



October 17, 2019

**TO:** Public Works Commission  
Transportation, Energy, & Utilities Committee

**FROM:** Elizabeth Gohringer, Associate Planner, DPW  
Will Clavelle, Projects & Policy Specialist, CEDO

**RE:** Street Seats/Parklet Pilot - Follow Up

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### **Recommendations**

No action is requested at this time.

### **Street Seat Pilot Introduction**

The Department of Public Works' (DPW) and the Community and Economic Development Office's (CEDO) Parklet Pilot Program was introduced to the Public Works Commission and the Transportation, Energy, and Utilities Committee (TEUC) at their February 2019 meetings. DPW staff also introduced the Pilot Program to the License Committee at their March 2019 meeting. A Request for Proposals (RFP) was released, five applications were received, four applications were selected for the pilot. Drifter's Restaurant & Bar was one of the applicants who was selected to move forward, however, Public Works staff never received their required encumbrance permit application.

Three locations were successfully permitted and installed this summer: The Archives Bar (191 College Street, 1 parking space), El Cortijo (189 Bank Street, 2 parking spaces), and Restaurant Poco, (55 Main Street, 2 parking spaces). A total of five metered parking spaces were encumbered in the downtown. The Street Seat locations were installed between mid-June and mid-July and were removed by October 1. Each Street Seat location was designated for use by the host business' patrons during their regular business hours and available for public use at all other hours:

- El Cortijo's business hours: 11am – 11pm, seven days a week
- Restaurant Poco's business hours: In development during the pilot, since they were a brand new business, approximately Tuesday – Saturday: 10am-10pm
- Archives' business hours: Monday – Friday: 4pm – 2am, Saturday and Sunday: 12pm – 2am

These locations were available for business patrons during business hours and open to the public during all other times. The locations were rebranded as "Street Seats," since the term "Parklet"

implied that they were fully public spaces. The Commission approved parking meter removal for these locations for the duration of the pilot program, since Street Seats are not an approved use of metered spaces in the Ordinance at this time.

## **Survey Responses**

The Public Works Commission, TEUC, and License Committee all expressed various concerns about the pilot, including the potential for unwanted loitering, the use of public space by private businesses, design for public access during public hours, the loss of parking and parking revenue, and that the designs be safe. In order to help evaluate the areas of concern and the success of the pilot, a variety of surveys were conducted. Highlights are included below and the full surveys are attached.

- To understand how the public felt about the Street Seats, surveys were made available at each of the three locations. A total of 58 responses were received from Street Seat users: 47 from El Cortijo, 7 from The Archives, and 4 from Restaurant Poco.
  - About 60% of respondents noticed the Street Seat and came to see it, rather than coming to the restaurant itself.
  - About 36% of respondents at Restaurant Poco and The Archives were visiting during their business hours. About 74% of respondents at El Cortijo were visiting during their business hours, which had much longer business hours than the other two locations.
  - About 57% of respondents felt the Street Seats enhance street character and provide more opportunity for community interaction.
  - About 86% of respondents said they would prefer the space remain as a Street Seat at the end of the pilot.
  - About 88% of respondents would like to see more Street Seats in Burlington.
    - Respondents expressed a desire for more seating during public hours.
    - Respondents support a combination of public and private hours.
  - About 7% of comments received on the surveys were negative.
  - About 62% of respondents were from Burlington and were between 18 – 65+ years of age.
- Surveys were also administered to the three sponsoring/hosting businesses, to better understand their experience managing the space, any issues they may have run into along the way, and to attempt to learn what, if any, financial impact the businesses may have felt. Full surveys are attached, but highlights include:
  - On average, the hosting businesses spent \$8,167 on design, construction, installation, materials, and maintenance of their Street Seat.
  - The Archives and El Cortijo both increased their staffing as a result of the Street Seat.
  - All businesses reported an increase in foot traffic and sales/business volume. El Cortijo reported an estimated increase in revenue of 2-3% during the pilot.
  - They all reported they were able to maintain the space very well during the pilot.
  - El Cortijo would theoretically be willing to pay up to \$4,000 in the future for things like lost parking revenue, while Restaurant Poco and The Archives would not.
  - All of the hosting businesses would recommend a Street Seat to other merchants.
  - Business owners expressed a desire for a more streamlined permitting process for the future, off-season storage space provided by the City, a longer operating season, and more promotion of the program from the City.

- DPW and CEDO staff also had conversations with five businesses adjacent to the hosting businesses: Burlington Hostel, Anjou & the Little Pear, Tick Tock Jewelers, Phoenix Books, and Patagonia.
  - None of the businesses reported the Street Seats causing any negative impacts on their deliveries or routine operations.
  - The Street Seats were considered safe and appeared well maintained. No businesses reported seeing any unwanted behaviors taking place in the Street Seats.
  - Loss of parking due to the Street Seats was not a major concern, though the impact from other construction projects in the downtown was of particular concern to Tick Tock Jewelers.
  - Anjou, Tick Tock, and Phoenix Books mentioned that having people sitting in the nearby Street Seat may have provided additional advertising for their business. However, businesses reported they either saw no increase or potentially a small increase in foot traffic and business volume due to the Street Seat, and that it was impossible to say for sure.
  - The Hostel expressed that it would have been better to have Restaurant Poco's Street Seat installed earlier in the season and felt the space was rarely used.
  - Adjacent businesses said Restaurant Poco's Street Seat wasn't used very often, while business owners adjacent to The Archives and El Cortijo said they were often busy.
  - At least one adjacent business was interested in partnering with another business in the future on a Street Seat.
  - All of the adjacent businesses were supportive of the Street Seat program returning to Burlington next year and at least a couple of them were strongly in favor of Street Seats/Parklets in Burlington.

### **Other Public Feedback & Considerations**

- Before the pilot began, staff heard from several people on social media who were concerned about parking loss from the pilot or the potential for unwanted behaviors in these spaces.
- During the pilot, staff received three emails from local residents and two emails from downtown businesses, expressing their frustration with the temporary removal of parking spaces for the benefit of other private businesses and that parking is already too hard to come by downtown.
- Three other businesses in the downtown this summer expressed interest in being involved in the program in the future.
- There were no safety issues reported to staff during the pilot. There were no incidents of vehicles striking the structures or anyone being injured while in a Street Seat.
- The Excavation Inspector fielded some questions from Utilities during the pilot, in regards to access and what to do in the event of an emergency.
- The "hybrid," shared use approach (public and private use) of the Street Seat may have helped manage unwanted behavior, such as loitering. It likely helped deter all-day loitering by creating turnover and activity in the space.

### **Next Steps, Program Guide, & Policy Direction**

Piloting Street Seats for one summer allowed the City to gauge the public appetite for creating outdoor seating in place of parking. There are some concerns about parking constraints in the

downtown in general, but host businesses, adjacent businesses, and the survey respondents seem to support a continuation of Street Seats and Parklets in the future.

Based on the pilot's success and the generally positive responses from the surveys, staff are creating a Street Seats/Parklet Program Guide to continue the program next year. The pilot has helped inform the policies and processes that should be in place to have a successful Street Seat/Parklet Program. This generally includes a process flowchart, permitting cost estimates and schedules, rolling application windows to support more participation, more details on site selection and Street Seat/Parklet design (including more available seating during public hours), an application review committee with community participation, caps on the number of Street Seats/Parklets, and annual permits that can be renewed or placed on hold for situations like nearby street reconstruction.

Staff plan to return to the Public Works Commission, TEUC, and License Committee in November to present the draft Program Guide. In the meantime, staff welcome any specific concerns/questions to help inform the Guide and help us address specific questions when we return in November. Examples of policy issues we are still working through:

- What is the maximum number of parking spaces that should be allowed to be encumbered as part of this program? Should this maximum be citywide or restricted to the downtown? We are considering no more than 10 encumbered parking spaces in the downtown and no restrictions outside of the downtown core, but we welcome input on this approach.
- If parking fees are assessed, should fees be prorated towards the percentage of public vs private hours of access? Prorated fees could be calculated for metered parking spaces during the hours that parking would be enforced. Non-metered spaces could pay the standard encumbrance fees (\$1 / square foot). Or, is a flat-fee preferred?

We would welcome any input on these policy questions at the DPW Commission's October meeting.

### **Attachments**

- Attachment 1: Blank Public Survey
- Attachment 2: Public Survey Summary Responses
- Attachment 3: Blank Hosting Business Survey
- Attachment 4: Hosting Business Surveys
- Attachment 5: Other Public Feedback Log

# Attachment 1: Blank Public Survey Example



## Restaurant POCO - Street Seats Pilot Program

### Restaurant POCO

**This Street Seat is part of a summer pilot. Street seats are public spaces created from a platform at sidewalk level that extends the pedestrian zone into the parking lane. They can cover one or two parking spaces and include a place for people to sit, rest, gather, eat, and socialize. Your participation in this survey is appreciated and will help inform the future of Street Seats in Burlington. Thank you!**

1. Why did you visit this Street Seat location?

- I came because I like this restaurant
- I noticed the Street Seat and wanted to check it out
- I wanted a place to sit and am visiting during public hours
- Other (please specify)

2. Are you visiting this Street Seat during Restaurant POCO's business hours or during public hours?

- Business Hours
- Public Hours
- I'm not sure

3. What do you like about this street seat?

4. What additional amenities would you like to see at this Street Seat location? What would you change about the street seat?

- Bike Rack
- Art
- Dog Bowls
- Plants
- Lights
- Other

5. At the end of the pilot, would you prefer this space return to parking, or remain as a Street Seat?

- Parking
- Street Seats
- Undecided

6. Do you think this Street Seat location should be fully open to the public at all times, fully dedicated to Restaurant Poco patrons, or a combination of public and private hours?

Fully open to the public	Combination of public and private hours	Fully dedicated to Restaurant Poco	<input type="checkbox"/>
<input type="radio"/>			

7. This street seat:

- |   |  |
|---|--|
| <input type="checkbox"/> Provides greater opportunity for community interaction | <input type="checkbox"/> Draws people to the area and nearby businesses              |
| <input type="checkbox"/> Enhances street character                              | <input type="checkbox"/> Influenced a purchase I made at the host or nearby business |
| <input type="checkbox"/> Makes the street feel safer                            | <input type="checkbox"/> None of the above   |

8. Would you like to see more Street Seats in Burlington?

- Yes
- No
- Maybe - Please explain

9. Where are you coming from?

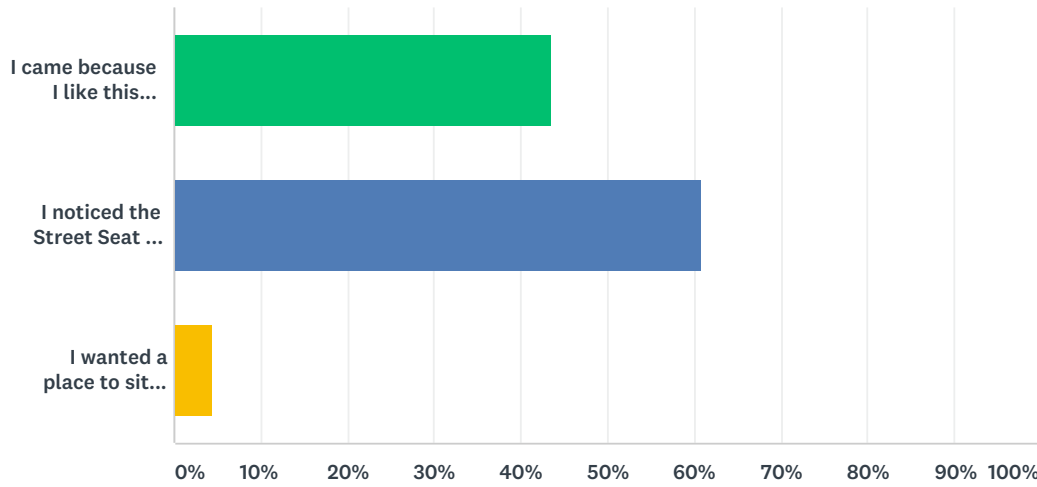
- Burlington
- Chittenden County
- Other (please specify)

