

APPENDIX B

Focus Group Discussion Guide and Results

Focus Group Discussion Guide

Focus Group Discussion Guide

1. INTRODUCTION — 5 minutes

Objectives:

- Make participants feel comfortable with the focus group situation
- Explain purpose of focus group
- Establish guidelines for effective/successful participation

Discussion:

- Welcome to focus group
- Overview of topic:
 - Organized by a department at U-Vic to gather information about existing and new transportation facilities/services
 - Important for campus community to provide input regarding facilities/services that they use
 - Provide additional perspective, different from what people in department might think
 - Suggest new ideas
- Introduce moderator/recorder:
 - Names and roles
 - Independent consultant — unbiased, can't hurt my feelings
- Unique features of focus group:
 - Introduce observers (if there are any) — won't be participating, but may ask a question or two
 - Taping — only for our own use in recording discussion
 - Final product — report summarizing key items in our discussion
 - Confidentiality — names won't be used in report
 - Time — 90 minutes
- Guidelines:
 - Open and honest
 - No wrong answer, no stupid ideas — your true opinions are what we want, we're not here to get consensus
 - Paper is to make notes so don't forget, and to tell us important things that you may not be comfortable saying or didn't get a chance to mention

- Speak for yourself, not what you think others might want to hear
- Jump in — don't be shy
- We have several topics to cover, so I may interrupt to keep the discussion focused, or to move on to another subject — please don't be offended if I interrupt you

2. PARTICIPANT INTRODUCTION — 10 minutes

Objective:

- Make participants feel comfortable with each other

Discussion:

- Each person introduces himself/herself
- Name?
- Where work/teach/study at U-Vic?
- Where live?
- How do you typically travel to/from U-Vic?

3. CARPOOLING DISCUSSION — 15 minutes

Objectives:

- Learn why people don't carpool
- Identify key incentives to encourage carpooling

Discussion:

- Background:
 - Explain what carpooling is
 - Carpooling has declined in past few years, from 16% of all trips in 1996 to 11% in 2000
 - U-Vic wants to understand why
- Travel history:
 - Who currently carpools? How many people in carpool with you? Where commute from?
 - Who has tried carpooling before?
 - Who carpooled during transit strike?
- *Why don't you carpool?*
 - For those who have tried carpooling but don't carpool now, why not continue carpooling?
 - For those who have never carpooled, why not?
 - Possible reasons include:

- Schedule varies from day-to-day
- Don't like sharing car with stranger
- Hassle, time picking up/dropping off people
- Don't know anyone to carpool with, no-one lives near me
- Don't know about carpool parking on campus, ridematching services
- Travel at times when others don't travel
- Can afford not to carpool
- *What incentives would make you try carpooling?*
 - Possible incentives include:
 - Reduced parking prices for carpools, or free parking
 - Reserved parking stall close to my destination
 - Flexibility to drive alone occasionally and park in reserved parking
 - Easy way to find people to carpool with

4. CYCLING DISCUSSION — 15 minutes

Objectives:

- Learn why people don't cycle
- Identify additional incentives to encourage cycling

Discussion:

- Background:
 - Cycling has decreased in recent years, from 7% of all trips in 1996 to 5.5% in 2000
 - U-Vic wants to learn what to do to reverse trend and encourage more people to cycle, particularly drivers
- Travel history:
 - Who currently cycles to U-Vic? Who has tried cycling before?
- *Why don't you cycle?*
 - Possible reasons include:
 - Too far, too slow
 - Not safe
 - Risk of theft
 - Get sweaty
 - Weather, dark/season
 - No bike
 - Can afford not to cycle/own car
- *What incentives would make you try cycling?*
 - Possible incentives include:
 - Bicycle lanes/routes
 - Transit pass as back-up
 - Covered parking, secure parking

- Showers and lockers
- Financial/material incentives (helmet, reflective clothing, bike)

5. PEDESTRIAN DISCUSSION — 10 minutes

Objectives:

- Learn why people don't walk
- Identify additional incentives to encourage walking

Discussion:

- Background:
 - Walking has increased in recent years — 1 in 9 persons walks to U-Vic
 - Still most people drive
- Travel history:
 - Who currently walks to U-Vic? Who has tried walking before?
- *Why don't you walk?*
 - Possible reasons include:
 - Too far
 - Personal security
 - Safety crossing roads
 - Get sweaty
 - Weather, dark/season
 - Can afford not to walk/own car
- *What incentives would make you try walking?*
 - Possible incentives include:
 - Safe crossings
 - Transit pass as back-up
 - Showers and lockers
 - Financial/material incentives (shoes, umbrella, reflective clothing)

6. TRANSIT DISCUSSION — 15 minutes

Objectives:

- Learn why people don't use transit
- Identify improvements to transit to better serve current transit users
- Identify additional incentives to encourage increased transit use

Discussion:

- Background:
 - U-Pass introduced in 1999 for students, current cost to students is \$44/semester = \$11/month

- Transit services improved substantially in past three years since U-Pass introduced
- Transit ridership increased more than 50%, still only 1 in 5 persons uses transit — most drive
- Travel history:
 - Who currently uses transit? Where do you travel from?
 - Who has tried transit before?
- *Why don't you use transit?*
 - For those who used transit in past but don't now, why not continue using transit?
 - For those who have never used transit, why not?
 - Possible reasons include:
 - Too far, too much time, too slow
 - No bus/not convenient from where I live
 - No bus at times when I travel
 - Buses don't run often enough
 - Cost (fare)
 - Crowded buses
 - Annoying people on bus
 - Can afford not to take the bus/own car
 - Weather
- *What could BC Transit and U-Vic do to improve service for existing users?*
 - Possible improvements include:
 - Buses more often
 - Less crowding/more buses
 - Direct route to U-Vic
 - Faster trip to U-Vic
 - Shuttle bus around campus
 - Earlier/later hours of service
 - Passenger amenities at exchanges/bus stops
- *What incentives would make you try transit?*
 - Possible incentives include:
 - See service improvements above
 - U-Pass for staff/faculty

7. PARKING DISCUSSION — 15 minutes

Objectives:

- Determine response to increasing parking prices
- Identify desire for alternative means of pricing parking

Discussion:

- Background:
 - Parking currently sold a variety of ways —permits (monthly, term, annual), daily, hourly and free
 - Has been suggested that U-Vic raise parking prices to fund transportation programs — increases range from \$30–\$70/month (vs. \$16.25/month currently)
- *How would you prefer to pay for parking?*
 - Monthly/daily/hourly? Flat rate or variable by location and time?
 - Cashless system — debit cards, smart cards?
 - What do you think about the idea of U-Vic eliminating permits and charging for all parking on a daily or hourly basis?
 - What do you think about charging more for parking close to campus, less for parking further away?
- *How would you respond to an increase in parking prices?*
 - Would you change your travel mode? To what?
 - What do you think should be done with the extra money?

8. WRAP-UP — 5 minutes

Objectives:

- Conclude discussion
- Get any final comments

Discussion:

- Anything you'd like to add to what we discussed?
- Any questions from observers?
- Please keep our discussion confidential — we have other focus groups planned, and wouldn't want to bias the discussion
- Thank you again for participating!

Transcripts from the Focus Group Sessions

STAFF FOCUS GROUP SESSION

Tuesday, November 5th, 2002. 12:00pm - 1:30 pm. University Club, Room A. 10 participants.

Question: Where you live, and how you commute to campus?

- Cook Street Village - SOV
- West, Mackenzie Carey area - 20 minute bike ride
- Mt Doug area - SOV, Bike, occasional bus
- Colwood - SOV
- Glandford - SOV
- Midgard - 15 minute walk (Recently moved from Fairfield - bike and bus)
- Oak Bay - 50% bike, 40% bus, 10% SOV
- Fairfield - "fairweather cyclist, badweather driver"
- Broadmead - SOV
- Cedar Hill Golf Course - "fairweather cyclist, winter driver."

Carpooling

Question: How many people have carpooled?

A: 2 or 3

Question: Those who carpool - why don't you carpool more? Those who do not - why don't you currently carpool?

- Used to pool with son when our schedules meshed - now they do not.
- Scheduling
- Scheduling - will carpool with son to school in am, but afternoon is not fixed.
- There used to be a ridematching system at security. I signed up, but never got a call. Yet, I see in my neighbourhood, cars up and down the street have a UVic parking pass.
- Last year - when there was a transit strike, it was easy to carpool, because there was a bulletin board, and people were really amenable. That's since dropped off.

Question: What can be done to encourage you, or help you carpool?

- Used to work at BC Tel - where they made cars available - that worked.
- If parking cost more, and there was a break for carpoolers.
- Multi tasking would be hard to overcome
- Find me a neighbour who works the same hours!
- Frankly, I live too close to make it worthwhile.
- For me, cycling is a more attractive alternative.

Cycling

Question: Why don't you cycle? Or cycle as much?

