

ATTACHMENT A

Neighborhood Parking Permit Program 2000 Survey Report

Prepared for
Downtown and University Hill Management Division
and Parking Services

by
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Executive Summary and Conclusions

The Neighborhood Parking Permit Program (NPP) Survey was sent to all residents in the six NPP zones. Results from the six zones were compiled and presented in the aggregate as well as separately for each zone. The purpose of the survey was to inquire about neighborhood residents' satisfaction with the program and assess the impact that the parking permit program has had on the neighborhoods.

- γ The first section of the survey asked respondents to rate 12 conditions which might have been affected by the NPP program. For each question, respondents could indicate whether conditions had *improved*, *remained about the same* or were *worse*. These conditions fell into four categories: traffic and safety; access and illegal parking; pollution and noise; and neighborhood and community.
 - § Responses to these questions were analyzed in relation to respondents' demographic characteristics (i.e., type of living unit, length of residency in unit, own or rent, age and student status). For most of the questions in this section, statistically significant differences were found between those who owned versus rented, those who lived in single family housing versus multi-family housing, older versus younger respondents and students versus non-students. Respondents who lived in single-family dwellings, owned their homes, were not students, had lived in their units for 10 or more years or were older were more likely to say that conditions in their neighborhood had improved (or stayed the same), while renters, dwellers in multi-family units, students or those between the ages of 18 and 24 were less likely to feel this way.
- γ Five items were included under *traffic and safety*: a) Traffic volume on your street; b) Traffic noise on your street; c) Safety of children & pedestrians on your street; d) Vandalism on your street; e) Speed or traffic on your street. Among all NPP zone respondents combined, the largest proportion (between 40% and 58%) felt that these conditions had remained *about the same*. Of those who thought conditions had gotten better or worse, a larger proportion (between 13% and 26%) felt that conditions have improved, compared to those who thought conditions had gotten worse (between 7% and 11% of respondents). Between 17% and 40% of respondents said they did not know or did not respond to the question about traffic/safety conditions in their neighborhood, particularly in relation to children/pedestrians and vandalism.
 - § Differences among the six NPP zones were not statistically significant for these five survey questions.
- γ Respondents in the six NPP neighborhood generally think that *illegal parking and access to their residence* has either stayed the same or improved. About one-quarter of respondents said they didn't know about illegal parking on their street, only 9% felt illegal parking had gotten worse and about two-thirds (65%) of respondents thought illegal parking has either stayed the same or improved. An even higher proportion of respondents (74%) think that access to their residence has either stayed the same or improved. Only 12% believe access has worsened.
 - § Respondents from the University Hill neighborhood were more likely than residents of other areas to feel that *illegal parking on their street* has improved since the NPP began; 52% of Uni-Hill residents felt this way. Whittier and High-Sunset were the zones that gave the second highest improvement rating (44% to 46%) to illegal parking on their street.

- § A larger proportion of Uni-Hill residents (56%) than respondents from other NPP zones felt that *access to their residence* has improved since the NPP started. Almost half of the respondents from the Whittier (47%) and Mapleton (43%) areas also felt this way. Respondents from the Goss-Grove area gave higher proportion of *worse* ratings (20%) to access than did respondents from other NPP zones.
- γ About half of NPP survey respondents (between 42% and 52%) felt that noise and pollution in their neighborhood has remained about the same since the NPP began. About 20% of respondents felt that noise and trash on their street had improved and about the same proportion said they didn't know about these two features; only 9%-10% felt these conditions had gotten worse. As might be expected a large proportion of residents (40%) did not know whether air pollution conditions have changed since the NPP began.
 - § Respondents in the Uni-Hill NPP zone gave significantly more *improved* responses to the question of trash on the street than did respondents in other neighborhoods. Regarding noise from people and air pollution, differences among the six NPP zones were not statistically significant.
- γ Over the six NPP areas, 40% of residents feel the *desirability of their neighborhood* has improved since the start of the NPP and only 10% feel neighborhood desirability has gotten worse. Almost one-third of all respondents said the *sense of community* was better, 41% said it was about the same and only 8% said it was worse than before the NPP program began.
 - § Residents of Mapleton, Uni-Hill and Whittier NPP zones were more likely than respondents in Columbine, High-Sunset and Goss-Grove to feel that the *desirability of their neighborhood* had improved. Almost half of these respondents felt this way.
 - § Uni-Hill respondents were most likely to feel that the *sense of neighborhood community* had improved since the beginning of the NPP (41%) compared to respondents in other NPP zones; 35% of Whittier respondents also felt this way.
- γ NPP area residents were asked if they had noticed any other possible other impacts of the NPP program in their neighborhood. About 40% -- 246 -- survey respondents answered this question. About 24% of those who responded to the question (10% of all respondents) had positive comments to make about the NPP. The remainder of the comments were either generally negative or referred to a specific problem that respondents had encountered.
- γ In order to evaluate perceptions about the ease of parking in their neighborhood, residents were first asked about their expectations regarding how close to their residence they should be able to park, and how close to their home they were able to park on an average day. While most residents (69%) expect that they should be able to park within two car-lengths of their residence, almost as many (63%) say that on average they *are* able to park that close.
 - § Respondents who lived in single-family homes, owned their residences, had lived in their residence for over 10 years, were over 65 years old or were not students were more likely to say that they *should be able* and that they *were able* to park *immediately* in front of my residence. These responses are appropriate, assuming that single family homes (where older, more established residents live) have a garage or driveway where residents can park.

- § Respondents who lived in multi-family units or rented their units or were students or were between the ages of 18 and 24 or had lived in their residence for less than 10 years were more likely to say that they *should be able to* and *were able to* park *within two car-lengths* or *on the same block* as their residence.
- § The smallest NPP zones with the highest proportion of single family homes *B Columbine and High-Sunset B* have the highest proportion of respondents who both expect to be able to park immediately in front of their residence and are usually able to park there. Respondents in the Goss-Grove and Whittier neighborhoods were more likely to expect to park two car-lengths away or on the same block, although a slightly higher proportion of Whittier respondents said they were usually able to park in front of their homes than expected to do so. In the Mapleton and Goss-Grove zones, a higher proportion of respondents than in other zones felt they should be able to park *one or more blocks away* from their residence. These two neighborhoods had the highest proportion of residents who said they *usually park* *one or more blocks away* from their residence.
- γ Residents feelings about the ease of parking in their neighborhood were generally positive. Respondents in all the NPP zones said that the ease of parking for visitors was slightly more difficult than finding a parking space for oneself. In all neighborhoods combined, almost half (48%) say the ease of parking has increased for themselves, about one-quarter (27%) think it has stayed the same and only 10% feel that ease of parking has decreased. Respondents felt that the ease of parking for visitors had also increased. Forty-six percent of all respondents say that visitor parking has increased *Asomewhat* or *Aa great deal*. About 14% of residents felt that the ease of visitor parking had decreased.
- § In all neighborhoods combined, respondents who lived in single-family homes, owned their residences, had lived in their residence longer, were older or were not students were more likely to say that the ease of finding a parking space for themselves and for their visitors had increased *Asomewhat* or *Aa great deal*. Respondents between the ages of 18 and 24 were more likely to say that the ease of finding parking for themselves and their visitors had *decreased* *Asomewhat* or *Aa great deal*.
- § Among NPP neighborhoods, the greatest improvement in finding a parking space, for self and visitors, was in the Uni-Hill zone. About 75% of these respondents felt that the ease of parking had increased since the implementation of the NPP program. A majority (62%) of Whittier respondents also felt that ease of parking had increased for both themselves and their visitors. Although 60% of Goss-Grove respondents felt that ease of parking had increased, respondents in this NPP zone also had the highest proportion of people who said that ease of finding parking had decreased (20% to 25%). In the Mapleton NPP zone about half of respondents felt that ease of parking had increased, but 17% to 21% also felt that ease of parking had decreased in their neighborhood.
- γ Survey respondents were asked whether they have a Neighborhood Parking Permit and almost 70% of all respondents said they did.
 - § Respondents who lived in multi-family housing of one to four units were most likely to have permits (79%), however, only 50% of respondents living in multi-family housing of 5 or more units had permits. Those over 65 years of age (55%) and those between 18 and 24 (64%) were also less likely to have a neighborhood parking permit than were respondents in the middle age ranges.
 - § Among the NPP zones, the higher density, downtown areas -- Goss-Grove, Mapleton, Uni-

Hill and Whittier -- had larger proportions of permits than Columbine or High-Sunset.

- γ Residents in all 6 NPP areas combined did not make great use of visitor passes. Almost 30% of respondents said they don't have or never use a visitor pass, another 32% said they only use their visitor pass 4 to 5 times per year. Only 6% of all respondents said they use a visitor pass every day.
- § A larger proportion of respondents living in multi-family units either didn't have a pass or rarely used it compared to respondents who lived in single-family detached housing or in rooms in single family homes.
- § Visitor passes were most frequently used by Uni-Hill, Whittier and Mapleton neighborhood respondents.

Conclusions

In general, the majority of respondents to the Neighborhood Parking Permit survey from all 6 NPP zones combined felt that conditions in their neighborhood as a result of the NPP program had either stayed the same or improved.

There was very little disparity among residents in all neighborhoods combined between the distance they expected to park and the distances they actually parked from their home. Owners of single family homes (who presumably have garages) were more likely to expect to park and did park immediately in front of their residences while renters or those in multi-family units were more likely to expect to park and did park within two car-lengths or on the same block as their residence.

Most respondents felt that ease of parking both for self and visitors has increased or stayed the same since the inception of the NPP program. About half of the respondents from all NPP zones combined felt that the ease of finding a parking space for oneself or for a visitor has increased. Another quarter of the respondents said that the ease of finding a parking space had stayed about the same. Among the NPP zones, Uni-Hill had the largest proportion respondents who felt there had been an improvement in ease of parking both for self and visitors; 75% of residents in this zone said ease of parking had increased.

Overall, almost 70% of respondents have Neighborhood Parking permits for their neighborhood. Whittier NPP had the highest proportion of permits (81%) and Columbine had the lowest (44%).

The greatest use of visitor passes occurred in the Uni-Hill neighborhood, where almost 30% of respondents said they used their visitor pass one to two times a week or more. In the Mapleton and Whittier zones, about 20% used visitor passes as often.

Introduction

In late 2000, the Audit and Evaluation Division was asked by the Downtown and University Hill Management Division to conduct a survey of residents in each of the six neighborhoods that participate in the Neighborhood Parking Permit Program (NPP). The NPP was developed in an effort to manage parking demand and balance the needs of all who park on the streets. The purpose of the survey was to inquire about neighborhood residents' satisfaction with the program and assess the impact that the parking permit program has had on the neighborhoods.

