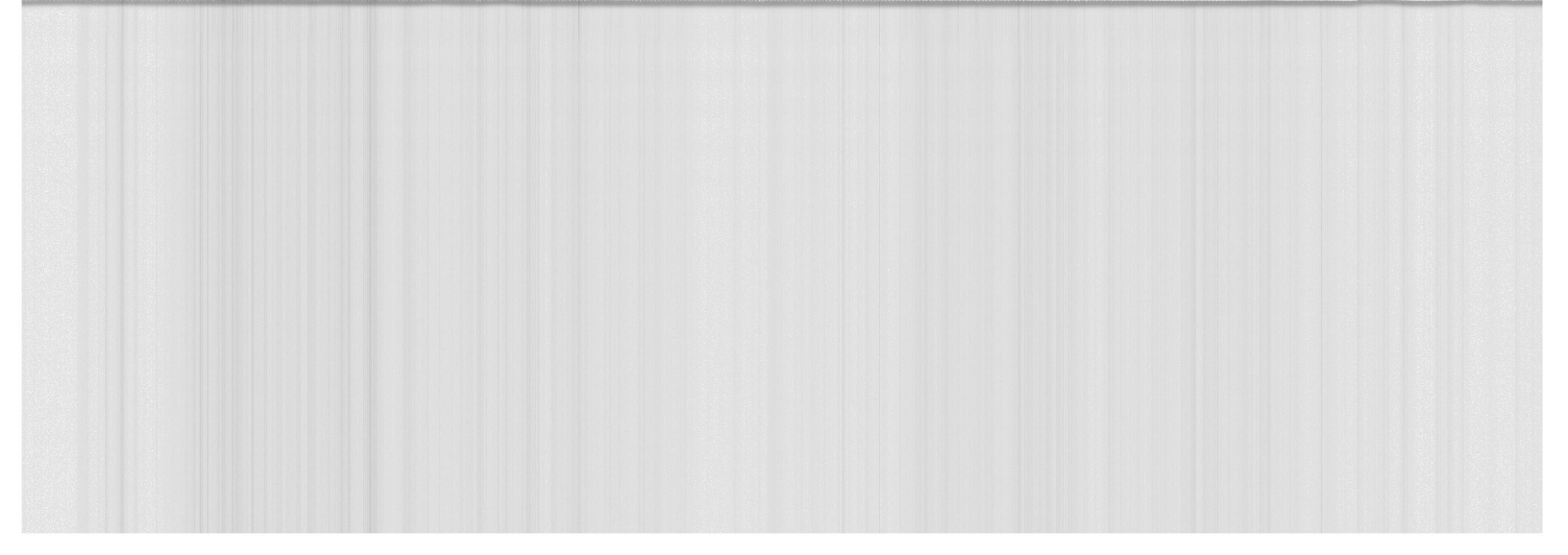
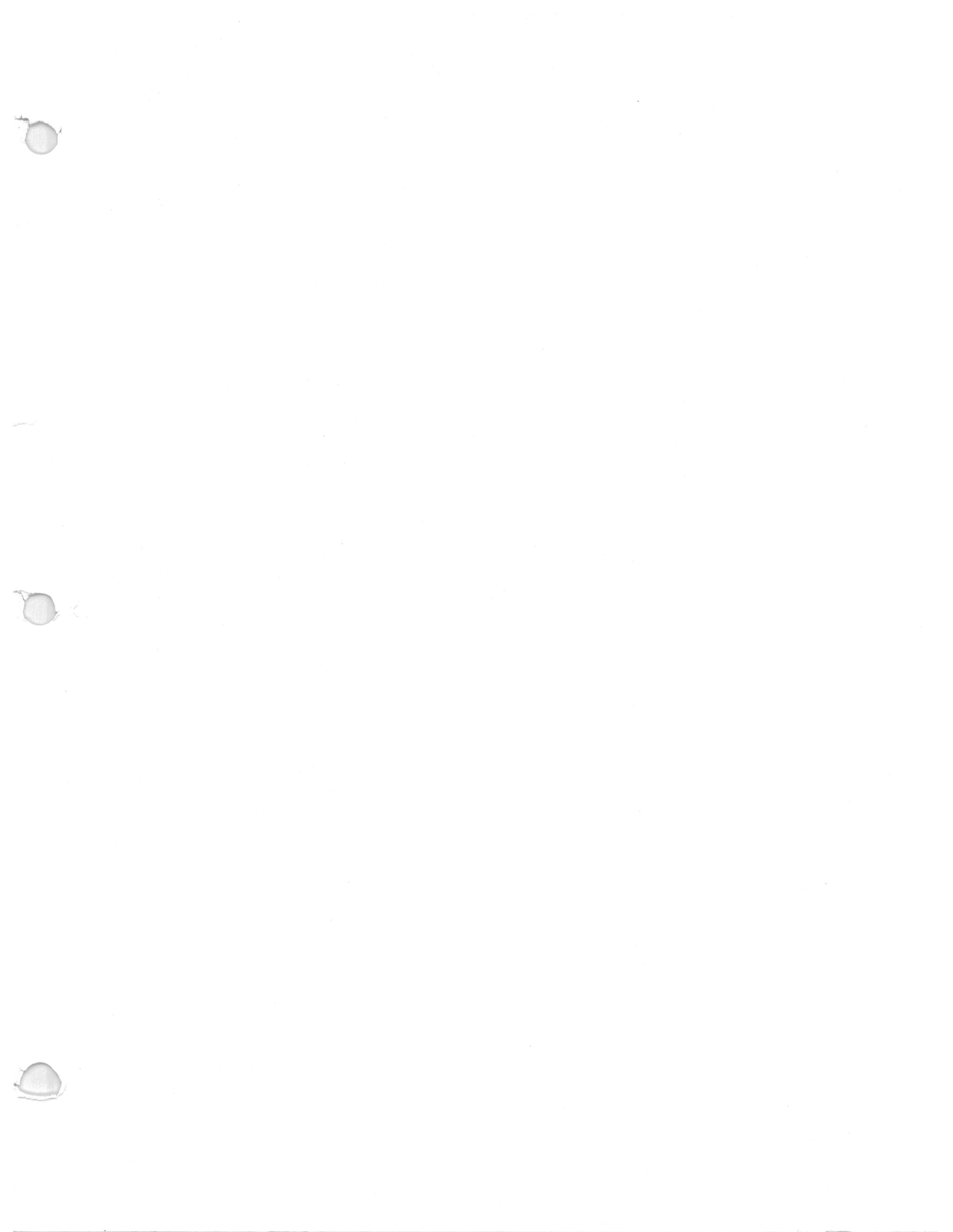


1993 DOWNTOWN DOVER PARKING SURVEY RESULTS:

DETAILED RESULTS BY SECTOR

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20 March 1993



INDEX

<u>SECTOR RESULTS</u>	<u>PAGES</u>
1. Central Avenue (303 Central to ^P 305 Hanson St.)	1 - 7
2. Foster's Daily Democrat	8 - 14
3. Washington St. (Central Ave. to Chestnut St.), Central Ave. West (Hale St. to Wash. St.), and Locust St. (Hale St. to Wash. St.)	15 - 24
4. Abutters on Orchard St. lot	25 - 34
5. Central Avenue West - from Orchard St. to First St. ✓	35 - 42
6. Central Avenue West - from First St. to Second St. ✓	43 - 49
7. Central Avenue West - from Second St. to Third St. ✓	50 - 56
8. 421 Central Avenue to 455 Central Avenue (East)	57 - 64
9. Bank of New Hampshire, 353 Central Avenue ✓	65
10. Franklin Plaza	66 - 72
11. Central Avenue East - (from Portland Ave. to Broadway)	73 - 79
12. Lower Main St. Group (5 - 11A Main St. East)	80
13. Middle Main St. Group (29 - 65 Main St.)	81 - 87
14. Upper Main St. Group (Janetos' Group - 77 Main St. to 83 Main St.)	88 - 92
15. Portland Avenue (Main to Mechanic St.)	93 - 97
16. 3 - 6 Broadway	98
17. Second St. (Central to Chestnut St.) ✓	98
18. Third St. (Central Ave. to Chestnut St.) ✓	99 - 105
19. 4th St. Group (526 Central Ave to 11 4th St.)	106
20. Metropolitan Life Insurance (24 Chestnut St.) ✓	106
21. Liberty Mutual Insurance ✓	107 - 108

AREA COVERED: CENTRAL AVENUE, from 5-7 Hanson St. to 303
Central Ave.)

Total number of surveys tallied = 14

1) Position of person answering (question #4):

6 Owners 6 Managers 1 Supervisor

1 Administrative Asst.

2) Type of business (question #5):

4 Retail 1 Restaurant 0 General office

2 Professional office 3 Service

4 Other:

Wedding Party supply
Temporary Placement office
Travel Agency
Distributor

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

9 businesses with on-site parking for employees
4 businesses with no on-site parking for employees
NA = 1

b) For those with employee parking, how many spots were available?

Raw data:

1, 1-2, 3, 3, 4-5, 4, 5, 10

NA = 1

Total = 31 spots for employees

c) How many more spots do you need?

Raw data: 5, 5, 10-20

NA/0 = 6

Total = 25 more spots needed for employees.

4a) Is there enough municipal parking for employees (question 10)?

2 - Yes

6 - No

6 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 7

3 at Central Avenue

2 at (no answer)

Total = 5 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 7

1 / 50-100 / 100 / 200 / 500; 5 responses.

Other responses:

It depends on where we can park.

2-3 blocks is a-ok.

Frequency responses:

0 - 50	=	1
51 - 100	=	2
101 - 200	=	1
201 - 300	=	0
301 - 500	=	1
> 500 ft	=	<u>0</u>
		5 responses

b) all other times? _____ft.

Raw data:

1 / 50-100 / 100 / 200 / 1000; 5 responses

NA = 7

Other responses:

It depends on where we can park.

2-3 blocks is a-ok.

Frequency responses:

0 - 50	=	1
51 - 100	=	2
101 - 200	=	1
201 - 300	=	0
301 - 500	=	0
> 500 ft	=	<u>1</u>
		5 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

2-3 / 3 / 3 / 4 / 5 / 5-6 / 6 / 9 / 10 / 25 / 30.

NA = 2

Total = 102 spots needed during peak hours.

b) all other times?

Raw data:

1 / 1-9 / 2 / 2 / 2-3 / 3 / 3-4 / 15 - 20 / 25.

NA = 5

Total = 61 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 0 / 0 / 0 / 2 / 2 / 4 / 4 / 9 / 10

NA = 1

Total = 31 on site parking spots provided.

8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

25-30 / 50 / 50 / 50 / 85 / 90 / 90 / 90 / 100 / 100 / 100.

NA = 2

9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 0 / 0 / 0 / 0 / 5 / 10 / 10 / 10 / 10-15 / 50 / 50

NA = 2

10) How far should patrons have to walk to your business from their parking spot (question 19):

a) in the winter? _____ft.

Raw data:

NA = 7

2 / 10 / 10 / 10-20 / 25 / 50 / 50-100; 7 responses.

Frequency responses:

0 - 50	=	6
51 - 100	=	1
101 - 200	=	0
201 - 300	=	0
301 - 500	=	0
> 500 ft	=	<u>0</u>
		7 responses

b) all other times? _____ft.

Raw data:

2 / 10 / 10 / 25 / 50 / 50-100; 6 responses

NA = 7

Other responses:

one block.

Frequency responses:

0 - 50	=	5
51 - 100	=	1
101 - 200	=	0
201 - 300	=	0
301 - 500	=	0
> 500 ft	=	<u>0</u>
		6 responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

4 - Yes

7 - No

3 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

10 - Yes

3 - No

1 - NA

1 restaurant voted yes; 0 voted no

13a) Employee parking problems (question 7):

11 - Total # of complaints

7 - NA

b) Specific complaints (# if greater than a single complaint):

- (6) - Lack of parking for employees/owners on Central Avenue;
- Have gotten enough tickets for a parking area to be installed;
- No off-street parking;
- Two hour metered parking is nonsense;
- City planning to eliminate parking due to Silver St. realignment.

14a) Employee parking recommendations:

6 - Total # of recommendations
9 - NA/no answer

b) Specific recommendations

- give parking permits to owners/employees to display in car windows;
- have lot reserved for employees in this area;
- eliminate the 2 hour parking;
- replace parking spaces that are to be eliminated;
- need more safe parking;
- eliminate the street behind the Century 21 building and make a parking lot

15) Patron parking problems (question 12):

19 - Total # of complaints
3 - NA

b) Specific complaints (# if greater than a single complaint):

- (7) - lack of available parking for patrons;
- tickets issued quickly;
 - five minutes late moving cars and already received tickets;
 - in foul weather, patrons won't walk very far;
 - limit cars on Locust St. to 30 minutes;
 - parking limited during funerals/weddings at Episcopal church;
 - don't need two hour parking on the business block;
 - change to one hour parking;
 - City hall meetings, ie., council, etc., lose all my parking for that night;
 - lose patrons due to no parking spaces;
 - need crosswalk;
 - entry/exit from Central Avenue is a problem;
 - problem on Wednesdays only.

16a) Patron parking recommendations (question #13):

11 - Total # of recommendations
8 - NA

b) Specific recommendations (# if greater than a single recommendation):

- more parking;
- permit parking for car windows;
- Locust St.; 30 minute parking limit;
- St. Thomas St.; 30 minute parking limit;
- cars on St. Thomas St. shouldn't be parked there all day
- encourage City Hall users to park in the Locust St.

- lot at night;
- strict enforcement of 2 hour parking during the day;
- need crosswalks;
- better snow removal;
- multi-level parking garage;
- make parking lot behind Century 21 building.

17) Patron concerns pertaining to Dover parking enforcement:

- 7 - Total # of comments
- 8 - NA

Specific comments (# if greater than a single recommendation):

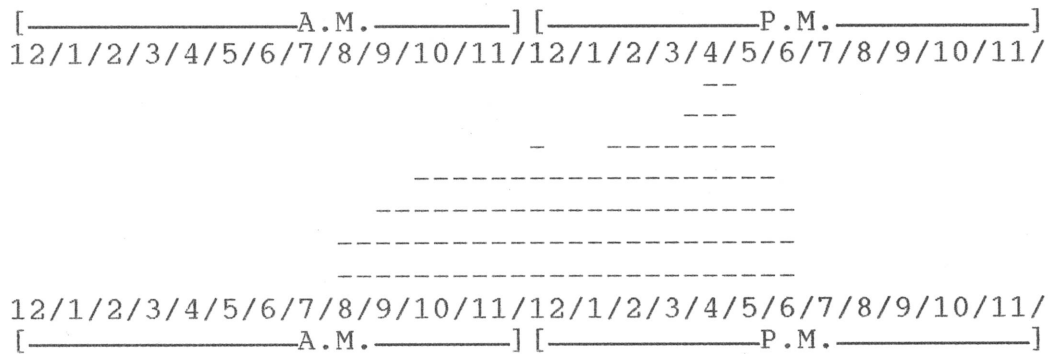
- (2) - vehicles not stopping for them at crosswalks;
- how quickly cars are ticketed to the exact time over two hours;
- spotty enforcement at best on this block;
- sometimes enforcement is nonexistent - tickets some days, next day none;
- eliminate police giving tickets to customers;
- no available spaces.

18a) Weekday business peak hours (question # 15):

raw data:

1 pm - 5 pm / 3 pm - 5:30 pm / 9 am - 4 pm / 8 am - 12 pm /
 2 pm - 6 pm / 8 am - 5 pm / 4 pm - 6 pm / 10 am - 6 pm.

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

a) Data used:

- 102 peak-time spots needed for patrons
- 61 non-peak spots needed for patrons
- 31 on-site spots provided for patrons
- 31 on-site spots provided for employees
- 25 employee spots needed, for businesses already providing parking
- 5 municipal lot spots needed by businesses with no

parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

25 employee spots needed
 + 5 spots needed in municipal lots for employees

 = 30 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

102 patron spots needed at peak hours
 + 30 employee spots needed
 = 142 spots needed at peak hours
 - 31 patron spots provided by businesses

 = 111 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
[employee + patron needs]

61 patron spots needed at non-peak hours
 + 30 employee spots needed
 = 91 spots needed at non-peak hours
 - 31 patron spots provided by businesses

 = 61 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

10 (Central Ave. East - 1/2 Kirkland to Wash. St.)
 12 (Henry Law Ave West - Washington to Williams St.)
 19 (Henry Law Ave. East - Pool entrance to River St.)
 21 (Henry Law Ave East - Wash. St. to pool entrance)

 62 spots available

Out of the 62 spots available in this area, spots are used by the Senior Center, apartment visitors, delivery vans, etc. Thus, not all spots are available for business parking. Assume that if one third of the spots are not available for use due to non-business usage, then only 41 spots are available for businesses. 100 spots are required during non-peak hours; thus, there is a minimum deficit of 38 full-time parking spots during non-peak times. During peak hours, there are 105 spots needed; thus, currently there is a maximum deficit of 43 spots in this area, of which 38 are all-day parking spots.

