



Durham Region

Bicycle Parking Guidelines

Appendix B: Engagement Summary

Prepared by: Stuckless Consulting



STUCKLESS
CONSULTING INC.
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1 Engagement Summary

1.1 Introduction

1.1.1 Objectives

Engagement with internal and external partners is critical to developing guidelines that are actionable for local partners and lead to bicycle parking that meets local community needs. Our objectives for project engagement activities included:

- Share information about the project.
- Inform goals and objectives of the guidelines.
- Understand community concerns and needs related to bicycle parking, including needs of equity deserving communities.
- Understand how bicycle parking impacts ridership.
- Inform current inventory review.
- Inform guidelines, including bicycle parking types and placement.
- Inform prioritization analysis and implementation.

1.1.2 Approach

The engagement approach included:

- Centring community members as experts.
- Engaging with people where they are at, including on local cycling routes, at community facilities, at school, etc.
- Working with local partners to ensure that diverse communities are heard.
- Making it easy and fun for people to provide feedback.
- Delivering accessible engagements by booking accessible event venues, providing people with several ways to register and participate, using plain language in communications, and ensuring that documents and online platforms are accessible and meet Accessibility for Ontarians with Disabilities Act (AODA) standards.



1.1.3 Audiences

Key audiences identified for engagements were as follows:

- **Regional staff**
 - Community Growth and Economic Development
 - Transportation Planning
 - Tourism
 - Sustainability
 - Works
 - Transportation Infrastructure Management
 - Rapid Transportation and Active Transportation
 - Traffic Engineering and Operations
 - Maintenance and Operations
 - Transportation Design
- Chief Administrative Officer (CAO)'s Office
 - Diversity, Equity, and Inclusion
 - Corporate Communications
- Finance
- Durham Region Transit (DRT)
- **Area Municipal Staff**
 - Town of Ajax
 - Township of Brock
 - Municipality of Clarington
 - City of Oshawa
 - City of Pickering
 - Township of Scugog
 - Township of Uxbridge
 - Town of Whitby
- **Key Agencies**
 - Ministry of Transportation, Ontario (MTO)
 - Central Lake Ontario Conservation Authority
 - Metrolinx
 - Parks Canada
 - Lake Simcoe Region Conservation Authority



- Toronto and Region Conservation Authority
- Ganaraska Region Conservation Authority
- Kawartha Conservation Authority
- **Regional Advisory Committees**
 - Durham Active Transportation Committee (DATC)
 - Durham Region Accessibility Advisory Committee
- **Indigenous organizations**
 - Mississaugas of Scugog Island First Nation
 - Alderville First Nation
 - Hiawatha First Nation
 - Curve Lake First Nation
 - Chippewa Nations of Georgina Island, Beausoleil and Rama
 - Métis Nation of Ontario
- **Related local cycling and active transportation groups**
 - Durham Region Cycling Coalition (DRCC)
 - Waterfront Regeneration Trust
 - Ontario By Bike
- **Schools**
 - Durham District School Board
 - Durham Catholic District School Board
 - Ontario Tech University
 - Durham College
 - Trent University – Durham Campus
- **Community members, including:**
 - Youth and families
 - Seniors
 - Newcomers
 - People with disabilities
 - Women
 - People on low incomes
 - People of colour



1.1.4 Scope

To build trust and host meaningful engagements, it is critical that participants understand what outcomes can be influenced by their participation. In **Table 1-1** we identify what items are in-scope for engagement participants to inform and influence, and what items are out of scope. This scope of influence informed the planning of engagement activities and communicated to participants.

Table 1-1: Scope of influence for engagement

In scope	Out of scope
<ul style="list-style-type: none"> Goals and objectives Guidelines for bicycle parking types and placement recommendations Types of bicycles being used or preferred Helpful features of bicycle parking 	<ul style="list-style-type: none"> Specific placement and locations of bicycle parking facilities Specific facility designs Budget for implementation Installation timing

1.2 What We Did

A series of 14 engagement activities were planned and tailored to the project's needs in coordination with regional staff. The details of each activity conducted are outlined in **Table 1-2**, and described below.

Table 1-2: Overview of engagement activities

Activity	Date	Location
Project webpage	July 2025 (launch)	Your Durham platform
Online survey	July 9 to 28, 2025	Microsoft Teams
Indigenous outreach	September 2025	Email
Regional staff workshop #1	August 12, 2025 1:00 to 2:00pm	Microsoft Teams
Area municipal and agencies workshop #1	August 13, 2025 2:00 to 3:00pm	Microsoft Teams
Durham Region Cycling Coalition listening session (#1)	September 5, 2025 10:00am to 12:30pm	Bike-about starting at Whitby GO station



Activity	Date	Location
Abilities Centre Listening session (#2)	September 11, 2025 10:30am to 12:00pm	Abilities Centre
Ontario Tech University Listening session (#3)	September 25, 2025 12:00pm to 2:00pm	Business and Information Technology Building
Businesses listening session (#4)	October 22, 2025 11:00am to 12:00pm	Microsoft Teams
Public information centre (PIC)	September 25, 2025 6:00 to 8:00pm	Iroquois Park Sports Centre
Accessibility Advisory Committee presentation	September 23, 2025 1:00pm	Regional Headquarters Building
Durham Active Transportation Advisory Committee presentation	October 9, 2025 7:00 to 7:30pm	Hybrid (Regional Headquarters /Microsoft Teams)
Area municipal and agencies workshop #2	October 27, 2025 10:00 to 11:00am	Microsoft Teams
Regional staff workshop #2	October 29, 2025 2:00 to 3:00pm	Microsoft Teams

1.2.1 Project webpage

A project page was launched on the Region's "Your Durham" platform in July 2025. The project page was used to share information about the project and engagement opportunities and provided an opportunity for community members to sign-up to receive project updates. Materials including the online survey, notice of public information centre (PIC), and the boards from the PIC were shared on the page, available at: <https://yourvoice.durham.ca/bicycleparking>.

1.2.2 Online survey

An online survey was conducted from July 9th to 28th and was hosted on Microsoft Teams. The purpose of the survey was to get early input from the public about their experiences, concerns, perceptions, needs, and ideas related to bicycle parking.

A link to the survey was shared on the project webpage, and promoted through the Region's various communications channels, including a short video shared on Facebook and LinkedIn. Postcards promoting the survey were handed out in Ajax on



July 12 as part of a Waterfront Trail pop-up and micromobility demonstration event hosted by the Town of Ajax (**Figure 1.1**).

The survey was also promoted in news articles posted by Durham Radio News and the Clarington Post and promoted on Instagram by DRT.

Participation in the survey was voluntary.



Figure 1.1: Promotional postcard for survey

1.2.3 Indigenous outreach

Indigenous outreach was conducted in coordination with Debbie Ellis, the Region’s Manager of Indigenous Relations. Information about the project and an invitation to provide input was prepared by the Project Team and then circulated to Indigenous organizations by the Manager of Indigenous Relations.

1.2.4 Workshops

A series of virtual workshops was hosted for two groups of partners (1) Regional staff, and (2) area municipal staff and agency partners. Each group participated in two workshops: the first in August providing an overview of the project and highlights from the best practice review, and the second in October providing an update on engagements and draft recommendations. Each workshop was one hour in duration and included a power point presentation delivered by the project team, followed by a question-and-answer session for participants.

The agendas for each workshop were as follows:

Agenda – workshop series #1

1. Project overview
2. Jurisdictional scan and best practices
3. Field visit insights



4. Engagement overview and survey results
5. Group discussion and questions
6. Next steps

Agenda – workshop series #2

1. Project refresher and status update
2. Engagement update
3. Draft guideline structure and recommendations
4. Questions
5. Next steps

The power point presentation was circulated by email following each workshop alongside meeting minutes. Participants were given 2.5 weeks to submit feedback on draft engagements after the October workshop series. Feedback was shared by email via regional staff.

1.2.5 Listening Sessions

Four small group listening sessions were hosted with community partners to introduce the project and collect input from identified key audiences. The format of each listening session was different as they were tailored to suit each audience.

