 am
- Some respondents indicated that their later travel time is a direct reason for not using the park and ride lot service

**Q32** How many days in a typical month do you normally use the LRT station?

Days per Month	Reserved Parkers (337)	Free Parkers (1,213)	Nearby Parkers (202)	Bus Riders (211)	All Others (155)	Total (2,118)
<b>1 to 5 (81)</b>	1%	3%	7%	6%	9%	4%
<b>6 to 10 (70)</b>	1%	4%	3%	4%	4%	3%
<b>11 to 15 (137)</b>	5%	7%	6%	5%	6%	6%
<b>16 to 20 (820)</b>	29%	43%	42%	31%	35%	39%
<b>21 to 25 (885)</b>	63%	38%	37%	39%	37%	42%
<b>26 or more (125)</b>	2%	5%	5%	14%	10%	6%
<b>Weighted Avg</b>	<b>21.0</b>	<b>19.2</b>	<b>18.7</b>	<b>19.6</b>	<b>19.0</b>	<b>19.5</b>

**Q33** Please rate the value for money of the reserved parking system in place at the park and ride lot.

Value	Reserved Parkers (336)	Free Parkers (1,167)	Nearby Parkers (199)	Bus Riders (203)	All Others (148)	Total (2,053)
<b>Excellent (79) (A)</b>	14%	1%	1%	8%	3%	4%
<b>Good (199) (B)</b>	32%	5%	4%	8%	9%	10%
<b>Fair (508) (C)</b>	36%	21%	21%	29%	27%	25%
<b>Poor (1,267) (D)</b>	18%	73%	74%	55%	62%	62%
<b>Average*</b>	<b>C+ (2.6)</b>	<b>D+ (3.7)</b>	<b>D+ (3.7)</b>	<b>C-(3.3)</b>	<b>C-(3.5)</b>	<b>C-(3.5)</b>

\* Average – Weighted Using 1 (excellent) to 4 (poor); scored A = Excellent, D=Poor

**Q34** Please rate the online registration system for reserving a parking space or indicate if you have not used reserved parking.

Rating	Reserved Parkers (336)	Free Parkers (1,206)	Nearby Parkers (202)	Bus Riders (207)	All Others (156)	Total (2,107)
<b>Excellent (82) (A)</b>	18%	1%	1%	4%	1%	4%
<b>Good (233) (B)</b>	49%	4%	3%	4%	5%	11%
<b>Fair (127) (C)</b>	22%	3%	4%	3%	2%	6%
<b>Poor (136) (D)</b>	10%	6%	7%	5%	6%	6%
<b>Average*</b>	<b>B (2.2)</b>	<b>C+ (2.9)</b>	<b>C (3.1)</b>	<b>C+(2.5)</b>	<b>C (2.8)</b>	<b>B- (2.4)</b>
<b>Not used (1,529)</b>	1%	86%	87%	85%	87%	73%

\* Average – Weighted Using 1 (excellent) to 4 (poor); scored A = Excellent, D=Poor

Findings:

- Approximately 14% of respondents who do not current use reserved parking have used it in the last six months

**Q35** Please rate the area where reserved parking is provided at the LRT station. Consider the placement, ease of access, and configuration of the reserved parking area.

Rating	Reserved Parkers (336)	Free Parkers (1,158)	Nearby Parkers (198)	Bus Riders (191)	All Others (145)	Total (2,028)
<b>Excellent (472) (A)</b>	44%	20%	16%	17%	21%	23%
<b>Good (777) (B)</b>	39%	39%	37%	36%	34%	38%
<b>Fair (445) (C)</b>	12%	22%	27%	30%	25%	22%
<b>Poor (334) (D)</b>	6%	19%	20%	17%	21%	16%
<b>Average*</b>	<b>B+ (1.8)</b>	<b>B- (2.4)</b>	<b>C+ (2.5)</b>	<b>C- (2.6)</b>	<b>C+ (2.5)</b>	<b>B- (2.3)</b>