- My dress code requirements change depending on the time of year. During the school year, I have to wear a suit and tie but once the students are finished, I wear more casual clothes which is more conducive to cycling clothes.
- No cycling lane to Mt Doug., conflict with buses on Mt. Doug

- I don't have a route that makes me feel comfortable.
- I echo that – coming from Colwood, Mackenzie Ave. is terrifying.
 - Also, I am not fit enough to arrive to work looking reasonable.
- There are no convenient shower facilities - they are over at MacKinnon Gym.
- I work a lot during off hours, weekends, stat holidays etc., and the facilities are closed. I have been hassled by the facilities staff when I've called them to open up.
- I have to carry far too much stuff with me to work.
- I work really late, too tired to ride home.
- Crosswalks are for pedestrians , not cyclists- and to bike some of the intersections around here are very dangerous. Especially where pathways come onto the road. Crosswalks alone are enough to turn me off of cycling.
- I am an experienced cyclist now, but in the beginning I didn't know that all the attire makes all the difference. Now I wear the gloves, the rain gear – everything – and now I don't care about the weather. It's a non issue.
- Our department doesn't have a dress code, so it is common for us to walk around in cycling clothes –I guess you could say there is a supportive culture.

Question: How many people have a Department dress code that must be adhered to:

Answer: 50% of the group

Question: So, what could be done that would encourage you to cycle?

- Trail from Blenkinsop to Mt. Doug cross road – better connection to the University.
- Bike lane, along Mackenzie through UVIC – from the stadium an up.
- I'd prefer a continuous bike path – separated trail important. Bike lanes are hardly an improvement on the arterials with such intense traffic – that doesn't feel save.
- I'd not even want to have a route that goes along residential route – they are bad drivers too
- Going down parallel to Foul Bay – Dean Ave. is a designated routed, but the cross roads give priority to crossing traffic – so its not safe. You are better off going down Foul Bay with 100 times more traffic.
- Access to showers – different places to change – convenient, then I would be willing to cycle.
- My cycle is short enough – so I can travel in my work clothes.
- The first time I rode to work, I couldn't speak until 11: 00 am! But I built up my stamina and it works for me now. As a strategy I come to work quite casually – so I am not wiped out and sweaty when I arrive, and I quicken the pace on the way home. So I really get my exercise on the return trip, rather than first thing in the morning.
- UVic could do more to lobby municipalities – to build a cohesive cycling plan. They should identify needs for improvements outside campus influence.

Question: Where do you park your bike?

- There really aren't very many options – putting the bike outside is not safe.
- At my other place of employment, it was normal to bring your bike into the office – but the first time I tried it – I was given a thorough dressing down by facilities staff. So now I have moved to a different building and I have negotiated an “understanding” with staff – because we're not in a public building.
- Yes, it's a school policy that you cannot bring bikes into the building.
- I, and others, have found a nice covered spot in my building with a breezeway. But then, I don't care if they steal my bike - they'd be doing him a favour..

Walking

Question: Why don't you walk, or walk more often?

- Distance – used to walk from downtown – 45 minutes was easy, but since my move it would be a 2 hours trip.
- I live a 40 minute walk each way. One way is enjoyable, two ways is a bit much by about 10 minutes. That is, if it was a half hour I would integrate it into my exercise routine, but I feel I can't afford 40 minutes.
- I am a runner – I could integrate my running into my commute – but I would need showers closer to the office – going to Mackinnon now just takes too much of chunk out of my work day.
- I have an issue with walking on campus. Every lunch hour, I walk through campus to the other side of campus and it seems like there are more cars on campus – more trucks, commercial vehicles this has really impacted walking on campus.
- I find that the number of students crossing ring road tie traffic up to such an extent that the drivers are quite annoyed and their driving reflects that – dangerous.

Question: What could UVic do to encourage you to walk more?

- Facilities – change rooms, showers etc.
- UVic is way better than UBC for walking. There are really nice facilities, walking trails that are totally underutilised.
- People need to be made aware of the trails.

Transit

Question: Why don't you use transit?

- I used to use it for 4 years but I stopped because of scheduling. Last bus is 5:15pm, unless I want to transfer and that adds a lot of time.
- Transfers work very badly in this City. Many times I've seen transit drivers thumbing their noses at the people racing up to make the connection.
- I find the drivers are very friendly, but I get the sense that they have to abide by Company policy - they can't wait for people – they are on strict timelines, yet they don't honour the published schedule. It's the service that is a really big problem - not the drivers.
- They may have increased service to UVic – but not out to the suburbs.
- The Blenkinsop area is a black hole: no service.
- If I rely on the bus, and I miss it – which is very common because they never come on time, then I am stuck facing a huge hill to overcome. The risk is not worth it.
- It's a simple matter of travel time: my trip is 1 hour by bus, and 15 minutes by car.
- For me it's the cost – ProPass is not convenient because you have to sign on for a year – it doesn't suit the University schedule. And if you quit, you have to pay back any savings.
- I have never heard of ProPass.
 - Lots of people have never heard of ProPass because it is hardly a savings
- I don't like to lose independence – Transit schedules are rigid, my schedule is a bit crazy.
- When I lived in Toronto, I took transit because he never had to look at a schedule – buses were frequent and predictable.

Question: What could UVIC/BC Transit do to improve ridership?

- If there was a Upass for staff, I'd be on the bus for sure.
- If there were enough of us in a certain area, I could make a commitment, if Transit would make a commitment of service. I would walk or drive to a park and ride.
- For me, there is absolutely no point in making it even free, if the service is not there.
- If it were cheaper to use the bus than driving, that would be good. Parking is too cheap. It's a dollar a day to park and \$3.50 to take the bus!
- Transfers have to be improved – coordinated.
- I have paid for parking for the whole year. It doesn't make sense to spend money on transit in addition.
- Transit is too reactive – they wait for the demand to increase before they respond – which doesn't work of course. If they increased service first, then eventually people would fill the seats.
- Buses are too crowded to even be comfortable – can't read or relax.
- The double deckers are great – but you can't always get on even.
- I have a mindset. Busy schedule – bus doesn't fit in with my schedule. Unless parking was so expensive and they passed by every 5 minutes. The city is not a transit designed City.
- Bus shelters should be lit – especially on campus.
- I find that my carpool option is more convenient.
- They should have a route going down Cedar Hill crossroad – take one of the 10 off of Mackenzie.

Parking

Question: How do you prefer to pay for parking?

- Currently I pay for the whole school year. It would better to pay term by term
- Currently I pay for \$150 per year - its nothing.
- I only park a couple of times a month, but I buy one for the whole year to avoid the hassle. Its still cheap.
- You have to arrive before 9:30 a.m. if you want a good spot.
- Seniors can't get parking close to the facilities – so they have had to move classes to the Commons – in order to have adequate parking for Continuing Studies.
- Parking is only an issue because it is so cheap.

Question: What if there was a substantial increase in parking prices? How would this affect your travel patterns?

- It would be discriminatory towards people who live far away. They have no alternatives.
- If there were better alternatives... this would shift travel patterns – otherwise, they have no choice but to pay more and there would be no change.
- You could price me out of my car – but the University would “lose” because I would have an inflexible work schedule.
- I'm still going to drive, and I'll simply whine more.

Question: What should UVic do with any increased revenue from parking?

- Bike paths
- Showers, lockers,
- Rebates for carpooling – run a data base.
- Hire a co-op student to run the programme – an office for TDM
- Put money into alternative programs

- Parking revenues will eventually decrease because the new buildings will be taking up existing revenue generating stalls.
- It won't affect me - I'll pay the price - because I only drive when I need to drive. I would want more flexibility in payment - I won't buy an annual pass.
- As an infrequent driver I too would like a more convenient way to pay - a book of tickets- maybe cheaper etc.
- A smart card - (token everytime you arrive - you get an inventory and data to manage the empirical data - so you can monitor flexibility and suitability).

Question:

Any

final

comments?

- We can either continue to provide for cars and build infrastructure (roads, parkades) or we can restrict cars and emphasize alternatives.

Question: How many people are for accommodating the car? Answer: None

How many people favour the latter perspective? Answer: All hands.

- Yes, this coming from a driver's point of view: I would encourage UVic not to build more parking, I would rather have better facilities for alternatives - more incentives. Get me back into transit.
- Marketing is also very important
- They were looking at charging for night parking - but I am against it because these facilities need to be available to improve community access. Its OK that daytime users subsidize night time users.
- The Campus expansion plan is suggesting an increase in parking - and it should not be more surface lots - parking should be in the building.
- When they do design the lots - I shouldn't have to drive all the way around the Ring Road - there should be little exit lanes.
- Parking/driving should, if anything, be made more inconvenient. The Ring Road would be great if it was vehicle free. Its so dangerous.
- Telecommuting should be a more supported option by Administration.

FACULTY FOCUS GROUP SESSION

Tuesday, November 5th, 2002. 3:30 pm – 5:00 pm University Club, Room A. 8 participants.

Participant Introduction: Where you live, and how you commute to campus:

- North Gordon Head, 50% bike, 50% car
- Quadra Hillside - Mostly bus.
- Shelbourne McKenzie – walk
- Quadra Hillside – SOV
- Fairfield – Bike, once a month SOV
- Gordon Head – Drive 3 days, walk 2 days
- South Jubilee – Bus one way, walk home. Drive when I have a heavy load.