10. How old are you?

- |                                |                             |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24    | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34    | <input type="radio"/> 65+   |
| <input type="radio"/> 35-44    |                             |

## Q1 Why did you visit this Street Seat location?

Answered: 46 Skipped: 1



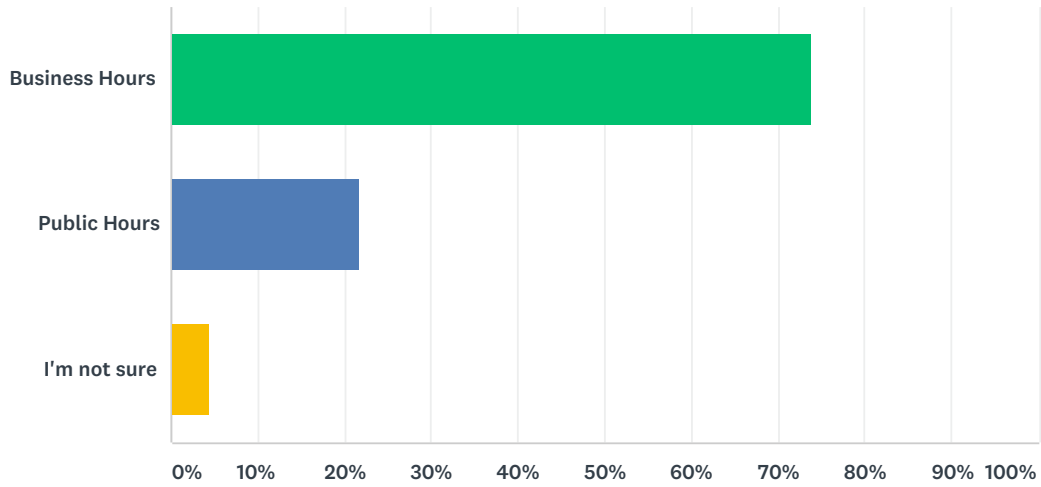
ANSWER CHOICES	RESPONSES
I came because I like this restaurant	43.48% 20
I noticed the Street Seat and wanted to check it out	60.87% 28
I wanted a place to sit and am visiting during public hours	4.35% 2
Total Respondents: 46	

#	OTHER (PLEASE SPECIFY)	DATE
1	I am waiting for a table, and it's a lovely night	7/5/2019 4:11 PM
2	I work near by	7/2/2019 7:18 AM



## Q2 Are you visiting this Street Seat during El Cortijo's business hours or during public hours?

Answered: 46 Skipped: 1



ANSWER CHOICES	RESPONSES	
Business Hours	73.91%	34
Public Hours	21.74%	10
I'm not sure	4.35%	2
TOTAL		46

## Q3 What do you like about this Street Seat?

Answered: 44 Skipped: 3

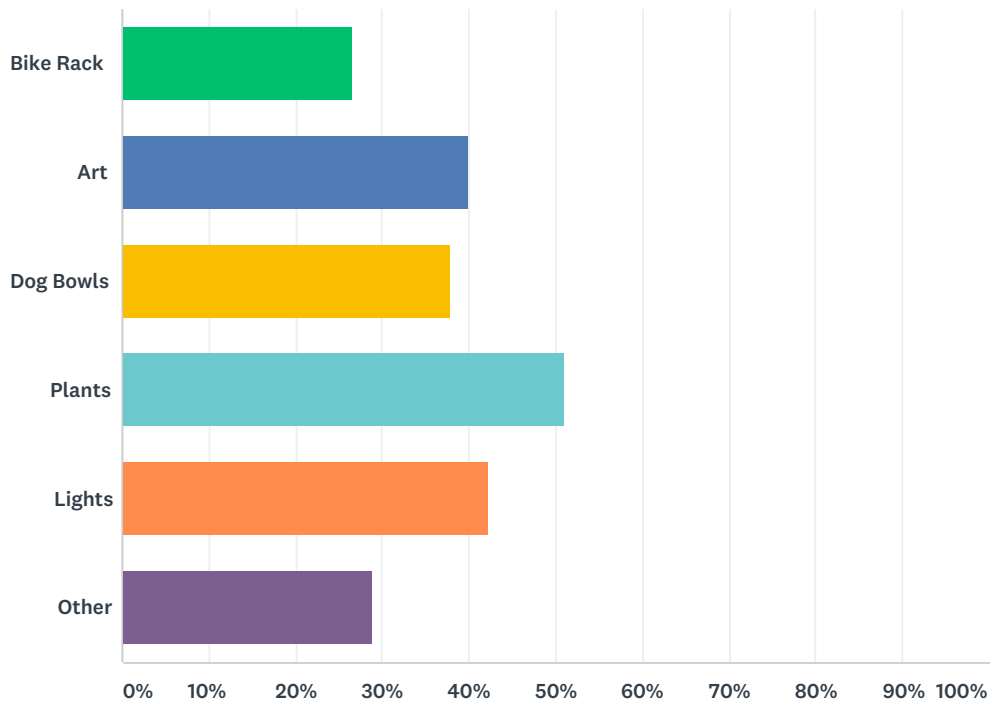
#	RESPONSES	DATE
1	More space, less lines and I love to be outside in the summer	9/28/2019 6:22 AM
2	It's beautiful and festive	9/8/2019 8:21 AM
3	Corrugation, totally lit	8/29/2019 6:02 PM
4	Outside seating and prioritizing people over vehicles.	8/5/2019 1:22 PM
5	awesome to have extra outside seating when the weather is nice! and also the design is super cute	8/5/2019 1:21 PM
6	They look nice, are functional and create a point of interest on the street.	8/4/2019 5:29 AM
7	It's very attractive and very comfortable.	7/30/2019 6:46 AM
8	Uses up only one parking spot and frees up a lot of space to eat and sit/relax	7/24/2019 3:03 PM
9	Great use of public space	7/19/2019 5:19 PM
10	It was wonderful! So nice to be able to sit outside and enjoy the evening	7/19/2019 5:19 PM
11	It rocks dude	7/19/2019 5:19 PM
12	Being outside instead of inside; also like being in the street to View the action.	7/12/2019 6:19 PM
13	It enhances the atmosphere of the Church Street area, and allows people to enjoy outdoor seating during our all-too-short summer season	7/12/2019 4:05 PM
14	Looks pretty	7/12/2019 9:14 AM
15	Outdoor space at a great restaurant	7/12/2019 8:12 AM
16	Great opportunity to enjoy outdoor seating and one of my favorite restaurants at the same time.	7/12/2019 8:01 AM
17	Offers more outdoor public space	7/11/2019 4:20 AM
18	Prettier. Let's you see people, and over them to the rest of street, rather than a wall of cars.	7/10/2019 8:56 AM
19	Innovative and attractive. Family and tourist friendly.	7/6/2019 1:16 PM
20	It adds to the street life. Removes Petrohogs from the street. Streets should be for people not machines. Ride your bike, walk, take the bus	7/6/2019 11:47 AM
21	More outdoor sitting space. Take advantage of our few summer months.	7/6/2019 7:34 AM
22	Beautiful space, plants and partition.	7/6/2019 7:04 AM
23	I don't. I can't use the seats due to the chains.	7/5/2019 7:52 PM
24	Public and private at the same time. Seating a little uncomfortable	7/5/2019 4:11 PM
25	It's outside!	7/2/2019 10:42 AM
26	Nice construction	7/2/2019 7:18 AM
27	Love to be able to sit outside on a beautiful day!	7/2/2019 6:35 AM
28	It's outside seating	7/1/2019 2:56 PM
29	Outside seating	7/1/2019 2:54 PM
30	Not much	6/30/2019 10:48 AM
31	It's a cool place to chill and helps make the city a little more pedestrian friendly.	6/30/2019 8:00 AM
32	These should be all around town!	6/28/2019 3:04 PM

## El Cortijo - Street Seats Pilot Program

33	expands seating for a smaller restaurant in town and helps create a more pedestrian-friendly space outside of Church St.	6/28/2019 5:57 AM
34	Design, location; place to be outside and sit.	6/28/2019 5:11 AM
35	It's great to get more outside space downtown. In season, more local restaraunts and businesses should be able to offer outdoor retreats.	6/28/2019 4:23 AM
36	More room than the cramped sidewalk. Reclaiming part of our downtown from cars!	6/27/2019 7:38 PM
37	Utilizes outdoor space in a dense urban setting!	6/27/2019 1:45 PM
38	LOVE Burlington doing more along these lines — these are great way to create spaces for the public, while supporting business needs — and starting to discourage car usage (as much as possible at this point).	6/27/2019 12:22 PM
39	Love everything about it. Excellent idea! More please	6/27/2019 9:40 AM
40	Makes the street feel more pedestrian friendly and shields from vehicle traffic	6/26/2019 8:32 AM
41	It was beautiful. I loved the lights!	6/24/2019 5:11 PM
42	Great place to sit on a beautiful day!	6/24/2019 11:56 AM
43	It's accessible	6/24/2019 10:50 AM
44	Cool in the shade	6/24/2019 7:54 AM

## Q4 What additional amenities would you like to see at this Street Seat location? What would you change about this Street Seat?

Answered: 45 Skipped: 2



ANSWER CHOICES	RESPONSES	
Bike Rack	26.67%	12
Art	40.00%	18
Dog Bowls	37.78%	17
Plants	51.11%	23
Lights	42.22%	19
Other	28.89%	13
Total Respondents: 45		

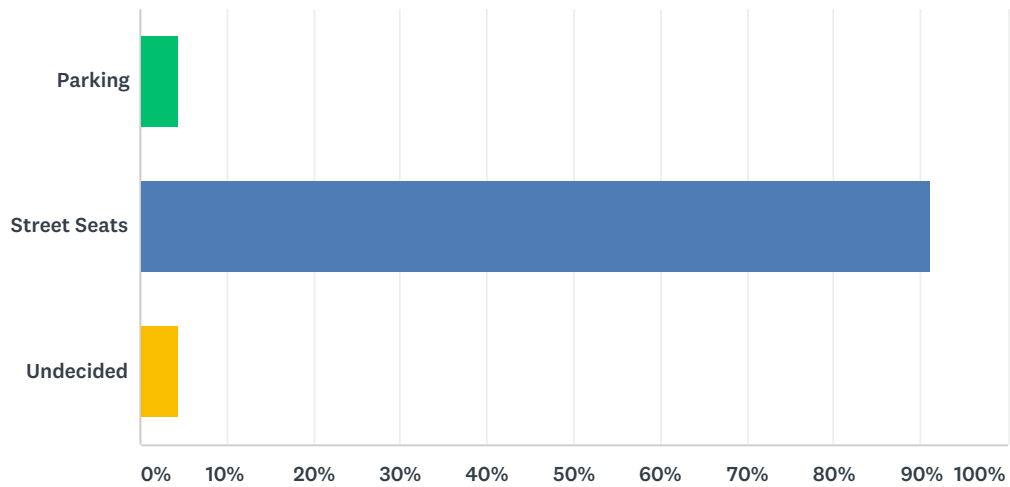
#	OTHER	DATE
1	Sun cover	7/12/2019 6:19 PM
2	Heat lamps to extend usability through the fall	7/12/2019 4:05 PM
3	Seats!	7/12/2019 9:14 AM
4	Somewhere to sit when public hours	7/11/2019 4:20 AM
5	N/a	7/6/2019 1:16 PM
6	Benches and more accommodations for the homeless and handicapped. Sidewalks and streets ales should be paved with interesting materials, good example is Lisbon	7/6/2019 11:47 AM
7	Not chained seats.	7/5/2019 7:52 PM

