

Park and Ride Strategy March 2020 Community Engagement Summary

DATE: April 2020



Strathcona County and Dillon Consulting are currently exploring ways to manage parking demand and improve customer experience at the Bethel Transit Terminal and Ordze Transit Centre.

Engagement Results

Staff from Strathcona County and Dillon Consulting Limited sought public feedback on the future of the Bethel Transit Terminal and Ordze Transit Centre from 3:30pm to 6:30pm on March 11 and 12 respectively. The goal of these sessions was to get feedback on the draft Park and Ride Plan completed by Dillon Consulting. In addition, an online survey that was posted from March 11 to 25 gathered feedback from the public.

This was the second round of public engagement for this project, after preliminary sessions were held in November 2019.

The draft plan that was presented for review can be found online [here](#).

 **70** TRANSIT USERS ENGAGED
AT ENGAGEMENT SESSIONS

Pop-Up Sessions

At Bethel Transit Centre, the following themes were identified by the public in discussion with Strathcona County and Dillon Consulting staff. The comments are addressed by the project team at the end of this document. While not an exhaustive list of comments heard at the session, these were the most frequently expressed ideas:

- Free parking is important to many park and ride users;
- Users were open to the idea of on-demand transit;
- Signage for Advantage Parking should be more visible;
- Real-time signage at the terminal is a priority;
- Attendees were supportive of a reserved parking area for residents without access to local transit;
- Comments on the expansion of Advantage Parking were mixed as some commuters felt that there are already enough; and
- Most users of Advantage Parking want an online option or more stalls available, eliminating the need to line-up at 6:00am to get a parking pass.

At Ordze Transit Centre, the following themes were noted:

- Maintaining free parking was the top concern from attendees;
- General support for options that guarantee access for residents without local transit access;

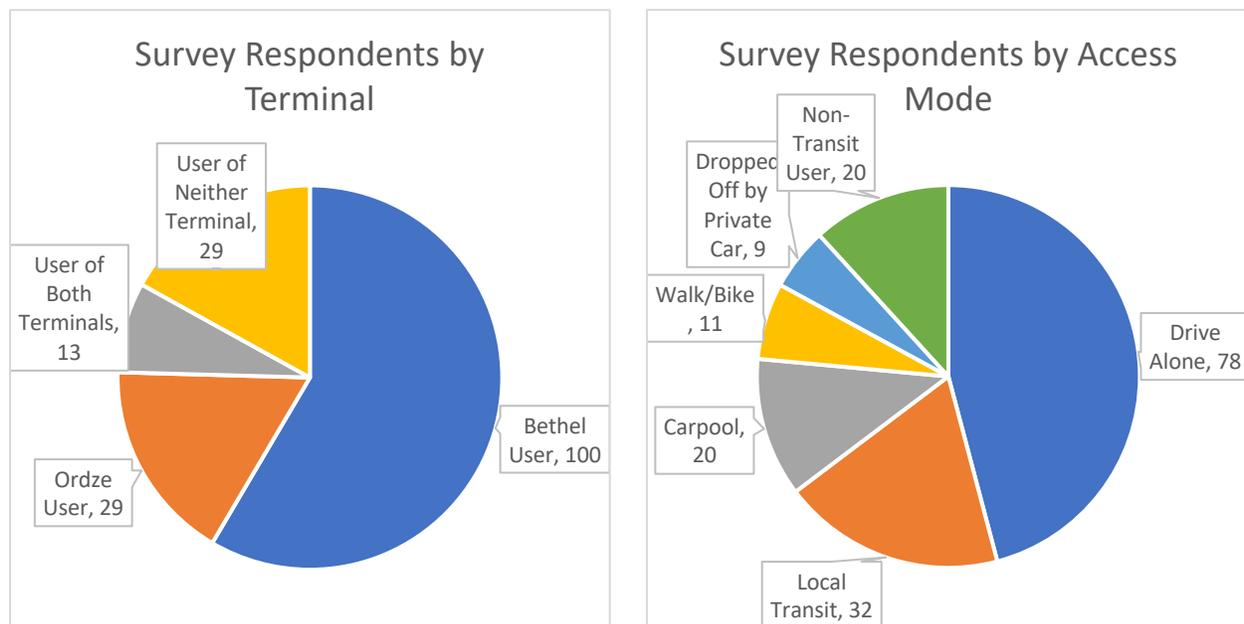
- Many residents are happy with the way things are and do not want changes, other than improvements to service;
- Real-time bus information displays would be appreciated;
- Moving the accessibility parking stalls to the main floor should happen immediately; and
- Improved walking and cycling networks would be received positively.

