



# ROSLINDALE BUSINESS SURVEY RESPONSE REPORT

*November 23, 2022*

## I. BACKGROUND - ROSLINDALE PARKING STUDY

On Saturday October 2, 2021 and Wednesday October 6, 2021, the Boston Transportation Department (BTD) conducted a parking study in Roslindale. The study area included the Roslindale Village Main Street district and the commercial corridor along Washington Street. The study area contained 235 on-street parking spaces. Off-street parking was also reviewed, including 62 parking spaces in the City owned municipal parking lot, 139 parking spaces in the MBTA owned parking lot, and 228 parking spaces in privately owned parking lots. Privately owned parking lot data was collected to a) understand parking resources in the area, b) understand parking demand, c) understand the potential for shared parking arrangements. A [summary of findings](#) was released in March 2022.

The Study Area included Washington Street between Atherton Avenue and Lee Hill Road, Poplar Street between South Street and Florence Street, Cummins Highway between Washington Street and Florence Street, South Street between Washington Street and Belgrade Avenue, Taft Hill Terrace between South Street and the far entrance to the Municipal Parking Lot, Belgrade Avenue between South Street and Pinehurst Street, Robert Street between S Conway Street and Belgrade Avenue, Corinth Street between Belgrade Avenue and Washington Street, and Birch Street between Corinth Street and the far entrance to the Cooperative Bank parking lot.

### *Roslindale Parking Study Area*



Figure 1. Roslindale Parking Study Area - streets and lots surveyed - blue is City of Boston owned parking lot, red is MBTA owned parking lot, and the yellow lines are the curbs where data was collected.

## II. ROSLINDALE BUSINESS SURVEY

BTD conducted a survey of employers, business owners, employees, and commercial property owners located within the Roslindale Parking Study Area. The purpose was to get a better understanding of how they see the transportation and parking challenges and receive feedback on potential curb regulation changes. A survey link was emailed to more than 200 email addresses supplied by the Roslindale Business Group and the Roslindale Village Main Streets. Flyers with information on how to access the survey were distributed door-to-door to each business located within the study area. Translation services were made available in the four main languages of the 02131 zip code.

BTD received 60 responses to the survey, which included 47 (78%) from employers or business owners, 11 (18%) from employees, and 2 (4%) from commercial property owners.



Figure 2. Percent of Roslindale Business Survey respondents that identified as an employer, employee, or commercial property owner.

## III. ROSLINDALE BUSINESS SURVEY ANALYSIS

This analysis has been grouped according to how survey respondents identified themselves. Section IV contains an analysis of responses from employers or business owners, Section V contains responses from employees, and Section VI contains responses from commercial property owners. The analysis for commercial property owners was summarized given that only 2 responses were received. Section VII contains a list of comments from all respondents within the study area.

The parking study and business survey were conducted by the Boston Transportation Department. For more information contact Matt Warfield, New Mobility Planner, at [matthew.warfield@boston.gov](mailto:matthew.warfield@boston.gov) or 617-635-1375.

For a list of survey questions see Appendix A

#### IV. EMPLOYERS AND BUSINESS OWNERS

Of the 60 responses received, 47 (78%) were from respondents who identified as an employer or business owner. Some of the responses were removed from the analysis. While still valuable information, 4 responses were removed because they were not from businesses within the study area, 1 response was removed because a business address was not provided and the response could not be validated, and 1 response was removed because it had incomplete information and appeared to be someone testing the survey.

Survey responses were anonymized and are not identified with the survey respondent. Responses came from businesses on the following blocks:

- Washington Street between Atherton Avenue and Corinth/Poplar Street - 4
- Washington Street between Corinth/Poplar Street and Lee Hill Road - 8
- Cummins Highway between Washington Street and Florence Street - 1
- South Street between Washington Street and Belgrade Avenue - 6
- Belgrade Avenue between South Street and Pinehurst Street - 5
- Birch Street between Cooperative Bank Parking Lot Entrance and Belgrade Avenue - 3
- Corinth Street between Belgrade Avenue and Washington Street, including portion of Cohasset Street - 9
- Poplar Street between South Street and Washington Street - 5

