

# 2018 Hill Business Survey Comments

## SUMMARY

### Business Respondents: 51

*Businesses were asked to provide their top priorities for city support and city investments over the next year. Below are their comments, organized by theme to determine which issues are the most urgent, in the order they were received.*

#### Top issues:

1. Transients/Enforcement (34)
2. Parking and Access (28)
3. City (18)
4. District Maintenance (17)
5. Events (16)
6. District Vitality (16)
7. Hotel (11)
8. Tenant Recruitment (7)
9. Landlords (6)
10. Liquor Rules (3)
11. Alleys (1)

#### Transients/Enforcement (34 comments)

Keep the shady people moving. Nobody wants to be hounded by bums. Change perception among Boulder County inhabitants.

We have trouble with transients setting up shop in front of that vacant space with their dogs and begging our customers for food as they exit BLP. Not the type of customer experience we are hoping for.

City should eliminate dangerous/harassing transients.

Want to have the same protections as Pearl Street against transient activity.

Keeping the crime and transients at bay it is a massive issue.

More Police.

Keeping the peace. Preventing harassment of customers by transients.

Signage - let people know illegal to smoke within 25 feet of entrances. Would also like to see new rule not allowing sitting or sleeping on sidewalks.

City needs to keep homeless away. Dispatch changed number - didn't know about "Don't wait, press 8". Officers don't respond quickly enough so I call back 911. Homeless sit on property and don't listen when I ask them to leave. They ask for food.

Big issue with transient behavior in private garages. Impacting business tenants. Always fighting people to get off the alley. Police: needs to be enforcement with lasting effects. They come back.

Keep the Hill safe.

Dilemma of the intransigent transients. Problem is their presence alone, not necessarily bad behavior. Customers taking a wide swath - cross before Boss Lady and cross back by the Sink. Older customers very uncomfortable about it. Young families really feel terrible about it. Seeing things they don't want their kids to see. This is significant.

Congregations of homeless are driving away business.

Maintain safety on the hill. There's issues with transients.

Would like help with the homeless situation. We are here 24/7. Safety is important.

Transients - they come into the restaurant and eat lots of food and then say "What are you going to do about it?" They also get violent when approached.

Investment to have police be a normal presence at night on the hill to walk the few blocks and protect it.

Transient control (we had a violent episode a couple of months ago where a transient threw a cup of soda at our employee and landed over all of our electronics, which was very traumatic for everyone involved).

Safety.

Transient displacement.

Police presence.

Know the city is working to make the Hill a more attractive place but good food is not enough when people don't feel safe. Feels like we are regressing this year.

Get rid of the people doing heroin on the street and stealing from businesses daily.

Night-time security. People breaking signs, sneaking into food court (propping door open).

Management of transients for safety reasons and business.

Buy the homeless a one-way ticket to Hawaii. Don't complain generally about the city - better here than CA.

More policing within the district. Better code enforcement.

Groups of transients at Taco Bell. Problem grew after they opened. They don't do anything because the kids are customers. I am located between Fox and Taco Bell (both destinations for encampments). People are skipping business because crossing street.

Police the homeless people that cause problems.

The Transients are destroying the image of the hill.

Transients - there is a drug dealer selling heroin out of a white truck in front of Taco Bell. A fellow business owner said he was arrested (undercover cop led to police raid) but he was back a day later. Need to adopt whatever Pearl Street did to push out transient activity.

Love the idea of not allowing people to sit and sleep on sidewalk.

There are typically transients in the stairwell, which can be policed.

The transient issue is really bad in the Winter. There should be more enforcement.

### Parking and Access (28 comments)

Want free parking for customers.

Need parking provided for businesses.

Provide easy ways for my employees to travel to and park on the Hill.

City should increase amount of parking.

Better parking would help a lot. Some customers can't come because of the parking situation.

Make parking easier for both employees and customers. Hard to maintain business when customers can't find parking.

Need more parking.

Create a shared loading zone for Rose Hill and 7-eleven.

Providing parking because people in the morning can't get here.

Biggest issue will always be parking - employee parking.

Need parking.

Parking and traffic improvements. Otherwise things have been going well.

Parking. But I think this horse has been beaten dead for 20 years.

Parking & continuing the ECOPASS program.

Provide occasional free parking days.

Help with parking availability.

Parking structures.

Parking is first priority.

Parking lots. Need to have parking passes for employees.

