

Memorandum

TO: Transportation Advisory Board

FROM: Molly Winter, Director, Downtown University Hill Management Division
and Parking Services (DUHMD/PS)
Eric Guenther, Assistant Parking Manager, DUHMD/PS

RE: Update on Neighborhood Parking Permit Program Satisfaction Survey

DATE: October 29, 2010

PURPOSE:

The purpose of this memorandum is to present to the Transportation Advisory Board the results of a survey seeking input from residents regarding the effectiveness of the Neighborhood Parking Permit program. The survey is a follow up to one completed ten years ago.

BACKGROUND

The NPP program was created in 1996 as a modification of the original Residential Parking Program (RPP). The purpose of the program is to promote neighborhood livability while providing balanced access to city right-of-way. The program works by creating limited access to city streets in neighborhood areas through permit restrictions. Between 1996 and 2002, eight zones were established: Columbine, Fairview, Goss/Grove, High/Sunset, Mapleton Hill, Whittier, University Hill and University Heights. In 2008, two new zones – West Pearl and East Ridge/Pennsylvania - were created.

PAST SURVEY RESULTS

In 2000 the Neighborhood Parking Permit Program (NPP) survey was sent to all residents in the six NPP zones. The purpose of the survey at that time was to inquire about neighborhood resident's satisfaction with the program and assess the impact that the parking permit program has had on the neighborhoods.

For each question, respondents could indicate whether conditions had improved, were 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.

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 conditions had 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. (See Attachment A)

CURRENT SURVEY RESULTS

It had been ten years since a survey has been completed with regard to the Neighborhood Parking Permit Program. From its inception, this program has been driven by each neighborhood and supported by the City of Boulder. During June of 2010 we conducted a follow-up to the survey of 10 years ago. We mailed out 895 surveys and received 338 responses. Our survey was accurate with a 95% confidence with a 4.8% error.

In 2000, there were only six NPP zones and 1,962 surveys were mailed with 33% or 616 of those responding. These results were accurate with a 95% confidence with a 3.3% error.

The 2010 survey was sent out based on a sample size of the NPP population vs. the entire population. The questions used in the 2010 survey were the same questions used in 2000, regarding satisfaction and conditions of the neighborhood. The 2010 survey did not include questions about visitor passes or type of residence. The only demographic question included in 2010 was to the length of time living at their current residency. We did not ask the respondents to identify which NPP they resided in, with the assumption that our sample size was sufficient to represent each zone. (See Attachment B)

As in 2000 we asked those living in a Neighborhood Parking Permitted area whether conditions have improved, remained the same or have become worse.

The first question asked how the NPP has affected the following conditions in your neighborhood with regard to:

- **Traffic volume on your street**, 32% felt as if the condition had improved, 46% felt the condition had remained the same. Only 9% felt it was worse, while 13% didn't know or did not respond.
- **Traffic noise on your street**, 27% felt as if the condition had improved, 54% felt the condition had remained the same. Only 6% felt it was worse, while 13% didn't know or did not respond.
- **Safety of children and pedestrians on your street**, 28% felt as if the condition had improved, 54% felt the condition had remained the same. 7% felt safety was worse, while 35% didn't know or did not respond.
- **Vandalism on your street**, 13% felt as if the condition had improved, 45% felt the condition had remained the same. 7% felt vandalism was worse, while 35% didn't know or did not respond.

- **Speed or traffic on your street**, 18% felt as if the condition had improved, 55% felt the condition had remained the same. 13% felt it was worse, while 14% didn't know or did not respond. (See Attachment C)

The second question asked how the NPP has affected the following conditions in your neighborhood with regard to:

- **Illegal parking on your street**, 48% felt as if the condition had improved, 28% felt the condition had remained the same. 7% felt illegal parking was worse, while 17% didn't know or did not respond.
- **Access to your residence**, 47% felt as if the condition had improved, 31% felt the condition had remained the same. 15% felt access to their residence was worse, while 7% didn't know or did not respond. (See Attachment D)

Question three asked how the NPP has affected the following conditions in your neighborhood with regard to:

- **Noise from people**, 23% felt as if the condition had improved, 58% felt the condition had remained the same. Only 8% felt noise was worse, while 11% didn't know or did not respond.
- **Trash on the street**, 22% felt as if the condition had improved, 57% felt the condition had remained the same. Only 8% felt the trash was worse, while 13% didn't know or did not respond.
- **Air pollution on the street**, 16% felt as if the condition had improved, 50% felt the condition had remained the same. Only 6% felt pollution was worse, while 28% didn't know or did not respond. (See Attachment E)

The fourth question asked how the NPP has affected the following conditions in your neighborhood with regard to:

- **Desirability of living in the neighborhood**, 44% felt as if the condition had improved, 38% felt the condition had remained the same. Only 7% felt it was worse, while 11% didn't know or did not respond.
- **Sense of neighborhood community**, 33% felt as if the condition had improved, 45% felt the condition had remained the same. 8% felt it was worse, while 15% didn't know or did not respond. (See Attachment F)

Question five asked since the implementation of the NPP program in your neighborhood, has the ease of finding a parking space for:

- **Yourself**, 26% felt it had increased a great deal, 32% felt it increased somewhat, 27% felt it stayed the same, while 12% found it had decreased somewhat and 3% had felt it decreased a great deal.
- **Your visitor**, 24% felt it had increased a great deal, 33% felt it increased somewhat, 17% felt it stayed the same, while 15% found it had decreased somewhat and 11% had felt it decreased a great deal. (See Attachment G)

Sixty-eight percent (68%) of those surveyed have a permit to park in their neighborhood, which is very close to the 70% surveyed in 2000 who also had parking permits for their neighborhood.

We also asked how long have those who were surveyed had lived at their present address. (See Attachment H)

- One year or less -3.8%
- Two to five years -19.4%
- Six to ten years -12.8%
- Ten to nineteen years - 24.4%
- Twenty or more years- 39.7%

STAFF CONCLUSION

Overall the results of this survey indicated that most of those who responded, found that the NPP program has either improved many of these conditions (29%), or the conditions have remained the same (46%). Where only 8% felt overall conditions had become worse. This is consistent with the satisfaction ratings from the survey completed in 2000. It is clear that the NPP program continues to meet its legislative purpose and goals, which is to improve the balance between preserving neighborhood character and providing public access to community facilities.

Thank you.

ATTACHMENTS:

Attachment A: Neighborhood Parking Permit Program 2000 Survey Report

Attachment B: 2010 NPP Survey Questions

Attachment C: 2010 NPP Survey Question #1

Attachment D: 2010 NPP Survey Question #2

Attachment E: 2010 NPP Survey Question #3

Attachment F: 2010 NPP Survey Question #4

Attachment G: 2010 NPP Survey Question #5

Attachment H: 2010 NPP Survey Question #7