#### Summary of results:

- The majority of respondents were busiest during the day on both weekdays and weekends
- More than half of respondents indicated customers spent 1 hour or less at their business, one third indicated 30 minutes or less
- Overwhelmingly respondents indicated customers arrived to their business by car
- The majority of respondents support adding additional parking, extending the time limit in the municipal parking lot to 4 hours or more, installing additional accessible parking spaces (ADA), and installing parking meters to better manage parking
- The majority of respondents did not support extending parking restrictions until 8pm or decreasing the parking time limit to be less than 2 hours
- Most respondents did not support extending parking restrictions to include Saturday, however, when asked what would improve parking and transportation access in the area, extending regulations to include Saturday was just behind the top three choices, after increase enforcement

### Employers and Business Owners: Question 1

Respondents were asked to identify their type of business, which included: 17% food or beverage businesses (restaurant, bar, deli, ice cream parlor), 26% patient services (hair or nail salons, realty, doctor's office), 12% retail goods sales (clothing, toys, other goods), 33% professional offices, and 12% school, library, rec center, or place of worship.

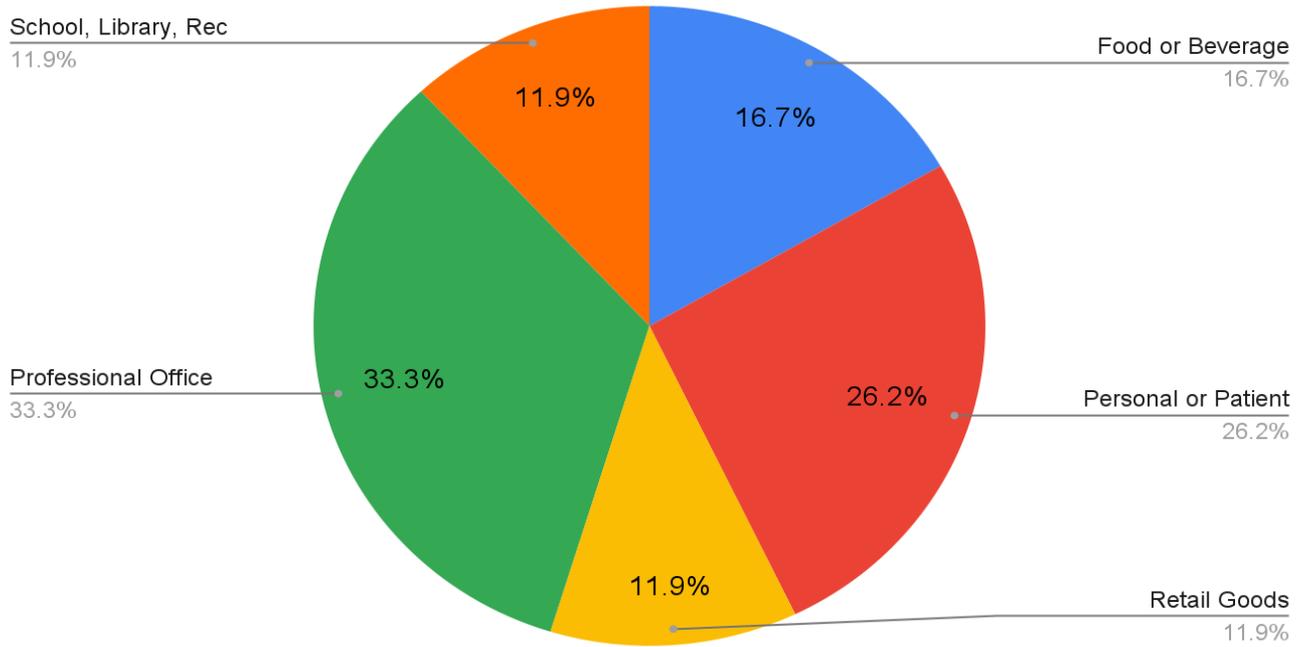


Figure 3. Types of businesses the Employer respondents represented.

## **Employers and Business Owners: Question 2**

Respondents were asked when they were busiest, or when there were the most customers. Respondents could choose more than one answer to indicate they were busy at different times. Weekdays during the day was chosen 29 times, weekday evenings 15 times, weekends during the day 21 times, weekend evenings 12 times, and other 4 times.