Question: Why don't you cycle? Or Why don't you cycle more?

- Foul Bay Hill – great exercise – but arriving all sweaty, breathing heavy etc. is unpleasant.
- I used to cycle for 10 years, and then stopped, partly because I could afford to have a car, and partly the hassle of the bike breaking down, maintenance etc. Also, it became dangerous – I had several accidents. And finally – I don't cycle now because I am advancing in age.
- I don't have any place to safely park my bike. Sometimes, in contravention of the rules, I bring it indoors. Janitorial staff look the other way.
- If I leave my bike outside, it gets vandalized.
- I am a die hard cyclist, I do it for my health. It feels great to wind down at the end of the day. But I do it against all odds: There is no covered parking – my bike is exposed to elements. Parking is tight and uncomfortable (car drivers would never accept the same tight quarters). And there is no security. Also – it's a hassle figuring out the clothes problem – planning in advance, cleaning etc.
- I believe that there are huge benefits to the University if we are encouraged to cycle: if we're healthier – the employer benefits.
- I don't ride my bike because it's hardly worth the effort – only 5 minutes to walk, and walking derives a greater health benefit.
- There is an age factor, because it takes longer for me to stop sweating even though I'm probably lighter and healthier than ever.

Question: What could UVic do, and others to encourage you to cycle?

- Bike lanes – Shelbourne is very scary
- Some of the existing routes are great – but the abruptly end – Mt Doug park area – is awful - but there are huge sections with no facilities. – disconnected.
- Connectors to the Goose network, extending to the campus would be brilliant
- Yes that would be really nice.
- Quadra is not linked up
- Mackenzie is not linked up
- Even where there are designated routes – it still doesn't feel safe. Cars don't see you! There has to be way more awareness of cyclists.
- And people who ride bikes must be educated too – make themselves visible for example!
- Shower facilities – but also repair facilities – if only a couple of times per month

Question: What about programmes or services that can be done on campus?

- Bike paths
- In the interest of spending money to save money - maintenance programs of routes that are subsidized - working with stores to give discounts to staff and students....training programs, workshops.
- Make me 25 years younger

- Educate the drivers on the road
- Reduce pedestrian/cycling conflicts on shared routes. Should be one or two dedicated cross campus bike routes – pedestrians know to stay off.
- Improve cycling on Ring Road.
 - It doesn't make sense to even use the Ring Road – only good for training. Better to cut across.

Carpooling

Question: What can we do to encourage you to carpool?

- Well, none of us said we carpooled!
- I carpooled when I went to Camosun, because I managed to meet someone en route with relatively similar hours.
 - So... I don't know anyone, nor anyone with the same hours here at UVic.
- My secretary just started to carpool with her husband... and she's very happy.
- Different for staff over faculty – staff have regular hours – Faculty doesn't know how to predict its schedule from one day to the next.
- Carpool arrangement could be more dangerous than driving one's own car – due to social distractions.
- Mostly, scheduling is the problem
- I work from home, I teach On-line to a great degree... my schedule is so unpredictable.
- I simply don't know anyone who lives near me. I would happily share, or give a lift – but there is no way to find each other.
- There is certain distance that makes carpooling realistic - most of us live too close to make it worthwhile.
- I am constrained by picking up kids
- I have an erratic schedule and, its dirt cheap to park.
- Yes, that's the subtext of what we are talking about here – at the core issue is that parking is so cheap.
- I think parking is too expensive. It's a matter of perspective. I gave up driving because its too damn expensive
- Parking is \$5.00 per day, bus is \$3.50, or with a permit its only \$1. per day. UBC its \$14. per day
- The marginal cost, if you buy a permit is zero. Once you buy the permit, and park once, there after it is, in effect, free to park.
- There is no financial incentive to carpool.

Question: What can be done to encourage you to carpool?

- A ridematching system would be helpful.
- Website would be great so people can find each other.
- Yes, a website is a low maintenance, technological solution – easy and cheap.
- An incentive program for carpooling – parking should be a fraction of the cost.
- Space is an important issue – dedicated – higher profile, more spaces , could make a difference – for when we are carrying all our stuff to eliminate the long walk.
- Sometimes its not efficient to take a car – I have done door to door timings – and by the time I park further away, and walk – in the end, I only save 2 minutes than if I rode my bike. So carpooling would have to address the walk time – convenient parking stalls.

Walking

Question: Why don't you walk, or walk more?

- It would be a 45 minute walk – rather it's a 10 minute bike
- Same for me – quicker to ride.
- Time is my issue.
- I walk. It takes 17 minutes to walk – which is my only exercise.
- I walk home because it's 5 km. Takes about 50 minutes – its downhill or flat – it's a way to wind down. However, I can't afford the time in the morning.
- There are a lot of areas around UVic, where there are no sidewalks – and on some streets, Midgard for example – people drive very quickly. Its not safe.

Question: What about walking on campus?

- Something must be done about the Ring Road and the speed limit that no one adheres to. Drivers get very irritated by the frequent pedestrian crossings – and by the time they get half way around, they are looking to kill you.
- Crosswalks should all be raised. Humps – to promote traffic calming.
 - The original vision for the campus, designed by the American architects, was to have 4 lanes, 2 in each direction – very car focused. The result is that the Ring Road, still feels, and is designed for, a racetrack. They feel safe speeding. That has to be stopped.
- It's a nice gesture that they reduced the posted speed limit to 40 km – but nothing has changed, and it is certainly not policed.
- The vehicles that service the campus – we need to deal with them. Those vehicles are not managed.
- The layout of the surrounding roads network – there is a lot of cut through traffic – better to go around the campus rather than through.
- Traffic must change in order to improve pedestrian environment. Not so important to cut off the access – but it needs to be calmed – slowed.
- If people stop cutting through – then Shelbourne will get the extra traffic – and Saanich might not be happy.
- I think if you cut off the access – then drivers will find ways to get around - through parking lots etc., then the walking conditions are further compromised. Better to calm the traffic rather than restrict it.
- Politically – the smart thing to do is to restrict the Ring Road only to transit – wait for the hue and cry, then come back with “ok ok, we'll just put in all these raised sidewalks. “

Transit

Question: Do people know about the ProPass?

- What's that?
- I saw a notice of that but it went in one ear and out the other – the program doesn't suit the needs of Faculty.

Question: Why don't you use transit or use it more?

- I live close to a bus line and I should use it... but all boils down to convenience for me – and that's a mindset that I don't think a municipality or transit can do anything about it. It means that I save in travel time – I stay at home longer by 20 minutes – and can leave from work 20 minutes earlier. So I'd have to shift my mind set.
- Also – my bus is packed standing room only. Unpleasant. And, anyone with a physical disability is out of luck.
- Junior faculty often have kids – they can't manage both

- I have to take a transfer – a bit of a walk and the connection is complicated.
- Its not convenient – I need to do tasks on the way home. Everytime I get off and on the bus, I have to dig more change out of my purse.
- For me its incremental inconveniences – each one builds up. If you take one away – then suddenly its more attractive. My issues are scheduling, digging around for change etc.

Question: What could be done to get you to use transit more?

- If there was a Upass for staff – majority would be moved to use transit.
- Yes, if I had a UPass, it would make it easier to do my errands enroute.
- A Faculty UPass would have to be flexible to our individual needs – tailored to our odd work schedules. Some of us are only up once a week for example.

Question: If there was a comparable UPass for staff and faculty, for how many people would that make a difference?

Answer: 50% of participants

- I get up early enough just so that I can get a seat on the bus – so that I can read and enjoy my ride.
- Even if they gave me a free pass – I wouldn't use the transit because it can't give me the convenience I need.
- Frequency of buses would have to improve on certain routes – eg. the Crosstown is 30 minutes a part.
- There are tons of people coming in from Gordon Head area – there should be a feeder bus.
- The routes still try to get people downtown – that is circuitous.
- Oh – but I've noticed that the buses don't even do that now, they stop before they get downtown and you have to find your own way in!
- Consistency of transit is so important.
- This may be pie in the sky, but buses could trigger transit lights. Also – if the bus could be faster than the car.
- I always prefer to take the bus downtown, so that I don't have to pay for parking or find parking.
- Yes, that's why you have to increase parking on campus!

Question: How many people are travelling at off-peak times?

Answer: 50%

How many people don't come to campus everyday of the week?

Answer: 50%

Parking

Question: How do you prefer to pay for parking?

- I get the permit just for the convenience - even though I hardly ever use it. The problem of buying it is I am more tempted to use it after I have invested the money. It would be better to buy it daily.
- I like the Reserved parking for my heavy loads. When I do take a car – its because I REALLY need it. And the only way I can get into Reserved is to buy a permit.
- IF they could offer us 20 visits per year, I may not fall prey to the temptation.
- If there were sufficient loading only to the buildings – then we could park way away, and I wouldn't need the Reserved stall. Loading zones are currently for businesses only.
- Maybe they could have short tem stalls for faculty to unload close to our work.
- Right – but price it.

Question: How might a significant increase in parking fees influence how you travel to campus?

