

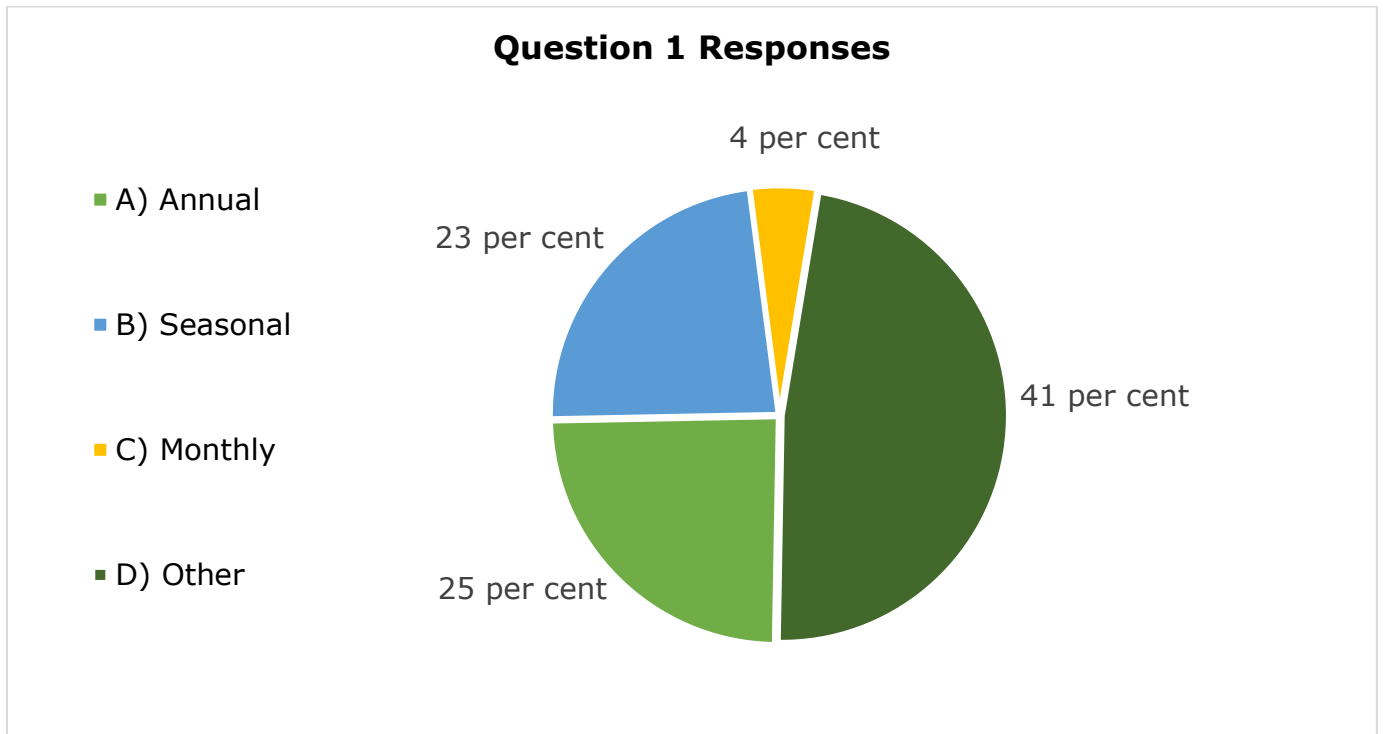
Market Parkade bike parking survey results

1. What kind of pass would you prefer?

Total responses: 86

- A) Annual – 21 (25 per cent)
- B) Seasonal – 20 (23 per cent)
- C) Monthly – 4 (4 per cent)
- D) Other – 41 (48 per cent)

