City of Bellevue

Curb Pricing Study

Stakeholder and Community Feedback

May 9, 2025

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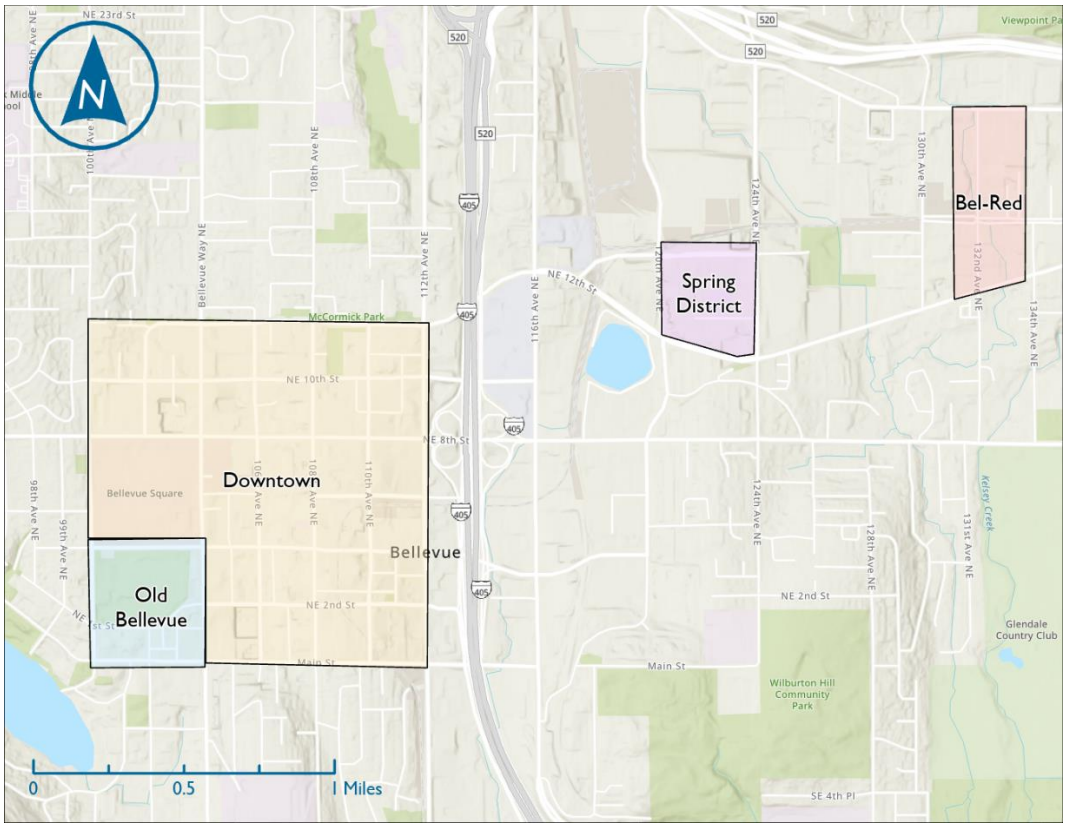
OVERVIEW

This report provides findings from outreach with stakeholders and the community for the Curb Pricing Study. The effort is exploring opportunities and strategies to implement curb pricing in the city's Urban Core neighborhoods of Downtown, BelRed and Wilburton. A map of the study area for the Curb Pricing Study is shown below.

The project team conducted a series of outreach and engagement events from January through March 2025. Outreach goals included understanding current curb-related challenges, gathering feedback from stakeholders to ensure that curb pricing approaches would reflect community vision and needs, and gaining perspectives on challenges and opportunities related to parking and curb access.

Future engagement efforts are planned to gain insights on solutions and recommendations on changes to curb management approaches.

Map of Bellevue Study Area



Source: Walker Consultants, 2024.

Stakeholder and Community Outreach Activities

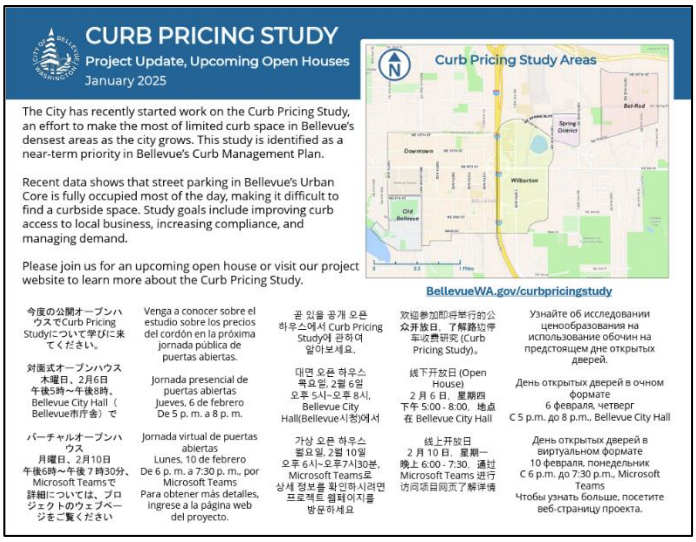
The project team conducted the following stakeholder and community outreach events, meetings and surveys:

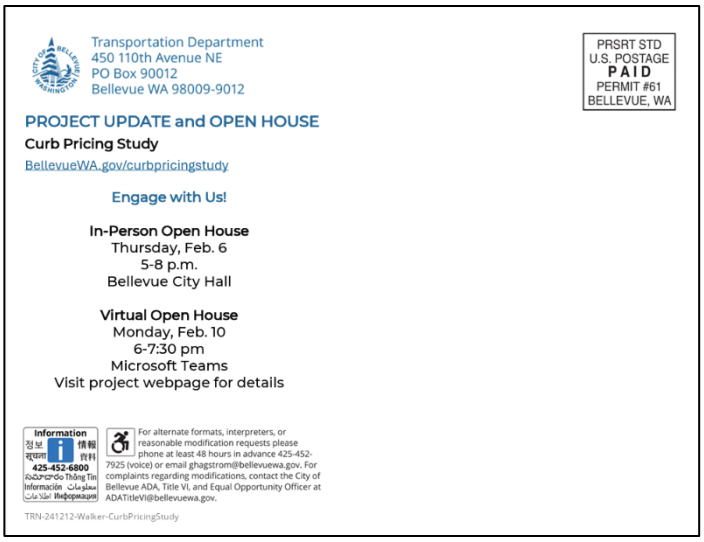
- Community open house (In Person): Feb. 6, 2025
- Community open house (Virtual): Feb. 10, 2025
- Various focus groups with target audiences associated with the Bellevue Downtown Association, Spring District, Old Bellevue Merchants Association, and Bellevue Chamber of Commerce
- Door-to-door outreach interviews at 49 businesses
- Intercept surveys with 220 people in the study area
- Community online survey with 281 responses
- Project information / Mailers sent to 16,892 household addresses in and around the study area and distributed to local businesses
- Website with information about the project including existing conditions analysis and frequently asked questions.
- Additionally, various regional media outlets provided coverage about the project in January and February 2025.

Community At-Large Communications Methods

Mailers

Between December 2024 and January 2025, the city sent paper mailers to 16,892 addresses within and surrounding the project study area. These mailers provided updates on the project and information about upcoming open houses. The city also conducted a Title VI demographic analysis of the project area and translated key messages for the top languages in the distribution area.





Project Website

The City of Bellevue's Curb Pricing Study webpage provides an overview of the project's goals, timeline and background. It details how curb pricing can support more efficient, safe and equitable use of curb space. The site includes frequently asked questions, community engagement opportunities, and progress updates on the study. It is a central hub for stakeholders and the public to stay informed and involved throughout the project. Visit the website at: bellevuewa.gov/curb-pricing-study.

Key Findings

- **Parking Availability**: There is limited on-street parking available. However, a significant amount of parking is available in off-street facilities for downtown customers, visitors, residents and businesses.
- **Employee Parking:** Many employees who rely primarily on street parking struggle to find open spaces, with some moving their cars every two hours to avoid penalties. Businesses have noted that limited parking impacts employee retention and daily operations. Many employees are paying for parking in off-street lots. Common off-street facilities include a gravel lot south of Old Bellevue and various other garages around Downtown.
- **Residents Parking On-Street:** Due to the high costs of off-street parking in their buildings, some residents opt to use on-street parking, reducing availability for visitors and businesses. This has led to complaints from businesses about reduced turnover and accessibility.
- **Walk-Offs from Parks and Private Parking:** Visitors may park in private garages or city parks with free or validated parking and then walk to other destinations, leading to unintended overuse of those spaces. This behavior creates conflicts between public and private parking management. Concerns were raised about this behavior in various locations, including Downtown Park, Bellevue Library, and some private businesses, including Bellevue Square Mall.
- **Delivery Vehicles:** Delivery drivers frequently park illegally, blocking lanes or taking up customer parking spaces. Designated loading zones and better enforcement are needed to manage short-term parking needs.
- **Revenue to Support Neighborhood Improvements:** Stakeholders asked about the potential to invest curb pricing revenues into the community, which could help fund infrastructure improvements, street beautification, public transit initiatives and curb improvements.
- **Payment Systems:** Respondents expressed the need for easy and convenient payment systems such as seamless digital payment options that don't require log-ins or excessive requirements. Respondents also suggested adding technology to provide information on parking availability, making it easier and more efficient for drivers to find both on-street and off-street parking.
- **Enforcement:** Stakeholders expressed that customers complain about the enforcement of private off-street parking facilities, which was mentioned by several respondents about private lots in Old Bellevue.

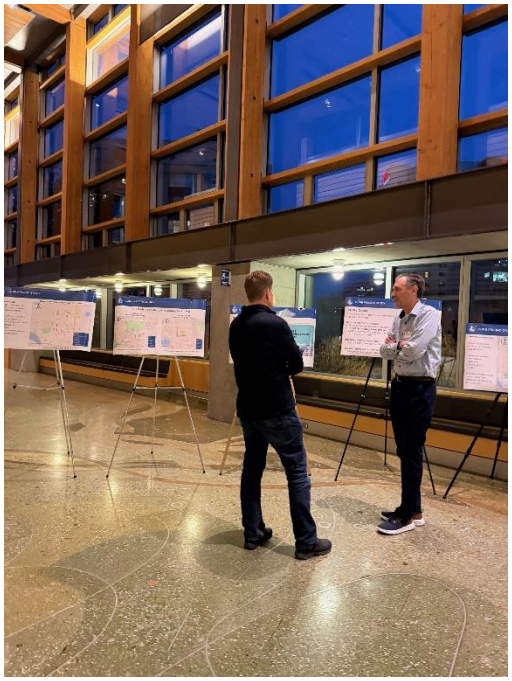
- **Signage and Wayfinding:** Stakeholders noted that some private off-street lots have several signs about the parking rules, creating confusion over regulations for these parking areas. There is interest in seamless and consistent information about on-street parking rates, regulations, and hours of operation. Numerous stakeholders also expressed significant desire to install better wayfinding that helps travelers find available parking.

DETAILED FINDINGS

Community Open Houses

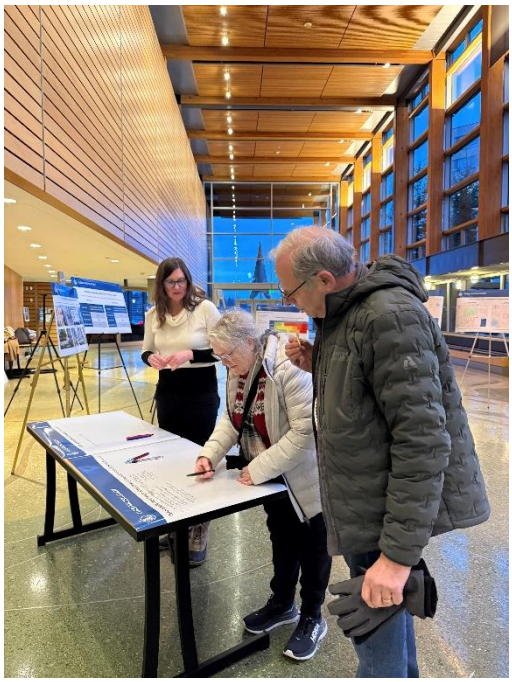
Two public open houses were held as part of the Bellevue Curb Pricing Study to gather community feedback on parking challenges and potential solutions. One session was conducted in person at Bellevue City Hall, while the other was a virtual event hosted on Microsoft Teams. A total of 46 attendees participated across the two events. Attendees engaged in discussions and surveys that provided insights into parking conditions, enforcement and technology solutions.

Key Findings



- **Revenue Capture and Reinvestment:** Several participants asked how revenue would be captured and how it would be reinvested back into the community or program.
    - There was concern that a paid parking arrangement would be a “new tax” on visitors without accountability.
    - Many attendees wanted assurance that revenue from curb pricing would be reinvested for local improvements.
- **Enforcement:** Several participants asked why the city was not considering additional monitoring and enforcement instead of paid parking.
- **Employee Parking:** Participants asked where employees of businesses would park during shifts, especially in Old Bellevue and parts of Downtown.
- **ADA and Senior Parking Needs:** Participants emphasized the importance of addressing the specific parking needs of individuals with disabilities and seniors to ensure accessibility and convenience.
- **Traffic Safety Concerns:** Several attendees voiced concerns about street safety, particularly in areas where parking congestion could contribute to hazardous conditions for people walking, biking and driving.

- **Lack of Visitor Parking at Residential Buildings and on the Street:** Many participants noted that residential buildings and nearby streets do not provide sufficient parking options for visitors, creating challenges for guests and service providers.
- **Need for Electric Vehicle Charging Infrastructure:** Community members highlighted the growing demand for electric vehicle charging stations and emphasized the need for more accessible and strategically located charging options.
- **Long-Term On-Street Parking by Residents:** Some attendees expressed frustration that residents frequently park on the street for extended periods, limiting the availability of parking spaces for visitors, businesses and other short-term users.



Please see **Appendix A** for a complete list of questions asked during the Q&A period of the meetings and the project team's answers.

Community Survey

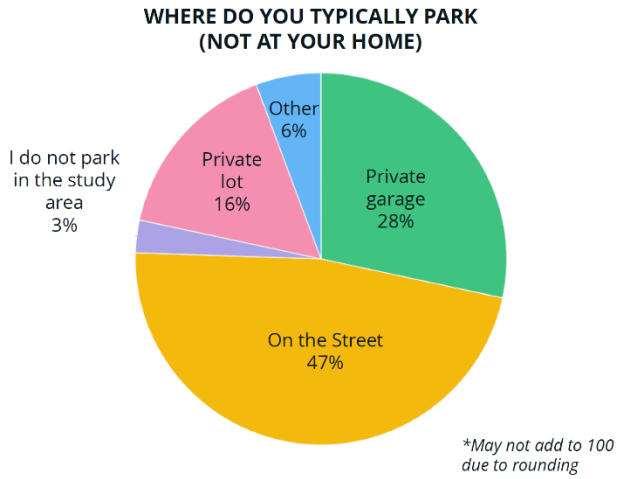
As part of the Bellevue Curb Pricing Study, a community survey was conducted through the Engaging Bellevue platform from January 21 to March 10, 2025. The survey gathered input from 281 respondents about their parking experiences, challenges and preferences. The following highlights summarize the key insights from the survey, with detailed results provided in **Appendix B**.

Key Findings

Parking Availability

- 47% of respondents live or work in the study area.
- 54% of respondents have parking where they live.
- 15% of respondents have parking where they live AND work.
- 13% do not have parking at either their home or workplace.

Figure 4. Results from the Community Survey



Where Respondents Park

- A significant number of respondents (47%) primarily park on-street, while 44% use private garages or lots.

Is it Challenging to Find Parking

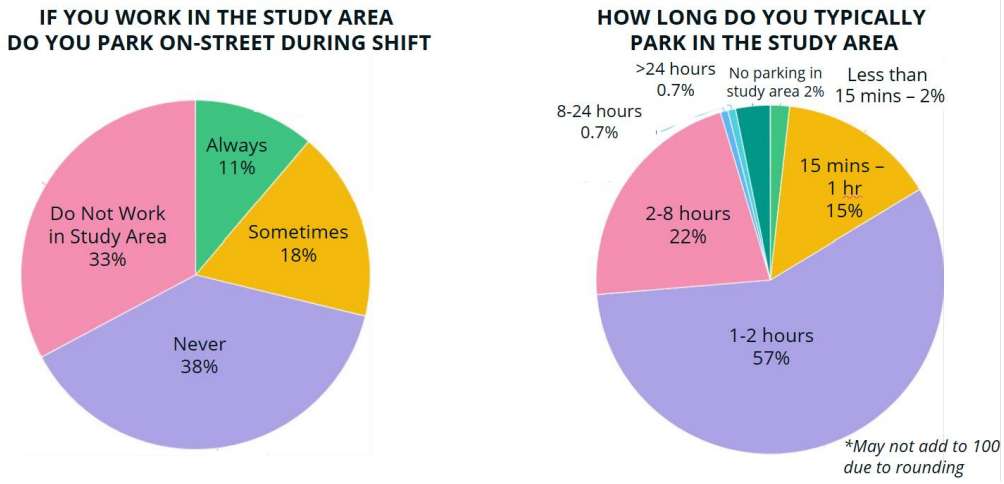
- 91 respondents (approximately 32%) strongly agreed that it is challenging to find on-street parking.
- 77 respondents (27%) somewhat agreed that it is challenging to find parking.