- It would change my habits
- I would grumble a lot if there weren't a bunch of improvements to other facilities.
- There should be some sort of calibrated parking – there are only 2 types now - Reserved and General – there should be more options.
- If they were doubled or tripled, there would have to be a mechanism whereby people can apply for a lower rate – some people have to use their cars– they shouldn't be penalized

Question: What should we do with any extra revenue stemming from the increased parking fees?

- Bike lanes
- Maintenance
- Bus Pass that worked for academic faculty as well as staff
- You should be able to share a parking permit
- Install a convenient electronic system
- Gate the parking lots
- The present parking kiosk is really inconvenient – there's usually a queue. They are designed for SUV's not compact cars
- Yes, sometimes I spend 5 minutes or so waiting to buy a parking ticket
- If I see that there is a queue – I just park and pay the fine – it's kind of a a lottery! Never know if they will get you.
- Install a gated system - with a ticket validation – guests could validate it – to let you in. The current kiosk doesn't work.

Question: Any last comments?

- I am worried about the neighbours - Cedar Hill X is already packed with on-street parking.
- Many of the streets don't have sidewalks. If you don't have a sidewalk – its actually dangerous having them parking off campus.
- Really need to enforce – price increase would result in spillover.
- Register bikes - At the Davis campus – all bikes were required to register - for reasons of theft, but the revenue goes to bike facilities – signage, etc. Well regulated. Few confrontations.
- Whatever the strategy the University takes – it must be sensitive to the very different needs.
- Personal safety needs to be talked about.
- Any measure that separates pedestrians and cyclists is a good thing.
- Everyone should have a bell. Please separate us.
- The campus does not separate all its traffic very well. Separate the two lanes – one for bikes, one for cars.
- The pedestrian behaviour crossing the RingRoad creates irritated/ aggressive traffic, makes angry drivers and vulnerable pedestrians.
- Cannot keep adding supply – put pressure on the demand.

STUDENTS – EVENING SESSION

Tuesday, November 5th, 2002. 6:30 pm. – 8:00 pm. Cadboro Commons, Haro Room. 15 participants.

Participants residency and commute mode:

- Sooke - carpool, bus
- Residence – walks
- Quadra - bike, some times bus
- Victoria - bus
- Residence – walk
- Western communities until recently – SOV, now live Downtown – use all modes including motor cycle.
- Mackenzie - walk, bus
- Henderson – bike, car
- Victoria – bus, bike
- Cadboro Bay – walk
- Victoria, bike
- Elk Lake - drive
- Gordon head - drive
- Residence – walk
- Residence – walk

CYCLING

Question: Why don't you cycle, or cycle more?

- 20 minutes to drive!, also I don't have a bike
- I used to cycle, but I don't any more because it doesn't feel safe – there is no bike lane, the routes are disconnected, discontinuous.
- Have other business to take care of that is out of cycling distance
- Don't live close to campus.
- For me to find affordable residence – I have to live far away
- I pay more where I live and its far away – but you can't find a place close by lace – they are snapped up very quickly.
- Can't find a place close enough to cycle.

Question: What could be done to encourage you to cycle more?

- On campus – a blue bike, or community bike would be great to toodle around campus – get out to the Ian Stewart Complex
- Yes, that could be useful.
- Our campus is fairly small – probably not useful – its very walkable.
- Well I'm lazy so I like the idea.
- There needs to be secure bike lock up, (somebody is bending bike frames for fun.)
- More lockers – there is currently a wait list for lockers.
- Vandalism is a big concern – my bike is worth a lot. Even if it gets scratched, its not worth it.
- Even with three locks, they still can steal parts.
- Should be a shield against rain on all outdoor racks would be great. I put my bike in my office.
- Better bike routes getting here.
- Better lighting in the bike lockers – some are in dark places.

Carpooling

Question: Why don't you carpool, or carpool more?

- The rules to qualify for carpool status are very strange. You have to have 3 different cars – must be legally registered owners of the cars. Your respective residences must be in a straight line – or all within a distance that is acceptable to the parking guys. Its impossible because – I have a car, but its in my parents name.
- I have a better option – the bus works so great for me. I do my homework.

Question: Who here has a better option for commuting rather than carpooling?

Answer: 70%

- Most of the participants have better options – walking!

Question: What can be done to encourage carpooling?

- Change the rules.
- Advertise – no information promoting it.
- There's one in SUB that's it.
- There should be a price break for carpooling – because with UPass on top of it, it adds up.
- A carshare programme would work for me.

Question: How would people feel about belonging to a carshare club, a co-op?

Answer: 5 participants

- I would be really interested in a carshare program because I only need a car infrequently.
- The bus strike really motivated people to car pool – they did it on the internet. That was great. It seemed like a lot of people used it.

Walking

Question: What could UVic do to encourage you to walk, and what could UVic do to make walking better?

- I find there is always a backlog of cars around the ring road – difficult to cross.
- I find the campus is quite well lit
- It's a gorgeous campus, it's a provincial park – walking is a pleasure.
- My issue is walking at night – but safe walk is great.
- The campus is small – entirely walkable.
- I find it is getting bigger – if I want to get to Ian Stewart Complex – I would never get there on time if going from class to class.
- Keep the classes out of the remote buildings.

Transit

Question: Why don't you use transit or why don't you use transit more?

- Travel time by bus is way longer than car. Its not because the buses stop all the time, its because the times don't match up. The transfers don't work.
- The buses are always early (especially #6)– they leave early – they don't wait – the schedule outside of the campus do not run on time (ahead)
- I phoned in and complained to the transit supervisor– and it worked somewhat.

- I don't ride the bus at all – I have a car – I find the bus is time consuming - #26 just went right passed me – pissed me off.
- That's common - #14 gets full, #4, (all direct buses) go passed us full.
- I don't ride the bus – I have a lot of responsibilities at home – eldest of 5 kids – I have a job – I simply don't have time to wait for transfers – simply don't have the extra time. I run back and forth continually.
- I don't use my pass after hours – because I have my kids – and I can't afford to take my family – they are over 12 – not affordable.
- I don't take it to school – the transfers a no good.
- There is no bus to the airport. Can't get there at all The express bus to ferry is very limited. Friday night, and Sunday, anything in between means they have to take the milk run.

Question: How many people would use an Airport bus if one was available?

Answer: 7 participants.

Question: What can be done to encourage you to use the bus more?

- More synchronized buses
- I shouldn't have to take my bus at 2 pm and be late for a 4:30 pm class!
- More evening buses – if we work downtown – it's a long wait.
- Buses stop running at midnight – that's ridiculous – bars are open till 2 am.
- They've even cut it back – used to go to 12:30 a.m.

Question: What do you do?

- If there is enough people – take the cab.
- Sometimes I just crash on someone's floor.
- Smaller shuttle buses direct to downtown – would be well used – after hours.
- Transit should have a focus group for us – because they know we are not well served. They leave a lot of us behind.
- Transit is just so unpredictable, and unreliable. Sometimes they are so ahead – it screws up. Currently I get there 30 minutes ahead just to be sure. I get wet and cold waiting.
- Taking the bus to the Ferry, they are not always early. Sometimes the bus arrives just after they cut off the ticket sales at BC Ferries – so they arrived on time – but they have to wait.
- Information informing patrons about the running time – where they are on the schedule. (Real time)
- Information telling you when the next bus is
- Reliability of bike racks. I like riding my bike one way – but buses don't all have bike racks.
- I am nervous about the bus – I have been on the bus a couple of times where the bus hits a car in front with the bike – damaged. It happened to me today!
- The UPass got me to sell my car.
- Well – I don't want it – and I hate paying for the UPass. - I only use it to go to the ferry – but that's only a couple bucks..
- They should post schedules in all the buildings – I could hang out at my class a bit longer.
- It would be great to have Schedules that are for the UVic context so we don't have to go through this big schedule book.
- I am impressed with the system – its admirable.
- They have to improve the service – so many places are not well served – Western Communities, Sidney etc.

Parking

Question: There are several ways to pay for parking, do you want any different ways to pay for parking?

- I am dissatisfied the way I pay – sometimes I only need it for 2 hours – but have to pay for 3.
- I go to the University enough that I could buy a permit. But I save just enough by doing it piecemeal.
- I think they should have 20 minute parking.... I wish there were more short term parking.
- Are we trying to create a disincentive or make it easier?
- I think parking should be increased – if you can afford a car, you can afford to pay for parking.
- I disagree – I have a disability – and I don't have a choice.
- I think if I had a pre-paid parking card – I would only use what I need – sparingly – no incentive to use it all the time.
- The odd time I do take my car – sometimes for \$5 adds up. Something less than that would be good so its closer to the monthly fee.
- The annual permit is really great. \$150.00 is a great deal. Way better than trying to find coins every day.
- My friend at UBC pays \$400 year and hikes miles everyday from her remote parking lot.

Question: What if the cost of parking increases significantly? (Not out of line with other universities) Would an increase impact your travel habits?

- Where would the money be going? It would matter to me.
- If they're going to gouge for parking – there should be some benefit - don't let it go into the pockets of administration – improve security, better transportation, UPass, etc.
-

Question: If you knew that the parking increase was going to supportive programmes, how would that make you feel about the increase?