\* Average – Weighted Using 1 (excellent) to 4 (poor); scored A = Excellent, D=Poor

Findings:

- 83% of respondents who use reserved parking rate the area as good or excellent
- From the comments received the major concerns are:
  - lack of plug-ins for reserved parkers
  - inconsistency of plug-in distribution from free to reserved parking
  - Signage concerns
  - Security monitoring of the reserved lot

**Q36** Please rate your overall satisfaction with the Calgary Transit reserved parking system.

Rating	Reserved Parkers (337)	Free Parkers (1,126)	Nearby Parkers (197)	Bus Riders (194)	All Others (143)	Total (1,997)
<b>Very satisfied (149)</b>	31%	2%	1%	7%	4%	7%
<b>Somewhat satisfied (427)</b>	46%	16%	10%	27%	18%	21%
<b>Somewhat dissatisfied (439)</b>	13%	24%	20%	26%	25%	22%
<b>Very dissatisfied (982)</b>	10%	58%	70%	40%	53%	49%
<b>Average*</b>	<b>B (2.0)</b>	<b>C- (3.5)</b>	<b>D+ (3.7)</b>	<b>C (3.1)</b>	<b>C- (3.4)</b>	<b>C (3.2)</b>

\* Average – Weighted Using 1 (excellent) to 4 (poor); scored A = Excellent, D=Poor

Reason (1,436)	Percent
<b>Too expensive (296)</b>	21%
<b>Perception of wasted space when reserved spots are not full (277)</b>	19%
<b>Parking should be free (239)</b>	17%
<b>Has made finding parking harder or forced nearby parking (225)</b>	16%
<b>Too many reserved spaces that detract from free parking (147)</b>	10%
<b>Reserved parking service or aspects thereof is unfair (138)</b>	10%
<b>Prefer pay-per-use daily service (130)</b>	9%
<b>Need more free parking space (78)</b>	8%
<b>Has made parking frustrating or forced to hunt possibly across multiple lots (78)</b>	5%



Reserved parking service is good, reduces stress, guarantees a parking spot, convenient (77)	5%
Improvements are needed to the Reserved Parking service (75)	5%
Need more flexible options other than monthly reserved parking (70)	5%
Should be included in transit fares already (64)	5%
Considering or is cheaper to drive and park at or near destination (48)	4%
Issues with monthly designation of reserved parking spaces at transit lots (48)	3%
Concerns about abuse of parking spots by non-transit users, non-reserved users, and poor parking skills (45)	3%
Not seeing the value for money in lot upkeep, maintenance, snow clearing, etc from the reserved parking monies (42)	3%
No plug-ins for reserved parkers is an issue (39)	3%
Feeling forced to reserve a parking space (38)	3%
Has forced parkers to travel earlier than desired to get a parking spot (38)	3%
Am usually or always able to get a free parking space so no need to reserve (37)	3%
Reservations should be for later than 10am or all day (37)	3%
More expensive than previous \$3 pay-per-use fee (36)	3%
Reserved parking is a nice option and works well for those who need it (35)	3%
Signage and communications about reserved parking need to be improved (32)	2%
Need more reserved spaces / wait list is too long (30)	2%
Little or No value in reserving a spot (29)	2%
Out of town parkers should pay more or should be the only ones to pay for parking (27)	2%
Reserved parking area is missing features, should be a parkade, or needs improvement (23)	2%
Concerns about safety and security and monitoring of the lot (23)	2%
Reserved parking area is good and well placed (18)	2%
Calgary Transit should instead of getting users to pay for parking focus on recovering monies from fare evaders, increase transit fares, or find other sources of revenue (18)	1%
Need more information about the service (17)	1%
Issues experienced with or concerning enforcement (16)	1%
Issues with distribution of plug-ins between reserved and non-reserved parking spaces (16)	1%
Users of the park and ride service should pay to use it (15)	1%
On a waiting list currently (13)	1%
Need ability to reserve in more than one park and ride lot at a time (6)	1%