### **When are the busiest times, when are there the most customers?**

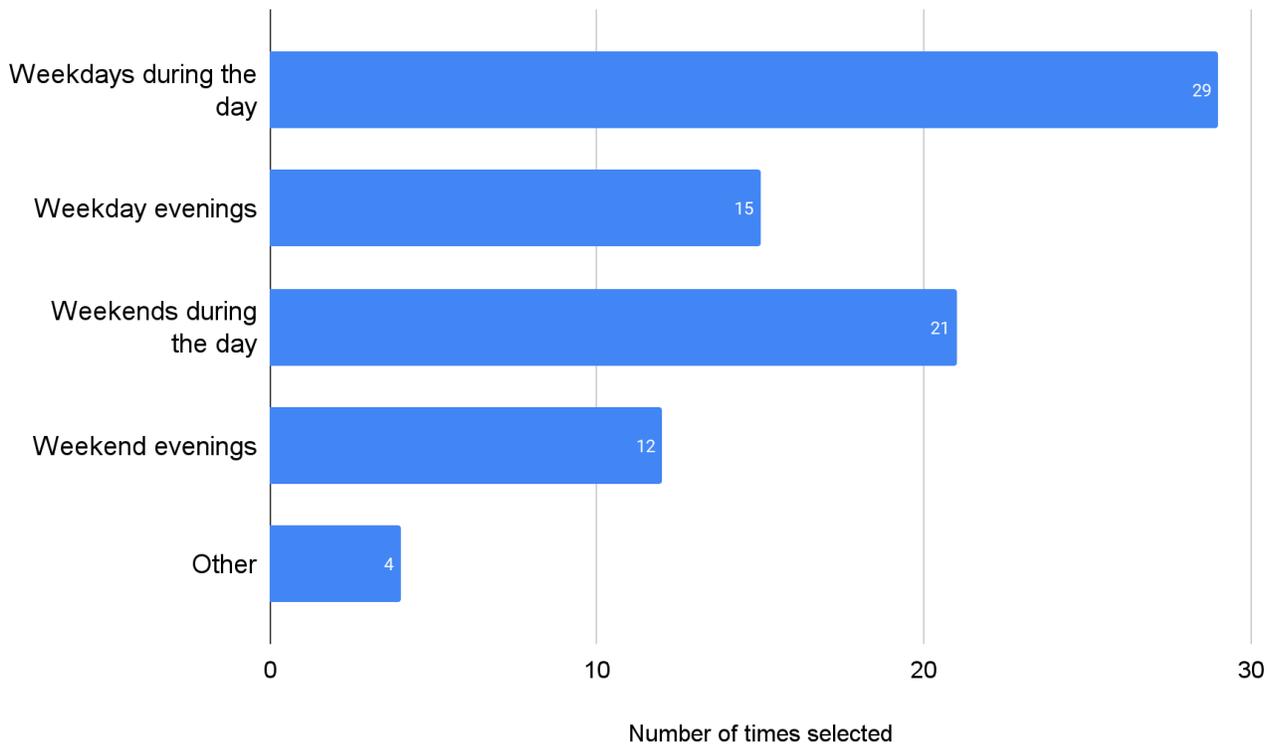


Figure 4. Number of times Employer respondents selected a time frame of when they were the busiest, or when there were the most customers.

### **Employers and Business Owners: Question 3**

Respondents were asked to identify how long they believed a typical customer spent at their business. 22% indicated more than 2 hours, 25% 1 - 2 hours, 20% 30 minutes -1 hour, 17% 15 - 30 minutes, 15% 5 - 15 minutes, and 2% less than 5 minutes.