## El Cortijo - Street Seats Pilot Program

8	Seats! If the restaurent is not open, there are no seats (they are put away). I'm not sure what is public about this, are you supposed to sit on the floor?	7/2/2019 7:18 AM
9	it was great!	7/2/2019 6:35 AM
10	Music	7/1/2019 2:56 PM
11	Music	7/1/2019 2:54 PM
12	Public seating 100% of the time	6/30/2019 10:48 AM
13	Umbrella	6/24/2019 11:56 AM

### Q5 At the end of the pilot, would you prefer this space return to parking, or remain as a Street Seat?

Answered: 46 Skipped: 1

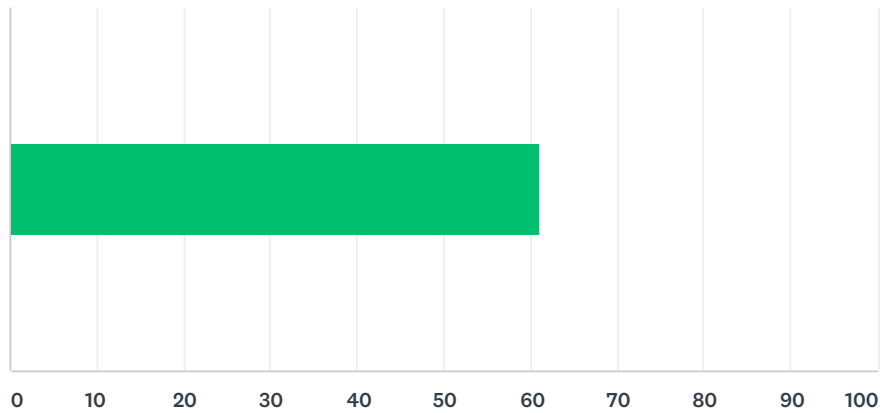


ANSWER CHOICES	RESPONSES
Parking	4.35% 2
Street Seats	91.30% 42
Undecided	4.35% 2
<b>TOTAL</b>	<b>46</b>

#	UNDECIDED	DATE
1	Haven't spoken to many people and sonwoiding want my opinion to be based on my one visit	7/6/2019 1:16 PM
2	Wait and see	7/2/2019 7:18 AM

## Q6 Do you think this Street Seat location should be fully open to the public at all times, fully dedicated to El Cortijo patrons, or a combination of public and private hours?

Answered: 44 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	61	2,692	44

Total Respondents: 44

#		DATE
1	50	9/28/2019 6:22 AM
2	50	9/8/2019 8:21 AM
3	52	8/10/2019 11:39 AM
4	57	8/5/2019 1:22 PM
5	100	8/5/2019 1:21 PM
6	67	8/4/2019 5:29 AM
7	40	7/30/2019 6:46 AM
8	51	7/24/2019 3:03 PM
9	59	7/19/2019 5:19 PM
10	49	7/19/2019 5:19 PM
11	50	7/19/2019 5:19 PM
12	98	7/12/2019 6:19 PM
13	60	7/12/2019 4:05 PM
14	47	7/12/2019 9:14 AM
15	100	7/12/2019 8:12 AM
16	100	7/12/2019 8:01 AM
17	49	7/11/2019 4:20 AM
18	51	7/6/2019 1:16 PM
19	46	7/6/2019 11:47 AM
20	48	7/6/2019 7:34 AM

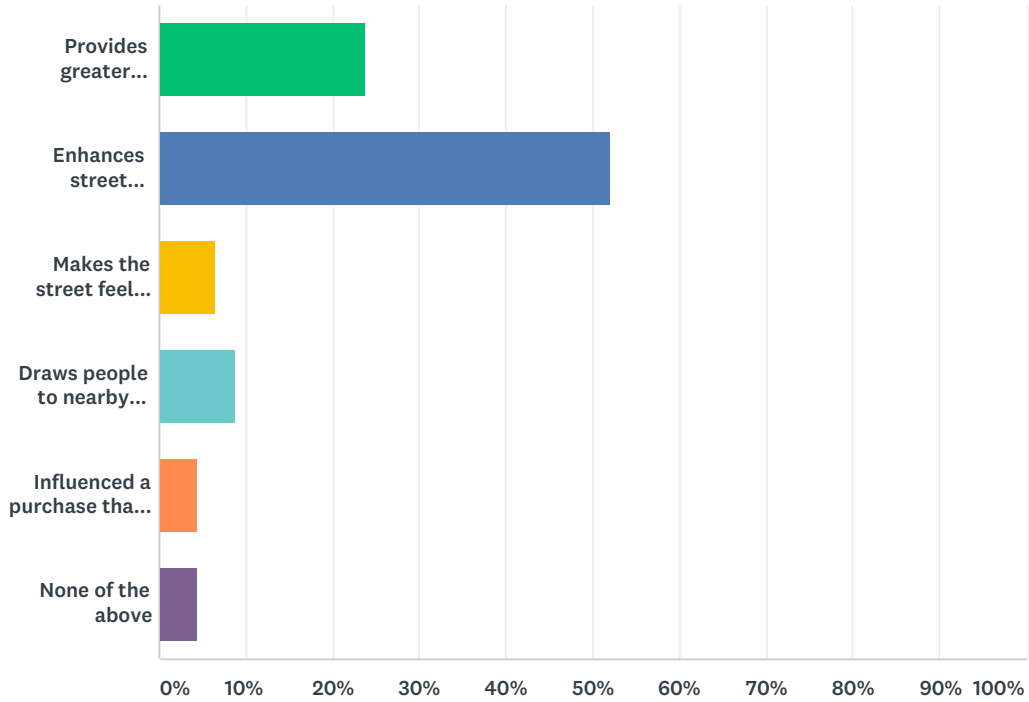
## El Cortijo - Street Seats Pilot Program

21	100	7/6/2019 7:04 AM
22	11	7/5/2019 7:52 PM
23	100	7/5/2019 4:11 PM
24	26	7/3/2019 10:58 AM
25	100	7/2/2019 10:42 AM
26	50	7/2/2019 7:18 AM
27	87	7/2/2019 6:35 AM
28	100	7/1/2019 2:56 PM
29	51	7/1/2019 2:54 PM
30	49	6/30/2019 8:00 AM
31	52	6/28/2019 3:04 PM
32	50	6/28/2019 5:57 AM
33	34	6/28/2019 5:11 AM
34	100	6/28/2019 4:23 AM
35	52	6/27/2019 7:38 PM
36	48	6/27/2019 1:45 PM
37	50	6/27/2019 12:29 PM
38	50	6/27/2019 12:22 PM
39	52	6/27/2019 9:40 AM
40	50	6/26/2019 8:32 AM
41	49	6/24/2019 5:11 PM
42	100	6/24/2019 11:56 AM
43	51	6/24/2019 10:50 AM
44	56	6/24/2019 7:54 AM



### Q7 This Street Seat:

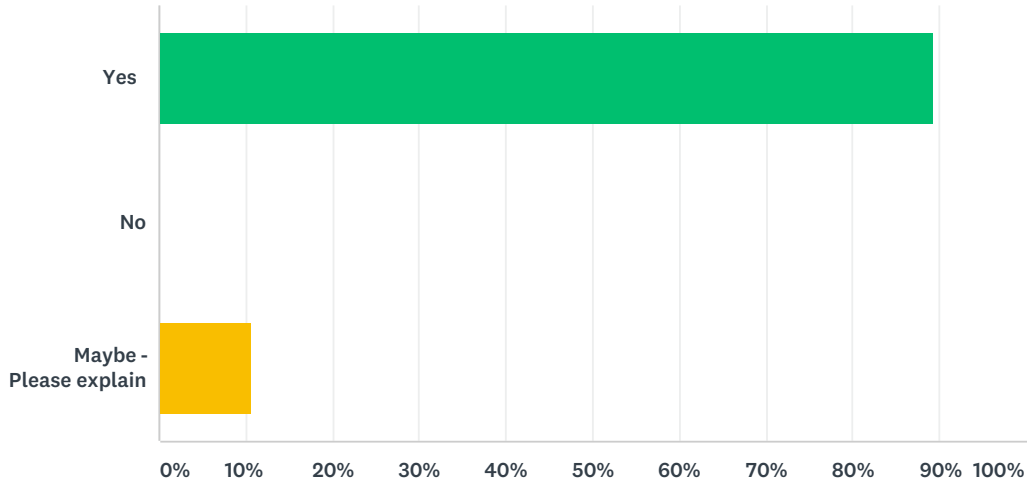
Answered: 46 Skipped: 1



ANSWER CHOICES	RESPONSES	
Provides greater opportunity for community interaction	23.91%	11
Enhances street character	52.17%	24
Makes the street feel safer	6.52%	3
Draws people to nearby businesses	8.70%	4
Influenced a purchase that I made at the host or nearby business	4.35%	2
None of the above	4.35%	2
<b>TOTAL</b>		<b>46</b>

## Q8 Would you like to see more Street Seats in Burlington?

Answered: 47 Skipped: 0

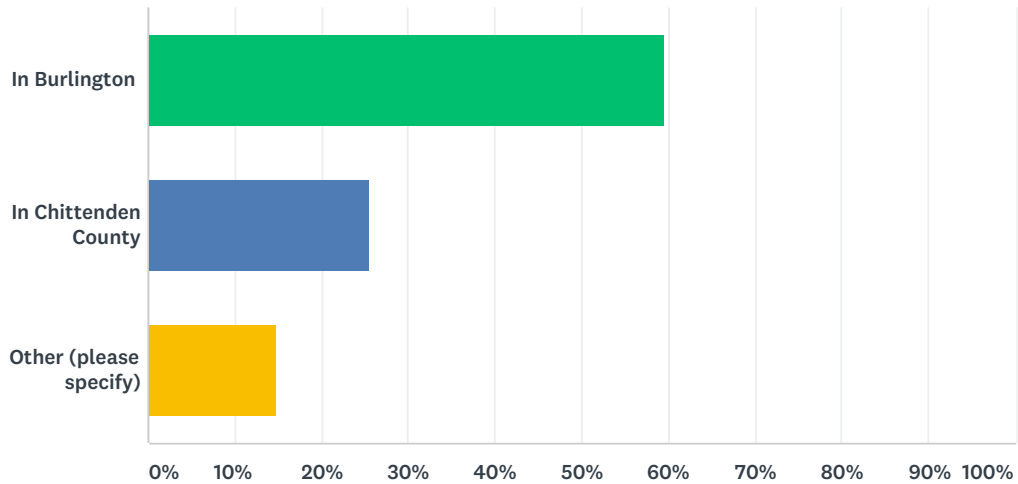


ANSWER CHOICES	RESPONSES	
Yes	89.36%	42
No	0.00%	0
Maybe - Please explain	10.64%	5
<b>TOTAL</b>		<b>47</b>

#	MAYBE - PLEASE EXPLAIN	DATE
1	If they have public seating. The restaurant seating covers up any public seating during off hours. There is just a hard floor which serves nobody.	7/12/2019 9:14 AM
2	Depends on how it affects parking	7/6/2019 1:16 PM
3	If they actually serve the public. This is great seating for the restaurent, which is a good thing, but there is nothing public about it.	7/2/2019 7:18 AM
4	Only if they are all 100% open to the public	6/30/2019 10:48 AM
5	Outside of Study Hall on College St. Right now they are dedicated solely to restaurants. I'd like see a large pilot with businesses in other industries.	6/30/2019 8:00 AM