Employee and Resident Parking Trends

- In total, 29% of respondents who work in the study area always or sometimes park on the street:
  - 11% of respondents who work in the study area always park on-street during their shift (see Figure 5).
  - 18% of respondents who work in the study area sometimes park on-street during their shift (see Figure 5).
  - 33% of respondents stated they do not work in the study area.

- 22% of all respondents parking in the study area reported they park for 2 to 8 hours (see Figure 5).

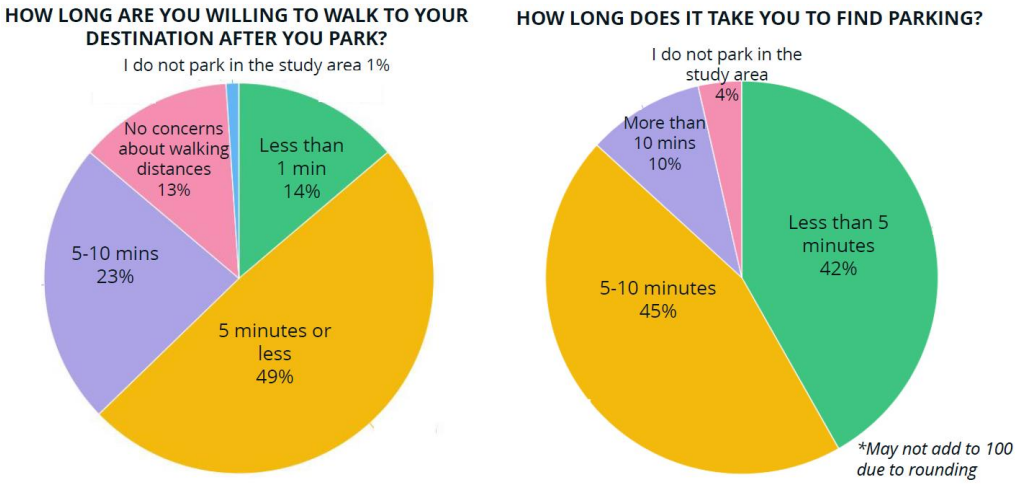
Figure 5. Results from the Community Survey



Willingness to Walk and Length of Time to Find Parking

- 45% of respondents reported that it takes them 5-10 minutes to find parking, while 42% find a spot in under 5 minutes.
    - 10% of respondents reported that it takes more than 10 minutes to find parking.
- 23% of respondents are willing to walk 5-10 minutes to their destination, while 14% prefer walking less than 1 minute.
    - 49% of respondents are willing to walk 5 minutes or less.

Figure 6. Results from the Community Survey



Intercept Surveys

In addition to the online community surveys, two rounds of intercept surveys were conducted in February and March 2025. Project team members stood on sidewalks in study area locations with a high density of street parking and asked individuals about their most recent parking experience. The survey typically took less than two minutes. Individuals were asked about their mode of transportation (i.e. drove and parked, other), their parking experience (if applicable), and whether parking was seen as an obstacle to visiting the area. ZIP codes were recorded to understand participants' travel origins. The following highlights summarize the key insights from the survey, with detailed results provided in **Appendix C**.

Key Findings

- Respondents' residences included over 60 zip codes across 4 states.
    - Most respondents traveled within the Puget Sound region.
    - 47% of respondents indicated their primary residence to be in Bellevue.
- 54% of respondents who parked on-street reported that they had to circle the block before finding parking (see Figure 8).
- 52% of respondents reported that finding parking is a barrier to visiting the neighborhood.

Figure 7. Map of Respondents' Home Zip Codes (Puget Sound Region)

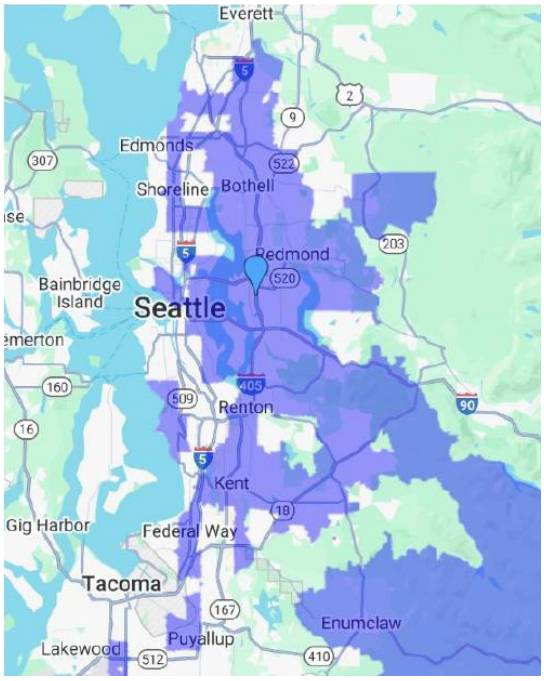
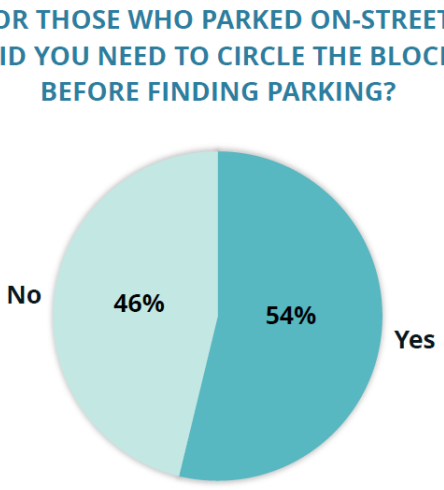
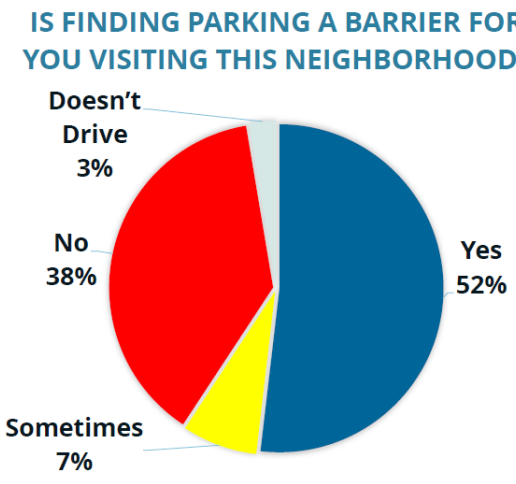


Figure 8. Intercept Survey Results





Focus Groups

A total of seven (7) focus groups were held with stakeholders in the study area. Four (4) focus groups were co-facilitated with the Spring District and the Bellevue Downtown Association. Additionally, the project team gathered feedback through two (2) meetings with the Old Bellevue Merchants Association and one (1) meeting with the Bellevue Chamber of Commerce. A summary of the feedback from these focus groups can be found below, with detailed notes from each meeting in **Appendix D**.

Focus Groups

- Spring District: Feb. 5, 2025
- Bellevue Downtown Association (3 groups): Feb. 12, 2025

Business Association Meetings

- Bellevue Chamber of Commerce: Jan. 9, 2025
- Old Bellevue Merchants Association Board: Feb. 6, 2025
- Old Bellevue Merchants Association Members: Feb. 13, 2025

Key Findings

Parking Supply and Capacity:

- Stakeholders said there is high demand for curb space everywhere in the study area. Also, there is limited on-street parking, and plenty of parking off-street (garages + lots).
- Employees said that they have difficulty finding parking. Respondents stated that one cause could be from residents occupying on-street spaces.
- Respondents voiced their desire for more ADA parking spaces.

Pricing and Revenue:

- Stakeholders said that pricing should encourage turnover, improve utilization, and reduce crowding.
- Attendees voiced concerns about setting the price of parking too high. They also expressed the desire to see revenue reinvested into the community.
- Business owners mentioned that parking validation is an operational expense for them.

Enforcement and Compliance:

- Stakeholders said that double parking is a concern, especially from delivery vehicles, food pickup, and ride-hailing. It is also important to get this right before autonomous vehicles are on the streets.
- Respondents also expressed the desire for improved enforcement.
- Business owners said that customers may support paid parking, but may have concerns over heavy-handed enforcement, for example, if a driver is five minutes late to an expired meter.

Technology and Payment Systems:

- Stakeholders voiced that the payment process needs to be seamless (i.e. no need to create another account on a mobile app).
- Business owners expressed an interest in offering app-based validation or discounts, including for businesses in Old Bellevue.

Events and Special Circumstances:

- Stakeholders had no complaints about parking during events.
- Stakeholders expressed concern about how to deal with paid parking during construction.

Signage and Wayfinding:

- Stakeholders said that wayfinding signage for parking needed to be added and improved. They also expressed interested in technology to help visitors find parking (both on-street and off-street).

Private versus Public Parking and Shared Parking:

- Some stakeholders voiced that some office garages can be found full during the day (i.e. Spring District).
- However, other stakeholders voiced that there is a lot of off-street parking. They expressed interest in collaborating with private parking operators to share parking and make it easier to find.
- Stakeholders were also concerned about walk-offs from free/validated private parking areas and City of Bellevue parks.

Curbside and Loading Zones:

- Stakeholders were interested in designating more loading zones.
- They also expressed interest in utilizing travel lanes for additional parking capacity during off-peak times.
- Stakeholders were concerned about enforcement for construction parking and violations.

Door-to-Door Business Outreach/Interviews

Door-to-door engagement in Old Bellevue, Downtown and the Spring District was conducted from Feb. 5-7, 2025. This engagement included walking the study area, interviewing business owners and employees, and distributing flyers to each business. The project team spoke directly to 49 businesses in the study area. A summary of the feedback from these interviews can be found below, with detailed notes from each meeting in **Appendix E.**

Key Findings

These points reflect the overall consensus of the interviews, showcasing how parking challenges impact businesses, employees and customers alike in Bellevue's growing urban areas.

Parking Availability and Demand

- Interviewees indicated that street parking is difficult. Many people must park in private lots.

Changes in Bellevue's Parking Dynamics

- Interviewees recognized that city growth is causing shifting travel patterns. Limited on-street parking supply is becoming increasingly challenging.
- Some interviewees noted that residents seek street parking to avoid high rates and limited on-site availability in their buildings.

Employee Parking Challenges

- Interviewees noted that some employees park and move every 2 hours. Some businesses provide parking passes for employees in nearby lots.

Customer Complaints

- Interviewees acknowledged that some customers complain about the lack of parking and strict enforcement of private lots.

Delivery and Ride Share Parking Issues

- Interviewees noted that delivery drivers often park illegally.

Parking Enforcement and Signage

- Stakeholders mentioned that existing parking signage is confusing, and unclear rules in private lots especially can lead to accidental violations.

Parking Validation Programs

- Business owners mentioned that validation is burdensome, inconsistent and confusing.
- Businesses don’t like validation because it affects their bottom line.

Parking Fees

- Interviewees noted that high parking costs are a concern.

Paid Parking versus Free Parking

- Businesses owners indicated openness to the idea of paid parking.
- Interviewees want to see reasonable parking rates. There are concerns that paid parking would deter customers.

Suggestions for Solutions

- Interviewees want to see clear signage and wayfinding, more parking validation and valets, and more designated delivery spaces.

Appendix A: Virtual Open House Q&A

The following is a compilation of questions and answers from the virtual open house held on Monday, February 10, addressing various aspects of the study.

1. Where would money collected from a curb pricing program go?

   a. The financial modeling exercise has not yet been conducted at this stage in the project. However, the city intends to have revenues support the program, which would include increased data collection, enforcement and curb use monitoring. If there were excess revenue, the city would seek to reinvest it back into the community.

2. Why not make the study citywide?

   a. The Curb Pricing Study is focused on the Urban Core neighborhoods of Bellevue (Downtown, Old Bellevue, Spring District, BelRed and Wilburton). This is where the majority of mixed-use density, shopping and other major destinations lie. Most other areas of Bellevue have primarily residential parking on-street, which sees less demand on curb space generally. This means pricing would not be an effective tool in these lower density areas.

3. Why not monitor the curb more first and see how that impacts utilization and turnover?

   a. Current enforcement resources are not sufficient to properly monitor and enforce curbside violations. Demands at the curb have increased significantly in the last decade while curb enforcement resources have stayed consistent. However, additional monitoring alone would not solve existing problems.

4. How will the plan improve accessibility?

   a. Many areas of the curb are not accessible today due to overuse, so when people try to find a parking space, they are unsuccessful. Some blocks were recently observed to be more than 100% occupied, which means illegal parking was happening, such as double parking. Paid street parking helps manage demand. When we study other communities, implementing paid parking helps organize the curb better. There are more resources to ensure compliance, and prices are set appropriately to manage demands. We don't want to continue the condition where people are unable to find spaces and eventually choose to avoid that area.

5. How will this affect people parking who have a disability? Will the spots be free?

   a. The Curb Management Plan (CMP) has strategies to expand the use of accessible parking spaces in the study area. State law (RCW 46.61.582) dictates free parking for displaying an ADA placard, although there are nuances. Creating this curb pricing program would aim to

ensure that spaces would be available more frequently in front of destinations, which would minimize mobility challenges.

6. Does this project apply to parks in the study area, such as Downtown Park and Ashwood Park?

   a. At this time, parking areas at city parks are not part of the study. The project team is working with the city's Parks and Community Services Department to improve enforcement and compliance with posted time limits at the parks.

7. What was the point of the mentimeter exercise during the virtual Open House?

   a. It was to engage with the project team and help the project team better understand who was attending the meeting.

8. What will public survey data be used for?

   a. The project team intends to report findings back to the Transportation Commission and highlight the demographics of survey participants. We also understand that these events do not capture the entire community but simply provide a snapshot of sentiments.

9. How many parking spaces are at the (Bellevue Square) Mall?

   a. We have not done a survey of any off-street parking inventories as part of this project. However, a study completed in 2013 identified roughly 42,000 off-street parking spaces in the downtown vicinity. Today, there are approximately 500 on-street parking stalls in the area encompassing Downtown and Old Bellevue. On-street parking supply is likely less than 1% of total parking in all of downtown.

10. What other options did you consider before deciding payment had to be implemented?

    a. No determination has been made yet on whether payment will be implemented. The Transportation Commission will provide feedback to the project team, which will be included within a final recommendation to council on whether to implement curb pricing in the fall of 2025. Other approaches have been attempted in the past, including targeted enforcement, direct community outreach, data collection and reaching out to shuttle operators and rideshare companies to improve conditions. During development of the CMP, the Transportation Commission followed best practice guidance which primarily focuses on a paid parking approach. Curb pricing is the best way to ensure the curb is accessible and balanced.

11. Will there be a parking permit program for residents?

    a. There are no plans to create a residential permit program for the study area. Most parking needs are achieved with off-street parking. Some adjacent neighborhoods have

residential parking zones (RPZs) where street parking is primarily used by residents. The purpose of these RPZ programs today is to prevent general visitor parking overflow that may arise from Downtown.

12. Have we considered expanding the Bellevue shuttle service in downtown to encourage drivers to park further away?

    a. This shuttle is called Bellhop and is run privately by Visit Bellevue. It is not a city program. Visit Bellevue is looking for ways to expand in the future, pending funding.

13. How will the city manage delivery vehicles?

    a. Part of the broad curb management strategy is to open up more curb space for delivery activities where needed. Many delivery vehicles are parking illegally today. Curb pricing will help get us to that desired accessibility and target 80% occupancy goal while hopefully reducing illegal parking.

14. Will a meter program require more employee time? What is metering versus monitoring?

    a. Many cities have a combination of payment collection hardware on the street and mobile payment options. Since the pandemic, more cites have moved to using mobile options. Staff time to monitor the system would be paid for through the program. Metering is focused on collecting payment, while monitoring is focused on observing behavior and improving compliance.