#### Findings:

- Satisfaction is low among respondents who are not reserved parkers mainly due to:
  - Cost is perceived to be too high
  - Misconception of seeing empty parking spaces in the reserved area when they arrive as being “unfilled” and a “waste of free parking space” when in fact the reserved parkers have not generally arrived yet
  - Objection to having to pay to park at an LRT station
  - Perception that the park and ride service is unfair and is a “two-tier” system that punishes the low income
- 77% of respondents who are reserved parkers are satisfied with the reserved parking program
- Some respondents who park for free have had to change their travel times and/or select different park and ride lots to park at due to demand for free parking
- Respondents who are reserved parkers mostly find reserved parking is convenient and removes stress from their commute
- Some reserved parkers felt forced into reserving a stall

**Q37** On a scale of 1 to 10 where 1 is having no value to 10 having significant value, please rate how strongly you value...

Getting a parking space at a transit park and ride lot:

Value	Reserved Parkers (336)	Free Parkers (1,205)	Nearby Parkers (201)	Bus Riders (204)	All Others (155)	Total (2,101)
<b>1 (105)</b>	1%	3%	7%	14%	14%	5%
<b>2 (28)</b>	<1%	1%	4%	3%	3%	1%
<b>3 (32)</b>	1%	2%	2%	2%	3%	2%
<b>4 (23)</b>	<1%	1%	2%	3%	2%	1%
<b>5 (85)</b>	1%	3%	5%	12%	5%	4%
<b>6 (34)</b>	0%	2%	2%	3%	4%	2%
<b>7 (84)</b>	2%	4%	4%	6%	7%	4%
<b>8 (163)</b>	4%	8%	7%	8%	13%	8%
<b>9 (217)</b>	9%	10%	13%	12%	10%	10%
<b>10 (1,330)</b>	82%	67%	57%	37%	40%	63%
<b>Average</b>	9.5	8.9	8.2	7.0	7.2	8.6

Getting a parking space close to the CTrain platform or bus stop:

Value	Reserved Parkers (335)	Free Parkers (1,202)	Nearby Parkers (202)	Bus Riders (206)	All Others (153)	Total (2,098)
<b>1 (284)</b>	5%	13%	13%	21%	23%	14%
<b>2 (142)</b>	2%	7%	10%	9%	10%	7%
<b>3 (176)</b>	4%	10%	8%	8%	8%	8%
<b>4 (116)</b>	3%	6%	5%	6%	5%	6%
<b>5 (290)</b>	11%	15%	14%	16%	10%	14%
<b>6 (164)</b>	7%	8%	6%	7%	13%	8%
<b>7 (202)</b>	11%	11%	7%	7%	7%	10%
<b>8 (241)</b>	18%	11%	10%	8%	8%	12%
<b>9 (128)</b>	8%	6%	8%	4%	3%	6%
<b>10 (355)</b>	31%	14%	18%	14%	13%	17%
<b>Average</b>	7.3	5.6	5.7	4.9	4.9	5.7

Getting a space with a plug-in at a transit park and ride lot:

Value	Reserved Parkers (333)	Free Parkers (1,199)	Nearby Parkers (201)	Bus Riders (205)	All Others (153)	Total (2,091)
<b>1 (315)</b>	5%	14%	22%	22%	27%	15%
<b>2 (140)</b>	4%	7%	11%	8%	7%	7%
<b>3 (169)</b>	6%	9%	10%	5%	10%	8%
<b>4 (107)</b>	2%	6%	5%	3%	7%	5%
<b>5 (288)</b>	8%	15%	14%	16%	11%	14%
<b>6 (164)</b>	8%	8%	5%	7%	9%	8%
<b>7 (172)</b>	9%	9%	6%	8%	6%	8%
<b>8 (218)</b>	14%	11%	6%	7%	8%	10%
<b>9 (159)</b>	11%	8%	4%	7%	6%	8%
<b>10 (359)</b>	34%	14%	17%	15%	9%	17%
<b>Average</b>	7.4	5.6	4.9	5.2	4.6	5.7