Listening Session #1 – Durham Region Cycling Coalition

The first listening session was hosted on September 5, 2025, as a bike-about and group discussion with members of the Durham Region Cycling Coalition (DRCC). The intent was to experience and discuss bicycle parking at key destinations for the group. The bike-about route was proposed by the DRCC and included stops at the Whitby GO station, Kid's Safety Village, Peel Park, Julie Payette Public School, Whitby Town Square, Whitby Public Library – Rossland Branch, and Regional Headquarters. A map of the route is provided below (**Figure 1.2**). In addition to stopping at key destinations to discuss the provision of bicycle parking, the group stopped at Whitby Town Square to have a 30-minute facilitated discussion with the project team.

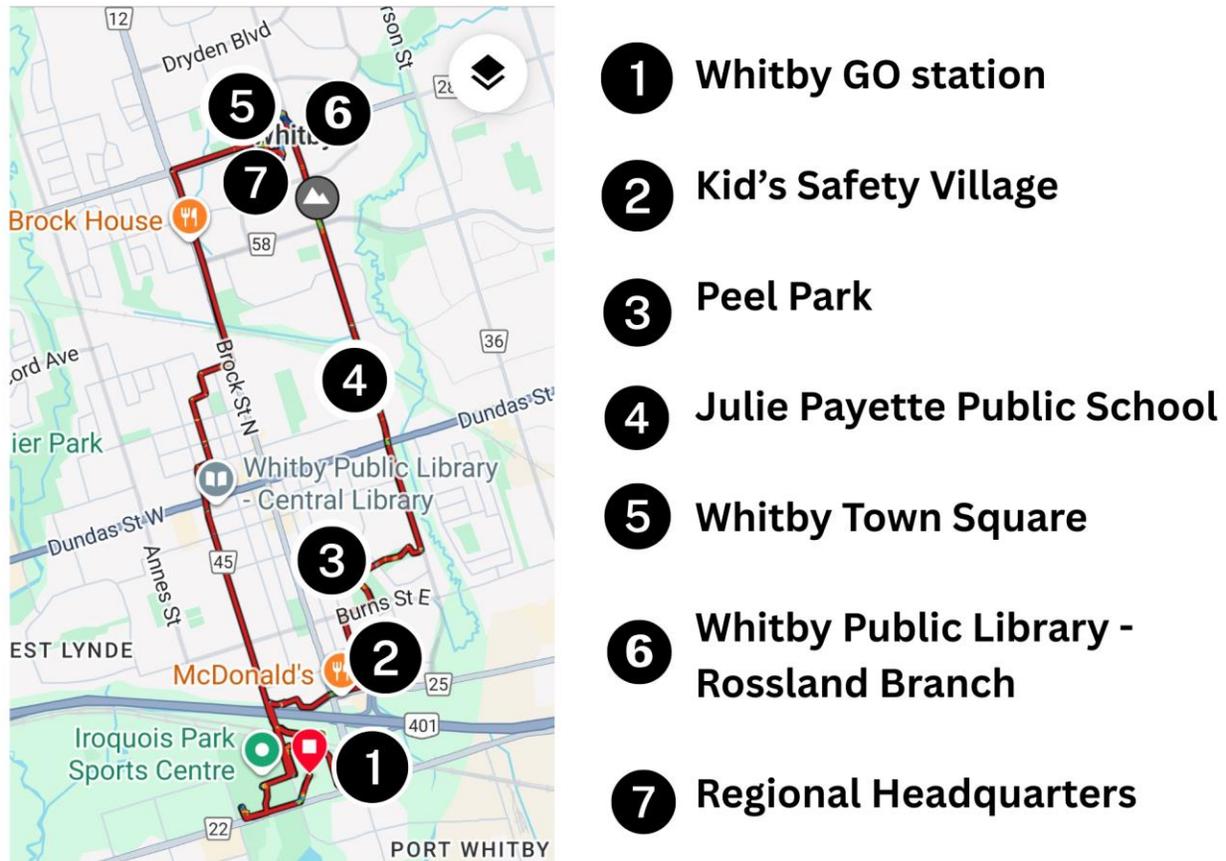


Figure 1.2: Map of the bike-about route with the DRCC

Listening session #2 – Abilities Centre

For our second listening session, the project team facilitated a discussion and site visit with staff at the Abilities Centre, an inclusive, accessible, and barrier-free community hub located in Whitby. As part of the listening session, the group visited the outdoor, on-site bicycle parking as well as the field house where members informally store their bicycles (**Figure 1.3**). Following the site visits, participants met in the Music Room to share additional thoughts on bicycle parking using a Mentimeter poll and through group discussion. The event was held on September 11, 2025, and organized in coordination with a staff contact.



Figure 1.3: Bicycle parking site visit at the Abilities Centre

Listening session #3 – Ontario Tech University

The project's third listening session was hosted as a pop-up in the Business and Information Technology Building on the Ontario Tech University campus on September 25, 2025. The project team set up a table in the lobby to speak with students as they passed through the area (**Figure 1.4**). Two boards were also set up, one providing information about the project, and the other prompting students to share their bicycle parking stories either verbally with the project team or in writing using post it notes and pens provided. Granola bars, bicycle lights, and bicycle bells were distributed to participating students. The pop-up was organized in coordination with the University's office of Campus Infrastructure and Sustainability.



Figure 1.4: Speaking to students at Ontario Tech University

Listening session #4 – Smart Commute and Bicycle Friendly Businesses

Our fourth and final listening session was hosted virtually (Microsoft Teams) on October 22, 2025 for businesses in the Region’s Smart Commute and Bicycle Friendly Businesses networks. A list of businesses was prepared by regional staff and businesses were invited by email. Participating businesses received a presentation from the project team introducing the project and sharing lessons learned from the best practices review. Participants then participated in a facilitated discussion about their current bicycle parking and bicycle parking needs using a Mentimeter poll, and Microsoft Teams chat.

1.2.6 Public information centre

A PIC was hosted in the lobby of the Iroquois Park Sports Centre on September 25, 2025, from 6-8pm. The venue was chosen to connect with people, especially families, as they visited the Centre for evening activities. As part of the PIC, the project team set up 12 information and engagement boards, sharing information about the project, and prompting participants to share their thoughts using dotmocracy, post it notes, and conversation with the project team. A copy of the boards from the PIC were made available on the project webpage after the event.



1.2.7 Advisory committee presentations

Short presentations were delivered to both the Accessibility Advisory Committee and the Durham Active Transportation Committee as part of their regularly scheduled meetings. At each meeting, members of the project team delivered a short presentation introducing the project, sharing information from the best practices review, and posing a series of engagement questions to members. During the Accessibility Advisory Committee meeting, members had enough time to provide feedback as part of the meeting. The Durham Active Transportation Committee was asked to provide their input by email as a follow-up to the meeting.

1.3 Who we heard from

Overall, the project team estimates having direct engagement with 1,100 partners and community members, as well as more than 23,000 online impressions for the project. This section provides an overview of who we heard from at each engagement, and the identified engagement gaps (see **Table 1-3**).

1.3.1 Participant overview

Table 1-3: Overview of who participated in engagement activities

Activity	Number of participants	Participant details
Project webpage	1,000	- 1,000 visitors to webpage
Online survey	165	<ul style="list-style-type: none"> ■ Majority (93 per cent) live in Durham Region. ■ Respondents cycle frequently (67 per cent cycle at least once per week). ■ Respondents represent a cross section of ages from 18+. ■ Half of respondents identify as male (50 per cent), 33 per cent as female, 13 per cent prefer not to answer, four per cent as other. ■ Low response from people who identify as Indigenous (one per cent) or racialized (10 per cent), from people with disabilities (five per cent) and students (five per cent). ■ Most respondents have access to a motor vehicle (86 per cent).