AREA COVERED: FOSTER'S DAILY DEMOCRAT

Total number of surveys tallied = 1

1) Position of person answering (question #4):

1 Executive Vice President

2) Type of business (question #5):

0 Retail 0 Restaurant 0 General office0 Professional office 0 Service1 Other:

Newspaper

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

1 business(es) with on-site parking for employees

0 business(es) with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data:

74

NA = 0

Total = 74 spots for employees

c) How many more spots do you need?

Raw data: 100

NA/0 = 0

Total = 100 more spots needed for employees.

4a) Is there enough municipal parking for employees (question 10)?

0 - Yes

1 - No

0 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 0

100 at Central Avenue and library

Total = 100 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 0

2000; 1 response.

Other responses: 0.

Frequency responses:

0 - 50	=	0
51 - 100	=	0
101 - 200	=	0
201 - 300	=	0
301 - 500	=	0
> 500 ft	=	<u>1</u>
		1 response

b) all other times? _____ft.

Raw data:

2000; 1 response

NA = 0

Other responses: 0.

Frequency responses:

0 - 50	=	0
51 - 100	=	0
101 - 200	=	0
201 - 300	=	0
301 - 500	=	0
> 500 ft	=	<u>1</u>
		1 response

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

5

NA = 0

Total = 5 spots needed during peak hours.

b) all other times?

Raw data:

0.

NA = 0

Total = 0 spots needed for patrons during non-peak hours.

- 7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0.
NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

70.
NA = 0

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

30.
NA = 0

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 0
300; 1 response.

Frequency responses:

0 - 50	=	0
51 - 100	=	0
101 - 200	=	0
201 - 300	=	1
301 - 500	=	0
> 500 ft	=	<u>0</u>
		1 response

- b) all other times? _____ft.

Raw data:

300; 1 response
NA = 0
Other responses: 0.

Frequency responses:

0 - 50	=	0
51 - 100	=	0
101 - 200	=	0
201 - 300	=	1
301 - 500	=	0
> 500 ft	=	<u>0</u>
		1 response

11) Is there sufficient parking available for your handicap patrons (question 20)?

1 - Yes
0 - No
0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

0 - Yes
1 - No
0 - NA

No restaurant voted.

13a) Employee parking problems (question 7):

3 - Total # of complaints
0 - NA

b) Specific complaints (# if greater than a single complaint):

- some early morning employees who park on both sides of Henry Law Avenue are subject to ticketing;
- no convenient all-day parking in the area;
- discourage staff from parking on Central Avenue, but we know some do, and move their cars every 2 hours, which disrupts work.

14a) Employee parking recommendations:

4 - Total # of recommendations

b) Specific recommendations

- could some of the park land be temporarily converted to paved parking to solve the problem;
- could the 2-hour parking across from the senior citizen building be converted to all-day?
- city provides parking for city employees, but not Foster's, a major taxpayer
- we are anxious that the city notify us if it is planning a major parking plan change such as the '92

plan (since shelved when we objected) that would have eliminated parking on Henry Law!! I often feel the city works particularly hard to convince us to move out of downtown.

15) Patron parking problems (question 12):

1 - NA

b) Specific complaints (# if greater than a single complaint): 0.

16a) Patron parking recommendations (question #13):

1 - Total # of recommendations

0 - NA

b) Specific recommendations (# if greater than a single recommendation):

- no particular problem...unless you try to eliminate more parking as in the '92 plan.

17) Patron concerns pertaining to Dover parking enforcement:

0 - Total # of concerns

1 - NA

18a) Weekday business peak hours (question # 15):

raw data:

8 am - 5 pm.

19) Computations:

a) Data used:

5 peak-time spots needed for patrons

0 non-peak spots needed for patrons

0 on-site spots provided for patrons

74 on-site spots provided for employees

100 municipal lot spots needed for business

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

100 spots needed in municipal lots for employees.

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

5 patron spots needed at peak hours

+ 100 employee spots needed

= 105 spots needed at peak hours

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

0 patron spots needed at non-peak hours
 + 100 employee spots needed
 = 100 spots needed at non-peak hours

Municipal parking available (from police parking survey):

10 (Cent. Ave. E. - 1/2 Kirkland to Wash. St. @ 2 hr.)
 + 12 (Henry Law Ave. West - Washington to Williams St.)
 19 (Henry Law Ave. East - Washington to Pool Entrance)
 21 (Henry Law Ave. East - Pool Entrance to River St.)

63 spots available, 10 of which are two hour spots.
 53 all day spots available.

Out of the 63 spots available in this area, spots are used by the Senior Center residents and visitors, other housing residents and visitors, employees from other businesses seeking parking, people desiring to use the park facilities, people using the public gym, people using the Coastal Fitness Center gym, etc. Thus, not all spots are available for business parking. (Foster's needs full-time parking for its employees, so the two hour spots will not be used in calculating parking supply.) If one third of the 53 all day spots are not available for use due to non-business usage, then only 38 spots are available for Foster's employees. 100 spots are required during non-peak hours; thus, there is a minimum deficit of 62 spots during non-peak times. During peak hours, there are 105 spots needed; thus, currently there is a maximum deficit of 67 spots in this area.

Comments on this survey indicate gross displeasure with the Dover City Council's willingness to tamper with the Henry Law Avenue parking spaces. These spaces, traditionally used by Foster's, were dedicated by the Council for another business' use, in an attempt to lure new business to the Washington St. Masonic Temple in Dover. Not only did the new business fail to come to Dover, but the Council has indicated through its actions that Foster's needs are secondary to the needs of new business settling into Dover. This irritation to a major city taxpayer was both unnecessary and harmful. Foster's is enjoying modest growth in circulation and has several satellite bureaus in other municipalities. Although Foster's has historical ties to the city, it is a business and is profit motivated. Its size, potential tax revenues, and employee spending are significant lures for other municipalities. If Foster's growth in circulation continues, and if Foster's needs to update its plant facilities to a large degree (new presses, etc.), both the increased need for already nonexistent parking and the Council's past Henry Law dealings may urge Foster's to relocate a significant amount

of its personnel and assets to another area, especially one outside the city.

AREA COVERED: WASHINGTON ST. (Central Ave. to Chestnut St.),
CENTRAL AVE. WEST (Hale St. to Wash. St.), and LOCUST ST.
(Hale St. to Wash. St.)

Total number of surveys tallied = 18

1) Position of person answering (question #4):

7 Owners/presidents 6 Managers 1 Secretary
1 Credit Counselor 3 Directors

2) Type of business (question #5):

3 Retail 2 Restaurant 1 General office
3 Professional office 4 Service
5 Other:

- non-profit (3)
- Graphic design/marketing
- Egg commodity brokerage

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

3 businesses with on-site parking for employees
15 businesses with no on-site parking for employees
NA = 0

b) For those with employee parking, how many spots were available?

Raw data:
1, 7, 60
NA = 15
Total = 68 spots for employees

c) How many more spots do you need?

Raw data: 2-3, 20.
NA/0 = 16
Total = 22 more spots needed for employees.

4a) Is there enough municipal parking for employees (question 10)?

2 - Yes
14 - No
2 - NA

b) Need ___ spots at _____ lot.

Raw data:
NA = 9

1 at Locust St.
 4 at Locust St.
 2-3 at Orchard St.
 1 at Orchard St.
 1 at Orchard St.
 5 at Orchard St.
 20 at library

Total = 34 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 4

100 / 100 / 100-200 / 150 / 150 / 200-300 / 500 / 500 /
 1000 / 1000 / 1200-1500; 11 responses.

Other responses:

1 block (3)

Frequency responses:

0 - 100	=	2
101 - 500	=	6
501 - 1000	=	2
1001 - 2000	=	1
> 2000 ft	=	<u>0</u>
		11 responses

b) all other times? _____ft.

Raw data:

100 / 150 / 150 / 100-200 / 500-600 / 500-1000 / 1000 /
 1000 / 1000 / 1000 / 1200-1500 / ; 11 responses

NA = 4

Other responses: (3)

1 block;

2 blocks (2).

Frequency responses:

0 - 100	=	1
101 - 500	=	3
501 - 1000	=	6
1001 - 2000	=	1
> 2000 ft	=	<u>0</u>
		11 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

1 / 2 / 2 / 2 / 2 / 2-3 / 5 / 5 / 10 / 12 / 15 / 20.
 NA = 6

Total = 78 spots needed during peak hours.

b) all other times?

Raw data:

1 / 1 / 1 / 1 / 2 / 2-3 / 5 / 6 / 6 / 10 / 10.
 NA = 7

Total = 45 spots needed for patrons during non-peak hours.

- 7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 /
 6 / 25

NA = 2

Total = 31 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

0 / 50 / 50 / 50 / 60 / 70 / 75 / 75 / 80 / 80 / 90 /
 98 / 90 - 100 / 100.

NA = 2

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 0 / 0 / 0 / 0 / 2 / 10 / 20 / 20 / 25 / 20 / 25 / 30
 / 50 / 50 / 75.

NA = 2

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

a) in the winter? _____ft.

Raw data:

NA = 5

50 / 50 / 100 / 100 / 100-200 / 100-400 / 150-200 / 200
 / 200-300 / 200 - 500 / 1000; 11 responses.

Other responses:
1 block (2)

Frequency responses:

0 - 100	=	4
101 - 500	=	6
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	0
		<u>11</u> responses

b) all other times? _____ ft.

Raw data:

50 / 100 / 100 / 100-200 / 150 - 200 / 200 / 100 - 400 /
500 / 500 / 500 - 600 / 1000; 11 responses

NA = 5

Other responses: (2)

1 block;
2 blocks.

Frequency responses:

0 - 100	=	3
101 - 500	=	6
501 - 1000	=	2
1001 - 2000	=	0
> 2000 ft	=	0
		<u>11</u> responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

2 - Yes
10 - No
6 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

14 - Yes
3 - No
1 - NA

2 restaurants voted no; 0 voted yes

13a) Employee parking problems (question 7):

32 - Total # of complaints
5 - NA

b) Specific complaints (# if greater than a single

complaint):

- (6) - No parking available;
 - have only one leased spot available;
 - second shift has no place to park;
 - have to rent spaces;
 - employees must park blocks away from business;
 - all day parking only available way up Locust St./Washington St.;
 - day shift needs to fill meters every 4 hours - sometimes they can't do it;
 - metered parking in Orchard St. lot costs \$40 - \$50 per month;
- (4) - metered parking usually filled;
 - metered lot full, so use 2 hour parking and get tickets;
 - safety;
 - female workers forced to park far away, carry large sums of money, and often fear for safety;
 - have to move vehicles every two hours on the street;
 - no available city parking without stickers
- (2) - no free parking available for office;
 - not worthwhile for part-time employees to buy parking permit
 - using two hour lot is inconvenient;
 - using two hour parking takes away from customer parking;
 - leased spot at library too far away to be functional;
 - lease parking spots from landlord that meter patrons use, although spots are clearly marked [abuts Orchard St. lot]
 - poor handicap accessibility;
 - volunteer staff can't afford to pay for parking;
 - volunteer staff, if parked in 2 hour spots, often can't move cars and get tickets.

14a) Employee parking recommendations:

- 25 - Total # of recommendations
- 2 - NA/no answer

b) Specific recommendations:

- (2) - Closer all day free parking (although unlikely);
- (3) - parking too expensive;
- (4) - put up garage in Orchard St. lot;
 - a few free or 1/2 price parking spots in Orchard St;
- (2) - be able to buy metered parking from the city by the month [Orchard St. lot];
 - need for reasonable cost parking for more than two hours;

- stickers for cars indicating business in Dover, and may exceed 2 hour limit;
- what determines cost of parking permit?
- allow free parking behind the library when school is out;
- Liberty Mutual employees should have own lot;
- Liberty Mutual employees should not use metered lot [Orchard St.];
- use Orchard St. lot only for business customers and employees;
- convert all/part of Orchard St. lot to leased spots for tenants/patrons of 83 Washington St. building;
- think the town should consider people who are doing volunteer work as a service to the community, and make an effort to provide parking for them;
- city should designate an out-of-city to, where merchants pay for parking, and buses shuttle employees in/out of the city;
- review current policy to take into account needs of location of business that is leasing;
- assign spots to employers in downtown locations, even for a fee;
- improved safety.

15) Patron parking problems (question 12):

30 - Total # of complaints
1 - NA

b) Specific complaints (# if greater than a single complaint):

- (4) - not enough street space;
- (6) - no place to park;
- (2) - 2 hour parking limits meeting;
 - meters don't work properly;
 - meters not giving full amount of time for money deposited;
 - have permit for Locust St. lot, but found no available place to park several times;
 - only two hour parking around building causes patrons to get tickets;
 - people move cars all day to use 2 hour spots;
 - people feed meters all day and use spots;
 - Liberty Mutual use of metered lot takes away customer's parking;
 - can't find parking in a timely manner;
 - 2 hour lot always full;
 - patrons have to drive around alot to wait for a free parking spot;
 - patrons have to walk a mile to get free parking;
 - taxis not allowed to park anywhere but metered

- parking or Chestnut St.;
- city is ticket happy;
- 2 hour parking interrupts meetings;
- poor handicap accessibility;
- need to resurface Orchard St. lot, as it's in poor shape;
- customers from other businesses use their private lot;
- no convenient spot for customers to load/unload without getting a ticket[PC Warehouse].

16a) Patron parking recommendations (question #13):

19 - Total # of recommendations
5 - NA

b) Specific recommendations (# if greater than a single recommendation):

- (4) - put up a parking garage;
- parking lots should all have live attendants;
 - patrons should have merchants validate sticker, with city then billing merchants for their share of use;
 - sell metered parking permits;
 - more parking availability, even if metered;
 - more reasonably priced parking;
 - city should designate part of the municipal parking to businesses;
 - in front of Ron's Place, the "no parking" signage is incorrect -need a second sign;
 - do not allow Liberty Mutual to use city lot;
 - let Liberty Mutual have their own parking lot;
 - convert Orchard St. lot to lot for tenants and patrons;
 - free up parking for customers;
 - review current policy to take into account the needs/location of the business that is leasing;
 - allow taxis to park in two hour zones;
 - city should lease part of municipal parking to businesses;
 - Locust St. lot needs more patron 2 hour spaces to service business in the Masonic Temple;

17) Patron concerns pertaining to Dover parking enforcement:

17 - Total # of comments
6 - NA

Specific comments (# if greater than a single recommendation):

- (3) - not enough parking available;
- (3) - would be nice if attendant gave shopper a break,

when shopper approaches attendant writing a ticket;

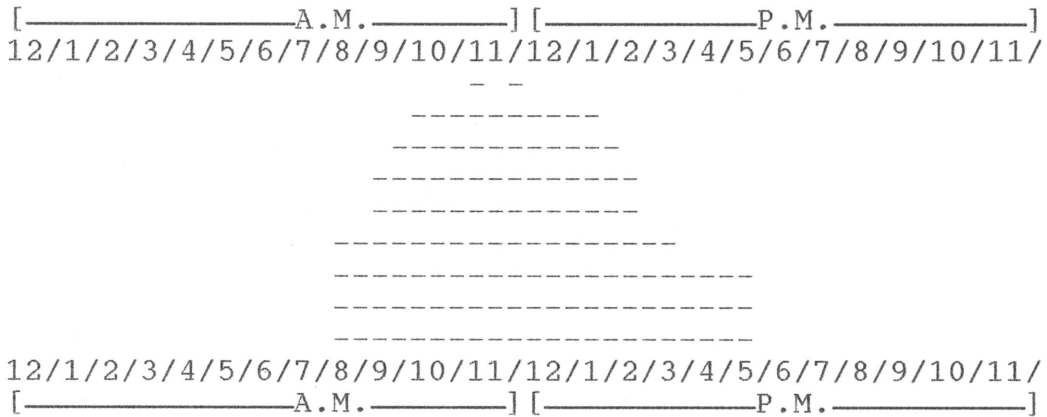
- many pregnant women coming for baby clothes; it's hard to carry a bag a long distance, so there should a loading zone downstairs with 15-20 minute parking;
- patrons consider it arbitrary;
- parking is secondary to entering/leaving the lot
- meters are watched while they are fed;
- often pay meter an no place to park [Orchard St.]
- when meter is broken, police help you right away, if you have time to find them and not be late for work;
- too strictly enforced;
- too difficult to find a spot, even in metered parking;
- process of finding a spot, and paying for a ticket, is often more time consuming than the patron's business in the store;
- vendor servicing a business given a written warning while transferring 25 large boxes from the vendor's van to business van, while in permit parking lot. Officer was informed process would take 5-10 minutes;
- meter attendants are too abrupt;

18a) Weekday business peak hours (question # 15):

raw data:

9 am - 5 pm / 8 am - 1 pm / 11 am - 2 pm / 8 am - 11 am /
 12 pm - 2 pm / 930 am - 3 pm / 10 am - 12 pm / 8 am - 10 am
 / 3 pm - 5 pm / 10 am 2 pm / 8 am - 3 pm / 9 am / 5 pm.