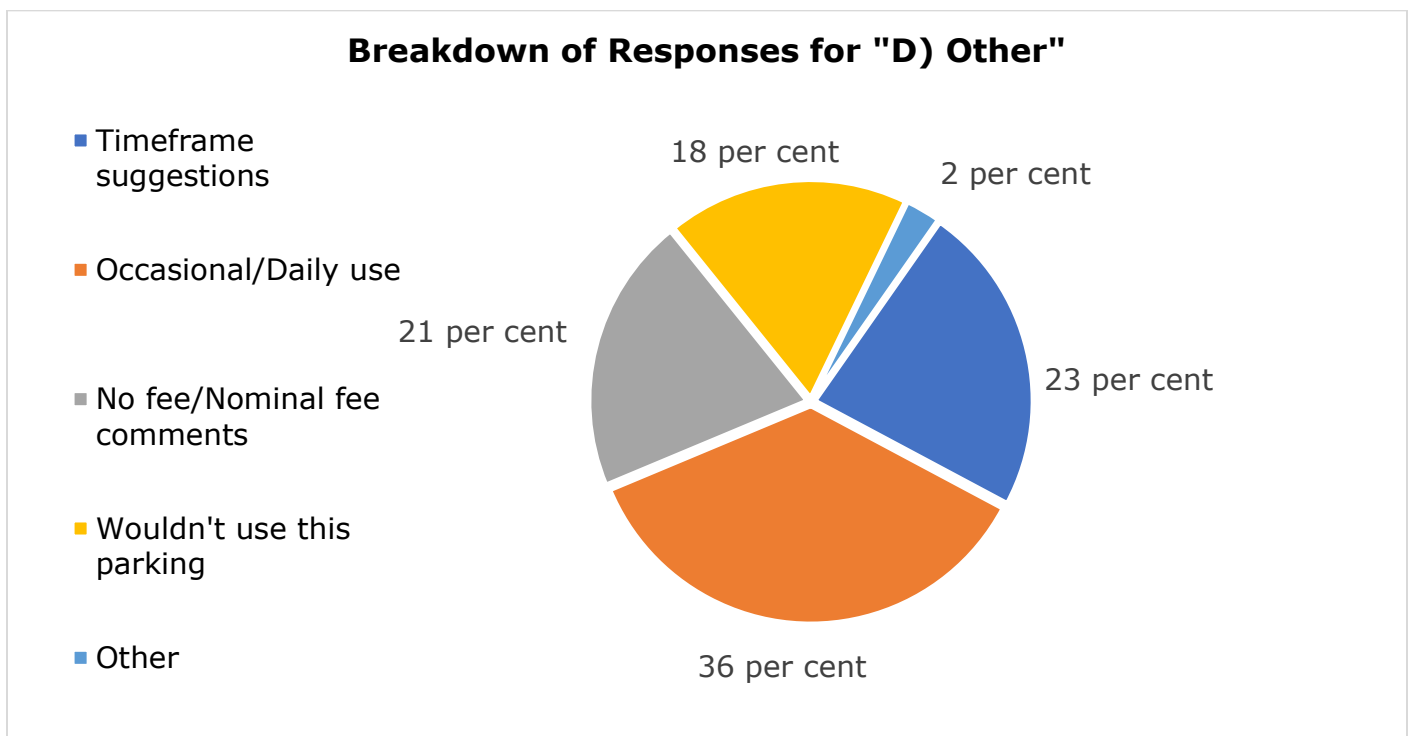
Figure 1: Question 1 Responses



Answers from "D) Other" included:

- Timeframe suggestions – 9 (23 per cent)
- Occasional/Daily use – 14 (36 per cent)
- No fee/Nominal fee comments – 8 (21 per cent)
- Wouldn't use this parking – 7 (18 per cent)
- Other – 1 (2 per cent)

Figure 2: Breakdown of Responses for "D) Other"



Detailed Responses:

- None at all. If I have to purchase an access pass, I will lock my bike to a tree or member of Council.
- I am not likely to use the facility except occasionally.
- 1 \$ per use.
- None at all. If I have to purchase an access pass, I will lock my bike to a tree or member of Council.
- I'd like both the seasonal and monthly option. I ride between April and November. Failing that, seasonal would best meet my needs.
- Occasional use with daily rate.
- It would depend on the cost structure. I only ride downtown two or three times a week. I'd like to know my bike will be there when I go to leave but if the costs are too high for the frequency of my travel I might take my chances with the bike thieves of downtown.
- Seasonally, but perhaps valid for 90 days upon purchase? Rather than within set time frames above?
- No pass.
- Open, one fee, same for everyone, use any day of the year.
- Occasionally.
- Half a year April 1st to October 31st.
- Seasonal, for actual cycling: Dec - Feb, Mar - May, Jun - Aug, September - Nov.