### **How long does a typical customer spend at the business?**

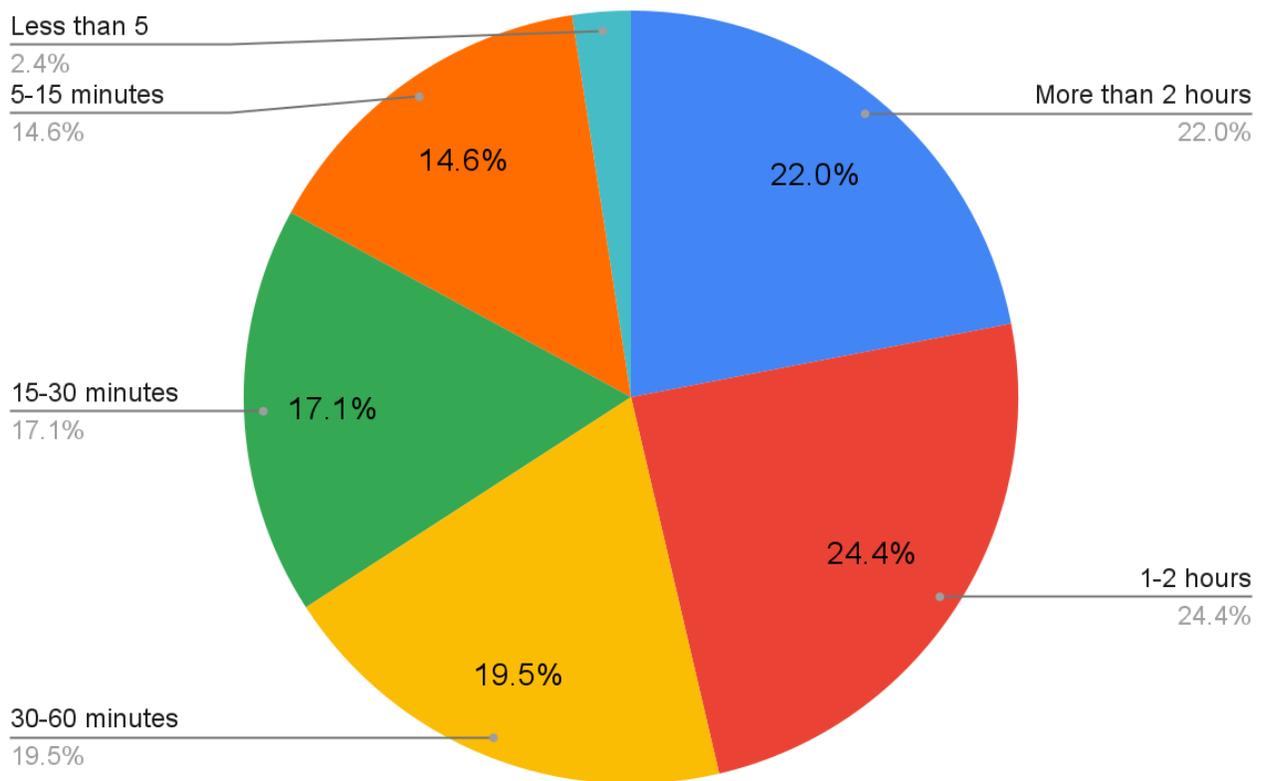


Figure 5. The length of time Employer respondents identified that customers typically spend at their business.

### Employers and Business Owners Question 4

Respondents were asked to provide their opinion on how most customers got to their business. 4% said drop off, 89% said by car, and 7% said walk.

