

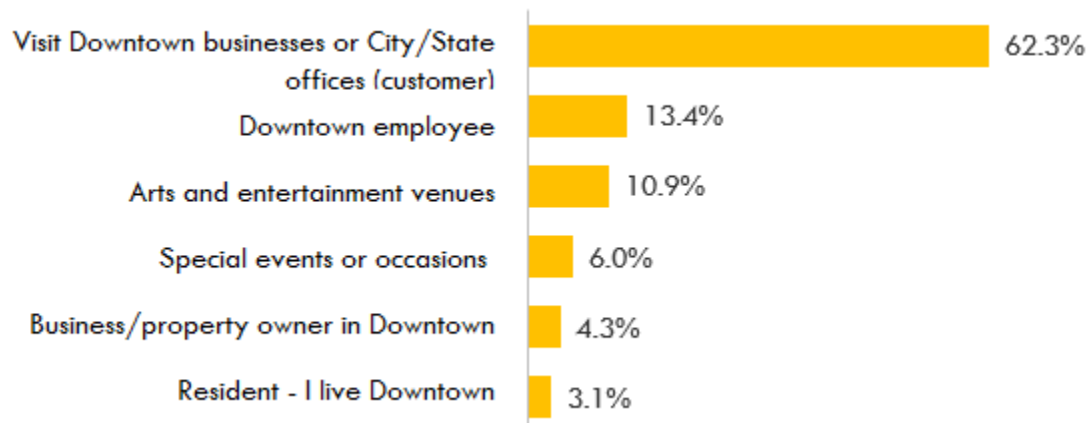
Survey Summary Appendix A: Filtered Results

Olympia Downtown Parking Strategy

Overview

The following summary provides question-by-question results to the survey, filtered by respondents' primary reason for traveling downtown (asked in Question 1 of the survey and shown below).

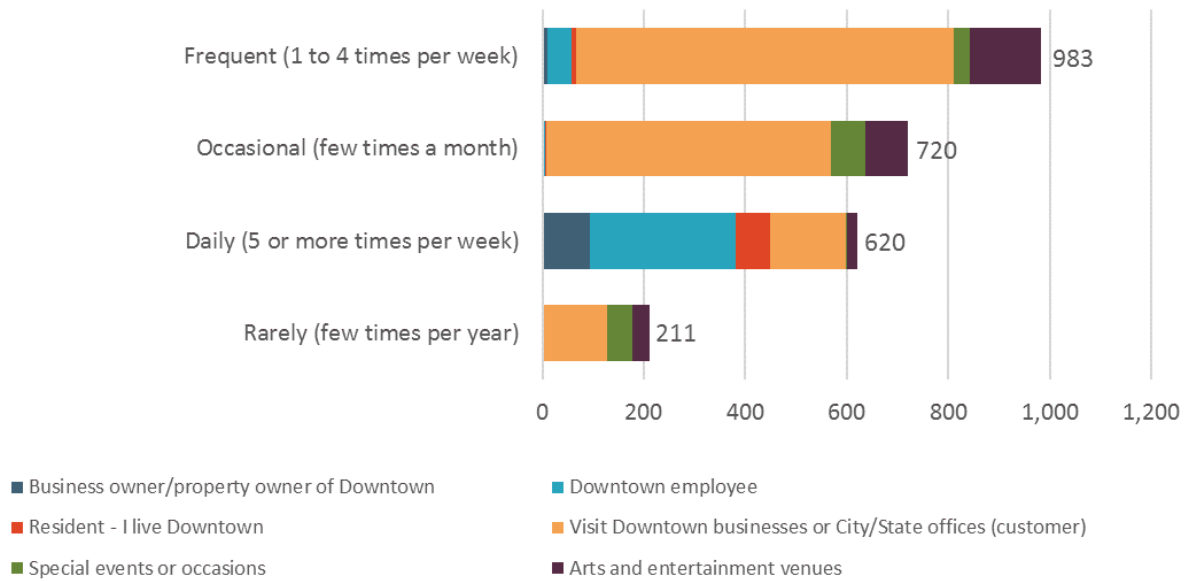
Q1 – The Primary Reason I Travel Downtown:



THE PRIMARY REASON I TRAVEL DOWNTOWN	RESPONSE PERCENT	RESPONSE COUNT
Visit Downtown businesses or City/State offices (customer)	62.3%	1,581
Downtown employee	13.4%	339
Arts and entertainment venues	10.9%	277
Special events or occasions	6.0%	153
Business/property owner in Downtown	4.3%	108
Resident - I live Downtown	3.1%	79
Responses	100%	2,537

THE PRIMARY REASON I TRAVEL DOWNTOWN	RESPONSE PERCENT	RESPONSE COUNT
Other (please specify)	232	232