## Q9 Where do you live?

Answered: 47 Skipped: 0

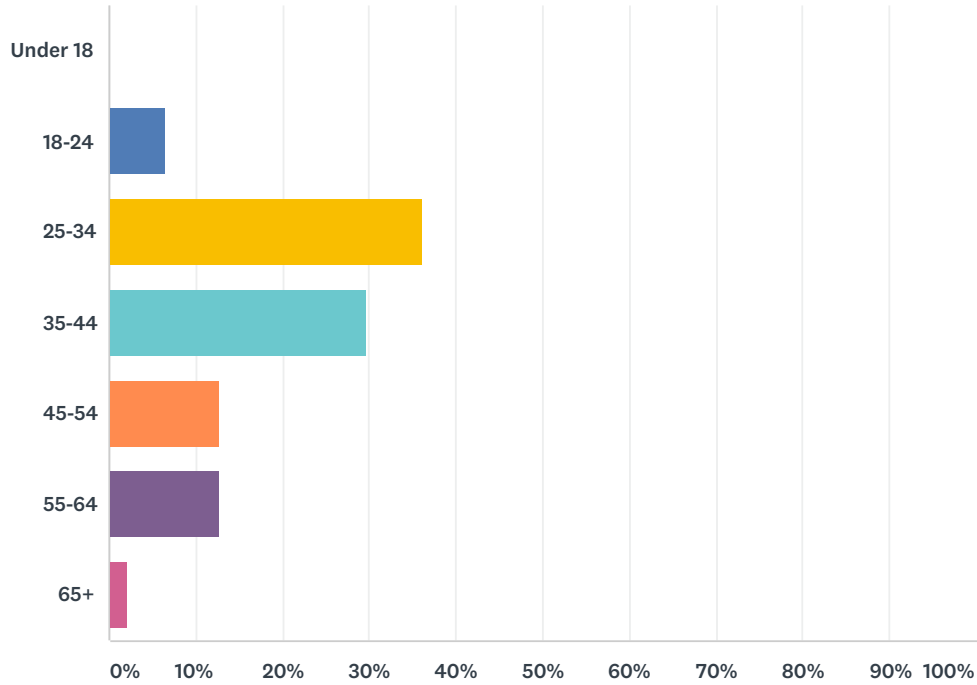


ANSWER CHOICES	RESPONSES
In Burlington	59.57% 28
In Chittenden County	25.53% 12
Other (please specify)	14.89% 7
<b>TOTAL</b>	<b>47</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Maryland	8/10/2019 11:39 AM
2	Rochester, NY	7/19/2019 5:19 PM
3	NY	7/19/2019 5:19 PM
4	Hanover, NH	7/12/2019 6:19 PM
5	Winooski	7/5/2019 7:52 PM
6	Catskills, NY	7/5/2019 4:11 PM
7	Reading PA	6/24/2019 11:56 AM

## Q10 How old are you?

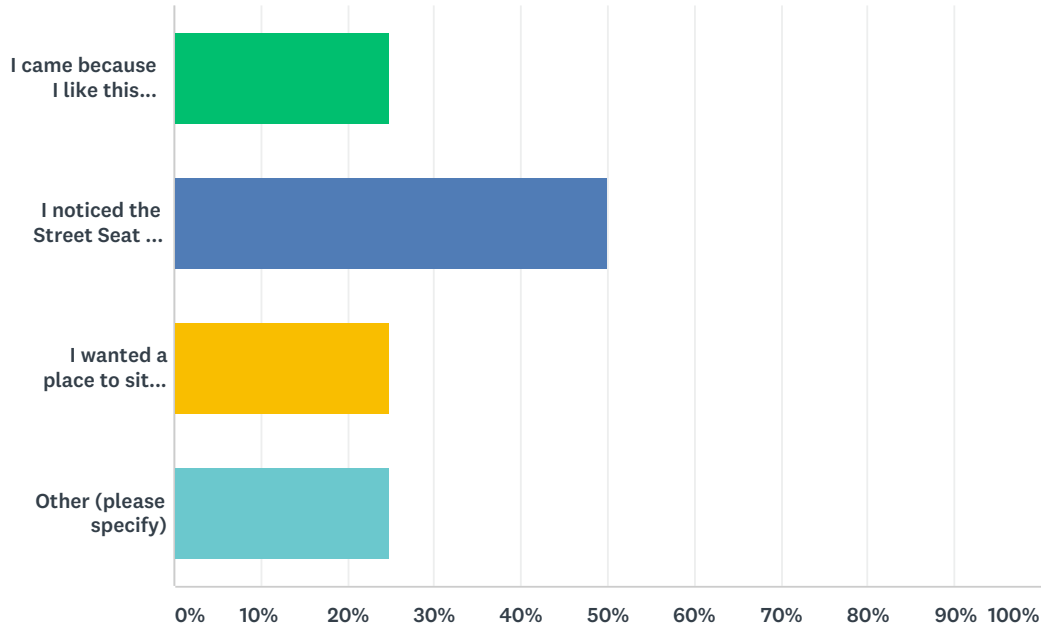
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	6.38%	3
25-34	36.17%	17
35-44	29.79%	14
45-54	12.77%	6
55-64	12.77%	6
65+	2.13%	1
<b>TOTAL</b>		<b>47</b>

## Q1 Why did you visit this Street Seat location?

Answered: 4 Skipped: 0

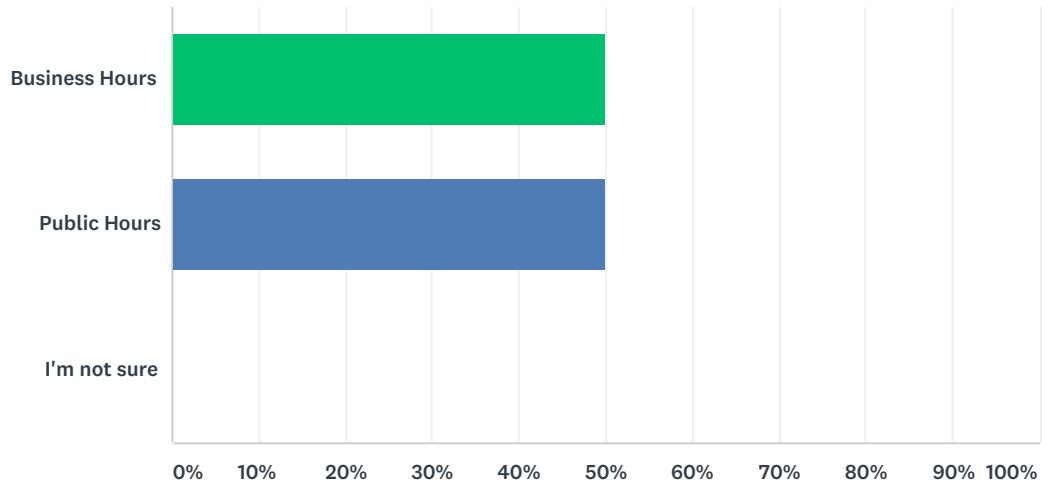


ANSWER CHOICES	RESPONSES
I came because I like this restaurant	25.00% 1
I noticed the Street Seat and wanted to check it out	50.00% 2
I wanted a place to sit and am visiting during public hours	25.00% 1
Other (please specify)	25.00% 1
Total Respondents: 4	

#	OTHER (PLEASE SPECIFY)	DATE
1	Partner lives above the restaurant/street seat	8/31/2019 6:47 AM

## Q2 Are you visiting this Street Seat during Restaurant Poco's business hours or during public hours?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Business Hours	50.00% 2
Public Hours	50.00% 2
I'm not sure	0.00% 0
TOTAL	4

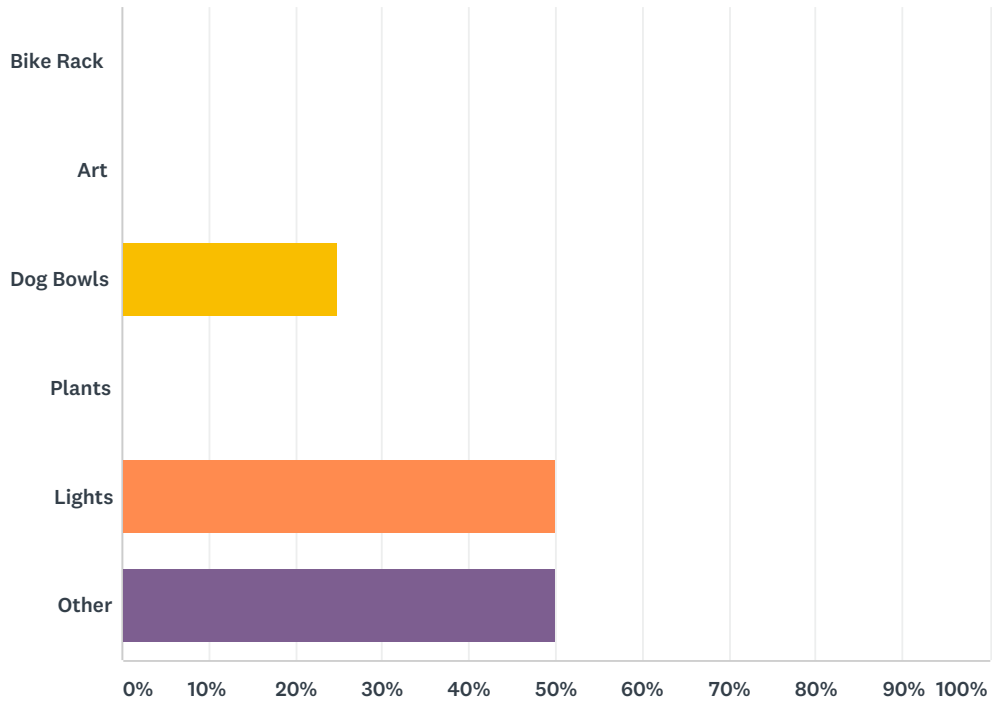
### Q3 What do you like about this street seat?

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	the look and creativity of the parklet	9/29/2019 3:52 PM
2	It has potential to be a nice location	8/31/2019 6:47 AM
3	Looks great with the tree and it's cozy and great for the restaurant	8/24/2019 12:37 PM
4	Fantastic place to just take a few moments and chat with friend and people watch	8/11/2019 10:59 AM

## Q4 What additional amenities would you like to see at this Street Seat location? What would you change about the street seat?