Activity	Number of participants	Participant details
Social media impressions	23,352	<ul style="list-style-type: none"> ▪ 23,352 impressions across Facebook and LinkedIn.
Regional staff workshop #1	16	<ul style="list-style-type: none"> ▪ Representatives from Operations and Fleet Services, Transportation Infrastructure Management, Transportation Infrastructure Design, Rapid Transit and Active Transportation Implementation, Diversity, Equity, and Inclusion, Durham Regional Transit, Transit Oriented Development, Community Growth, Environment and Climate, Tourism, Capital Planning and Corporate Asset Management, Community Relations and Engagement.
Area municipal and agencies workshop #1	19	<ul style="list-style-type: none"> ▪ Representation from Ontario Tech University, Trent University (GTA Campus), Rouge National Urban Park, Lake Simcoe Region Conservation Authority, Central Lake Ontario Conservation Authority, Municipality of Clarington, Town of Ajax, City of Oshawa, Town of Whitby, Durham District School Board, Durham Catholic District School Board, Durham Region Active Transportation Committee, Township of Uxbridge, City of Pickering, Toronto and Region Conservation Authority, Ministry of Transportation
Listening sessions	56	<ul style="list-style-type: none"> ▪ Three members of the Durham Region Cycling Coalition. ▪ 10 Abilities Centre staff from the Therapeutic Recreation Department, Front Desk, and Education and Training teams. ▪ Approximately 40 students at the Ontario Tech University pop-up. ▪ Three business representatives.
Public information centre	50	<ul style="list-style-type: none"> ▪ Approximately 50 participants in the in-person PIC, including families at the rec centre for sport activities. ▪ Demographic details not collected. ▪ No additional comments submitted after the PIC.



Activity	Number of participants	Participant details
Advisory Committee presentations	17	<ul style="list-style-type: none"> ■ 10 members of the Accessibility Advisory Committee. ■ Seven members of the Durham Active Transportation Committee.
Area municipal and agencies workshop #2	20	<ul style="list-style-type: none"> ■ Representatives from Ontario Tech University, Rouge National Urban Park, Central Lake Ontario Conservation Authority, Municipality of Clarington, Town of Ajax, City of Oshawa, Town of Whitby, Durham District School Board, Durham Catholic District School Board, Toronto and Region Conservation Authority, Ministry of Transportation, Township of Scugog.
Regional staff workshop #2	15	<ul style="list-style-type: none"> ■ Representation from Traffic Engineering and Operations, Risk Management and Insurance, Transit Oriented Development, Community Growth, Transportation Infrastructure Management, Population Health, Capital Planning and Corporate Asset Management, Transportation Infrastructure Management, Rapid Transit and Active Transportation Implementation, Durham Regional Transit, Environment and Climate, and Diversity, Equity, and Inclusion.

1.3.2 Engagement gaps

Throughout the project, the project team did not receive direct input from Indigenous communities. Outreach was conducted in coordination with the Region's Manager of Indigenous Relations, however, no comments or expressions of interest in an engagement session were received.



1.4 What we heard

This section provides a summary of the input provided by participants as part of each engagement activity. The purpose of this section is to document input to inform the key themes and takeaways and project next steps.

1.4.1 Online survey

Responses from 165 survey participants were organized and analyzed to extract key findings. Those findings are summarized below.

1.4.1.1 Importance of bicycle parking

- Nearly all (90 per cent) of respondents indicate that having safe, secure bicycle parking is important in choosing whether to ride their bicycle to a particular location. Two thirds (68 per cent) of respondents rated safe, secure bicycle parking as being very important (**Figure 1.5**).
- 71 per cent of survey respondents also indicated that if bicycle parking were improved, they would be more likely to cycle in Durham Region (**Figure 1.6**).

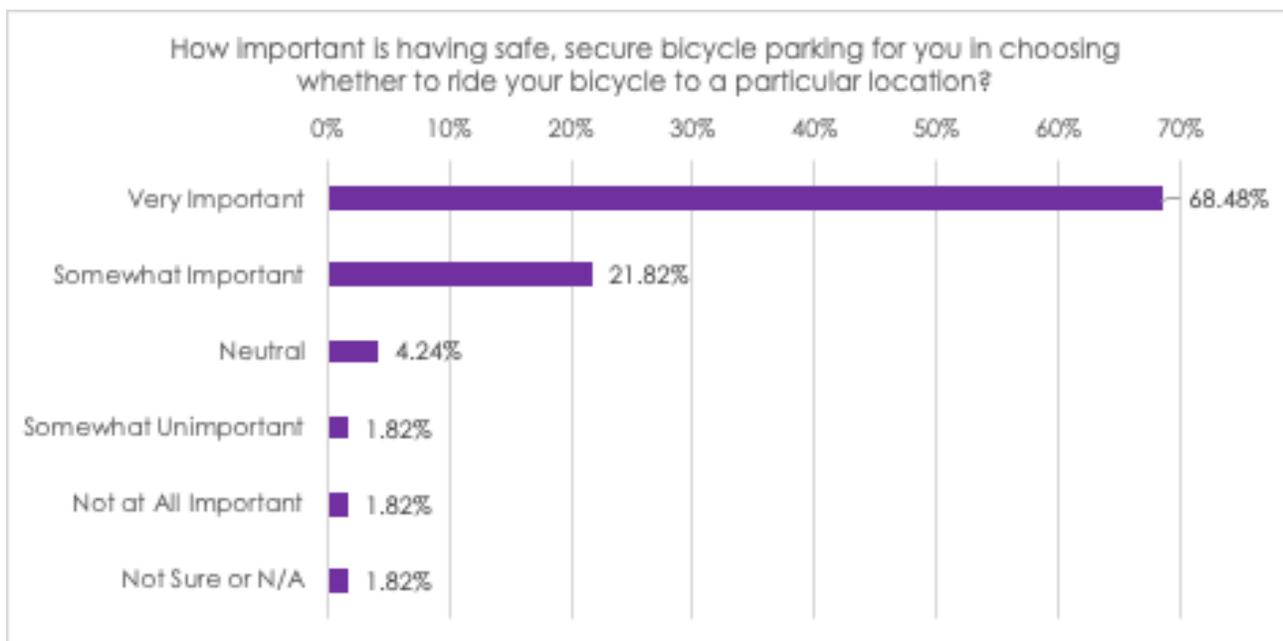


Figure 1.5: Importance of secure bicycle parking

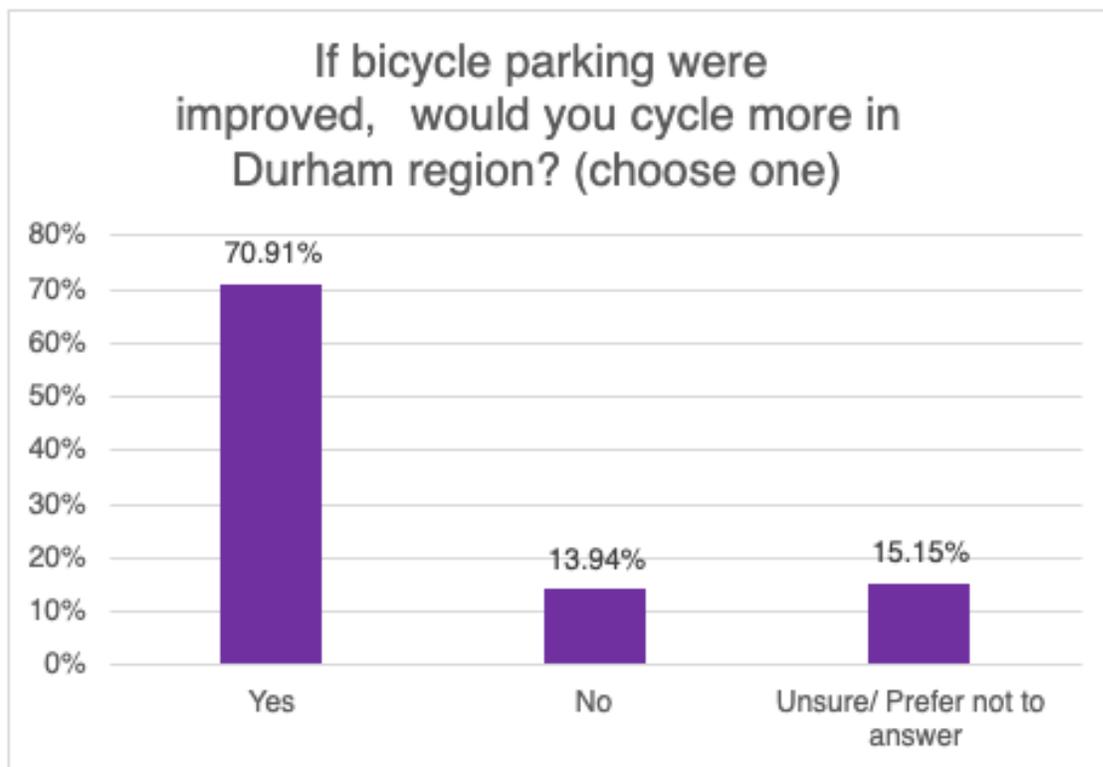


Figure 1.6: How improved bicycle parking would impact cycling frequency

1.4.1.2 Satisfaction with current bicycle parking

- Satisfaction with the current availability of bicycle parking is low, with 61 per cent of respondents indicating that they are either very dissatisfied or dissatisfied.
- Only 11 per cent of respondents indicate being satisfied or very satisfied with bicycle parking. Another 15 per cent are neutral on the matter, and 13 per cent unsure (**Figure 1.7**).
- While satisfaction is low across all respondents, women are less likely to report being satisfied with the current availability of bicycle parking than men (five per cent of women report being satisfied, compared to 16 per cent of men) (**Figure 1.8**).