Having the transit park and ride parking space kept clear of ice and snow:

Value	Reserved Parkers (336)	Free Parkers (1,205)	Nearby Parkers (201)	Bus Riders (206)	All Others (154)	Total (2,091)
<b>1 (77)</b>	<1%	3%	3%	11%	10%	4%
<b>2 (35)</b>	<1%	2%	3%	2%	2%	2%
<b>3 (57)</b>	1%	3%	6%	3%	3%	3%
<b>4 (62)</b>	2%	3%	4%	4%	4%	3%
<b>5 (168)</b>	3%	8%	12%	12%	12%	8%
<b>6 (113)</b>	3%	6%	8%	4%	5%	5%
<b>7 (209)</b>	7%	11%	9%	11%	14%	10%
<b>8 (335)</b>	13%	19%	12%	12%	10%	16%
<b>9 (271)</b>	16%	13%	10%	12%	10%	13%
<b>10 (775)</b>	56%	35%	33%	29%	30%	37%
<b>Average</b>	8.9	7.8	7.3	7.9	7.0	7.8

Having the transit park and ride parking space kept clean and well maintained:

Value	Reserved Parkers (336)	Free Parkers (1,205)	Nearby Parkers (201)	Bus Riders (206)	All Others (151)	Total (2,091)
<b>1 (71)</b>	1%	3%	3%	9%	9%	3%
<b>2 (44)</b>	<1%	2%	4%	2%	3%	2%
<b>3 (61)</b>	2%	3%	6%	3%	1%	3%
<b>4 (78)</b>	1%	4%	6%	6%	3%	4%
<b>5 (203)</b>	4%	10%	12%	12%	13%	10%
<b>6 (147)</b>	3%	8%	8%	6%	6%	7%
<b>7 (247)</b>	11%	12%	11%	10%	15%	12%
<b>8 (382)</b>	18%	19%	16%	17%	18%	18%
<b>9 (278)</b>	19%	13%	11%	12%	12%	13%
<b>10 (581)</b>	43%	26%	24%	23%	20%	28%
<b>Average</b>	8.6	7.4	7.0	6.9	6.9	7.5

Having the option to reserve a parking space at a transit park and ride lot:

Value	Reserved Parkers (336)	Free Parkers (1,197)	Nearby Parkers (201)	Bus Riders (205)	All Others (152)	Total (2,091)
<b>1 (707)</b>	2%	40%	41%	38%	38%	34%
<b>2 (158)</b>	2%	8%	11%	8%	13%	8%
<b>3 (119)</b>	1%	7%	8%	4%	8%	6%
<b>4 (76)</b>	<1%	5%	4%	4%	2%	4%
<b>5 (232)</b>	2%	13%	14%	14%	10%	11%
<b>6 (111)</b>	3%	6%	4%	6%	7%	5%
<b>7 (119)</b>	3%	6%	6%	6%	5%	6%
<b>8 (138)</b>	12%	6%	5%	6%	6%	7%
<b>9 (98)</b>	12%	3%	1%	6%	3%	5%
<b>10 (333)</b>	63%	6%	7%	8%	9%	16%
<b>Average</b>	8.9	3.8	3.5	4.1	3.9	4.6

**Q38** On a scale of 1 to 9 where 1 means significantly worse, 5 means no change, and 9 means significantly improved, please indicate if the introduction of the reserved parking option with the removal of the \$3 daily parking fee has changed...