### **In your opinion, how do customers get to the business?**

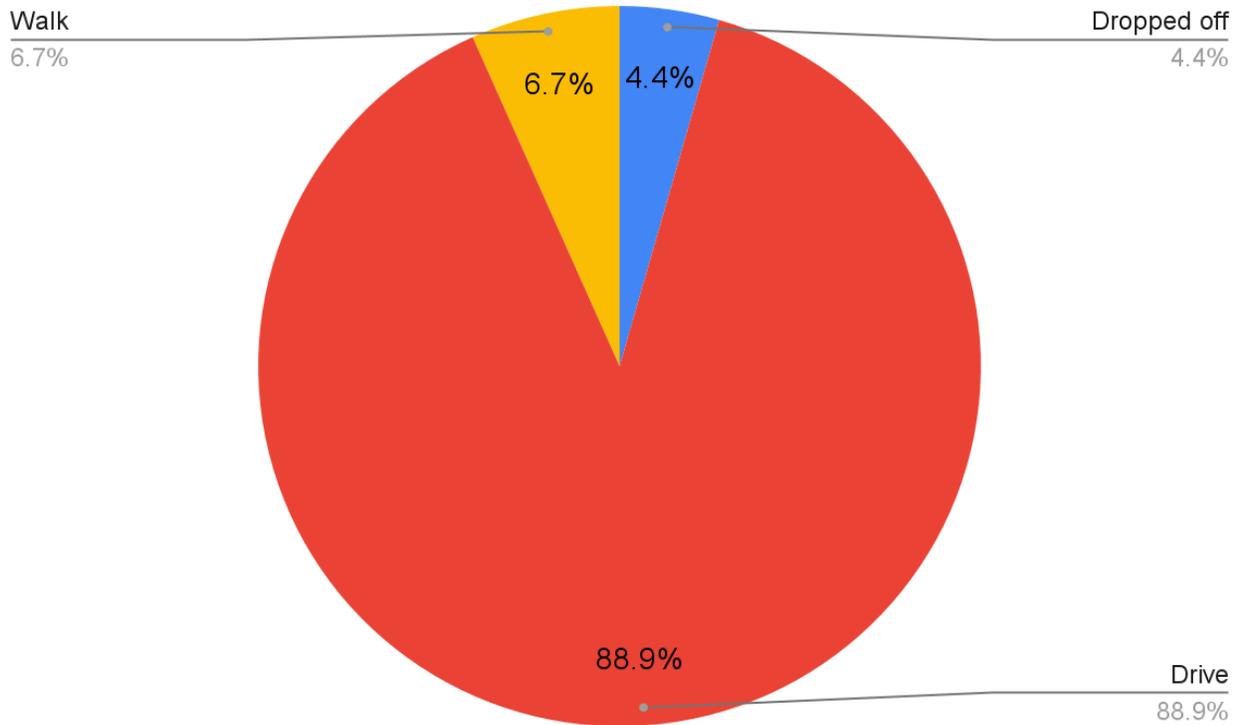


Figure 6. Mode of transportation for most customers that Employer respondents identified.

## **Employers and Business Owners: Question 5**

Respondents were asked if their business would benefit from transportation and public space related elements being located nearby. Respondents were able to select more than one option.

More parking was chosen 23 times, short timed-parking of 30 minutes or less 12 times, no time limits on parking 12 times, more bike parking 9 times, commercial loading zones 7 times, parking meters 16 times, more accessible parking (ADA) 16 times, space for food trucks 1 time, food takeout zone 5 times, pedestrian plaza 5 times, bike share station 1 time, bus stop 2 times, and parklet 5 times. The top three choices were more parking, parking meters, and more accessible parking (ADA).

