

Subject: Results of the SPD Business Questionnaire

Dear Mayor and Council,

I have spoken with several council members who expressed interest in seeing the results of the questionnaire as soon as possible.

If you approve, the clerk's office can forward this email to council members, or you may modify it as you see fit.

Mayor and Council,

The Sandpoint Police Department conducted a simple questionnaire with our business partners, focusing on four basic questions to help guide our direction. I would like to share the results and comments we received.

We conducted face-to-face interviews with about 57 businesses in our downtown core. For a high-level overview, I have categorized the responses as follows:

- Retail Stores: 18
- Restaurants: 9
- Other: 30

Additionally, I have included several comments that were made; please see the bullet points at the bottom.

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What type of enforcement do you want—these five questions will give us meaningful feedback:

Business

1. How would you describe the current parking situation for your business?

No issues	10
Minor issues	16
Moderate issues	15
Significant issues	16

2. Do you believe parking enforcement would improve customer access to your business?

Yes	14
No	28
Unsure	12

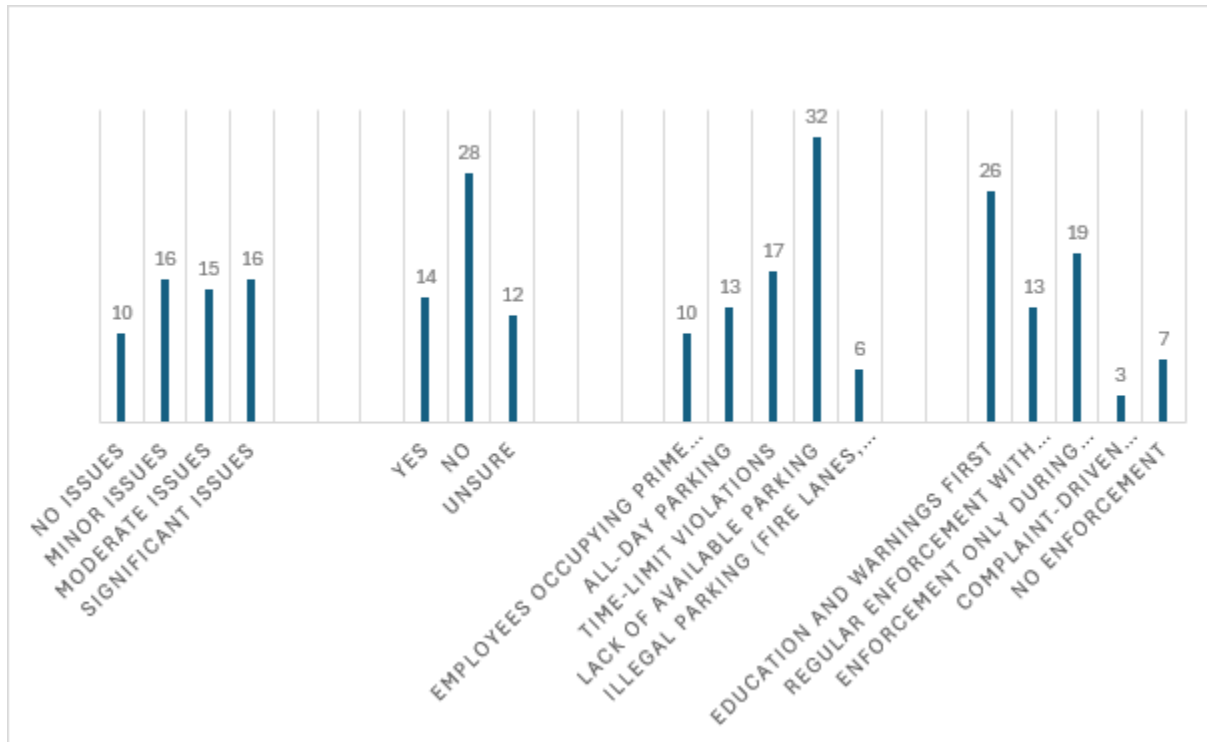
3. What parking issues affect your business the most? (Choose all that apply.)

Employees occupying prime customer spaces	10
All-day parking	13
Time-limit violations	17
Lack of available parking	32
Illegal parking (fire lanes, crosswalks, ADA, etc.)	6

4. If parking enforcement were implemented, what level would you support?

Education and warnings first	26
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Regular enforcement with citations	13
Enforcement only during peak business hours	19
Complaint-driven enforcement only	3
No enforcement	7



Comments for Questionnaire:

- Private companies had concerns with heavy enforcement driving people to park in their private lot
- Part of it can't be helped: influx of people and not enough parking; willing to help
- Not enough parking spaces downtown
- I don't feel parking in general is a huge issue for us (business on church)

- Free parking should be free; confusing
- Need more employee parking (business on church)
- Enforcement – keeps an open flow of parking spaces; don't personally have an issue with kiosks
- Employees have difficult find all day parking
- Paid parking is good for tourists; locals are upset about having to check in; is 7b free an option
- Real estate employees park in prime parking spaces. Like the idea of kiosks, something affordable for KC and boundary county people who work here.
- People move vehicle – comply with 2 hours; residents of downtown need a permit
- Get rid of parking permits, kiosks, and launch fees
- Have we looked at season fines
- Issue- people parking in their private lot, charge for beach, parking, lots
- Not enough parking spaces for employees
- Need more education
- People are not wanting to pay for a pass; they are not shopping; cheaper passes for employee parking or designated spots for business
- People parking in loading zones; people don't want to deal with credit cards and don't have smartphones to pay
- Issue with people parking in private lots
- Concern with how parking spots are laid out
- Private lots filled with non-customers
- Kiosks were complicated; want to see digital chalking
- Private lots filled with tourists and shoppers
- Limited private parking space, filled with tourists; paid parking is okay with me but not in the limited 2-hour zone; paid parking at lots and build a garage
- Like how it was enforced
- People who work in Sandpoint should have access to free parking

- Provide employee parking access
- Digital chalking and enforce
- Hire additional parking enforcement, create jobs, make enforcement more personal, and enforce it
- Lower fines
- People don't like change; use the funds appropriately, charge them if they don't follow the rules, wish they had not covered meters
- Parking garage
- People parking in loading zones all day
- Parking garage
- We have private parking, and with the new program people are using our spaces
- Residents of 7 B should not be charged; only visitors should pay
- Bring back the meters
- Lack of space, don't see cars staying past 2 hours, improve handicap parking by better paint and signs,
- Want to see human involvement, not digital, thanks for asking
- Decline in their businesses, attributed it to meters
- Significant issue with parking because young and old don't have access to pay; would like to see a large parking space for employees
- Loading zones in front of Cedar Street bridge need better signage
- Never had a customer complain about dining them
- Enforcement depending on the season
- Not opposed to paid parking, especially for tourists; current system was confusing

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Chief of Police



City of Sandpoint

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