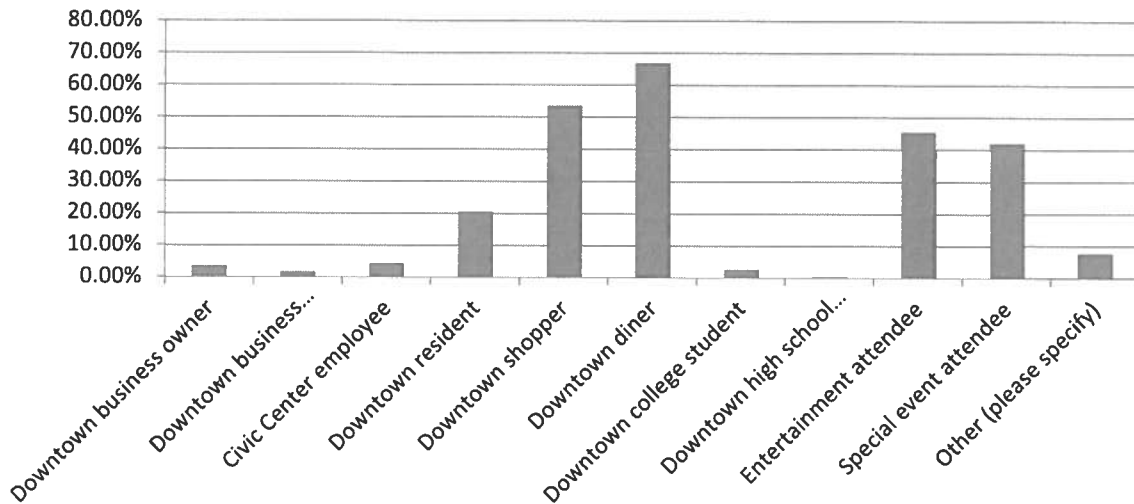


Appendix D: Parking Survey Results

Parking Survey

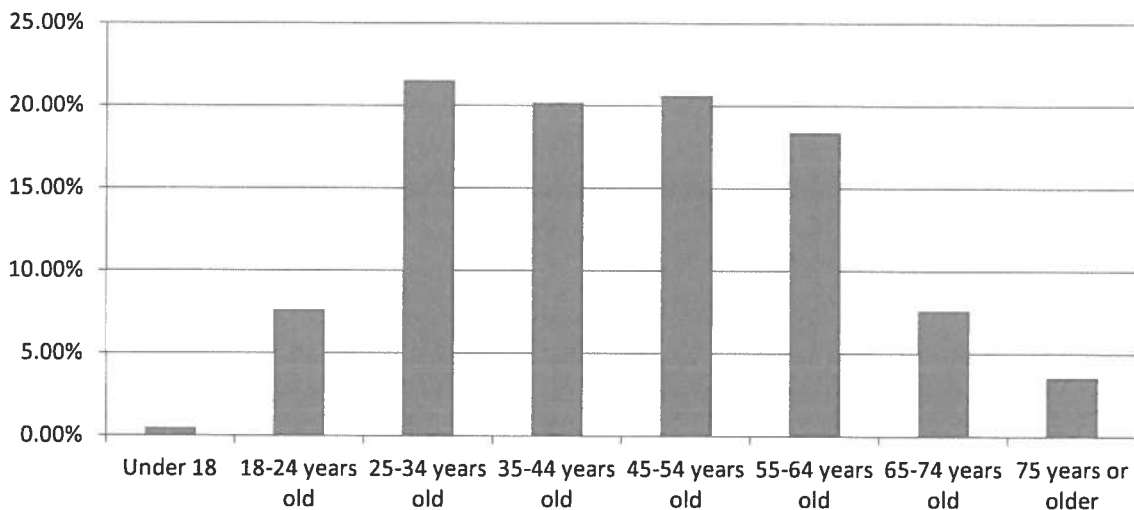
The online survey was used to gauge users' perceptions of parking demand and supply downtown. There were 224 survey respondents, and approximately 100 of those respondents provided additional comments. The results of the survey questions are provided below.

Question 1: Which of the following best describes you as a user of Downtown Garden Grove parking (Choose all that apply)?