Your ability to travel using Calgary Transit:

Value	Reserved Parkers (331)	Free Parkers (1,189)	Nearby Parkers (201)	Bus Riders (204)	All Others (153)	Total (2,078)
<b>1 (335)</b>	5%	17%	28%	15%	23%	16%
<b>2 (115)</b>	2%	7%	7%	3%	6%	6%
<b>3 (139)</b>	3%	7%	8%	7%	10%	7%
<b>4 (87)</b>	4%	4%	3%	8%	2%	4%
<b>5 (875)</b>	43%	42%	36%	48%	40%	42%
<b>6 (96)</b>	8%	4%	7%	3%	3%	5%
<b>7 (113)</b>	10%	5%	3%	5%	5%	5%
<b>8 (85)</b>	6%	4%	4%	3%	2%	4%
<b>9 (233)</b>	20%	11%	5%	6%	8%	11%
<b>Average</b>	5.9	4.7	3.9	4.6	4.2	4.7

The convenience of using Calgary Transit:

Value	Reserved Parkers (334)	Free Parkers (1,189)	Nearby Parkers (201)	Bus Riders (204)	All Others (153)	Total (2,081)
<b>1 (390)</b>	6%	19%	34%	17%	25%	19%
<b>2 (153)</b>	2%	9%	10%	6%	8%	7%
<b>3 (165)</b>	4%	8%	10%	11%	10%	8%
<b>4 (94)</b>	2%	5%	6%	8%	3%	5%
<b>5 (648)</b>	31%	31%	23%	38%	31%	31%
<b>6 (100)</b>	5%	5%	5%	5%	5%	5%
<b>7 (155)</b>	14%	7%	4%	5%	7%	7%
<b>8 (120)</b>	11%	6%	3%	3%	3%	6%
<b>9 (256)</b>	25%	11%	7%	7%	8%	12%
<b>Average</b>	6.2	4.6	3.6	4.4	4.1	4.7

The overall cost of your monthly transportation needs:

Value	Reserved Parkers (334)	Free Parkers (1,190)	Nearby Parkers (200)	Bus Riders (206)	All Others (153)	Total (2,083)
<b>1 (298)</b>	17%	13%	19%	14%	16%	14%
<b>2 (107)</b>	11%	3%	5%	5%	7%	5%
<b>3 (128)</b>	16%	5%	4%	5%	1%	6%
<b>4 (104)</b>	12%	3%	5%	4%	5%	5%
<b>5 (593)</b>	23%	25%	35%	47%	40%	29%
<b>6 (128)</b>	5%	6%	7%	7%	6%	6%
<b>7 (218)</b>	6%	12%	11%	8%	8%	11%
<b>8 (141)</b>	2%	9%	6%	3%	5%	7%
<b>9 (366)</b>	8%	24%	12%	7%	12%	18%
<b>Average</b>	4.1	5.8	4.9	4.8	4.9	5.3

Findings:

- Just over half of respondents found no change to their ability to travel using Calgary Transit resulting from the introduction of the reserved parking option
- Respondents indicating they use reserved parking are more likely to state that reserved parking has improved their ability to travel using Calgary Transit
- Respondents who park near to an LRT park and ride lot were the most likely to say that reserved parking has worsened their ability to travel using Calgary Transit
- More than half of respondents using reserved parking indicated that the convenience of using Calgary Transit had improved
- Respondents who are reserved parkers arriving between 7am and 9 am are more likely to state that the convenience of using transit has increased significantly

**Q39** Is the reserved parking option combined with the free parking option at the LRT park and ride lot a better system, no better but no worse, or a worse system than the mandatory \$3 park and ride fee and why?