- It wouldn't change me because I don't have a choice – transit is hopeless – so I'd have to pay it. And I can't afford it
- There must be improvements to alternatives.
- I don't agree - they already increased our tuition – so its turning into school for the elite. Now, I wouldn't have the time – I'll never juggle all my responsibilities – I'd never pull it off.
- Transit would have to get a lot better to get better.
- There could be an opportunity for revenue transfers to transit to improve transit
- The UPass might go down, if more people are using it.
- I would park out on the road in the – Henderson, Sinclair, by the hospital. Its legal.
- They should set up more park and ride stations – for those travelling long distances – and they could grab a frequent bus
- A good compromise might be to emphasise park and rides, where people from the outer communities could drive to a common location and take the bus into UVic.

Question: How many of the people who live in outlying areas would be interested in using a Park and Ride service?

Answer:

- The improvements that transit has to do to get me on the bus, are a very long way from where they are now.
- I wouldn't stop driving.
- What would be the motivation of tripling the fees? Is it to shift the behaviour? Because we don't have a lot of buying power/ Just because others pay that – its not good enough. Its not logical.
- Its hypothetical I know, but if you increase so much – you may be getting less money – so don't figure on spending “all that money”

- My sister in Manitoba – pays 3 times as much as me to park, but then her rent is half mine.
- Money should be spent on bursaries, scholarships.
- For me – it should go towards keeping UVic green. Adding more green space – seems like there's an increase in pavement every year. Money put into park and ride really interests me.
- My question is why are we doing this? Very important to explain. It's not even good enough to say: "We want people not to drive to campus" the explanation has to go further.
- The parking lots (especially 5) are often almost empty – but people think the walk is way too long.
- What if they had lower cost parking – further away – not a flat rate? What if parking is priced differently.
- No – I think the motivation of convenience works.
- They need better mapping showing people where the lots are –

Question: Is there a demand for on campus housing?

- Absolutely – that's why I live in Sooke?
- I was on a waiting list for years – and I had to look elsewhere.
- There is quite a waiting list – especially for women.
- The system for approving people is not managed well or suits the demands of the private sector accommodation.
- There would have to be more amenities on campus so we wouldn't have to leave to get services.

Final Comments:

- UVic is supposed to be so environmentally aware - even though not everyone is – those who are, are very loud. They need to be very careful not to destroy the campus setting.

STUDENTS - AFTERNOON SESSION

Wednesday, November 6th, 2002. 12:00pm - 1:30 pm. Michelle Pujol Room 12 participants.

Question: Describe where you live, and how you typically get to school:

- Mt. Doug- drives/bikes
- Duncan - drives, but parks off campus
- On Campus - walks
- Cordova Bay - bus/car
- Downtown - bike
- Fernwood - bus/bike
- Cedar Hill - bus
- Cedar Hill - bus
- On campus - walks
- Cadboro Bay - walks
- Cook Street Village - bus
- Couple of blocks away - bus/walk/bike

Cycling

Question: What are the barriers to biking/ why don't you bike?

- Fear of death
- Roads are unsafe
- Lack of bike lanes/ space on the road
- All classes end in the evenings - unsafe to cycle at night
- Bike seat was stolen
- In residence there is no place to store a bicycle without paying for a locker (\$50-60 per semester)
- The ride is long (over 45 minutes)
- Don't want to cycle home after a long day at school (8:30am to 7:00pm)
- Difficult with having to bike with textbooks
- No time savings versus taking the bus
- No place to store books on campus
- Bike lanes start - stop - start - no consistency of lanes and widths (especially on McKenzie)
- Lack of advertisement or promotion of available facilities (showers, lockers, etc.)
- Too many fumes - end up smelling like exhaust
- Is a threat of being cut off by vehicles
- Need to be aggressive on the road to survive (which is not enjoyable)
- It seems like drivers are not used to cyclists being on the road and don't know what to do (cyclists can be just as bad)
- Why doesn't the Galloping Goose or Lochside Trail connect to the University

Question: What would make cycling more attractive?

- Being off the roadway
- Covered bike racks (still need more)
- Add lighting to covered bike rack areas
- Bike parking in the correct locations on campus
- Lots of people bring them into buildings in order to keep them safe/dry
- Showers (only about half the room knew there were showers on campus)

- Bike to work week is great on campus – need to carry that type of focus on cycling through out the year
- Bike racks on buses – need per bus and on more buses
- Bike racks on buses most important at night

Walking

Question: What are the barriers/safety issues about walking to campus, but also around campus?

- Pedestrians on campus are in danger of being hit by cyclists (especially in the quad area) during class changes
- Sprinklers watering sidewalks late at night
- There is only so much affordable student housing in the surrounding neighbourhoods which are within walking distance to the school. Maybe we are at the maximum percentage of walkers now.

General Walking Comments:

- Campus is pretty well laid out
- Generally did not feel that Ring Road was an issue for pedestrians
- Pedestrians can cause vehicles to back up on Ring Road by continuously crossing the street (especially near the SUB).
- Ring Road can have high speeds at night
- It might be nice to see some of the crosswalks (one at the SUB) upgraded to have lights or something.
- Lots of crosswalks along Ring Road have been removed
- Vehicles dropping people off on the Ring Road have to do a huge loop to get back off the Ring.

Question: What could be done to encourage more walking?

- Have more people live on campus, but don't supply any more parking for residents
- Many didn't know about the emergency security buttons

Transit

Questions: What is stopping you from taking transit? What will make you ride more? Make the service better overall?

- Debates whether or not service has improved or not.
- Eg. Used to only be bus 4 now is 4 and 4A, but only one in three buses is 4 which goes to downtown and 4A stops at Douglas/Kings and the reverse is true only one in three of the '4' buses goes to UVIC
- There are few buses in the morning
- One person missed an exam due to bus pass up
- Lots of pass ups
- Earliest class is 8:30am, transit is busy from before 8:30am to about 10:00am
- There have been cuts in transit funding, but they are still getting their money from the UPASS and yet the service has been cut to UVIC
- Transit board doesn't know anything about transit and where to put stops and routes
- Need to have good routes
- There is some confusion if you can have the UPASS if you are on a Co-op term
- They would like to have/pay for a UPASS in the summer months
- UPASS is only for full time students, maybe part time students would like to have on as well
- The service to the Western Communities is just not sufficient. I live near Royal Roads.
- And I live by Matticks farm (Mt. Doug), the hours of service are completely poor. There is no direct service that suits a students' schedule. I often have to go all the way into Downtown to transfer up to the campus. Lots of students would utilise a direct, more frequent service.

- Lack of bus service at night (some cut off as early as 6pm)
- There is a general lack of response time to route/stop complaints
- No service after midnight – it would be nice to have especially for students who live on campus
- Why can't transit have small shuttle buses for later in the night
- They used to have service late at night right after the UPASS was introduced but it was cancelled
- General lack of service
- Too many transfers for outlying areas
- Too long of travel times (especially from western communities and Sidney/Central Saanich/North Saanich)
- Need lockers/storage facilities for keeping books/materials on campus (or more of them)
- Poor bus schedule on Sundays
- Would like to see more direct routes
- I'll am a graduate student, and I often work late at night. The service ends at midnight – and I work way later than that. Sometimes I just sleep in my office.
- I too can't work late at night as the bus shuts down at 12.
- Only have the one direct bus to the ferries on Friday/Sunday as an express bus

Question: What could be done to improve your transit use?

- Would be nice to have more than one bus time for the express route to the ferry
- Need more buses
- A shuttle service – smaller buses, more frequent, and express service to areas that transit simply doesn't serve – like downtown after mid night, the western communities, Mt. Doug area, during peak times.
- The weekender express bus to the ferry is jam packed – they could add another bus and fill that too.
- Transit could improve their response time to implementing improvements. For example, last year the bus run I take was consistently run at capacity – leaving people behind everytime. Now they have since put on a double decker which is great – but it took a year!
- They have to serve the western communities – my bus ride is an hour and a half – or a 45 minute drive. Its not worth it for me.
- Need the right buses at the right time (double deckers versus regular buses)
- Would be nice to have more Park and Ride facilities along bus routes to University

Parking

Question: Would you like to see how parking is paid for/sold changed?

- Think that the price of day versus year encourages people to drive all the time to campus
- If you have paid for the parking spot you may as well use it. It seems that if you buy a yearly pass, you have an incentive to drive everyday. It shouldn't be cheaper!
-
- Need to improve other modes before you will be able to get people out of their cars. Many people don't have a realistic alternative to driving. Alternatives must be put in place to address the needs of those who drive by necessity, not choice.
- Well at the Hospital, they have a system that works great: it's a punch card, or some sort of an electronic device – where people only pay for the times they use it.
- I would like a punch card of some kind. I could pay for say 10 days of parking – and I could make it last for the whole year Need a option between daily and yearly terms
- Some people don't like having to pay for UPASS after they have had to buy a parking pass because they don't have the option of transit
- Parking is really cheap. Everyone should pay by the day, or if they get an annual pass – it should be more expensive in order to reduce the incentive.
- It think the fact that some people have access to Reserved parking is unfair.