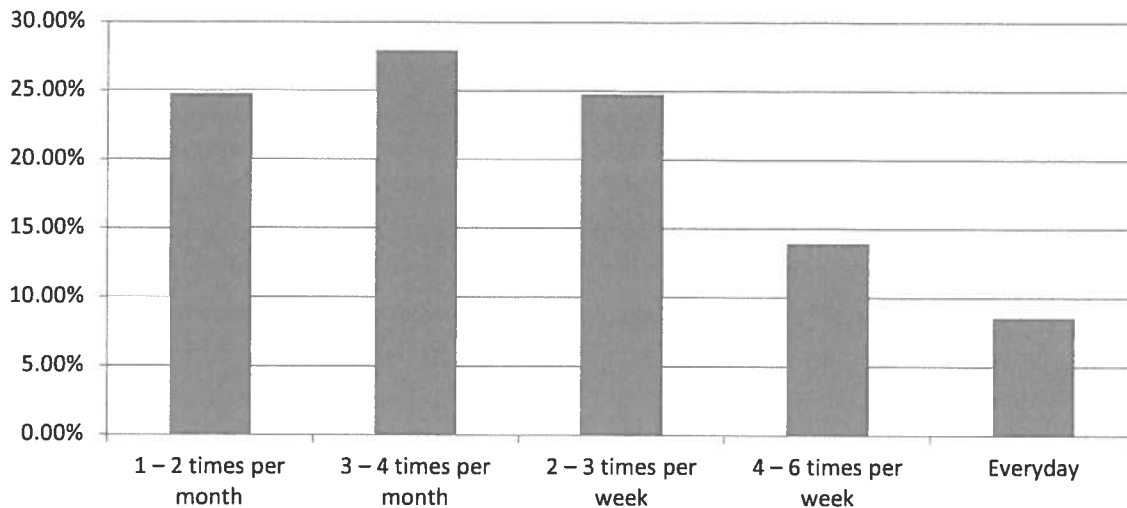


Most of the survey respondents who parked in downtown were there for shopping, dining, or to attend an entertainment performance or special event.

Question 2: Please select your age group.

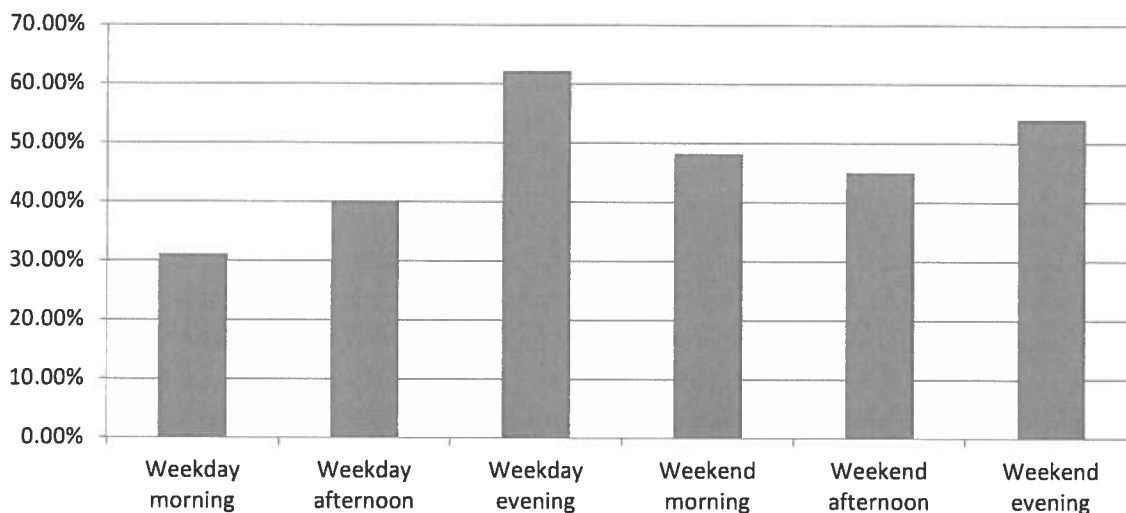


Question 4: How often do you frequent Downtown Garden Grove?