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

- a) Data used:
 - 78 peak-time spots needed for patrons
 - 45 non-peak spots needed for patrons

- 31 on-site spots provided for patrons, of which 25 are shared by two businesses
- 68 on-site spots provided for employees, of which 60 are provided by one business
- 22 employee spots needed, for businesses already providing parking
- 34 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

22 employee spots needed
 +34 spots needed in municipal lots for employees

= 56 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

78 patron spots needed at peak hours
 + 56 employee spots needed
 = 124 spots needed at peak hours

- 31 patron spots provided by businesses

= 93 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

45 patron spots needed at non-peak hours
 + 56 employee spots needed
 = 101 spots needed at non-peak hours

- 31 patron spots provided by businesses

= 71 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

- 22 (Belknap lot - metered, short time parking)
- 9 (Central Ave. West - St. Thomas to Wash. St. @ 2 hr.)
- 7 (Locust St. West - Hale to Washington St. @ 2 hr.)
- 7 (Locust St. East - Hale to Washington St. @ 2 hr.)
- 10 (Wash. St. - Chestnut to Central Ave. @ 2 hr.)

55 spots available, all @ 2 hr./short time parking

There are 55 short-time parking spots available in this area. The peak parking demand is for 78 patron spots. There are 31 patron spots available; however, 25 of these are shared by two businesses and are not available for other

businesses to use. Thus, there are really 55 + 6 spots for businesses to use for patrons, totalling 61 spots. The area is generally underserved for patron parking, when taking street parking into account. It is important to note that several tenants in the Masonic Temple and in the 83 Washington St. building did not return surveys, so the actual demand for parking is probably higher. The proximity of the location to City Hall, the Court House, and the middle school means that these areas are sharing insufficient parking, thus aggravating the situation.

It is even more important to note that the area is underserved especially when it comes to employee parking, ie., long-term parking. An additional 56 long-term parking spots are required for employees. This demand exacerbates the undersupply of parking spots in the Orchard St. lot. The lack of long-term parking is generating ticket revenues for the city, as long-term parkers are compelled to use 2 hour parking and try to move their cars every 2 hours or before they receive a ticket. This practice also exacerbates the undersupply of patron on-street, short term parking, as employees use parking that business patrons would normally use. Thus, the key to resolving the parking difficulties in this area is to provide more long term parking, especially for employees working in the area. At this time it does not appear that, in a horizontal plane, there is a ready source of land that could be converted for parking. If the city is interested in alleviating the intense parking pressure at this area, it will need to expand its facilities vertically, ie.; a parking garage. It is also possible that the city could temporarily rent some of the spaces currently not in use at the Rite-Aid lot. This would incur considerably less expense initially for the city, and perhaps the revenues raised would be sufficient to offset the costs involved in setting up a temporary lot. However, this strategy does not involve a long-term alleviation of the areas parking needs.

There is some resistance to paying for parking in the area. There are also complaints that people are paying for permits to park in municipal lots, and then find there is no parking available. If the city is leasing space in a lot, then the individual is entitled to have parking, provided he has paid for his permit. Also, if an individual puts money in the meters for the Orchard St. lot, then he should be provided a parking space. The current system is inadequate to prevent an individual from paying for parking, and then driving around the lot, only to find there is no parking. It would help to have people park first and then pay at more centrally located meters, with proper signage indicating where meters are located, how to use them, etc. In this way the city can avoid infuriating those who pay, yet receive no service for their money.

AREA COVERED: ABUTTERS ON ORCHARD ST. LOT

Total number of surveys tallied = 6

1) Position of person answering (question #4):

2 Owners 2 Managers 1 Senior partner
1 Administrative Asst.

2) Type of business (question #5):

0 Retail 1 Restaurant 1 General office
3 Professional office 1 Service
0 Other:

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

1 business with on-site parking for employees
5 businesses with no on-site parking for employees
NA = 0

b) For those with employee parking, how many spots were available?

Raw data:
3
NA = 5
Total = 3 spots for employees

c) How many more spots do you need?

Raw data: 15
NA/0 = 5
Total = 15 more spots needed for employees.

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes
4 - No
1 - NA

b) Need ___ spots at _____ lot.

Raw data:
NA = 2
6 at Orchard St. lot
12 at Orchard St. lot
4 at Orchard St. lot
15 at Orchard St. lot

Total = 37 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 1

15 / 50 / 50 / 200 / 300; 5 responses.

Frequency responses:

0 - 100	=	3
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		5 responses

b) all other times? _____ft.

Raw data:

15 / 100 / 100 / 200 / 300; 5 responses

NA = 1

Frequency responses:

0 - 100	=	3
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		5 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

6 / 12 / 14 / 18 / 50.

NA = 1

Total = 100 spots needed during peak hours.

b) all other times?

Raw data:

3 / 8 / 9 / 10.

NA = 2

Total = 30 spots needed for patrons during non-peak hours.

- 7) Number of on-site parking spaces for business patrons (question 16):

Raw data:
0 / 0 / 0 / 0 / 0 / 0.
NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:
50 / 55 / 85 / 90 / 100.
NA = 1

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:
0 / 10 / 15 / 45 / 50.
NA = 1

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:
NA = 0.
10 / 15 / 50 / 75 / 195 / 300; 6 responses.

Frequency responses:

0 - 100	=	4
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		6 responses

- b) all other times? _____ft.

Raw data:
15 / 20 / 50 / 100 / 195 / 300; 6 responses.
NA = 5

Frequency responses:

0 - 100	=	4
101 - 500	=	2
501 - 1000	=	0

1001 - 2000 = 0
 > 2000 ft = $\frac{0}{6}$ responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

2 - Yes
 4 - No
 0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

3 - Yes
 1 - No
 2 - NA

1 restaurant voted NA.

13a) Employee parking problems (question 7):

16 - Total # of complaints
 1 - NA

b) Specific complaints (# if greater than a single complaint):

- (3) - Little if any parking;
- They need to pay for their parking;
 - They cannot get passes at Orchard St. lot, so they need to pay twenty-five cents per hour;
 - We use the Orchard St. lot for employee parking, and there are never enough spaces for our employees to park;
 - Myself and one employee purchase parking permits from the police department to park in the Orchard lot and at least 1 out of 3 days we have to find a space in the 2 hour parking zones. We try not to park in front of other merchants' store fronts, but sometimes it can't be helped;
 - Orchard St. lot is full; it's frustrating after paying \$25 - 30/month for a permit. Police department's solution is for us to park in the library parking lot. We asked for a police escort at 8:30 pm when it is very dark. They say ok based on availability;
 - We would like spaces reserved in the Orchard lot in accordance with the number on your parking permit. Ex: you have parking permit # 14, you are reserved space # 14.
 - Between 7 and 8 am is when the parking problem arises. We've been at this location almost 11

years and this is the worst its ever been. We would hate to relocate just because of the Orchard St. parking lot;

- It's infuriating to our employees to buy a ticket and find no place to park;
- Purchasing tickets for meters and there are no places to park;
- Inadequate signage on meters indicating how to use meter and when ticket is required , as well as where to place ticket;
- Basically, parking is a big problem for my firm here. Although we pay the City for parking in this Lot we are no guaranteed spots here, which in and of itself is very frustrating.
- Liberty Mutual has greatly exacerbated the parking problem.

14a) Employee parking recommendations:

14 - Total # of recommendations
1 - NA

b) Specific recommendations

- No customers should have signs out here (in Orchard St. lot.) I think it would give more chances for customers to be able to park.
- Another solution would be 2 hr. signs posted so patrons would be moving at least every 2 hours.
- When cars (Liberty Mutual) are parking at least 8 to 10 hours a day, that takes alot of spaces form our patrons. And its not just a few; it's quite alot of cars;
- Possibly have 15 minute parking spaces, 1/2 hour and so on in front of business that patrons will not be in as long;
- Have meters at the parking lots not sell more tickets than there are available spaces;
- If you have a monthly pass, you should get your own space - you've paid for it;
- Have a lot available in Dover for employees that work in downtown Dover to use;
- Re-line the Orchard St. lot as some of the spaces could fit two vehicles. there is a dead space in this lot that could be redesigned and lined for parking;
- This lot should be monitored, as well as other parking lots, either manually or some other way, especially if people pay to park here;
- If people pay to park here they should e guarantee a place to park;
- Putting two or three tier parking garage at the Bank of New Hampshire, Strafford National Lot;
- Designing a parking area behind Clarostat;

- Designing a parking area over the river in back of Farnham's Dept. Store;
- These Lots and other parking areas need to be completely plowed before 7:00 am. (or maybe even sooner). It is really frustrating, with parking as limited as it is, to come to work and find snow drifts in parking spaces.

15) Patron parking problems (question 12):

11 - Total # of complaints
1 - NA

b) Specific complaints (# if greater than a single complaint):

- (4) - no parking spaces and machine always takes money;
- little if any parking;
 - need to pay for parking;
 - patrons get very frustrated that there is no two hour parking available on Central Ave and they keep circling.
 - Meter is out of order and they have to walk all the way down to the other one;
 - lack of available parking for patrons;
 - not enough parking;
 - Inadequate signage on meters indicating how to use meter and when ticket is required as well as where to place ticket;

16a) Patron parking recommendations (question #13):

13 - Total # of recommendations
1 - NA

b) Specific recommendations (# if greater than a single recommendation):

- Re-line the Orchard St. lot as some of the spaces could fit two vehicles. there is a dead space in this lot that could be redesigned and lined for parking;
- This lot should be monitored, as well as other parking lots, either manually or some other way, especially if people pay to park here;
- If people pay to park here they should be guaranteed a place to park;
- Putting two or three tier parking garage at the Bank of New Hampshire, Strafford National Lot;
- Designing a parking area behind Clarostat;
- Designing a parking area over the river in back of Farnham's Dept. Store;
- These Lots and other parking areas need to be completely plowed before 7:00 am. (or maybe even

sooner). It is really frustrating, with parking as limited as it is, to come to work and find snow drifts in parking spaces.

- reinstitute two hour parking;
- no business should have signs out here;
- possibly have 15 min. parking spaces, 1/2 hour and so on in front of businesses.
- Have all meters not sell more tickets than there are available spaces for;
- the amount of spaces in Orchard park would be o.k. for local business if Liberty Mutual employees did not park in the lot;
- Find spaces for Liberty Mutual and other employees in Dover, so that municipal lots are available to customers.

17) Patron concerns pertaining to Dover parking enforcement:

- 6 - Total # of comments
- 1 - NA

Specific comments (# if greater than a single recommendation):

- (2) - if the ticket machine takes money for parking in lot, you should be able to park in the lot you paid for;
 - two hour parking is not long enough for a full service in our salon. Most of the time they don't have a choice to park longer in the parking lot;
 - the meter is out of order and they have to walk all the way down to the other meter;
 - Mostly inconsistencies with inadequate signage which causes confusion and results in ticketing folks who believed they had done the right thing;
 - Basically, that there is no parking and when they are forced to park in an area that's not a parking spot and they get a ticket they are understandably angry and frustrated.

18a) Weekday business peak hours (question # 15):

raw data:

8:30 am - 4:45 pm / 11:30 am - 1:30 pm / 7 am - 6 pm / 9 am
 - 5 pm / 7:30 am - 4:30 pm /

b) Graphic Plot of peak-time patron parking usage:

[-----A.M.-----] [-----P.M.-----]
 12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/

 12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/
 [-----A.M.-----] [-----P.M.-----]

19) Computations:

a) Data used:

100 peak-time spots needed for patrons
 30 non-peak spots needed for patrons
 0 on-site spots provided for patrons
 03 on-site spots provided for employees
 15 employee spots needed, for businesses already
 providing parking
 37 municipal lot spots needed by businesses with no
 parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

15 employee spots needed from businesses with parking
 +37 spots needed in municipal lots for employees

= 52 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron
 needs] - [employee + patron parking provided] = Total

100 patron spots needed at peak hours
 + 52 employee spots needed
 = 152 spots needed at peak hours
 - 0 patron spots provided by businesses

 = 152 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

30 patron spots needed at non-peak hours
 + 52 employee spots needed
 = 82 spots needed at non-peak hours
 - 0 patron spots provided by businesses

 = 82 spots needed during non-peak hours.

Municipal parking available (from police parking survey):
133 spots, of which 41 are monthly permits.

Out of the 133 spots available in this area, 41 spots are used by permit parkers, Liberty Mutual all day parkers, over-flow from persons not finding spots on Central Avenue and Washington Street, apartment visitors, long term shoppers, delivery vans, etc. Thus, not all spots are available for business parking. For sake of argument, assume that all of the spots are available for use due for businesses. 82 spots are required during non-peak hours, of which 52 are long-term employee parking spots. During peak hours, there are 152 spots needed, of which 52 are long-term employee parking; thus, currently there is a minimum deficit of 13 spots in the Orchard St. lot, taking into account only users who abut the Orchard St. lot. Of course, the Orchard St. lot provides parking for Central Avenue and Washington Street business employee and patron parking. These groups immediately contend for parking at the lot with the abutters, creating a no-win situation for all concerned. The Orchard St. lot simply cannot meet the demand of all groups vying for parking at the lot's location. It is not that the lot is improperly placed; rather, the lot is woefully undersized to meet demand. It is important to note that during peak shopping periods, such as the Christmas holidays, demand for long-term parking in this lot sharply increases over its normal demand, creating a large undersupply. Thus, a real and considerable parking demand is being inadequately met at the Orchard St. lot. It is certain that the city is not capturing revenues by undersupplying revenues in this area. Due to the demand at this location, Orchard St. lot appears to be a prime location to expand the parking facility vertically.

The Orchard St. lot needs to attend to two immediate and real problems: 1) how to ensure leased parking is reserved for those who pay for it, and 2) how to ensure meter parking patrons do not pay for parking when there is no parking.

The City has been taking money from those who pay for leased parking, and those who pay for meter parking, without guaranteeing services to either party. It is apparent that the Dover parking enforcement division has been aware of this problem for some time; note that a policy exists of allowing the library lot to be used for Orchard St. leased-parking patrons who find no parking. This solution is a questionable exercise of judgement, and it shows that at least in this instance, there was little accountability, oversight or good judgement within or external to the parking enforcement division to allow this situation to remain unremedied for an extended period of time.

It is recommended that the City halt receipt of monies for parking at the Orchard St. lot, both for leasing and for meter parking, until the following changes (or others that

perform a similar function) are implemented: 1) dedicate specific spots for leased parking only. If the City sells 41 permits for leased parking at the Orchard St. lot, it must guarantee that there are 41 spots available for those permit holders at the Orchard St. lot. The City should indicate these spots with clear, appropriate signage and other means, and implement an aggressive ticketing/towing policy for cars that violate the leased only parking zones. 2) To ensure that those who pay for meter parking receive a spot, the City should have people pay the meters only after parking their vehicle. The meters at the entrance/exits of the Orchard St. lot should be moved to a more central, handicap-accessible location. Those persons looking for a parking spot can evaluate if one is available, without having to pay for parking first. If no spot is available, then vehicles will drive to another location without paying. Those finding a spot will park, walk to the meter and pay the appropriate amount. The location of the meters should be clearly marked, the "park then pay" policy clearly stated at both the entrances to the lots and within the lot itself, and the meters should be properly and conveniently sited. The meters should be placed at the periphery of the lots as to allow safety and accessibility.

The City should address what to do about monies accepted at both the meter machines and by the parking enforcement division without providing services. The City's lawyer is a natural resource who should help the city resolve this problem.

When all the above or similar steps are taken, then the City should once again collect monies for parking at the Orchard St. Lot.

AREA COVERED: Central Avenue West (Orchard St. to First St.)
 Total number of surveys tallied = 9

1) Position of person answering (question #4):

5 Owners 2 Managers 1 Facilities Director
1 Dentist

2) Type of business (question #5):

4 Retail 3 Restaurant 1 General office
1 Professional office 1 Service
1 Other:
 Hotel

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

0 businesses with on-site parking for employees
 9 businesses with no on-site parking for employees
 NA = 0

b) For those with employee parking, how many spots were available?

Raw data:
 NA = 0
Total = 0 spots for employees

c) How many more spots do you need?

Raw data:
 NA/0 = 0

4a) Is there enough municipal parking for employees (question 10)?

2 - Yes
 7 - No
 0 - NA

b) Need ___ spots at _____ lot.

Raw data:
 NA = 2
 8 at Orchard St. lot
 2 at Orchard St. lot
 10 at Orchard St. lot
 4 at Orchard St. lot
 6 at Orchard St. lot
 1 at Orchard St. lot
 2 at the Rite Aid lot or at First St.

Total = 33 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ ft.

Raw data:

NA = 1

0 / 100 / 100 / 250 / 500 / 500 / 1500 /; 7 responses.

Other responses: 2 blocks

Frequency responses:

0 - 100	=	3
101 - 500	=	3
501 - 1000	=	0
1001 - 2000	=	1
> 2000 ft	=	<u>0</u>
		7 responses

b) all other times? _____ ft.

Raw data:

0 / 100 / 500 / 1000 / 1320 / 1500; 5 responses

NA = 2

Other responses: 2 blocks.

Frequency responses:

0 - 100	=	2
101 - 500	=	1
501 - 1000	=	2
1001 - 2000	=	1
> 2000 ft	=	<u>0</u>
		6 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

2 / 5 / 5 / 5 / 7 / 10 / 15 / 27 / 27.

NA = 0

Total = 103 spots needed during peak hours.

b) all other times?

