

Parking Master Plan 2019

Stakeholder Survey – Draft #1

November 11, 2019

Part 1: Business Characteristics

1. What is the name of your business or organization?
 - a. Please specify: _____
 - b. Prefer not to say
2. What category does your business or organization fall under?
 - a. Retail
 - b. Food & Beverage
 - c. Entertainment
 - d. Service
 - e. Other (please specify): _____
3. Which days of the week is your business or organization open?
 - a. Weekdays
 - b. Weekends
 - c. Weekdays & weekends
4. What are the hours of operation for your business or organization?
 - a. Daytime
 - b. Evening
 - c. All day
5. Which area of Hamilton is your business located in: **[to provide map]**
 - a. Downtown Hamilton
 - b. Ancaster Hamilton Village BIA
 - c. Barton Village BIA
 - d. Concession Street BIA
 - e. Locke Street BIA
 - f. Main Street Esplanade BIA
 - g. Ottawa Street BIA
 - h. Stoney Creek BIA
 - i. Other: _____
6. How do you believe your customers travel to your business or organization? Provide an approximate percentage for each of following options.
 - a. Walk
 - b. Drive
 - c. Cycle
 - d. Transit
 - e. Other (please specify): _____

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7. How often do you receive complaints from customers regarding parking?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Rarely
8. State the two most common parking-related complaints received:
 - a. _____
 - b. _____
9. Do you have dedicated parking for your business or organization on-site? Check all that apply:
 - a. Yes, for staff
 - b. Yes, for customers
 - c. Yes, for deliveries
 - d. No, we do not have dedicated parking on-site

Part 2: Solutions

10. Where is there the most room for improvement with regards to parking? Select up to 2 responses.
 - a. Inconvenient payment process
 - b. Hard to find available parking
 - c. Expensive rates
 - d. Located too far from amenities
 - e. Difficult to understand rules
 - f. Safety (lack of lighting or visibility to the street)
 - g. Other (please specify): _____
11. In Downtown Hamilton, would you support an increase in parking prices to facilitate improved parking operations (increased parking opportunities, improved technology, convenience of having closer parking, etc.)?
 - a. Yes
 - b. No
 - c. Unsure / don't know
12. Do you want to see more of the following designated zones at the expense of existing parking? Select all that apply:
 - a. Passenger pick up and drop off zones
 - b. Commercial Loading Zones
 - c. Electric Vehicle Charging Spaces
 - d. Bike Storage
 - e. Transit Zones
 - f. Car Share Parking Spaces (these are short-term car rentals such as Zipcar)
 - g. Autonomous Vehicle Parking (long term)
 - h. Other: _____

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13. What is your preferred option to raise more revenue if parking operations were not financially sustainable? *(Currently parking is self-funded through user rates, meaning it is intended to generate sufficient revenue to fully fund parking expenses.)*
- Increase parking prices
 - Charge for parking on weekday evenings
 - Charge for parking on Saturdays
 - Remove free parking in December
 - Increase prices for residential parking permits
 - Shift funding model to support parking through property taxes (i.e. City subsidization)
 - Other (please specify): _____
14. Which strategy do you think will most improve the parking experience in terms of finding available parking? Please rank the following options.
- Implement a parking app that displays the locations of parking facilities
 - Improve wayfinding signage to help users find parking
 - Signage displaying real-time parking occupancy data (i.e.: where there is available parking)
 - Other (please specify): _____
15. Which strategy do you think will most improve the parking experience in terms of payment process? Please rank the following options.
- Adopt pay-by-phone as a method of payment
 - Ability to purchase and manage monthly permits online
 - Upgrade existing pay parking machines to ones that can accept multiple methods of payment and are more user friendly (smart meters, pay-by-plate, etc.)
 - Other (please specify): _____
16. Are you supportive of a parking equilibrium policy, where all parking supply lost due to redevelopment is replaced elsewhere?
- Yes
 - Yes, but parking supply should be consolidated in parking structures versus surface lots
 - No, parking supply should strategically be managed to promote alternative modes of transportation (walking, cycling, and transit)
 - No (please specify why): _____
17. How would you prioritize the use of curb space on public streets? Please rank from high priority to low priority (high = 1).
- Vehicle Storage (long-term parking)
 - Vehicle Storage (short-term parking)
 - Access for Commerce (loading zones, taxi stands, etc.)
 - Mobility (bike lanes, bus lanes, widened sidewalks)
 - Beautification (planter boxes, food trucks, street festivals)
 - Seasonal activation (pop-up patios)
 - Other (please specify): _____