- Would not use. I keep my bike away from downtown area due to increased risk of vandalism to lock and bike and theft.
- Is there a casual option? I support this. Unfortunately, I don't work downtown. I wouldn't mind paying a \$40 access fee and a per use fee to securely park my more expensive bike.
- I would not use this facility if there is a recurring subscription fee. If it was free (even with a small fee for the card, say \$10), I would consider using it, but very infrequently.
- You can park to a tree for free! Hardly accommodates larger size bicycles, trailer.
- 3-season (excluding winter) or 4-season.
- Pay per use.
- No fee, but increase the car parking fee/subscription.
- I'd prefer a mix. A per-use basis is what I would want, but I'm sure some people will want daily access.
- Those seasons don't match up with Canada's weather.
- Intermittently pay as you go?
- FREE.
- I wouldn't. But I am very glad the City of Guelph is offering this.
- Safe downtown bike locking locations should be accessible to everyone for free.
- Never would I ever.
- Maybe a per-use pass. I.e. once in a while going into Toronto by train and I could use one of my tickets.
- Fix the issue.
- One time to begin with.
- Episodically in summer.
- Daily.
- My biking season is usually May 1 to Oct 31, so I would have to buy an annual pass, or 3 seasonal pass. I would prefer a six month pass.
- I'm not interested in using the parkade.
- Per use.
- Free...with paid property tax.
- Pay by use sept to June. Like a presto card you can reload. Had bike stolen from GO station this school year.
- "As required" should be an option.
- I will not pay to park my bike. It's absurd to expect cyclists to pay to park. You're supposed to be encouraging cycling...Not punishing it.
- Monthly but based on 30 or 31 days.

2. Do you have any other comments or suggestions about the use of the Market Parkade bike parking room?

Total responses: 58

Comments were themed and included:

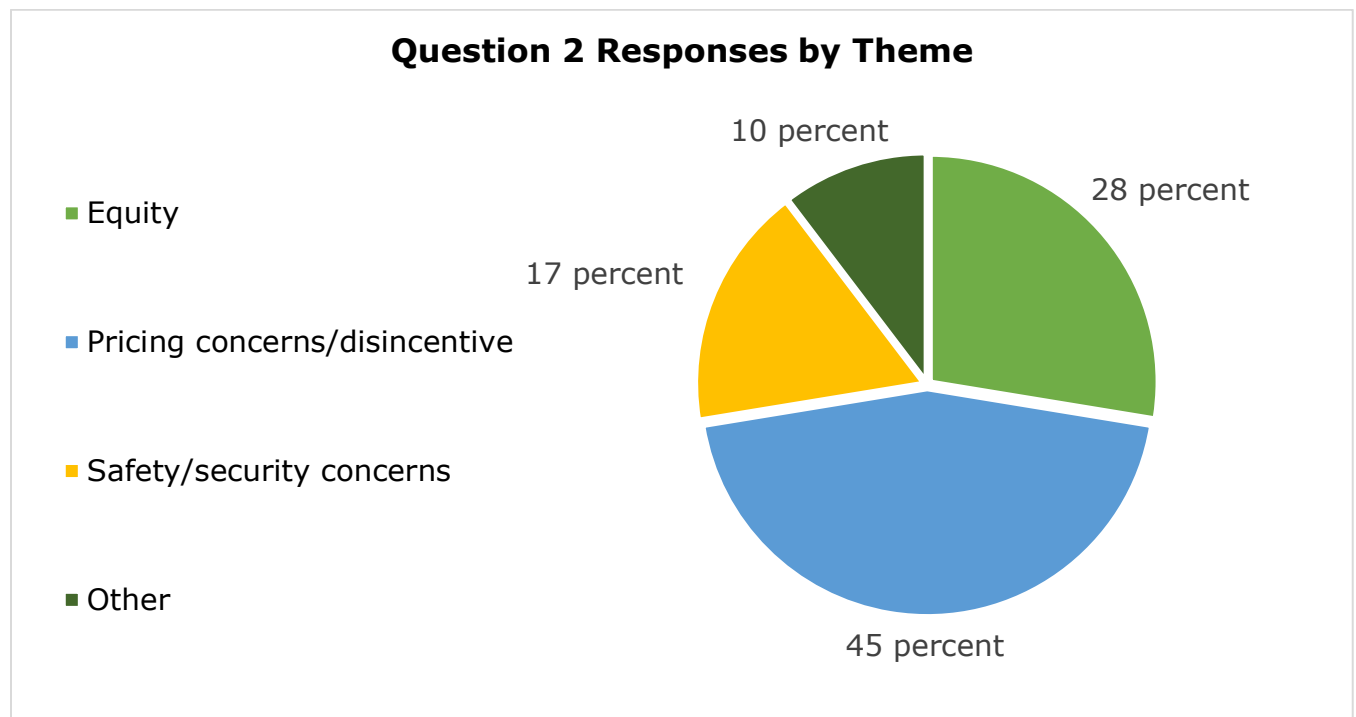
Equity – 16 (28%)

Pricing concerns/disincentive – 26 (45%)