Answered: 4 Skipped: 0



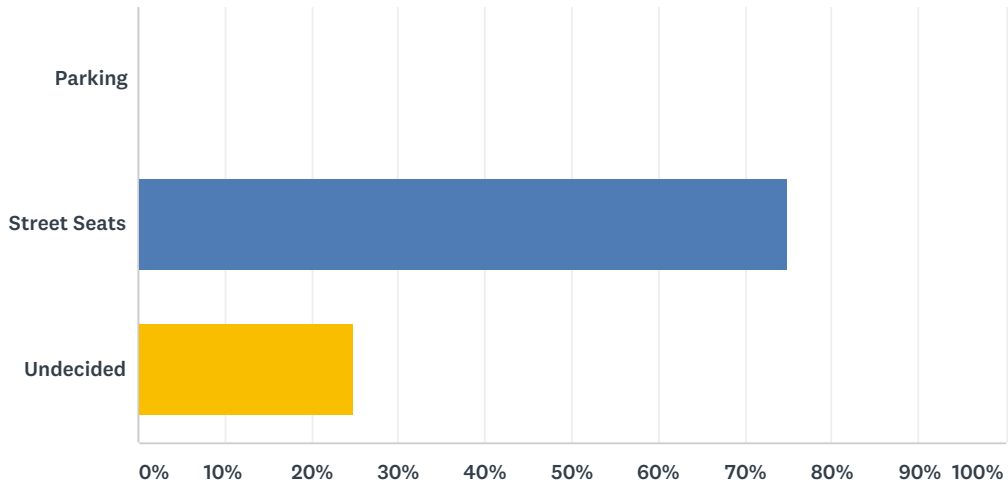
ANSWER CHOICES	RESPONSES
Bike Rack	0.00% 0
Art	0.00% 0
Dog Bowls	25.00% 1
Plants	0.00% 0
Lights	50.00% 2
Other	50.00% 2
Total Respondents: 4	

#	OTHER	DATE
1	Seating. Currently the chairs are chained up when the restaurant is closed and there's a sign up that says it's seating only for restaurant patrons	8/31/2019 6:47 AM
2	More bar space	8/24/2019 12:37 PM



### Q5 At the end of the pilot, would you prefer this space return to parking, or remain as a Street Seat?

Answered: 4 Skipped: 0

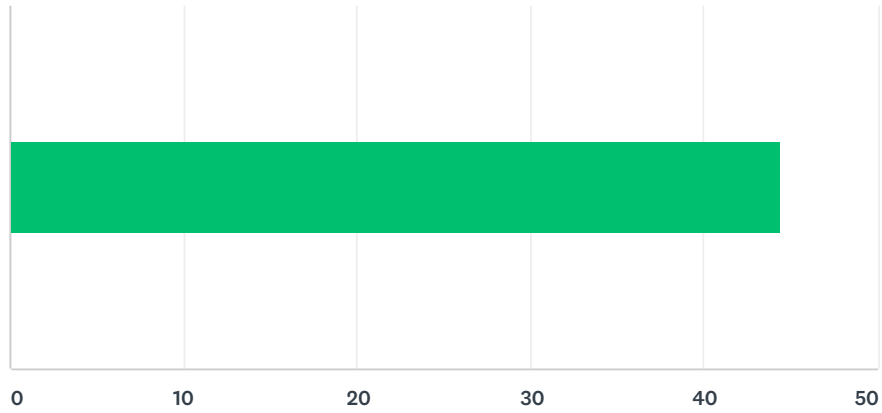


ANSWER CHOICES	RESPONSES
Parking	0.00% 0
Street Seats	75.00% 3
Undecided	25.00% 1
<b>TOTAL</b>	<b>4</b>

#	UNDECIDED	DATE
1	It would depend on whether it becomes more public access or stays as restaurant seating	8/31/2019 6:47 AM

Q6 Do you think this Street Seat location should be fully open to the public at all times, fully dedicated to Restaurant Poco patrons, or a combination of public and private hours?

Answered: 4 Skipped: 0

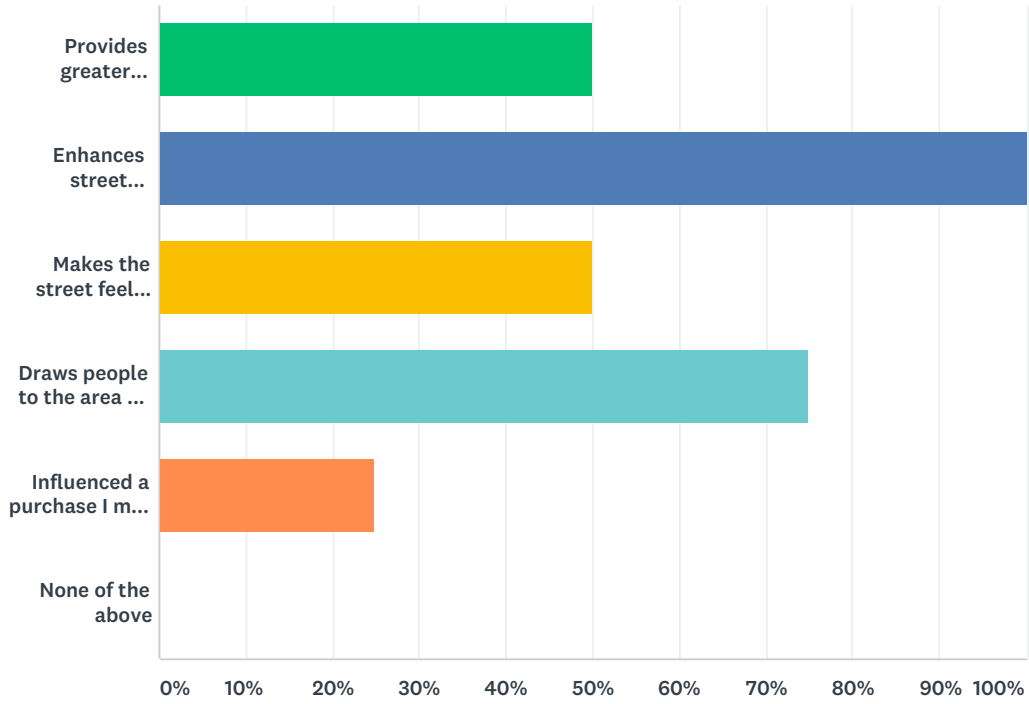


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	45	178	4
Total Respondents: 4			

#		DATE
1	50	9/29/2019 3:52 PM
2	29	8/31/2019 6:47 AM
3	51	8/24/2019 12:37 PM
4	48	8/11/2019 10:59 AM

### Q7 This street seat:

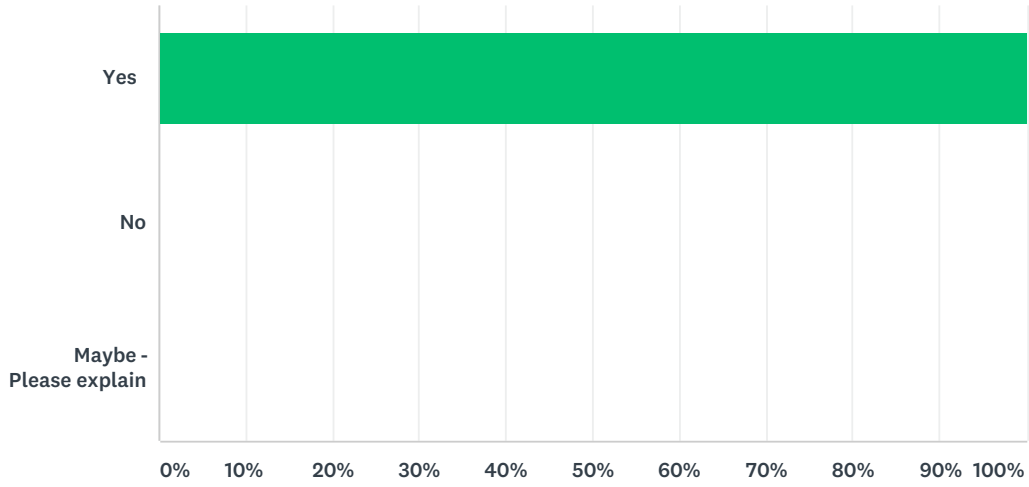
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Provides greater opportunity for community interaction	50.00%	2
Enhances street character	100.00%	4
Makes the street feel safer	50.00%	2
Draws people to the area and nearby businesses	75.00%	3
Influenced a purchase I made at the host or nearby business	25.00%	1
None of the above	0.00%	0
Total Respondents: 4		

## Q8 Would you like to see more Street Seats in Burlington?

Answered: 4 Skipped: 0

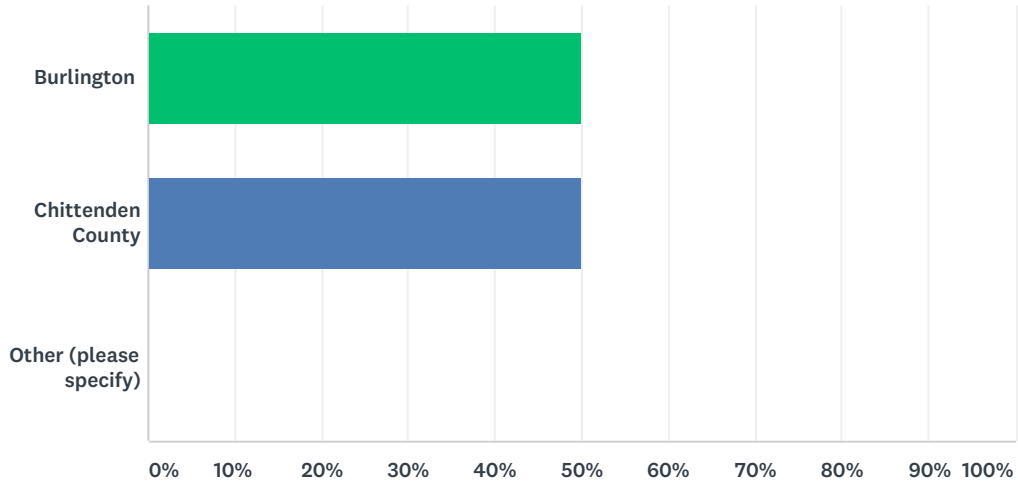


ANSWER CHOICES	RESPONSES	
Yes	100.00%	4
No	0.00%	0
Maybe - Please explain	0.00%	0
<b>TOTAL</b>		<b>4</b>

#	MAYBE - PLEASE EXPLAIN	DATE
	There are no responses.	

## Q9 Where are you coming from?

Answered: 4 Skipped: 0

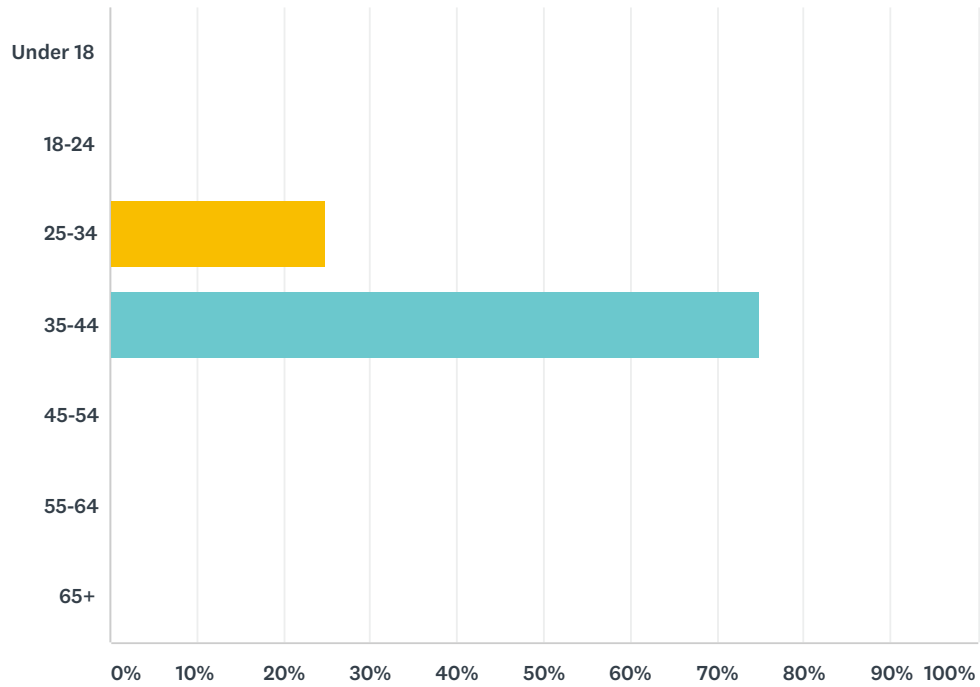


ANSWER CHOICES	RESPONSES
Burlington	50.00% 2
Chittenden County	50.00% 2
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>4</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q10 How old are you?