- Everyone can park in the residence parking lots – yet so few people know about this parking because it is out of the way. They should really have an understanding of the underutilisation of this parking area, before they go and build more parking.
- If parking fees went up they would not like to see those who live in residents to be penalized by having to pay more for their parking lot
- Like the idea of a transponder/electronic parking option
- The Japanese system is great – its all electronic, pay on enter (transponder system), you just swipe your card and pay only for what you use. Very user friendly

Question: How do you feel about an increase in parking rates/ Will it change your parking habits and How should the extra money be spent?

- Well I'm also a homeowner, in addition to being a student. I live down in Cadboro Bay. I would absolutely hate a large increase because then they'd all park on my street. There is already a problem and the parking is cheap. There are "no stopping" signs all along our street – but no one pays any attention.
- Drivers should subsidize non-drivers
- I think raising the prices is a great idea – because it will help people decide whether they should drive. However, if parkers are paying a premium, they should be able to park where they want – better quality service in effect.
- Money should also go to subsidizing other modes (ie more buses)
- Will dissuade the university from building another parking lot on campus if they can reduce the number of people parking on campus
- If they build more parking, it should be integrated into existing buildings – underground parkades – not on new land – green space.
- They should let it go up to say, \$250 – but no more, because there are so many people who simply have no other choice. If it did go up, I would definitely opt for the daily fare. It would have to be way more flexible too – by the hour for example – and convenient – swipe a card and get billed for it at the end of the semester or you don't graduate!
- Increase passes to \$200 but not more than \$250
- Would like the option to opt out of the UPASS if they can't get transit service in there area
- Likes the electronic systems but it may be difficult to collect the money at the end of the term
- Would like more flexibility in the passes
- If using an electronic scanner should charge by the hour
- If lots/stalls during the evening are not full or busy – why should someone have to pay a high hourly rate
- There should be a parking differential between students and facility/staff parking
- Staff/facility have more income, get better spots and can chose where they live easier
- There needs to be more education of owning a vehicle and the environmental costs to society
- I care about the environment, but, my biggest problem is time – drive saves times; life is stressful as a student and a car makes it a little bit less stressful

COMMUNITY GROUP SESSION

Wednesday, November 6th, 2002, 6:30-8:00pm, University Club, Room A. 11 participants.

Question: Where do you live?

- Broadmead
- Gordon Head
- Cedar Hill
- North of Camosun College
- Cadboro Bay
- Gordon Head
- North west of Campus
- Shelbourne
- Braefoot area
- Mt. Tolmie

Question: How does the traffic travelling to and from UVIC, affect you?

- My wife is a crossing guard, and I have limited access/egress to my townhouse development.
- I have noticed an increase in volume and velocity in the Mt. Tolmie area– cars just scream by at 70 kmh in a 30kmh zone. I live on a school route, there are lots of pedestrians, pets. Etc. Pedestrians
- I question whether there has actually been a decrease in volume? And if so, maybe it wasn't acceptable then, and still isn't acceptable now.
- I live on Sinclair Rd. We are beside ourselves. Students gun it out of the Residence parking lot. The noise is awful, and pets are killed frequently in our neighbourhood.
- Speed is the biggest issue as much as the traffic. It's the behaviour of the drivers rather than the volume, that is impacting us.

Question: For how many is the speed of the drivers an issue?

Answer: All participants

- I go against the UVic traffic during peak times, along Shelbourne, Mackenzie. Richmond is a nightmare. I see a lot of cars, 50 or so, stuck behind a bus. They drive dangerously because they are perturbed by the bus – they try to pass on dangerous sections. The dangerous conditions are exacerbated because there are no sidewalks.
- Camosun Community Association is very concerned about the speeding on Richmond Ave. The closures in Jubilee are impacting the volume and velocity. Neighbours have complained, myself included, that they have lost a number of pets. There is talk of wanting to close off the area to through traffic.
- I cycle against the traffic. If I was going with the flow, I would never cycle.
- I am from Cadboro By – I think our problem is with Saanich. We can't get them to give us speed bumps, roundabouts.. any traffic calming. They are obsessed with corridors. Sinclair Rd. is full of pedestrians, families and they won't come to the table to problem solve.
- Dean Ave is a great example, yet the traffic on Dean is miniscule by comparison.
- AT UBC, if students had offences on their cars, they couldn't get their grades without rectifying their fines.

Question: What could UVIC do to address some of the issues you've identified?

- Distribute the University throughout the region - not a campus.
- Reduce the amount of cars.

- Should be a charge for evening parking – as a disincentive to drive – or an incentive to come by alternative modes. (Eg: we almost drove here tonight because we know that it is free)
- Money should go towards improving alternatives.
- There is a rumour that they may pull the UPass, and that would be a tragedy.
- I understand that Transit is about to cut the funding to Student Unions – and this would be the greatest disaster to transportation.
- BC transit is not providing the service that students need. – Often the buses drop them off after classes begin.
- The transit alternative is not sufficient to get people out of their cars.
- A shuttle bus to park and rides might work
- Increase parking fees and subsidize alternatives.
- Market based parking rates would make sense – would have to go much higher.
- I would like to see one vastly improved feed road into the University – a feed with merge lanes etc, rather than roads coming from all sides.
- Increasing fees will create spillover parking problems into the neighbourhoods.
- I wonder if the University could spread out their classes – to reduce the pressures of peak time travel.
- Encourage, or demand, more than one occupant into the cars arriving on campus.
- I think it would be important to know how many of the staff drive their cars? They should be making every effort to encourage carpooling for staff.

Parking:

Question: What issues do you have with parking with respect to parking at UVic, what opportunities might there be?

- I think that UVic campus is saturated with parking - there is a lot of land taken up for parking.
- UVic would really have to work with Saanich to stop spillover. Saanich doesn't usually respond positively to this. They resist.
- Well they are more amenable to it now. Downview, and Mt. Tolmie for example.
- Money could go towards extra by-law enforcement
- They should lobby the Provincial Gov't to get them to support transit – because Transit's hands are tied due to lack of support.
- The transit buses get full precisely because they are free. For example, some people might walk, yet when a bus comes by they hop on because they can – its free.
- I think they need to improve/increase on-campus residency – and they should ban cars.
- They could provide car storage off campus.
- In some streets, where cars are parked for days, there is no bylaw that supports having vehicles towed.
- Carpoolers should get a break on price and location.
- Assured ride home supports carshare and carpool programs – makes them successful.
- 10% off fees for all students who cycle!
- Some sort of a financial incentive.
- There is currently already a spillover problem in my neighbourhood. Henderson is packed. Kids park on my street and take their bikes out of the back of their cars. Kids need their cars on the weekends... we will never get around it. We really need to look at the European transit model.
- Maybe they need to look at tiered parking. Expensive infrastructure but they could double the rates.
- Solo drivers should pay the most.
- Students are not eligible to rent a car – so that's a problem.
- Underground parking – women don't feel secure.

- They could have a carshare coop for students as an alternative to car rental.
- UVic needs to work with Camosun on problem solving – spillover may be from the college too.

TRANSIT:

Question: Has the transit service changed and improved your service?

- I have benefited from the increase to UVic, however the new government has fired the Transit Board, and they are now actively cutting service. I think we can only rely on Federal support/money.
- Transit in my area hasn't changed in 50 years – every 40 minutes.
- The Crosstown (#26) is full most of the time – its no good to me.
- Transit hasn't changed in my area.
- There is no service for us in Caddy Bay – the young people go up to the campus, but seniors are out of luck.
- There are no comfortable amenities along route #39 – are none. I won't stand in the rain.
- My daughter uses the #39 – her bus stops running at 4:30pm and she is at school till 6 pm so she has to go into downtown to get to Royal Oak.

Question: What are some opportunities you can identify?

- Smaller busses and more of them.
- Main lines - big busses, feeder busses – on residential areas - so it acts like rail /rapid transit.
- Buses should be given priority on street – to increase advantage.
- They could experiment with some circular routes. Mackenzie, Quadra, Foul Bay etc. to reduce transfers.
- They should have ongoing information as to where the buses are. Like in the Maritimes.
- They should have GPS on the buses so we know where they are at all times (real time information).
- Handi-dart services have been cut back severely. Perhaps that has impacted students. There is often a 5 day wait – that couldn't suit the needs of students. They should have some exception rules for students.
- The student, when he arrives at campus, should get an information package.
- Park and Ride would be good to get around transfer problems.

Cycling:

Question: Do you see some opportunities that UVic could do to improve cycling? What problems are there.?

- Courtesy of UVic, Mackenzie partly got bike lanes. Its much better than before.
 - UVic had nothing to do with getting those lanes in! Saanich did it all with the help the community and the Province. But that program has been scrapped by the new Gov't so Saanich is on its own, and strapped.
- UVic should partner with Saanich in building lanes. Take the money from increased parking fees.
- The last strip on Mackenzie is lethal – UVic should be involved in finishing the lane.
- Encourage UVic to put lanes where they ride.
- Shelbourne is so awful for cycling
- Improve bike rack locations. Tonight – the bike racks are totally in the wrong place – the wrong message. Same with the shopping centres.
- I think there should be a separate system for system – parallel to Shelbourne along Residential streets. Its not safe to share the road with them.