## **Would your business benefit from any of these being located nearby?**

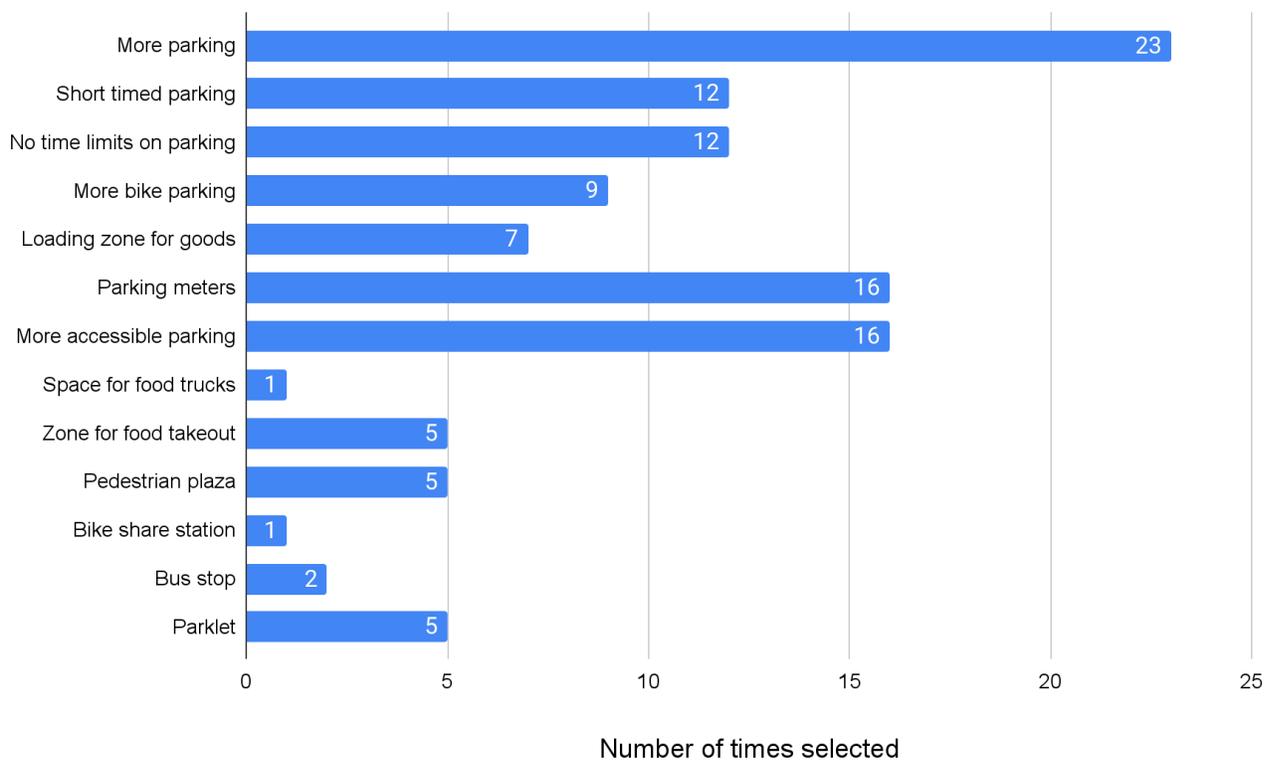


Figure 7. Number of times Employer respondents selected transportation related interventions as being beneficial if located nearby.

**Employers and Business Owners: Question 6**

Respondents were asked if parking has negatively impacted their business. They were given an opportunity to provide context, most of which has been included in Section VII. 14% said I don't know, 26% said No, and 60% said yes.

**Has parking negatively impacted your business?**

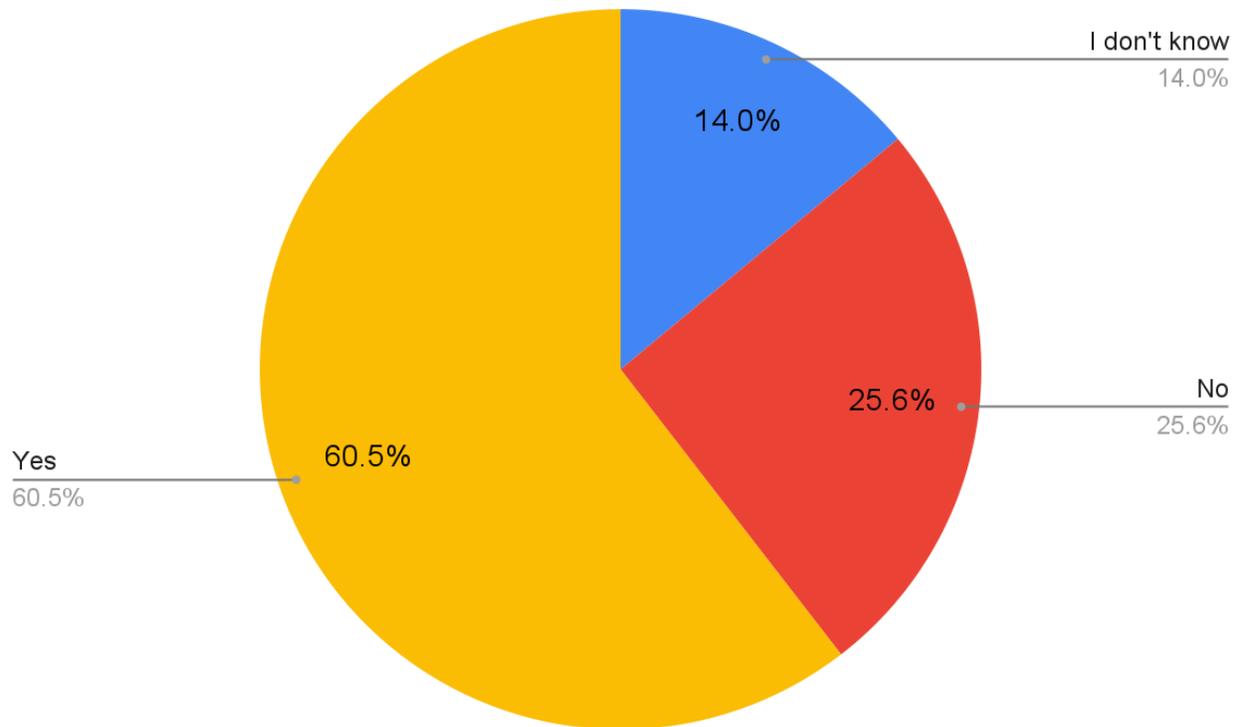


Figure 8. Percent of Employer respondents indicating whether parking has negatively impacted their business.

### **Employers and Business Owners: Question 7**

Respondents were asked to choose regulations they believed would help improve transportation and parking access. Respondents were able to choose more than one answer.