Increasing parking opportunities.

Parking for employees.

Investment in parking. There should be more spaces.

Parking, not just for employees but also for customers.

Please keep the eco pass program going. It's essential to our being here!

I'm happy to write a letter to someone to say how important the ECOPASS program is for our business; so many of us utilize it & it definitely helps out with parking issues on the Hill. Who is the best person for me to email to show our support of the program??

Parking for business owners.

No loading zone, so they sometimes get tickets just for parking for a minute out front.

Biggest issue will always be parking - employee parking.

#### City (18 comments)

The City is different parts. Public statements and decisions should reflect a positive improvement for The Hill.

Don't like the sugar tax. Customers don't like it.

Wants to expand business hours. Why is application \$1,200 to just change? Current: 8:00-3:00. Want to be: 7:30-2:30. Re-open 5:30-10:30.

Don't let Beach Park become a dandelion field.

City has no role in my business. They collect sales tax because allow me to do business in Boulder. Mutually beneficial. City's role is for the people. Make it a great place to come to.

City services should give the Hill the same treatment as all other parts of the City.

Continue providing services, such as street cleaning, lighting, security/police services, streetscape, and support for events.

We feel neglected. Don't keep letting the Hill be the ghetto. I am actively trying to make the Hill a better place - at least we're trying.

Fund infrastructure improvements.

Create a "kickstart" fund to implement new programs to generate the cleanliness, safety and growth we desire.

As far as I know, we are still not allowed to hang a sign for the pizza shop on the Tulagi building due to the building's historic nature. This makes it hard for potential customers to recognize our shop or even realize that we exist. Jumping through all the hoops would be very costly as far as I understand (when we last asked the city about it a couple years ago).

Don't like to have Zero Waste in business. People aren't separating their trash. I don't like it but I don't want to get a ticket.

The tension between Council/City and Hill business and property owners is reducing. Now is the time to push hard to make it go away. Make decisions that are good for business on the Hill and allow it to evolve with the changes of time.

Sugar Tax. Would like it to go away. Hard to find distributors who pay it to stay in compliance. Limits options. Can't absorb higher prices, customers won't pay more.

Continued support of The Hill Boulder (commercial area biz group) is important! They do great work!

*City does a great job with the Hill. Has always been a fun and inviting place to come to.*

*Don't complain generally about the city - better here than CA.*

*Sarah is amazing and we would be gone from the Hill if we did not have such quality representation.*

#### District Maintenance (17 comments)

Keep the Hill clean.

Keep the sidewalks clean.

The trash facilities are important. Rush Bowls has a lot of compost so it's important that does not get contaminated.

Keeping it clean. Power-washing was appreciated.

Keep the district clean. Picking up trash, removing graffiti, stickers.

Help to maintain cleanliness.

Maintenance (graffiti, tags).

Make the pavement look nice, such as more planters in the summer.

Maintain and keep thoroughfares up to date.

Continue with the updating the physical environment.

Bistro lights on College Ave and 13th street.

13th Street and more lighting.

Cleanliness.

Power-washing.

More frequent power-washing. More bike racks.

Would like holiday lights to go to 14th Street lot.

Clean up after the people trashing the area. Pick up the frequency of power-washing. Standing schedule and special cleanings as needed.

#### Events (16 comments)

Would like to see city supporting more events, festivals, especially during the summer months.

Promote Hill events.

Help with events.

Events (on the event street). Keep it looking great.

More events on the hill is great for those businesses.

Would like to see more events on the Hill. Would like to see art market or more music stages.

More events. Hill Block Party was great. Raised awareness of what we have here.

Everything happens on Pearl Street. Parades. CU event in August was good, but maybe not attendance they expected. Would love to see something small - pep rally.

Events and festivals during the quieter months.

Hill Block Party cleaned up really well. Let Sean know :)

Continue hosting events on the Event Street! while still keeping all the businesses up the street (on 13th) involved so we aren't forgotten about :)

Idea: Taste of the Hill in the food court in 2019? Would be good in the winter too (protected from the weather).

Event Street. Would like to see it more utilized. Would like to see something every week, e.g. every Thursday night. Or else it's a waste of money, even if cleaner and nicer. Liquor fencing doesn't look welcoming when police and bouncers there too (in such a small space).

Let us promote our businesses without having to pay fees for so many different licenses/permits.