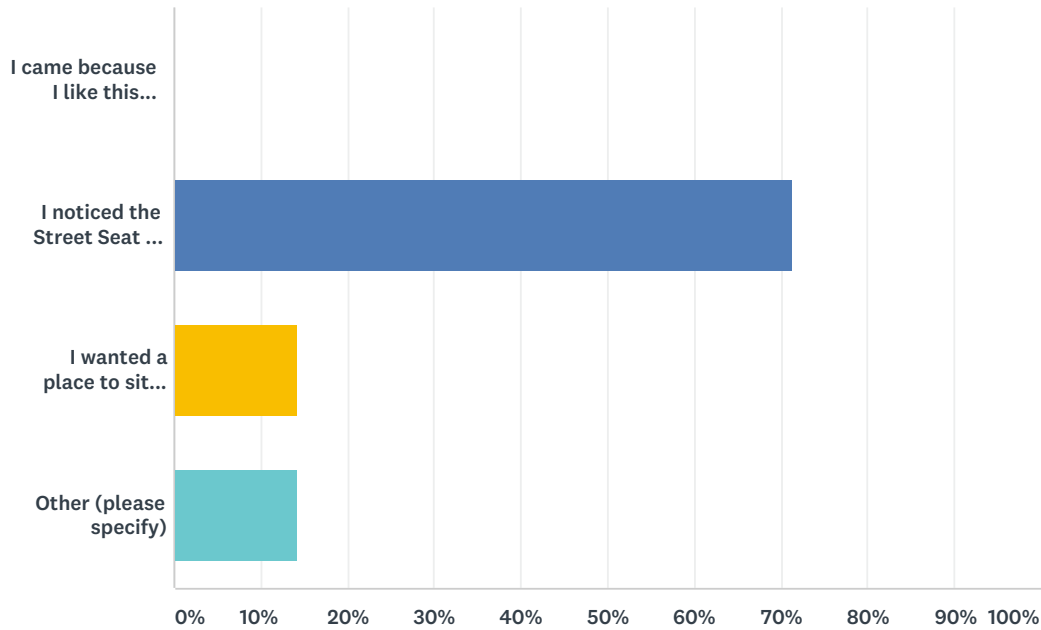
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	25.00%	1
35-44	75.00%	3
45-54	0.00%	0
55-64	0.00%	0
65+	0.00%	0
<b>TOTAL</b>		<b>4</b>

## Q1 Why did you visit this Street Seat location?

Answered: 7 Skipped: 0

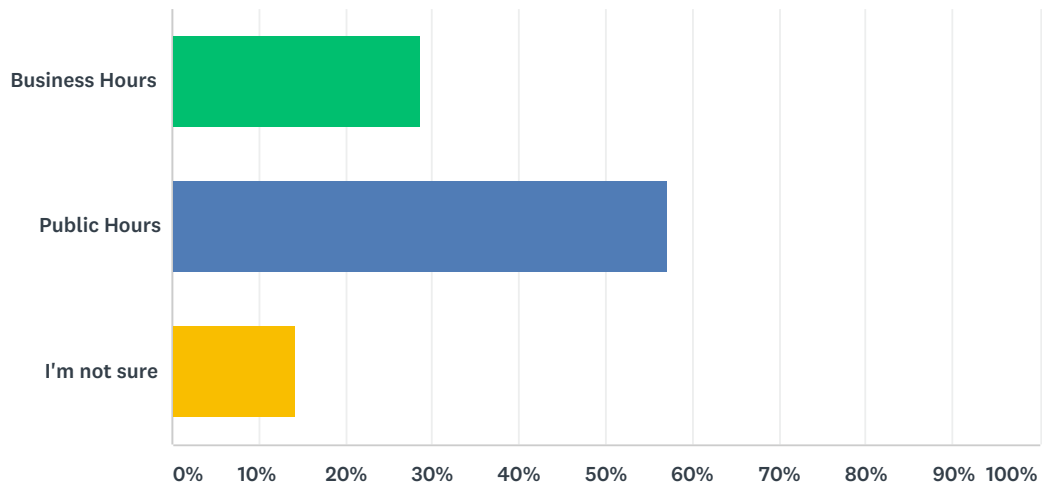


ANSWER CHOICES	RESPONSES
I came because I like this restaurant	0.00% 0
I noticed the Street Seat and wanted to check it out	71.43% 5
I wanted a place to sit and am visiting during public hours	14.29% 1
Other (please specify)	14.29% 1
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	I live next to it	7/11/2019 2:47 AM

## Q2 Are you visiting this Street Seat during The Archive's business hours or during public hours?

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Business Hours	28.57%	2
Public Hours	57.14%	4
I'm not sure	14.29%	1
<b>TOTAL</b>		<b>7</b>



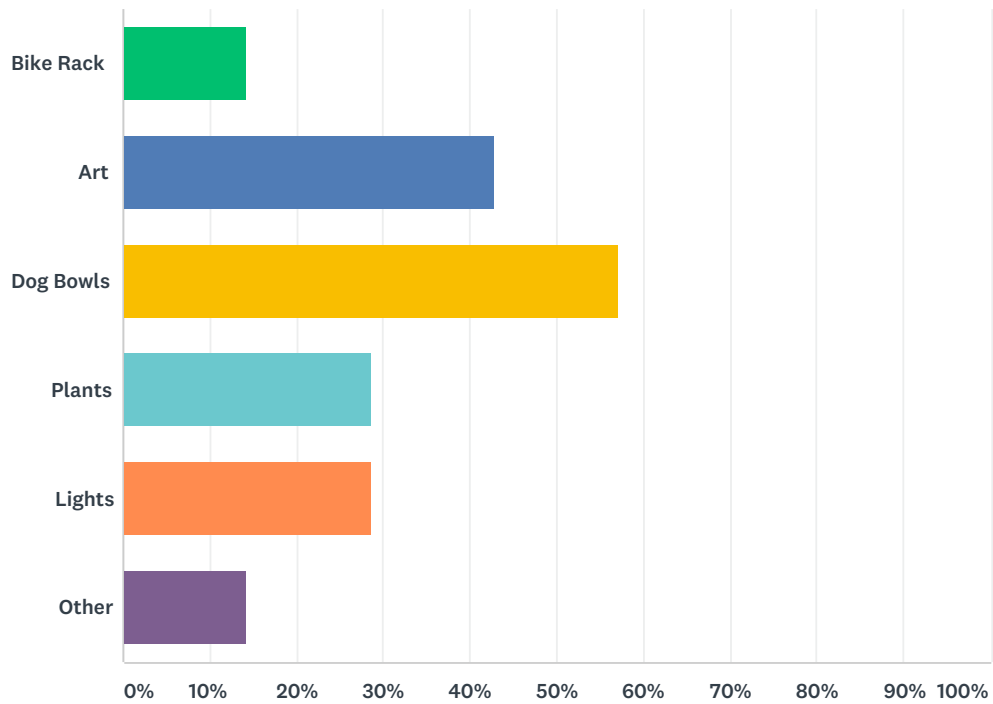
## Q3 What do you like about this street seat?

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	A nice place to enjoy lunch outside	9/19/2019 10:28 AM
2	Cool idea	7/11/2019 2:47 AM
3	I think this is one of the most misdirected uses of public energy and space. Downtown has a major parking problem and a spot is being taken up, not used and partially used to benefit a select few businesses. The parking spaces are paid for by all our taxes, so I'm not sure why one business should benefit more than the rest.	7/10/2019 10:04 AM
4	It looks way nicer than a car, especially with the plantings. Having more places to rest and wait makes the area more desirable to be in as it feels welcoming, rather than just trying to move you along.	7/8/2019 10:35 AM
5	It's sunny and there are pretty flower boxes with a nice mix of plants!	7/8/2019 9:08 AM
6	I like how comfortable the seat is, I also like that it is open to the public in between business hours. Overall, love the idea!	6/30/2019 4:04 PM

## Q4 What additional amenities would you like to see at this Street Seat location? What would you change about the Street Seat?

Answered: 7 Skipped: 0

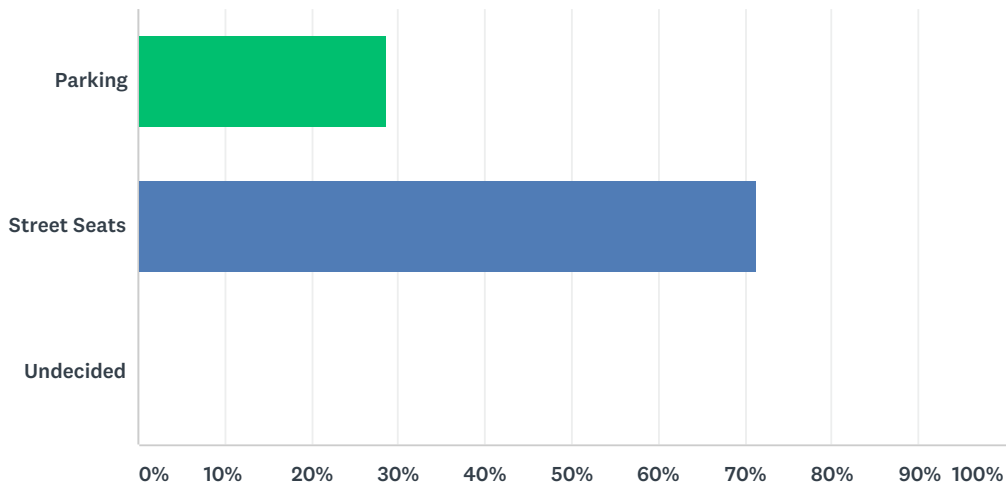


ANSWER CHOICES	RESPONSES
Bike Rack	14.29% 1
Art	42.86% 3
Dog Bowls	57.14% 4
Plants	28.57% 2
Lights	28.57% 2
Other	14.29% 1
Total Respondents: 7	

#	OTHER	DATE
1	Turn it back to parking	7/10/2019 10:04 AM

## Q5 At the end of the pilot, would you prefer this space return to parking, or remain as a Street Seat?

Answered: 7 Skipped: 0

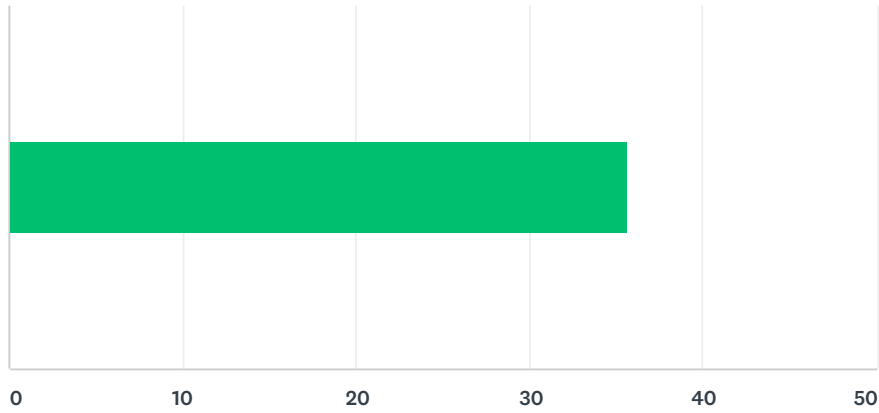


ANSWER CHOICES	RESPONSES
Parking	28.57% 2
Street Seats	71.43% 5
Undecided	0.00% 0
<b>TOTAL</b>	<b>7</b>

#	UNDECIDED	DATE
	There are no responses.	

### Q6 Do you think this Street Seat location should be fully open to the public at all times, fully dedicated to The Archives patrons, or a combination of public and private hours?