15. How will monitoring help if you aren't going to monitor more than every two hours?

    a. The curb pricing program will aim to improve monitoring, both in terms of efficiency and frequency. Right now, enforcement officers cannot manage illegal parking activity or load zone violations.

16. Was monitoring conducted during the data study? How many Diamond Parking employees monitor downtown?

    a. Yes, monitoring was conducted during the study. There is one Diamond Parking officer who enforces parking in the study area. Diamond Parking is the company that currently holds the city contract for parking enforcement in downtown.

17. Why is there light enforcement today?

    a. The city budget has many competing needs, and there is not enough money currently to fully manage and enforce the curb areas in the study area today. Enforcement costs have risen while budget allotment has stayed the same.

18. How do we know people are circling the block?

a. Typically, people circle the block when the curb is full. Also, the project team conducted intercept surveys on the street which asked for people's experiences of parking at that moment. Some respondents indicated they circled the block before finding parking.

19. How do delivery services impact illegal parking and circling? How will paid parking solve the issue?

    a. Delivery services have been observed to park in illegal spots because they cannot get to the curb. The CMP outlines steps to get a better handle on delivery zones. Improved enforcement can help change behavior.

20. Have we investigated painting lines to delineate spots?

    a. In some other cities, painted lines create less efficiency. As vehicles get larger, sometimes we have to make stalls to fit them, so that there are more gaps with stalls when smaller cars are parked.

21. Who is occupying the stalls? Employees, visitors, residents?

    a. We don't know the specific split because gathering that data is very challenging. There is anecdotal data on users of the curb that we collect from interviews and observations.

22. How are businesses helped by charging their customers to park?

    a. In other communities, paid parking has improved the access to the curb, which results in restaurants doing more covers and visitors making reservations on time. Some communities show an increase in sales tax receipts after paid parking is installed because it makes those areas more desirable to visit. Extended paid parking in some areas had a positive influence on business revenues.

23. How will this affect curbside EV charging spaces?

    a. Two on-street spaces exist today in the study area. We have not yet identified what charging at these spots might look like. There are no plans to add more EV charging on the street at this time, although the CMP outlines strategies to expand curbside EV chargers in the long-term.

24. Why is the study not collaborating with the building group?

    a. The Development Services Department is working with the project team on this effort. This project has no bearing on how parking is created through development.

25. How will the city address parking for employees and residents who are used to parking for free?

a. The study will look at strategies to provide parking for employees. Other communities have strategies such as a district parking permit arrangement or improved transit services. The project will look at some ideas in the implementation plan.

26. Will parking validation continue or become more prevalent?

    a. Some garages do validate today. However, validation can be confusing for users and expensive for businesses. If the patron doesn't know where they parked or didn't read a sign, they may not be able to get validation from businesses, which can result in poor reviews to the business.

27. Why include the Spring District and Wilburton when these areas can't compare to Old Bellevue and Downtown?

    a. There is a severe parking crunch in the Spring District today, even though off- street parking does exist. The property manager is struggling to find tenants due to limited parking. The study area includes places where growth is planned to occur, and as such, curb demands will increase long-term, so we want to be prepared.

28. When are you planning to conduct the parking study? Who is the firm hired? What time of year will this occur?

    a. The data collection has already happened. Walker Consultants was the company hired to lead the collection. Details on data will be uploaded to the project webpage before the next Transportation Commission meeting in March.

29. Have we informed the Old Bellevue Merchants Association (OBMA) about this project?

    a. The project team has met with the OBMA board twice in recent weeks (February 6 and 13, 2025). We will also meet with them as requested through the project.

30. Is there data that showed parking working when there was summer curbside dining going on, when many parking spaces were closed?

    a. We don't have specific data on this. However, these parking closures and other full roadway closures that have happened on Main Street still resulted in many visitors to Old Bellevue.

31. Why weren't Parks and Community Services staff in the virtual open house on February 10?

    a. The project team is working closely with the Parks and Community Services Department throughout the process.

32. What if the cost of enforcement is more than the cost of implementing a paid parking system?

a. It's not so much about the cost of enforcement, but more about the understanding of demand, which is currently exceeding capacity. Added revenues will augment enforcement, which will help reduce curb violations in parking areas and also travel lanes and bike lanes.

33. Do companies that run employer shuttles pay for the curb today?
    a. Yes, they currently pay for the curb through a permit system.

Virtual Open House Feedback

The following figures are examples of questions asked and discussed during the virtual open house meeting.

Figure 1. On-street Parking Availability – Question 1
This graphic shows that most respondents agree that finding parking is a hassle. On a scale of one (1) to five (5), with one (1) being they disagreed the most and five (5) being they agreed the most, respondents said it is a hassle to find parking.

Figure 2. On-street Parking Availability – Question 2
The graphic illustrates responses to a survey question about parking choices when running late for a dinner reservation. The most common approach (41%) is to park in the first available space, even if it is far from the restaurant. Meanwhile, 35% prefer to use a paid surface lot or garage where they know a space will be available, and 24% choose to circle the block in search of free on-street parking close to the restaurant.

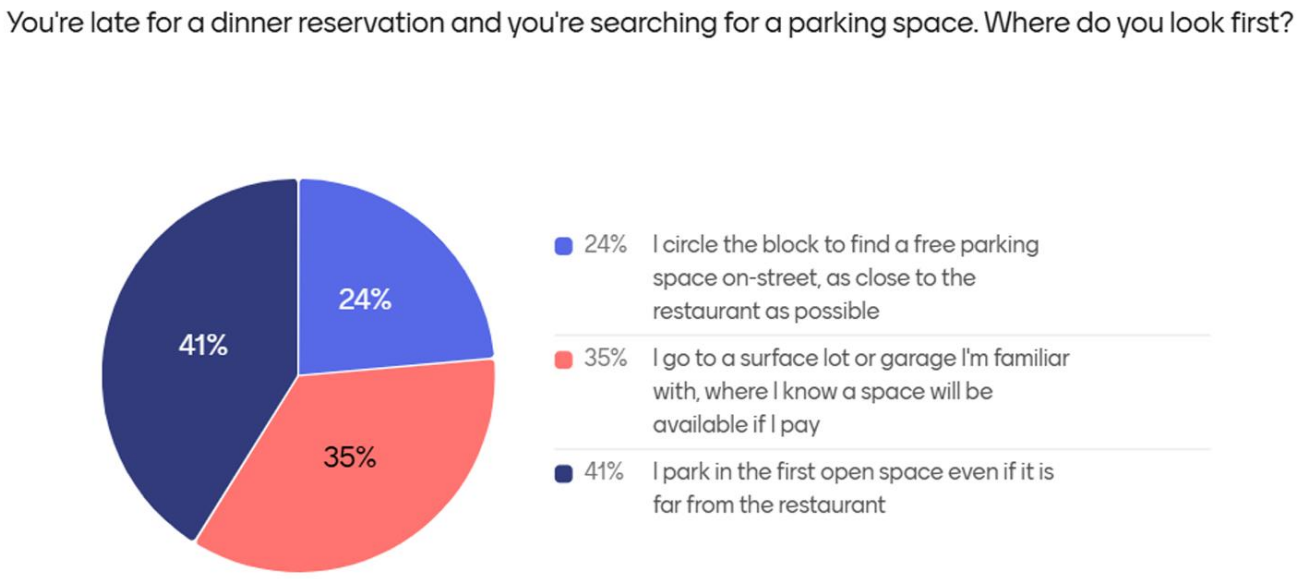
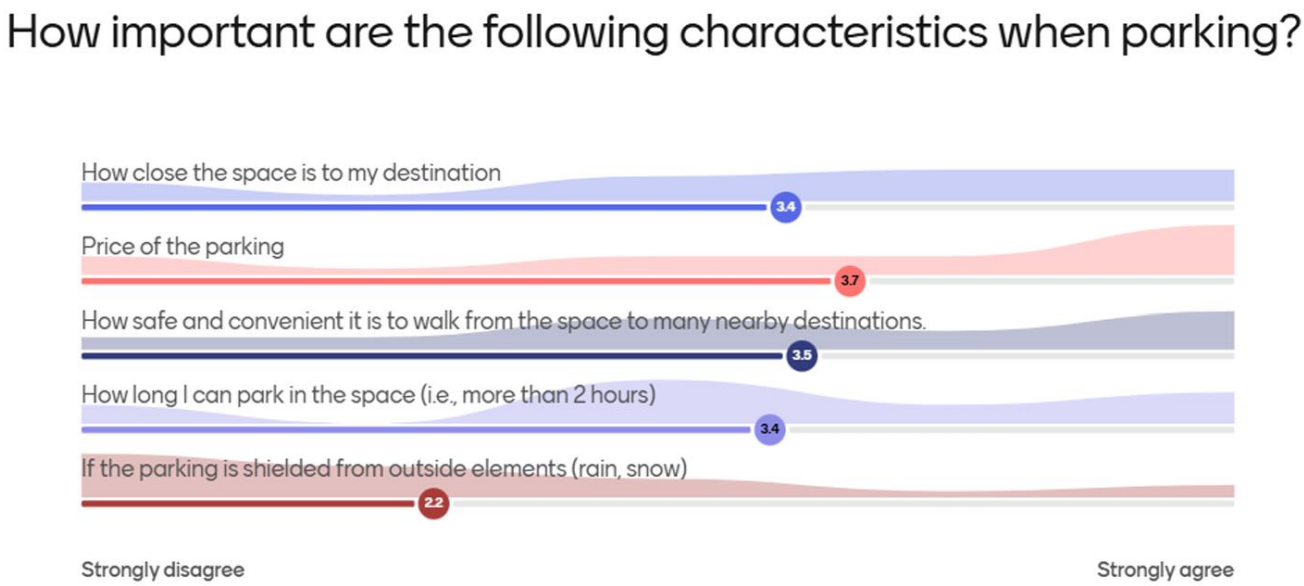


Figure 3. Parking Characteristics Question

The graphic illustrates the importance of various parking characteristics based on survey responses. On a scale from one (1) to five (5), with one (1) being they disagreed the most and five (5) being they agreed the most with the statement, the price of parking (3.7) and the safety and convenience of walking from the space (3.5) are rated as the most important factors. Other key considerations include how long one can park (3.4) and the proximity of the space to the destination (3.4). The least important factor is whether the parking is shielded from outside elements like rain or snow (2.2).



Appendix B: Community Survey Final Results

Project Report

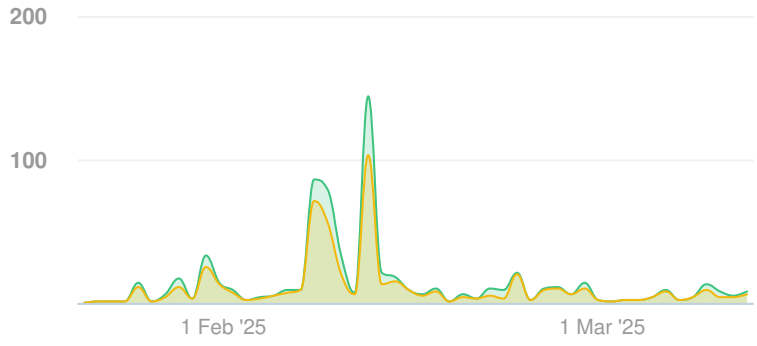
20 January 2025 - 10 March 2025

Engaging Bellevue

Curb Pricing Study

GRANICUS

Visitors Summary



Highlights

TOTAL VISITS
553

MAX VISITORS PER DAY
103

NEW REGISTRATIONS
0

ENGAGED VISITORS
281

INFORMED VISITORS
289

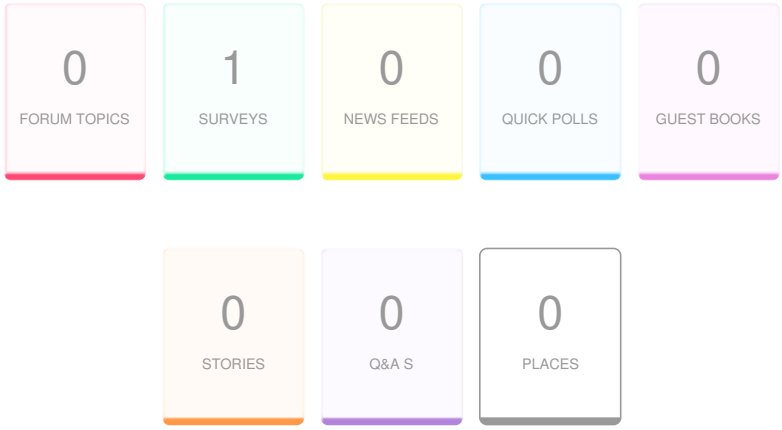
AWARE VISITORS
502

Aware Participants	502
Aware Actions Performed	Participants
Visited a Project or Tool Page	502

Informed Participants	289
Informed Actions Performed	Participants
Viewed a video	0
Viewed a photo	0
Downloaded a document	0
Visited the Key Dates page	0
Visited an FAQ list Page	0
Visited Instagram Page	0
Visited Multiple Project Pages	9
Contributed to a tool (engaged)	281

Engaged Participants	281		
Engaged Actions Performed	Registered	Unverified	Anonymous
Contributed on Forums	0	0	0
Participated in Surveys	0	1	280
Contributed to Newsfeeds	0	0	0
Participated in Quick Polls	0	0	0
Posted on Guestbooks	0	0	0
Contributed to Stories	0	0	0
Asked Questions	0	0	0
Placed Pins on Places	0	0	0
Contributed to Ideas	0	0	0

ENGAGEMENT TOOLS SUMMARY



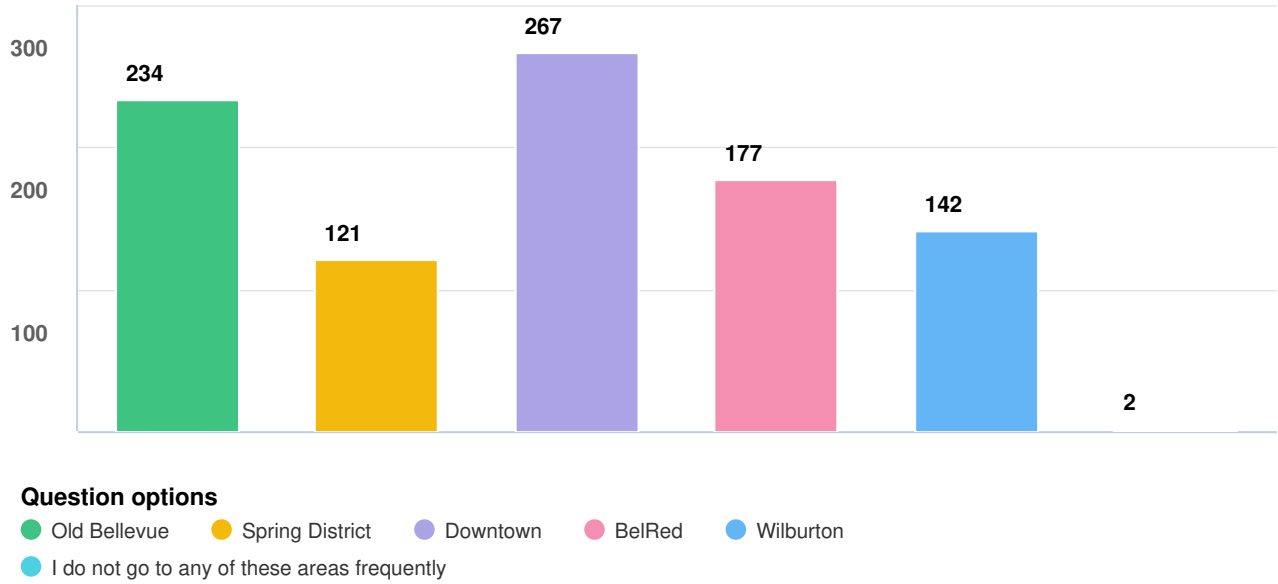
Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Curb Pricing Study Survey	Archived	482	0	1	280

ENGAGEMENT TOOL: SURVEY TOOL

Curb Pricing Study Survey

Visitors 482	Contributors 281	CONTRIBUTIONS 283

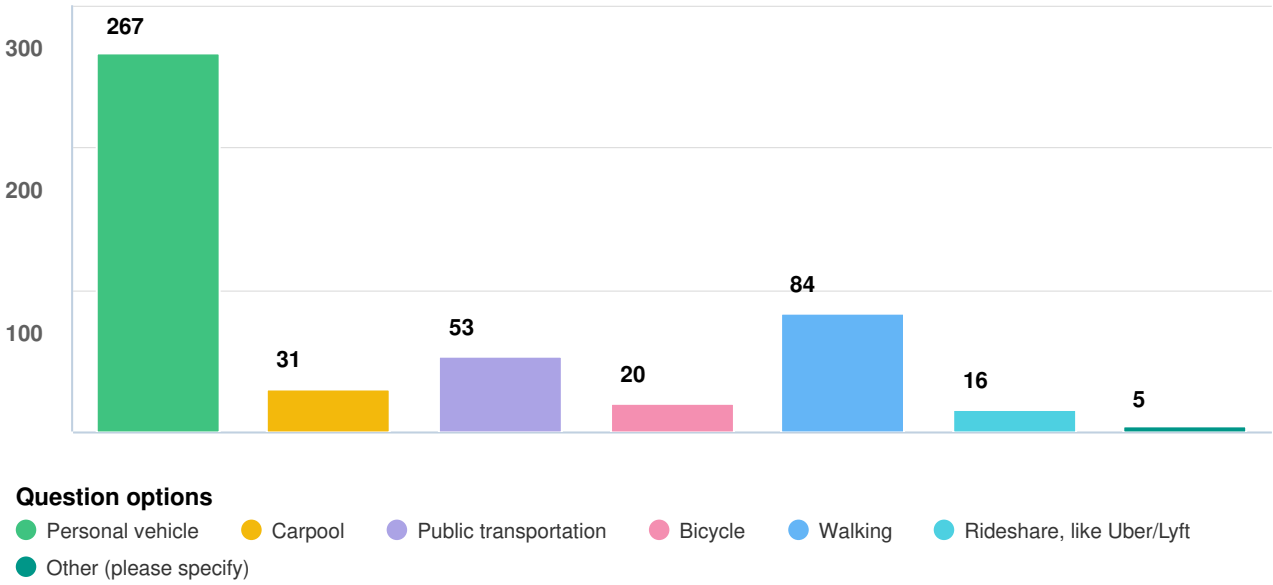
Which of the following areas do you visit in Bellevue? Check all that apply.