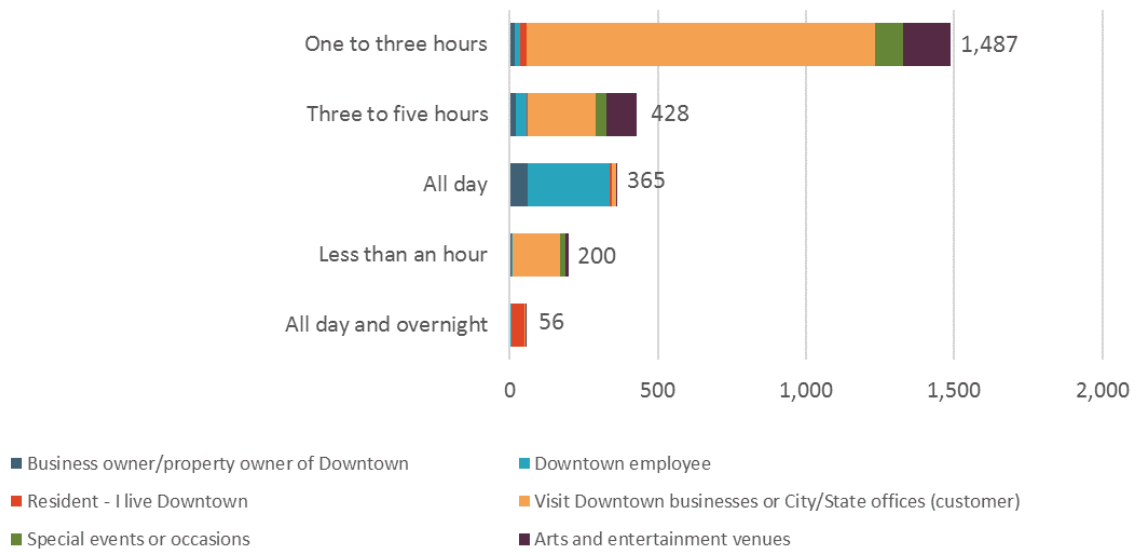
Q2 – The frequency of which I travel Downtown is:



	RARELY (FEW TIMES PER YEAR)	DAILY (5 OR MORE TIMES PER WEEK)	OCCASIONAL (FEW TIMES A MONTH)	FREQUENT (1 TO 4 TIMES PER WEEK)
Business owner/property owner of Downtown	2	93	3	10
Downtown employee	1	288	3	47
Resident - I live Downtown	0	68	2	9
Visit Downtown businesses or City/State offices (customer)	124	149	561	745
Special events or occasions	51	3	67	32
Arts and entertainment venues	33	19	84	140
Response Percent	8.3%	24.5%	28.4%	38.8%
Response Count	211	620	720	983

- Over 75% of frequent visitors (1 to 4 times per week) are visiting downtown as a customer to businesses and City/State offices.
- The most common daily visitors are the downtown employees.

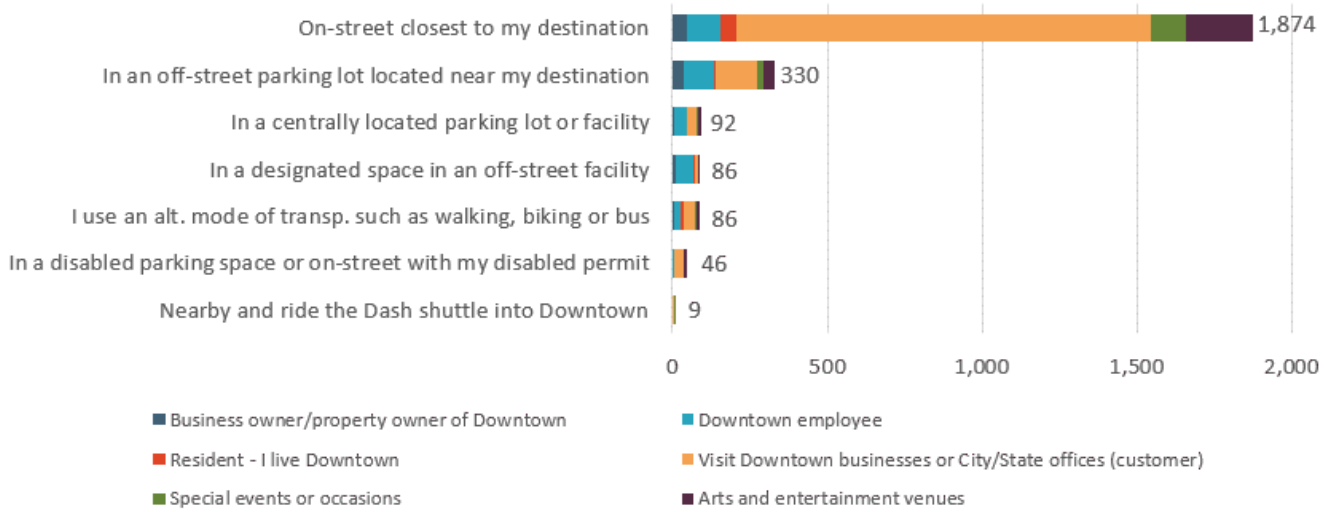
Q3 – Amount of time I stay in Downtown per trip is typically:



	ALL DAY AND OVERNIGHT	LESS THAN AN HOUR	ALL DAY	THREE TO FIVE HOURS	ONE TO THREE HOURS
Business owner/property owner of Downtown	2	6	62	20	18
Downtown employee	3	5	275	37	19
Resident - I live Downtown	47	1	8	4	19
Visit Downtown businesses or City/State offices (customer)	2	160	13	228	1177
Special events or occasions	1	17	2	37	96
Arts and entertainment venues	1	11	5	102	158
Response Percent	2.2%	7.9%	14.4%	16.9%	58.6%
Response Count	56	200	365	428	1487

- Those visiting for one to three hours tend to be customers to Downtown businesses and City/State offices.
- Almost all (92%) of the visitors staying all day were either a business/property owner or a Downtown employee.
- Only 56 respondents stay all day and all night and 84% (47 respondents) identified as a Downtown resident.