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18. Do you think parking enforcement should be increased to combat illegal parking?
- a. Yes
 - b. No
 - c. Unsure / don't know

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General Public Survey

1. Are you a resident of the City of Hamilton?
 - a. Yes
 - b. No
2. What is the first three digits of your postal code?
 - a. Please specify: _____
 - b. Prefer not to say

Part 1: User Experience

3. New subdivisions should promote alternative modes of transportation over personal vehicles by providing supporting infrastructure (convenient cycling and pedestrian networks, nearby rapid transit stations, on-site carshare service, etc.) while minimizing vehicle parking spaces.
 - a. Strongly agree
 - b. Moderately agree
 - c. Neutral
 - d. Moderately disagree
 - e. Strongly disagree
4. Which area of Hamilton do you visit most often: [map to be provided]
 - a. Downtown Hamilton
 - b. Ancaster Hamilton Village BIA
 - c. Barton Village BIA
 - d. Concession Street BIA
 - e. Locke Street BIA
 - f. Main Street Esplanade BIA
 - g. Ottawa Street BIA
 - h. Stoney Creek BIA

**Note: The remaining questions for this section will be based off the area you typically visit (Downtown Hamilton written in questions as default).*

5. How often do you visit Downtown Hamilton?
 - a. Every day
 - b. More than once a week
 - c. More than once a month
 - d. Less than once a month

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6. Is using an alternative mode of transportation (transit, cycling, walking, etc.) to access Downtown Hamilton an option for you? Please choose the response that best describes your situation.
 - a. Yes, I already use an alternative mode of transportation such as biking, walking, public transit, or ride share
 - b. Yes, I prefer driving but would consider switching to an alternative modes of transportation if services were improved (increased transit reliability and area of service, a carshare service, more cycling infrastructure, etc.).
 - c. No, I have no interest in taking an alternative mode of transportation.
 - d. Other (please specify): _____
7. In general, what is your primary purpose for visiting Downtown Hamilton?
 - a. Work
 - b. Shopping/Business/Service
 - c. Recreation/Event
 - d. Food & Beverage
 - e. Resident
 - f. Other (please specify): _____
8. When visiting Downtown Hamilton, how long do you typically stay?
 - a. Less than 30 minutes
 - b. 30 minutes to 1 hour
 - c. 1 hour to 2 hours
 - d. 2 hours to 3 hours
 - e. More than 3 hours
9. When visiting Downtown Hamilton, what is the maximum distance you are willing to walk from a parking spot to your destination?
 - a. Less than 200m (less than 3 minutes)
 - b. 200m to 400m (3 to 5 minutes)
 - c. 400m to 800m (5 to 10 minutes)
 - d. More than 800m (more than 10 minutes)
10. Would you walk further from your parked vehicle to your destination if it was cheaper to do so?
 - a. Yes
 - b. No
11. Do you find that there is adequate and clear signage to direct you to off-street parking lots?
 - c. Yes
 - d. No
12. Do you have difficulty finding an available parking space in your preferred parking location?
 - a. Yes
 - b. No

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13. In Downtown Hamilton, parking prices are:

- a. A bargain
- b. Slightly inexpensive
- c. Fair
- d. Slightly expensive
- e. Way too expensive
- f. Unsure / don't know

14. When visiting Downtown Hamilton, how satisfied are you with your overall parking experience?

- a. Completely satisfied
- b. Slightly satisfied
- c. Neutral
- d. Slightly unsatisfied
- e. Completely unsatisfied

Part 2: Solutions

15. Where is there the most room for improvement with regards to parking? Select up to 2 responses.

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