Raw data:

2 / 3 / 3 / 4 / 5 / 5 / 11 / 20.

NA = 1

Total = 53 spots needed for patrons during non-peak hours.

- 7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0.

NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

15 / 50 / 70 / 75 / 80 / 85 / 95 / 98 / 100.

NA = 0

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

1 / 2 / 5 / 10 / 10 / 25 / 25 / 30 / 40.

NA = 0

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 0.

0 / 15 / 60 / 75 / 100 / 150 / 250 / 500; 8 responses.

Other responses: 1 block.

Frequency responses:

0 - 100	=	5
101 - 500	=	3
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		8 responses

- b) all other times? _____ft.

Raw data:

0 / 15 / 60 / 100 / 150 / 250 / 500; 7 responses.

NA = 1

Other responses: 1 block

Frequency responses:

0 - 100	=	4
101 - 500	=	3
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		7 responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

1 - Yes
7 - No
1 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

3 - Yes
6 - No
0 - NA

2 restaurants voted yes; 1 voted no.

13a) Employee parking problems (question 7):

15 - Total # of complaints
2 - NA

b) Selected specific complaints (# if greater than a single complaint):

- (3) - can't find parking;
 - put money in the meter and no parking available;
 - cars taking two parking spaces;
 - lot not plowed; awful;
- (3) - purchase monthly passes from city for Orchard St. lot - by 8:30 am, spaces aren't available, even when you've paid for a space;
- (2) - employees begin work at 11 am; often times the municipal lots are full; they have to drive around a lot making them arrive late for work;
 - need more off-street all-day parking spaces;
 - have elderly employee; when Orchard St. lot is full, employee has to walk a long distance. problem.

14a) Employee parking recommendations (question 8):

9 - Total # of recommendations
2 - NA

b) Specific recommendations

- Double deck Orchard St. lot;
- If City of Dover sells (50) permits a month for parking, then the city should ensure that there are 50 spaces set aside for permit holders (reserved spaces). Those without permits should be ticketed or towed;
- Use 1/2 of 1st St. lot for employees;
- institute shuttle;
- reduced rate parking;
- we can't recommend using the Orchard St. lot to our employees or customers.

15) Patron parking problems (question 12):

18 - Total # of complaints
1 - NA

b) Some specific complaints (# if greater than a single complaint):

- (2) - patrons often say if they could find more parking, they would come more often;
 - Liberty Mutual taking up spaces;
 - Difficulty in finding any spaces;
- (3) - sometimes no parking spaces in the immediate Central Ave. area;
 - take out business customers complain about not finding a place to park, especially during lunch hour, as they have limited time and no place to park;
 - no Orchard St. spaces;
 - no 1st St. spaces;
 - Central Ave. has musical cars;
 - problems getting onto Central Avenue from parking spot.

16a) Patron parking recommendations (question #13):

18 - Total # of recommendations
1 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- Use First St. lot at night and Saturday (Liberty needs it ok);
- at least all or parts of the 1st St. and Orchard lots need to be made available to customers who need to shop for more than 2 hours;
- patrons should park in front of store;
- stop local business owners from continuing to play

vehicle hopscotch (moving cars every 2 hrs) during the enforcement period;

- 2 hour parking is good, but the people who just go out and move their cars to the next space every two hours should be ticketed;
- stop local employees from continuing to play vehicle hopscotch during the enforcement period;
- noticed employers and employees parking directly in front of their business and others, taking up valuable space for customers;
- 15-30 minute parking spots in front of appropriate businesses, for customers who run in and out.

17) Patron concerns pertaining to Dover parking enforcement:

- 7 - Total # of comments
- 4 - NA

Some specific comments (# if greater than a single recommendation):

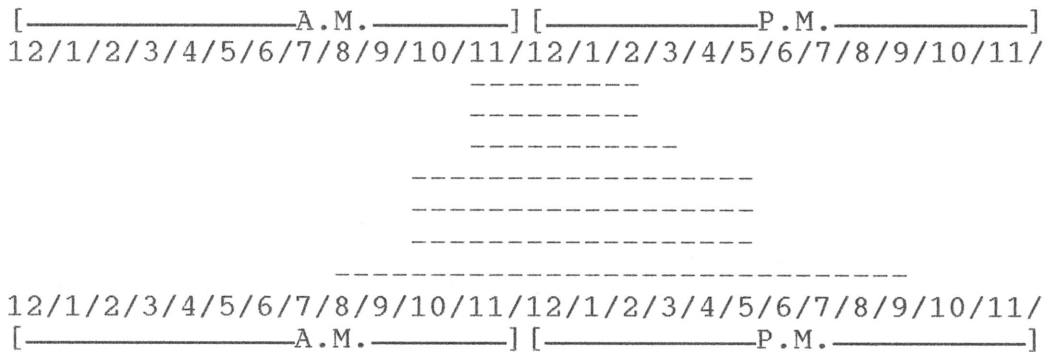
- people who go out and move their cars every two hours should be ticketed;
- getting tickets for being 1-4 minutes late;
- ticketing in the store's loading zone.

18a) Weekday business peak hours (question # 15):

raw data:

10 am - 2 pm / 11 am - 2 pm / 11 am - 5 pm / 10 am - 2 pm /
 8 am - 5 pm / 11 am - 9 pm / 11 am - 3 pm / 10 am - 3 pm /
 4 pm - 5 pm.

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

- a) Data used:
 - 103 peak-time spots needed for patrons
 - 53 non-peak spots needed for patrons
 - 0 on-site spots provided for patrons
 - 0 on-site spots provided for employees

0 employee spots needed, for businesses already providing parking
 33 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

0 employee spots needed for businesses providing parking
 +33 spots needed in municipal lots for employees

= 33 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

103 patron spots needed at peak hours

+ 33 employee spots needed

= 136 spots needed at peak hours

- 0 patron spots provided by businesses

= 136 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

53 patron spots needed at non-peak hours

+ 33 employee spots needed

= 86 spots needed at non-peak hours

- 0 patron spots provided by businesses

= 86 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

41 (Central Ave. West - Washington to First St. - all 2 hour, unmetered, short time parking)

25 (1/2 of First St. - Central Ave. to Chestnut St. - all 2 hour, unmetered, short time parking)

66 spots available, all @ 2 hr./short time parking

There are 66 short-time parking spots available in this area. The peak parking demand is for 103 patron spots, leaving a deficit of 47 short time parking spots. The non-peak time parking demand is for 53 spots, and with 66 spots available, the area has sufficient non-peak parking spaces available. The area is woefully underserved in the employee parking sector, where the demand is for 33 employee spots, and no long-term parking exists (see the previously discussed Orchard St. abutter section). The employees in this area are frequently parking on the street and moving their cars every

two hours. The current parking ordinance prohibiting this type activity is either poorly written, or the ordinance is not being properly enforced. A surer method of getting these cars to move is to charge for on street parking via individual parking meters. The cost of this parking needs to be greater than that charged in the off-street lots, so as to move cars off Central Avenue into the lower cost lots. Since the Orchard St. lot is generally filled to capacity, this tactic will not work, as there is no long-term place for employees to park. Thus, employees are stuck parking in the 2 hour zones, trying to evade paying for parking tickets, and in the process deprive patrons from convenient parking.

The City should explore the feasibility of having two fifteen minute parking zones located in the area for patrons who simply need to pick-up articles like take-out food, tailoring, etc. One such spot on either side of the bridge would be sufficient. The city could allow the fifteen minute rule to be in effect during the entire day, or a fraction thereof, ex: from 11 am to 2 pm.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is actually less than indicated, due to residential parking, delivery parking, and Liberty Mutual personnel using on street parking. The Liberty Mutual factor should be more problematic in this area, due to the proximity of businesses to the Liberty Mutual offices. The above factors serve to minimize parking available for patrons in this area.

AREA COVERED: Central Avenue West (First St. to Second St.)
Total number of surveys tallied = 3

1) Position of person answering (question #4):

1 Owner(s) 2 Manager(s)

2) Type of business (question #5):

1 Retail 1 Restaurant 0 General office

1 Professional office 0 Service

0 Other:

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

1 businesses with on-site parking for employees

2 businesses with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data:

NA = 2

Total = 2 spots for employees

c) How many more spots do you need?

Raw data:

NA/0 = 2

Total = 2 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes

2 - No

0 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 2

4 at First St. lot

4 at First St. lot

Total = 8 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 1

30 / 50

Frequency responses:

0 - 100	=	2
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	0
		<u>0</u> responses

b) all other times? _____ ft.

Raw data:

20 / 50

NA = 1

Frequency responses:

0 - 100	=	2
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	0
		<u>2</u> responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

20 / 12.

NA = 1

Total = 32 spots needed during peak hours.

b) all other times?

Raw data:

5 / 8.

NA = 1

Total = 13 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data: 0 / 0 / 0.

NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

75 / 90 / 100.

NA = 0

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 25 / 90.

NA = 0

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 0.

35 / 60 / 100; 3 responses.

Frequency responses:

0 - 100	=	3
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		3 responses

- b) all other times? _____ft.

Raw data:

15 / 75 / 100; 3 responses.

NA = 0

Frequency responses:

0 - 100	=	3
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		3 responses

- 11) Is there sufficient parking available for your handicap patrons (question 20)?

1 - Yes

2 - No

0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

- 1 - Yes
- 2 - No
- 0 - NA

1 restaurant voted yes.

13a) Employee parking problems (question 7):

- 6 - Total # of complaints
- 0 - NA

b) Selected specific complaints (# if greater than a single complaint):

- a lot of tickets;
- employees have no parking but 2 hour on-street parking;
- employees must leave every 2 hours to move cars, which is very disruptive
- all nearby parking lots are already rented out to large companies in the area;
- Use city permit plan, and park on First St.
- problems parking.

14a) Employee parking recommendations (question 8):

- 6 - Total # of recommendations
- 0 - NA

b) Some specific recommendations

- employees should park in areas patrons would be least likely to serve;
- Keep Central Ave. parking for patrons;
- possibly obtain permits to allow employees to remain parked on street without moving every two hours.

15) Patron parking problems (question 12):

- 5 - Total # of complaints
- 0 - NA

b) Some specific complaints (# if greater than a single complaint):

- (2) - need for high turnover spots on Central Avenue, including some fifteen minute spots;
- clients complain about 2 hour parking limits,

- because meetings go longer than two hours;
- problems with patrons picking up food to go.

16a) Patron parking recommendations (question #13):

- 3 - Total # of recommendations
- 0 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- possibly some 15 - 30 minute special spots near store fronts to meet the needs of drop-off and pick-up customers;
- parking lot should be available to customers or at lease remove the 2 hour limit;
- concerned with patrons coming to eat in my restaurant.

17) Patron concerns pertaining to Dover parking enforcement:

- 3 - Total # of comments
- 0 - NA

Some specific comments (# if greater than a single recommendation):

- no parking;
- moving vehicles every two hours is disruptive to business;
- need for dedicate quick turn-over spaces.

18a) Weekday business peak hours (question # 15):

raw data:

8 am - 5 pm / 11 am - 9 pm.

NA = 1

b) Graphic Plot of peak-time patron parking usage:

```

[-----A.M.-----] [-----P.M.-----]
12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/
-----
-----
12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/
[-----A.M.-----] [-----P.M.-----]

```

19) Computations:

a) Data used:

- 32 peak-time spots needed for patrons
- 13 non-peak spots needed for patrons
- 0 on-site spots provided for patrons
- 2 on-site spots provided for employees
- 2 employee spots needed, for businesses already

providing parking
 8 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

2 employee spots needed for businesses providing parking
 + 8 spots needed in municipal lots for employees

= 10 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

32 patron spots needed at peak hours
 + 10 employee spots needed
 = 42 spots needed at peak hours

- 0 patron spots provided by businesses

= 42 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

13 patron spots needed at non-peak hours
 + 10 employee spots needed
 = 23 spots needed at non-peak hours

- 0 patron spots provided by businesses

= 23 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

12 (Central Ave. West - Washington to First St. - all 2 hour, unmetered, short time parking)
 25 (1/2 of First St. - Central Ave. to Chestnut St. - all 2 hour, unmetered, short time parking)

37 spots available, all @ 2 hr./short time parking

NOTE: It is important that one of the largest establishments on this block did not submit a questionnaire (Cathijohns and the attached bar). Thus, data for this short block is somewhat unreliable and scanty.

There are 37 short-time parking spots available in this area. The peak parking demand is for 32 short-time spots, leaving a deficit of 5 parking spots. The non-peak time parking demand is for 13 spots, and has 37 spots available.

For those businesses that responded, the area appears to underserve the long-term, employee parking sector, where the demand is for 10 employee spots, and no long-term parking

exists. Some of the employees in this area are blatantly violating the 2 hour parking ordinance and not receiving tickets. Indeed, these employees feel having to get out and move their cars every two hours is not illegal, but merely an inconvenience. Either the parking ordinance or the parking enforcement is ineffective in remedying this situation. A surer method of getting these cars to move is to charge for on street parking via individual parking meters. The cost of this parking needs to be greater than that charged in the off-street lots, so as to move cars off Central Avenue into lower cost lots. Since the Orchard St. lot is generally filled to capacity, and since all the First St. lot is leased parking, this tactic will not work, as there is no long-term place for employees to park. Thus, some employees park in the 2 hour zones, trying to evade paying for parking tickets, and in the process deprive patrons from convenient parking.

It is recommended that the city establish a high turnover, fifteen minute parking spot in this sector, to service customers who merely need to do a quick drop-off or pick-up.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is probably less than indicated, due to residential parking, delivery parking, Liberty Mutual personnel using on street parking, and Cathijohns' patrons and employees using parking. The Liberty Mutual factor should be more problematic in this area, due to the proximity of businesses to the Liberty Mutual offices. The above factors serve to minimize parking available for patrons in this area.

AREA COVERED: Central Avenue West (Second St. to Third St.)
Total number of surveys tallied = 9

1) Position of person answering (question #4):

6 Owner(s) 1 Manager(s)

2 Attorneys

2) Type of business (question #5):

5 Retail 1 Restaurant 0 General office

3 Professional office 0 Service

2 Other:

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

8 businesses with on-site parking for employees

1 businesses with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 2 / 2 / 4 / 2 / 0 / 3 / 2 / 4.

NA = 1

Total = 19 spots for employees

c) How many more spots do you need?

Raw data: 1 / 3 / 1.

NA/0 = 6

Total = 5 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

3 - Yes

2 - No

4 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 8

3 on Chestnut St.

Total = 3 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 3

50 / 500 / 500 / 1000 / 1200; 5 responses

Other responses: 2-4 blocks.

Frequency responses:

0 - 100	=	1
101 - 500	=	2
501 - 1000	=	2
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		5 responses

b) all other times? _____ft.

Raw data:

200 / 500 / 500 / 1000 / 1200; 5 responses.

Other responses: 2-4 blocks.

NA = 3

Frequency responses:

0 - 100	=	0
101 - 500	=	3
501 - 1000	=	2
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		5 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

0 / 2 / 2 / 2 / 3 / 7 / 17.

NA = 2

Total = 33 spots needed during peak hours.

b) all other times?

Raw data:

1 / 2 / 5 / 10 / 12.

NA = 4

Total = 30 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0 / 0.

NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

25 / 85 / 90 / 100 / 100 / 100

NA = 3

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 0 / 10 / 10 / 15 / 50.

NA = 3

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 2.

50 / 50 / 50 / 50 / 100 / 500 / 600.

Frequency responses:

0 - 100	=	5
101 - 500	=	1
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	0
		<u>7</u> responses

- b) all other times? _____ft.

Raw data:

50 / 100 / 125 / 200 / 500 / 1200.

NA = 3

Frequency responses:

0 - 100	=	2
101 - 500	=	3
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	0
		<u>6</u> responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

- 2 - Yes
- 5 - No
- 2 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

- 5 - Yes
- 3 - No
- 1 - NA

1 restaurant voted no.

13a) Employee parking problems (question 7):

- 6 - Total # of complaints
- 5 - NA

b) Selected specific complaints (# if greater than a single complaint):

- can't always find spaces on street near office building;
- Saturday/holiday parking difficult;
- vandalism;
- shortage of on-street parking causes others to use our private lot, forcing employees to park on the street.

14a) Employee parking recommendations (question 8):

- 8 - Total # of recommendations
- 3 - NA

b) Some specific recommendations

- likes idea of Chestnut St. lot;
- more city owned off-street parking;
- build a local garage so local shoppers don't use our private lot.

15) Patron parking problems (question 12):

- 11 - Total # of complaints
- 2 - NA

b) Some specific complaints (# if greater than a single complaint):

- (3) - isn't enough parking;
- customers drive 3 times around block, then decide

- to park illegally to use business;
- 2 hour limit;
- finding space on the Morrill Block;
- client meetings last longer than 2 hours, resulting in tickets.

16a) Patron parking recommendations (question #13):

- 4 - Total # of recommendations
- 5 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- providing adequate parking for employees should free up several spaces on each block;
- more off street parking;
- build multifloor parking facility, on Third St. behind bank.