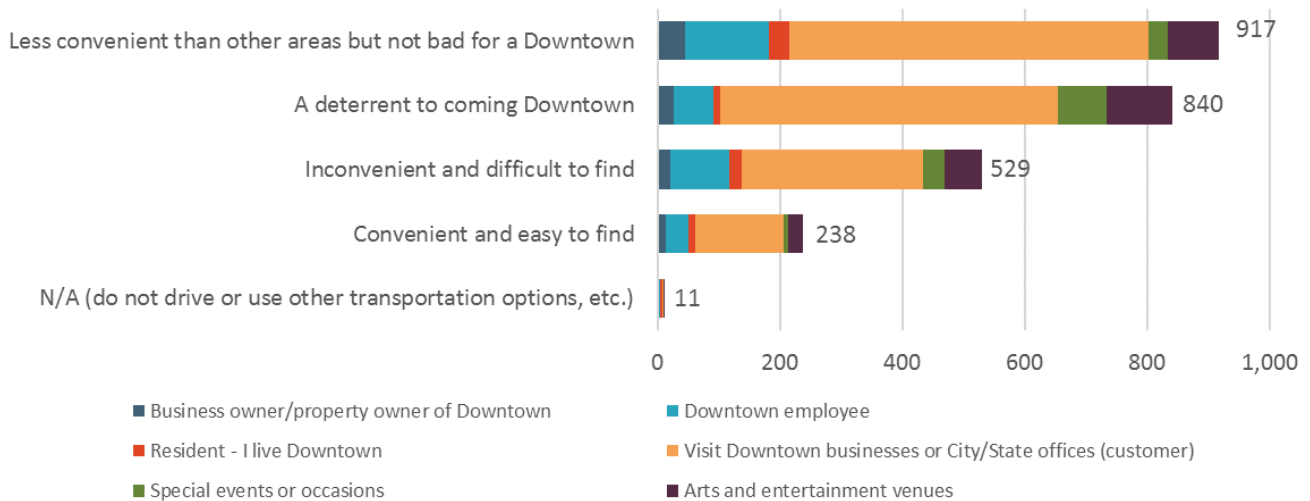
Q4 – When traveling Downtown, I typically park:



	NEARBY AND RIDE THE DASH SHUTTLE INTO DOWNTOWN	IN A DISABLED PARKING SPACE OR ON-STREET WITH MY DISABLED PERMIT	I USE AN ALT. MODE OF TRANSP. SUCH AS WALKING, BIKING OR BUS	IN A DESIGNATED SPACE IN AN OFF-STREET FACILITY	IN A CENTRALLY LOCATED PARKING LOT OR FACILITY	IN AN OFF-STREET PARKING LOT LOCATED NEAR MY DESTINATION	ON-STREET CLOSEST TO MY DESTINATION
Business owner/property owner of Downtown	0	1	6	11	5	35	48
Downtown employee	1	3	22	57	43	100	108
Resident - I live Downtown	1	4	11	5	1	5	52
Visit Downtown businesses or City/State offices (customer)	6	28	35	10	30	132	1337
Special events or occasions	1	3	4	2	6	23	113
Arts and entertainment venues	0	7	8	1	7	35	216
Response Percent	0.4%	1.8%	3.4%	3.4%	3.6%	13.1%	74.3%
Response Count	9	46	86	86	92	330	1874

- The majority of all user groups typically park on-street closest to their destination.

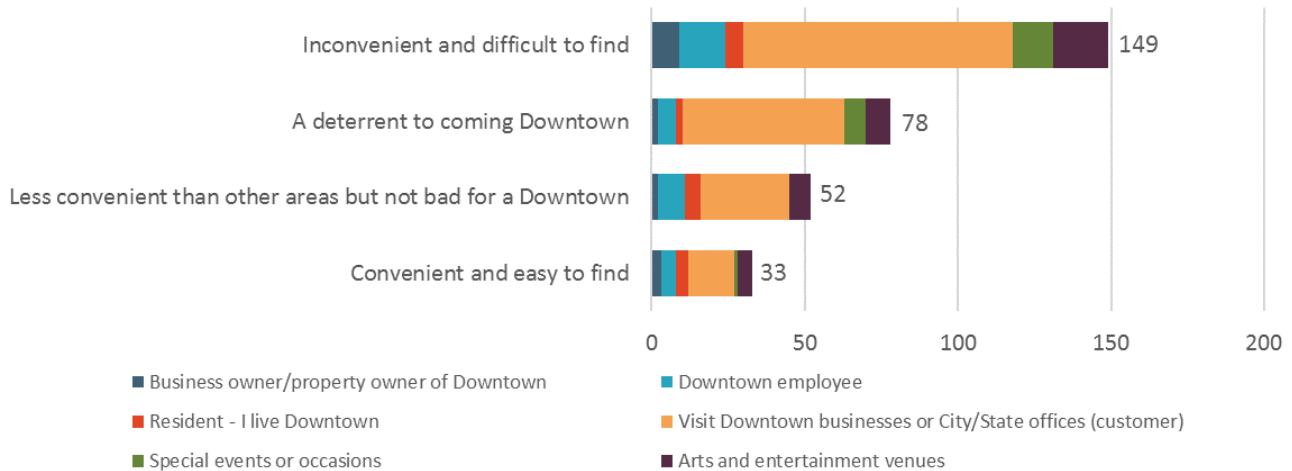
Q5 – I find parking in Downtown Olympia to be:



	N/A (DO NOT DRIVE OR USE OTHER TRANSPORTATION OPTIONS, ETC.)	CONVENIENT AND EASY TO FIND	INCONVENIENT AND DIFFICULT TO FIND	A DETERRENT TO COMING DOWNTOWN	LESS CONVENIENT THAN OTHER AREAS BUT NOT BAD FOR A DOWNTOWN
Business owner/property owner of Downtown	0	14	21	26	46
Downtown employee	4	37	96	65	137
Resident - I live Downtown	4	11	21	11	32
Visit Downtown businesses or City/State offices (customer)	2	144	296	552	586
Special events or occasions	0	7	35	79	32
Arts and entertainment venues	1	25	60	107	84
Response Percent	0.4%	9.4%	20.9%	33.1%	36.2%
Response Count	11	238	529	840	917

- Three quarters of those primarily coming for special events and occasions, half of those coming Downtown as customers, and half of downtown employees found parking to either be a deterrent to coming downtown or inconvenient and difficult to find.