- There should be some after trip facilities – showers etc.
- We have to better utilise our road systems.
- Pedestrians and cyclist conflict. They must be accommodated and considered too. Examine how to serve pedestrians and bikes.
- Sinclair has to be revisited – its so dangerous.
- I would ride my bike if I could integrate with Buses. They are not predictably there.
- The UVic bike group should be working with the Saanich bike group – the University needs to fund this group – for continuity – funding and administration.
- Saanich does not design their roads – they do it by traffic count and that is ridiculous. For example, if a road is designed to be a residential street, but the traffic count says its an arterial, then it becomes an arterial by default. This is bad planning.
- There must be a link to the Goose if you're coming from the North.
- There must be a dry place, safe place to put the bike.
- They should licence the bikes to help pay for the bike facilities. They used to do it.

Final Comments:

- This transportation plan needs to be linked to the Campus Plan.
- Universities should work, in cooperation with others, to encourage students to stay in their communities for their first years, before they come to UVic.
- Royal Roads has worked well with their community to establish some very healthy traffic patterns.
- The developer in the Gorge area, Mr. Jawl , has a reputation for working with the community and they love him.
- There ought to be a shuttle bus running internally – to take people to showers etc.

Summary of the Focus Group Results

SUMMARY OF THE FOCUS GROUP RESULTS

This provides a summary of key discussion items for each of the topics included in the focus group sessions. Detailed transcripts of each session are included in Appendix B.

Parking

Objective: To identify preferred means of pricing parking at UVic, and to identify issues related to increasing the price of parking.

Students

- Several students expressed a desire for the option to pay for parking in shorter time periods, such as by the half hour or hour rather than by the day.
- A number of students indicated that if they could purchase a form of pre-paid parking card which would enable them to pay for parking only when they used it, they would drive less than they currently do with a parking permit.
- Several students described automated forms of parking payment (such as smart cards and transponders), and suggested these be used at UVic.
- Several students commented that at \$150 per year, the price of a parking permit is quite low as compared with other universities and with parking elsewhere. Some students commented that the low price of an annual parking permit encourages students and others to drive to campus.
- Most students agreed that a substantial increase in the price of parking should be accompanied by an increase in alternative forms of transportation available to students. Most also agreed that revenue generated from increased parking prices should be allocated to other modes of transportation, including transit. Some commented that increasing parking prices would be good as it would eliminate the need for the university to build more parking lots on campus.
- \$250 per year was suggested as an appropriate price for an annual parking pass.
- Some students suggested that parking be priced differentially based on proximity — the closer to the centre of campus, the higher the price.
- Other suggested uses for funds generated from increased parking prices included student bursaries and increased green space on campus.
- Some students commented that they would park on adjacent streets to avoid paying higher costs to park on campus.
- It was suggested that additional park-and-ride lots on bus routes serving UVic would enable students who lived far from campus and in areas with poor transit service to park for free and take transit to campus.
- Some students questioned the motivation for increasing parking prices, and suggested that the university would be taking advantage of students.

- One student commented that the residence parking lots are typically quite empty during the day, and that the university should make better use of these parking lots before constructing more parking on campus.
- Several students indicated that they did not want to see green space lost to new parking facilities.

Staff

- A few staff indicated that they would like to be able to pay for parking for a shorter time period — daily or by term rather than by year, for example. Some staff requested more convenient ways to pay for parking, such as a book of tickets or a smart card.
- Most staff agreed that the price of parking on campus is quite low relative to elsewhere, and that as a result the period of time for which they purchase parking is not an issue. One person indicated that they only park a couple of times a month, but because parking prices are low they buy a parking permit for the whole year to avoid the inconvenience of paying daily.
- Some staff indicated that a substantial increase in parking prices would change their travel habits, and they would drive less. Others indicated that they would continue to drive as much as they do currently.
- Most staff agreed that a substantial increase in parking prices should only occur when attractive travel options are available. Some noted that revenue generated from increased parking prices should be explicitly allocated to transportation services and facilities.
- Suggestions as to how revenue generated from increased parking prices should be used included bicycle routes, bicycle parking and lower parking prices for carpools.
- Several staff indicated that they did not want to see green space lost to new parking facilities.

Faculty

- Most Faculty indicated that they were happy with the way they are currently paying for parking.
- Several Faculty commented on the need for short-term parking at key buildings for loading and unloading.
- Participants agreed that parking prices on campus are quite low, and most faculty indicated that parking prices should be increased to achieve transportation objectives.
- Some faculty indicated that a substantial increase in parking prices would change their travel habits, and they would drive less. Others indicated that they would continue to drive as much as they do currently.
- It was suggested that a wider range of parking options be provided, rather than the two options available now (general and reserved).
- Suggestions as to how revenue generated from increased parking prices should be used included a faculty/staff UPass, bicycle routes, bicycle parking and lower parking prices for carpools.

- Several faculty complained about the current revenue collection system which results in lengthy queues entering parking lots.
- Concern was expressed that a substantial increase in parking prices would result in additional spill-over parking on nearby residential streets.

Community

- Several residents expressed concern that increased parking prices on campus would result in increased spill-over parking on nearby residential streets. It was noted that although Saanich has resisted implementing “resident parking only” restrictions, they have recently done so in a couple of neighbourhoods and would likely have to in neighbourhoods adjacent UVic.
- Some residents also expressed concern that the university would reduce the amount of green space on campus by constructing additional parking lots. It was suggested that all future parking facilities be parkades rather than surface lots.
- Residents all agreed that parking prices at UVic are too low and should be increased to market rates.
- Residents felt that solo drivers should pay the highest parking prices, and carpoolers should pay less.
- Several residents commented that any revenue generated from increased parking prices should be allocated to funding transportation alternatives.
- A carshare co-op was suggested on campus for students.

Transit

Objective: To learn why people don’t use transit, and to identify improvements to encourage more people to use transit and to better serve current transit users.

Students

- Key reasons why some students don’t use transit are that from where they live travel times by transit are much greater than by car, transfers are poorly-scheduled, the areas where they live are poorly-served by transit, hours of service where they live are limited, and transit services are not reliable.
- Many students complained about crowding on buses and pass-ups (where full buses pass by students waiting at bus stops). One student reported missing an exam because they were passed up by several buses in a row.
- Suggested improvements to transit services include later hours of service (especially between UVic and the downtown), increased service during off-peak times, more express buses to the ferry

terminal on more days of the week, more park-and-ride lots along bus routes serving UVic, and more and larger bike racks on buses.

- Half of all participants in one session indicated they would use a transit service to the airport. Several students requested a shuttle service using smaller buses servicing the campus and nearby areas.
- Some students noted that although transit services to UVic have been improved overall, on some routes the service is worse. For example, Route 4 has been split into Routes 4 and 4A, and only one in every three buses is a Route 4 which goes all the way to downtown.
- Several students cited a need for improved route and schedule information, and noted that the only information available on campus is at the transit exchange. It was suggested that transit information could also be posted in key buildings on campus.
- Several students commented that they would like to be able to pay for a UPass during the summer and during a co-op work term.
- A few students indicated that they do not use their UPass because of where they live (too far from campus or not well-served by transit), and that they resented having to pay for the UPass, especially when they also have to buy a parking permit.

Staff

- Reasons why staff don't use transit include cost, travel time, frequency of service in suburban areas, schedule reliability, poor connections for transfers, and limited hours of service.
- Some staff had not heard of ProPass (an annual transit pass paid for through payroll deduction). Others who had heard of it indicated that it is not attractive because it requires a one-year commitment, and because the savings is not significant particular when vacation time is factored into the calculation.
- Several staff indicated that if a UPass was available for staff, they would ride the bus.
- Suggestions as to ways to increase transit use included improved levels of service on some of the routes serving UVic and in suburban areas where many staff live, reduced fares for transit and increased parking prices on campus, reduced crowding on buses (more buses and more doubledecker buses), improved coverage in areas where walking distances to transit are lengthy, and more bus shelters.

Faculty

- Reasons why faculty do not use transit include travel time, cost, transfers and varying personal schedules that are not compatible with transit.
- Most faculty were not aware of the ProPass. It was noted that the ProPass does not suit the work schedule of faculty, who work less in the summer and who do not always work at on campus five days per week.

- Half the faculty participants indicated that if a UPass was available for staff, they would ride the bus.
- Suggestions as to ways to increase transit use included improved levels of service on some of the routes serving UVic (particularly routes in Gordon Head), improved reliability, reduced travel times, transit priority (where buses trigger traffic signals), and increased parking prices on campus.

Community

- Many residents noted that increased transit service to UVic had benefited their communities, but also complained about recent cuts to transit service due to government cut-backs.
- Suggested improvements to transit service included increased service, improved coverage, more park-and-ride lots, transit priority, more bus shelters, and real-time information for passengers as to arrival times of buses.

Cycling

Objective: To determine why the number of cyclists has declined at UVic in the past few years, and to identify incentives which would encourage students, staff and faculty to try cycling or to cycle more.