In mid-February, 2001, surveys were mailed to all households within the six NPP areas: Whittier, Uni-Hill, Columbine, Mapleton, Goss/Grove and High/Sunset. In late February, a reminder post card was sent to these residents. A copy of the survey instrument and accompanying letter can be found in Appendix C. Of the 1962 surveys sent, 92 were returned as undeliverable and 613 completed surveys were received; a response rate of 33% for all NPP zones combined.

The table below shows the response rates for each NPP zone and the proportion of responses from each zone that make up the total. The highest neighborhood response rate was from High/Sunset where 51% of residents completed a survey, however, this NPP zone had the lowest total residents of all neighborhoods. The NPP zone with the highest number of residents, Goss/Grove, had the lowest response rate, 21%. Differences in response rates may be a reflection of the proportion of owner-occupied versus rental units in each area. Property owners are generally more likely to respond to surveys than renters. (For more details on survey methodology, see Appendix B, page 23.)

| Proportion by Zone and Response Rates | | | | | |
|---------------------------------------|----------------|--------------------------------|----------------------------|---------------|-----------------------|
| NPP Zone | Surveys Mailed | Surveys Returned Undeliverable | Completed Surveys Received | Response Rate | Zone Percent of Total |
| Columbine | 269 | 5 | 111 | 42% | 18% |
| Goss-Grove | 456 | 16 | 94 | 21% | 15% |
| High-Sunset | 79 | 10 | 35 | 51% | 6% |
| Mapleton | 346 | 31 | 103 | 33% | 17% |
| University Hill | 384 | 0 | 136 | 35% | 22% |
| Whittier | 428 | 30 | 137 | 34% | 22% |
| Total All NPP Zones | 1962 | 92 | 616 | 33% | 100% |

In general, survey respondents, even in these higher density residential areas, were more likely to be home owners living in single family detached housing. In all areas combined, 68% of respondents owned their home and 71% lived in single family units. (For more information about respondents, see Demographics section, page X.)

The report that follows describes the survey results for all the six neighborhoods combined and for each NPP zone. Each question was examined in relation to the demographic characteristics of respondents, including their age, student status, type of unit they lived in, whether they owned or rented their residence and the length of time they had lived there. Where there were statistically significant differences among demographic groups, they are mentioned in the text.

Survey Results

I. Effect of the NPP program on the Neighborhood

A series of 12 questions was asked of residents to ascertain the positive or negative impacts of the NPP program on the neighborhood. These questions were grouped into four categories: a) traffic and safety; b) access and parking; c) pollution and noise; and d) neighborhood and community. For each question, respondents could indicate whether conditions had improved, were about the same or were worse.¹

1) Traffic and Safety

Over the six NPP areas, the largest proportion of respondents (about half) think that traffic and safety conditions in their neighborhoods have remained about the same since the beginning of the NPP program. Of those who thought conditions had gotten better or worse, a larger proportion (between 13% and 26%) felt that conditions have improved, compared to those who thought conditions had gotten worse (between 7% and 11% of respondents). Between 17% and 40% of respondents said they did not know or did not respond to the question about traffic/safety conditions in their neighborhood, particularly in relation to children/pedestrians and vandalism.

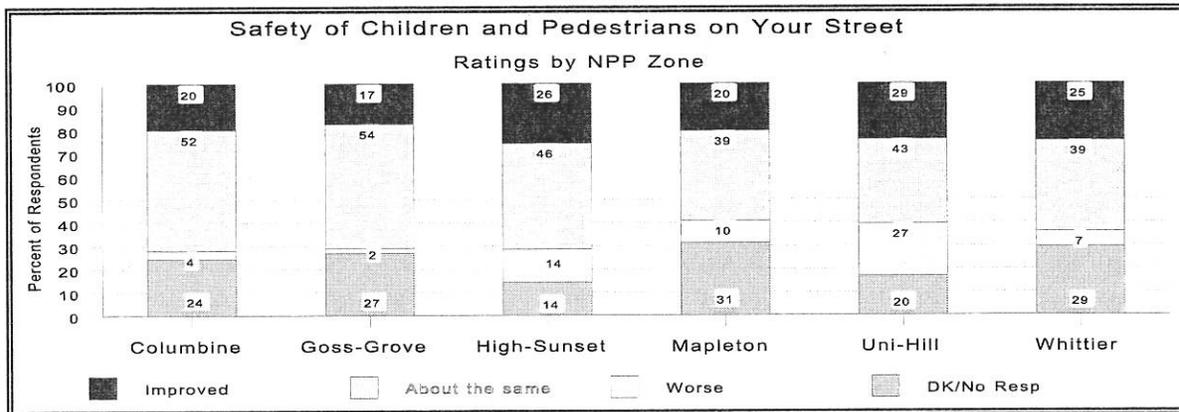
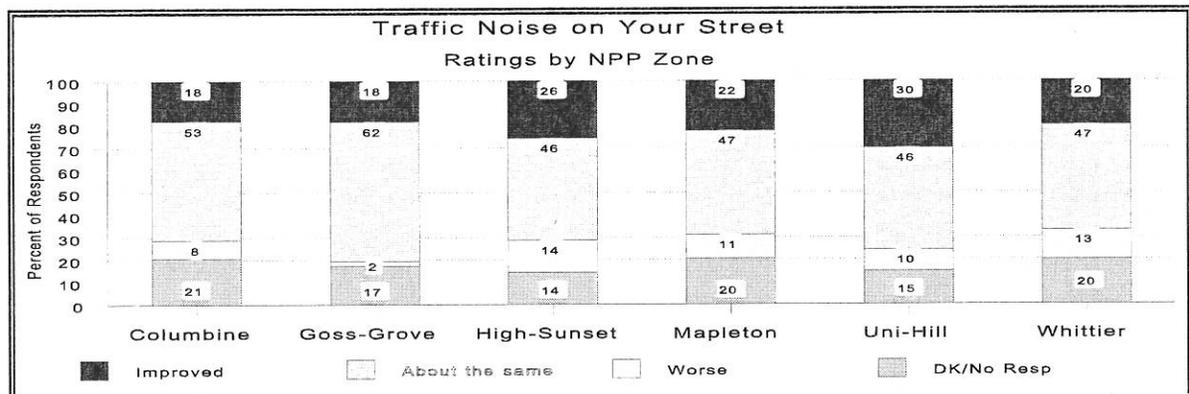
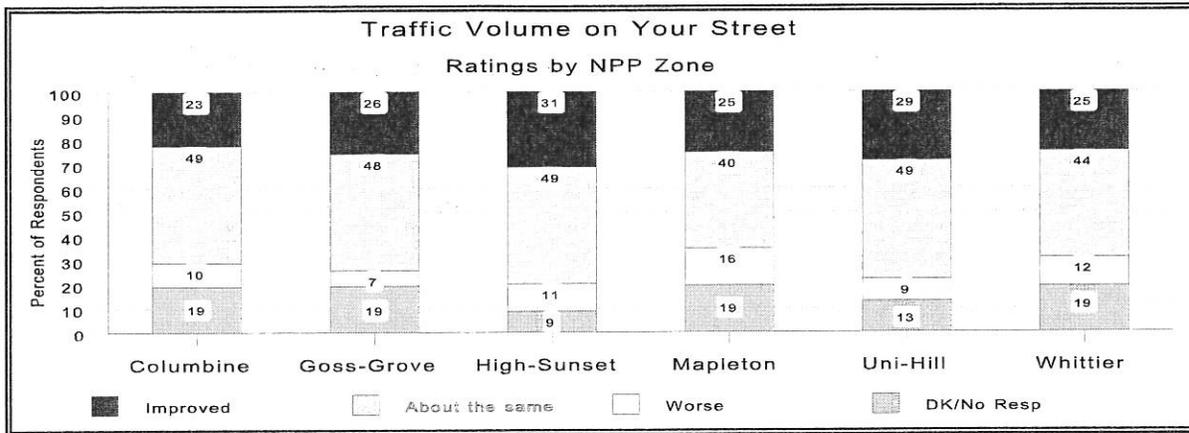
Respondents who owned their homes were somewhat more likely than renters to think that *traffic volume* on their street had improved and residents who lived in single family detached units and owned their homes were more likely than renters and people living in other types of housing to think that *traffic noise* on their street had improved.²

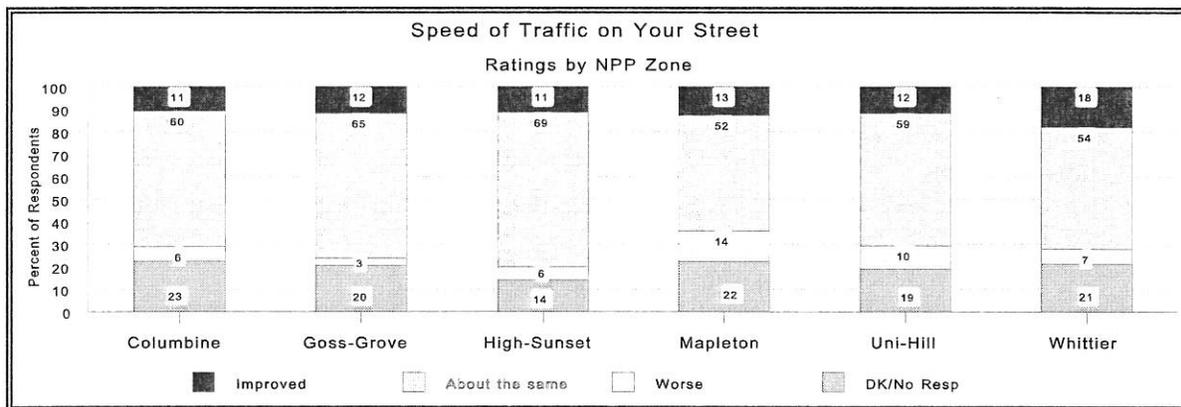
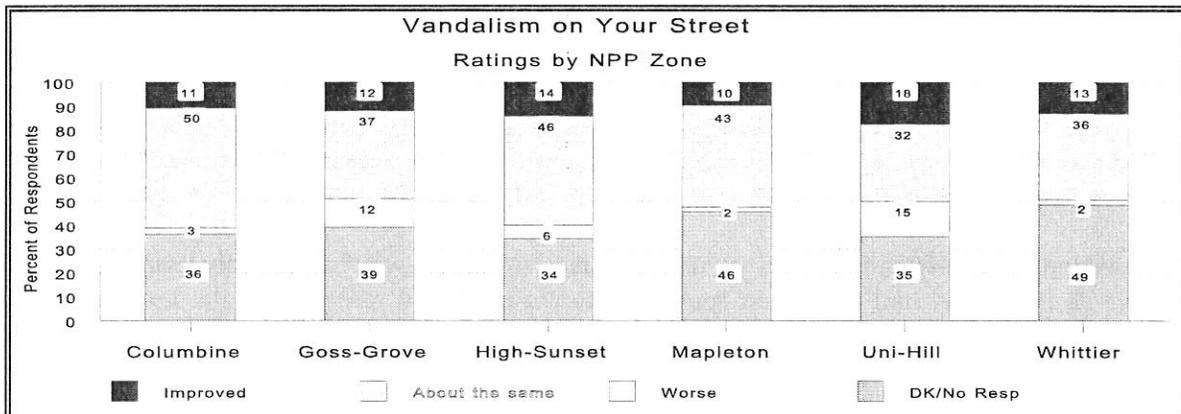
| How has the NPP affected the following conditions in your neighborhood? | Improved | About the Same | Worse | Don't Know/No Response | Total (n=616) |
|---|----------|----------------|-------|------------------------|---------------|
| Traffic volume on your street | 26% | 47% | 11% | 16% | 100% |
| Traffic noise on your street | 23% | 50% | 10% | 17% | 100% |
| Safety of children & pedestrians on your street | 23% | 45% | 7% | 25% | 100% |
| Vandalism on your street | 13% | 40% | 7% | 40% | 100% |
| Speed or traffic on your street | 13% | 58% | 8% | 20% | 100% |