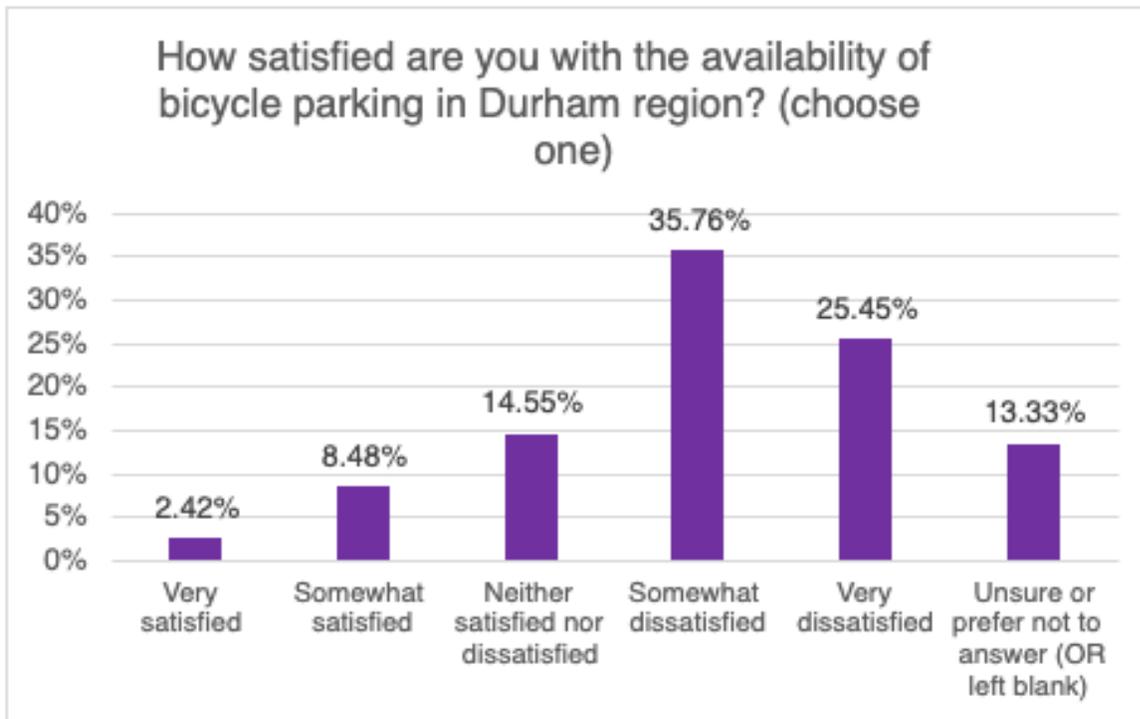


Figure 1.7: Satisfaction with availability of bicycle parking

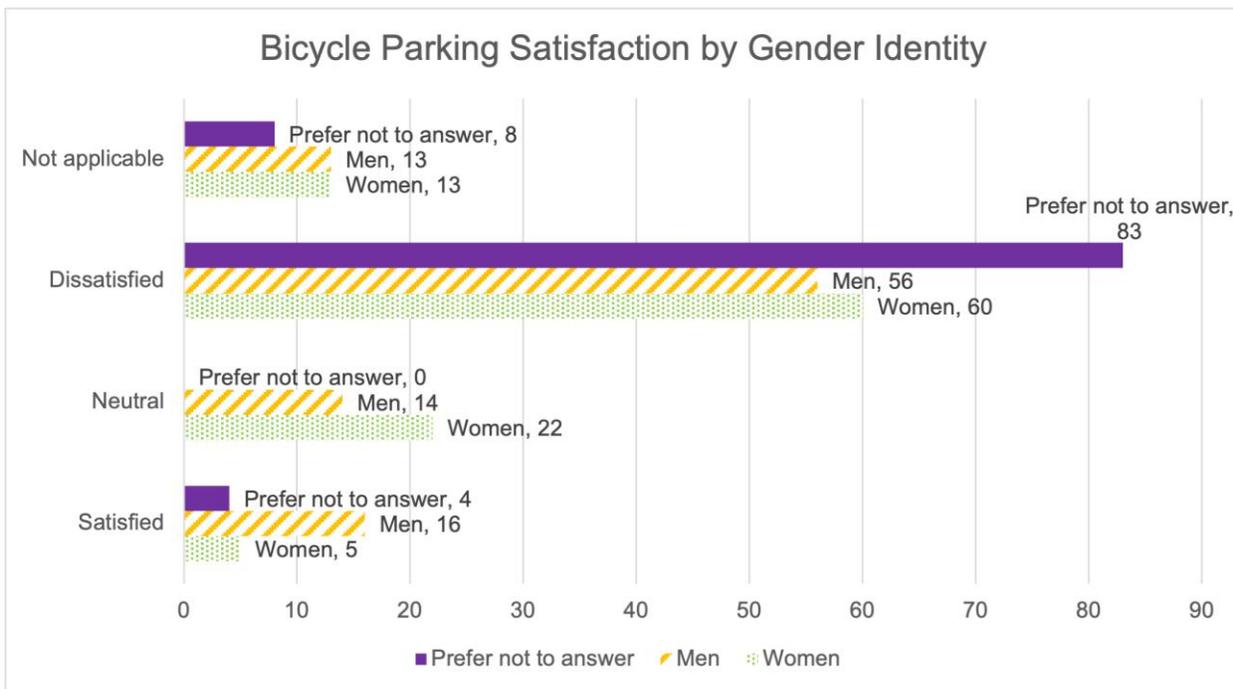


Figure 1.8: Gender and bicycle parking satisfaction





1.4.1.3 Types of bicycle parking

- The most used type of bicycle parking currently is “locked to a non-bike rack structure” such as a tree or post (42 per cent) (**Figure 1.9**).
- Other commonly used bicycle parking includes:
 - On-street bicycle parking, like a post and ring rack (41 per cent).
 - Bike rack in a parking structure (22 per cent).
 - Other (20 per cent).
- Bringing bicycle into the workplace (19 per cent).
- Few respondents were using or had access to bicycle stations (eight per cent) or bicycle rooms or lockers (six per cent).
- Ten per cent (10 per cent) of survey respondents indicate that they leave their bicycles unsecured.
- When asked what type of bicycle parking respondents would most like to see in Durham Region, post and ring or inverted-U racks were the most popular at 60 per cent of respondents (**Figure 1.10**).
- Respondents also indicated a desire for bicycle stations (53 per cent), bicycle racks (46 per cent) and bicycle lockers (36 per cent).