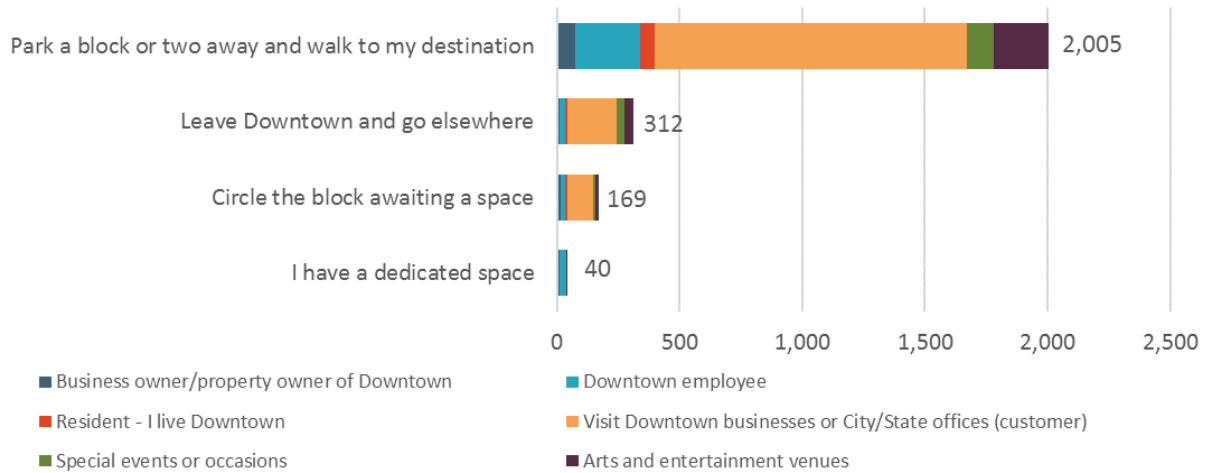
Q6 – I find disabled parking in Downtown Olympia to be:



	CONVENIENT AND EASY TO FIND	LESS CONVENIENT THAN OTHER AREAS BUT NOT BAD FOR A DOWNTOWN	A DETERRENT TO COMING DOWNTOWN	INCONVENIENT AND DIFFICULT TO FIND
Business owner/property owner of Downtown	3	2	2	9
Downtown employee	5	9	6	15
Resident - I live Downtown	4	5	2	6
Visit Downtown businesses or City/State offices (customer)	15	29	53	88
Special events or occasions	1	0	7	13
Arts and entertainment venues	5	7	8	18
Response Percent	1.3%	2.1%	3.1%	5.9%
Response Count	33	52	78	149

- The breakdown of user-type by response to the convenience of disabled parking in Downtown Olympia are similar to the breakdown for those for the overall convenience of parking in Olympia.

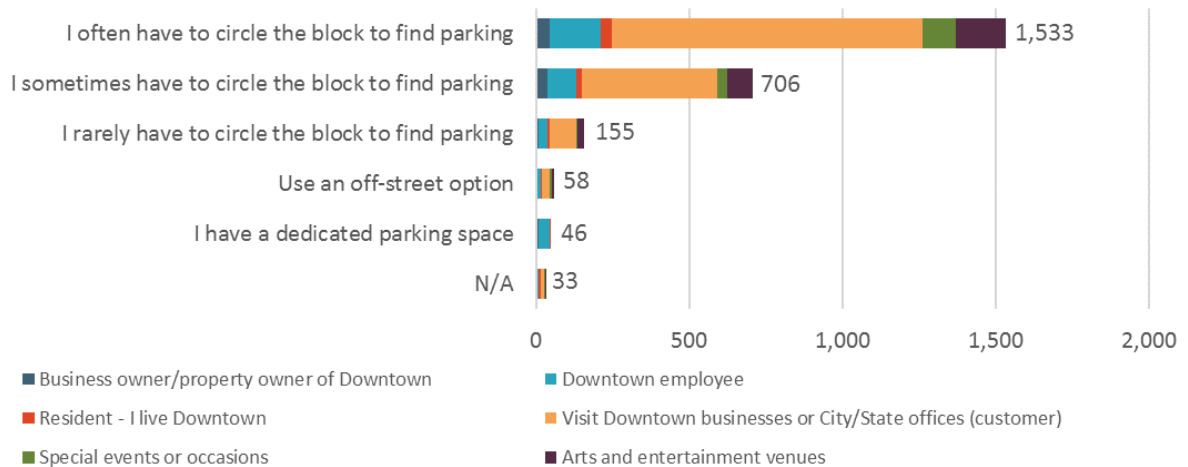
Q7 – If Parking is not available in front of my destination, I will:



	I HAVE A DEDICATED SPACE	CIRCLE THE BLOCK AWAITING A SPACE	LEAVE DOWNTOWN AND GO ELSEWHERE	PARK A BLOCK OR TWO AWAY AND WALK TO MY DESTINATION
Business owner/property owner of Downtown	8	15	12	73
Downtown employee	28	19	23	267
Resident - I live Downtown	3	9	7	57
Visit Downtown businesses or City/State offices (customer)	0	102	200	1275
Special events or occasions	0	9	33	111
Arts and entertainment venues	1	15	37	222
Response Percent	1.6%	6.7%	12.4%	79.4%
Response Count	40	169	312	2005

- Eighty percent of Downtown employees, 80% of Downtown customers, 80% of those attending arts and entertainment events, park a block or two away and walk to their destination.