Optional question (282 response(s), 1 skipped)

Question type: Checkbox Question

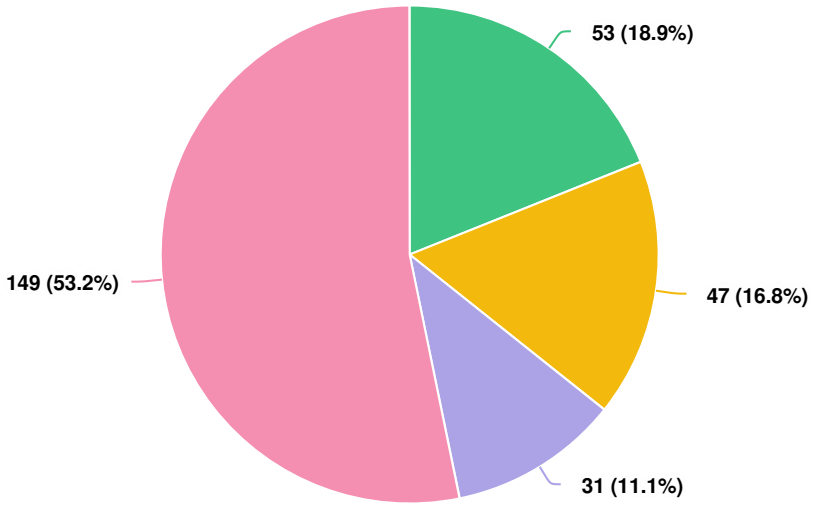
Which transportation option(s) do you use most often in the study area? Check all that apply.



Optional question (282 response(s), 1 skipped)

Question type: Checkbox Question

Do you live or work in the study area?



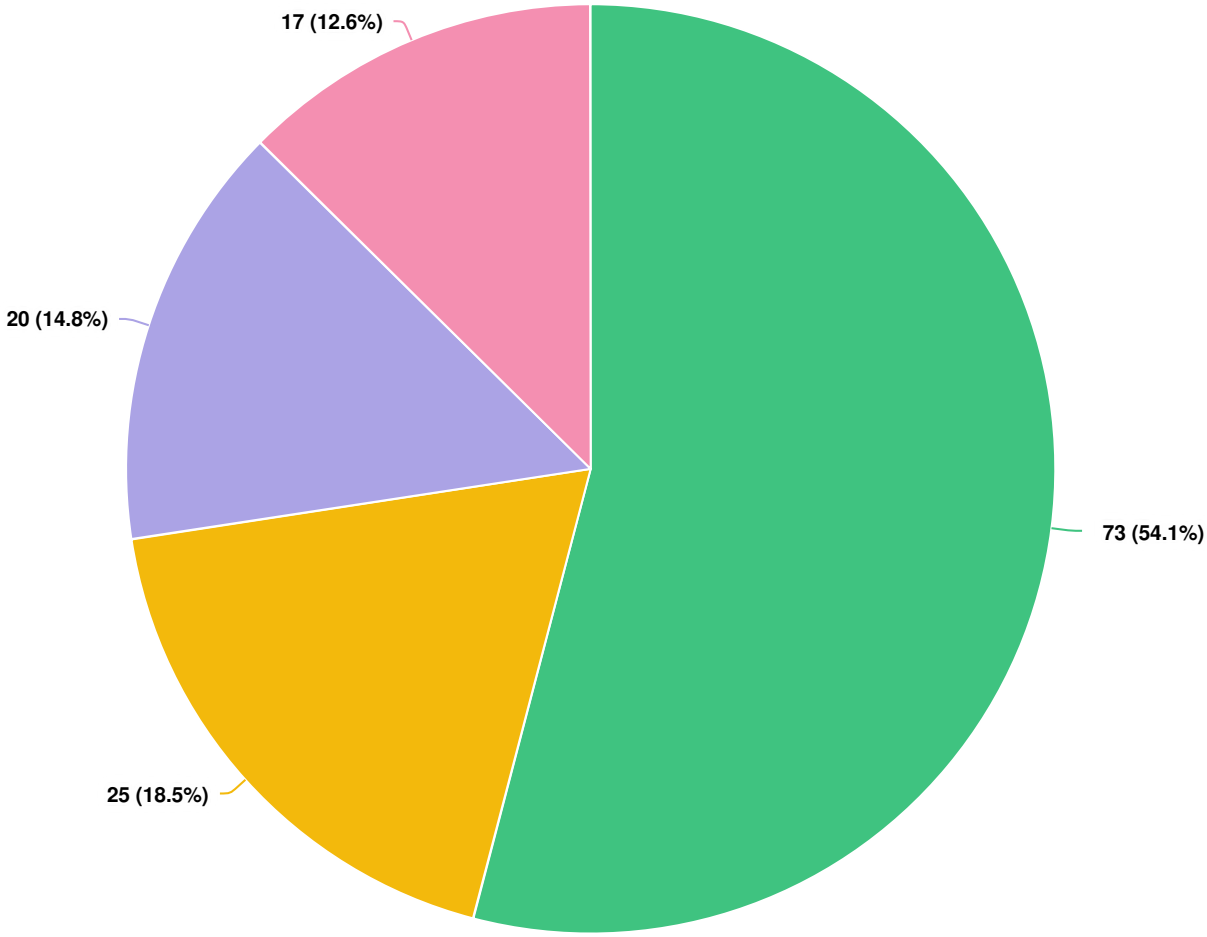
Question options

- Yes, I live in the study area.
- Yes, I work in the study area.
- Yes, I live AND work in the study area.
- No, I do not live or work in the study area.

Optional question (280 response(s), 3 skipped)

Question type: Radio Button Question

Do you have dedicated parking?



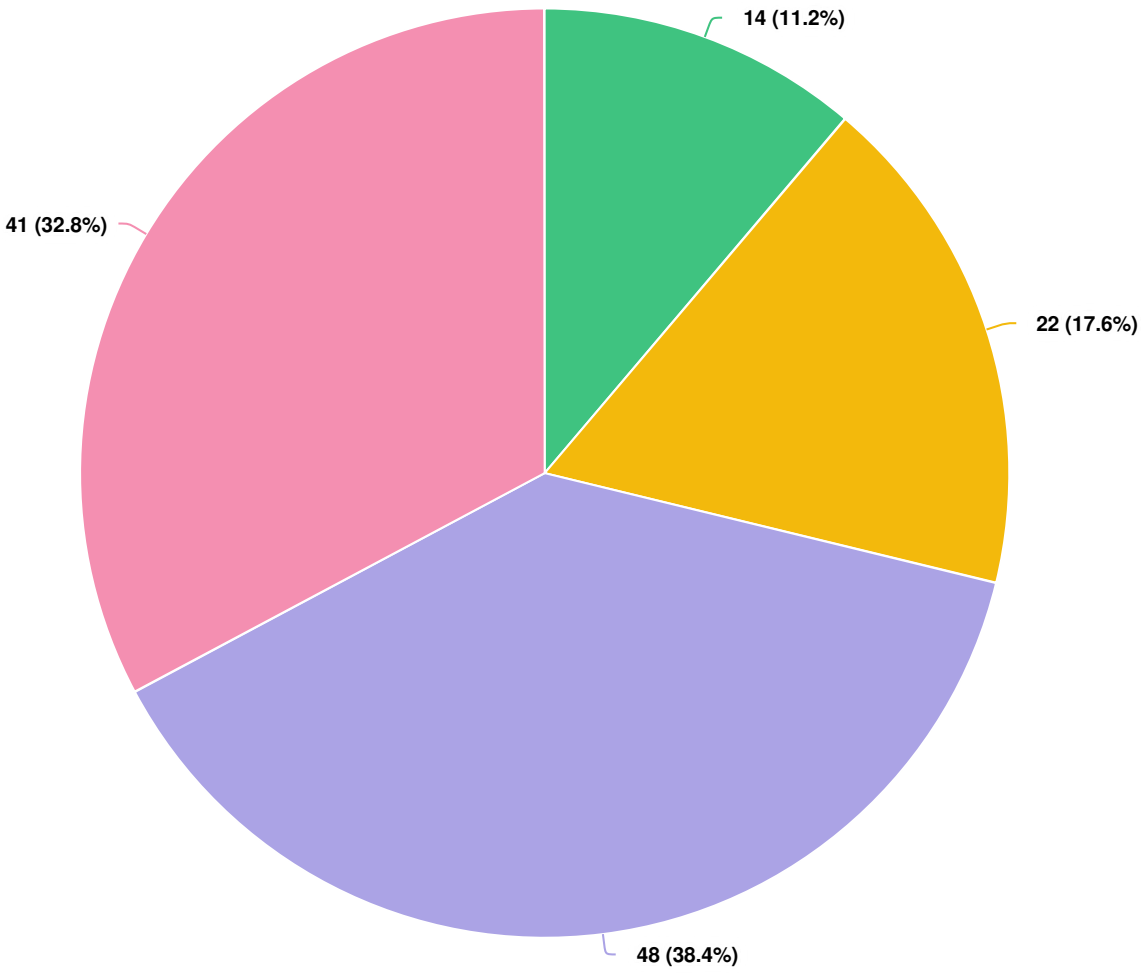
Question options

- I have parking where I live.
- I have parking where I work.
- I have parking where I live and work.
- I do NOT have parking where I live or where I work.

Optional question (135 response(s), 148 skipped)

Question type: Radio Button Question

If you work in the study area, do you park on city streets during your work shift?



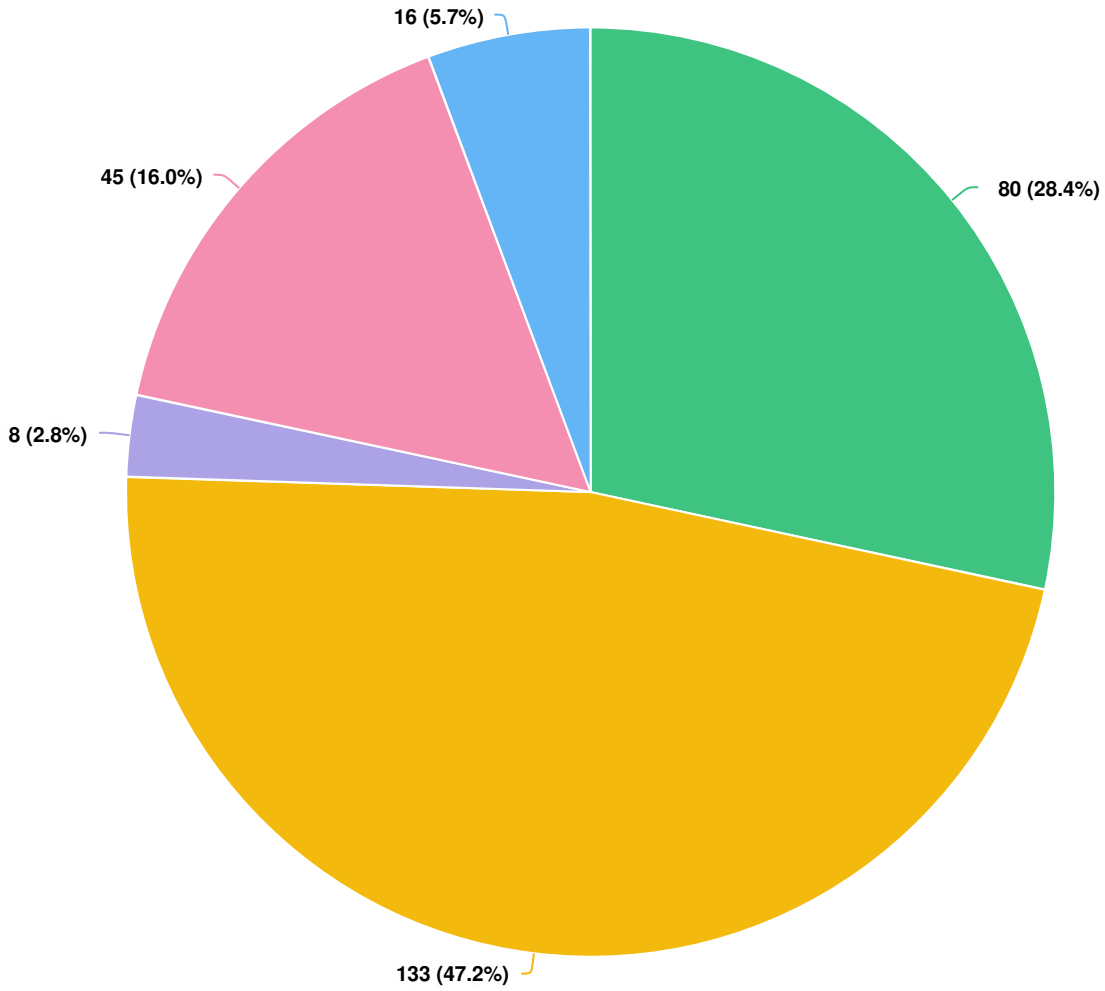
Question options

Yes, always Yes, sometimes Never I do not work in the study area

Optional question (125 response(s), 158 skipped)

Question type: Radio Button Question

When you travel to or around the study area (not at your home), where do you typically park?