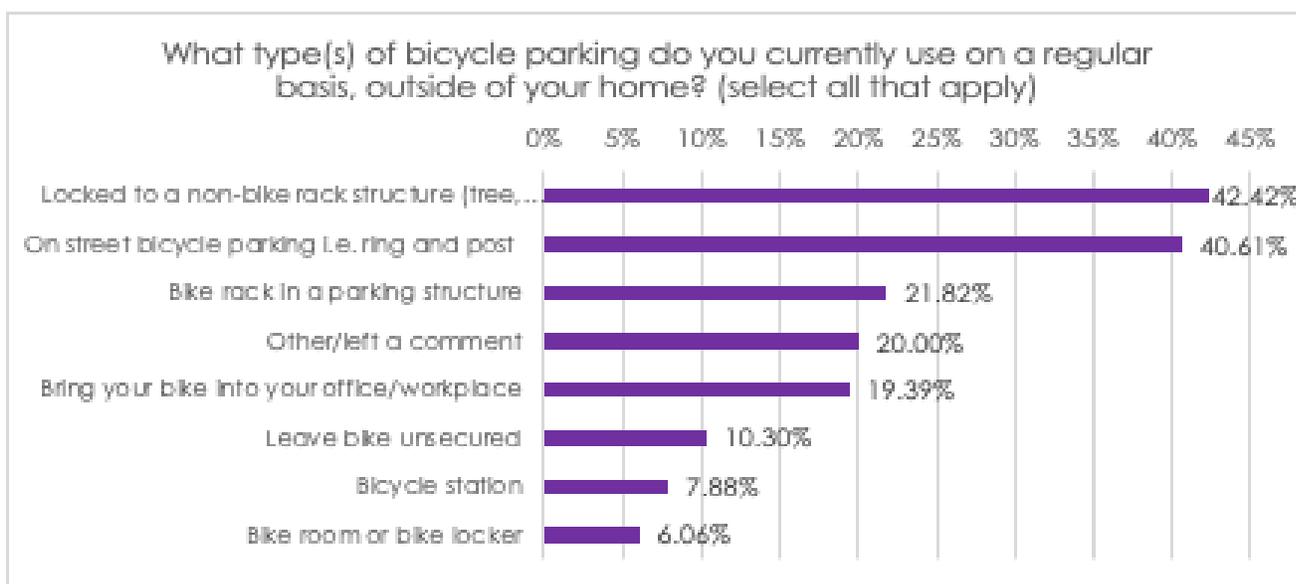


Figure 1.9: Types of bicycle parking currently being used

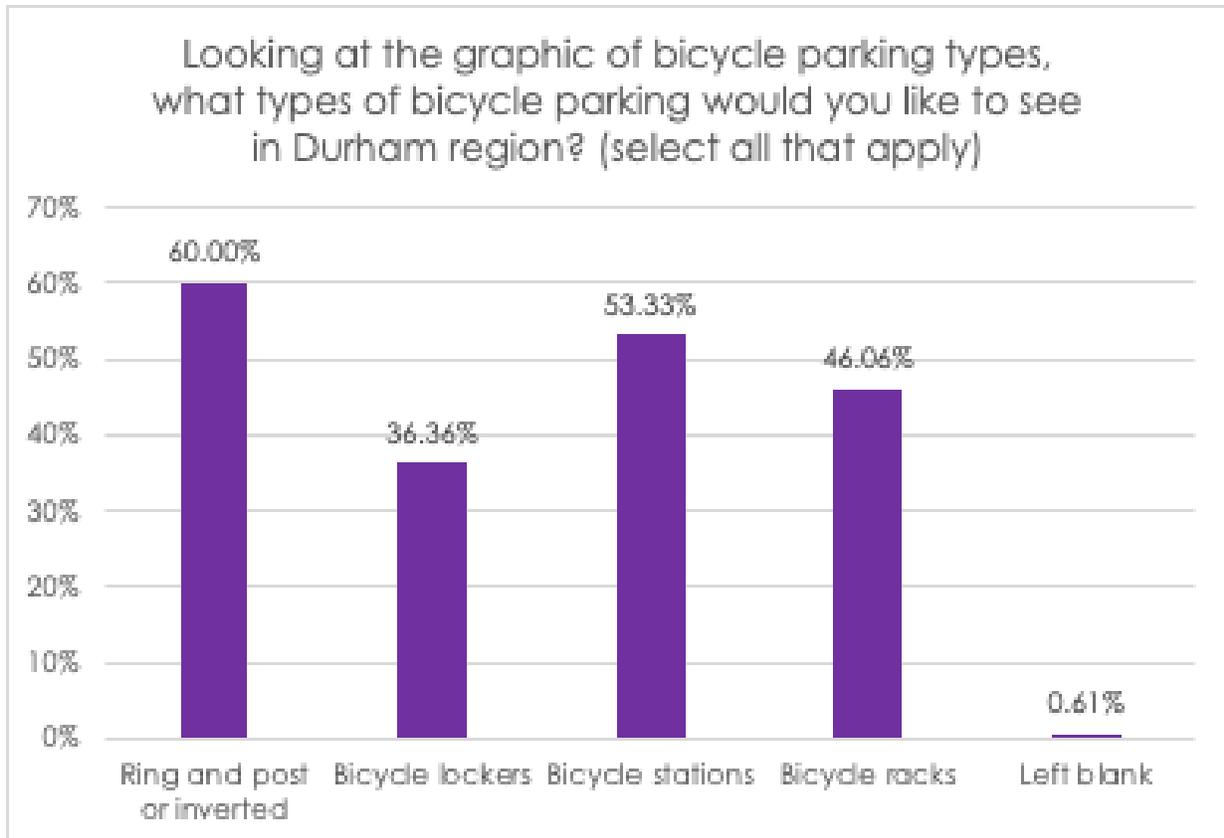


Figure 1.10: Desired types of bicycle parking

1.4.1.4 Types of devices respondents wish to park

- The most common type of device that respondents park, or would like to park, in Durham Region are city/hybrid/cruiser bicycles, as identified by 55 per cent of respondents (**Figure 1.11**).
- Other popular types of devices include:
 - Road bicycles (28 per cent).
 - Mountain bicycles (27 per cent).
 - E-bikes with narrow tires (21 per cent).
- Few respondents indicated a desire to park e-bikes with wide tires (nine per cent), folding bicycles or e-bikes (three per cent), bikes with a trailer or child seat (two per cent), cargo bicycles or e-cargo bicycles (two per cent), children's bicycles (two per cent), kick scooters or e-scooters (two per cent), or recumbent or adaptive bicycles (one per cent).

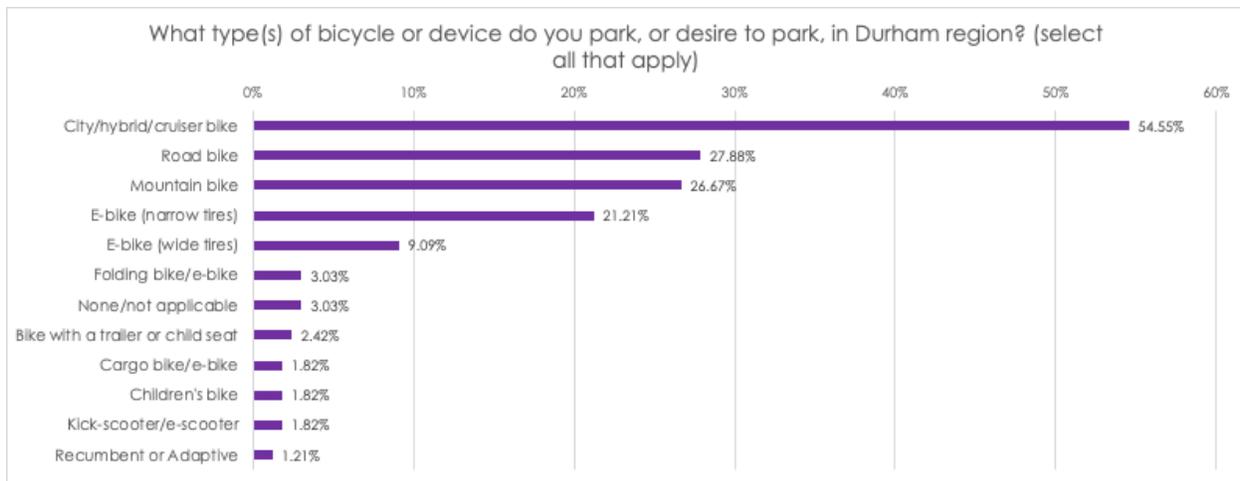


Figure 1.11: Types of devices to be parked at bicycle parking

1.4.1.5 Bicycle parking barriers

- The most cited barrier experienced by respondents while trying to park a bicycle in Durham Region was having no bicycle parking at the destination (61 per cent) (**Figure 1.12**).
- Other barriers included:
 - Bicycle parking not being secure enough (48 per cent)
 - Bicycle parking not conveniently located at destination (40 per cent)
 - Not enough bicycle parking at destination (27 per cent)
 - A low per centage of respondents reported experiencing no issues when parking their bicycle (12 per cent).
 - A low per centage of respondents indicated that a lack of charging plug for their e-bike was a barrier (eight per cent).
- Concerns about bicycle theft were high amongst respondents, with 88 per cent of respondents indicating that they are either very concerned or somewhat concerned about bicycle theft (**Figure 1.13**).
- Less than one per cent of respondents indicated that they were not at all concerned about bicycle theft.