Students

- Key reasons students gave for not cycling include a lack of safe bicycle routes leading to U Vic, and they live too far from campus.
- Other reasons for not cycling or for not cycling more often include the need to carry many books and other items, inhaling car exhaust on major roads, uncertainty about the availability of a bicycle rack on the bus, and darkness and poor weather in the winter months.
- One student noted that cycling is just as fast or faster than taking the bus.
- The most-frequently suggested means of encouraging more people to cycle is to implement direct, continuous bicycle routes to UVic, particularly separated pathways similar to the Galloping Goose and Lochside Trails. It was recognized that this is the responsibility of Saanich, Victoria and other municipalities, and it was suggested that the university work with and encourage municipalities to implement bicycle routes to UVic.
- Suggested programs and facilities which UVic could implement on campus to encourage cycling include more covered bicycle parking and secure parking, better illumination in some parking locations, additional showers and lockers, and a community bike program (whereby bicycles are available free of charge at various locations around campus).
- Students also suggested that BC Transit be encouraged to install bike racks on all buses, and to consider adding more or larger racks.

- One student noted that in residence, there is nowhere to safely store a bicycle without paying for a locker at a reported cost of \$50 to \$60 per semester.

Staff

- The key reason which staff gave for not cycling is a lack of safe bicycle routes to U Vic. Some staff want more bicycle lanes and routes along local streets, while other staff want separated pathways similar to the Galloping Goose and Lochside Trails.
- Several staff cited a lack of conveniently-located shower and locker facilities as a disincentive to cycling. One person noted that they often work late and on weekends, when shower facilities are closed.
- Half the staff participants indicated that their departments have a dress code which makes it more difficult to cycle.
- Another reason for not cycling is concern about bicycle theft. Several staff cited a shortage of secure parking, and a UVic policy which prohibits them from bringing their bicycles into buildings where they could be stored safely.
- Other reasons for not cycling include the need to carry many items, working late and a lengthy commute.

Faculty

- Reasons which faculty gave for not cycling include a lack of safe bicycle routes leading to U Vic, a lack of conveniently-located shower facilities, concern about bicycle theft and vandalism, and living too close to UVic to make cycling worthwhile.
- Some faculty reported that they bring their bicycles inside rather than park them outside where they might be stolen or vandalized, and noted that bring their bicycles inside is in contravention to UVic policy.
- Suggested incentives to encourage cycling include direct and continuous bicycle routes to U Vic, additional shower facilities and safe parking facilities, and a bicycle repair service on campus.

Community

- It was suggested that UVic should partner with Saanich and other municipalities to implement bicycle routes leading to campus. It was suggested that UVic could contribute financially to the implementation of bicycle routes using funds generated from increased parking prices.
- It was also suggested that the group(s) responsible for planning and implementing bicycle routes and facilities at UVic should be liaising with Saanich's Bicycle Advisory Committee.
- It was noted by one participant that some bicycle racks on campus are poorly-located, in out-of-the-way locations. It was suggested that this sends a message that cycling is not important.

Carpooling

Objective: To determine why numbers of carpools have declined at UVic in the past few years, and to identify incentives which would encourage students, staff and faculty to try carpooling.

Students

- Most students indicated that a key reason for not carpooling was the variability of their schedules. Variations in class schedules, sports activities, children and errands make it difficult to commit to a carpooling schedule.
- Many students commented that transit and cycling are more attractive travel options than carpooling.
- One student indicated that the current requirements to obtain a carpooling pass are onerous and confusing, and therefore discourage carpooling.
- Some students suggested an incentive to encourage carpooling would be lower parking prices or free parking for carpools.

Staff

- The key reason for not carpooling among staff was also variability in schedules. Several staff observed that carpooling would prevent them from staying late at work or going in early, as they would have to leave at a specific time whether work was finished or not.
- Several staff commented that transit and cycling were far more attractive travel options than carpooling.
- The key incentive identified to make carpooling attractive to staff would be to offer parking for carpools at a price lower than for general parking.
- Few staff know about the ridematching program. Of those who had used it, most were disappointed with the results — either they received no response, or they were not able to match schedules with any prospective carpool partners.
- Some staff noted that the extra ridematching services offered during the transit strike made it easier to find partners and made carpooling a more attractive option, but those services were discontinued after the strike ended.

Faculty

- The key reason cited by faculty for not carpooling was schedule variability. Another reason is that most faculty live too close to UVic for carpooling to be an attractive travel option.
- Several faculty commented that there is no financial incentive to carpool. Some noted that parking prices at UVic are quite low relative to other universities and to other locations in the Victoria

region, and as a result there is little disincentive to drive or incentive to carpool. Others noted that because most faculty purchase parking permits, the marginal cost of parking is zero, which also means that there is no disincentive to drive or incentive to carpool.

- One participant commented that an effective ridematching program would make carpooling more attractive, and another participant commented that a parking price discount would be an incentive to try carpooling.
- Incentives suggested to encourage carpooling include a ridematching system to find carpool partners (optionally through the Internet), lower prices for carpool parking, and dedicated carpool parking stalls in central, high-demand locations.

Walking

Objective: To identify obstacles to walking, and to determine how to encourage more people to walk to, from and within the campus.

Students

- Almost all students indicated that they live too far from campus to walk. Many noted that housing close to campus is expensive and availability is limited, and consequently many students must live far from campus. Some students suggested that the university increase the number of student residences.'
- Most students agreed that the UVic campus is very walkable, due in part to the fact that distances between buildings are relatively short. However, some students expressed concern that as the campus develops, distances between buildings might increase to the point that walking becomes unattractive.'
- Students did not indicate that there are any significant safety problems on campus. When asked, they did not agree that crossing the Ring Road is dangerous (as staff and faculty suggested), although some students agreed that speeding on the Ring Road is an issue.
- Most students do not consider it dangerous to walk around the campus at night. Several students noted that the SafeWalk program is available if needed and is a satisfactory service. Many students did not know about the emergency security buttons.
- An issue cited by several students is the conflicts which occur between cyclists and pedestrians on pathways on campus. It was suggested that bicycles be separated from pedestrians on pathways.
- It was suggested that illumination should be improved at some of the crosswalks on the Ring Road.

Staff

- Most staff indicated that they live too far from campus to walk to UVic.
- One person indicated that they run, and would run to UVic if there were showers available in a convenient location.
- Some staff cited concerns about pedestrian safety crossing the ring road, particularly as many motorists were reported to speed along the Ring Road.
- Incentives suggested to encourage walking include safe crossings, more showers and lockers, and information about existing walking trails on campus.

Faculty

- Most faculty indicated that they live too far from campus to walk to UVic.
- Some faculty indicated that they walk to and from UVic, as they live close. One person walks 50 minutes home, but does not walk to campus in the morning as they cannot afford the additional time in the morning that walking would involve.
- Some faculty noted that there are no sidewalks on many of the streets in neighbourhoods adjacent UVic, and as a result pedestrians must walk in the road.
- Most faculty agreed that crossing the Ring Road is dangerous for pedestrians, and that too many motorists travel at high speeds along the Ring Road. It was noted that reducing the speed limit to 40 km/h was a “nice gesture,” but it has had no effect on speeds. Suggestions to improve pedestrian safety include raised crosswalks and speed humps, reconfigured accesses to and from parking lots, and restricting the Ring Road to transit vehicles only. One person noted that the Ring Road is used by motorists travelling through campus as a short-cut, instead of using other roads to travel around the campus.
- Several faculty expressed concern about conflicts between cyclists and pedestrians on campus pathways. It was suggested that cyclists be required to have and use a bell when passing pedestrians.

General Transportation Issues

Objective: To identify any other important transportation issues and opportunities.

Students

- The difficulty in finding affordable housing close to campus was an issue for many students. One way of addressing this issue suggested by several students is to increase the amount of student residence housing on campus.
- Several students noted that for those who live in residence, there are few amenities and services on campus, which means that they have to travel off campus for groceries and other services.

- Many students expressed concern that plans for development and expansion on campus not damage or destroy the campus setting, which was described by many as “green,” “attractive” and “gorgeous.”

Staff

- All staff participants favour an approach to transportation planning on campus which encourages the use of alternative modes of transportation and de-emphasizes the automobile. All staff agreed that UVic should not construct new roads or additional parking facilities.
- The Ring Road is seen by most staff as a significant problem, both for pedestrians crossing the road, and for motorists delayed by pedestrians. Some staff suggested that the Ring Road should be traffic free.
- One staff person suggested that the university administration should be more supportive of telecommuting.

Faculty

There were no other significant transportation issues discussed.

Community

- The most significant transportation concern among residents is speeding on local streets. Some residents attribute the speeding problem to UVic students, while others feel that it is a widespread problem involving all types of motorists. Several residents expressed frustration that Saanich has resisted past efforts to implement traffic calming measures in their neighbourhoods.
- Several residents commented that accesses and egresses to/from parking lots on campus should be reconfigured to reduce traffic impacts on adjacent roads and neighbourhoods.
- One resident suggested that the university stagger class times and spread class times over a longer time period so as to reduce peak traffic demands.