Answered: 6 Skipped: 1

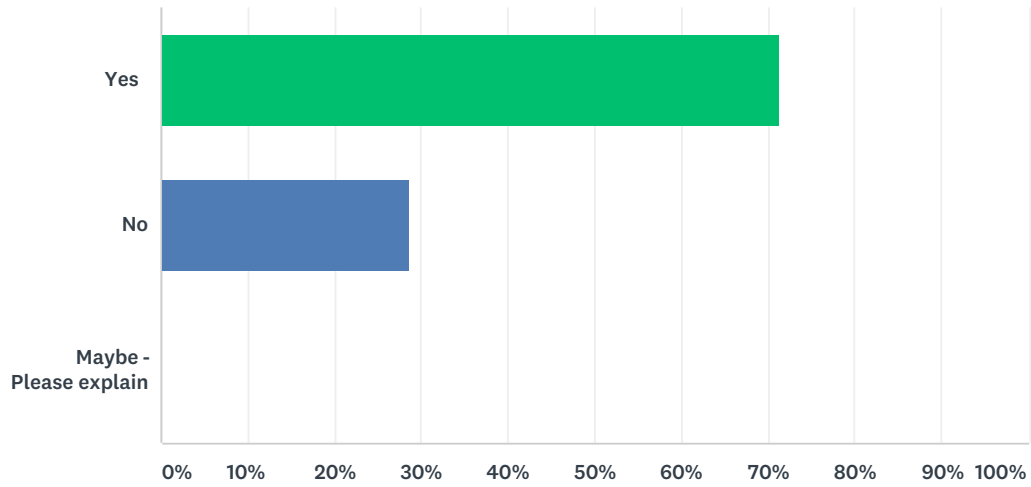


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	36	214	6
Total Respondents: 6			

#		DATE
1	48	9/19/2019 10:28 AM
2	33	8/30/2019 11:05 AM
3	47	7/11/2019 2:47 AM
4	3	7/8/2019 10:35 AM
5	31	7/8/2019 9:08 AM
6	52	6/30/2019 4:04 PM

## Q7 Would you like to see more Street Seats in Burlington?

Answered: 7 Skipped: 0

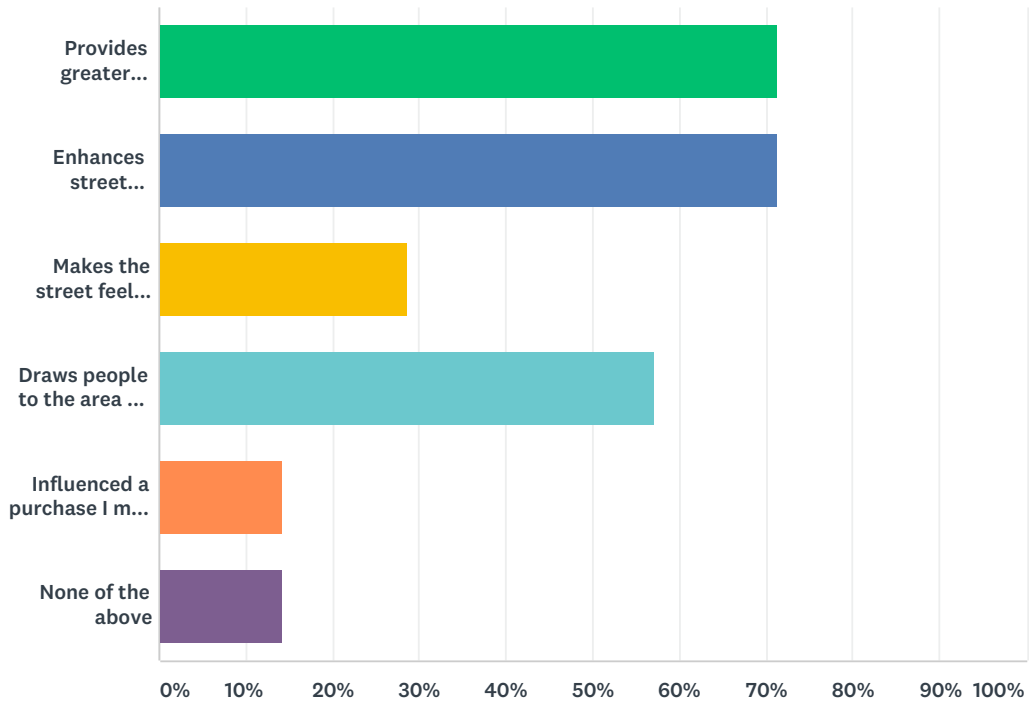


ANSWER CHOICES	RESPONSES
Yes	71.43% 5
No	28.57% 2
Maybe - Please explain	0.00% 0
<b>TOTAL</b>	<b>7</b>

#	MAYBE - PLEASE EXPLAIN	DATE
	There are no responses.	

## Q8 This street seat:

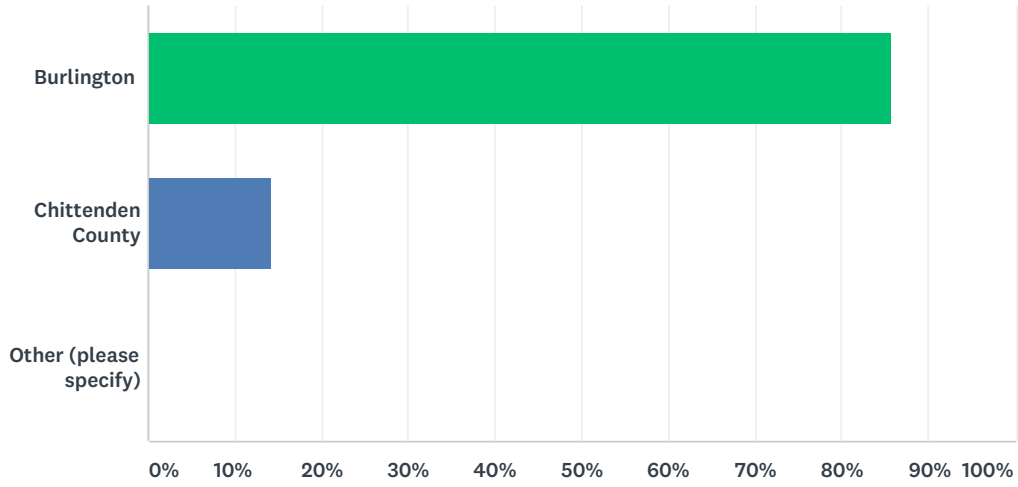
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Provides greater opportunity for community interaction	71.43%	5
Enhances street character	71.43%	5
Makes the street feel safer	28.57%	2
Draws people to the area and nearby business	57.14%	4
Influenced a purchase I made from the host or nearby business	14.29%	1
None of the above	14.29%	1
Total Respondents: 7		

## Q9 Where are you coming from?

Answered: 7 Skipped: 0

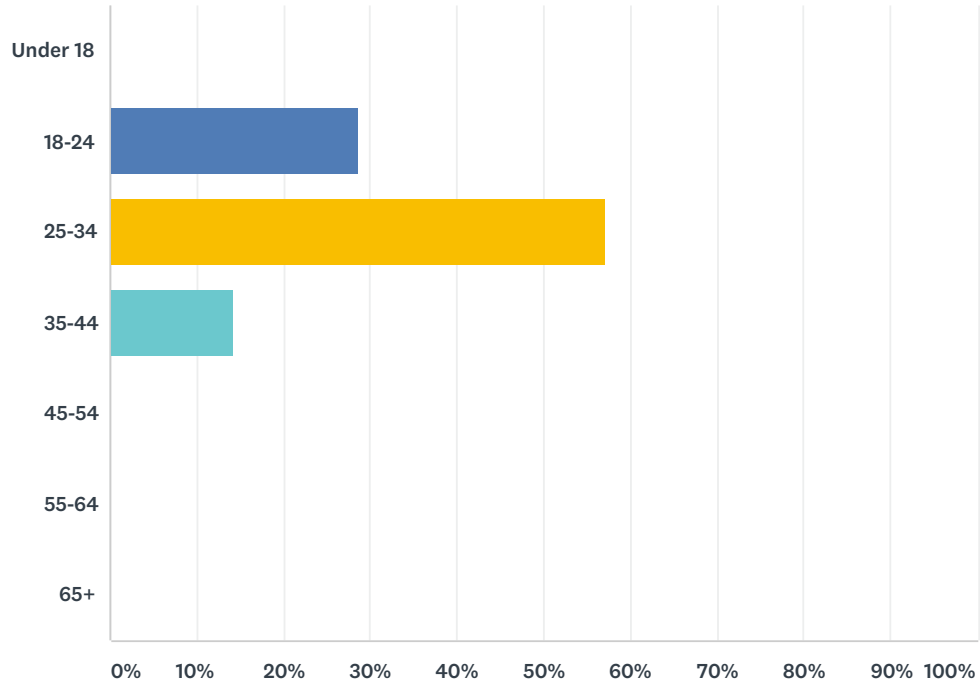


ANSWER CHOICES	RESPONSES
Burlington	85.71% 6
Chittenden County	14.29% 1
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>7</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q10 How old are you?

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	28.57%	2
25-34	57.14%	4
35-44	14.29%	1
45-54	0.00%	0
55-64	0.00%	0
65+	0.00%	0
<b>TOTAL</b>		<b>7</b>





The Archives - Final Survey - Street Seats Pilot Program

The Archives

Thank you for taking part in the Street Seat Pilot Program. We would appreciate your help in filling out this survey so that we can know more about your experience with this program. We will use this survey to understand more about the Street Seat Pilot Program to determine whether or not to make Street Seats a permanent part of Burlington.

1. Contact Name:

2. Job Title:

3. Phone Number:

4. Why did you choose to locate your business in this neighborhood?

5. Can you provide the dollar amount your business spent on the following:

Design:

Construction, Installation,  
& Materials:

Maintenance:

6. Were additional jobs created as a result of the Street Seat? If so, please provide the cost of additional staffing.

7. Does the Street Seat have any impact on delivery for your neighbors?

8. Has the Street Seat affected your relationships with your neighbors?

9. The Street Seat has caused:

	Decrease	1	2	3	4	5	Increase
Foot Traffic:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales/business volume for my business:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you are able, please provide a percent estimate of increased/decreased revenue during the Street Seat Pilot.

11. Did any unexpected concerns or issues arise with the Street Seat?

12. How would you rate your experience with the Street Seats Pilot Program in regard to the following terms?

	Poor	1	2	3	4	5	Excellent
Working with the City:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your ability to maintain the Street Seat:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Would you be interested in being part of the Street Seats program again if you had to pay \$4,000 for things like lost parking revenue?

14. Would you be interested in being part of the Street Seats program again if hours to customers only were restricted?

15. Would you recommend a Street Seat to other merchants?

16. What, if anything, would you like to see from the Street Seats Program in the future?

17. Is there anything else about the Street Seat Pilot Program you would like to add?

## #1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, October 04, 2019 9:05:42 AM  
**Last Modified:** Friday, October 04, 2019 9:12:36 AM  
**Time Spent:** 00:06:53  
**IP Address:** [REDACTED]

---

Page 1: El Cortijo

**Q1 Contact Name:**

[REDACTED]

---

**Q2 Job Title:**

Chief Operations Officer

---

**Q3 Phone Number:**

[REDACTED]

---

**Q4 Why did you choose to locate your business in this neighborhood?**

It's in the heart of downtown Burlington, great foot traffic. The building itself is incredibly unique and suits the concept very well.

---

**Q5 Can you provide the dollar amount your business spent on the following:**

Design:	\$500
Construction, Installation, & Materials:	\$8000
Maintenance:	\$500

---

**Q6 Were additional jobs created as a result of the Street Seat? If so, please provide the cost of additional staffing.**

Yes, approx \$300/week

---

**Q7 Does the Street Seat have any impact on delivery for your neighbors?**

No

---

**Q8 Has the Street Seat affected your relationships with your neighbors?**

No

---

El Cortijo - Final Survey - Street Seats Pilot Program

**Q9** The Street Seat has caused:

Foot Traffic: 4

Sales/business volume for my business: 4

---

**Q10** If you are able, please provide a percent estimate of increased/decreased revenue during the Street Seat Pilot.

Increase 2%-3%

---

**Q11** Did any unexpected concerns or issues arise with the Street Seat?

No

---

**Q12** How would you rate your experience with the Street Seats Pilot Program in regard to the following terms?

Working with the City: 5

Your ability to maintain the Street Seat: 4

---

**Q13** Would you be interested in being part of the Street Seats program again if you had to pay \$4,000 for things like lost parking revenue?