*Host events that bring people to the Hill all year round. I think you guys do a great job at this!*

*City funding for events/marketing has been very helpful the past 4 years*

#### District Vitality (16 comments)

The city should be able to add more to our budget to build on an improved restaurant and retail district.

City should try to partner with the University to build up a better and stronger economic district.

Make the Hill a more desirable place to be; make residents and visitors alike Want to come to the Hill.

Drive people to the area.

Promote the Hill district. Make the Hill feel as valued as Pearl Street.

Advertise the Hill's presence and accessibility.

Municipal internet for small businesses.

Promote the power of local business and ensure that we have what we need to keep our doors open and our customers well-served.

Support businesses.

Promoting the Hill would be a good investment. Save marketing costs for individual businesses. There are good places here. Most locals hate the Hill.

City investments should include trying to market stronger businesses to put a location on the Hill to try to change the energy and vibrancy.

Market the Hill.

Help with foot traffic in the district.

District needs major investments to create year-round appeal.

Build a skate park. Maybe in Beach Park. Look at Burnside Park in Portland. They supported one in Arvada.

*In general, everything is okay.*

#### Hotel (11 comments)

Support the hotel.

Hill hotel.

Hotel.

We need the hotel. We need the hotel. We need the hotel. University is making their investment, we need to do the same. Critical mass. Way too spread out.

Feeling anxious about future of the building and ability to stay on the Hill.

In case of displacement, great if the city can help with relocation costs.

Get the hotel built and work with those existing business to relocate and find success in the City through grants etc. It should not be either the hotel or the businesses. We need both to move forward.

Open a hotel.

Bring more customers to the district. Hotel would be amazing.

Hotel. It's the one site where something can happen to change the current dynamic.

Feel like the hotel ship has sailed.

### Tenant Recruitment (7 comments)

Would be great if there were a way to encourage businesses to open on The Hill to reduce the vacant spaces. The shop next to us has been vacant since we moved in more than 5 years ago.

Attract non-food businesses and employers.

Do what needs to be done to increase business for the entire district - maintenance is fine but we need to fill vacancies (tenant recruitment or incentives to support small businesses). Do what studies have said to do: bring in an anchor tenant, parking, etc.

Incentives for businesses to open up shop on the hill to reduce vacant spaces.

Bring in a brew pub.

Filling vacancies - turn into offices. Fun, funky architecture firms for example. Tulagi should be a warehouse food hall like Denver Market.

Mountain Sun like restaurant. Financial incentives for small, local business.

### Landlords (6 comments)

I know the City has no control over landlords/rental properties, etc...but rents on The Hill have gotten out of control the past few years (and for no good reason, the Hill isn't even that nice of an area...especially the Tulagi building itself, with leaking ceiling that our landlord is taking his sweet time getting fixed..). If the city could reduce the prices of Other things (licenses, etc) to make up for this that could possibly be a help. Or have more control over landlords? Or reduce the restrictions on city laws. I'm really not sure what can be done in that sense.

Build a positive relationship with the business and property owner community that seeks to repair the past conflicts and move forward with a positive plan for economic success.

Would like help with landlord - traffic in the Uni Hill Plaza lot should not be two-way. There just needs to be a one-way sign to prevent conflicts.

Rent is NNN. Everything is going up. Hard to make up with more sales in such a small space. Went from \$1,000 to \$1,500.

Help encourage property owner to change the food court signage out front. Bad impression: cheap, unhealthy. "Kitchens on College" adorable and explains what is going on down here.

A BID could continue to move the district forward but we have several property owners that are reluctant to see a BID as a great vehicle to improve the University Hill commercial area.

### Liquor Rules (3 comments)

Allow normal liquor licenses hours like everywhere else in CO.