Ratings of the traffic and safety questions are shown for each NPP zone in the five figures on the following two pages. Differences among neighborhoods were not statistically significant on any of these questions.

¹ For this set of questions, "Don't know" and "No response" are included in the total because, for all zones combined, these responses constituted more than 10% of all respondents. However, the "Don't know" and "No responses" are not included in the totals of the individual NPP zones.

² Differences between subgroups were statistically significant (p<.05).
NPP Survey Results - April 2001





b) Access and Illegal Parking

Respondents in the six NPP neighborhood generally think that illegal parking and access to their residence has either stayed the same or improved. Table 2 shows that while about one-quarter of respondents said they didn't know about illegal parking on their street, only 9% felt illegal parking had gotten worse and about two-thirds (65%) of respondents thought illegal parking has either stayed the same or improved. An even higher proportion of respondents (74%) think that access to their residence has either stayed the same or improved. Only 12% believe access has worsened.

Non-students and respondents who own their homes were somewhat more likely to say that *illegal parking on their street* had improved compared to students and renters. As the length of time respondents had lived in their present residence increased, the likelihood that they would say that illegal parking had improved increased.

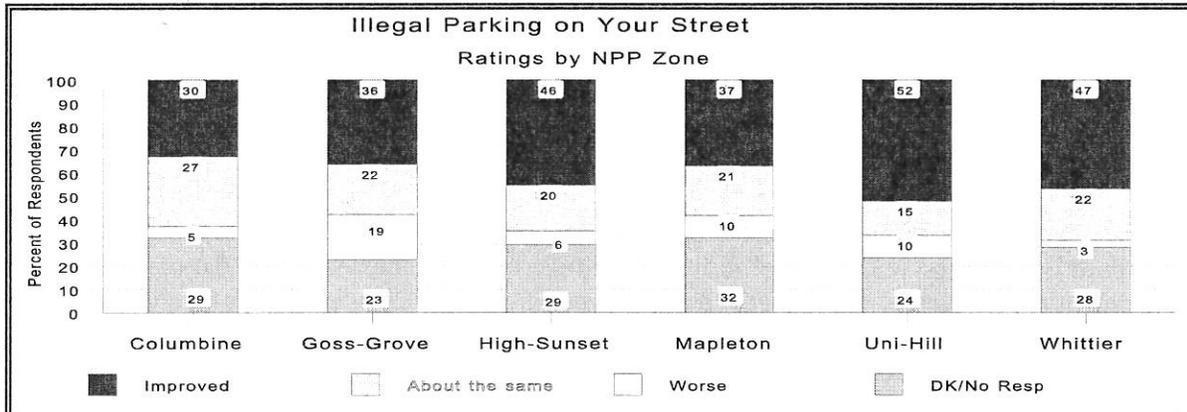
More positive responses to the improvement of *access to their residence* was expressed by:

- ∇ respondents who lived in single family dwellings or in rooms in single family dwellings compared to those who lived in multifamily homes;
- ∇ respondents who have lived in their residences for 11 or more years (compared to those who have lived in the current residents for 10 years or less);
- ∇ property owners rather than renters;
- ∇ non-students
- ∇ respondents over the age of 55 compared to those between 18 and 54 years old.

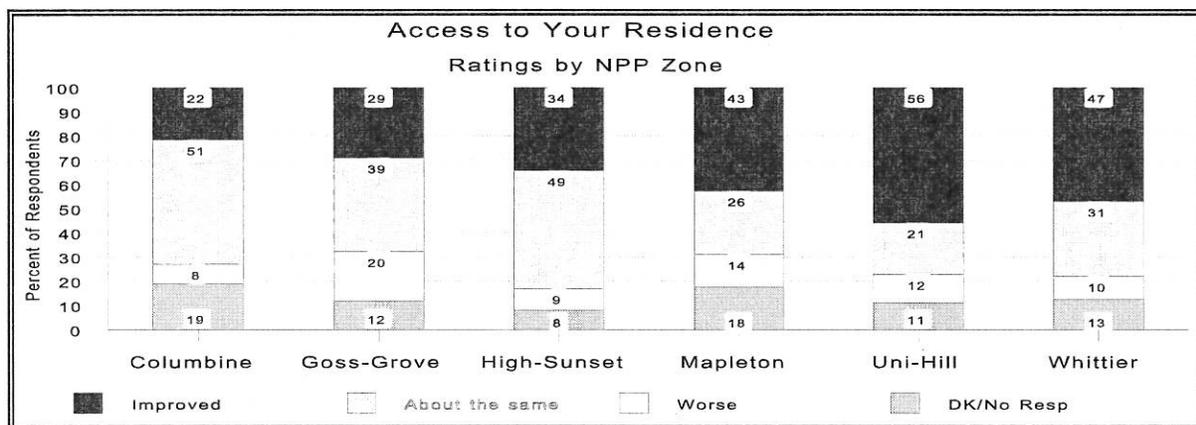
| How has the NPP affected the following conditions in your neighborhood? | Improved | About the Same | Worse | Don't Know/No Response | Total (n=616) |
|---|----------|----------------|-------|------------------------|---------------|
| Illegal parking on your street | 42% | 23% | 9% | 26% | 100% |
| Access to your residence | 40% | 34% | 12% | 14% | 100% |

Ratings of the access to one's residence and illegal parking on the street are shown for each NPP zone in the figures on the following page.

As the NPP zone comparison in Figure 6 shows, respondents from the University Hill neighborhood were more likely than residents of other areas to feel that *illegal parking on their street* has improved since the NPP began; 52% of Uni-Hill residents felt this way. Whittier and High-Sunset were the zones that gave the second highest improvement rating (44% to 46%) to illegal parking on their street.³



A larger proportion of Uni-Hill residents (56%) than respondents from other NPP zones felt that *access to their residence* has improved since the NPP started. Almost half of the respondents from the Whittier (47%) and Mapleton (43%) areas also felt this way. Respondents from the Goss-Grove area gave higher proportion of *Worse* ratings (20%) to access than did respondents from other NPP zones.



³ Differences between subgroups were statistically significant (p<.05).
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c) Pollution and Noise

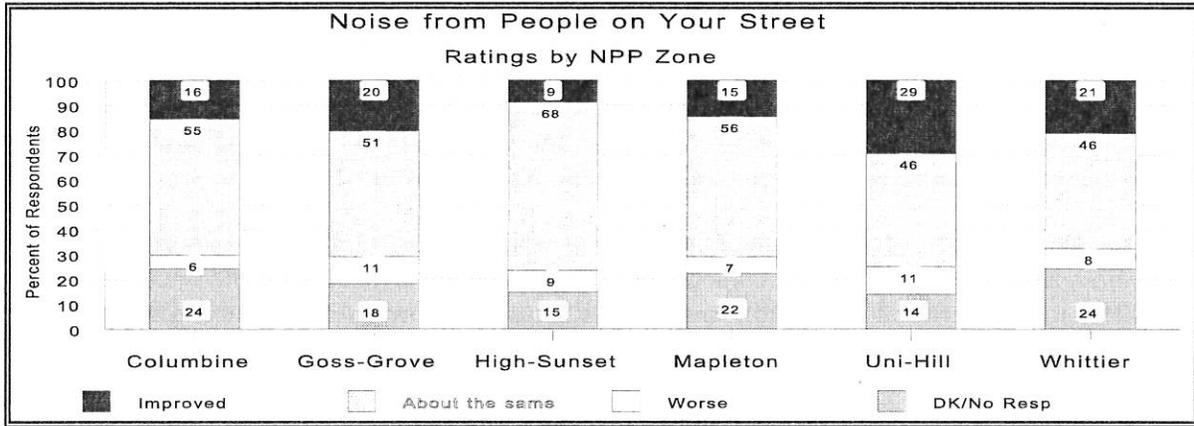
Again, about half of NPP survey respondents felt that noise and pollution in their neighborhood has remained about the same since the NPP began. About 20% of respondents felt that noise and trash on their street had improved and about the same proportion said they didn't know about these two features; only 9%-10% felt these conditions had gotten worse. As might be expected a large proportion of residents (40%) did not know whether air pollution conditions have changed since the NPP began.

Respondents who own their homes were somewhat more likely than renters to say that *noise from people on their street* had improved. Those between the ages of 18 and 24 were more likely than older respondents to say that noise from people had gotten worse.