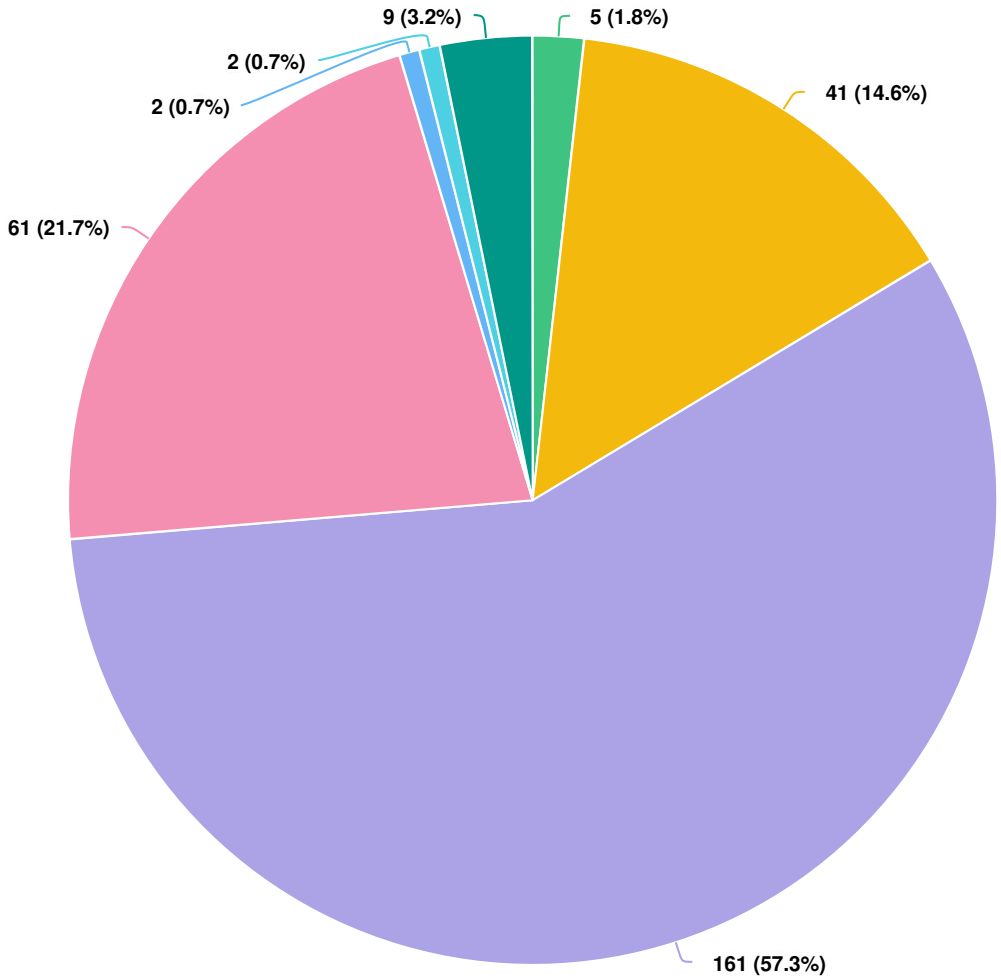
Question options

In a private parking garage
On the street
I do not park in the study area
In a private surface parking lot
Other (please specify)

Optional question (282 response(s), 1 skipped)

Question type: Radio Button Question

How long do you typically park in the study area?



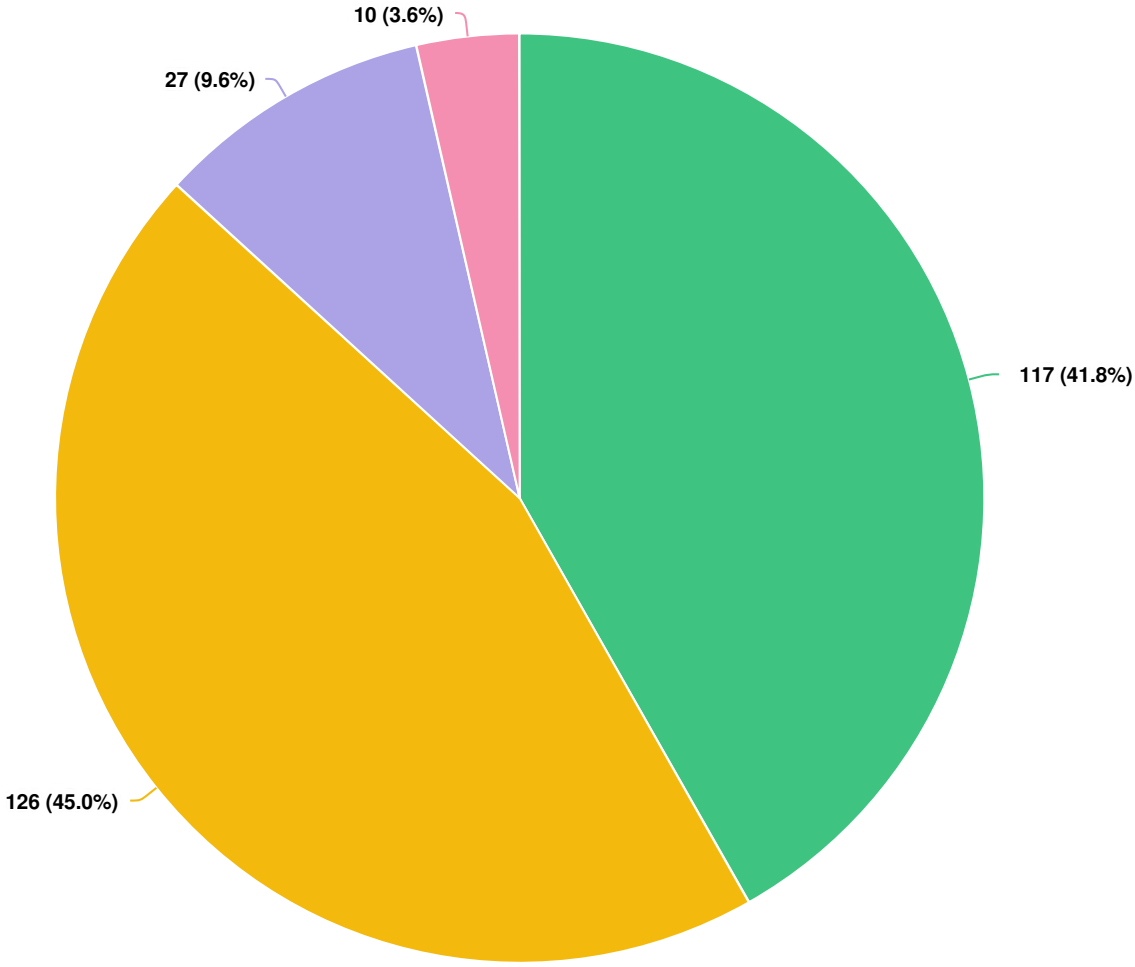
Question options

- Less than 15 minutes
- Short-term (15 minutes-1 hour)
- Mid-term (1-2 hours)
- Long-term (2-8 hours)
- Overnight (8-24 hours)
- Greater than 24 hours
- I do not park in the study area

Optional question (281 response(s), 2 skipped)

Question type: Radio Button Question

Approximately how long does it take you to find a parking space in the study area?



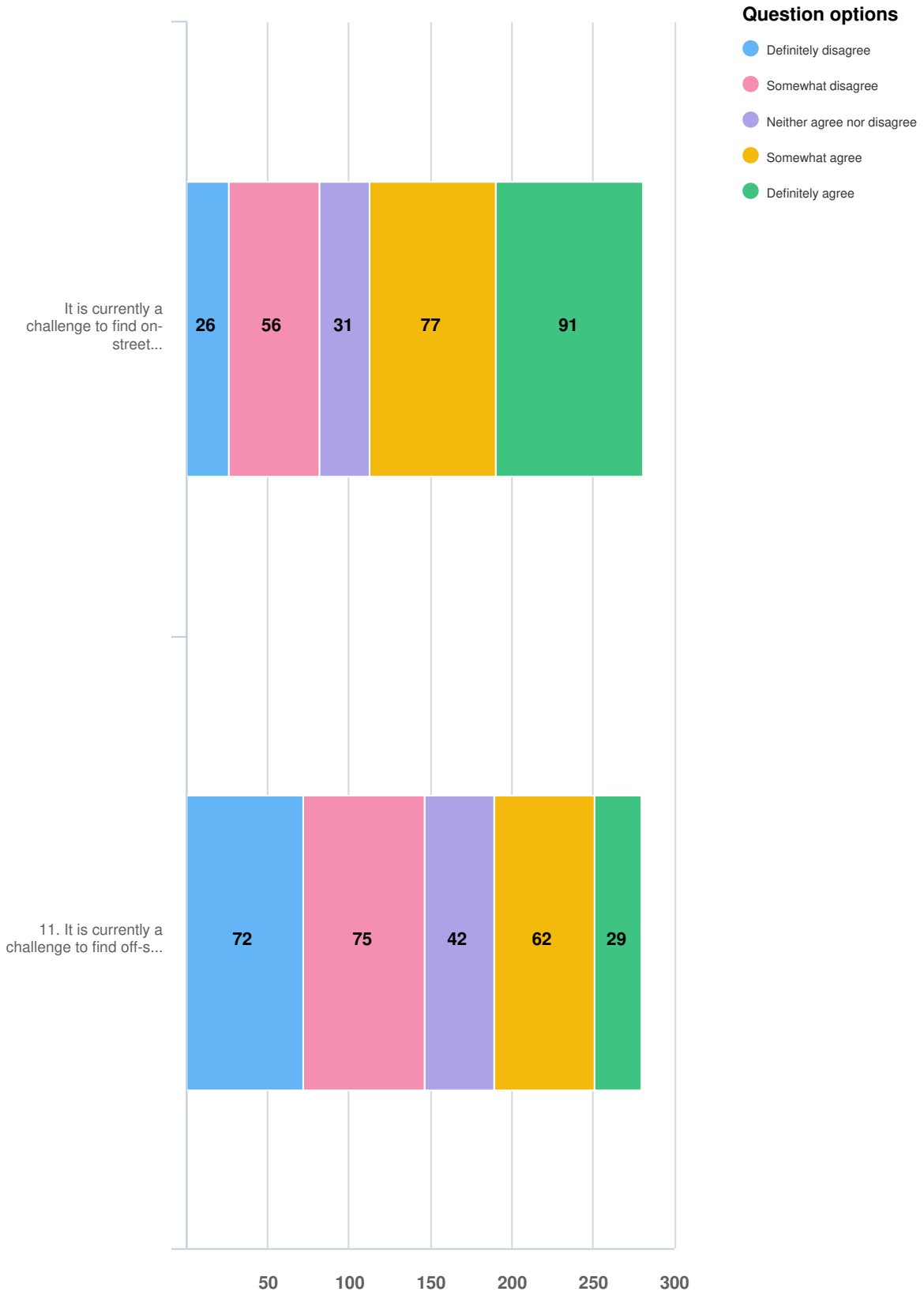
Question options

Less than 5 minutes | 5-10 minutes | More than 10 minutes | I do not park in the study area

Optional question (280 response(s), 3 skipped)

Question type: Radio Button Question

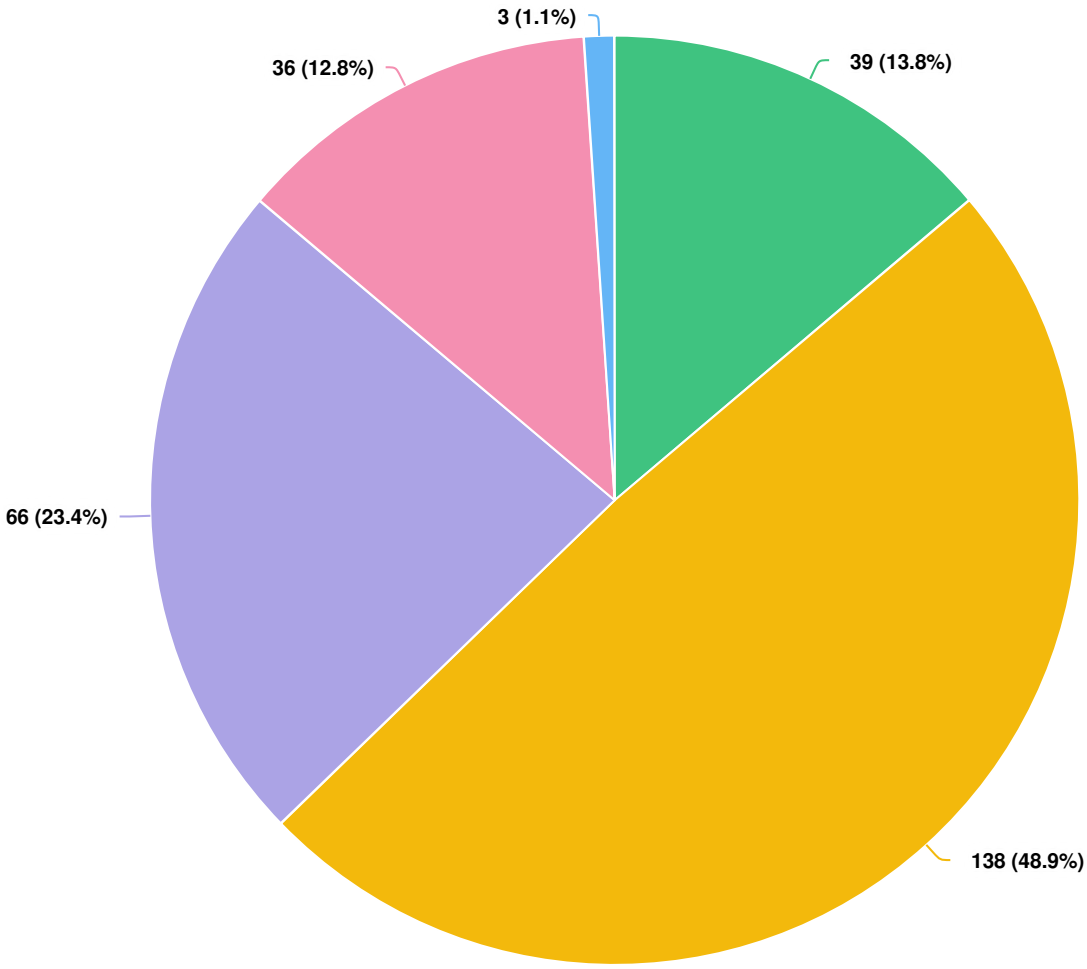
Please rate to what extent you agree with the following statements:



Optional question (281 response(s), 2 skipped)

Question type: Likert Question

How many minutes are you willing to walk to your final destination after you park?



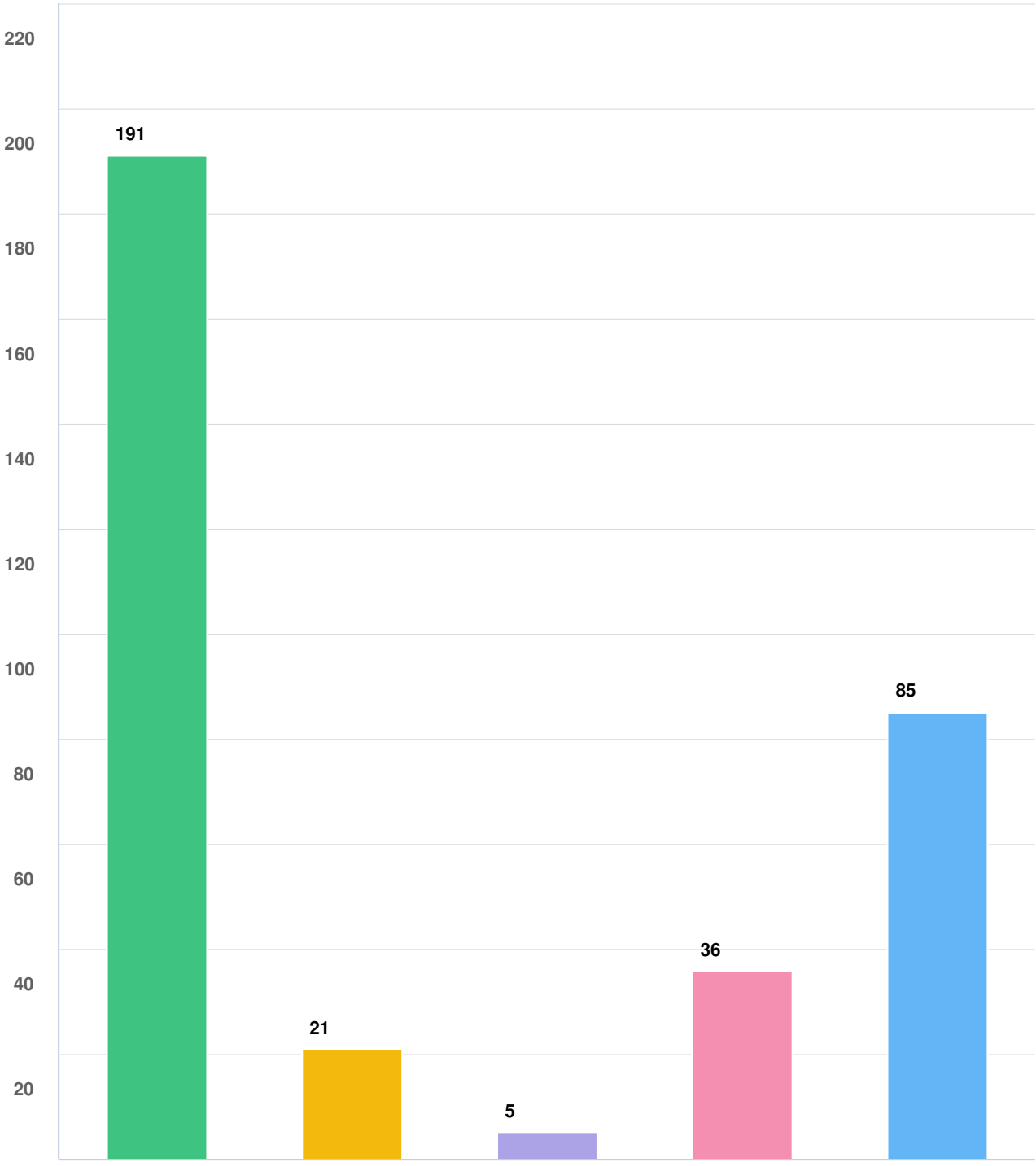
Question options

- I do not park in the study area
- I'm not concerned about walking distances
- 5-10 minutes
- 5 minutes or less
- Less than 1 minute

Optional question (282 response(s), 1 skipped)

Question type: Radio Button Question

What is your main relationship with Bellevue? Check all that apply.