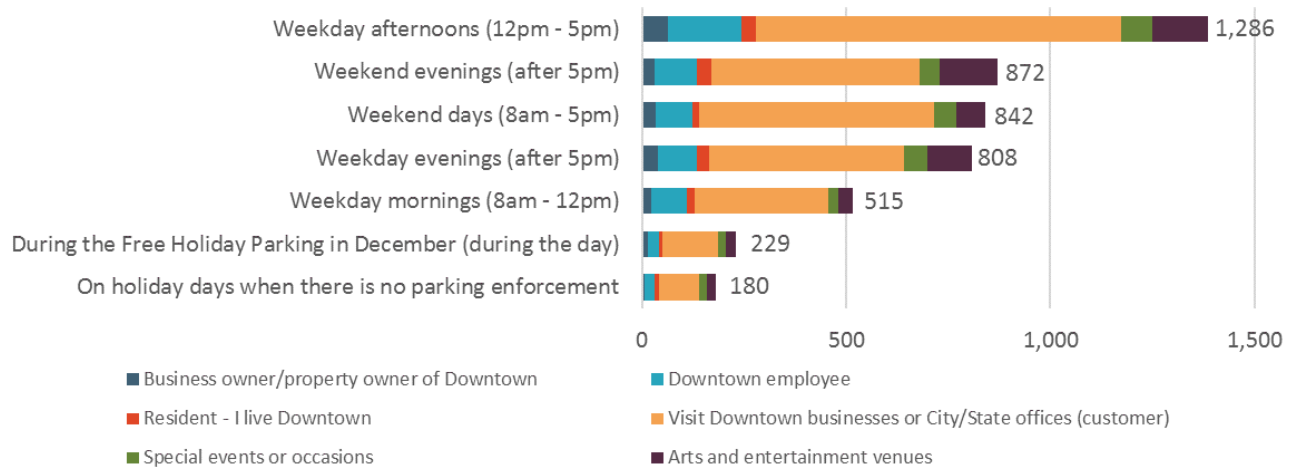
Q8 – Timeliness of locating a parking space:



	N/A	I HAVE A DEDICATED PARKING SPACE	USE AN OFF-STREET OPTION	I RARELY SHOULD CIRCLE THE BLOCK TO FIND PARKING	I SOMETIMES HAVE TO CIRCLE THE BLOCK TO FIND PARKING	I OFTEN HAVE TO CIRCLE THE BLOCK TO FIND PARKING
Business owner/property owner of Downtown	3	8	5	8	37	46
Downtown employee	6	35	12	28	93	164
Resident - I live Downtown	6	3	2	7	21	38
Visit Downtown businesses or City/State offices (customer)	11	0	27	89	440	1013
Special events or occasions	4	0	5	4	33	107
Arts and entertainment venues	3	0	7	19	82	165
Response Percent	1.3%	1.8%	2.3%	6.1%	27.9%	60.6%
Response Count	33	46	58	155	706	1533

- The majority of all user group often or sometimes have to circle to find parking.
- More than 75% of business and property owners, Downtown employees, and residents, and around 90% of Downtown customers, special events visitors, and arts and entertainment visitors find that they sometimes or often have to circle the block to find parking.

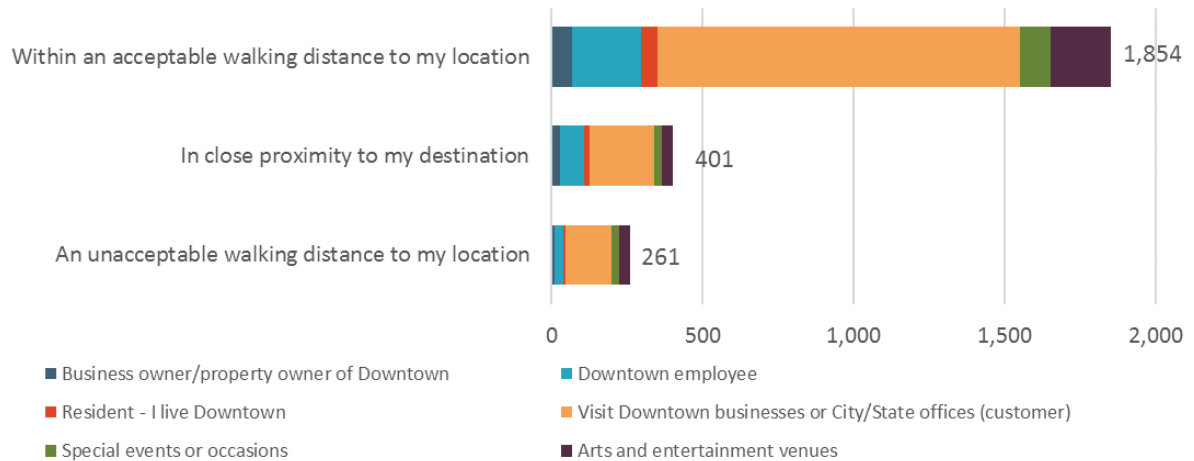
Q9 – I find parking most difficult during the following days/times (choose all that apply):