Online Survey Results

The online survey received 171 responses. The chart on the left shows which terminal respondents use, while the chart on the right shows how the respondents access the terminal. Just over half of those surveyed are primarily users Bethel Transit Terminal, while the remaining respondents use Ordze Transit Centre, both terminals, or neither terminal.

171 ONLINE SURVEY RESPONSES

By access mode, just under half drive alone to the terminal and almost 20% use transit. Twenty of the respondents are not users of either terminal.



The online survey requested open-ended feedback to the draft recommendations. Comments covered a broad range of themes, but were generally supportive. A list of the most frequently-expressed comments is included below:

- Real time information is a priority;
- Desire for improved service on local and commuter routes;
- Improvements to cycling facilities;
- Carpooling spaces would be appreciated, but enforcement is a concern;

- The parking lots should be expanded;
- Designated or discounted parking should be available for people without local transit service near their home; and
- Advantage Parking should be expanded.

Summary - Response from the Project Team

The most frequent comments along with a response from the project team are outlined in the table below. While all comments received by the project team were taken into consideration, only comments that were expressed at least four times in the online engagement or noted as a theme in the in-person engagement are outlined in the table below.

Comments by Residents	Response
Desire for real time information on bus departures including displays in the terminal and mobile information.	Real time information will be included in the final recommendations and noted as a priority among residents.
Calls for improvements to transit service including frequency, coverage, timeliness on both local and commuter routes.	While this study was focused on the transit terminals and not the service itself, the various concerns from survey respondents have been noted.
The amount of free parking at the terminals should be maintained.	While Advantage Parking is one strategy that will be used to manage parking demand and encourage other modes of accessing the transit terminals, the recommendations recognize that free parking is important to Strathcona County residents. While it is recommended that there will be a reduction in the total amount of free parking, the majority of spaces should continue to be free at both transit terminals in the near-future.
Improve cycling facilities including bike racks, bike lockers.	Several comments noted a desire for secure bicycle parking. There are currently bicycle lockers available on the east side of the platform at Bethel Transit Terminal and at the northwest corner of Ordze Transit Centre. Furthermore, improved cycling facilities will be in the final recommendations.
Support for carpool parking, but concerned about enforcement.	A carpool parking pilot is recommended for the future at both transit terminals. While enforcement of carpool parking is challenging, solutions have been proposed and budgeted for by the project team. Options include requiring carpool parking users to register as pairs with their license plate number and having enforcement officers enforce carpool parking on random days throughout each month.
The parking lots should be expanded to include more spaces.	Adding more parking spaces at either facility is challenging for a number of reasons, including prohibitive cost. Strathcona County is using this study to identify low cost solutions to manage parking demand rather than expand the parking area. This could also include improvements to local transit.
Parking for people without local transit service (including rural areas) should be a priority.	This is included as a key recommendation and noted as a priority among residents.
General support for expanding Advantage Parking and introducing it at Ordze,	Expanding Advantage Parking at Bethel Transit Terminal and introducing it at Ordze Transit Centre will continue to be included in the recommendations.

however some residents feel there is already enough.	However, the expansion of Advantage Parking will be balanced with the need to maintain an ample supply of free parking. They are also recommended to occur in conjunction with local transit service improvements.
Support for exploring on-demand transit, but with some confusion to what that entails.	On-demand transit can take many forms, but is at its core a transit service that is flexible and responds to customer demand, rather than running on a fixed route and schedule. It is recommended that the County continue to explore this option as it required further study.
Discontent with lining up for Advantage Parking passes and calls for a digital solution for purchasing parking	Parking technology solutions have been recommended for the future, which will include an option to purchase parking digitally.

What's Next?

Now that the draft plan has been presented to the public and feedback gathered, the plan will be modified to consider the public feedback. A final draft of the plan will be completed and presented to Council in the coming months.



 **DID YOU KNOW:** FIND MORE INFORMATION ABOUT THE BETHEL TRANSIT TERMINAL AND ORDZE TRASNIT CENTRE AT STRATHCONA.CA

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