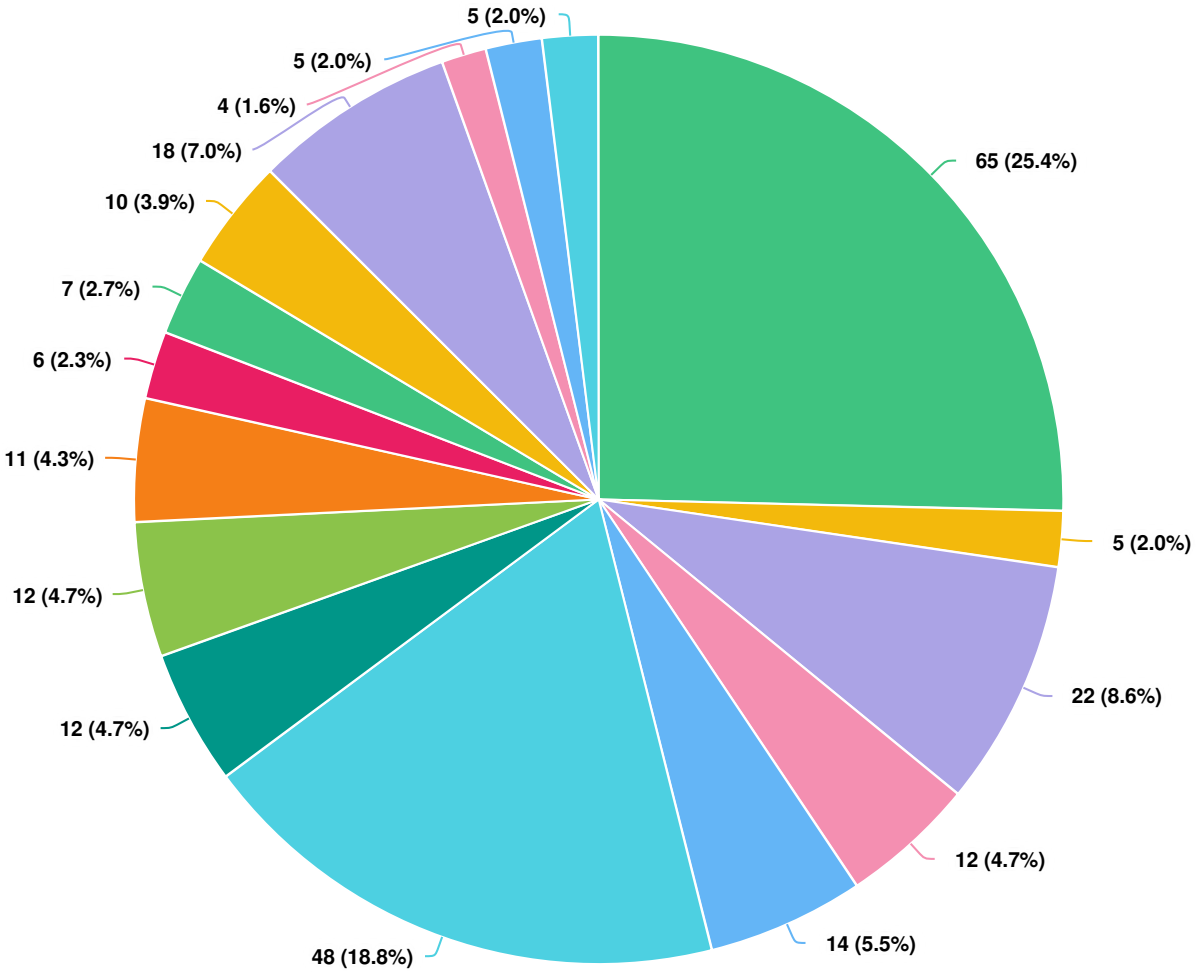
Question options

- I come to Bellevue to shop, dine, and have fun, but live elsewhere
- I work in Bellevue, but live elsewhere
- I go to school in Bellevue
- I own or operate a business in Bellevue
- I live in Bellevue

Optional question (276 response(s), 7 skipped)

Question type: Checkbox Question

If you live in Bellevue, what neighborhood do you live in?



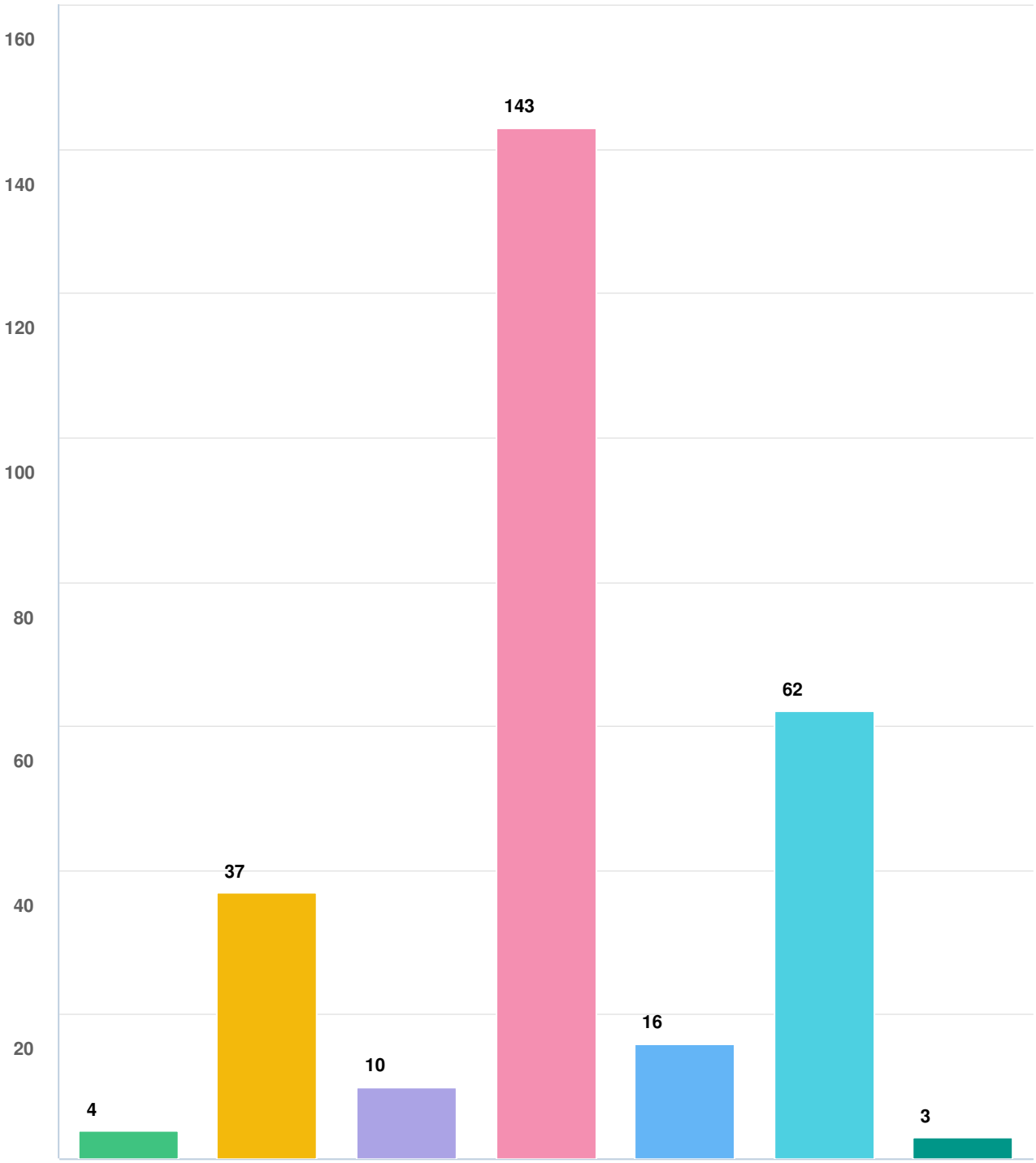
Question options

Woodridge | Wilburton | West Lake Sammamish | West Bellevue | Somerset | Northwest Bellevue | Northeast Bellevue | Newport | Lake Hills | Eastgate and Factoria | Downtown | Crossroads | Cougar Mountain/Lakemont | Bridle Trails | BelRed | I do not live in Bellevue

Optional question (256 response(s), 27 skipped)

Question type: Radio Button Question

What is your race/ethnicity?



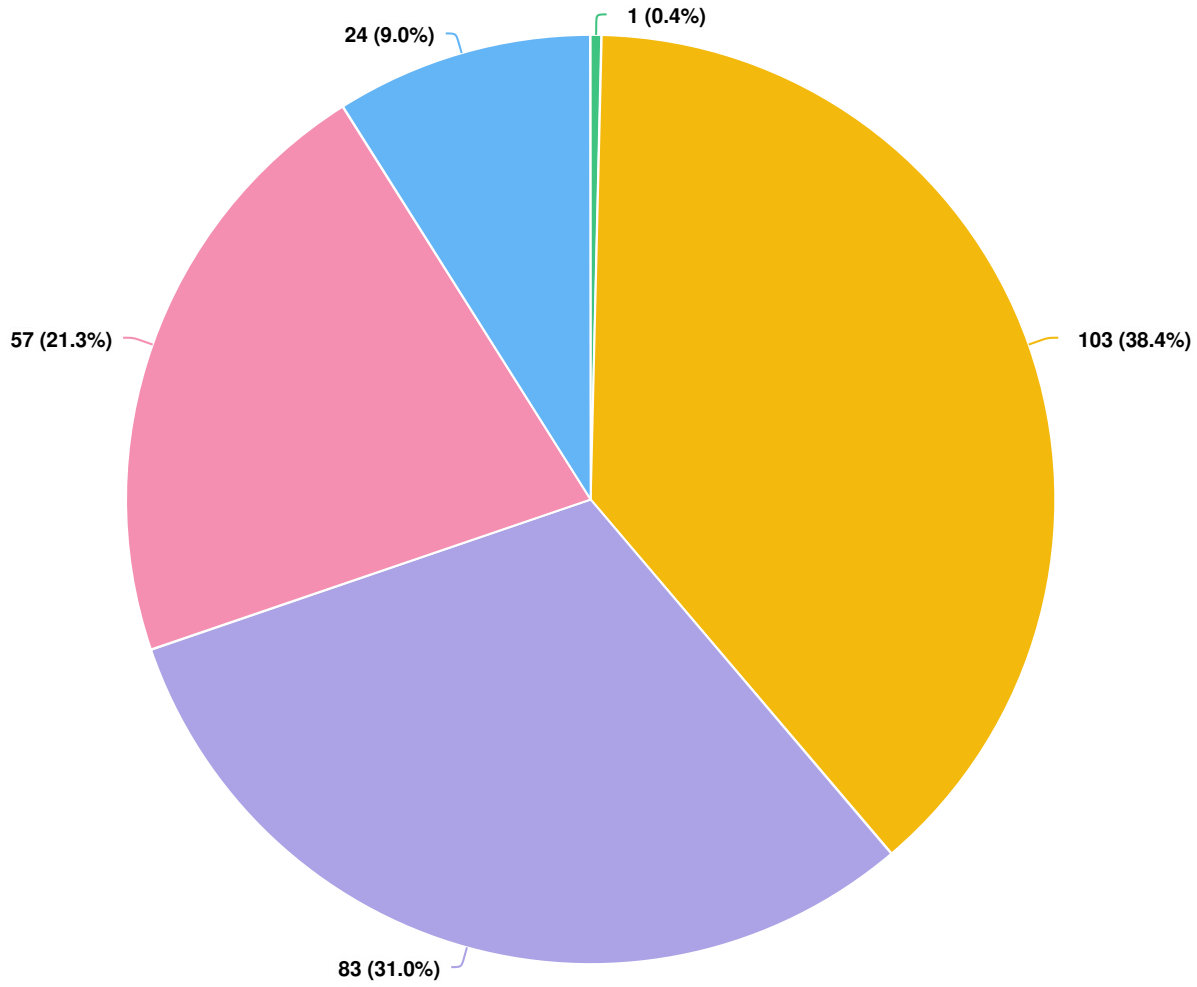
Question options

Other (please specify) · Prefer not to answer · Two or more races · White
Hispanic, Latino or Hispanic ancestry · Asian · American Indian or Alaska Native

Optional question (266 response(s), 17 skipped)

Question type: Checkbox Question

How old are you?



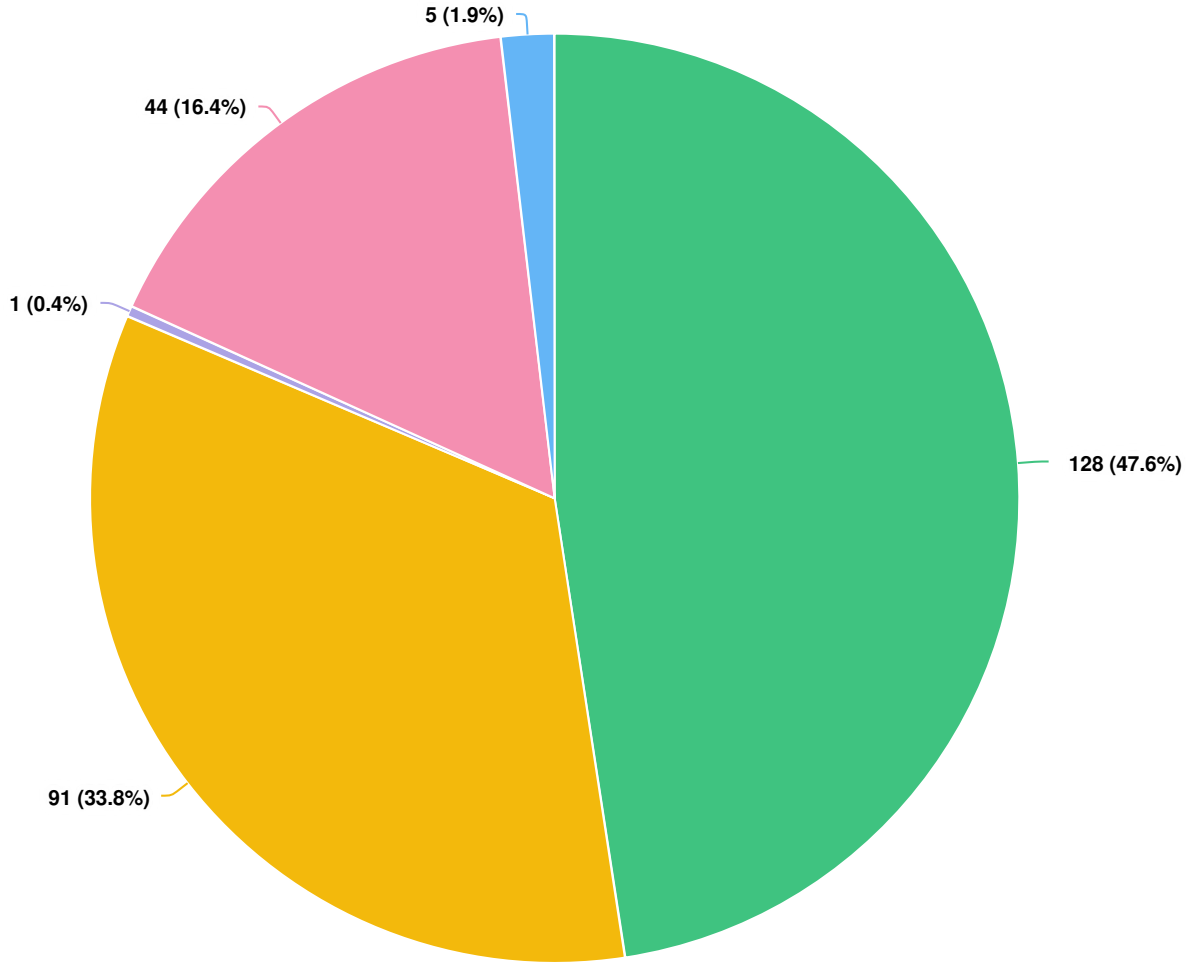
Question options

Prefer not to answer | 65 years old or older | 45 to 64 years old | 18 to 44 years old | Under 18 years old

Optional question (268 response(s), 15 skipped)

Question type: Radio Button Question

What is your gender identity?