17) Patron concerns pertaining to Dover parking enforcement:

- 4 - Total # of comments
- 6 - NA

Some specific comments (# if greater than a single recommendation):

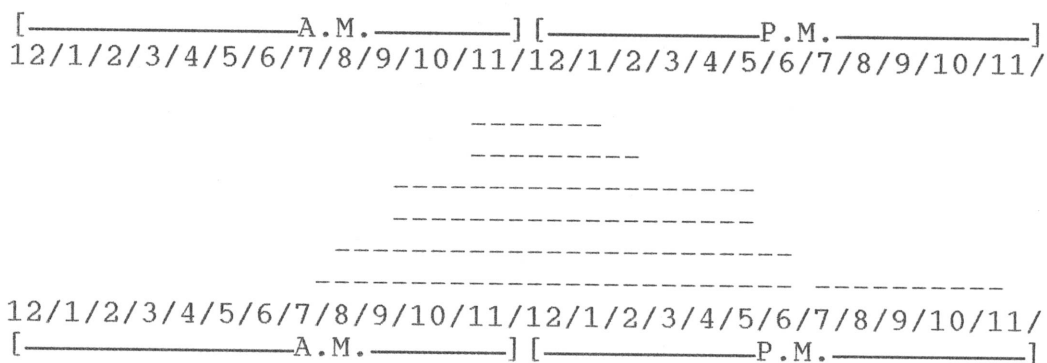
- being towed in private lot parking;
- the irregular pattern of Dover Parking patrol. We have timed their rounds and have received tickets while under the 2 hour limit;
- risk of tickets for street parking.

18a) Weekday business peak hours (question # 15):

raw data:

7 am - 1:30 pm / 11 am - 2 pm / 7 pm - 11 pm / 9 am - 6 pm /
 9 am - 5 pm / 8 am - 5 pm / 11 am - 6 pm.
 NA = 1

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

a) Data used:

33 peak-time spots needed for patrons
 30 non-peak spots needed for patrons
 0 on-site spots provided for patrons
 19 on-site spots provided for employees
 3 employee spots needed, for businesses already
 providing parking
 5 municipal lot spots needed by businesses with no
 parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

3 employee spots needed for businesses providing parking
 + 5 spots needed in municipal lots for employees

= 8 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

33 patron spots needed at peak hours
 + 8 employee spots needed
 = 41 spots needed at peak hours

- 0 patron spots provided by businesses

= 41 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
[employee + patron needs]

30 patron spots needed at non-peak hours
 + 8 employee spots needed
 = 38 spots needed at non-peak hours

- 0 patron spots provided by businesses

= 38 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

14 (Central Ave. West - 2d St. to 3d St. - all 2 hour,
 unmetered, short time parking)

29 (1/2 of Second St. - Central Ave. to Chestnut St.
 - all 2 hour, unmetered, short time parking)

43 spots available, all @ 2 hr./short time parking

NOTE: It is important that a number of establishments in the Morrill building did not submit questionnaires. Thus, data for this block is somewhat under-representative of the

parking demand in this area.

There are 43 short-time parking spots available in this area. The peak parking demand is for 41 parking spots, of which 38 short-time spots are required, leaving a scant surplus of 5 parking spots. The non-peak time parking demand is for 38 spots, of which 30 are short-term patron parking. It is probable that this area can meet its parking demand most readily by increasing utilization of the Third St. lot. This lot has spaces readily available for use, if people are willing to: 1) pay by the hour, and 2) walk a block to their business. Both conditions are not extreme and can be readily met, except perhaps by those persons physically incapacitated. The businesses should seek to educate their patrons and employees about the availability of parking at the Third St. lot, and direct their patrons to use it. If people in this area are receiving tickets, it is because they either don't know about the Third St. lot, or choose not to use it and risk getting a ticket.

For the businesses that responded, it appears that the Morrill Building is doing better than most businesses in the area at providing many of its occupants adequate parking. This is due to the building having a private lot dedicated for its occupants use. Parking demand is such in the area that other parkers are illegally using the Morrill private lot. Although the city can do little to directly change this, it should be aware that this practice occurs.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is less than indicated, due to no site parking for Franklin Plaza tenants, residential parking, delivery parking, Liberty Mutual personnel using on street parking, The Liberty Mutual factor should be problematic in this area, due to the proximity of businesses to the Liberty Mutual offices. The above factors serve to minimize parking available for patrons in this area. The largest factor impacting parking in this area is that employees and patrons are not making sufficient use of the Third St. lot.

AREA COVERED: 421 Central Ave. - 455 Central Ave.(East);
Total number of surveys tallied = 7

1) Position of person answering (question #4):

5 Owner(s) 1 Manager(s)

1 Bookkeeper

2) Type of business (question #5):

2 Retail 3 Restaurant 0 General office

0 Professional office 3 Service

0 Other:

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

1 businesses with on-site parking for employees

5 businesses with no on-site parking for employees

NA = 1

b) For those with employee parking, how many spots were available?

Raw data: 2.

NA = 6

Total = 2 spots for employees

c) How many more spots do you need?

Raw data: 23.

NA/0 = 6

Total = 23 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes

6 - No

1 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 2

3 at First St.

3 at (no place cited)

10 at (no place cited)

1 at First St.

Total = 17 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ ft.

Raw data:

NA = 1

100 / 200 / 450 / 500 / 1000 / 1050; 6 responses

Frequency responses:

0 - 100	=	1	
101 - 500	=	3	
501 - 1000	=	1	
1001 - 2000	=	1	
> 2000 ft	=	0	
		<u>6</u>	6 responses

b) all other times? _____ ft.

Raw data:

100 / 500 / 1000 / 1050 / 1320; 5 responses.

NA = 2

Frequency responses:

0 - 100	=	1	
101 - 500	=	1	
501 - 1000	=	1	
1001 - 2000	=	2	
> 2000 ft	=	0	
		<u>5</u>	5 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

45, 2, 30, 30, 30, 20, 4.

NA = 0

Total = 151 spots needed during peak hours.

b) all other times?

Raw data:

23 / 1 / 10 / 20 / 12 / 10 / 4.

NA = 0

Total = 80 spots needed for patrons during non-peak hours.

- 7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 0 / 0 / 0.

NA = 0

Total = 0 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

75 / 75 / 80 / 80 / 85 / 100 / 100

NA = 0

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

1 / 5 / 10 / 10 / 10 / 20 / 25.

NA = 0

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 1

50 / 120 / 200 / 200 / 300 / 1000

Frequency responses:

0 - 100	=	1
101 - 500	=	4
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	0
		<u>6</u> responses

- b) all other times? _____ft.

Raw data:

50 / 150 / 250 / 300 / 300 / 1000.

NA = 1

Frequency responses:

0 - 100	=	1
101 - 500	=	4
501 - 1000	=	1
1001 - 2000	=	0

> 2000 ft = $\frac{0}{6}$ responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

0 - Yes
6 - No
1 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

1 - Yes
4 - No
2 - NA

1 restaurant voted yes; 2 voted no.

13a) Employee parking problems (question 7):

11 - Total # of complaints
1 - NA

b) Selected specific complaints (# if greater than a single complaint):

- owner has paid more than \$500.00 in parking tickets in 1992;
- no parking within a reasonable distance for them to park;
- tickets for winter parking ban. Ban starts at midnight, but they are not done till around 2:00 pm;
- no parking;
- move cars every 2 hours;
- have to move cars every 2 hours;

14a) Employee parking recommendations (question 8):

10 - Total # of recommendations
1 - NA

b) Some specific recommendations

- Parking garage. However, we know the city will never build one;
- satellite parking with shuttle service;
- keep all employees off the streets, so customers have access to convenient parking;
- employees should also pay;
- using parking lot not convenient for owner to run errands daily;
- permit parking for employees or shared car park close

- to work;
- one permit each store to the nearest parking lot;
- more space must be found.

15) Patron parking problems (question 12):

- 10 - Total # of complaints
- 0 - NA

b) Some specific complaints (# if greater than a single complaint):

- daytime customers that stay more than 2 hours are greeted by parking tickets;
- there are alot of people that aren't familiar with our parking ban (2 hrs);
- not enough parking on the streets;
- fines are out of sight;
- one minute after 2 hr. limit, they are hit with a parking ticket;
- have no parking - must use street or municipal parking;
- can't find parking.

16a) Patron parking recommendations (question #13):

- 4 - Total # of recommendations
- 3 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- owner of establishment should be able to stamp a patron's ticket (parking) and the ticket should be nullified;
- build ramp (multi-level) to house cars;
- more parking lots;
- give business owners a permit to park in the nearest municipal lot, to get business owners' cars off the streets.

17) Patron concerns pertaining to Dover parking enforcement:

- 5 - Total # of comments
- 2 - NA

Some specific comments (# if greater than a single recommendation):

- patrons come here to relax; they do not want to be bothered with clock watching and ticket paying;
- fine structure is driving business out of town;
- cannot find a space to come in quickly just to pick up a return;

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

80 patron spots needed at non-peak hours
 + 40 employee spots needed
 = 120 spots needed at non-peak hours
 - 0 patron spots provided by businesses

 = 120 spots needed during non-peak hours.

Municipal parking available (from police parking survey):
 18 (Central Ave. East - Washington St. to Portland Ave.
 - all 2 hour, unmetered, short time parking)

18 spots available, all @ 2 hr./short time parking

There are 18 short-time parking spots available in this area. The peak parking demand is for 191 parking spots, of which 151 short-time spots are required. Thus, this area is undersupplied by 133 short term parking spots alone. It should be noted that there are three restaurants on this block. If one assumes that half their parking demand comes at night (after 6 pm), then it is questionable as to whether there is a parking problem at night, as the parking in the Orchard Lot is free, and other street parking becomes more available. The area still has a day-time parking problem, in both the short-term and long-term areas. If half the 151 short-term spots are needed in the day, or 75 spots, then the area has a deficit of 57 short-term spots. There are no long-term spots available on the street; since the Orchard St. lot does not have any openings, the employees/owners are frequently parking on Central Ave. and moving their cars every two hours. This policy takes away scarce parking resources from patrons, exacerbating an already poor parking situation.

Owners should suggest to their employees and patrons to make use of the 3d St. lot for long-term parking. Also, businesses should try and educate their customers as to the parking regulations of the area. In this way, they both aid their customers and the Dover parking enforcement officers.

This area's parking problems again show that there is little impetus by ordinance or enforcement to get long-term parkers to move into long-term parking areas. The area's problems also support the idea that parking demand in the area is sufficient to support a parking garage.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is less than indicated, due to few spaces for delivery parking and Liberty Mutual personnel using on street parking. The Liberty Mutual factor should be most problematic in this area, due to the proximity of businesses to the Liberty Mutual offices. The above factors serve to

minimize parking available for patrons in this area. It is also noted that a short-term, 15 minute parking spot could be used in the area for quick drop-offs and pick-ups; no such spots exist at this time in the area.

AREA COVERED: Bank of New Hampshire - 353 Central Avenue (East); 1 survey tallied

The Bank of New Hampshire has parking spaces for 39 employees, and 50 spaces for patrons. It requires extra parking for neither employees nor patrons. It should be noted that the Bank of New Hampshire does allow general parking in its private lot during certain hours, thus alleviating some municipal on-street parking congestion.

AREA COVERED: Franklin Plaza
 Total number of surveys tallied = 3

1) Position of person answering (question #4):

2 Owner(s) 1 Director(s)

2) Type of business (question #5):

2 Retail 0 Restaurant 0 General office

0 Professional office 1 Service

1 Other:
 Regional Theatre (Live)

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

0 businesses with on-site parking for employees

3 businesses with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data:

NA = 3

Total = 0 spots for employees

c) How many more spots do you need?

Raw data:

NA/0 = 3

Total = 0 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes

2 - No

0 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 2

6 at lot next to Janetos (School St. lot)

Total = 6 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:
500 / 1000.
NA = 1

Frequency responses:

0 - 100	=	0	
101 - 500	=	1	
501 - 1000	=	1	
1001 - 2000	=	0	
> 2000 ft	=	<u>0</u>	
		2	responses

b) all other times? _____ft.

Raw data:
1000 / 1000.
NA = 1

Frequency responses:

0 - 100	=	0	
101 - 500	=	0	
501 - 1000	=	2	
1001 - 2000	=	0	
> 2000 ft	=	<u>0</u>	
		2	responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:
6 / 4.
NA = 1
Total = 10 spots needed for patrons at peak hours.

b) all other times?

Raw data:
3 / 3.
NA = 1
Total = 6 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:
0 / 0 / 0.
NA = 0

0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

3 - Yes
0 - No
0 - NA

No restaurants voted.

13a) Employee parking problems (question 7):

3 - Total # of complaints
1 - NA

b) Selected specific complaints (# if greater than a single complaint):

- few places to park at 10 am;
- best bet is to put it in side street at 10 am; move to side street at 12:00;
- not enough spaces available near the store; we have received many tickets because of this.

14a) Employee parking recommendations (question 8):

0 - Total # of recommendations
3 - NA

b) Some specific recommendations - none

15) Patron parking problems (question 12):

5 - Total # of complaints
0 - NA

b) Some specific complaints (# if greater than a single complaint):

- all our patrons complain about the lack of parking and the distance from our store;
- the 10 am shows are a problem;
- there are not enough spaces;
- they constantly complain that they have to ride around too long to find a space, or they have to park too far away.

16a) Patron parking recommendations (question #13):

3 - Total # of recommendations
0 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- a parking garage would be nice;
- little can be done because of our location;
- we work with Janetos when we have a big crowd to move them to the back lot.

17) Patron concerns pertaining to Dover parking enforcement:

- 3 - Total # of comments
- 1 - NA

Some specific comments (# if greater than a single recommendation):

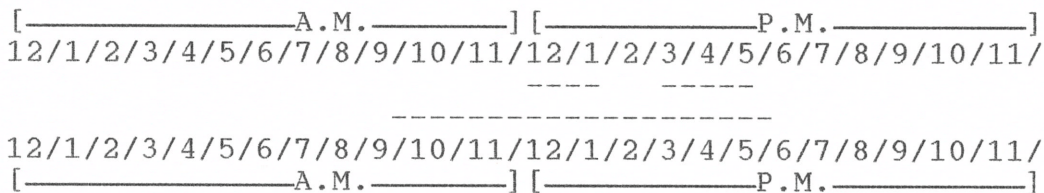
- they (patrons) don't understand that the parking rules end at 5:00 pm and are not used on week-ends;
- they complain about the tickets being too high;
- the parking situation is very uncomfortable. no parking;

18a) Weekday business peak hours (question # 15):

raw data:

12 pm - 1 pm / 3 pm - 5 pm / 9:30 am - 5:30 pm.
NA = 1

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

a) Data used:

- 10 peak-time spots needed for patrons
- 6 non-peak spots needed for patrons
- 0 on-site spots provided for patrons
- 0 on-site spots provided for employees
- 0 employee spots needed, for businesses already providing parking
- 6 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

0 employee spots needed for businesses providing parking
+ 6 spots needed in municipal lots for employees

= 6 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

10 patron spots needed at peak hours
 + 6 employee spots needed
 = 16 spots needed at peak hours
 - 0 patron spots provided by businesses
 = 16 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

6 patron spots needed at non-peak hours
 + 6 employee spots needed
 = 12 spots needed at non-peak hours
 - 0 patron spots provided by businesses
 = 12 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

7 (1/2 Main St. West - Washington to School St. - all 2
 hour, unmetered, short time parking)
 45 (School St. Lot - unrestricted)

52 parking spots available: 7 @ 2 hr./short time parking,
 45 unrestricted spots at School St. lot

There are 7 short-time parking spots available in this area. The peak parking demand is for 10 short-time spots, leaving a deficit of 3 parking spots. The non-peak time parking demand is for 6 short-term spots, and has 7 spots available. With regard to the employee demand for long-term parking, sufficient parking should be available when considering the unrestricted parking at the School St. lot, and the meter parking at the 3d St. lot.

The businesses answering the questionnaire for this sector indicated that customers frequently say there is no parking available nearby. They also say that employees make use of free, on-street or side street 2 hour parking. It is little wonder that there are few parking spots readily available for patrons to use, considering that employees in the area are using the parking for themselves. Either the parking ordinance or the parking enforcement is ineffective in remedying this situation. Of even greater importance is that there is absolutely no parking available in front of these businesses, with the exception of the Hackmatack Theatre. It should be noted that with the exception of its

10 am show, the theatre in cooperation with a local business has found a way to ease the impact of its patrons on municipal parking.

It should also be noted that Liberty Mutual's contribution to the parking problem is probably very high in this area, taking into account the proximity of businesses to the Liberty Mutual offices. It is important to note that the School St. lot is in effect giving a free ride to Liberty Mutual employees and others in the area. Out of 66 spaces in the lot, only 22 are leased, with the remaining 45 offering prime, unrestricted, free parking. Due to Liberty Mutual's hours of operation, its employees are probably using most of the spaces. It makes no sense to offer 45 lot parking spaces for free at this site, and the problem should be remedied immediately with either: 1) a two hour parking limit, or 2) have a meter/meters installed in the lot.

It is recommended that the city establish a high turnover, fifteen minute parking spot in this sector, to service customers who merely need to do a quick drop-off or pick-up.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is probably less than indicated, due to residential parking, delivery parking, and Liberty Mutual personnel using on street parking. The above factors serve to minimize parking available for patrons in this area.