	ON HOLIDAY DAYS WHEN THERE IS NO PARKING ENFORCEMENT	DURING THE FREE HOLIDAY PARKING IN DECEMBER (DURING THE DAY)	WEEKDAY MORNINGS (8AM - 12PM)	WEEKDAY EVENINGS (AFTER 5PM)	WEEKEND DAYS (8AM - 5PM)	WEEKEND EVENINGS (AFTER 5PM)	WEEKDAY AFTERNOONS (12PM - 5PM)
Business owner/property owner of Downtown	7	14	22	39	32	31	62
Downtown employee	24	28	88	96	90	103	182
Resident - I live Downtown	11	7	19	28	19	37	36
Visit Downtown businesses or City/State offices (customer)	97	136	326	479	573	510	893
Special events or occasions	20	20	26	58	57	49	78
Arts and entertainment venues	21	24	34	108	71	142	135
Response Percent	7.5%	9.5%	21.4%	33.6%	35.0%	36.2%	57.6%
Response Count	180	229	515	808	842	872	1386

- All user groups found weekday afternoons to be the most difficult time to find parking.
- Customers to Downtown businesses, Downtown employees, and those visiting for arts and entertainment purposes found weekend evenings to be the second most difficult time to park, while business owners, and special events users found weekday evenings to be the second most difficult time to park.

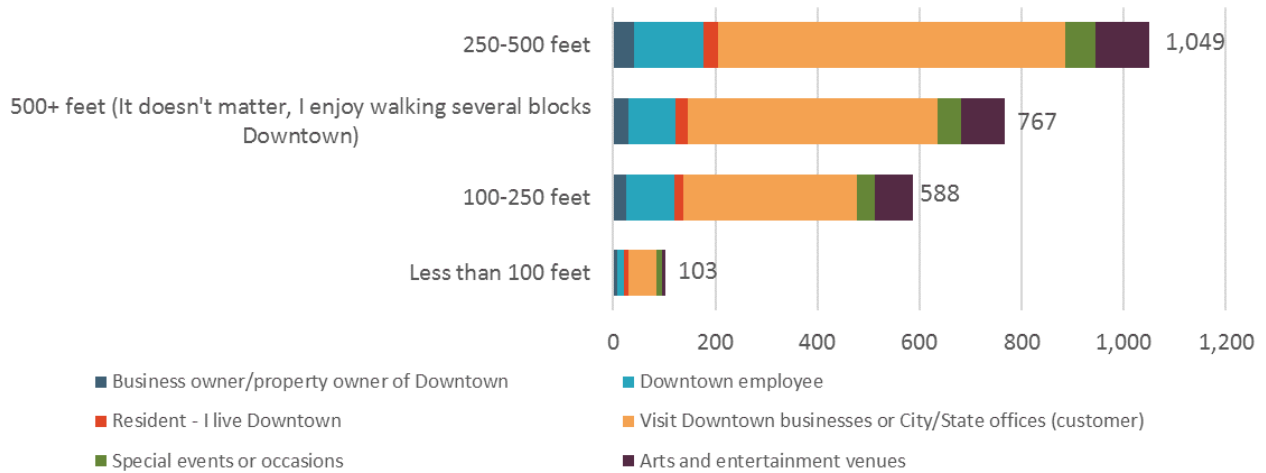
Q10 – Convenience of parking space location – I typically park:



	AN UNACCEPTABLE WALKING DISTANCE TO MY LOCATION	IN CLOSE PROXIMITY TO MY DESTINATION	WITHIN AN ACCEPTABLE WALKING DISTANCE TO MY LOCATION
Business owner/property owner of Downtown	11	26	69
Downtown employee	28	83	227
Resident - I live Downtown	7	16	53
Visit Downtown businesses or City/State offices (customer)	151	216	1203
Special events or occasions	27	23	102
Arts and entertainment venues	37	37	200
Response Percent	10.4%	15.9%	73.7%
Response Count	261	401	1854

- Around 67% of Downtown employees typically park within an acceptable walking distance from their destination. Seventy five percent of Downtown customers responded the same.
- “An unacceptable walking distance” was the least common response for all user groups.

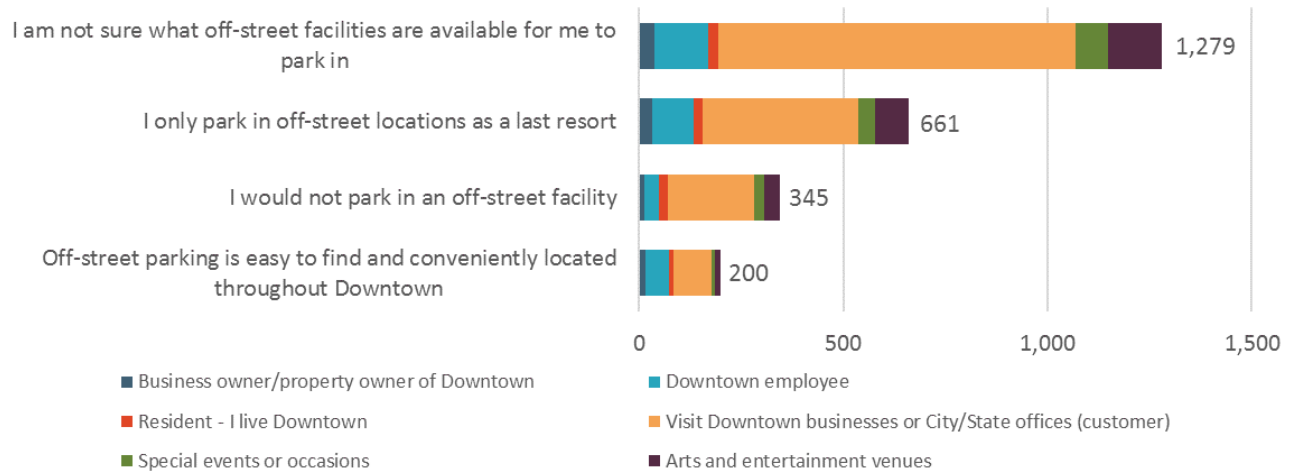
Q11 – I consider an acceptable walking distance to my destination to be:



	LESS THAN 100 FEET	100-250 FEET	500+ FEET (IT DOESN'T MATTER, I ENJOY WALKING SEVERAL BLOCKS DOWNTOWN)	250-500 FEET
Business owner/property owner of Downtown	8	26	30	41
Downtown employee	14	94	92	136
Resident - I live Downtown	7	18	24	29
Visit Downtown businesses or City/State offices (customer)	55	340	489	680
Special events or occasions	12	35	47	58
Arts and entertainment venues	7	75	85	105
Response Percent	4.1%	23.5%	30.6%	41.8%
Response Count	103	588	767	1049

- For all user groups, 250 – 500 feet was the most common answer for an acceptable walking distance to parking.

Q12 – Off-street parking locations (parking lots)



	OFF-STREET PARKING IS EASY TO FIND AND CONVENIENTLY LOCATED THROUGHOUT DOWNTOWN	I WOULD NOT PARK IN AN OFF-STREET FACILITY	I ONLY PARK IN OFF-STREET LOCATIONS AS A LAST RESORT	I AM NOT SURE WHAT OFF-STREET FACILITIES ARE AVAILABLE FOR ME TO PARK IN
Business owner/property owner of Downtown	16	12	32	38
Downtown employee	57	37	102	130
Resident - I live Downtown	10	21	21	25
Visit Downtown businesses or City/State offices (customer)	94	212	382	875
Special events or occasions	8	24	41	79
Arts and entertainment venues	15	39	83	132
Response Percent	8.0%	13.9%	26.6%	51.5%
Response Count	200	345	661	1279

- For all user groups, the most common response was “I am not sure what off-street facilities are available for me to park in.”

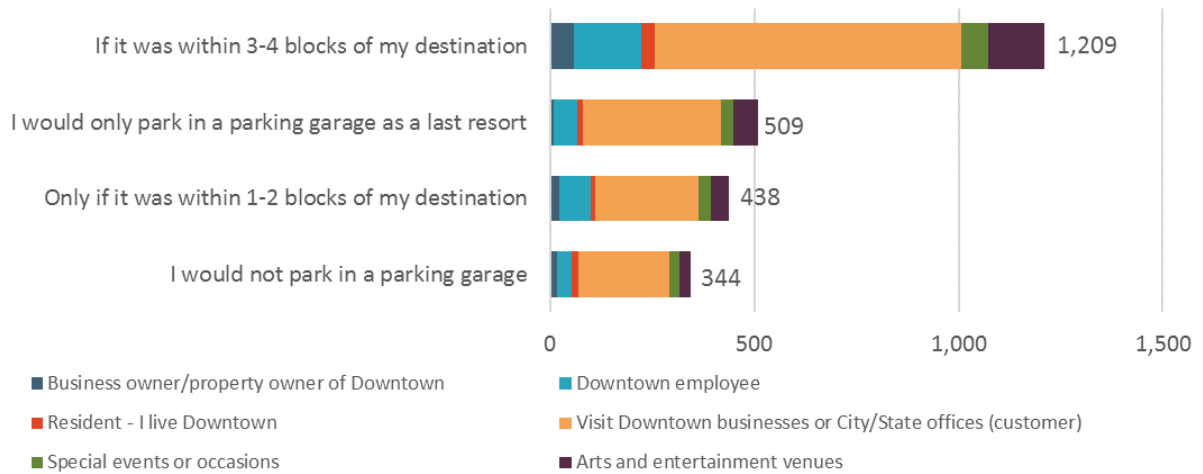
Q13 – I find that the general condition, operation, and safety of the City’s off-street parking lots are:



	VERY GOOD	VERY POOR	GOOD	POOR	AVERAGE	I DO NOT USE THE CITY'S OFF-STREET PARKING LOTS
Business owner/property owner of Downtown	7	9	15	15	23	36
Downtown employee	20	18	45	51	92	106
Resident - I live Downtown	2	5	6	9	18	38
Visit Downtown businesses or City/State offices (customer)	43	77	119	223	315	776
Special events or occasions	2	19	7	29	35	56
Arts and entertainment venues	9	13	21	36	62	126
Response Percent	3.3%	5.7%	8.6%	14.6%	21.9%	45.8%
Response Count	83	141	213	363	545	1138

- For all user groups, “I do not use the City’s off-street parking lots” was the most common response.