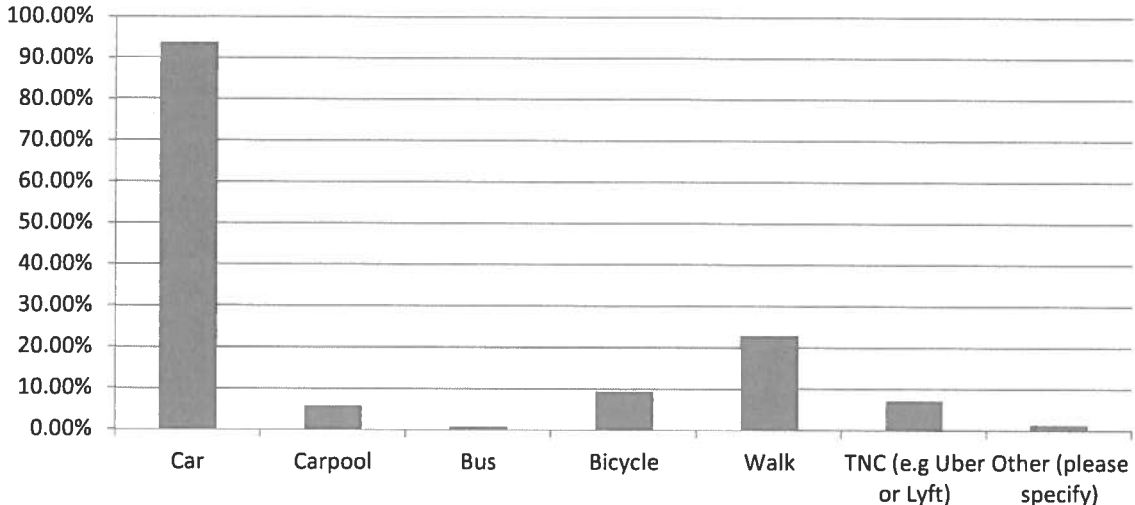
The results of Question 4 show that approximately half of survey respondents go to downtown once a week or less. When reviewing the results to Question 1, an assumption can be made that many of the patrons of commercial spaces in downtown are only visiting a few times a month.

Question 5: Which day(s) and period of time(s) do you typically visit downtown?



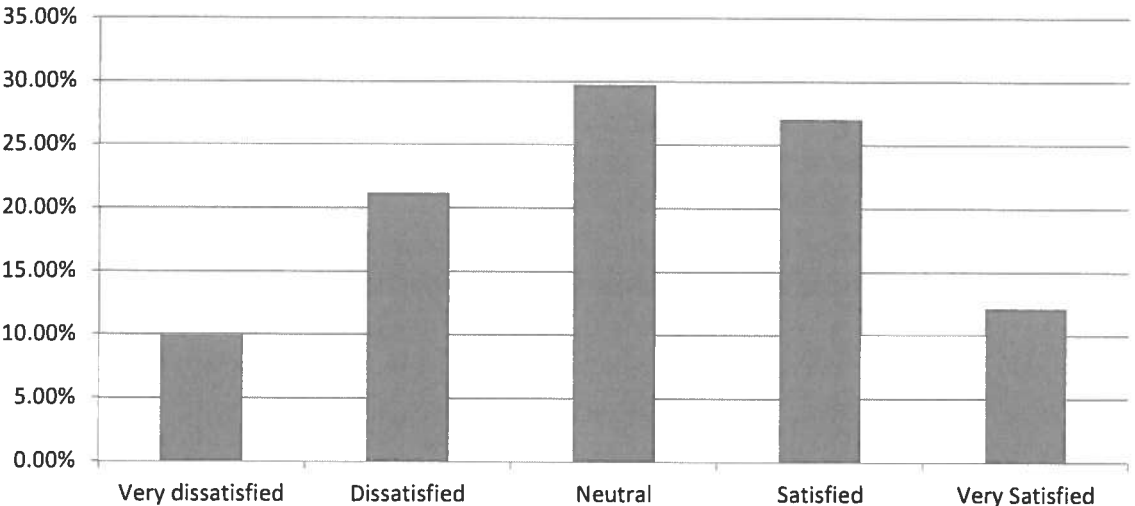
Weekday and weekend evenings are the most popular periods of time to visit downtown according to the respondents. These results confirm what was discovered in Question 1, as many people typically chose to go to restaurants for dinner.

Question 6: What is your primary mode of travel to reach Downtown Garden Grove (choose all that apply)?