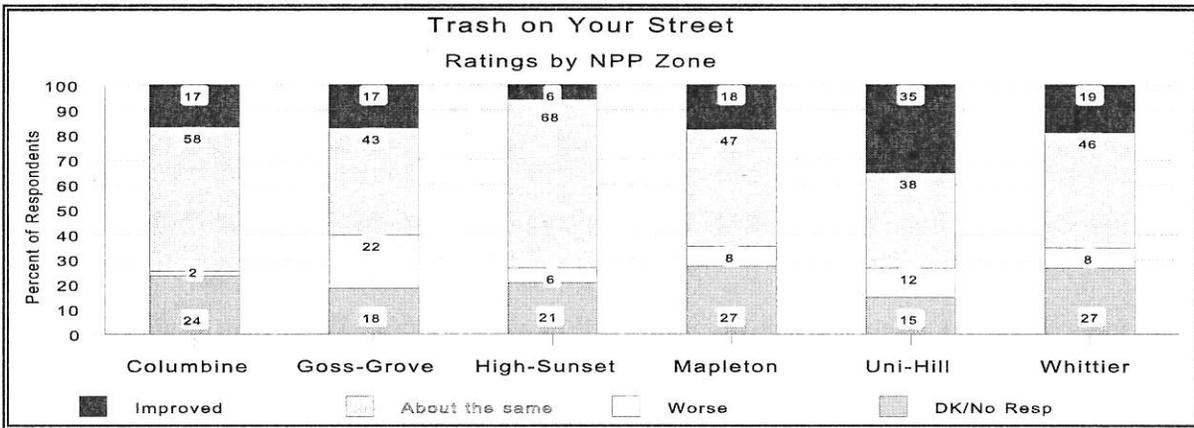
Improvement ratings of *trash on the street* were somewhat higher among property owners (compared to renters) and those who lived in single family detached units (compared to other housing types). Again, those between the ages of 18 and 24 were more likely than older respondents to rate trash as having gotten worse since the NPP began. There were no statistically significant differences among demographic groups in ratings of *air pollution*.

| How has the NPP affected the following conditions in your neighborhood? | Improved | About the Same | Worse | Don't Know/No Response | Total (n=616) |
|---|----------|----------------|-------|------------------------|---------------|
| Noise from people on your street | 21% | 52% | 9% | 19% | 100% |
| Trash on your street | 21% | 48% | 10% | 20% | 100% |
| Air pollution on your street | 13% | 42% | 5% | 40% | 100% |

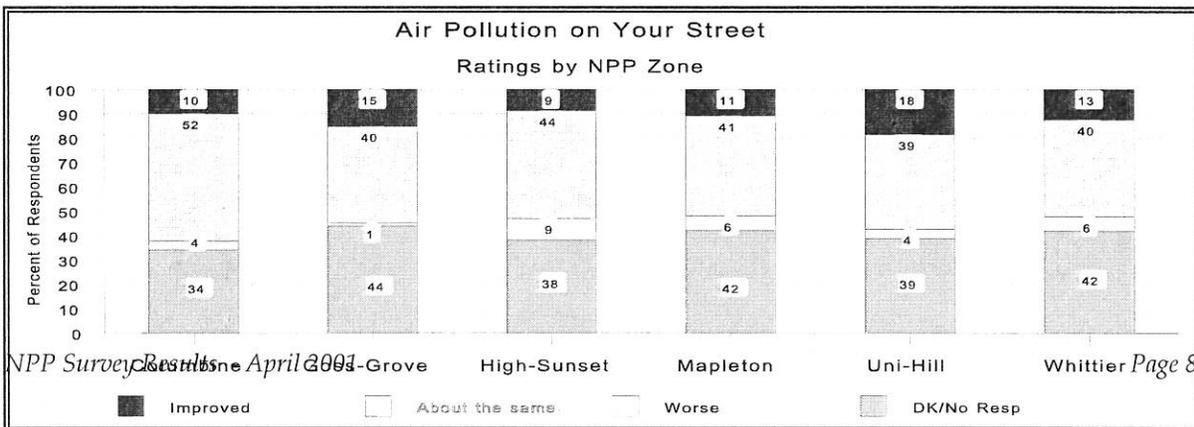
Ratings of noise, trash and air pollution on the street are shown for each NPP zone in the figures on the following page.



Respondents in the Uni-Hill NPP zone gave significantly more improved responses to the



question of trash on the street than did respondents in other neighborhoods.



d) Neighborhood and Community

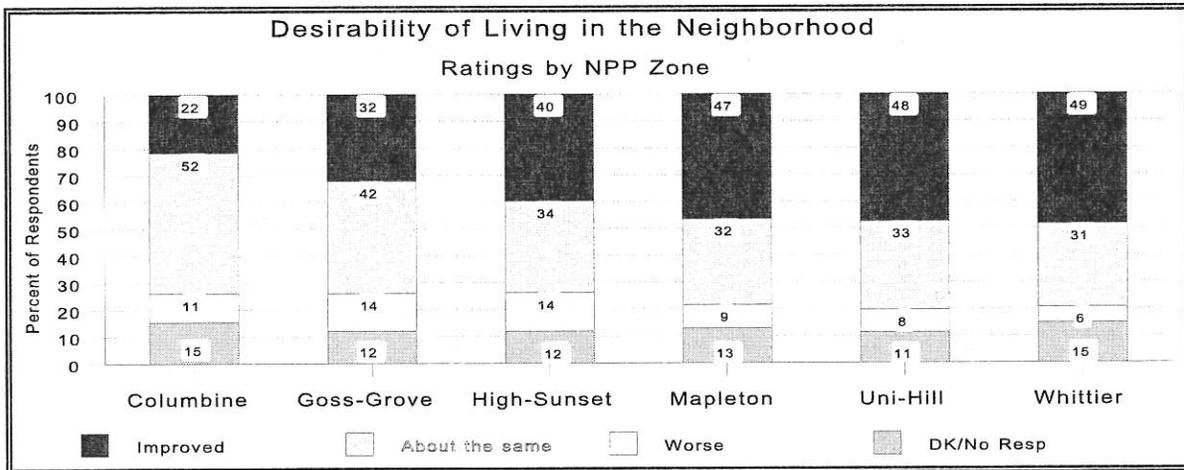
Over the six NPP areas, 40% of residents feel the desirability of their neighborhood has improved since the start of the NPP and only 10% feel neighborhood desirability has gotten worse. Almost one-third of all respondents said the sense of community was better, 41% said it was about the same and only 8% said it was worse than before the NPP program began.

Among respondents in all zones, homeowners were more likely to think that the *desirability of living in the neighborhood* had improved. Respondents in the age group 18 to 24 years old were more likely to feel that neighborhood desirability was worse. Those who owned their home were also more likely than renters to feel that the *sense of community in the neighborhood* had improved as a result of the NPP. Students and 18 to 24 year old were less likely to feel this way.

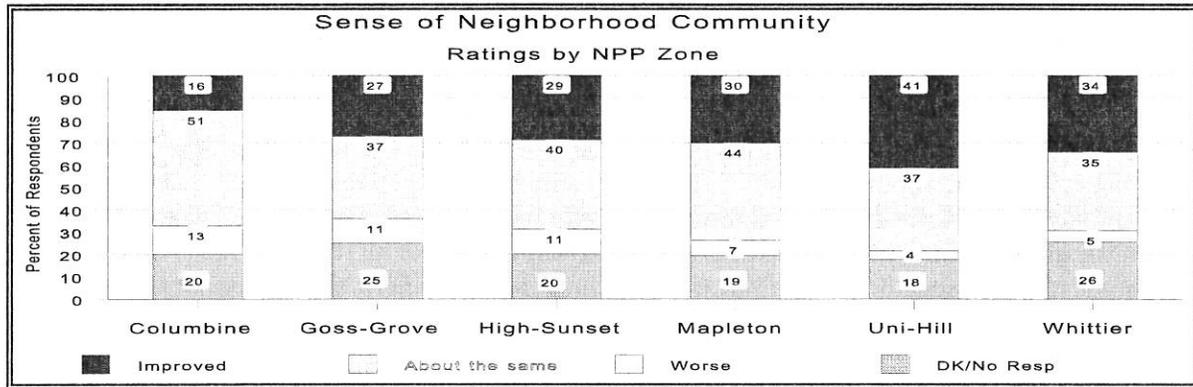
| How has the NPP affected the following conditions in your neighborhood? | Improved | About the Same | Worse | Don't Know/No Response | Total (n=616) |
|---|----------|----------------|-------|------------------------|---------------|
| Desirability of living in the neighborhood | 40% | 37% | 10% | 13% | 100% |
| Sense of neighborhood community | 30% | 41% | 8% | 21% | 100% |

Ratings of neighborhood desirability and sense of community are shown for each NPP zone in the figures that follow.

Residents of Mapleton, Uni-Hill and Whittier NPP zones were more likely than others to feel that the *desirability of their neighborhood* had improved (almost half of these respondents felt this way).



Uni-Hill respondents were most likely to feel that the sense of neighborhood community had improved since the beginning of the NPP (41%); 35% of Whittier NPP zones respondents also felt this way.



e) Other Impacts of the NPP

NPP area residents were asked if they had noticed any other possible other impacts of the NPP program in their neighborhood. Respondents could give any answer they wanted in their own words. About 40% -- 246 -- survey respondents answered this question. These comments were then grouped into the categories displayed in Table 5 .

Almost one-quarter of those who responded to the question (10% of all respondents) had positive comments to make about the NPP. However, almost as many residents (21% of those who responded) had general negative comments. Some residents felt that the NPP was not needed, about 9% of the comments made expressed this sentiment (4% of all respondents). Table 5 shows that some also had specific complaints on such issues as enforcement, student parking, traffic, etc... (Verbatim comments made by respondents in each NPP zone are aggregated in the report for that zone).

| Are there any other impacts of the Neighborhood Parking Program that you have noticed in your neighborhood? | Percent of those making a comment (n=246) | Percent of All Respondents (n=616) |
|---|---|------------------------------------|
| Generally positive comments | 24% | 10% |
| Generally negative comments | 20% | 8% |
| Do not need the NPP/NPP is useless | 8% | 3% |
| Enforcement issues | 7% | 3% |
| Traffic issues | 7% | 3% |
| Permit problems | 6% | 3% |
| Student parking complaints | 5% | 2% |
| Non-area residents with permits | 3% | 1% |
| Signage pollution | 3% | 1% |
| Evening/weekend parking problems | 2% | 1% |
| Abuse of visitor permits | 2% | 1% |
| Downtown employee parking issues | 1% | 1% |
| Parking Space issues | 1% | <1% |
| Don=t know, didn=t live here before NPP | 7% | 3% |
| No comments | C | 59% |
| Total | | 100% |

II. Ease of Parking

In order to evaluate perceptions about the ease of parking in their neighborhood, residents were first asked about their expectations regarding how close to their residence they should be able to park, and how close to their home they were able to park on an average day. Table 6 demonstrates that while most residents (69%) expect that they should be able to park within two car-lengths of their residence, almost as many (63%) say that on average they *are* able to park that close. In fact, there is very little disparity among residents in all neighborhoods combined between the distance they expect to park and the distance they actually park from their home.