AREA COVERED: Central Avenue East - (from Portland Ave. to 505 Central Ave.)

Total number of surveys tallied = 8

1) Position of person answering (question #4):

3 Owner(s) 2 Manager(s)
1 Other:
 Hair person

2) Type of business (question #5):

4 Retail 1 Restaurant 0 General office
0 Professional office 3 Service
1 Other:
 Motel

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

4 businesses with on-site parking for employees
 4 businesses with no on-site parking for employees
 NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 2, 20, 5.
 NA = 5
Total = 27 spots for employees

c) How many more spots do you need?

Raw data: 2.
 NA/0 = 7
Total = 2 more spots needed for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes
 3 - No
 4 - NA

b) Need ___ spots at _____ lot.

Raw data:
 NA = 6
 3 at Third St.
Total = 3 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 3

20 / 100 / 100 / 1000; other responses: 1 block.

Frequency responses:

0 - 100	=	3
101 - 500	=	0
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

b) all other times? _____ft.

Raw data:

20 / 100 / 300 / 2000; other responses: 1 block.

NA = 3

Frequency responses:

0 - 100	=	2
101 - 500	=	1
501 - 1000	=	0
1001 - 2000	=	1
> 2000 ft	=	<u>0</u>
		4 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

5 / 5 / 5 / 12 / 15.

NA = 3

Total = 42 spots needed for patrons at peak hours.

b) all other times?

Raw data:

2 / 3 / 5 / 5 / 10.

NA = 3

Total = 25 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 35.

NA = 3

Total = 35 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

15 / 50 / 50 / 50 / 65 / 85.

NA = 2

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 5 / 10 / 15 / 20 / 35.

NA = 2

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 1.

5 / 12 / 20 / 15 / 50 / 100 / 500; 7 responses.

Frequency responses:

0 - 100	=	6
101 - 500	=	1
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		7 responses

- b) all other times? _____ft.

Raw data:

5 / 12 / 50 / 100 / 150 / 500; 6 responses.

NA = 2

Frequency responses:

0 - 100	=	4
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		6 responses

11) Is there sufficient parking available for your handicap patrons (question 20)?

5 - Yes
3 - No
0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

6 - Yes
1 - No
1 - NA

One restaurant voted yes.

13a) Employee parking problems (question 7):

4 - Total # of complaints
4 - NA

b) Selected specific complaints (# if greater than a single complaint):

- no affordable parking downtown;
- no parking;
- people other than designated parkers park in our private lot;
- none; we park in Day's Inn.

14a) Employee parking recommendations (question 8):

2 - Total # of recommendations
7 - NA

b) Some specific recommendations:

- need municipal parking for this part of town;
- build parking garage.

15) Patron parking problems (question 12):

4 - Total # of complaints
4 - NA

b) Some specific complaints (# if greater than a single complaint):

- many people that are not patrons of Brooks or Whitehouse Opticians park on the lot even though it is clearly posted;
- 2 hr. parking unit - if person parks to go to the eye doctor and stops to get lunch, he will surely get a ticket;

- if there's no parking fairly close to the store, I've been told by them they don't bother to come in;
- patrons can't find parking on Central Ave.

16a) Patron parking recommendations (question #13):

- 3 - Total # of recommendations
- 5 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- build a parking garage;
- There should be free municipal lots before its too late and Dover becomes a ghost town;
- should be metered parking.

17) Patron concerns pertaining to Dover parking enforcement:

- 3 - Total # of comments
- 1 - NA

Some specific comments (# if greater than a single recommendation):

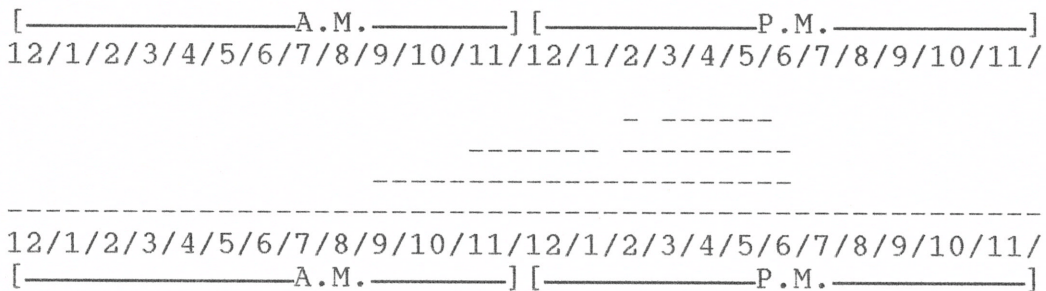
- make it illegal for the people employed in the downtown to park on Central Ave. The only parking on Central Avenue should be patron and delivery vehicles when loading and unloading;
- employees in town should have free municipal parking in designated areas;
- downtown parking should be for customers only;
- parking meters throughout Dover, as in Portsmouth; if people are going to be parked for more than an hour, it may force them to the parking lot.

18a) Weekday business peak hours (question # 15):

raw data:

2 pm - 6 pm / 24 hrs. / 11 am - 2 pm / 2 pm - 6 pm / 9 am -
 1 pm / 3 pm - 5:30 pm.
 NA = 1

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

a) Data used:

42 peak-time spots needed for patrons
 25 non-peak spots needed for patrons
 35 on-site spots provided for patrons (All at Brooks)
 27 on-site spots provided for employees
 2 employee spots needed, for businesses already
 providing parking
 3 municipal lot spots needed by businesses with no
 parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

2 employee spots needed for businesses providing parking
 + 3 spots needed in municipal lots for employees

= 5 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron
needs] - [employee + patron parking provided] = Total

42 patron spots needed at peak hours

+ 5 employee spots needed

= 47 spots needed at peak hours

- 35 patron spots provided by businesses

= 12 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
[employee + patron needs]

25 patron spots needed at non-peak hours

+ 5 employee spots needed

= 30 spots needed at non-peak hours

- 35 patron spots provided by businesses

= 0 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

20 (Central Ave. East - Portland Ave. to RR tracks - all 2
 hour, unmetered, short time parking)

There are 20 short-time, municipal parking spots available in this area. The peak parking demand is for 42 patron, short-time spots, leaving a deficit of 22 short-term parking spots. Even though Brooks Pharmacy provides its customers with 35 spots, these spots cannot be counted as providing parking for the general public. Thus, the area does have a peak time deficit of 22 short-term spots. With

the nearby location of the third St. lot, the five long-term spots needed by employees should be easily met.

The businesses answering the questionnaire for this sector indicated that customers frequently say there is no parking available nearby. They also say that employees make use of free, on-street or side street 2 hour parking. It is little wonder that there are few parking spots readily available for patrons to use, considering that employees in the area are using the parking for themselves. Either the parking ordinance or the parking enforcement is ineffective in remedying this situation.

It should also be noted that Liberty Mutual's contribution to the parking problem is probably lower in this area than in other areas, due to the increased distance between businesses in this area and the Liberty Mutual offices.

It is recommended that the city establish a high turnover, fifteen minute parking spot in this sector, to service customers who merely need to do a quick drop-off or pick-up.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is probably less than indicated, due to residential parking, delivery parking, non-return of questionnaires, and Liberty Mutual personnel using on street parking. The above factors serve to minimize parking available for patrons in this area. It should also be noted that Days Inn helps lower the municipal parking burden by arrangements it has supporting other businesses' parking needs. Businesses in this area can best serve their patron's parking needs by ensuring their employees park off Central Avenue, preferably in the Third St. lot, or even at the School St. lot.

AREA COVERED: Lower Main St. Group (5 - 11A Main St. East)
Total number of surveys tallied = 3

The businesses answering questionnaires for this sector did not report any parking difficulties. The area is served by private lots in the front and rear. None of the businesses had any problem providing enough parking for both employees and patrons.

It is significant to note that one of the businesses moved from a location on Central Ave. near Washington St. to this area. The owner cited parking difficulties in the aforementioned area, and stated that he often engaged in moving his car every two hours or so when his business was in the Central Avenue area. This is but another piece of evidence suggesting strongly that either the two hour parking ordinance or parking enforcement is inappropriate to discourage employees or patrons from ignoring the two hour street parking limit.

AREA COVERED: Middle Main St. Group (29 - 65 Main St.)
 Total number of surveys tallied = 4

1) Position of person answering (question #4):

4 Others:
 Structure Analyst
 Attorney
 Partner
 Sales

2) Type of business (question #5):

1 Retail 0 Restaurant 0 General office
3 Professional office 0 Service
0 Other:

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

4 businesses with on-site parking for employees
 0 businesses with no on-site parking for employees
 NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 2, 4, 6, 8.
 NA = 0
Total = 20 spots for employees

c) How many more spots do you need?

Raw data: 10.
 NA/0 = 3
Total = 10 more spots needed for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes
 1 - No
 2 - NA

b) Need ___ spots at _____ lot.

Raw data:
 NA = 3
 10 at School St. lot
Total = 10 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ ft.

Raw data:
NA = 2
75 / 100.

Frequency responses:

0 - 100	=	2
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		2 responses

b) all other times? _____ ft.

Raw data:
75 / 500.
NA = 2

Frequency responses:

0 - 100	=	2
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		2 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:
10 / 10.
NA = 2

Total = 20 spots needed for patrons at peak hours.

b) all other times?

Raw data:
3 / 5.
NA = 2

Total = 8 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data: 0 / 2 / 10 / 30.
NA = 0

Total = 42 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:
25 / 50 / 75.
NA = 1

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:
0 / 0 / 5.
NA = 1

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:
10 / 50 / 50 / 75; 4 responses.
NA = 1.

Frequency responses:

0 - 100	=	4
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

- b) all other times? _____ft.

Raw data:
10 / 75 / 100 / 100; 4 responses.
NA = 0

Frequency responses:

0 - 100	=	4
101 - 500	=	0
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

- 11) Is there sufficient parking available for your handicap patrons (question 20)?

2 - Yes
1 - No

1 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

4 - Yes
0 - No
0 - NA

No restaurants voted.

13a) Employee parking problems (question 7):

1 - Total # of complaints
0 - NA

b) Selected specific complaints (# if greater than a single complaint):

- not enough parking;

14a) Employee parking recommendations (question 8):

0 - Total # of recommendations
4 - NA

b) Some specific recommendations: none

15) Patron parking problems (question 12):

2 - Total # of complaints
3 - NA

b) Some specific complaints (# if greater than a single complaint):

- visitors cannot find convenient street parking;
- all available spaces are used by people space hopping every 2 hours.

16a) Patron parking recommendations (question #13):

4 - Total # of recommendations
1 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- School St. lot: repaint the lines;
- School St. lot: tow anyone without permit parking outside the lines or in self-made spaces;
- designate the parking lot side of Cellular One/GSC Building a no parking curb;

- Liberty Mutual should pay for their own parking;

17) Patron concerns pertaining to Dover parking enforcement:

- 1 - Total # of comments
- 3 - NA

Some specific comments (# if greater than a single recommendation):

- there is no overflow if our parking lot is full within two blocks without being ticketed or towed;

18a) Weekday business peak hours (question # 15):

raw data:

9 am - 4 pm / 3 pm - 5 pm / 9 am - 4 pm.
NA = 1

b) Graphic Plot of peak-time patron parking usage:

[-----A.M.-----] [-----P.M.-----]
 12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/

 12/1/2/3/4/5/6/7/8/9/10/11/12/1/2/3/4/5/6/7/8/9/10/11/
 [-----A.M.-----] [-----P.M.-----]

19) Computations:

a) Data used:

- 10 peak-time spots needed for patrons
- 08 non-peak spots needed for patrons
- 42 on-site spots provided for patrons
- 20 on-site spots provided for employees
- 10 employee spots needed, for businesses already providing parking
- 10 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

10 employee spots needed for businesses providing parking
 +10 spots needed in municipal lots for employees

= 20 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

10 patron spots needed at peak hours
 + 20 employee spots needed
 = 30 spots needed at peak hours
 - 35 patron spots provided by businesses
 = 0 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

8 patron spots needed at non-peak hours
 + 20 employee spots needed
 = 28 spots needed at non-peak hours
 - 30 patron spots provided by businesses
 = 0 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

45 (School St. lot - unrestricted)
 8 (1/2 Main St. - Washington to School St.)
 17 (School St. North and South, from Main to Mechanic St.)

There are 25 short-time, municipal parking spots available in this area; there are 45 unrestricted parking spots in the area. According to questionnaires received for this area, there should be enough parking for both employees and patrons. One respondent indicated that there is not enough employee (long-term) parking available. Three of the four businesses responding had sufficient private parking for their employees.

The area should have both sufficient long- and short-term parking, according to those businesses who responded, and to the parking inventory of the area. A considerable amount of parking is being provided by businesses on this street. Parking problems are arising due to: 1) employees moving cars every two hours, 2) lack of parking for the Franklin Plaza area, 3) underreporting of the area's parking needs, due to a number of businesses in this sector not returning surveys.

It should also be noted that Liberty Mutual's contribution to the parking problem is probably very high in this area compared to other areas, due to Liberty Mutual's offices being on the same block as the businesses surveyed.

It does not appear that the city need to establish a high turnover, fifteen minute parking spot in this sector.

It should be noted that in this area, as in the previous ones, the amount of parking actually available for patrons and employees is probably less than indicated, due to

residential parking, delivery parking, non-return of questionnaires, and Liberty Mutual personnel using on street parking. The above factors serve to minimize parking available for patrons in this area. The tenants of residences on Mechanic St. are probably negatively affected by parking pressures in this area too.

AREA COVERED: Upper Main St. Group (77 - 83 Main St. East)
Total number of surveys tallied = 4

1) Position of person answering (question #4):

3 Manager(s)
1 Other:
Owner's son

2) Type of business (question #5):

3 Retail 0 Restaurant 0 General office
0 Professional office 0 Service
1 Other:
Cable Television

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

4 businesses with on-site parking for employees
0 businesses with no on-site parking for employees
NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 25, 10.
NA = 2
Total = 35 spots for employees

c) How many more spots do you need?

Raw data:
NA/0 = 4
Total = 0 more spots needed for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes
0 - No
3 - NA

b) Need ___ spots at _____ lot.

Raw data:
NA = 4
Total = 0 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 1

50 / 200 / 500.

Frequency responses:

0 - 100	=	1
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		3 responses

b) all other times? _____ ft.

Raw data:

50 / 200 / 1000.

NA = 1

Frequency responses:

0 - 100	=	1
101 - 500	=	1
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		3 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

15 / 25 / 35 / 70.

NA = 0

Total = 145 spots needed for patrons at peak hours.

b) all other times?

Raw data:

15 / 7 / 10 / 50.

NA = 0

Total = 82 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data: 77; other responses: many - whole lot to use; as many as could fit in Janetos Plaza; .

NA = 1

Total = 77 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

4 / 30 / 30 / 80.

NA = 0

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

5 / 10 / 30 / 40.

NA = 0

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 1.

63 / 100 / 150 / 500; 4 responses.

Frequency responses:

0 - 100	=	2
101 - 500	=	2
501 - 1000	=	0
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

- b) all other times? _____ft.

Raw data:

63 / 100 / 150 / 1000; 4 responses.

NA = 0

Frequency responses:

0 - 100	=	2
101 - 500	=	1
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

- 11) Is there sufficient parking available for your handicap patrons (question 20)?

3 - Yes

1 - No

0 - NA

- 12) Do you favor having the Chamber of Commerce distribute

restaurant placemats showing the location of parking in downtown Dover (question 22)?

2 - Yes
1 - No
1 - NA

No restaurants voted.

13a) Employee parking problems (question 7):

2 - Total # of complaints
0 - NA

b) Selected specific complaints (# if greater than a single complaint):

- on weekends the parking lot is full and not all the cars are for patrons of the plaza;
- park in the rear of Janetos Plaza and the areas are sometimes cramped and restricted due to delivery vehicles;

14a) Employee parking recommendations (question 8):

0 - Total # of recommendations
4 - NA

b) Some specific recommendations: none

15) Patron parking problems (question 12):

3 - Total # of complaints
1 - NA

b) Some specific complaints (# if greater than a single complaint):

- (2) - on the weekends too many people park in lot who are not customers;
- not enough public parking;

16a) Patron parking recommendations (question #13):

4 - Total # of recommendations
0 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- a downtown parking garage is badly needed in Dover;
- build a city parking building;
- strict enforcement of private owned lot;
- more downtown parking without meters.