Better or worse	Reserved Parkers (337)	Free Parkers (1,189)	Nearby Parkers (200)	Bus Riders (204)	All Others (152)	Total (2,082)
<b>Much better (412) (A)</b>	37%	18%	10%	15%	16%	20%
<b>Somewhat better (436) (B)</b>	29%	20%	17%	22%	14%	21%
<b>No better but no worse (377) (C)</b>	9%	20%	19%	20%	18%	18%
<b>Somewhat worse (357) (D)</b>	14%	18%	19%	16%	17%	17%
<b>Much worse (500) (E)</b>	12%	24%	36%	27%	35%	24%
<b>Average</b>	<b>B- (2.4)</b>	<b>C (3.0)</b>	<b>D+ (3.6)</b>	<b>C (3.2)</b>	<b>C- (3.3)</b>	<b>C (3.0)</b>

\* Average – Weighted Using 1 (much better) to 5 (much worse); scored A = Much Better, E=Much Worse

**Q40** Is your typical destination the downtown or other locations in Calgary?

Destination	Reserved Parkers (336)	Free Parkers (1,204)	Nearby Parkers (201)	Bus Riders (205)	All Others (155)	Total (2,101)
<b>Downtown (1,888)</b>	94%	94%	85%	74%	81%	90%
<b>Other locations in Calgary (213)</b>	6%	6%	15%	26%	19%	10%

**Q41** Please tell us the first three digits of your home postal code.

Destination	Reserved Parkers (308)	Free Parkers (1,102)	Nearby Parkers (181)	Bus Riders (183)	All Others (139)	Total (1,913)
<b>City</b>	264	989	156	182	130	1,721
<b>Non-City:</b>	44	113	25	1	9	192
<b>Okotoks</b>	16	42	13	1	2	74
<b>Cochrane</b>	15	23	3	0	1	42
<b>Claresholm</b>	7	16	4	0	2	29
<b>High River</b>	2	10	2	0	1	15
<b>Airdrie</b>	3	9	1	0	0	13
<b>Chestermere</b>	0	5	1	0	0	6
<b>Sundre</b>	0	4	0	0	1	5
<b>Drumheller</b>	1	2	0	0	1	4
<b>Strathmore</b>	0	1	0	0	1	2
<b>Edmonton</b>	0	1	1	0	0	2

**Findings:**

- Living in Calgary:
  - 85% of reserved parking respondents
  - 90% of free parking respondents
  - 85% of respondents who parked nearby a park and ride lot
- Living outside of Calgary
  - 15% of reserved parking respondents
  - 10% of free parking respondents
  - 15% of respondents who parked nearby a park and ride lot
- 444 respondents refused to give their three digit postal code response
- 60 respondents submitted invalid three digit postal code responses

**Q42** What age group are you in?

Age Group	Reserved Parkers (330)	Free Parkers (1,200)	Nearby Parkers (200)	Bus Riders (202)	All Others (153)	Total (2,085)
<b>Under 16 (3)</b>	0%	0%	0%	2%	0%	<1%
<b>16 to 18 (11)</b>	0%	<1%	1%	3%	0%	1%
<b>19 to 24 (172)</b>	5%	0%	11%	9%	8%	8%
<b>25 to 34 (481)</b>	18%	24%	28%	22%	24%	23%
<b>35 to 44 (578)</b>	36%	27%	24%	24%	24%	28%
<b>45 to 54 (576)</b>	31%	28%	19%	27%	27%	28%
<b>55 to 64 (235)</b>	9%	12%	9%	8%	16%	11%
<b>65 to 74 (27)</b>	2%	1%	1%	2%	1%	1%
<b>75 and older (2)</b>	0%	0%	0%	1%	1%	<1%

**Q43** How many people live in your household?

Household Size	Reserved Parkers (331)	Free Parkers (1,187)	Nearby Parkers (201)	Bus Riders (201)	All Others (152)	Total (2,072)
<b>1 (218)</b>	11%	11%	10%	9%	7%	11%
<b>2 (660)</b>	30%	33%	26%	29%	39%	32%
<b>3 (455)</b>	25%	21%	23%	20%	22%	22%
<b>4 (496)</b>	22%	24%	27%	27%	17%	24%
<b>5 (164)</b>	9%	7%	10%	10%	9%	8%
<b>6 (62)</b>	3%	3%	2%	3%	3%	3%
<b>7 or more (17)</b>	<1%	<1%	1%	2%	3%	1%