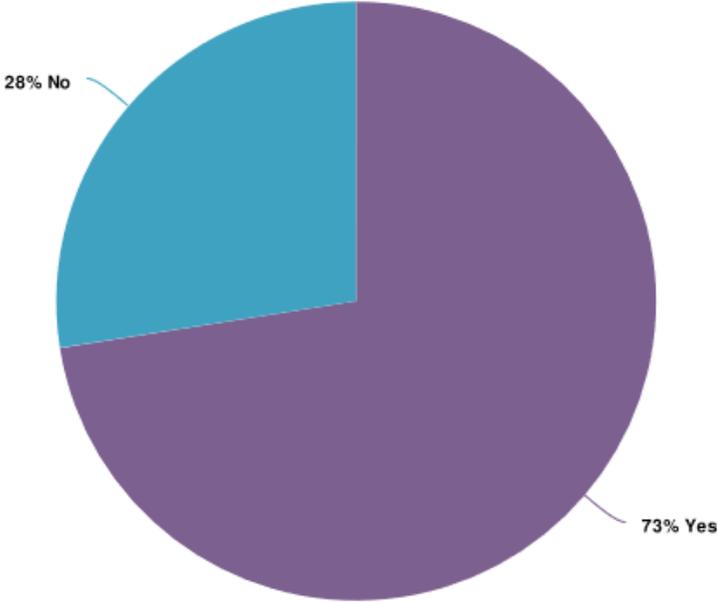
Need to lift alcohol restrictions - students are finding alcohol elsewhere, not making a difference.

Not sure what it will take to bring the Hill back. Encouraged that it has come back somewhat as a bar district. Was destroyed somewhat intentionally in the early 2000s. World was better with 3.2 beer, allowed 18-20 year olds to participate (training wheels). Drove drinking into the houses and successful fake ID users to drink more.

Alleys (1 comment)

*I think the alley improvements are a good idea.*

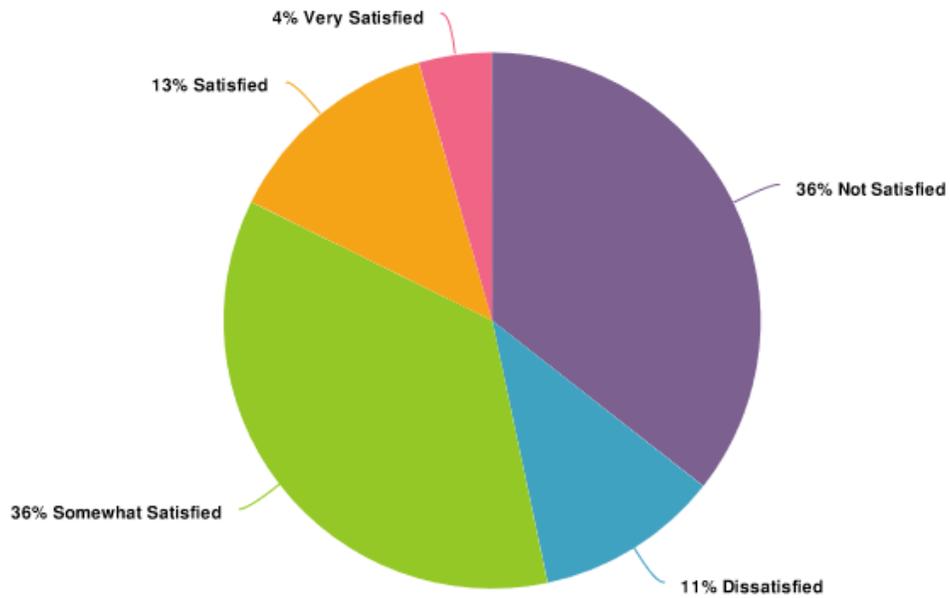
3. Are you aware that you are located in a General Improvement District that funds pedestrian, bicycle, and transportation improvements as well as district maintenance?



Value	Percent	Responses
Yes	72.5%	37
No	27.5%	14

**Totals: 51**

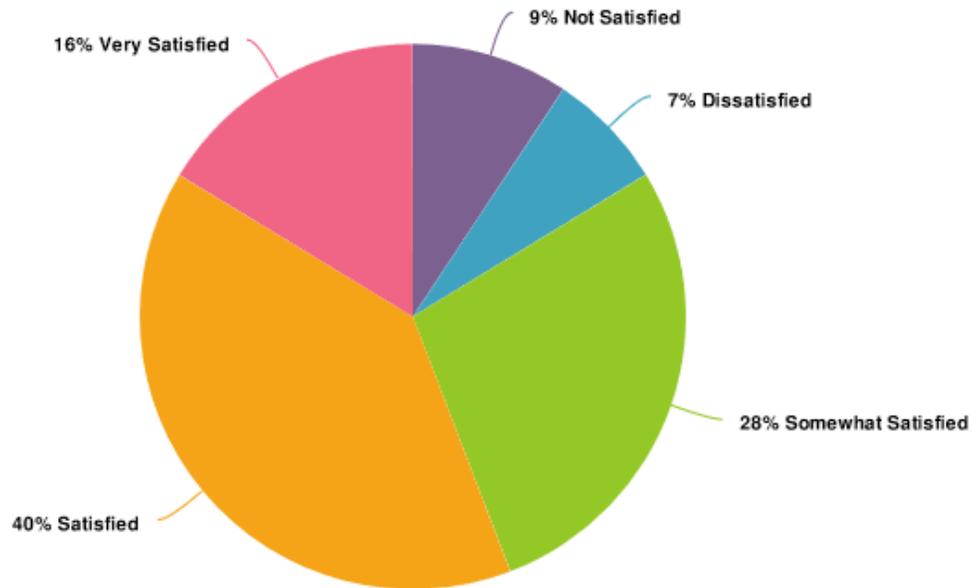
#### 4. Provision of parking:



Value		Percent	Responses
Not Satisfied		35.6%	16
Dissatisfied		11.1%	5
Somewhat Satisfied		35.6%	16
Satisfied		13.3%	6
Very Satisfied		4.4%	2

Totals: 45

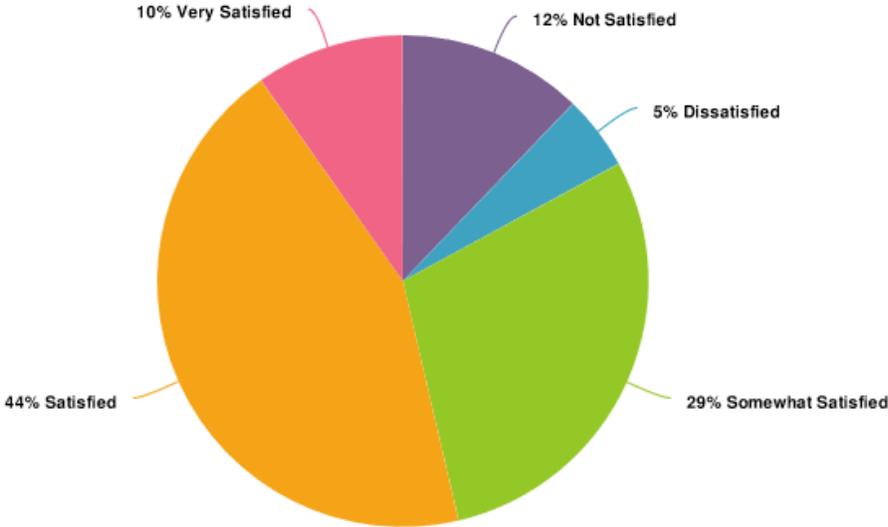
6. Provision of pedestrian and bicyclist amenities (bike racks, benches, trash cans, etc.):



Value		Percent	Responses
Not Satisfied		9.3%	4
Dissatisfied		7.0%	3
Somewhat Satisfied		27.9%	12
Satisfied		39.5%	17
Very Satisfied		16.3%	7

Totals: 43

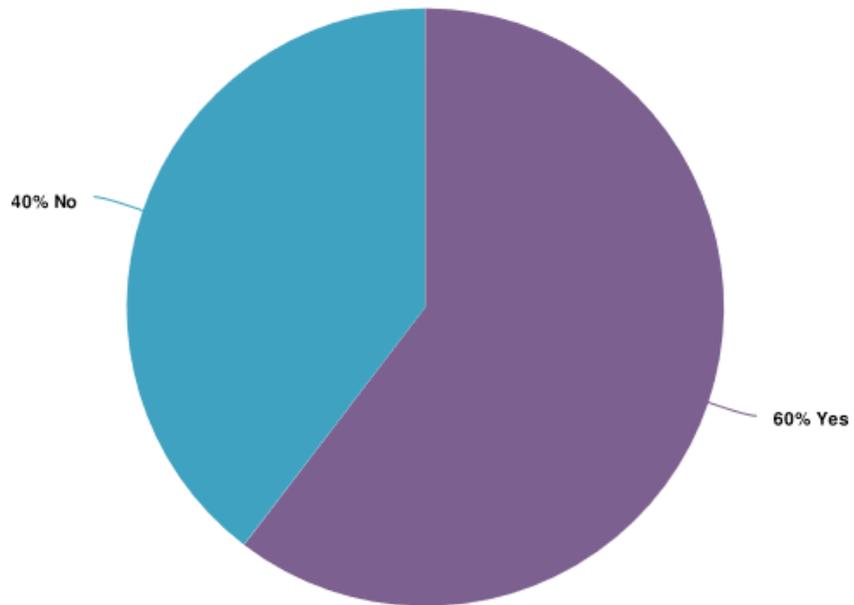
8. Maintenance of parking and amenities:



Value	Percent	Responses
Not Satisfied	12.2%	5
Dissatisfied	4.9%	2
Somewhat Satisfied	29.3%	12
Satisfied	43.9%	18
Very Satisfied	9.8%	4

Totals: 41

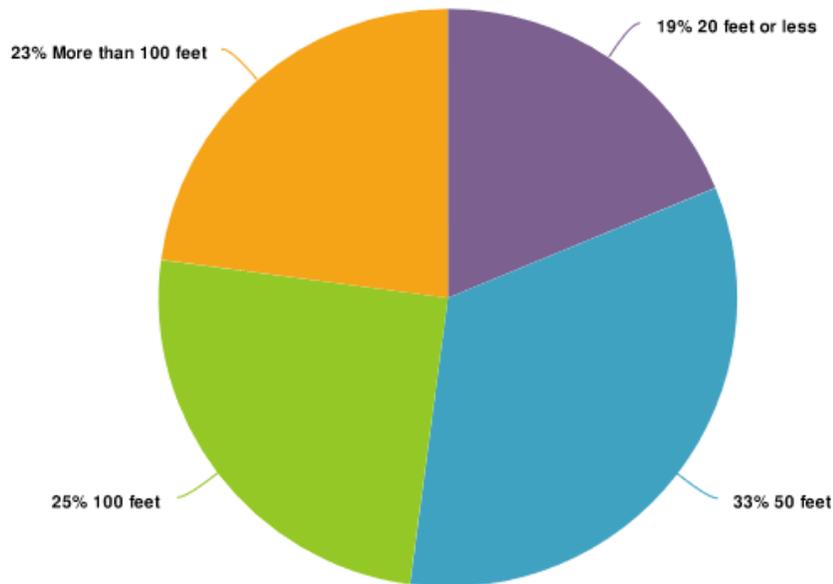
10. Do you currently actively market to non-students to increase your revenues when students are on break?



Value	Percent	Responses
Yes	60.4%	29
No	39.6%	19

Totals: 48

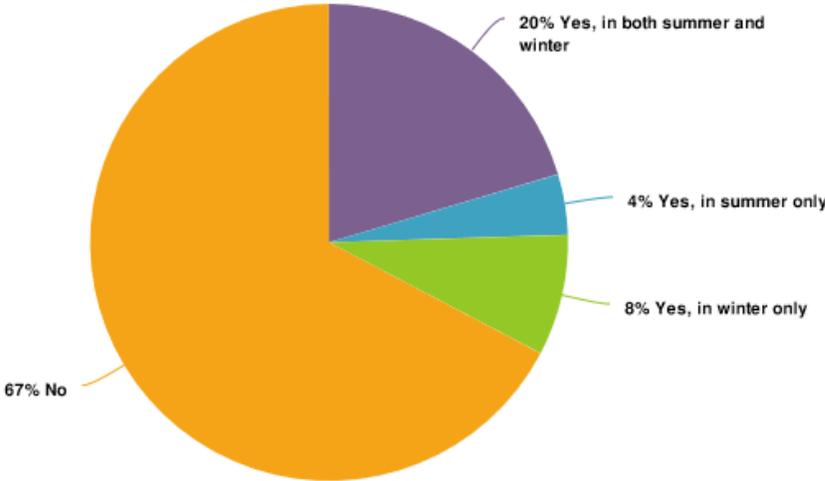
12. The City of Boulder is working on an Alley Enhancement Master Plan to improve the functionality and access of Hill commercial alleys. If your businesses trash is found to be illegally occupying the public ROW, what's the farthest distance you would be willing to take your trash to a shared facility? (for reference, the alley behind 13th Street is 15 feet wide)



Value	Percent	Responses
20 feet or less	18.8%	9
50 feet	33.3%	16
100 feet	25.0%	12
More than 100 feet	22.9%	11

Totals: 48

13. Do you restrict your business' hours of operation or otherwise change your business practices when students are away?



Value	Percent	Responses
Yes, in both summer and winter	20.4%	10
Yes, in summer only	4.1%	2
Yes, in winter only	8.2%	4
No	67.3%	33

Totals: 49