| Table 6 -Parking Near Residence | | |
|--|---|--|
| | About how near to your residence do you feel you should usually be able to park your vehicle? | On average, about how far from your residence are you able to park your vehicle? |
| Percent of Respondents (n=616) | | |
| Immediately in front of my residence | 38% | 39% |
| Within two car-lengths of my residence | 31% | 24% |
| On the same block as my residence | 22% | 22% |
| One block from my residence | 3% | 4% |
| More than one block from my residence | 1% | 4% |
| Don=t know/No response | 5% | 7% |
| Total | 100% | 100% |

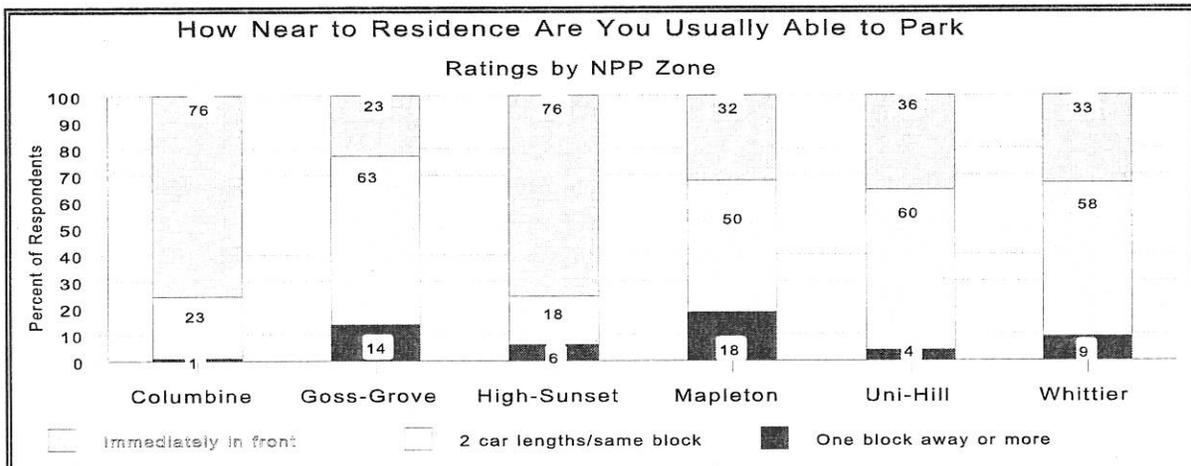
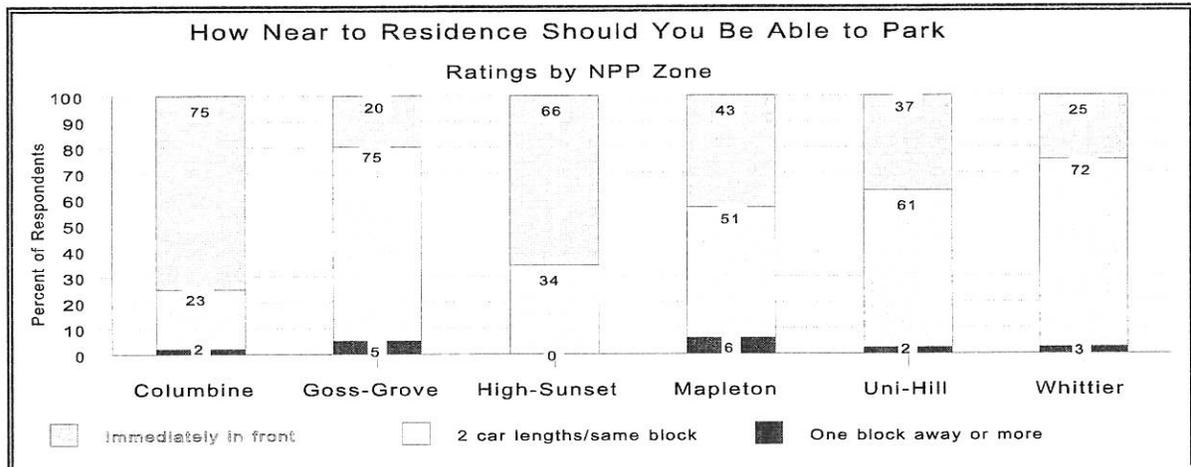
Responses to the two questions about residents= ability to park near their residence were found to have statistically significant differences in all the demographic characteristics asked on the survey. Respondents who lived in single-family homes, owned their residences, had lived in their residence for over 10 years, were over 65 years old or were not students were more likely to say that they *should be able* and that they *were able* to park *immediately in front of my residence*. These responses are appropriate, assuming that single family homes (where older, more established residents live) have a garage and/or driveway where residents can park.

Respondents who lived in multi-family units or rented their units or were students or were between the ages of 18 and 24 or had lived in their residence for less than 10 years were more likely to say that they *should be able* to and *were able* to park *within two car-lengths* or *on the same block* as their residence.

Responses to the two *Ability to park* questions are shown for each NPP zone in the figures on the following page.

Figures 13 and 14 show that the smallest NPP zones with the highest proportion of single family homes B Columbine and High-Sunset B have the highest proportion of respondents who both expect to be able to park immediately in front of their residence and are usually able to park there. Respondents in the Goss-Grove and Whittier neighborhoods were more likely to expect to park two car-lengths away or on the same block, although a slightly higher proportion of Whittier respondents said they were usually able to park in front of their homes than expected to do so.

In the Mapleton and Goss-Grove zones, a higher proportion of respondents than in other zones felt they should be able to park *one or more blocks away* from their residence. These two neighborhoods had the highest proportion of residents who said they *usually park one or more blocks away* from their residence.



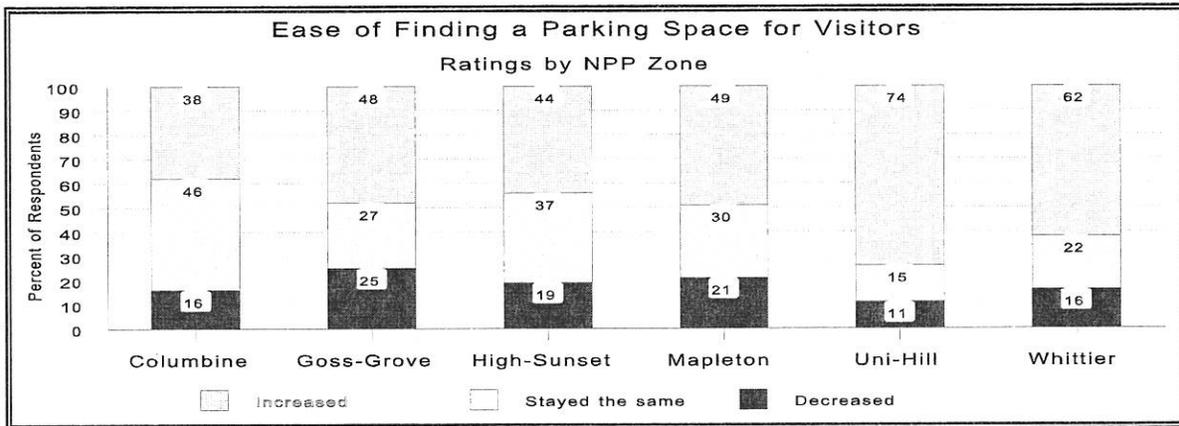
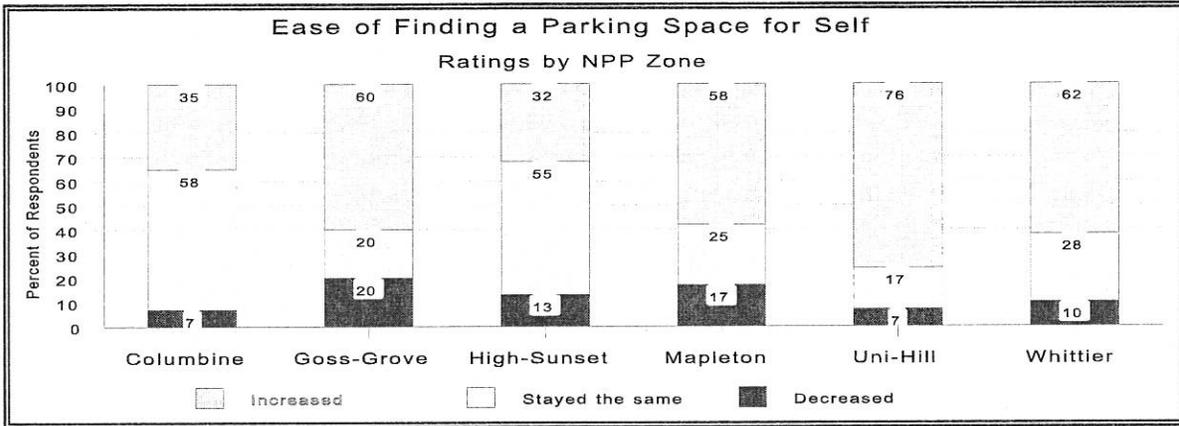
Residents feelings about the ease of parking in their neighborhood were generally positive. Respondents in all the NPP zones said that the ease of parking for visitors was slightly more difficult than finding a parking space for oneself. In all neighborhoods combined, almost half (48%) say the ease of parking has increased for themselves, about one-quarter (27%) think it has stayed the same and only 10% feel that ease of parking has decreased, as shown in Table 7. Respondents felt that the ease of parking for visitors had also increased. Forty-six percent of all respondents say that visitor parking has increased *Asomewhat* or *Aa great deal*. About 14% of residents felt that the ease of visitor parking had decreased.

As with the questions about the ability to park in proximity to residences, responses to the questions about ease of finding a parking space were found to have statistically significant differences in all the demographic characteristics asked on the survey. In all neighborhoods combined, respondents who lived in single-family homes, owned their residences, had lived in their residence longer, were older or were not students were more likely to say that the ease of finding a parking space for themselves and for their visitors had increased *Asomewhat* or *Aa great deal*. Respondents between the ages of 18 and 24 were more likely to say that the ease of finding parking for themselves and their visitors had *decreased* *Asomewhat* or *Aa great deal*.

| Table 7 -Ease of Parking for Self and Visitors | | |
|--|--|---------------|
| | Since the implementation of the Neighborhood Parking Permit (NPP) program in your neighborhood, has the ease of finding a parking space for: | |
| | Yourself | Your visitors |
| | Percent of Respondents (n=616) | |
| Increased a great deal | 27% | 24% |
| Increased somewhat | 21% | 23% |
| Stayed about the same | 25% | 23% |
| Decreased somewhat | 6% | 7% |
| Decreased a great deal | 4% | 7% |
| DK/didn=t live here or no response | 17% | 16% |
| Total | 100% | 100% |

Differences between responses to these two question in the various NPP zones were also statistically significant. These responses are displayed in figures on the following page.