Safety/security concerns – 10 (17%)

Other – 6 (10%)

Figure 3: Question 2 Responses by Theme



Detailed responses:

- I don't understand. It says a \$40 lifetime cost, and then another cost of \$75? That could be cost prohibitive for some. We need to encourage people to park their bikes there. How about just a yearly \$40 fee?
- Having to purchase an access pass - as I have been told by bike riding friends is a disincentive. Further, this survey is premature. Wait until spring and the increase it will bring in bike ridership to do a comprehensive analysis of why this facility is a success or failure.
- I plan to buy an electric bike. Will it fit into the systems in place?
- I am very glad it is there. While I haven't used it yet, I fully intend to once my 2020 biking season begins.
- Make it available for youth as well.
- It should be free to park bikes in order to encourage this mode of transportation in the downtown core.
- I would drop the price a bit. Provide as many incentives to bike versus drive as possible. This would be a good opportunity to show our environmental priorities.

- I like the idea but the location is convenient only for those who work close by the parkade. It seems most convenient for city hall employees.
- My husband and I have e-bikes: does the bike parking support these? Is there a seniors rate?
- Seems expensive.
- As further such facilities are developed across Guelph and Waterloo Region, please use a single system so that access to all secure bike parking is flexible and tied to one account/card.
- Will there be a student or poverty discount?
- Seasons based on cycling would allow users to pay for parking the 9 cycling-friendly months, and skip 'actual' winter.
- The distance between (back to back) the bike racks looks very tight. Is this going to pose a problem? I hope the video surveillance actually works. My bike (and others) was vandalized when it was locked across the street under the overhang at city hall. There is video surveillance present but when I asked city security staff about it they claimed it wasn't working. Not a good precedent. When I asked city staff to.
- I don't use it.
- The proposed pricing is counter-productive. If each of the 40 spaces is \$75/year that's \$250/month in revenue, equivalent to about 1.5 car spaces. The bike area roughly takes up that many spaces, so it appears you are roughly charging the same rate per unit area. This runs counter to the city's goal of attracting more trips by bike... pricing should nudge people in the desired direction. Secure bike parking should be combined with other incentives for downtown employees to reduce car commutes.
- How about curbing bike theft so you don't need such a thing! Police budget goes up every year!
- I used it a number of times before the snow started, and I found it very useful. The one headache is crossing over from the northbound bike lane to the Wilson Street entrance. It would be nice if there were some kind of formally marked crossing lane.
- 40\$ card!!! 75\$!!! Are you smoking crack!
- Pass card should be very low cost or free to encourage use during a pilot program. If people have a chance to see the value they may then be willing to pay more. As a current user the parking is not secure from experience. Exit doors open anytime you are near them and anyone can come in on opportunity with no card as has happened recently.
- If we really are trying to be a forward-thinking city, then increase the car park fee, and cut out any fees related to cycling (and public transit). Cycling has got to be the most affordable, convenient, even fastest form of transport if we are going to help more people get on the least-polluting, safest, most healthy form of transportation; the bicycle.
- I think that the proposed fee of \$75.00 per year is an insult, and that the proposed fee of \$40.00 for an access card is adding insult to injury. I was under

the mistaken impression that the city had an interest in encouraging cycling in the city. This is clearly not the case. I was under the impression that the secure spaces in the parkade were supposed to be a solution to the problem of endemic and unchecked bike theft, about which the city and the Guelph Police have done next to nothing.

- Please make it possible for ad hoc uses, not just regular commuters please.
- Based on this model I assume this is for people that commute by bike to the downtown for work. I would not be as inclined to use it for short trips to go shopping downtown and would still prefer more availability of free bike lock areas throughout downtown.
- Why do you have a fee? This is a real money grab. To encourage people to bike it would be better to have free parking!
- This should be FREE! What is the assumption here that only poor people steal bikes?
- It is very disappointing that the city intends to charge money for the bike parking room. The city should be doing everything it can to encourage active transport. Additionally, to force people to pay to have their bikes protected because the city has failed to solve the bike theft problem is absurd. The city should not profit from its failure. Low income earners need their bikes protected more than anyone else.
- Charging people a fee + annual subscription to access a safe bike parking location is ridiculous. The city should not profit from Guelph's endless bicycle theft issue, which it has continually failed to address. Downtown doesn't even have reliable bike locks. It is literally the bare minimum to provide these structures to low-income individuals or others who choose to ride their bikes. The city needs to provide real options for cyclists if they wish to decrease vehicle traffic downtown.
- This is a joke. The problem with bike theft is way more fundamental than this. I would not pay to store my bike in that monstrosity of a parking garage. Cycling is so important to our transit strategy because it is affordable and low barrier to entry. We need to address the root cause of bike theft in Guelph. We should be investing in low-income housing and support programs for the people who would steal bikes, and provide them with alternatives to petty theft. Call me for more tips.
- Ideally I would be looking to use it day by day as needed. So buy a pass with like 10 uses on it ... or whatever number. If I'm going into Toronto I can lock the bike in the secure area and it uses up "one pass" of the ten.
- This is ridiculous how the city is profiting off its failure to improve the bike theft problem. I would NOT pay.
- I would strongly prefer the city provide free bike parking options in the downtown area and work on solutions to make bike parking widely accessible and more secure
- I have no idea how it works. An explainer video would be good. Also \$40 for a card seems way out of line. I think that needs to be justified.