17) Patron concerns pertaining to Dover parking enforcement:

- 1 - Total # of comments
- 3 - NA

Some specific comments (# if greater than a single recommendation):

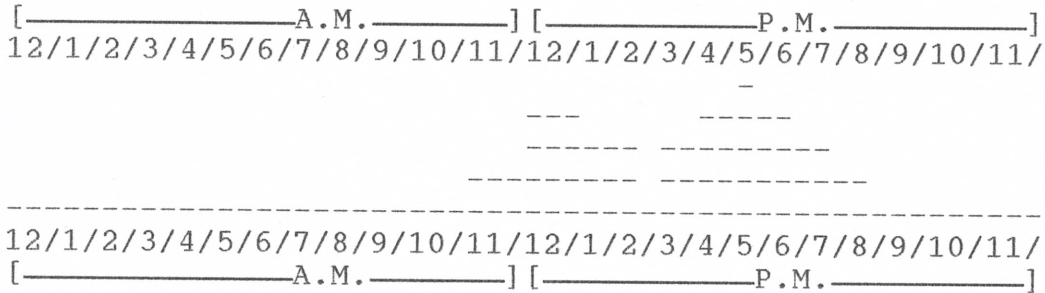
- meters: they park in the (private) lot and go to other stores;

18a) Weekday business peak hours (question # 15):

raw data:

11 am - 2 pm / noon / 5 pm - 7 pm / 3 pm - 8 pm / 12 pm - 2 pm / 4 pm - 6 pm.
NA = 0

b) Graphic Plot of peak-time patron parking usage:



19) Computations: NA

Municipal parking available (from police parking survey):
NA

Tenants and patrons at Janetos Plaza have their parking needs well met. They make zero demands on the municipal parking supply in this area. The biggest problem this group has is that non-patrons are parking in the lot, but shopping elsewhere. The city should be aware of the situation and provide assistance as needed.

AREA COVERED: Portland Avenue (Main to Mechanic St.)
Total number of surveys tallied = 2

1) Position of person answering (question #4):

1 Owner(s) 1 Accounting Specialist

2) Type of business (question #5):

0 Retail 0 Restaurant 0 General office

0 Professional office 1 Service

1 Other:
Computer Reseller

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

1 businesses with on-site parking for employees

1 businesses with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 2.

NA = 1

Total = 2 spots for employees

c) How many more spots do you need?

Raw data: 3

NA/0 = 1

Total = 3 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

1 - Yes

1 - No

0 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 2

Total = 0 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data: 300.

NA = 1

b) all other times? _____ft.

Raw data: 300.

NA = 1

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

3 / 0.

NA = 0

Total = 3 spots needed for patrons at peak hours.

b) all other times?

Raw data:

0, 0.

NA = 0

Total = 0 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

2 / 0.

NA = 0

Total = 2 on site parking spots provided.

8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

100, 0.

NA = 0

9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 0.

NA = 0

10) How far should patrons have to walk to your business from their parking spot (question 19):

a) in the winter? _____ft.

Raw data:

NA = 1.

100; 1 response.

b) all other times? _____ft.

Raw data:

100; 1 response.

NA = 1

11) Is there sufficient parking available for your handicap patrons (question 20)?

0 - Yes

1 - No

1 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

1 - Yes

1 - No

0 - NA

No restaurants voted.

13a) Employee parking problems (question 7):

2 - Total # of complaints

0 - NA

b) Selected specific complaints (# if greater than a single complaint):

- I rent a parking lot on Sixth St.

- have 2 spaces available with our office; our landlord allows us to park 2 blocks away; we have 5 employees.

14a) Employee parking recommendations (question 8):

1 - Total # of recommendations

1 - NA

b) Some specific recommendations -

- no room for parking with our current location.

15) Patron parking problems (question 12):

1 - Total # of complaints

1 - NA

b) specific complaint:

- only 2 spaces in front; it's limited.

16a) Patron parking recommendations (question #13):

1 - Total # of recommendations
0 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- would be nice if at least part of Janetos lot was available.

17) Patron concerns pertaining to Dover parking enforcement:

1 - Total # of comments
1 - NA

Some specific comments (# if greater than a single recommendation):

- none available! Only metered and its all full.

18a) Weekday business peak hours (question # 15):

raw data:
24 hours / 9 am - 5 pm.
NA = 0

b) Graphic Plot of peak-time patron parking usage: NA

19) Computations:

a) Data used:

3 peak-time spots needed for patrons
0 non-peak spots needed for patrons
2 on-site spots provided for patrons
2 on-site spots provided for employees (shared with patrons)
3 employee spots needed, for businesses already providing parking
0 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

3 employee spots needed for businesses providing parking
+ 0 spots needed in municipal lots for employees

= 3 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

3 patron spots needed at peak hours
 + 3 employee spots needed
 = 6 spots needed at peak hours
 - 2 patron spots provided by businesses

 = 4 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

0 patron spots needed at non-peak hours
 + 3 employee spots needed
 = 3 spots needed at non-peak hours
 - 2 patron spots provided by businesses

 = 1 spot needed during non-peak hours.

Municipal parking available (from police parking survey):
 9 (Portland Ave. South - Central to St. John St.)

There are 9 long-term parking spots available in this area. The peak parking demand is for 4 spots. The non-peak time parking demand is for 1 short-term spot, and 9 spots are available. At first glance, sufficient parking should be available. This does not seem to be the case. When the proximity to other businesses on Central Ave. are taken into account, these businesses are probably using up the available space. Also, tenants reside in this area, and these also contribute to parking pressures in the area.

AREA COVERED: 3 - 6 Broadway
Total number of surveys tallied = 2

Both businesses surveyed had sufficient parking for employees. One business needed 6 peak-time parking spots for patrons, and 3 non-peak spots for patrons. Both businesses registered complaints concerning non-patrons using their parking. The businesses are both near the Third St. parking lot, so there should be no parking problem of substance outside of what was mentioned above.

AREA COVERED: Second Street (Central to Chestnut St.)
Total number of surveys tallied = 1

Only one business returned a survey. This business indicated that its patrons had little on-street parking available to them, and asked for more parking to be dedicated to smaller businesses, and less to Liberty Mutual.

The area could use one 15 - 30 minute drop-off/pick-up parking space. No other recommendations can be made without more survey results for this area.

AREA COVERED: Third St. (Central to Chestnut St.)
 Total number of surveys tallied = 8

1) Position of person answering (question #4):

3 Owner(s) 4 Manager(s)

1 Personnel/payroll

2) Type of business (question #5):

1 Retail 3 Restaurant 0 General office

1 Professional office 2 Service

1 Other:

Bank

3a) Businesses with on-site parking v. businesses with no on-site parking (question #9):

4 businesses with on-site parking for employees

4 businesses with no on-site parking for employees

NA = 0

b) For those with employee parking, how many spots were available?

Raw data: 1 , 4 , 25 , 27.

NA = 4

Total = 57 spots for employees

c) How many more spots do you need?

Raw data:

NA/0 = 8

Total = 0 more spots for employees

4a) Is there enough municipal parking for employees (question 10)?

4 - Yes

1 - No

3 - NA

b) Need ___ spots at _____ lot.

Raw data:

NA = 7

5 on Third St.

Total = 5 more municipal lot spots requested.

5) How far should employees have to walk to work (question 11):

a) in the winter? _____ft.

Raw data:

NA = 3

25 / 100 / 100 / 500 / 750.

Frequency responses:

0 - 100	=	3
101 - 500	=	1
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		5 responses

b) all other times? _____ft.

Raw data:

25 / 200 / 750 / 500.

NA = 4

Frequency responses:

0 - 100	=	1
101 - 500	=	2
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		4 responses

6) How many parking spaces do you need for patrons (question 14)?

a) during peak hours?

Raw data:

3 / 5 / 2 / 100 / 10 / 63 / 13 / 20.

NA = 0

Total = 216 spots needed for patrons at peak hours.

b) all other times?

Raw data:

3 / 2 / 30 / 8 / 50 / 8 / 20.

NA = 1

Total = 121 spots needed for patrons during non-peak hours.

7) Number of on-site parking spaces for business patrons (question 16):

Raw data:

0 / 0 / 0 / 0 / 3 / 30 / 8 / 20.

NA = 0

Total = 61 on site parking spots provided.

- 8) % of patrons who drive downtown solely to use your business (question 17):

Raw Data:

30 / 60 / 70 / 75 / 80 / 90 / 95.

NA = 1

- 9) % of patrons already parked in the downtown area that use your business (question 18):

Raw data:

0 / 5 / 10 / 10 / 30 / 30 / 75.

NA = 1

- 10) How far should patrons have to walk to your business from their parking spot (question 19):

- a) in the winter? _____ft.

Raw data:

NA = 1.

10 / 25 / 90 / 100 / 200 / 500 / 750; 7 responses.

Frequency responses:

0 - 100	=	4
101 - 500	=	2
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		7 responses

- b) all other times? _____ft.

Raw data:

10 / 50 / 200 / 500 / 500 / 500 / 750; 7 responses.

NA = 1

Frequency responses:

0 - 100	=	2
101 - 500	=	4
501 - 1000	=	1
1001 - 2000	=	0
> 2000 ft	=	<u>0</u>
		7 responses

- 11) Is there sufficient parking available for your handicap patrons (question 20)?

- 3 - Yes
- 5 - No
- 0 - NA

12) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover (question 22)?

- 8 - Yes
- 0 - No
- 0 - NA

All three restaurants voted yes.

13a) Employee parking problems (question 7):

- 7 - Total # of complaints
- 1 - NA

b) Selected specific complaints (# if greater than a single complaint):

- employees have to use city parking or if possible temporary 2 hr. parking;
- use spaces for employee parking that would be better suited for customers;
- finding a space to park for morning shift, 10:30 am - 2:30 pm, M - F;

14a) Employee parking recommendations (question 8):

- 3 - Total # of recommendations
- 5 - NA

b) Some specific recommendations -

- metered lot space should be made available at either a monthly rate or allocated by business needs;
- work pass for business employees.

15) Patron parking problems (question 12):

- 4 - Total # of complaints
- 4 - NA

b) Some specific complaints (# if greater than a single complaint):

- metered parking machine in Third St. doesn't always work well;
- employees of businesses take the spots and leave none for patrons.

16a) Patron parking recommendations (question #13):

2 - Total # of recommendations
6 - NA

b) Some specific recommendations (# if greater than a single recommendation):

- more space to park;
- in front of Asia Restaurant door, just directly outside, there is no sign nor a yellow line to tell customers that the spot is restricted.

17) Patron concerns pertaining to Dover parking enforcement:

3 - Total # of comments
5 - NA

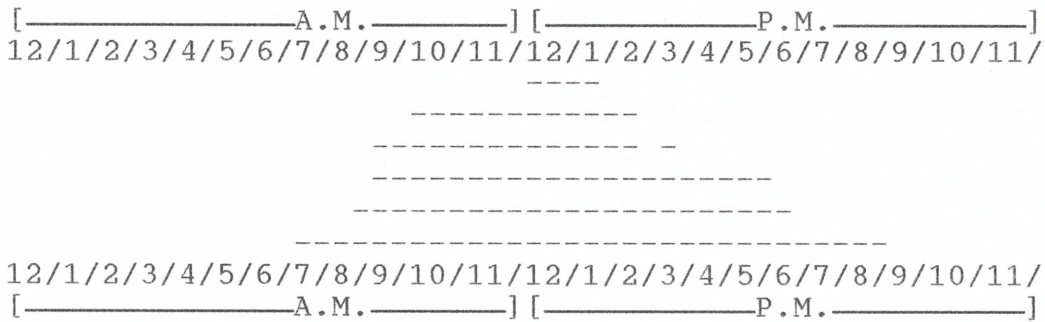
Some specific comments (# if greater than a single recommendation):

- distribution of parking tickets;
- employees parking and not getting tickets because their van is always on the street;
- if there is out of town people who get a parking ticket, please excuse them. They usually end up getting mad at us and not coming back.

18a) Weekday business peak hours (question # 15):

raw data:
 10 am - 2 pm / 7 am - 9 pm / 11:30 am - 2 pm / 9 am - 1 pm/
 12 pm - 3 pm / 9 am - 11 am / 3 pm - 6 pm / 8:30 am - 5:30
 pm.
 NA = 0

b) Graphic Plot of peak-time patron parking usage:



19) Computations:

- a) Data used:
 216 peak-time spots needed for patrons
 121 non-peak spots needed for patrons
 61 on-site spots provided for patrons
 57 on-site spots provided for employees

0 employee spots needed, for businesses already providing parking
 5 municipal lot spots needed by businesses with no parking

b) PARKING SPOTS NEEDED FOR EMPLOYEES:

0 employee spots needed for businesses providing parking
 + 5 spots needed in municipal lots for employees

= 5 more spots needed for employees

c) PARKING SPOTS NEEDED AT PEAK HOURS: [employee + patron needs] - [employee + patron parking provided] = Total

216 patron spots needed at peak hours
 + 5 employee spots needed
 = 221 spots needed at peak hours

- 61 patron spots provided by businesses

= 160 spots needed during peak hours.

d) PARKING SPOTS NEEDED AT NON-PEAK HOURS:
 [employee + patron needs]

121 patron spots needed at non-peak hours
 + 5 employee spots needed
 = 126 spots needed at non-peak hours

- 61 patron spots provided by businesses

= 61 spots needed during non-peak hours.

Municipal parking available (from police parking survey):

79 (Third St. lot - metered parking for either short-time or all day parking)
 14 (Third St. - Central to Chestnut St. - all 2 hr., unmetered spots)

93 parking spots available

There are 93 parking spots available in this area. All of them can be used for short-time parking, and up to 79 can be used for long-term parking, all at the Third St. lot. The peak parking demand as reported by the surveys is for 216 patron short-term spots, leaving a maximum parking deficit of 123 short-term parking spots. The Third St. lot was checked on several occasions at varying times, especially around the busy lunch hours. During the Monday through Friday work week, at no time was the lot ever filled to capacity; the highest level of occupancy for the lot was approximately one-half

full. The discrepancy between observed lot use and survey results is most likely due to two respondents severely overstating their parking needs. The two businesses together requested 163 short-time parking spaces, out of the 216 short-time parking spaces said to be required.

With regards to the long-term employee parking need of five spaces, it is felt that the Third St. lot would easily accommodate five employees; of course, these employees would have to pay for parking.

In general, the Third St. lot seems to be underused during the work week. It is recommended that the city improve the signage indicating the lot's location. It is also recommended that the city move the lot's meter to a central location, and also move the currently unused meter in the adjoining permit lot to the Third St. lot. Moving the meter away from the entrance on Third St. will ensure that patrons do not pay for parking when none is available. The use of the second available meters will provide convenience to patrons, especially if one machine breaks down. Well designed signs should be posted at all entrances to the Third St. lot, clearly indicating that use of the lot is not free. Signage should also indicate where meters are located, how to use the meters, cost of the lot per hour, and where to place metered parking stubs within the patron's vehicle. In this way, the Third St. lot will avoid the problems currently distressing the Orchard St. lot.

It should be noted that municipal parking actually available for patrons and employees is probably less than indicated, due to delivery parking and parking overflow from Central Avenue. The above factors serve to minimize parking available for patrons and employees in the area; however, the area seems to have adequate municipal parking available.

AREA COVERED: 4th St. Group (526 Central Ave to 11 4th St.)
Total number of surveys tallied = 3

All three businesses had sufficient parking for both employees and patrons. All three businesses have private parking lots, and apparently do not contribute to municipal parking demand.

AREA COVERED: Metropolitan Insurance Company (24 Chestnut St.)

This businesses has its own private lot for both employees and patrons, with sufficient parking for both. It apparently does not contribute to municipal parking demand. The business did recommend that the 1st St. lot should not be permit parking, but rather should be parking for downtown shopping patrons. The respondent commented that the 1st Street lot is always only 1/2 full.

AREA COVERED: Liberty Mutual Insurance

1) Position of person answering:

1 Manager (Admin)

2) Employee parking provided:

137 on-site spots available
 99 municipally leased spots
 60 privately leased spots
 + 400+ shuttle site spots available (RT 155 site)
 = 696 spots available for employees

3) Parking for patrons: 20 - 30 spots required; 20 - 30 spots provided.

4a) Employee parking problems:

1 - Total # of complaints

b) specific complaint -

- perceived or real, employees having to park "off site" feel inconvenienced by not having access to their vehicles. This is somewhat negated by the number of employees who park downtown in "non-Liberty" areas.

5a) Employee parking recommendations:

1 - Total # of recommendations

b) specific recommendation -

- Current efforts by the City and developers should bring about a workable solution

Liberty Mutual reports that it provides approximately 696 parking spots for employees. Of these spots, 137 are on-site spots, 99 are municipally leased spots, and 60 are privately leased spots, giving a total of 296 spots. Liberty Mutual reports that 400+ spots are available at its RT 155 shuttle site, and reported that the company provided parking for all employees.

It does appear that Liberty Mutual employees do have sufficient parking provided to them. A Liberty Mutual internal survey shows that its employees are not primarily using Liberty Mutual parking. The survey had 373 Liberty Mutual commuter respondents. The results indicated the following: 1) 49% of all commuters, or 183 respondents, were parking on side streets or in non-pay lots. Only 62 respondents used the commuter bus lot, 48 used private pay lot, and 62 used assigned parking.

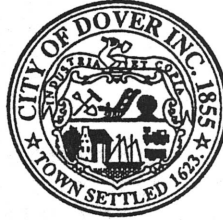
If one assumes that Liberty Mutual currently has 296

convenient parking spots that employees are willing to use, and that Liberty Mutual has at least 373 employees who drive to work (Liberty Mutual did not provide this requested information), Liberty Mutual is still not providing parking for at least 77 employees. It is safe to assume that many of these employees are still parking on side streets and in other non-pay lots, as indicated in the internal survey. It can also be assumed that some of these 77 employees park their vehicles in two hour parking spaces, moving their cars every two hours and taking up spaces that business patrons in downtown Dover can use.