Among NPP neighborhoods, the greatest improvement in finding a parking space, for self and visitors, was in the Uni-Hill zone (shown in Figures 15 and 16). About 75% of these respondents felt that the ease of parking had increased since the implementation of the NPP program. A majority (62%) of Whittier respondents also felt that ease of parking had increased for both themselves and their visitors. Although 60% of Goss-Grove respondents felt that ease of parking had increased, respondents in this NPP zone also had the highest proportion of people who said that ease of finding parking had decreased (20% to 25%). In the Mapleton NPP zone about half of respondents felt that ease of parking had increased, but 17% to 21% also felt that ease of parking had decreased in their neighborhood.

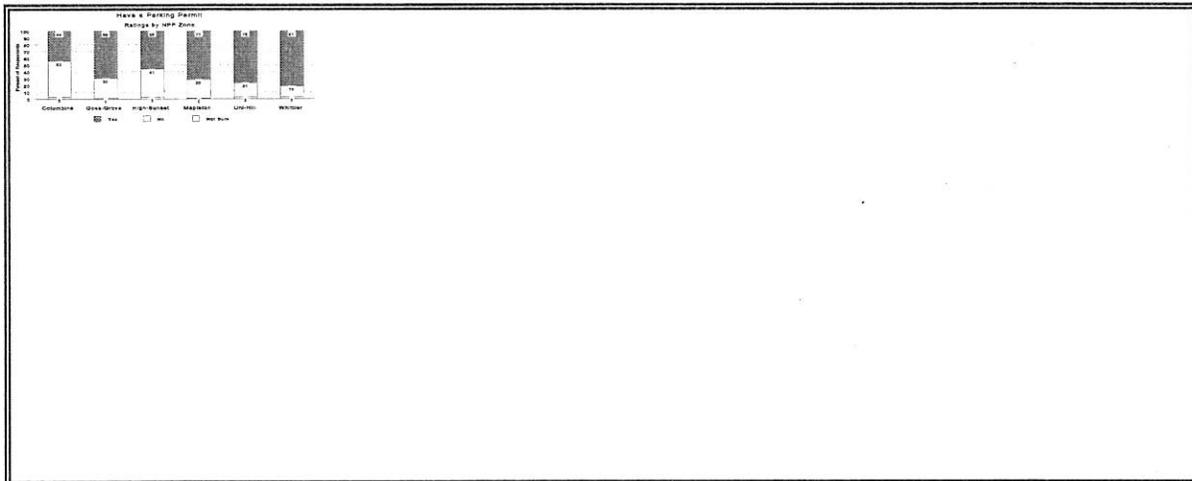


III. Parking Permit and Visitor Passes

Survey respondents were asked whether they have a Neighborhood Parking Permit and almost 70% of all respondents said they did. Respondents who lived in multi-family housing of one to four units were most likely to have permits (79%), however, only 50% of respondents living in multi-family housing of 5 or more units had permits. Those over 65 years of age (55%) and those between 18 and 24 (64%) were also less likely to have a neighborhood parking permit than were respondents in the middle age ranges.

| Do you or a member of your immediate family hold a Neighborhood Parking Permit for your neighborhood? | Percent of Respondents (n=604) |
|---|--------------------------------|
| Yes | 69% |
| No | 29% |
| Not Sure | 2% |
| Total | 100% |

Among the NPP zones, the higher density, downtown areas -- Goss-Grove, Mapleton, Uni-Hill and Whittier -- had larger proportions of permits than Columbine or High-Sunset.

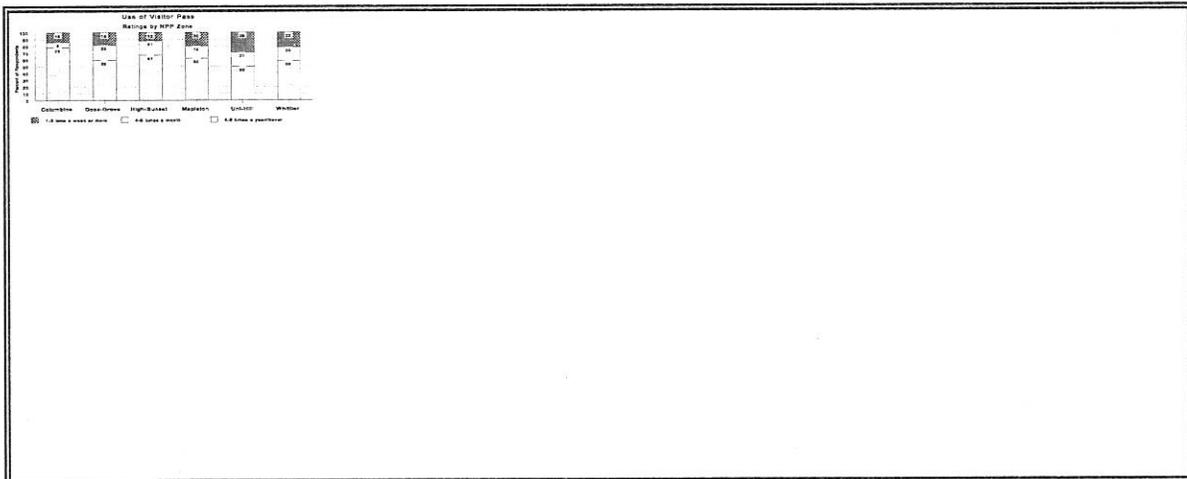


Residents in all 6 NPP areas combined did not make great use of visitor passes. Almost 30% of respondents said they don't have or never use a visitor pass, another 32% said they only use their visitor pass 4 to 5 times per year. Only 6% of all respondents said they use a visitor pass every day.

A larger proportion of respondents living in multi-family units either didn't have a pass or rarely used it compared to respondents who lived in single-family detached housing or in rooms in single family homes.

| Table 9 - Use of Visitor Passes | |
|---|--------------------------------|
| About how often are your visitor passes used? | Percent of Respondents (n=596) |
| Every day | 6% |
| 1 to 2 times a week | 15% |
| 4 to 5 times a month | 18% |
| 4 to 5 times a year | 32% |
| Never/don't have a visitor pass | 29% |
| Total | 100% |

Visitor passes were most frequently used by Uni-Hill, Whittier and Mapleton neighborhood respondents.



V. Demographics

| Table 10 - Type of Residence | |
|--|-----------------------------------|
| | Percent of Respondents (n=598) |
| Single family detached unit | 71% |
| Room or portion of a single family detached unit | 7% |
| Apartment in a building of 4 or fewer units | 13% |
| Apartment in a building of 5 or more units | 9% |
| Total | 100% |

| Table 11 - Rent vs. Own | |
|-------------------------|-----------------------------------|
| | Percent of Respondents (n=603) |
| Rent | 32% |
| Own | 68% |
| Total | 100% |

| Table 12 - Length of Residency | |
|--|-----------------------------------|
| About how long have you lived at your present residence? | Percent of Respondents (n=602) |
| About one year or less | 17% |
| Two to five years | 29% |
| Six to ten years | 14% |
| Ten to nineteen years | 14% |
| Twenty or more years | 25% |
| Total | 100% |

| Table 13 - Number of Vehicles in the Household | |
|---|-----------------------------------|
| | Percent of Respondents (n=597) |
| None | 1% |
| 1 | 32% |
| 2 | 44% |
| 3 | 15% |
| 4 | 5% |
| 5 or more | 3% |
| Total | 100% |
| Average Number of Vehicles per Household = 2.01 | |

| Table 14 - Student Status | |
|---------------------------|-----------------------------------|
| | Percent of Respondents (n=600) |
| Yes | 12% |
| No | 88% |
| Total | 100% |

| Table 15 - Age | |
|----------------|-----------------------------------|
| | Percent of Respondents (n=601) |
| 18 to 24 | 8% |
| 25 to 34 | 20% |
| 35 to 44 | 17% |
| 45 to 54 | 24% |
| 55 to 64 | 15% |
| 65 or older | 16% |
| Total | 100% |

Appendix A - Methodology

Survey Administration

Boundaries for each of the six Neighborhood Parking Permit zones were obtained from the DUHMD & Parking Services Division. A mailing list of all addresses within each of the six zones was developed by the Audit and Evaluation Division. Surveys were mailed to these households in mid-February. About one week after the first mailing, a reminder post card was sent to all households.

Of the approximately 1,960 surveys mailed, 616 completed surveys were received, yielding an overall response rate of 33%. The table below shows the response rates for each NPP zone and the proportion of responses from each zone that make up the total. The highest neighborhood response rate was from High/Sunset where 51% of residents completed a survey, however, this NPP zone had the lowest total residents of all neighborhoods. The NPP zone with the highest number of residents, Goss/Grove, had the lowest response rate, 21%. Differences in response rates may be a reflection of the proportion of owner-occupied versus rental units in each area. Property owners are generally more likely to respond to surveys than renters.

| Proportion by Zone and Response Rates | | | | | |
|---------------------------------------|----------------|--------------------------------|----------------------------|---------------|-----------------------|
| NPP Zone | Surveys Mailed | Surveys Returned Undeliverable | Completed Surveys Received | Response Rate | Zone Percent of Total |
| Columbine | 269 | 5 | 111 | 42% | 18% |
| Goss-Grove | 456 | 16 | 94 | 21% | 15% |
| High-Sunset | 79 | 10 | 35 | 51% | 6% |
| Mapleton | 346 | 31 | 103 | 33% | 17% |
| University Hill | 384 | 0 | 136 | 35% | 22% |
| Whittier | 428 | 30 | 137 | 34% | 22% |
| Total All NPP Zones | 1962 | 92 | 616 | 33% | 100% |

Data Analysis

The surveys were analyzed using the SPSS statistical package. Frequencies are displayed in the figures of the report. Chi-square comparisons were used to test differences between subgroups within the data. Where differences between demographic subgroups were statistically significant, they are presented in the text.