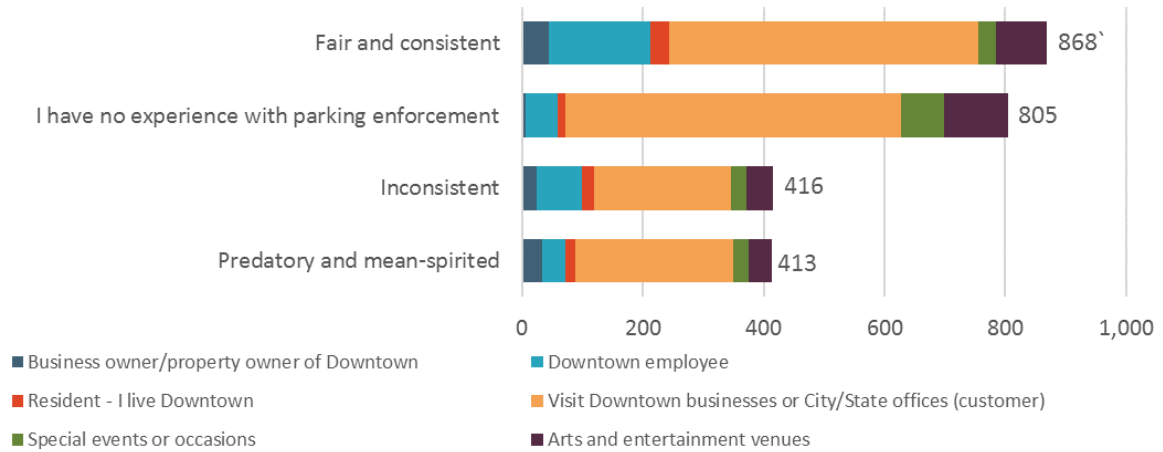
Q14 – Off-street parking locations (parking garages) – I would park in a public parking garage:



	I WOULD NOT PARK IN A PARKING GARAGE	ONLY IF IT WAS WITHIN 1-2 BLOCKS OF MY DESTINATION	I WOULD ONLY PARK IN A PARKING GARAGE AS A LAST RESORT	IF IT WAS WITHIN 3-4 BLOCKS OF MY DESTINATION
Business owner/property owner of Downtown	16	23	9	57
Downtown employee	37	76	56	167
Resident - I live Downtown	16	12	16	32
Visit Downtown businesses or City/State offices (customer)	222	251	336	751
Special events or occasions	25	31	31	65
Arts and entertainment venues	28	45	61	137
Response Percent	13.8%	17.5%	20.4%	48.4%
Response Count	344	438	509	1209

- “If it was within 3-4 blocks of my destination” was the most common response for all user groups.
- More Downtown employees identified that they would use a garage if it was within 1-2 blocks of their destination (23%) than employees who responded that they wouldn’t park in a garage (11%) or would only park in a garage as a last resort (16%).
- The second most common response (22%) for Downtown customers was “I would only park in a garage as a last resort.”

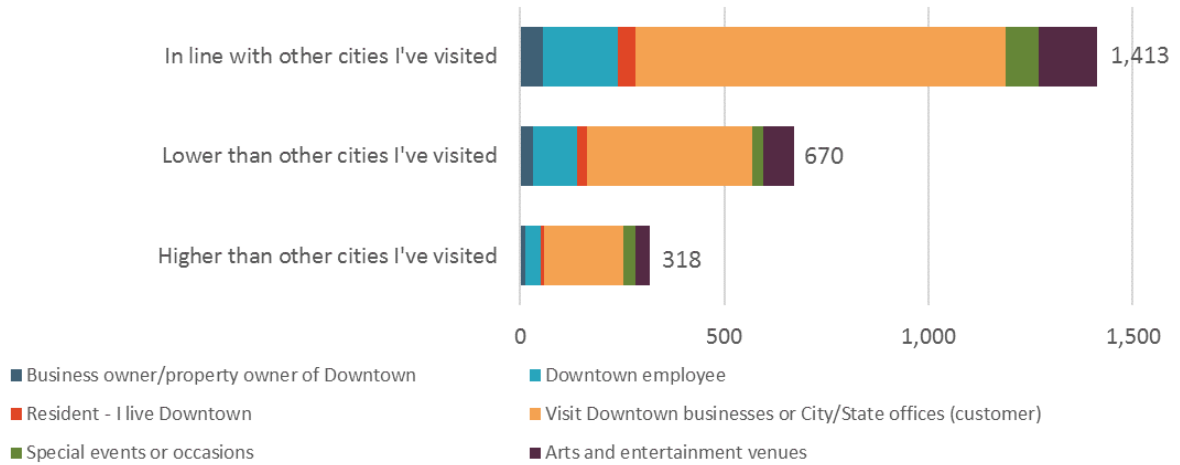
Q15 – I would describe enforcement of on-street parking regulations as:



	PREDATORY AND MEAN-SPIRITED	INCONSISTENT	I HAVE NO EXPERIENCE WITH PARKING ENFORCEMENT	FAIR AND CONSISTENT
Business owner/ property owner of Downtown	34	24	5	44
Downtown employee	38	75	54	169
Resident - I live Downtown	16	20	13	30
Visit Downtown businesses or City/ State offices (customer)	262	227	556	513
Special events or occasions	25	25	70	29
Arts and entertainment venues	38	45	107	83
Response Percent	16.5%	16.6%	32.2%	34.7%
Response Count	413	416	805	868

- About one third of Downtown employee and about one third of Downtown visitor respondents feel parking enforcement is either inconsistent or predatory and mean spirited.

Q16 – The rates charged for parking at parking meters are:



	HIGHER THAN OTHER CITIES I'VE VISITED	LOWER THAN OTHER CITIES I'VE VISITED	IN LINE WITH OTHER CITIES I'VE VISITED
Business owner/property owner of Downtown	14	33	56
Downtown employee	37	106	183
Resident - I live Downtown	9	26	43
Visit Downtown businesses or City/State offices (customer)	192	404	906
Special events or occasions	31	27	83
Arts and entertainment venues	35	74	142
Response Percent	13.2%	27.9%	58.9%
Response Count	318	670	1413

- For all user groups, respondents feel rates are in line with other cities.
- For all user groups, the second most common response was “lower than other cities I’ve visited,” and the least common response was “higher than other cities I’ve visited.”