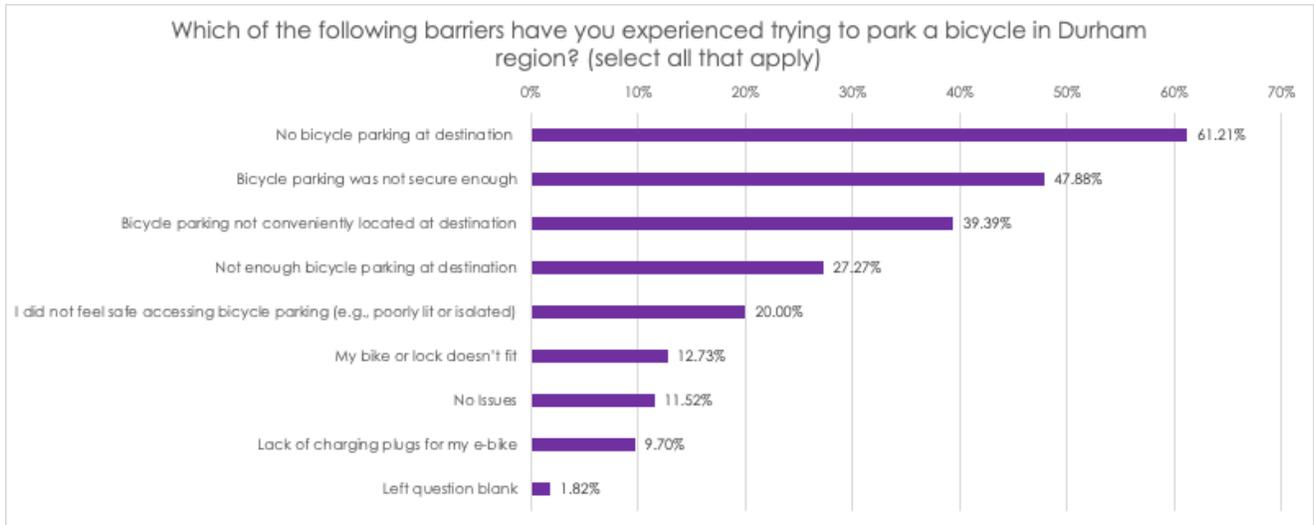


Figure 1.12: Barriers to parking a bicycle

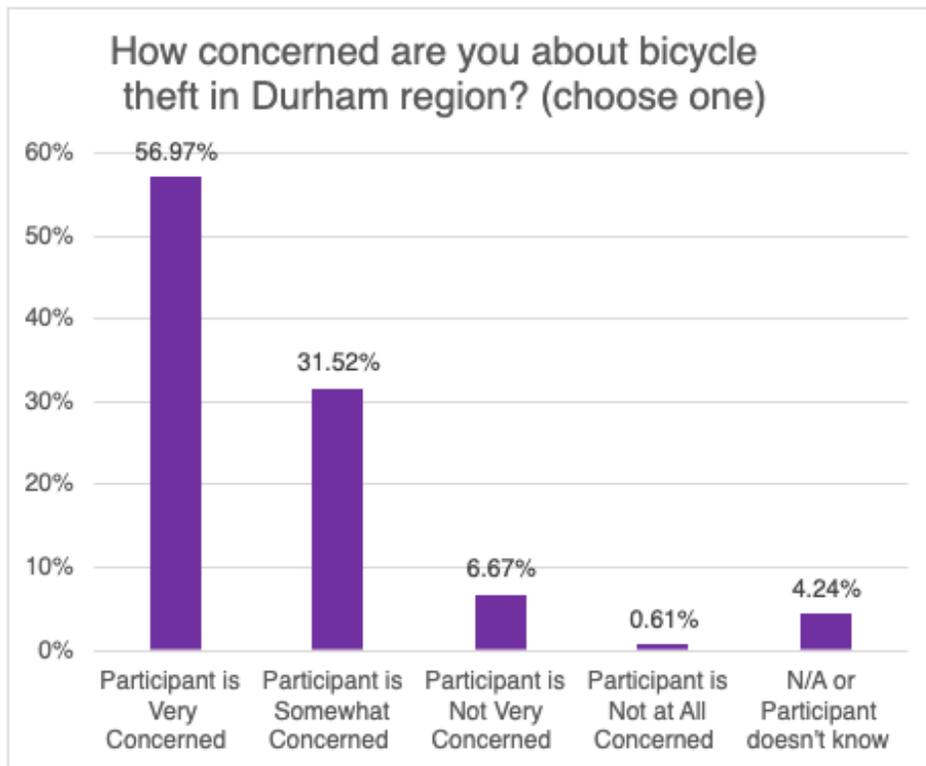


Figure 1.13: Concerns about bicycle theft

Survey respondents were also asked a series of open-ended questions about where they would like to see bicycle parking and any positive experiences they had while parking their bicycle.





Respondents reported three consistent themes in their experiences with bicycle parking in Durham Region:

- First, many identified clear availability gaps, especially at grocery stores, plazas, libraries, schools, parks, and malls, noting that racks are either missing or too few to meet demand.
- Second, concerns about security and placement strongly shaped respondents' decisions, with stolen bicycles, hidden racks, and poorly maintained lockers leading to low trust in current facilities.
- Finally, respondents stressed that parking alone is not enough; Safe, connected cycling infrastructure and supportive policies are needed to make parking improvements meaningful.

A few sample comments include:

- “Nearly all Canada Post locations are devoid of bike racks. Many plazas also lack bike parking. Quite a few grocery stores lack them too,”
- “After having 3 bikes stolen, I was forced to drive to Whitby GO.”
- “Don’t put bike parking in out-of-the-way locations as it makes theft easy. I have had 2 bikes stolen at Pickering GO station,”
- “Not safe to park an expensive bike anywhere in Durham. [The] Bike lockers I have encountered are filthy.”
- “Businesses be required to provide secure bike parking in public areas.”
- “Best bicycle parking in the world won’t matter when biking infrastructure is dangerous.”
- “Please plan to improve bike lanes on the roads!”

1.4.2 Workshops (series #1)

1.4.2.1 Regional staff workshop

The following comments were documented by meeting participants:

- **Transit connectivity:** Cycling facilities are important for making the first and last mile connection to transit such as BRT or Aerial Cable Car Technology (ACCT); however, there are safety challenges as cyclists are vulnerable road users. Guidelines should provide design guidance specifications for transit stops and stations.
- **Tourism connections:** Region is working on rural cycling loops to connect people cycling to tourism destinations. Wayfinding support is being planned. There is a need for bicycle parking at loop starting points and near Ontario By



Bike certified businesses, some of which face challenges with certification due to lack of bicycle parking.

- **Academic outreach:** Suggested conducting outreach to school boards and post-secondary institutions, including Ontario Tech, which is working on safe routes to campus.
- **Accessibility:** Recommended alt text, audio descriptions, and live descriptions for all maps and images in presentations. Suggested connecting with Spinal Cord Injury Ontario, noting the group includes recumbent bicycle users.

1.4.2.2 Area municipal and agencies workshop

The following comments were documented by meeting participants:

- **Climate change:** The project team was encouraged to incorporate climate change and eco-friendly design into the guiding principles. Multipurpose bicycle parking can be part of supporting climate adaptation (e.g., rainwater management, flash-flooding considerations). Recommendation that guidelines incorporate recommendations around shelter designs that integrate with solar charging, particularly for trailheads.
- **Major hubs:** Inquiry about how the project will partner with major hubs (e.g., GO Stations, university campus).
- **Campus outreach:** Project team invited to connect for on-campus outreach in September at Ontario Tech University.
- **Implementation challenges:** Ajax has encountered a gap between requirements in municipal guidelines and Association of Pedestrian and Bicycle Professionals (APBP) and what is available within the marketplace. Specifications do not always match.
- **Business outreach:** Project team was encouraged to connect directly with businesses and private property owners to understand barriers to installing bicycle parking. Ajax highlighted that their Transportation Demand Management Plan includes an action to create a bicycle parking request program for small businesses and schools and also inquired about whether Ontario Power Generation (OPG) would be included as part of the project since they are a big employer.



