

## Victoria Regional Transit Priority Corridors – Survey Summary

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*Date: June 18, 2013*

### Introduction

In June, as part of the consultation for the transit priority corridor project, a four-day traveling open house was conducted at various locations in the CRD utilizing the Transit Future Bus which encouraged the public to review the options and provide their feedback and opinions. The various events were attended by approximately 500 members of the public. In addition, an online survey was conducted and approximately 300 people provided feedback.

This report is a summary of the results conducted as part of BC Transit's public consultation regarding the three proposed dedicated bus lane configuration options for the Douglas street corridor, and two queue jumper lanes along both the McKenzie & Island Highway corridors.

### Survey Process

The survey delivered through face-to-face interaction on the Transit Future Bus and online via the BC Transit's website, drew on input from both the general public and BC Transit operators. The opportunities for public feedback described below, were promoted through ads, interior bus cards and a media advisory.

**Face-to-Face** This part of the survey was comprised of nine stops by the Transit Future Bus focused on the opinions of the general public and one stop focused on the opinions of BC Transit's operators. Onboard the transit future bus each visitor was allowed to designate their preferred Douglas street corridor option and leave a comment regarding any of the Victoria regional transit priority corridor plans.

**Self-reported** A three page survey was made available online via BC Transit's website. This survey included information on the proposed options for each of the three corridors, and allowed for each respondent to organize the three Douglas street corridor options from their first choice to third choice, leave a comment regarding any of the Victoria regional transit priority corridor plans, and list their age and frequency of transit use.

## Survey Results

### Self-Reported

The following are summaries of the over 300 responses to each of the five given questions on the survey made available via BC Transit's website.

#### 1. Organize the Douglas street corridor options A, B, and C from your first choice to third choice.

	First choice	Second choice	Third choice	Total Responses
Option A - Lane Conversion	163 (51%)	51 (16%)	107 (33%)	321
Option B - Additional Bus Lane	98 (32%)	61 (20%)	148 (48%)	307
Option C - Lane Conversion + Additional Bus Lane	67 (22%)	194 (62%)	50 (16%)	311

#### 2. Island Highway Corridor Queue Jumper Lanes - This corridor is important as transit service funnels through this area to West Shore. Two Queue Jumper Lanes, Goldstream Intersection northbound and Six Mile northbound to intersection. What do you think of the proposed queue jumper locations?

Response	Chart	Percentage	Count
I support the proposal.		70%	231
I support the idea but offer these comments...		13%	44
Doesn't impact me/I have no opinion on this proposal.		12%	39
I do not support the proposal. Please tell us why...		4%	14
<b>Total Responses</b>			<b>328</b>

#### 3. McKenzie Corridor Queue Jumper Lanes - The McKenzie corridor is one of the region's busiest crosstown routes for transit service today. Two Queue Jumper Lanes, Quadra east and west bound and Eastbound from Cedar Hill to Shelbourne. What do you think of the proposed queue jumper locations?

Response	Chart	Percentage	Count
I support the proposal.		72%	236
I support the idea but offer these comments...		12%	41
Doesn't impact me/I have no opinion on this proposal.		9%	31
I do not support the proposal. Please tell us why...		7%	22
<b>Total Responses</b>			<b>330</b>

#### 4. How often do you use public transit?

Response	Chart	Percentage	Count
5 days per week		30%	100
3 - 4 days per week		14%	47
1 -2 days per week		12%	42
A few times per month		12%	39
Infrequently		23%	78
Never		9%	31
<b>Total Responses</b>			<b>337</b>

#### 5. How old are you?

Response	Chart	Percentage	Count
17 and under		1%	3
18 to 29 years		18%	61
30 to 49 years		42%	140
50 to 64 years		29%	97
65 +		10%	34
Prefer not to answer		0%	1
<b>Total Responses</b>			<b>336</b>

#### Face-to-Face

A total of 101 members of the public and 30 operators designated their preferred Douglas street corridor option, with the following results.

**Table 1.** Victoria Regional Transit Priority Corridors Face-to-Face Survey on Proposed Options to Douglas Street Corridor

Response Options	Public Responses	Operator Responses	Total Responses
Option A – Lane Conversion	50	8	58
Option B – Additional Bus Lane	25	15	40
Option C – Lane Conversion + Additional Bus Lane	26	7	33

## Comments Summary

Numerous comments were received from the general public and BC Transit's operator during this survey with a summary as follows.

### General Public

#### **Douglas Street Corridor**

*Option A – “Good value!”, “Yes! Bike lanes”, “This should promote transit use”*

*Option B – “Doesn't deter car usage”, “Good start towards LRT”, “Need bike lanes!”*

*Option C – “Should transition to LRT nicely”, “Much needed bike lanes”, “Not enough bus priority”*

#### **Island Highway Corridor**

*“These are all great ideas!”, “Bikes will use Galloping Goose”, “Good if cars don't jam bus lane”*

#### **McKenzie Corridor**

*“Need to preserve bike lanes!”, “A great help during rush hour”, “Good if cars don't jam bus lane”*

### BC Transit's Operators

#### **Douglas Street Corridor**

*Option A – “Requires bus lane enforcement”, “Good pilot project”, “May move bottle-neck to Uptown”*

*Option B – “Keep bikes off Douglas!!”, “Needs enforcement during peaks”, “keep dedicated all day!”*

*Option C – “Good start towards LRT or second bus lane”, “dedicated lane in centre for AM/PM switch?”*

## Summary

Results from the two survey methods show support of option A by the general public and support of option B by BC Transit's operators in regards to the Douglas street corridor, and consensual support of both the McKenzie and Island Highway corridor's queue jumper options.