**Q44** What is your annual household income before taxes?

Household pre-tax income	Reserved Parkers (309)	Free Parkers (1,088)	Nearby Parkers (191)	Bus Riders (185)	All Others (136)	Total (1,909)
<b>Less than \$15,000 (33)</b>	<1%	1%	2%	5%	3%	2%
<b>\$15,000 to \$25,000 (26)</b>	<1%	1%	2%	3%	2%	1%
<b>\$25,000 to \$35,000 (48)</b>	1%	3%	2%	4%	2%	3%
<b>\$35,000 to \$45,000 (68)</b>	1%	4%	5%	5%	3%	4%
<b>\$45,000 to \$55,000 (106)</b>	4%	6%	5%	5%	4%	6%
<b>\$55,000 to \$65,000 (141)</b>	2%	9%	9%	8%	7%	7%
<b>\$65,000 to \$75,000 (138)</b>	6%	7%	9%	7%	7%	7%
<b>\$75,000 to \$85,000 (122)</b>	7%	7%	3%	5%	8%	6%
<b>\$85,000 to \$100,000 (246)</b>	8%	14%	13%	12%	17%	13%
<b>\$100,000 to \$125,000 (322)</b>	18%	16%	18%	18%	16%	17%
<b>More than \$125,000 (659)</b>	53%	32%	32%	27%	31%	35%
<b>Average*</b>	\$103,000	\$87,000	\$87,000	\$81,000	\$87,000	\$89,000

\* Averaged using threshold income for range (eg, for \$15,000 to \$25,000 → used \$15,000), rounded to nearest thousand.

Findings:

- Respondents who are reserved parkers tend to be more wealthy than other respondents
- More than 50% of respondents had household incomes over \$100,000 annually

## Comparison to 2011 January Park and Ride Survey

In 2011 January Calgary Transit, an initial park and ride survey to engage customers about the transit park and ride system. Certain questions are directly comparable.

**Q:** Arrival Times to the CTrain station:

	(A) Before 2011	(B) January 2011	(C) Fall 2011	Change (A-B/B-C)
<b>Before 6 am</b>	10%	8%	9%	-2%/+1%
<b>6 am to 7 am</b>	41%	38%	44%	-3%/+6%
<b>7 am to 8 am</b>	30%	33%	35%	+3%/+2%
<b>8 am to 9 am</b>	8%	10%	9%	+2%/-1%
<b>9 am to 10 am</b>	2%	2%	2%	0%/0%
<b>After 10 am</b>	9%	9%	3%	0%/-6%

Findings:

- Respondents are arriving significantly earlier to CTrain stations under the new reserved parking service
- The biggest changes are between 6 am to 7 am and after 10 am between spring and fall surveys

**Q:** On a scale of 1 to 10 where 1 is having no value to 10 having significant value, please rate how strongly you value...

Getting a parking space at a transit park and ride lot:

Value	January 2011	Fall 2011	Change
<b>1</b>	7%	5%	-2%
<b>2</b>	2%	1%	-1%
<b>3</b>	3%	2%	-1%
<b>4</b>	2%	1%	-1%
<b>5</b>	6%	4%	-2%
<b>6</b>	4%	2%	-2%
<b>7</b>	7%	4%	-3%
<b>8</b>	12%	8%	-4%
<b>9</b>	10%	10%	0%
<b>10</b>	47%	63%	+16%
<b>Average</b>	7.9	8.6	+0.7

Getting a parking space close to the CTrain platform or bus stop:

Value	January 2011	Fall 2011	Change
1	13%	14%	+1%
2	7%	7%	0%
3	8%	8%	0%
4	6%	6%	0%
5	12%	14%	+2%
6	8%	8%	0%
7	9%	10%	+1%
8	10%	12%	+2%
9	7%	6%	-1%
10	20%	17%	-3%
<b>Average</b>	5.9	5.7	-0.2

Getting a space with a plug-in at a transit park and ride parking lot:

Value	January 2011	Fall 2011	Change
1	21%	15%	-6%
2	10%	7%	-3%
3	9%	8%	-1%
4	8%	5%	-3%
5	13%	14%	+1%
6	7%	8%	+1%
7	9%	8%	-1%
8	8%	10%	+2%
9	6%	8%	+2%
10	12%	17%	+5%
<b>Average</b>	4.9	5.7	+0.8

Having the transit park and ride parking space kept clear of ice and snow:

Value	January 2011	Fall 2011	Change
1	6%	4%	-2%
2	4%	2%	-2%
3	5%	3%	-2%
4	5%	3%	-2%
5	11%	8%	-3%
6	7%	5%	-2%
7	10%	10%	0%
8	16%	16%	0%
9	11%	13%	+2%
10	27%	37%	+10%
<b>Average</b>	7.0	7.8	+0.8

Having the transit park and ride parking space kept clean and well maintained:

Value	January 2011	Fall 2011	Change
1	4%	3%	-1%
2	3%	2%	-1%
3	4%	3%	-1%
4	4%	4%	0%
5	10%	10%	0%
6	8%	7%	-1%
7	11%	12%	+1%
8	16%	18%	+2%
9	12%	13%	+1%
10	27%	28%	+1%
<b>Average</b>	7.5	7.5	0

Findings:

- Respondents have significantly more value now in:
  - Getting a parking space
  - Getting a space with a plug-in
  - Having the parking space kept clear of ice and snow

**Q:** On a scale of 1 to 9 where 1 means significantly worse, 5 means no change, and 9 means significantly improved, please indicate changes to...

Your ability to travel using Calgary Transit:

Value	January 2011	Fall 2011	Change
1	8%	16%	+8%
2	5%	6%	+1%
3	7%	7%	0%
4	6%	4%	-2%
5	59%	42%	-17%
6	4%	5%	+1%
7	4%	5%	+1%
8	3%	4%	+1%
9	6%	11%	+5%
<b>Average</b>	4.8	4.7	-0.1

The convenience of using Calgary Transit:

Value	January 2011	Fall 2011	Change
1	13%	19%	+6%
2	7%	7%	0%
3	10%	8%	-2%
4	7%	5%	-2%
5	45%	31%	-14%
6	4%	5%	+1%
7	5%	7%	+2%
8	3%	6%	+3%
9	6%	12%	+6%
<b>Average</b>	4.5	4.7	+0.2

Findings:

- The reserved parking service has polarized more riders in their perception of using Calgary Transit

Q: What are the first three characters of your home postal code?

Value	January 2011	Fall 2011	Change
<b>Inside Calgary</b>	95%	90%	-5%
<b>Outside Calgary</b>	5%	10%	+5%

Q: How many people live in your household?

Household Size	January 2011	Fall 2011
1	14%	11%
2	36%	32%
3	19%	22%
4	23%	24%
5	7%	8%
6	1%	3%
<b>7 or more</b>	1%	1%

Q: What age group are you in?

Age Group	January 2011	Fall 2011
Under 16	<1%	<1%
16 to 18	1%	1%
19 to 24	12%	8%
25 to 34	31%	23%
35 to 44	23%	28%
45 to 54	21%	28%
55 to 64	10%	11%
65 to 74	2%	1%
75 and older	<1%	<1%

Q: What is your household income before taxes?

Household pre-tax income	January 2011	Fall 2011
Less than \$15,000	4%	2%
\$15,000 to \$25,000	3%	1%
\$25,000 to \$35,000	4%	3%
\$35,000 to \$45,000	6%	4%
\$45,000 to \$55,000	6%	6%
\$55,000 to \$65,000	8%	7%
\$65,000 to \$75,000	8%	7%
\$75,000 to \$85,000	9%	6%
\$85,000 to \$100,000	12%	13%
\$100,000 to \$125,000	15%	17%
More than \$125,000	26%	35%
Average*	N/A	\$89,000