1.4.3 Listening sessions

1.4.3.1 Listening session #1 – Durham Region Cycling Coalition

Key talking points from the bike-about and discussion include:

Access

- When bicycle parking is provided, safe access routes need to be provided so that people can use them. This includes expanding the cycling network so that people have safe spaces to cycle to their destination and ensuring that there is a safe route directly to where the bicycle parking is located (e.g., routes through busy parking lots, curb cuts).
- The group experienced access issues at the GO station, Whitby Town Square, and Regional Headquarters where there were multi-use pathways (MUPs) leading to the destinations, but no cycling facilities through the parking lot to the bicycle parking.
- Signage was also lacking to let people know where the bicycle parking is located. While this was an issue at all destinations, it was highlighted at the Whitby Public Library – Rossland Branch in particular where library staff told us many patrons were unaware of the bicycle rack at the other end of the plaza and lean their bicycles up against the window.

Context and user groups

- The idea of what secure bicycle parking is depends on where you are, and who is using the bicycle parking. While a post and ring racks may feel adequate for short-term parking during the day, people are likely to want more security at the destinations they commute to for longer periods of time (e.g., work, the GO station).
- Longer-term secure bicycle parking is likely to be enclosed, covered or indoors, and with closed access through a key code or tap card.
- Visual security ensures that parked bicycles can be monitored (e.g., in front of the principal's office at school instead of hidden around the side of the building). Visual security may be particularly important to women, so they feel safe accessing bicycle parking.
- It is important that the guidelines consider the various user groups for different destinations and types of parking.
- The guidelines should also be applicable in urban, suburban, and rural areas of the Region.



Convenience

- Bicycle parking should be conveniently located to use, and people will be less likely to go out of their way for short-term parking.
- The example shared on the bike-about was the bicycle rack in Peel Park, which was well located for users of the playground, or washrooms, but too far away from other facilities like the baseball diamond in such a large park.
- More than one parking facility should be considered at larger venues.

Developments

- Bicycle parking should be considered part of the development process for both private and public development. Public facilities like recreation centres should have to plan for bicycle access and parking as part of their development process. Private developers can provide bicycle parking as part of efforts to reduce the number of motor vehicle parking spaces provided on-site, but this only really works when the sites are safe and accessible by bicycle.
- The group also inquired about who is responsible for bicycle parking inside plaza developments – individual businesses or the plaza owners?

Perceptions of safety

- People are concerned about bicycle theft regardless of their actual chances of having a bicycle stolen. The group discussed how this will be an issue regardless of whether parking infrastructure is provided and expressed skepticism that educational initiatives or programs like bicycle registration would meaningfully improve perceptions of safety.

Library lending

- The group's stop at the Whitby Public Library – Rossland Branch introduced the project team to their lock lending program where library card holders can borrow a bicycle lock for the day. The program was advertised using stickers on the bicycle racks in the library plaza and is anecdotally used mostly by youth in the community.
- There is an opportunity for this program to be promoted more broadly and shared as an example with other libraries across the region.



Complementary information

- Information about bicycle parking should be easy to access, both online and in person. The example that was shared in discussion was about bicycle lockers at an arena in Oshawa where on site staff were not aware of the process for using them when DRCC members inquired.

1.4.3.2 Listening Session #2 – Abilities Centre

Key talking points from the site-visit and discussion include:

Staff and members not using provided bicycle parking

- Few bicycles were being parked at the bicycle racks provided outside, however, several staff noted bringing their bicycles inside when they biked to work. As seen in the field house, members were also informally leaving their bicycles inside, as opposed to at the bicycle parking.
- Front desk staff talked about how members will park their bicycles along railings and pipes just outside the front door, or bring their bicycle into the lobby and ask staff to watch their bicycle for them, instead of using the provided bicycle racks.
- It was noted that the bicycle parking was located at a door that is typically locked and not available for building entry, which is not convenient.

Accessibility

- As a site visited by people with disabilities, bicycle parking should accommodate a more diverse selection of bicycles and adaptive bicycles.

Desire to bring bicycles inside

- Staff parking their bicycles for the duration of their shift expressed a strong desire to park their bicycle inside, as opposed to outside at the racks.
- Staff noted concerns about bringing their bicycles inside during the winter without explicit permission, as the wet and snowy tires might make a mess.

Communication

- Participants noted that bicycle parking was not included as part of staff orientation.
- There is uncertainty about whether staff are permitted to bring their bicycles/devices inside, although it was mentioned that a few staff with offices bring their devices to their office. This is less clear for staff without an office.



Access to other amenities

- There was interest in having bicycle parts and repair tools available on site, either through open access, or a vending machine.
- Lock lending at areas around the community was seen as something that would be helpful, carrying a lock was described as a hassle.
- Water fountains and water bottle refill stations were highlighted as missing, but necessary.

Location

- Parking location can feel arbitrary and based on assumptions (e.g., the gym or smoothie shop in a plaza will have bicycle parking because customers are assumed to be active, but nowhere else).
- Parking should be located somewhere visible, with lots of people around to watch the bicycles.
- Location should allow for easy movement in and out of the racks, not feeling cramped up against the wall or other things.

Mentimeter activity

When asked to describe current bicycle parking at the Abilities Centre, participants used the following words:

- Basic
- Unmonitored
- Not fully accessible
- Inconvenient
- Insecure
- Sparse
- Unsafe
- No signage
- In need of improvement
- Only one type
- Cramped
- Hidden
- Good trail connections
- Not enough options
- Not enough



- Inaccessible
- Underwhelming
- Not visible
- Vulnerable to weather
- Not visible

When asked to describe bicycle parking across Durham Region, participants used the following words:

- Unsafe
- Hard to locate
- Not there
- Cramped
- Haphazard
- Improvised
- Sparse
- Not communicated to public
- An after thought
- Arbitrary
- Busy in some areas
- Isolated
- Lack of awareness
- Far from main doors
- Few spots if any
- Minimal
- Different varieties
- Poor signage
- sporadic

1.4.3.3 Listening session #3 – Ontario Tech University

Participating students were invited to share their positive and negative bicycle parking experiences with the project team. Common themes across the stories they shared included:

- Desire for shade and covered bicycle parking.
- Positive experiences with bicycle storage rooms.



- Many first- and second-hand experiences with bicycles being stolen, and concerns about bicycle theft.
- A desire to cycle for recreation, exercise, and commuting.
- Concerns about safety of riding on the road.
- Lack of a bicycle lock is a barrier to cycling, and perception that they are too heavy to carry.

A few sample stories that were shared:

- “My old residence had covered bike room which protected my bike from the elements and kept my bike secure”.
- “I haven’t seen too much bike parking on campus, but I am satisfied with the bicycle parking in my community”.
- “I don’t own a lock, and it would be too heavy to carry. That’s my main thing.”
- “More bicycle parking would help me ride.”
- “Bike racks are full, not very secure so I don’t feel safe leaving my bike.”
- “Discouraged to ride because 3 bikes have been stolen. Need to have quality locks available.”

1.4.3.4 Listening session #4 – Smart Commute and Bicycle Friendly Businesses

Highlights from the small group discussion included:

- Reports that customers and patrons at their businesses regularly park their bicycles to non- bicycle rack structures like patios, fences, and by simply leaning them up against the wall. This can be a barrier to access for the business and other customers and sometimes they need to be asked to move their bicycles.
- The Whitby Public Library created their lock lending program to address the needs of patrons leaning their bicycles against the library, especially teenagers.
- Businesses are interested in the opportunity to suggest where bicycle parking should be located on public property near their business.
- People cycling want their bicycle to be visible to them while they are inside grabbing a coffee or a book.
- Can be a challenge to coordinate with the municipality to install bicycle parking on-site.

When asked to share the barriers businesses experience providing bicycle parking, participants highlighted funding, space limitations, a lack of information on where to find bicycle racks, keeping it organized, and concerns about racks being stolen.