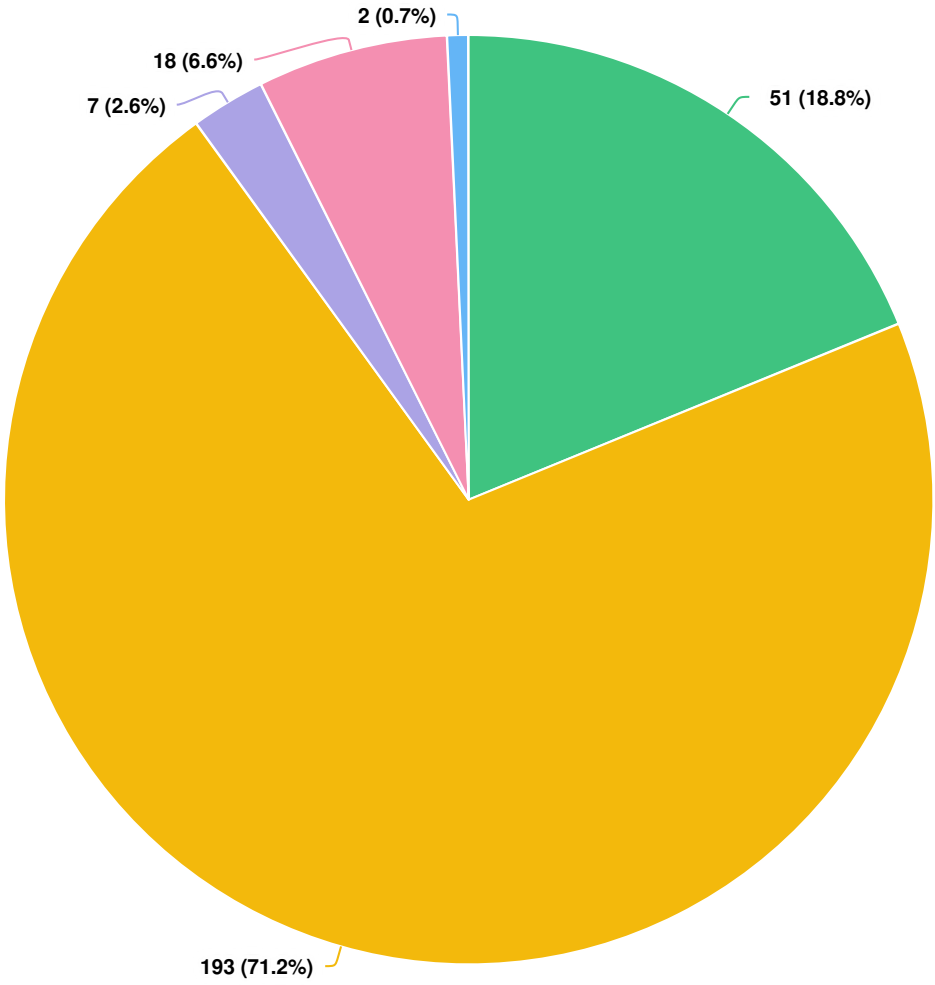
Question options

Other (please specify) Prefer not to answer Transgender Male Female

Optional question (269 response(s), 14 skipped)

Question type: Radio Button Question

Do you rent or own your current residence?



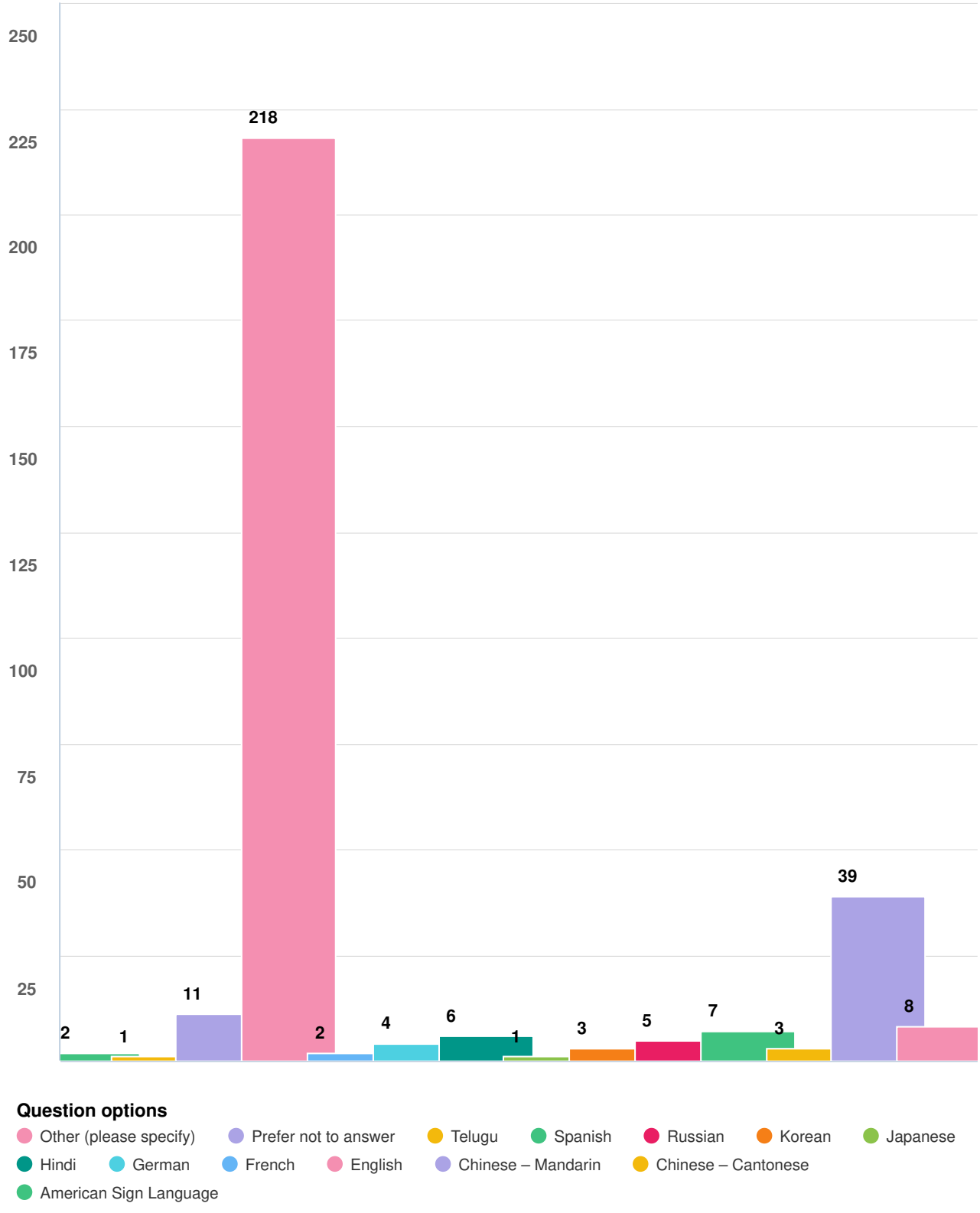
Question options

Other (please specify) Prefer not to answer Living with parents/grandparents/guardians/family Own
Rent

Optional question (271 response(s), 12 skipped)

Question type: Radio Button Question

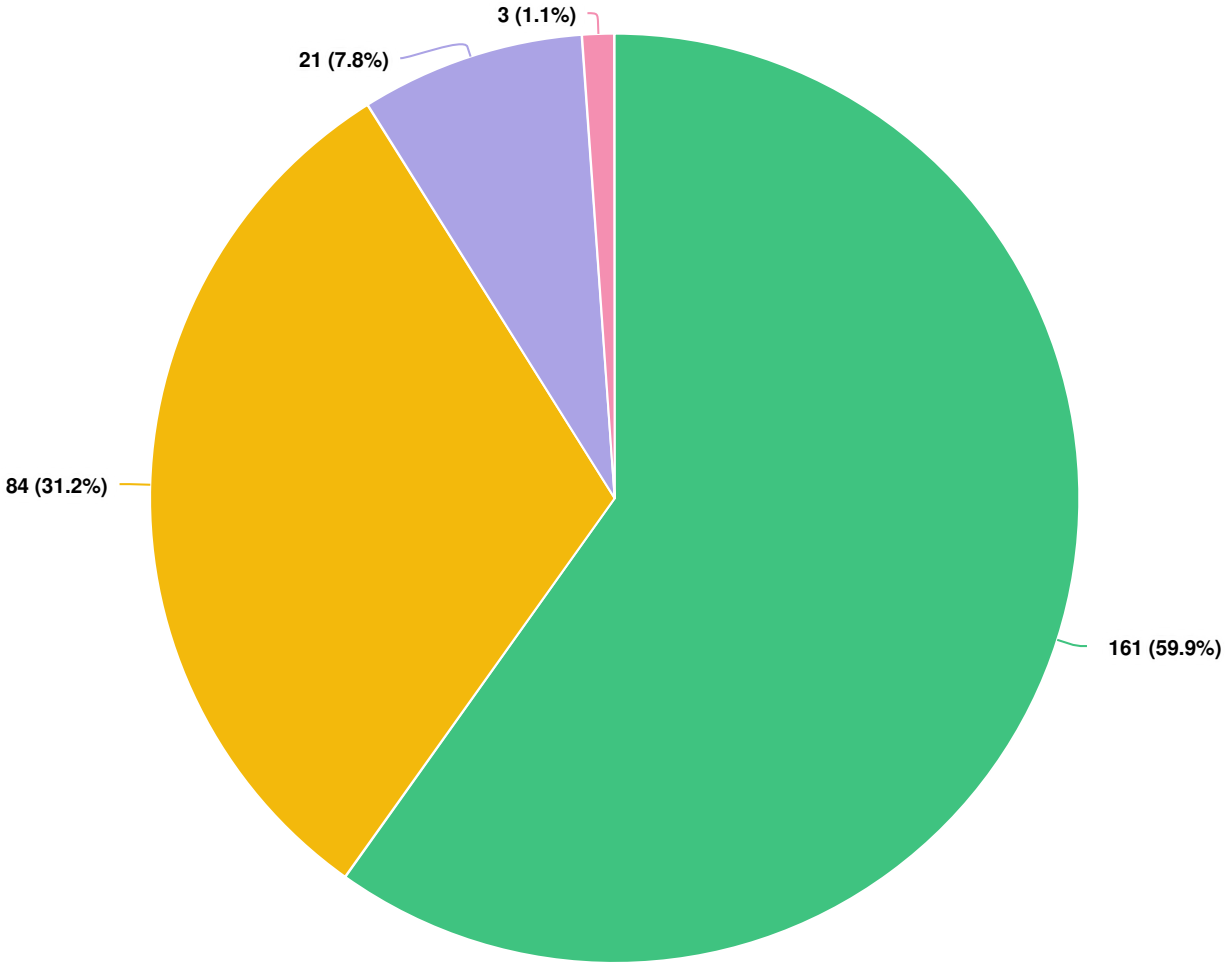
What language(s) do you speak at home? Check all that apply.



Optional question (264 response(s), 19 skipped)

Question type: Checkbox Question

What type of home do you live in?



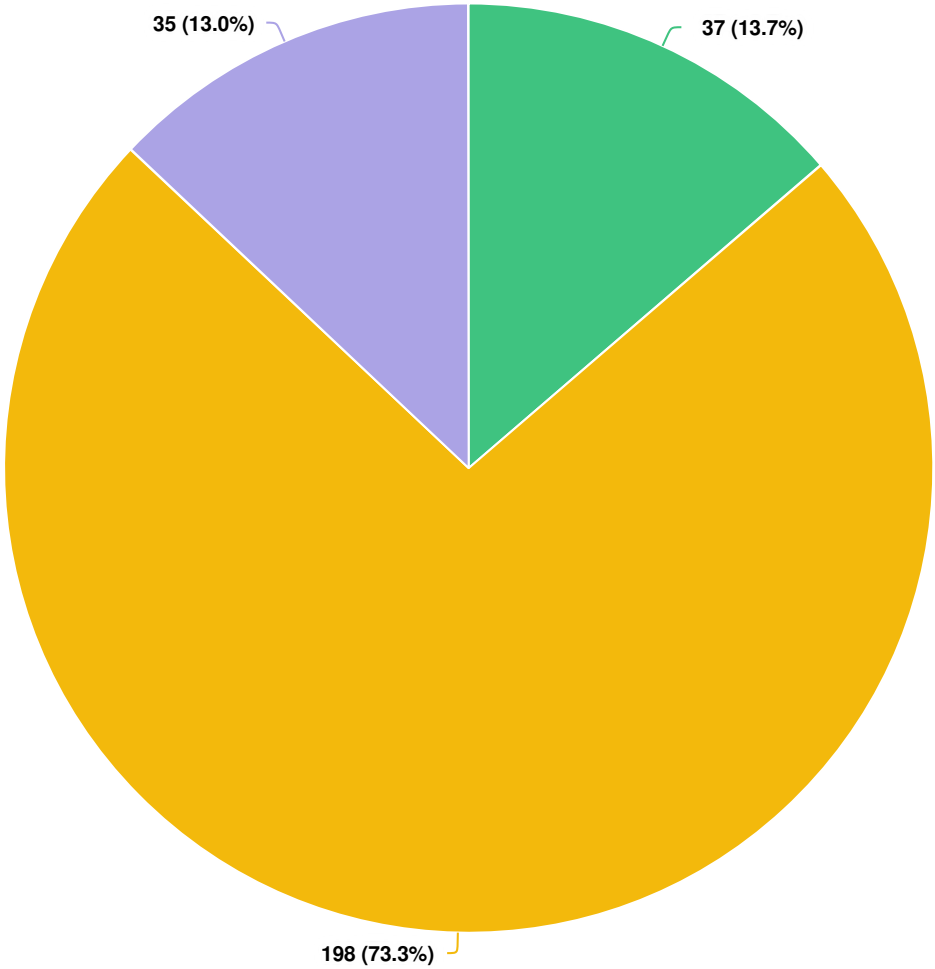
Question options

Other (please specify) Prefer not to answer Apartment, Condo, or Townhome Single family home

Optional question (269 response(s), 14 skipped)

Question type: Radio Button Question

Do you have a disability?