Appendix B - Survey Instrument

Neighborhood Parking Permit Satisfaction

1. Please respond to each question & return in the provided envelop.

1. How has the NPP affected the following conditions in your neighborhood?

| | Improved | About the Same | Worse | Don't Know/No response |
|---|-----------------------|-----------------------|-----------------------|------------------------|
| Traffic Volume on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Traffic noise on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Safety of children & pedestrians on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vandalism on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed or traffic on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. How has the NPP affected the following conditions in your neighborhood?

| | Improved | About the Same | Worse | Don't Know/No Response |
|--------------------------------|-----------------------|-----------------------|-----------------------|------------------------|
| Illegal parking on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to your residence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. How has the NPP affected the following conditions in your neighborhood?

| | Improved | About the Same | Worse | Don't Know/No Response |
|----------------------------------|-----------------------|-----------------------|-----------------------|------------------------|
| Noise from people on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Trash on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Air pollution on your street | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. How has the NPP affected the following conditions in your neighborhood?

| | Improved | About the Same | Worse | Don't Know/No Response |
|--|-----------------------|-----------------------|-----------------------|------------------------|
| Desirability of living in the neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sense of neighborhood community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Neighborhood Parking Permit Satisfaction

5. Since the implementation of the Neighborhood Parking Permit (NPP) program in your neighborhood, has the ease of finding a parking space for:

| | Yourself | Your visitors |
|------------------------|-----------------------|-----------------------|
| Increased a great deal | <input type="radio"/> | <input type="radio"/> |
| Increased somewhat | <input type="radio"/> | <input type="radio"/> |
| Stayed about the same | <input type="radio"/> | <input type="radio"/> |
| Decreased somewhat | <input type="radio"/> | <input type="radio"/> |
| Decreased a great deal | <input type="radio"/> | <input type="radio"/> |

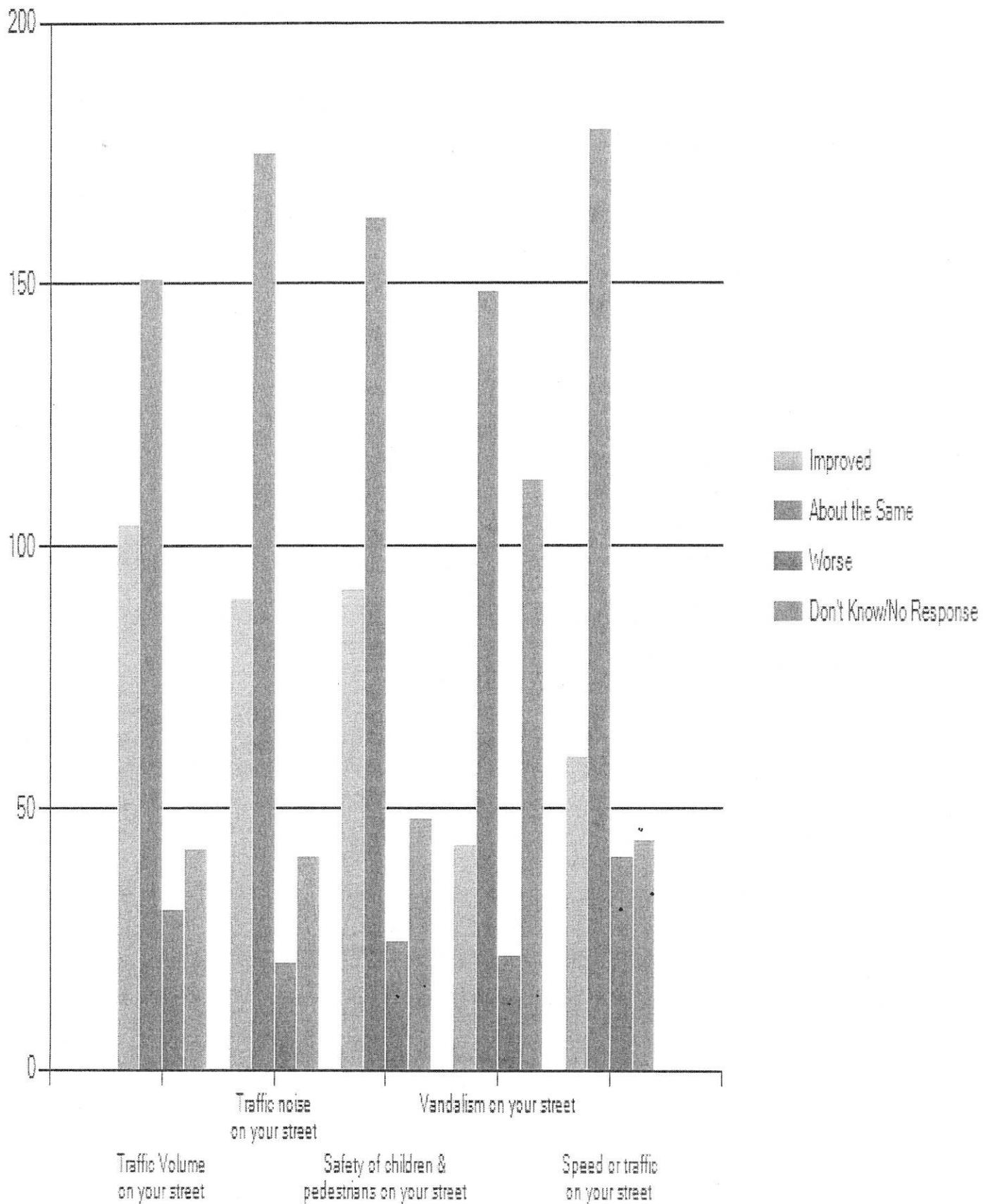
6. Do you or a member of your immediate family hold a Neighborhood Parking Permit for your neighborhood?

Yes No Not Sure

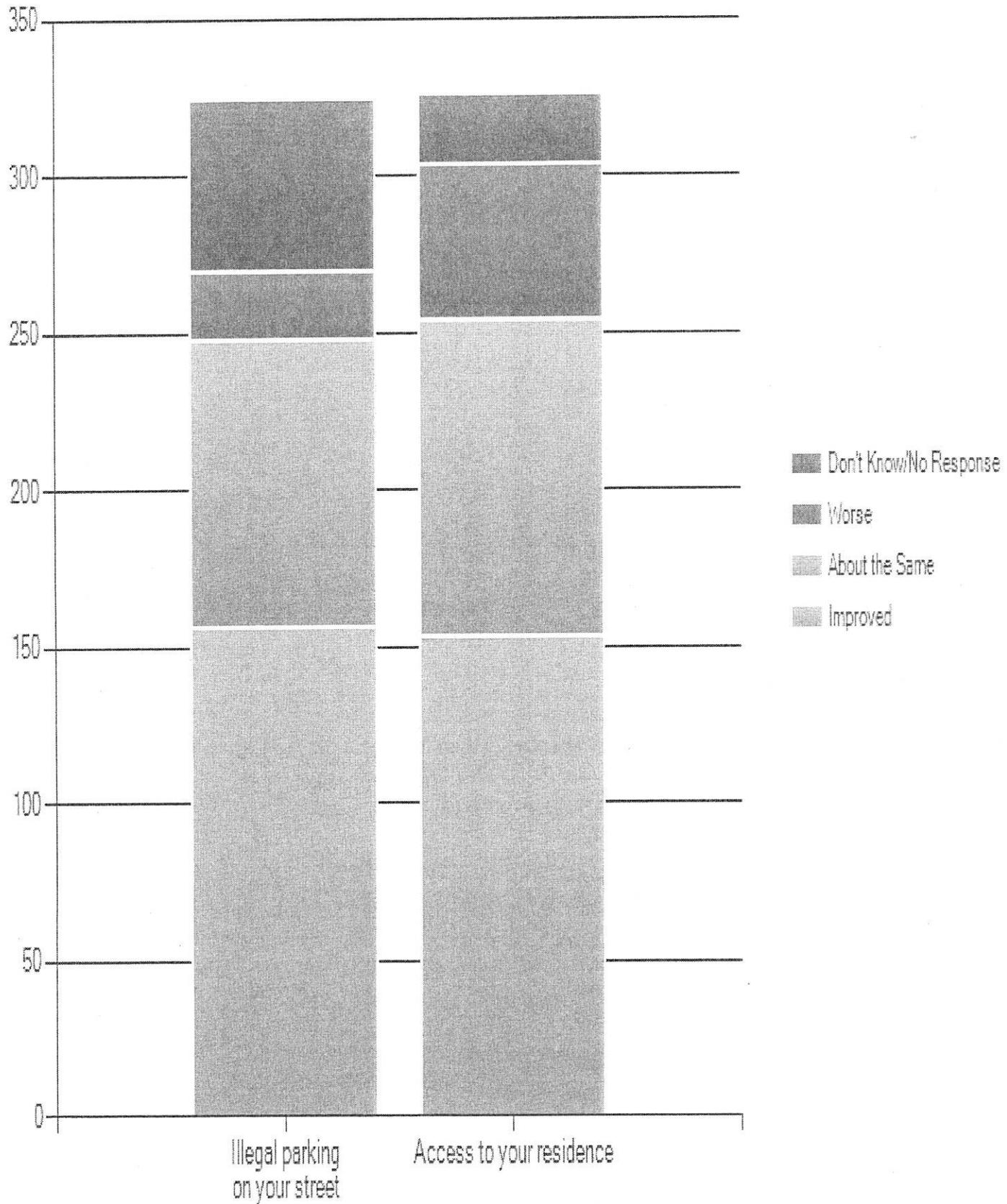
7. About how long have you lived at your present residence?