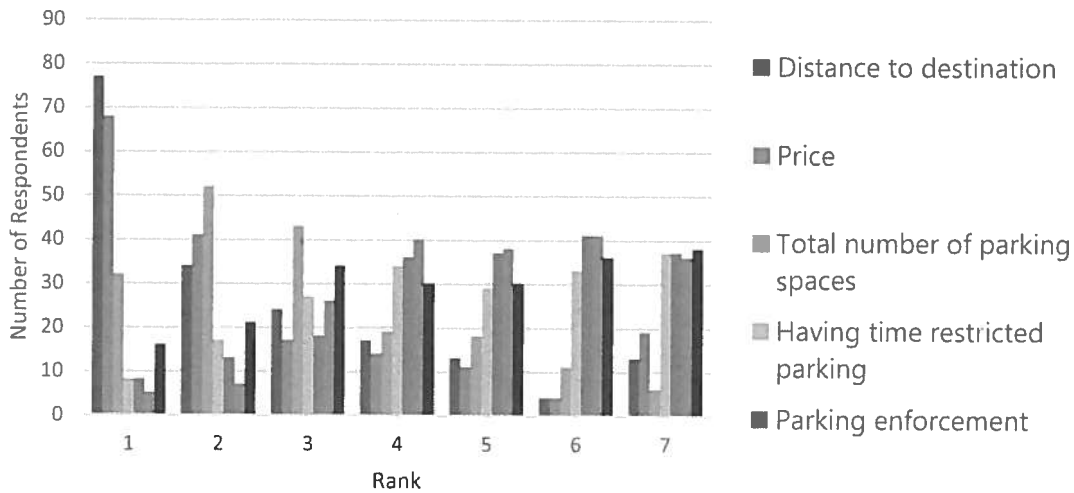
Private auto (car) is overwhelmingly the most popular mode of travel to downtown. More than 90% of respondents indicated that this is their primary travel mode to the study area. However, more than 20% of participants stated that they primarily walk and approximately 10% of participants stated that they bike. These results show that there is already non-automotive travel to downtown which could be increased to help manage parking.

Question 7: What is your satisfaction with parking availability?



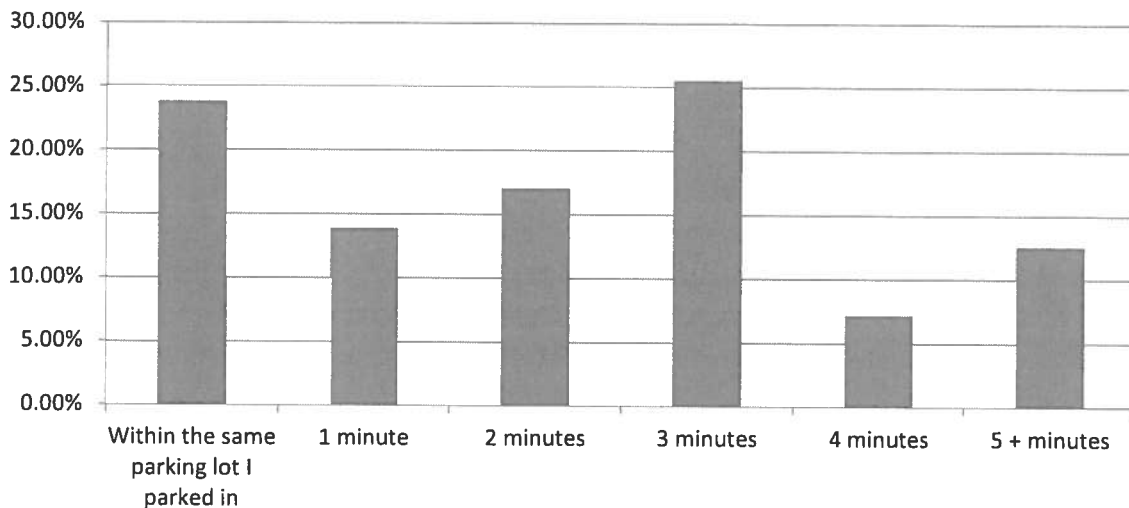
More than half of respondents are either neutral or satisfied with parking availability in downtown. The least amount of survey respondents, approximately 10%, stated that they are very dissatisfied with parking availability downtown.

Question 8: Rank the following parking factors from most important (1) to least important (7).