Question options

Prefer not to answer No Yes

Optional question (270 response(s), 13 skipped)

Question type: Radio Button Question

Appendix C: Intercept Survey Responses

Survey Area	Day/Time	Q1: What is the ZIP code of your primary residence?	Q2: How did you get here today? Drive, walk, transit, etc.?	Q3: If you drove, how long did it take you to find a parking spot today? [minutes]	Q4: Before you found a space, did you need to circle the block or try other locations?	Q5: About how long do you think you'll visit this area today? [hours]	Q6: Is finding parking a barrier for you visiting this neighborhood?	Additional Comments
Downtown (near Library)	2/6 @ 10-12 PM	98055	Drove	5	No	4-5	No	
Downtown (near Library)	2/6 @ 10-12 PM	95004	Walk	5-20	Yes	3-9	No	
Downtown (near Library)	2/6 @ 10-12 PM	98260	Drove	5	No	3	No	
Downtown (near Library)	2/6 @ 10-12 PM	98005	Walk	N/A	N/A	4	No	(Q6) Does not own car
Old Bellevue	2/6 @ 1-3 PM	98112	Drove	0	No	2	No	
Downtown (near Library)	2/6 @ 10-12 PM	98371	Drove	5	No	2-3	Sometimes	
Downtown (near Library)	2/6 @ 10-12 PM	98008	Drove	1	No	2-3	Sometimes	
Downtown (near Library)	2/6 @ 10-12 PM	98004	Walk	N/A	N/A	2	No	
Downtown (near Library)	2/6 @ 10-12 PM	98004	Walk	N/A	N/A	8	Yes	
Downtown (near Library)	2/6 @ 10-12 PM	98004	Walk	N/A	N/A	3-4	Yes	
Old Bellevue	2/6 @ 1-3 PM	Near Bellevue High School	Drove	4	No	2	Yes	
Old Bellevue	2/6 @ 1-3 PM	98034	Drove	5-10	N/A	3-4	No	
Old Bellevue	2/6 @ 1-3 PM	N/A	Drove	5	Yes	4	Yes	
Old Bellevue	2/6 @ 1-3 PM	Seattle	Drove	10-15	Yes	6	Yes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98004	Walk	N/A	N/A	2	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98033	Drove	1	No	3	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98006	Drove	1	Yes	3	No	(Q6) Gives a rating of 3/5
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98034	Drove/Transit	5	Yes	6	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98030	Drove	5	No	8	Sometimes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98006	Drove	1-10	No	2	Yes	(Q6) It is getting crowded
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98004	Walk	N/A	N/A	2-3	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98144	Drove	0	N/A	8	Yes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98004	Drove	5	Yes	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98004	Walk	N/A	Yes	2	Yes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98038	Drove	1-10	No	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98038	Drove	1	No	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98052	Transit	N/A	N/A	5	Yes	(Q6) Very few parking spots
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98006	Drove	2	No	2	No	

Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98012	Drove	2	No	3	No	
Old Bellevue	2/8 @ 5-8 PM	98121	Drove	15	Yes	2	N/A	
Old Bellevue	2/8 @ 5-8 PM	Seattle	Drove	10	Yes	2	No	
Old Bellevue	2/8 @ 5-8 PM	Bonney Lake	Drove	15	Yes	2	No	
Old Bellevue	2/8 @ 5-8 PM	Issaquah	Drove	10	Yes	2	No	
Old Bellevue	2/8 @ 5-8 PM	98004	Drove	4	Yes	2	Yes	
Old Bellevue	2/8 @ 5-8 PM	98004	Drove	7	No	2.5	Yes	
Old Bellevue	2/8 @ 5-8 PM	98026	Drove	3	No	2	Yes	
Old Bellevue	2/8 @ 5-8 PM	98022	Drove	0	No	2	No	
Old Bellevue	2/8 @ 5-8 PM	98056	Drove	5	Yes	2	Sometimes	
Old Bellevue	2/8 @ 5-8 PM	98005	Drove	5	No	2	Yes	
Old Bellevue	2/8 @ 5-8 PM	98006	Drove	5	No	2	No	
Old Bellevue	2/8 @ 5-8 PM	98040	Drove	3	No	3	Yes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98122	Drove	1	No	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98109	Drove	5	Yes	2	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98053	Drove	1	No	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98005	Drove	2	No	2	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98053	Drove	1	No	4	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98032	Drove	1	No	8	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98033	Drove	1	No	4	No	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98112	Drove	5	Yes	4	Yes	
Downtown (near NE 2nd/106th)	2/7 @ 1-4 PM	98052	Drove	1	No	8	No	
Old Bellevue	3/8 @ 11-1 PM	98028	Drove	2	No	2	No	
Old Bellevue	3/8 @ 11-1 PM	98011	Drove	30	Yes	2	Yes	
Old Bellevue	3/8 @ 11-1 PM	98028	Drove	0	No	2-3	No	
Old Bellevue	3/8 @ 11-1 PM	98028	Drove	0	No	2-3	Yes	
Old Bellevue	3/8 @ 11-1 PM	98004	Walk	N/A	N/A	2	No	(Q6) Does not own car
Old Bellevue	3/8 @ 11-1 PM	98033	Drove	0	No	2	No	
Old Bellevue	3/8 @ 11-1 PM	98006	Drove	5-10	Yes	2	Sometimes	(Q6) On weekends
Old Bellevue	3/8 @ 11-1 PM	98004	Walk	N/A	N/A	2	No	
Old Bellevue	3/8 @ 11-1 PM	98004	Walk	N/A	N/A	2	No	
Old Bellevue	3/8 @ 11-1 PM	98052	Drove	0	No	2-3	No	
Old Bellevue	3/8 @ 11-1 PM	98056	Drove	2	No	2	Sometimes	
Old Bellevue	3/8 @ 11-1 PM	98007	Drove	10	Yes	2-3	Yes	(Q6) It is difficult to park
Old Bellevue	3/8 @ 11-1 PM	98052	Drove	2	Yes	2	Sometimes	
Spring District	3/7 @ 11-2 PM	98039	Drove	0	N/A	8	N/A	
Spring District	3/7 @ 11-2 PM	98005	Walk	N/A	N/A	12	Yes	(Q6) Parking is hard here
Spring District	3/7 @ 11-2 PM	98052	Transit	N/A	N/A	2-3	N/A	

Spring District	3/7 @ 11-2 PM	98005	Walk	N/A	N/A	2	Yes	(Q6) Difficult for overnight visitors
Spring District	3/7 @ 11-2 PM	98074	Drove	0	N/A	5-6	Yes	(Q6) Very hard when Meta is not available
Spring District	3/7 @ 11-2 PM	98006	Drove	*N/A	Yes	6	Yes	(Q3) Took too long, parked outside the neighborhood (Q6) Parking limits too short
Spring District	3/7 @ 11-2 PM	98004	Transit	N/A	N/A	7	Yes	(Q6) Even if coming early, parking not available
Spring District	3/7 @ 11-2 PM	98004	Transit	N/A	N/A	7	Yes	(Q6) Outside/street parking is difficult
Spring District	3/7 @ 11-2 PM	98006	Drove	5	Yes	6	Yes	
Spring District	3/7 @ 11-2 PM	98052	Walk	N/A	N/A	5	Yes	(Q6) Hard to find parking
Spring District	3/7 @ 11-2 PM	98005	Drove	0	No	8	Yes	(Q6) Hard after 6:30 PM
Spring District	3/7 @ 11-2 PM	98444	Drove	40	Yes	9	Yes	(Q6) Has to change parking spots because of time limits
Spring District	3/7 @ 11-2 PM	98004	Drove	0	No	4-5	Yes	(Q6) Friday is easier, other days difficult
Spring District	3/7 @ 11-2 PM	98007	Drove	0	N/A	8	No	
Spring District	3/7 @ 11-2 PM	98033	Drove	0	N/A	8	Yes	(Q6) Hard without work parking
Spring District	3/7 @ 11-2 PM	98008	Transit	N/A	N/A	6	N/A	
Spring District	3/7 @ 11-2 PM	Redmond	Drop Off	N/A	N/A	8	N/A	
Spring District	3/7 @ 11-2 PM	98006	Drove	2	No	2	Yes	
Spring District	3/7 @ 11-2 PM	98007	Transit	N/A	N/A	4	Yes	(Q6) Based on observation, personally does not drive
Spring District	3/7 @ 11-2 PM	98003	Drove	0	N/A	8	No	(Q6) Has assigned parking
Spring District	3/7 @ 11-2 PM	98052	Walk	N/A	N/A	5	Yes	(Q6) Too many cars
Spring District	3/7 @ 11-2 PM	98208	Transit	N/A	N/A	8	Yes	(Q6) Meta cannot park on site
Spring District	3/7 @ 11-2 PM	98087	Transit	N/A	N/A	8	Yes	(Q6) "Bring back employee parking"

Appendix D: Focus Groups Detailed Notes

Bellevue Chamber of Commerce Focus Group: 1.9.25

- **Enforcement:** Opportunities for parking revenues to support enforcement
- **Ridesharing** often violates curb regulations.
- **Valet:** Potential to create more capacity with valet, especially in Old Bellevue.
- **Parking Cost:** There are concerns about pricing's impact on existing parking. Free on-street parking relieves some of the pressure of the cost of off-street parking.
- **Private parking and overall parking supply:** Parking capacity exists in parking garages. While on-street parking is limited, there are many off-street spaces.
- **Relationship with other plans:** The bike plan and rapid ride plan are both taking on-street parking. How do those plans influence this discussion if we are losing parking stalls? Larger discussion on managing all the parking in the system to reduce driving and Vehicle Miles Traveled (VMT).
- **Autonomous Vehicle (AV):** On-street parking will give more ways to pick up and drop off; as AVs take over, it is more important to have a loading area rather than parking spaces.
- **Study process:** Questions about engagement. Appreciate the flexibility that this is not a set deal, and the city wants feedback on mechanics and operations.

Old Bellevue Merchants Association Board Meeting: 2.6.25

- **Enforcement and compliance:** Off-street private parking is enforced, sometimes incorrectly, or a machine doesn't work, and there is no response from private garage enforcement officers. Customers will pay for parking; they don't want to get the $88 ticket for being five minutes late. Businesses cited that clients/customers have soured on parking in the buildings; they would rather drive around and find parking. Residents and employees sit in on-street spaces or move their vehicles every two hours. Construction vehicles occupy many spaces all day.
- **Technology:** Many people will not want to create a profile and password; it must be easy and seamless to pay through an app.
- **Signage and wayfinding:** Must be easy to understand and integrate information on the city website. Buildings with public parking available need better signage.
- **ADA:** Need more ADA parking.
- **Method of Operation:**
    - Potential for 15 or 20 minutes free or validation?
    - Potential to create a benefit district; revenue goes back to Old Bellevue?
- **Shared Parking:**
    - There is a lot of nearby parking, and people do not know where to look.
    - CVS Garage has 200 spots.

- **Events:** During an event where 900 people were in Old Bellevue, the street shut down, and there was no on-street parking, but there were no complaints about parking.

Old Bellevue Merchants Association Members Meeting: 2.13.25

- **Impact of Curb Pricing:** Concerns that paid parking could drive traffic to other areas. Questions about pricing and if rates are set too high. Encourage the city to find a way to increase monitoring and study the impact of removing employees from stalls.
- **Revenues:** Questions regarding revenue and how proceeds would support the community. Could revenue in Old Bellevue fund improvements in Old Bellevue? Since breaking even on revenue doesn't make sense, could revenue support bus passes for employees and other improvements to Old Bellevue?
- **Park parking and employees:** Park parking lot complicates this issue. Concerns about where employees will park if paid parking is implemented and potential parking spillover in the Park parking lot. Where are employees going to go?
- **Private Parking Supply:** There are a significant number of garage spaces (around 500). It is important to help with wayfinding, signage, or developing a parking app to guide travelers. We need to work with private parking.
- **Compliance:** Questions concerning how paid parking would reduce illegal behavior: If this is an enforcement problem, why aren't we visiting enforcement first?
- **Validation:** Do not have a way to validate parking.
- **Parking Options:** Old Bellevue is unique in that most buildings do not provide enough parking for customers and employees.

Curb Pricing Spring District Focus Group Meeting: 2.5.25

- **Development Goals:** The goal of Spring District was never to be a car-centric development.
- **Parking Supply:** Apartments are 96% leased; many residents are only allowed one car but have two, so they need to find a behavioral shift.
- **Growth:** 118 new businesses in Bellevue in 2024.
- **Parking Challenges:** Parking is the number one challenge in the Spring District. What will happen if we don't implement paid parking? Customer complaints on Yelp about parking, give low reviews.
- **Compliance:** Double Parking - deliveries double park; load zones are inaccessible; residents moving in – moving vehicles double park. Need more compliance and turnover. Residents ask to prepay a ticket to eliminate the hassle.
    - Citation: $47 parking ticket on public street
    - Citation: $70 parking ticket on private street
- **Community events:** The parking supply and management makes hosting community events in the Spring District challenging.

- **Method of Operation:** The ability to pay more if you stay could incentivize residents and long-term people to leave spaces.

- **Parking supply:** Only 100 parking spaces in Old Bellevue; everyone is looking for these spaces. People focus on the street parking spots instead of the available off-street parking.
- **New parking inventory:** In areas where curbside parking is not available, is there an opportunity to use some of the underutilized commuter lanes to create additional parking?
- **Park parking areas:** Is curb pricing going to apply to parks, and will that put undue stress on parks and not fix problems of employees and construction workers? In some private parking lots/garages, a vehicle must register with the app and is charged after two or three hours. Potential for the park? KidsQuest has an agreement with Ashwood Park, but the lot is full by 9:00 a.m. with construction workers, downtown employees, and some library patrons.
- **Library Parking:** Library parking areas are full between 7 a.m. and 9 a.m. Receive complaints from library patrons about finding parking in the morning. People get upset because they can see library patrons don't fill that parking. Enforcement does patrol throughout the day, but it is not continuous; some days, it can be enforced better than others. Enforcement tries to discourage walk-offs but is only there for 30 minutes to an hour in the morning. Staff does not have time to enforce. Concerns that people will abuse paid parking at the library if there is paid parking.
    - Employees drive, but many take public transportation; staff has free parking
    - Known issue that library patrons walk off. It is a problem when they do this all day.
    - No King County libraries charge for parking
    - The library has three-hour parking, with people staying longer than 3 hours. Kiosk where patrons enter their license number.
    - After-hours parking – library patrons have 30 minutes after the library closes to leave; this is not enforced
    - No enforcement in the evening
- **Validation:** This is an operational expense for running a business. It takes a big dent out of the profits of the business. For example, a cup of coffee costs $3, each validation is $2.50.
- **Signage and Education:** Parking wayfinding app? There are many parking spaces, and we need to communicate about where to park regardless of what happens on the street; there are empty parking spots throughout the day, and people don't know where to look.

Bellevue Downtown Association Property Owner Focus Group: 2.12.25

- **Overall challenges:** Traffic congestion, especially on 108th where there is a bike and bus lane; the middle lane is always congested.
- **Enforcement and compliance:** There is a lack of monitoring and rationale to afford more monitoring. Rideshare stops in the travel lane, many illegal U-turns, and bump-outs for short-term loading are well used but often not available.

- **Parking revenues:** Could revenues come back to the neighborhood, such as on a pro-rata share to the neighborhoods?
- **Employees:** Feedback from retailers is that restaurant employees are occupying spaces.

Appendix E: Door-to-Door Interviews – Key Findings and Detailed Feedback

Key Findings

Parking Availability and Demand

Many businesses, especially in Old Bellevue and Spring District, report difficulty with parking availability. Street parking is often full, with some businesses resorting to parking in private lots or using employee parking passes. The issue is particularly severe during peak hours (e.g., afternoons and evenings).

Employee Parking Challenges

Employees frequently struggle to find parking. Many businesses mention employees parking on the street and re-parking every 2 hours or utilizing residential parking. Some businesses provide parking passes for employees in nearby lots, but the cost is often passed onto them, or they must park in less convenient areas.

Customer Complaints

Customers often complain about the lack of parking, especially when street parking is full. Some businesses have seen increased complaints due to limited availability and the enforcement of strict parking rules, leading to fines and frustration.

Delivery and Ride Share Parking Issues

Delivery drivers, particularly from services like DoorDash and Amazon, often park illegally in red zones, sidewalks, and travel lanes, creating additional parking congestion. Many businesses would like designated spaces for deliveries to avoid blocking traffic or causing inconvenience to customers.

Parking Enforcement and Signage

Many businesses have raised concerns about confusing parking signage and the strict enforcement of parking rules. Some feel that parking regulations are unclear, with contradictory or insufficient signage, leading to complaints from customers and employees who unknowingly get fined.

Parking Validation Programs

Some businesses offer parking validation for customers to park in garages, but the program's usage is inconsistent, and many customers are unaware of it. Parking validation programs are part of leases for certain businesses, but the lack of awareness about them is a common issue.

Parking Fees

A recurring theme is the high cost of parking in both public and private lots. Some businesses report paying substantial amounts for employee parking, ranging from $150–$200 per month, while others have seen parking costs increase in previously free lots.

Paid Parking vs. Free Parking

A significant portion of business owners and employees are open to the idea of paid parking but feel that pricing needs to be reasonable. Some businesses would prefer more metered parking spaces, but others express concerns that paid parking would further discourage customers.

Changes in Bellevue's Parking Dynamics

There is a noticeable shift in parking patterns due to the area's growth and development. As more businesses open, the limited parking supply is becoming increasingly challenging. Some businesses note that more residential vehicles occupy on-street parking due to the costs of residential permits.

Suggestions for Solutions

Some businesses suggested possible solutions, including better signage, clearer communication on parking availability, more parking validation programs, and an app to help locate available spaces. Others suggested increasing the number of designated delivery spaces or creating a more extensive valet program to alleviate congestion.

Detailed Feedback

Area/Date: Downtown – Feb 7, 2025

The table below highlights a summary of topics discussed with business managers and owners. General categories have been tabled for ease of understanding. This is based on input from 49 businesses that were visited.

Topic	Number of businesses	Percent of all respondents
Businesses that hear customer complaints about the ease of parking in the area	36	58%
Businesses that noted their employees use on-street parking and re-park every 2-3 hours	22	35%

Businesses that subsidize parking for staff	18	29%
Business offer parking validation for garages or nearby lots	28	45%
Businesses that felt garage signage was confusing	6	10%
Businesses that noted frequent illegal delivery or food pickup activity nearby	18	29%
Businesses that noted concern about customers potentially not wanting to pay for parking	13	21%
Businesses that indicated frustration with enforcement on private lots	10	16%
Businesses that indicated a desire for better signage and wayfinding about parking locations	8	13%