- About one year or less
- Two to five years
- Six to ten years
- Ten to nineteen years
- Twenty or more years

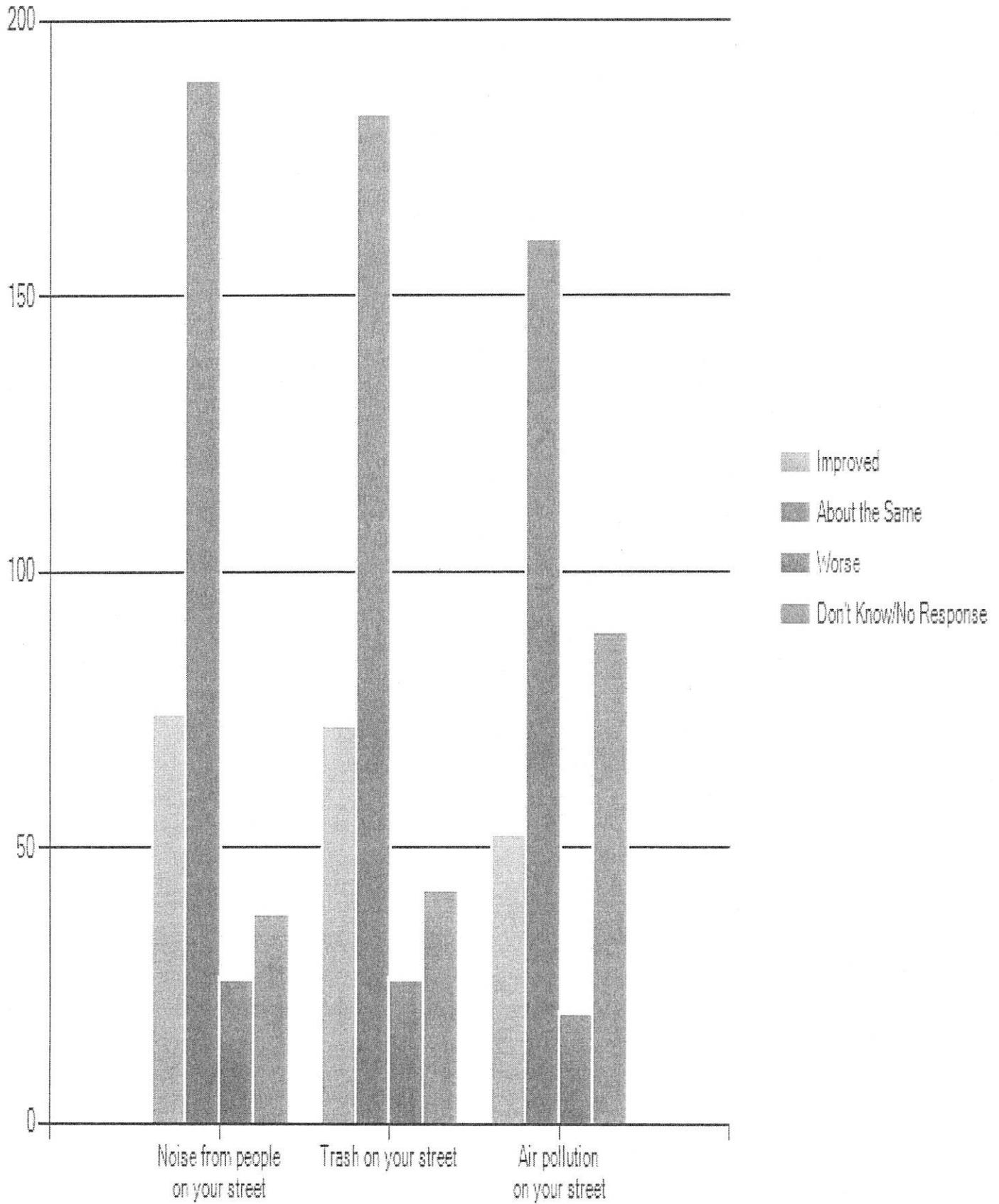
How has the NPP affected the following conditons in your neighborhood?



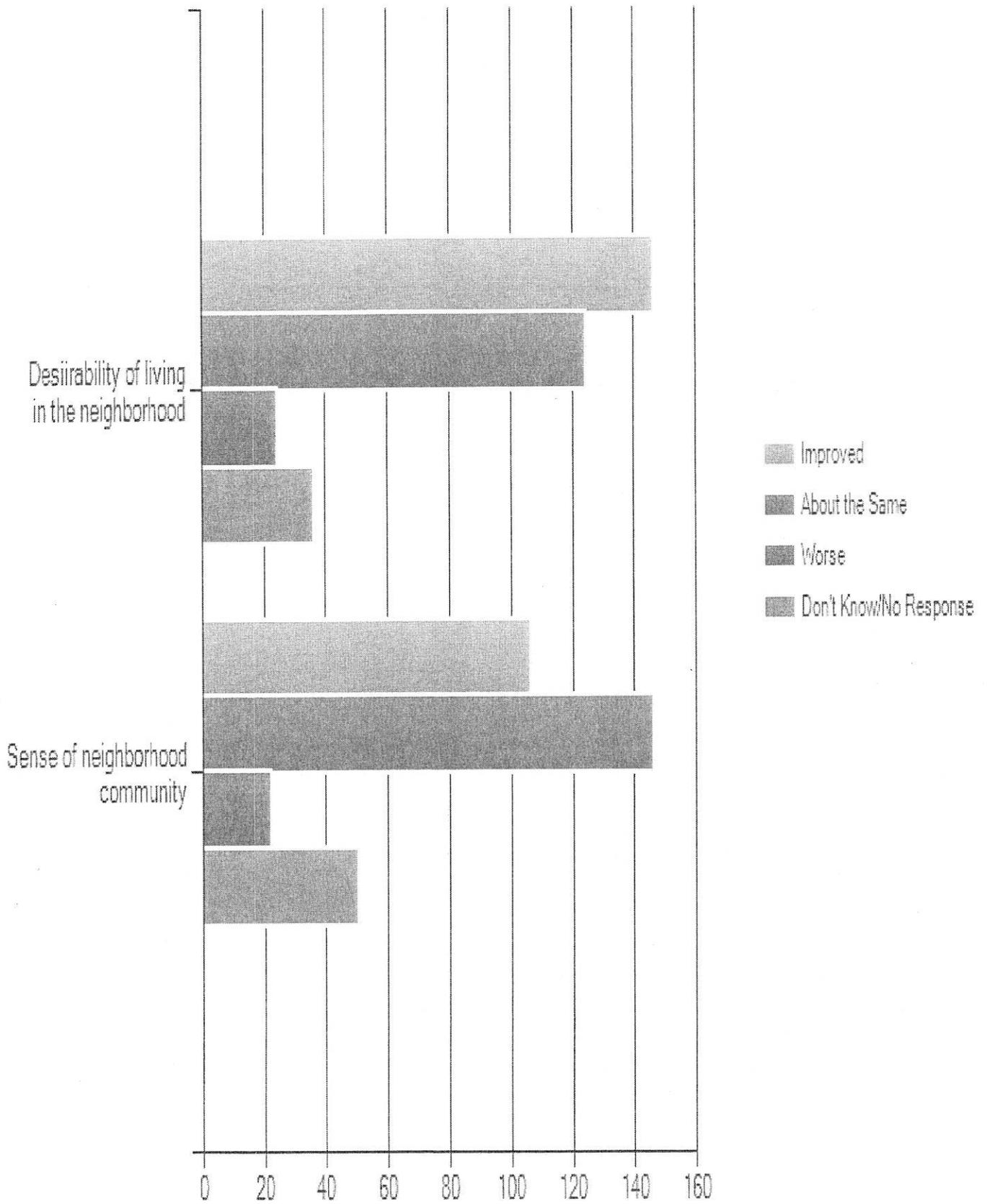
How has the NPP affected the following conditions in your neighborhood?



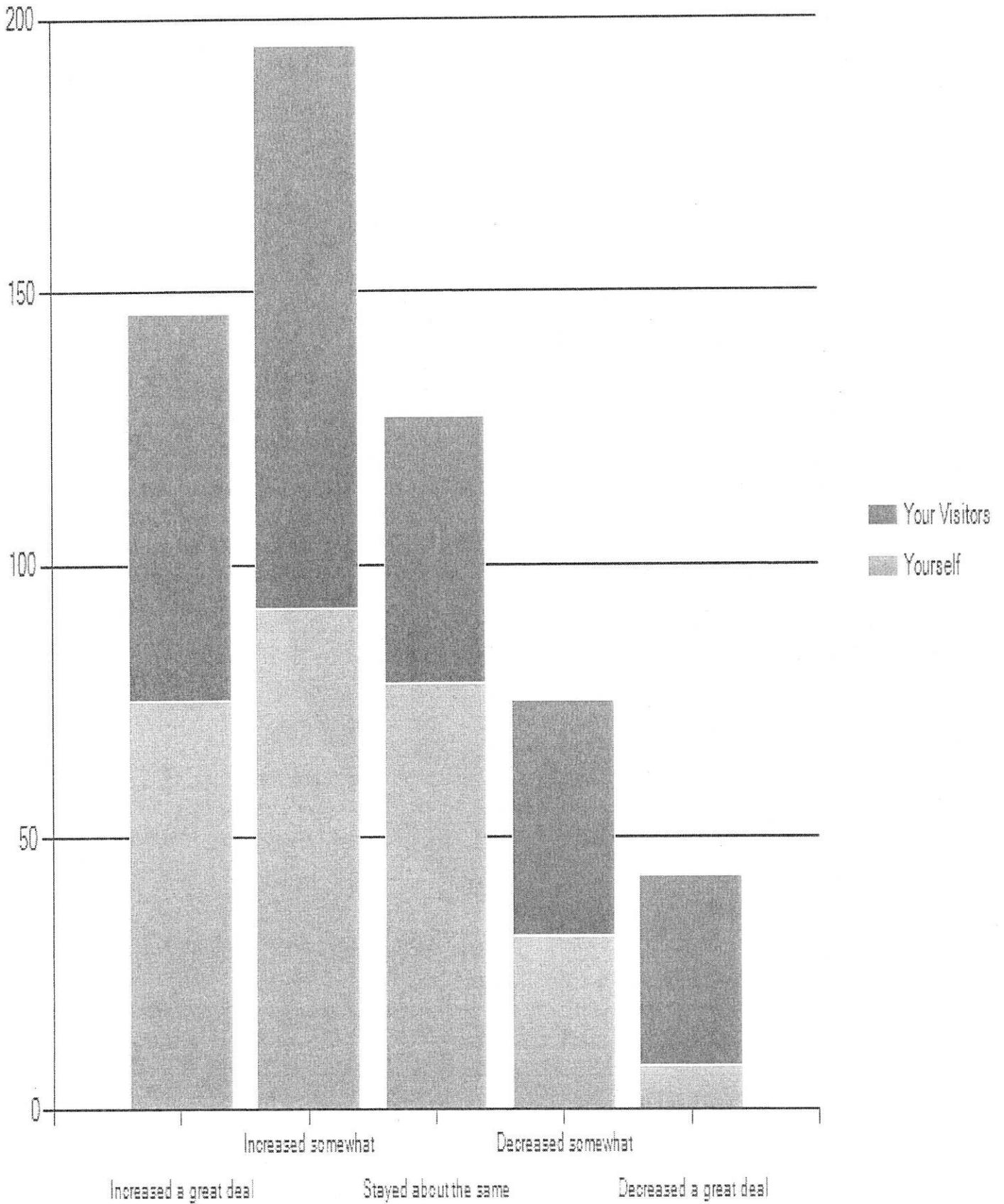
How has the NPP affected the following conditions in your neighborhood?



How has the NPP affected the following conditions in your neighborhood?



Since the implementation of the Neighborhood Parking Permit (NPP) program in your neighborhood, has the ease of finding a parking space for:



About how long have you lived at your present residence?