- Possibility of single day passes.
- I do not know why you think it is secure. Anyone with bolt cutters can get in there.
- I can see it being used by city employees who work at city hall, otherwise I can't see anyone else using it. I'm a cyclist and I would lock my bike outside of the place I'm visiting.
- As a downtown apartment dweller could store my bike off season?
- It should be free.
- The city should be offering more bike locks throughout the city, especially downtown. Please do not make individuals pay for safe keeping of their bikes. This is very inaccessible to the majority of the population. Some people bike b/c they do not have access to a car. Please help the people who live in poverty who sometimes steal bikes. Please stop endorsing taco bells. This food is killing people, the earth and our community. Please please please do not charge an absurd amount of money for this service.
- Can't really tell if this would be good value for me without knowing the cost.
- This should be made free in order to align with the city's sustainability priorities. Given that it's unstaffed (unlike the city of Toronto bike parkades), and that cycling needs support in Guelph, charging for access seems disingenuous at best.
- I am not interested in using the parkade. I might be interested if I worked at city hall. I want bike racks set up downtown so I can lock my bike close to where I want to visit. And frankly, I think the city should make the bike parking free. The capital costs of the parkade are paid for.
- I think someone can get in over the top if they wanted to. The prices seem a little steep but appreciate having that option. One in QC St. mall would be more central.
- Single inexpensive one time pass for people going downtown as I ride my bike all over but never downtown b/c too much risk for getting it stolen.
- Controlled access is fantastic; I would only feel comfortable with staffed surveillance. Incidences of bike theft in the downtown core especially near the train station (where I ride every day) are elevated. Also to consider: the security of users of the facility leaving and entering the facility in the early mornings and late evenings (the first train is 5:30 am and the last is after midnight).
- Are you responsible for subsequent thefts or damage? Is it 24/7?
- Take the money used for subscriptions and BUILD SOME BETTER PLACES TO LOCK BIKES SECURELY THROUGHOUT DOWNTOWN DAMMIT.
- Please keep the price very low!! No more than \$50 a year.
- I commute to GO via e-bike and I found that the area around the parkade doesn't feel safe early in the morning. I had someone lunge at me on Wilson Street and then watch me from outside the secure room. I wish that the door had a button on the inside instead of a sensor. It's very easy to accidentally trip when trying to park your bike, which makes the room feel less secure. I would also love to have frame locks on the bike racks so I can use my u-lock.

- The upfront one-time fee for a card feels like a disincentive. Is it possible to amortize that cost for subscribers who commit to longer term subscriptions? Re subscription costs, what would the cost be if the forty-bike facility was expected to produce the same revenue as the number of automotive parking spaces that the facility is displacing? Is more than what's proposed? Less? Is there a desire on the City's part to incent cycling? If so, then make it less expensive.
- Just make sure it can't be broken into.
- I have been using this facility all year, and the communication about the direction going forward has been awful. You have my email, why was I not even told about this survey? Also, why no question about the cost of the pass?
- Free.
- I'm not sure why it has to cost anything. I recognize the need to charge for the space to fund capital and operational costs, but I would rather see vehicle parking prices in the facility raised to cover the costs of the bike parking. Of course, without charging for on-street parking, that could be complicated.
- It works well for me. Seems to be empty most of the time.
- Another good idea ruined by Guelph ineptitude and greed. Cycling is supposed to be encouraged not punished. Get it together.
- More signage outside the building and at Guelph Central.
- Couples/family pricing. Education about properly locking bikes into racks, either demonstration or comprehensive poster in bike room. This is a great alternative for those of us who live downtown in an apartment with limited storage space, thanks for bringing it into the community.