When asked what information or supports would make it easier for them to improve bicycle parking, participants said they are looking for:

- A map of where bicycle parking can be found.
- Shared lock availability and recommendations about what styles of locks help to prevent theft.
- A better understanding of the different bicycle styles.
- Aesthetically pleasing bicycle parking solutions (e.g., not the big orange cones they are using now to highlight the bicycle parking area).
- Security and monitoring support.

1.4.4 Public information centre

PIC participants were encouraged to provide their feedback on priority bicycle parking features, and to share their bicycle parking stories and general feedback.

Common themes that emerged:

- Limited interest in e-bike charging. No stickers were placed next to this on the dotmocracy board and the only comment received about e-bike charging from a participant was that they felt they could charge their bicycle at home, not at a parking station.
- The availability of racks, convenient placement of racks, and visibility of racks were the most popular features identified through dotmocracy.
 - Long term parking, the compatibility of racks with different bicycles, and protection from the elements were also identified as features of interest.
- Schools were highlighted several times as a priority destination for more bicycle parking.
 - Transit stops/stations, grocery stores, and community centres were also mentioned.
- Concerns about theft, the safety of riding a bicycle on the road, and the aesthetics of ugly metal bicycle racks were also shared as barriers to cycling.

1.4.5 Advisory Committee Presentations

1.4.5.1 Accessibility Advisory Committee

Meeting participants asked questions about how discussion questions were provided to different focus or test groups for the project; whether the bicycle parking areas will be covered (sheltered); whether the Durham District and Durham Catholic District school boards were invited to be part of the engagement process; whether there will be a



registry to make it possible to find the bicycle parking areas online, and; whether vehicle and personal mobility charging falls under the Provincial Electric Vehicle (EV) ChargeON program for possible compensation to the Region.

Meeting participants also provided feedback regarding:

- Adding cell phone charging stations and drinking water stations to bicycle parking
- Adding symbols and signage for the bicycle parking areas
- Providing charging infrastructure to support different mobility devices

Meeting participants were invited to submit additional comments and questions following the meeting. No additional comments were submitted.

1.4.5.2 Durham Active Transportation Committee

Committee members were encouraged by the Chair to submit comments by email to the staff liaison. No comments were received.

1.4.6 Workshops (series #2)

1.4.6.1 Regional staff workshop

The following comments were documented from meeting participants:

Roles, responsibilities and implementation:

- Roles and responsibilities between the Region and local area municipalities (LAMs) are complex, more clarity for which Regional departments will be responsible for bicycle parking should be included to ensure effective implementation of the Guidelines.
- Importance of clarifying who is responsible for maintenance, repairs, and risk mitigation was raised, in the context of insurance and liability, as both the Region and LAMs could be implicated in claims.
- Rapid Transit and Active Transportation implementation team (within the Works department) could act as a potential lead for managing bicycle parking initiatives.

Design and standardization:

- Desire for more information on the availability of standardized bicycle parking designs.

Procurement Process:

- Desire for more information on the procurement process, particularly between Regional departments and divisions.



Additional comments and questions:

- Inquiry about whether the Guidelines will include lighting design.

1.4.6.2 Area municipal and agencies workshop

The following comments were documented from meeting participants:

- **Placement challenges:** Ajax has encountered challenges in placing bicycle parking within the suggested 15 metres (m) to 30m from a building entrance, due to obstructions such as structural columns. This leads to bicycle parking being located across from the building entrance, beyond the recommended distance.
- **Site selection:** Question regarding whether the Guidelines will recommend site locations for bicycle parking and level of detail of locations for bicycle parking.

1.4.6.3 Follow-up comments

Meeting participants were given just over two weeks to review draft recommendations and share feedback via email. A detailed comment matrix has been maintained by the project team to track and respond to individual comments. Below is a summary of some of the key points that were shared:

- Participants sought additional specificity for some of the recommendations, including who the guidelines are for, roles and responsibilities, funding and implementation responsibilities, the feasibility of annual maintenance, and conflict resolution between competing users (e.g., bicycle parking and accessible parking or sidewalks).
- Durham Region Transit's program of installing bicycle racks at select bus stops with the aim of having the majority of the urban area within a 10-minute bicycle ride of a bus stop with a bicycle rack. Workshops participants want to see an emphasis on facilitating first and last mile cycling trips to transit.
- Participants noted that e-delivery riders flagged as needing more bicycle parking at food retail areas. This would be more short-term parking.
- Participants inquired about additional opportunities for data collection from sources like shared micromobility operators and whether high priority areas could be highlighted for rapid and low-cost quick installs.

1.5 Key Themes and Takeaways

This section outlines the key themes and takeaways as understood by Stuckless Consulting Inc. and WSP Canada. It is important to note that these key themes and takeaways reflect what has been heard through consultations. It does not include



lessons learned and information collected as part of other background research completed as part of this project.

Satisfaction with current bicycle parking is low and this is a barrier to cycling

- Engagement participants indicate a low satisfaction with bicycle parking and that they would cycle more if bicycle parking were improved.
- The current use of non-bicycle rack structures for bicycle parking is high.
- Concerns about bicycle theft are high, and many people have first- or second-hand stories about bicycle theft.
- Participants generally expressed a general desire to cycle more than they currently do.

People want bicycle parking to be easy to access and highly visible

- Strong desire for parked bicycles to be visible from inside of buildings to add visual security, especially for outside short-term parking.
- Easy, unobstructed access is important to engagement participants.
- When bicycle parking is limited or lacking, bicycles parked to non-bicycle rack structures can create accessibility barriers.
- Bicycle parking located in high-traffic, well-lit areas is preferred.

Guidelines should factor in different user groups and contexts

- “Secure parking” means something different to different users and in different contexts. Ongoing engagement and communication are important in understanding what secure bicycle parking looks like.
- Desire for bicycle parking to accommodate different bicycles and user groups, and for bicycle parking to include accessible, ground-oriented options.
- Short-term bicycle parking needs vary from long-term needs, with participants more likely to want covered or indoor parking when parking for 2+ hours.
- LAMs are also seeing an increased demand to park e-scooters.

Demand for bicycle parking is high at schools, plazas, transit, and groceries

- These were the most cited locations by engagement participants across engagement activities.

E-bike charging was a low priority for participants

- E-bike charging was not a priority for engagement participants, perhaps because current owners feel they can charge them at home.



- If e-bike charging is provided, it was recommended that charging also be available for phones and other mobility devices.

How we communicate about bicycle parking is important

- Bicycle parking can be hard to locate, and engagement participants suggested having an inventory or map of public bicycle parking.
- Wayfinding signage and a common symbol to identify bicycle parking was seen as being valuable to participants.
- Bicycle parking expectations should be included in staff orientation and employers should facilitate conversations with their employees about bicycle parking needs and expectations.

People would like to see complementary amenities co-located with bicycle parking

- Desire for amenities such as device charging, water bottle refill stations, bicycle repair and lock lending.
- There is an opportunity to expand lock-lending opportunities like the one seen at the Whitby Public Library. Purchasing and carrying a heavy lock were highlighted as barriers at nearly every engagement activity.

Support needs to be provided for successful implementation

- Businesses often lack information and capacity to implement safe and convenient bicycle parking and would benefit from support (e.g., suggestions on rack style, funding, siting).
- Businesses are interested in a program where they could request bicycle parking be installed on public property.
- There can be a mismatch between what is recommended and what is available in the marketplace, and what is possible within site specifications. Ongoing information sharing and communication is needed between implementation partners.

The bicycle parking implementation process should be clear and actionable

- It can be unclear who is responsible for the provision and maintenance of bicycle parking at each site.
- Internal and external implementation partners desire clear guidance on roles and responsibilities related to bicycle parking so that it doesn't get lost in the process.



- Bicycle parking expectations should be incorporated into regional, municipal, and private sector planning processes.
- Expectations around funding needs to be clarified.

People want bicycle parking to be connected to a safe cycling network

- Participants expressed a strong desire for a safe cycling network to encourage modal shift towards cycling.
- Participants expressed the importance of bicycle parking being connected to the cycling network (e.g., not isolated in the middle of a car parking lot).

Bicycle parking is part of a broader mobility ecosystem

- Important to consider how bicycle parking supports multi-modal travel (e.g., transit connections).
- Desire for bicycle parking planning, design, and installation to support related goals, such as climate adaption.
- Bicycle parking should be aesthetically pleasing and complement the space.