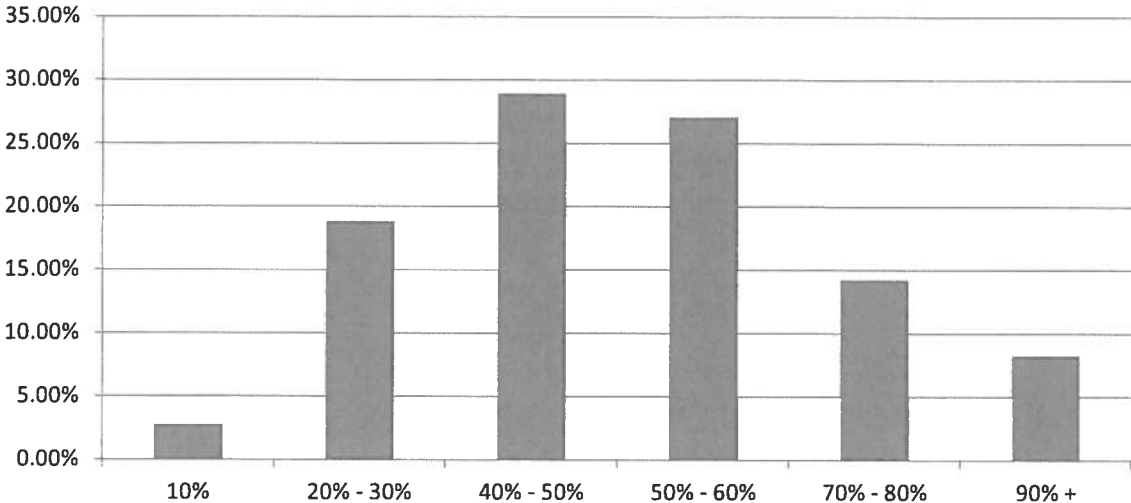
Most respondents identified distance to destination, price, and total number of parking spaces as the top three factors regarding parking in downtown.

Question 9: How far are you willing to walk from your parking spot to destination?



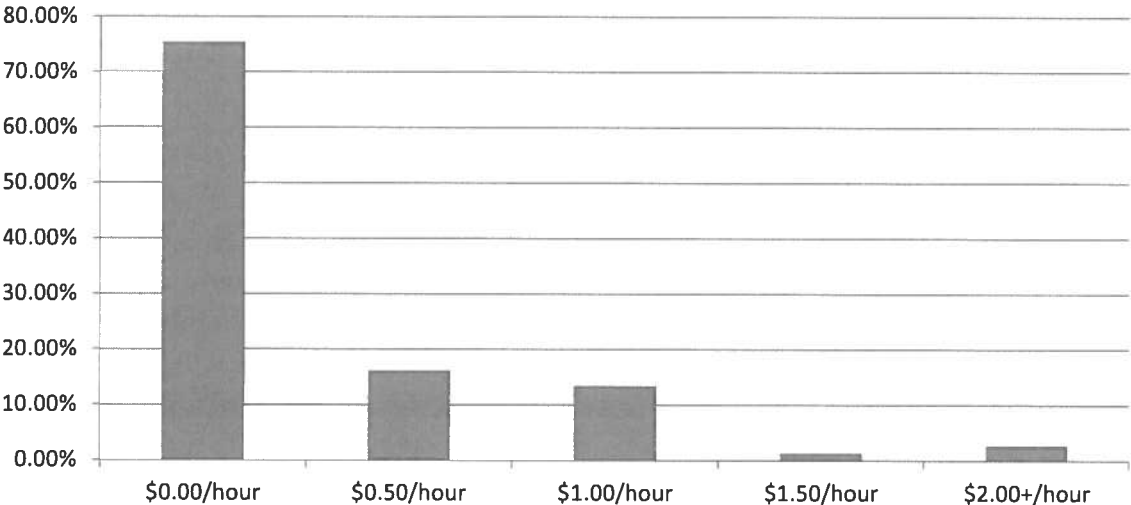
While many of the respondents would prefer to walk to their destination within the same parking lot they parked in, more than half of the respondents would be willing to walk three or more minutes to their destination.

Question 10: On a typical weekday, what is maximum occupancy of parking in Downtown Garden Grove?



