

Frequently Asked Questions

Origin Destination Household Travel Survey

Capital Regional District | September 2022

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How is my information kept private?

Any information collected will be protected per the provisions of the *Freedom of Information and Protection of Privacy Act*. Data gathered is processed, stored and used in a form that does not permit any individual household or its members to be identified. Names, addresses and phone numbers are deleted from the data file at the conclusion of the survey's data collection phase.

After completing the survey, participation can be withdrawn before December 31, 2022, by contacting Malatest's toll-free survey hotline at 1.888.430.2115 or email at info@crdtravelsurvey.ca. For more information about Malatest's privacy policy, visit <https://www.malatest.com/privacy-policy/>.

What do I do if I lose my letter with my secure login code?

If you have misplaced your secure access code, please contact Malatest's toll-free survey hotline at 1.888.430.2115 or email info@crdtravelsurvey.ca.

What is the survey information used for, and how will it benefit the region?

The survey data benefits local governments and communities within the Capital Regional District. The data will be used to:

- Update the regional transportation model
- Inform decisions about transportation infrastructure and development
- Provide monitoring data for transportation and climate action targets

What are the essential components of understanding regional travel behaviour?

To understand regional travel behaviour, we need to know where, when and how people travel.

How many households are surveyed?

In 2022, 7,645 households will be invited, representing approximately 4.2% of the regional population.

In 2017, 7,159 households completed the survey, representing approximately 4.2% of the regional population.

In 2011, 6,039 households completed the survey, representing approximately 3.5% of the regional population.

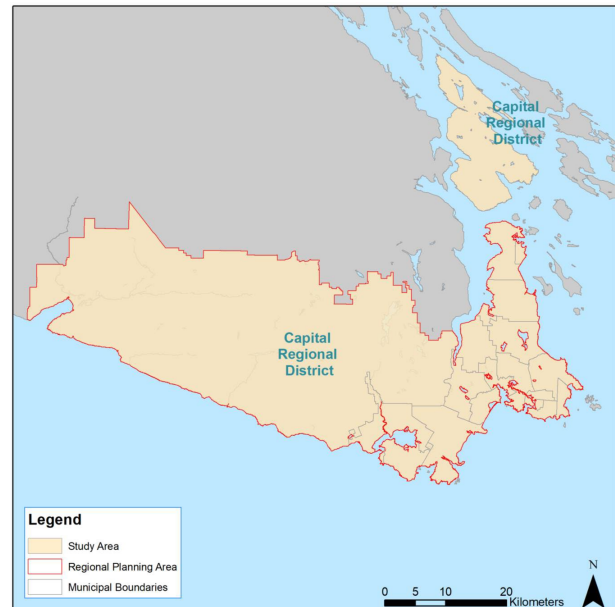
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Where is the study area?

The survey captures areas within the Regional Planning Area and Salt Spring Island boundaries. The Regional Planning Area (RPA) consists of the thirteen incorporated municipalities and the Juan de Fuca Electoral Area and corresponds to the area covered by the Regional Growth Strategy. Households from Salt Spring Island were included to build a better picture of travel from those regions to and from the RPA and the travel patterns of Salt Spring Island residents.



When is the survey being conducted?

The survey is being conducted from mid-September to November 2022.

Who is conducting the survey?

R.A. Malatest and Associates, a Victoria-based company, is conducting the survey. They conducted past surveys, the OD survey in both 2017 and 2011. Surveys may be completed online at www.crdtravelsurvey.ca or over the phone at 1.888.430.2115.

How can residents confirm that the survey is legitimate?

Residents can confirm the survey is the legitimate Origin Destination Household Travel Survey if they receive a letter signed by Colin Plan, CRD Board Chair, with a secure access code directing them to complete a survey at www.crdtravelsurvey.ca. Some households may also be called by R.A. Malatest and Associates directly by phone.

How are residents selected to participate?

Participants are selected randomly from demographics and residence location to collect information on travel from a statistically relevant sample of study area households. Questions or concerns about this research for the CRD can be directed to Malatest's toll-free survey hotline at 1.888.430.2115 or email info@crdtravelsurvey.ca

When have OD Travel Surveys occurred?

1992, 2001, 2006, 2011, 2017 and now in 2022

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Whom do I contact if I have more questions?

If you have questions about the survey, call the toll-free survey hotline at 1.888.430.2115 or email info@crdtravelsurvey.ca. For further information, visit www.crdtravelsurvey.ca.

For questions about CRD transportation research, contact CRD Regional and Strategic Planning at 250.360.3160 and regionalplanning@crd.bc.ca.

2017 Survey Findings

What were the key findings of the 2017 survey?

- At a regional level, there was an increase in active transportation and transit mode share from 22.4% in 2011 to 26.6%.
- The percentage of trips taken using active transportation and transit is coming closer to the Regional Growth Strategy target of 45% of all trips by 2038.
- The increased use of active transportation and transit aligns with the regional trends identified in the 2016 census and with data from travel surveys and censuses for many other mid to large sized regions across Canada.
- The growth in overall trips is less than the population growth.
- The number of discretionary trips has decreased.
- Transit mode share has seen notable increases, bucking trends in other parts of Canada and the USA, where transit ridership has plateaued or declined.
- Jurisdictions with greater land-use density show the most notable increases in active transportation.

Were there differences between different municipalities and sub-regions?

Communities with more density have significantly fewer automobile trips and a correlating increase in walking and cycling. This local example confirms international literature indicating that land use planning is the best way to reduce car dependency and, in particular, more compact communities.