The City is currently leasing 99 municipal spaces to Liberty Mutual. Still assuming that Liberty Mutual has at least 373 employees that need parking, the City is providing roughly 25% of Liberty Mutual's parking needs. Providing this many parking spaces to one business opens the City to questions of fairness, especially when other businesses may ask that 25% of their employees' parking needs be met by City leased parking, at the same rate as that provided to Liberty Mutual, and at a location that is similar in distance as the leased parking provided to Liberty Mutual. The City of Dover, like many other cities, can provide incentives to businesses to locate and remain within the city. In doing so, the City opens itself to a higher level of scrutiny, especially by existing businesses that are not receiving similar incentives. The City may allocate its resources as it finds best for the City. It is natural that others will question these allocations of resources.

Liberty Mutual employees are accused of being prime offenders of the two hour parking spot ordinance. Liberty Mutual probably has a similar proportion of offenders of this ordinance when compared to other businesses in downtown Dover. Due to its larger total number of employees, however, Liberty Mutual probably has a greater number of offenders of the two hour parking ordinance when compared to other businesses in the area.

PAUL G. BEECHER
City Manager



288 Central Avenue
Dover, New Hampshire 03820
(603) 743-6023

City of Dover, New Hampshire

OFFICE OF THE CITY MANAGER

To: Honorable Mayor and City Council

From: City Manager Paul G. Beecher *PB*

Subject: 1993 Downtown Parking Study

Date: March 2, 1994

Please find attached a study of downtown parking conducted in March of 1993 by Planning Department Intern and Student David J. Bujno. This study, which was written under the direction of then Planning Director Bill Collins, has not been widely distributed but has been used to create a Downtown Geographic Information System Data Base mapping out downtown business parking needs.

In attempting to understand this study, you must keep in mind the following factors: First, this study was written by a college intern with no prior experience, or expertise in the field of municipal parking. Secondly, and probably most importantly, this study was written over one year ago and since that time, approximately 500 parking spaces have been added to the downtown inventory to include the Liberty Mutual Parking Lot on Chestnut Street as well as the Portland Street Lot.

After reviewing the entire report myself, I can state that most legitimate policy recommendations have already been dealt with through various steps that have been taken by the former Parking & Traffic Committee. For example, the addition of the Liberty Mutual Lot on Chestnut Street certainly changes his assertion that there is a deficit of 41 spaces for long term (employee) parking. However, it should be noted that this assertion is faulty to begin with, as it assumes that all city owned parking lots can be used for long term parking. As we have learned from the Orchard Street example, this assumption is not possible.

Next, with regard to that lot, the writer's two concerns have already been addressed. Recently, the City Council doubled the permit parking spaces in that lot for long term parkers and installed single head parking meters for short term parkers. To date, all of the long term parking permits are sold, and 50% of the short term spaces are available for turnover parking on any given day.

COPY

MEMORANDUM

To: Paul G. Beecher, City Manager
From: William W. Fenniman, Jr.
Subject: Downtown Parking Inventory
Date: December 16, 1992

As promised previously, please find attached the Downtown Parking Inventory taken by members of the Dover Police Traffic Bureau. This inventory as you can see is current to December 14, 1992, however, as you know, may change slightly with each passing council meeting.

Should you have any further questions in reference to the inventory, please don't hesitate to contact me.

cc: Bill Collins, Planning Director

Rick

508 836 1281

DOWNTOWN PARKING INVENTORY

12/14/92

<u>STREET</u>	<u>LOCATION</u>	<u># OF SPACES</u>
✓ Central Ave (West)	Kirkland to Hale Street	✓ 12 (2 hr)
✓ Central Ave (West)	Hale to St. Thomas Street	✓ 5 (2 hr)
✓ Central Ave (West)	St. Thomas to Washington Street	✓ 9 (2 hr)
✓ Central Ave (West)	Washington to First Street	41 (2 hr)
✓ Central Ave (West)	First to Second Street	12 (2 hr)
✓ Central Ave (West)	Second to Third Street	14 (2 hr)
✓ Central Ave (West)	Third to Sixth Street	11 (2 hr)
✓ Central Ave (East)	Kirkland to Washington Street	✓ 20 (2 hr)
✓ Central Ave (East)	Washington to Portland Avenue	18 (2 hr)
✓ Central Ave (East)	Portland to RR Tracks	20 (2 hr)
✓ Central Ave (East)	RR Tracks to New York Street	11 (2 hr)
✓ Kirkland Street (N & S)	Central to Locust Street	✓ 18 (2 hr)
✓ Locust Street (West)	Walnut to Washington Street	7 (2 hr)
✓ Locust Street (East)	Hale to Washington Street	7 (2 hr)
✓ Locust Street (East)	Church to Hale Street	16
✓ Hale Street	Central to Locust Street	✓ 17 (2 hr)
✓ Washington Street (North)	Fayette to Central Ave	10 (2 hr)
✓ Washington Street (North)	Central to Main	12 (2 hr)
✓ Washington Street (South)	Chestnut to Central	10 (2 hr)
✓ Washington Street	East of Main Street	17
✓ Henry Law Ave (West)	Washington to Williams Street	12
✓ Henry Law Ave (East)	Washington to Pool entrance	19
✓ Henry Law Ave (East)	Pool entrance to River Street	28 7@ (2 hr)

✓ Williams Street (North)	Central to Henry Law Avenue	6
✓ Main Street (West)	Washington to School Street	15 (2 hr)
✓ Young Street	Main to Water Street	6
✓ School Street (North)	Main to Mechanic Street	14 (2 hr)
✓ School Street (South)	Main to Mechanic Street	3 (2 hr)
✓ Portland Ave (South)	Central to St. John Street	9
✓ Broadway (South)	Central to St. John Street	5 (3@2 hr)
✓ Third Street (South)	Central to Chestnut Street	14 (2 hr)
✓ Third Street (N & S)	Chestnut to Grove Street	30 (2 hr)
✓ Second Street (N & S)	Central to Chestnut Street	56 (2 hr)
✓ First Street (N & S)	Central to Chestnut Street	50 (2 hr)
✓ Fourth Street (N & S)	Central to Chestnut Street	14
✓ Fifth Street (N & S)	Central to Chestnut Street	13
✓ Sixth Street (N & S)	Central to Chestnut Street	11
✓ Chestnut Street (E & W)	Third to Fifth Street	26 (2 hr)
✓ Preble Street	Pierce to Central Avenue	10
✓ St. Thomas Street	Central to Locust Street	✓ 9 (2 hr)
✓ St. Thomas Street	Walnut to Belknap Street	34
✓ Green Street	Washington to Chestnut Street	14 (2 hr)
✓ Fayette Street	Washington to Green Street	4 (2 hr)
✓ Atkinson Street	Washington to # 35	22
✓ St. John Street	Broadway to Portland Avenue	12
✓ Portland Street	Main to Portland Avenue	25
✓ Cocheco Street	Portland to Rogers Street	30

North Pine - 12
 Durell - 7
 Mechanic - 3

Total on street spaces in downtown area - 798
 499 two hour
 299 all day

Parking Lots

✓ ✓ School Street ✓	66 (21 lease, 45 unrestricted)	change 21 to lease in dbase
✓ ✓ City Hall ✓	7 (1 hr)	
✓ ✓ Lower Square ✓	16 (2 hr)	
✓ ✓ Locust Street ✓	27 (27 lease)	
✓ ? Belknap ✓	22 (meter)	
✓ ✓ Third Street ✓	79 ⁴⁷ (meter, ³² 32 monthly permits)	
✓ ✓ Chestnut Street ✓	40 (monthly permit)	
✓ ✓ Orchard Street ✓ 174	(133 (meter), 41 monthly permits)	Recently increased to 70 62 spaces netted 133 <u>51</u> onsite
✓ ✓ First Street ✓	79 (79 lease)	
✓ ✓ Walnut Street ✓	10 (unrestricted)	
✓ ✓ Library ✓	212 (library only - 18, 2 hr - 22, monthly permits - 50, City Employee Permits - 122)	Change in dbase
✓ ✓ Portland Street ✓	44 (monthly permit)	

Total surface lot capacity 735
 127 leased
 207 monthly permits 106 leased
 45 time limited
 122 City Employee Permit
 55 unrestricted
 18 Library Only
 161 meter controlled (Total spaces in metered lots are 234. # of montly permits in these lots is 73.)

Total Spaces Downtown - 1,533

Bill Simonds
 Orchard St Lot.

106
 72 permits
 44
 116

79
~~41~~
 127

1771

184

41
~~14~~
 27

```

Input topo file      /usr3/dover/%dover/topo/z1-4dm_
Query set           z1surv_dmd
Report table
Report              /usr3/dover/%dover/setup/busprk_
Report type         by element
Seed file           /usr3/dover/%dover/seed/seed.dgn

```

```

Number of query set elements not processed    2
Number of query set elements processed       32

```

/usr3/dover/%dover/setup/busprk_dmd.rpd Report

parking_demand name1	parking_dema peak_hr_dema	parking_dema onsite_patro	parking_dema add_employ_p	parking_dema prkng_turnov
ROBBINS AUTO	10	6	20	0.5000
HANDY HARDWARE	25	25		0.5000
EMPIRE BEAUTY SCHOOL	20			1.0000
P C WAREHOUSE		0	1	1.0000
DOUG GEORGE HOMES	1		1	1.0000
CONSUMER CREDIT COUN	1	0	1	1.0000
LYNS LOOKING GLASS	12		5	1.0000
ALAN S. GREENE ESQ.	3	0	0	1.0000
PATRICIA BEAN R.N.				2.0000
BOYS TAXI SERVICE			4	
MC DUFFEE INSURANCE	2	0	2	1.0000
MC DUFFEE MARY ELLEN				
WOODEN SPOON	15	0	3	1.0000
SOPIEGRAPHICS	5	0	1	0.5000
WILCOX DESIGN	2	0	0	1.0000
EGG CLEARINGHOUSE IN	5	0	0	1.0000
WAREHOUSE RESTAURANT	50	0	0	1.5000
JEWELLRY CREATIONS	7	0	6	0.5000
MPN				
HISTORIC RETORATION				
SHAHEEN, GORDEN, CAP	6	0	15	1.5000
SPINELLI REALTY	5		2	0.5000
KARELITZ, KENNEDY DD	5		4	1.5000
NICOLES HALLMARK	7	0	2	0.5000
SHEARS THAT SHAPE	12		4	1.0000
MARVEYS BAKERY & CO	27	0	10	0.5000
SWEETLANDS INC	27	0	8	1.0000
SPARTAN HOTEL				
ELKNAP DENTAL ASSOC	17	0	12	1.5000
HEAR EXCITEMENT	14	0	6	1.0000
TRAFFORD RIVERS CON				
EACOAST CRISIS PREG	2			2.0000

	280	31	107	

** END OF REPORT ***

```

input topo file           /usr3/dover/%dover/topo/z1-4dm_sup.top
query set                 z1nonres_dmd
report table
report                   /usr3/dover/%dover/setup/busprk_prjdmd.rpd
report type              by element
seed file                 /usr3/dover/%dover/seed/seed.dgn

```

```

Number of query set elements not processed    0
Number of query set elements processed       25

```

/usr3/dover/%dover/setup/busprk_prjdmd.rpd Report

parking_demand name1	parking_dema project_empl	parking_dema project_patr	parking_dema prkng_turnov
IONS PLACE	3	25	
AMERICAN RED CROSS	2	2	0.5000
OFFICE INTERIORS	6	5	
OPUS 2		2	
IDS	2	2	
OH HEALTH & HUMAN SE	6	5	
OCHECHO VALLEY MENT	6	5	
FAMILY STRENGTH	2	2	
OLIVETTI NORTH AMERI	2	2	
BARRING & CO.	2	2	
CUSTOM HOMES OF GREA	2	2	
ABLE 1	2	2	
VILLEFORD	2	2	
ON TRAC	2	2	
SLOMON ROBERT LAW OF	2	2	1.0000
SMOOTH AS SILK	1	1	
NAILS PLUS	2	2	
NUMBERLAND FARMS	2	2	
EDUCATIONAL ENTERTAI	2	2	
SOUTHEAST BANK SAR		3	
CONTINENTAL TRUST CO		8	
DENTAL LAB		1	
MILLER&MILLER AUCTIO	2	2	
ALLAN SUTTON PUBLISH	2	2	
SOUTHEAST INVESTIGAT	2	2	
-----		54	87

*** END OF REPORT ***

500 ft Radius
around steam heating plant

Residential Patron	Name Units	Onsite Address	Additional Patron	Projected Employee	Peak Employee	Projected Hour
	CORNER POCKET BILLIARDS	MAIN STREET				2
12	COASTAL FITNESS	MAIN STREET				2
50	LIBERTY MUTUAL INSURANCE	CENTRAL AVENUE				25
350	25	MELITUS JAMES				
	7	3 KRANS & KRANS				7
		CAMPBELL JOSEPHINE				
		UPSTART PUBLISHING				
STREET		6 5				
STREET						
MAIN STREET						
EDUCATIONAL SERVICES	42	42 MAIN STREET				
CNTR. FOR ARTS PERFORMING	42	42 MAIN STREET				
	RAWN PUBLIC ADJUSTING	42 MAIN STREET				
	FISHER WILLOUGBY ET. AL.	42 MAIN STREET				30
	HWANGS SCHOOL TAT KWON-DO	42 MAIN STREET				
	ALLARD DRIVING SCHOOL	42 MAIN STREET				
STREET						
STREET						
11 MAIN STREET	12					
	11A MAIN STREET	6				
DEFENSE	5	5 MAIN STREET				8
MARKET	7	7 MAIN STREET				15
JOSEPH		MAIN STREET				
COMPUTER		MAIN STREET				4
WASHINGTON CENTER	1	WASHINGTON STREET				600
231	3	SEACOAST OPHTHOMOLOGY				3
		KRANS ALLAN				
	2	CAMPBELL JOSEPHINE				
	2	PORTLAND STREET ASSOCIATES				

1
 Total Additional Employee Parking: 350
 Total Projected Employee Parking: 610
 Total Peak Hour Demand: 64
 Total Projected Patron Demand: 298
 Total Onsite Patron Parking: 91
 Total Residential Units: 11

DOWNTOWN DOVER PARKING SURVEY
(CO-SPONSORED BY THE CHAMBER OF COMMERCE/CITY OF DOVER)

PART I: BACKGROUND DATA

- 1) Business name: _____
- 2) Business street address: _____
_____ Dover, NH 03820.
- 3) Business telephone number: (603) _____ - _____
- 4) Your position: _____
- 5) Type of business (please check one)
 Retail Restaurant General office
 Professional office (physician, lawyer, etc.)
 Service (barber, tailor, etc.)
 Other (specify) _____
- 6) Weekday Business hours: _____ AM/PM to _____ AM/PM.

PART II: EMPLOYEE PARKING DATA

- 7) Please describe parking problems your employees have, if any. (Use the reverse side if you need more space.)

- 8) Please describe any recommendations you have concerning employee parking. (Use the reverse side if needed.)

- 9a) Do you have on-site parking currently for your employees?
(please circle one) Yes No

DOWNTOWN DOVER PARKING SURVEY
(CO-SPONSORED BY THE CHAMBER OF COMMERCE/CITY OF DOVER)

b) If you answered yes, how many on-site parking spaces do you have for your employees now? _____.

c) How many additional spaces do your employees need? _____.

11a) Is there enough municipal parking available for your employees? (please circle one) Yes No

b) If you answered no to the above, your employees need _____ more parking spots at the _____ municipal parking lot.

12) How far should your employees have to walk to work from their parking spot:

a) during the winter? _____ft.

b) all other seasons? _____ft.

PART III: BUSINESS PATRON PARKING DATA

13) Please describe any parking problems your patrons have. (Use the reverse side if you need more space.)

14) Please describe any recommendations you have concerning business patron parking. (Use reverse side as needed.)

15) How many parking spaces do you feel you need for you customers?

a) during peak hours? _____.

b) all other times? _____.

16) Weekday business peak hours: _____ AM/PM to _____ AM/PM.

17) How many on-site parking spaces do you have for your business patrons? _____.

DOWNTOWN DOVER PARKING SURVEY
(CO-SPONSORED BY THE CHAMBER OF COMMERCE/CITY OF DOVER)

18) Estimate the percentage of your patrons that drive downtown solely to use your business: _____%

19) Estimate the percentage of patrons already parked in the downtown area that use your business: _____%

20) How far should your patrons have to walk to your business from their parking spot:

a) during the winter? _____ft.

b) all other seasons? _____ft.

21) Is there sufficient parking for your handicapped patrons?
(please circle one) Yes No

22) Please list below any concerns your patrons share with you pertaining to Dover parking enforcement:

23) Do you favor having the Chamber of Commerce distribute restaurant placemats showing the location of parking in downtown Dover? (please circle one) Yes No

24) Please list any recommendations you have specifically for the Chamber of Commerce concerning downtown parking:
(Use the reverse side if you need more space.)

Please print your name here: _____.