Yes

---

**Q14** Would you be interested in being part of the Street Seats program again if hours to customers only were restricted?

That may be a deterrent.

---

**Q15** Would you recommend a Street Seat to other merchants?

Yes

---

**Q16** What, if anything, would you like to see from the Street Seats Program in the future?

Perhaps off season storage space provided by the city.

---

**Q17** Is there anything else about the Street Seat Pilot Program you would like to add?

We think it's great for Burlington and would love to see more in 2020!

---

#1

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, September 20, 2019 10:47:41 AM  
**Last Modified:** Friday, September 20, 2019 11:13:11 AM  
**Time Spent:** 00:25:29  
**IP Address:** [REDACTED]

---

Page 1: Restaurant Poco

**Q1 Contact Name:**

[REDACTED]

---

**Q2 Job Title:**

Contractor/co-owner

---

**Q3 Phone Number:**

[REDACTED]

---

**Q4 Why did you choose to locate your business in this neighborhood?**

availability of space and size .

---

**Q5 Can you provide the dollar amount your business spent on the following:**

Design:	\$500
Construction, Installation, & Materials:	\$5500
Maintenance:	\$500

---

**Q6 Were additional jobs created as a result of the Street Seat? If so, please provide the cost of additional staffing.**

its hard to say as we had installed additional outdoor seating so we were staffed for that and there is a crossover for serving those areas.

---

**Q7 Does the Street Seat have any impact on delivery for your neighbors?**

no

---

Restaurant Poco - Final Survey - Street Seats Pilot Program

**Q8** Has the Street Seat affected your relationships with your neighbors?

yes ,In positive ways , it has added exposure to the neighboring retail business

---

**Q9** The Street Seat has caused:

Foot Traffic: **4, Increase**

Sales/business volume for my business: **4, Increase**

---

**Q10** If you are able, please provide a percent estimate of increased/decreased revenue during the Street Seat Pilot.

we are a new business so it is hard to say

---

**Q11** Did any unexpected concerns or issues arise with the Street Seat?

No

---

**Q12** How would you rate your experience with the Street Seats Pilot Program in regard to the following terms?

Working with the City: **4**

Your ability to maintain the Street Seat: **Excellent**

---

**Q13** Would you be interested in being part of the Street Seats program again if you had to pay \$4,000 for things like lost parking revenue?

no

---

**Q14** Would you be interested in being part of the Street Seats program again if hours to customers only were restricted?

yes

---

**Q15** Would you recommend a Street Seat to other merchants?

yes

---

**Q16** What, if anything, would you like to see from the Street Seats Program in the future?

A complete packet of all necessary permitting and paperwork necessary to launch the parklet would be helpful. More advertising by the city to the public informing them about the program.

---

**Q17** Is there anything else about the Street Seat Pilot Program you would like to add?

Overall we really enjoyed the response from the public,patrons and tourists. It was a positive addition to the city in our opinion.

---

#1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, September 27, 2019 5:22:04 PM  
**Last Modified:** Friday, September 27, 2019 5:48:25 PM  
**Time Spent:** 00:26:21  
**IP Address:** [REDACTED]

---

Page 1: The Archives

**Q1 Contact Name:**

[REDACTED]

---

**Q2 Job Title:**

Owner

---

**Q3 Phone Number:**

[REDACTED]

---

**Q4 Why did you choose to locate your business in this neighborhood?**

We wanted to be in the heart of Burlington. We wanted to be where all the action is as Burlington, strangely enough, isn't really a pedestrian town. If you are a few blocks off the beaten path people won't visit.

---

**Q5 Can you provide the dollar amount your business spent on the following:**

Design:	<b>About 600\$</b>
Construction, Installation, & Materials:	<b>8000\$ plus what it costs to remove and store</b>
Maintenance:	<b>400</b>

---

**Q6 Were additional jobs created as a result of the Street Seat? If so, please provide the cost of additional staffing.**

Yes. We added extra security shifts to monitor the parklet. Around and extra 100-120 a week in payroll for extra shifts

---

**Q7 Does the Street Seat have any impact on delivery for your neighbors?**

Nope.

---



## The Archives - Final Survey - Street Seats Pilot Program

### Q8 Has the Street Seat affected your relationships with your neighbors?

Residents in the building love the parklet and we see them using it often. No negative effect that we are aware of.

---

### Q9 The Street Seat has caused:

Foot Traffic: **Increase**

Sales/business volume for my business: **Increase**

---

### Q10 If you are able, please provide a percent estimate of increased/decreased revenue during the Street Seat Pilot.

It's hard to say exactly. We noticed that people sitting in the parklet are apt to stay longer, which often didn't really translate to more sales just longer stays at our place. Which I think has an effect on how favorable people view our establishment. No effect plus or minus when the weather is bad.

---

### Q11 Did any unexpected concerns or issues arise with the Street Seat?

It cost us a lot more than we had budgeted to have it built.

---

### Q12 How would you rate your experience with the Street Seats Pilot Program in regard to the following terms?

Working with the City: **3**

Your ability to maintain the Street Seat: **Excellent**

---

### Q13 Would you be interested in being part of the Street Seats program again if you had to pay \$4,000 for things like lost parking revenue?

4000\$ would be out of our price range. I feel our financial commitment to building and maintaining the parklet adds value to the street and people's experience of the city that out weighs the loss of revenue from a single parking space.

---

### Q14 Would you be interested in being part of the Street Seats program again if hours to customers only were restricted?

Absolutely. We never actually restricted the use of the parklet to non customers. We feel that the parklet was a space for the community and we were happy to share it.

---

### Q15 Would you recommend a Street Seat to other merchants?

Yeah I think any community space is a benefit to a merchant and city as a whole.

---

### Q16 What, if anything, would you like to see from the Street Seats Program in the future?

It took so long to get a final approval from the city on we the permits to build it. I like to see that streamlined. I'd also like to have it open earlier and stay later.

---

**Q17** Is there anything else about the Street Seat Pilot Program you would like to add?

Not that I can think of

---

## Attachment 5: Other Public Feedback Log

Date	Email
2/24/2019	<p>I am so dismayed at this whole proposal. I swear this city has gone nuts! I used to frequent Burlington downtown at least weekly to dine ,shop and enjoy. I have been there once since last fall , I cannot walk long distances, lack of parking and price of parking prevents us from going. My extended family and friends feel the same now you will take even more. Wow!!!!</p>
7/3/2019	<p>Saw your interview on Parklets in several downtown areas. I'm sure viewed by themselves, they could be considered as an additional positive attraction for downtown. Unfortunately we must view them in totality of your efforts to make Burlington more attractive by removing scarce parking, the addition of protected bike lanes, and other programs to encourage less reliance on motor vehicles (such as ebikes). But you realize this. Vermont is one of the greyest states in the nation and has a high percentage of people with handicap plates. I have heard many from the city say we have plenty of plenty of parking within walking distances of downtown venues. The problem walking distance is an issue for many Burlington residents. Do you consider that a problem? I have solved that by taking my shopping and dining dollars outside of Burlington.</p>
7/24/2019	<p>I am deeply disappointed yet again with the city of Burlington for what is a falsely represented "public space" that again gives favor to larger businesses and not the public. In a city that has a very obvious parking problem already, it is inexcusable to give away spaces to businesses that are already thriving when we just shunned food trucks from downtown, which would have been a more affordable option to lower middle class citizens. If it was really public space, it would not be chained up restaurant furniture that is available after 11 pm. This is insulting- either make it public space that you don't have to pay to use or admit this administration have a developers agenda and not one that is actually aligned with its progressive citizens. I hope the city doesn't make the same mistakes next summer.</p>
10/9/2019	<p>Thank you for reaching out about this program. I can tell you that in a much bigger city that has the capability of providing parking for its visitors and residents, this would have been successful. In this small city, this was more of a failure than a success. The parklets were supposed to be open to the public when not in use by the restaurants/bars chosen to use them. I personally saw the parklets chained off multiple times when not in use, and businesses kicking people out of the parklet before they opened. If these were to be providing places for the public to sit and enjoy the city, this wish has fallen short then. As a service business/ retail, this parklet program only benefited the restaurants and bars. No retail or service business received any benefit from this program. If the city only wants restaurants/bars in the downtown area, this is definitely the way to choke out the remaining business that need parking for their customers. The fact is, there is limited parking in the area. The construction on City Hall Park has removed even more valuable parking for those coming to the downtown business district. My customers this summer constantly were expressing their frustrations about the lack of parking. Multiple times the city garage was closed for "maintenance" during peak times and weekends. This caused many customers to cancel their appointments and some now refuse to come downtown anymore because the hassle of parking/ getting into the city because of construction. I guess I can thank the city for that!</p> <p>I feel the city continuously says there is ample parking, but they are out of touch with the fact that during this summer season (usually our busiest time) there was OVER 700 parking spaces that were no longer available to use. If you doubt the number of spaces, remember we lost over 600 from the demolition of the mall parking garage, 15 spaces on Bank street from the construction at City Place, 2 spaces for the Parklet at El Cortijo, 2 on Main for Poco, 2spaces at New Moon for bikes, 25 spaces at the City Hall Park construction site and water main road closure, 1 space at The Archive, 50 spaces down St Paul Street for the road construction mess, and 3 spaces converted to Electric Charging Stations. Being that SD Ireland is the consistent construction company doing all the construction, their employees do drive in and end up using parking spaces as well. I think if City Hall employees actually walked the city, they'd realize that most lots are either private or being used by the individuals that work in the downtown district. They will see that they have made accessibility for out-of-towners and tourist nearly impossible.</p> <p>Now I do realize that the city will most likely separate the Parklet Program out and say that it was a success because it has nothing to do with the construction issues plaguing the city. Unfortunately, everything works with each other for an impression as a whole. This summer with all the construction was not the time to remove spaces for customers to park to give chosen restaurants and bars more revenue opportunities. As a resident of Burlington (Five Sisters Neighborhood), and a business owner in the Downtown Business District of Burlington, I have never seen any member of City Hall or the Mayor's office grace my business with their presence, unless it was for some mandatory inspection or notification. Even then, communication on those matters is minimal. For such a small city and business district, it doesn't take much to make ones support of the business known by stopping in to either patron or say hello.</p> <p>-Chop Shop</p>
10/9/2019	<p>I wanted to express my annoyance and frustration with the parklets. I think it is absurd that a parking space would be turned over to this sort of space, and then have a business have the majority of available hours have it for exclusive use.</p> <p>Each parking space around our business is worth a HUGE amount to our business - and this parklet does not drive ANY business to our business as a retail business.</p> <p>I've never once seen someone sitting in the space unless it is business use.</p> <p>Parking is a MAJOR problem in the downtown... people want the most convenient spot. Turning over a prime spot essentially to private interests like this is incredibly frustrating.</p> <p>-Common Deer</p>
6/2/2019	<p>Could you please keep me in the loop for future parklets, as I own two building with businesses which could definitely benefit from these.</p> <p>Thank you, -Ken's Pizza -OP Bar</p>
3/4/2019	<p>I just wanted to give some feedback on the parklet pilot RFP. We have a client who would be interested in this (new development at the Bove's restaurant on Pearl Street), but the timing of the parklet program is during the construction of the project. They would also be more interested in a longer timeframe. So, if the City has another program like this in the future there would be interest.</p>
August 2019	<p>Interested in parklet -Single Pebble</p>