Approximately 29% of the respondents identified correctly that peak parking occupancy is between 40% and 50%.

Question 11: How much would you be willing to pay to park?

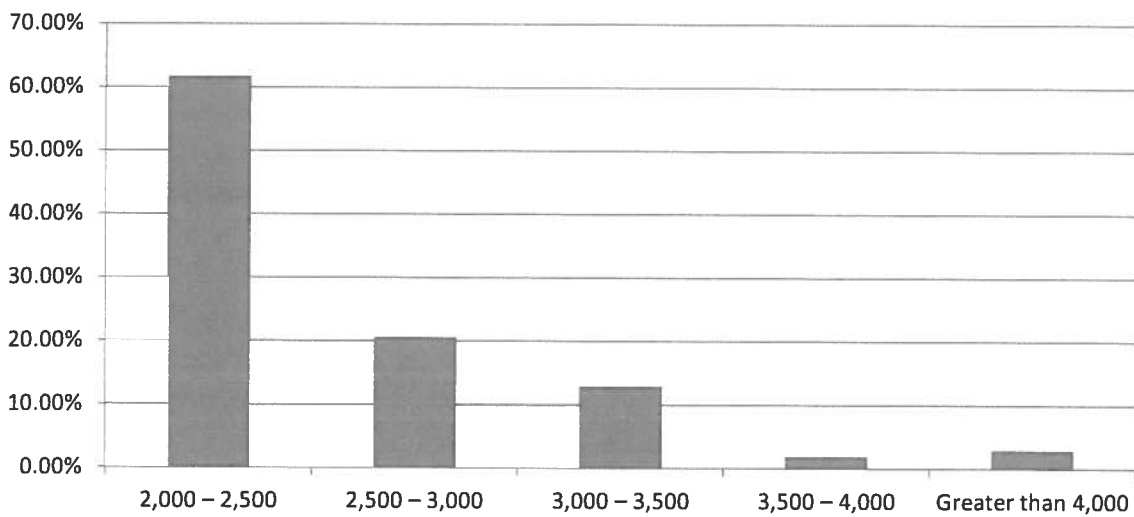


The overwhelming majority of respondents identified that they do not want to pay for parking downtown.

Question 12: Based on the Study Area image provided below, how many parking spaces do you believe are in the Downtown Garden Grove Parking Area?



Only 20% of the respondents identified correctly that the parking supply in the study area is between 2,500 and 3,000 parking spaces.



Q13 (Optional): Please identify any parking issues or concerns you experience and provide any recommendations you may have.

Some key themes that emerged from reviewing these comments relate to space availability, price, the provision of ADA accessible parking, and accommodating alternative transportation modes. The main issues and concerns identified from the survey are listed below with representative comments from the survey participants¹:

Space Availability: Regarding space availability, respondents generally commented that there are usually enough parking spaces, however, parking can be issue while colleges are in session and during special events such as the Strawberry Festival. Others commented that it's unclear which parking lots are intended for downtown patrons (as opposed to residents or employees).

- "Unclear what parking lots are allowed for downtown shopping/restaurants"
- "Parking is never really a major issue until strawberry festival comes around"
- "With a little planning ahead - parking has never been a problem in downtown GG"
- "There are parking spaces but they are blocked for the college."

Price: Most responses related to charging for parking conveyed that users do not want to pay for parking, and that if anyone should pay, it should be downtown business owners rather than customers.

- "Will businesses be able to validate parking for clients/customers?"
- "No charge for parking. Please keep it free!"
- "Charge the local businesses for the parking costs then not us."

ADA Accessible Parking: There were a few responses about how users would like to see more types of users accommodated downtown. For instance, some responses expressed that there is insufficient ADA accessible parking downtown.

- "Many places don't have enough handicapped accessible spaces to park, or that are available."
- "Insufficient disabled parking during special events"

¹ All survey comments are available at the City of Garden Grove for reference

Accommodating Alternative Transportation Modes: Some respondents stated that alternative modes of transportation should be accommodated more, through measures such as providing more bike racks and pedestrian paths.

- "More bicycle racks please."
- "Stop planning for cars. Increase bus access and availability and more bike paths."
- "I would like to see more electric vehicle spots available with charging."
- "Accessibility to where I want to go from parking lots and safe places to cross streets with my kids"