Parking is ok was chosen 1 time, install parking meters 18 times, increase enforcement 14 times, extend time limit in the municipal parking lot to 4 hours or more 24 times, install commercial loading zones 7 times, extend parking regulations to include saturday 10 times, reduce parking time limits from 2 hours to 1 hour 5 times, add parking regulations on unregulated streets 5 times, install more accessible parking (ADA) 18 times, install zones for quick pick-up trips 10 times, extend parking restrictions until 8pm 9 times, and install parking meters in the municipal parking lot 7 times. The top three choices chosen were 'extend time limit to 4 hours or more in the municipal parking lot', 'install parking meters', and 'install more accessible parking (ADA)'.

## **Which of the following regulation changes would help improve transportation and parking access in the Roslindale Square Business District?**

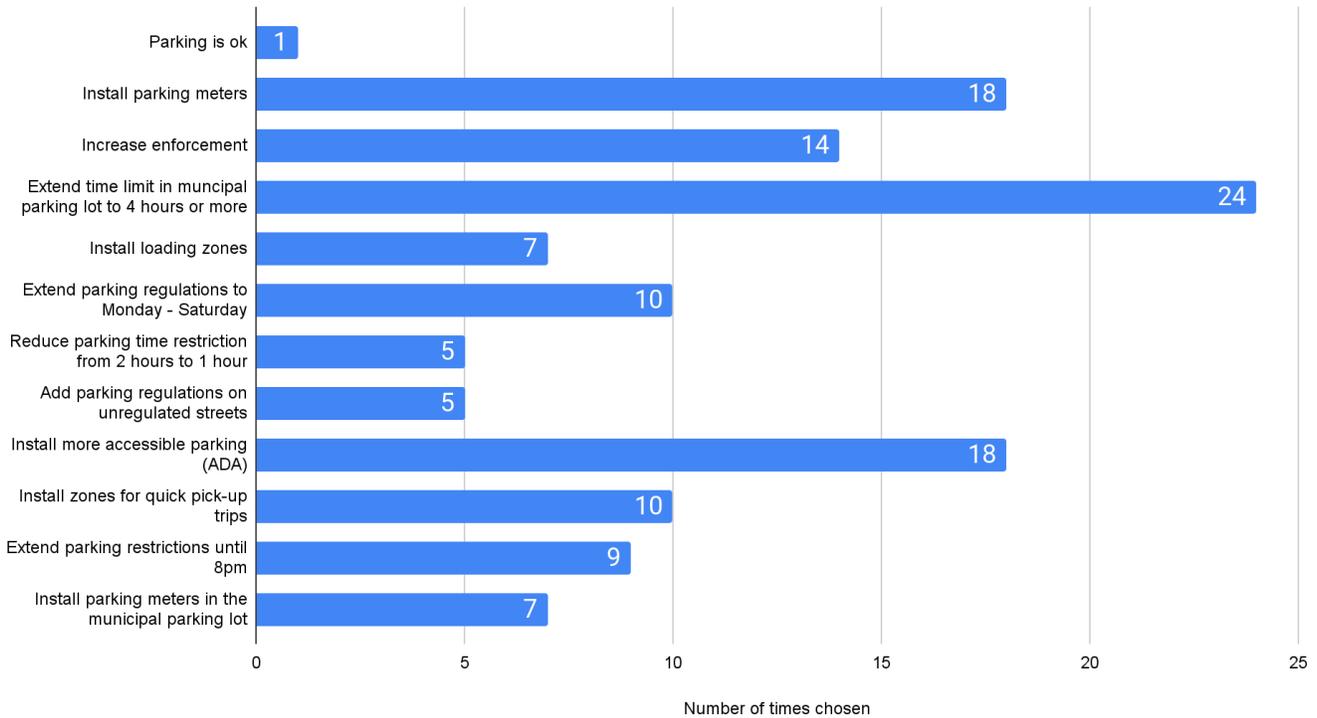


Figure 9. Number of times an Employer respondent chose a curb regulation as improving transportation and parking access in the Roslindale Business District.

**Employers and Business Owners: Question 8**

A point of contention in the neighborhood has been the closing of Birch Street to vehicle traffic resulting in the removal of 12 parking spaces. Birch Street was made into a pedestrian plaza, which plays host to events and other public activities.

Respondents were asked if they supported closing Birch Street to cars and making it a pedestrian plaza. 63% said yes, 24% said no, and 12% said I don't know.

**Do you support the closing of Birch Street to cars and turning it into a pedestrian plaza?**

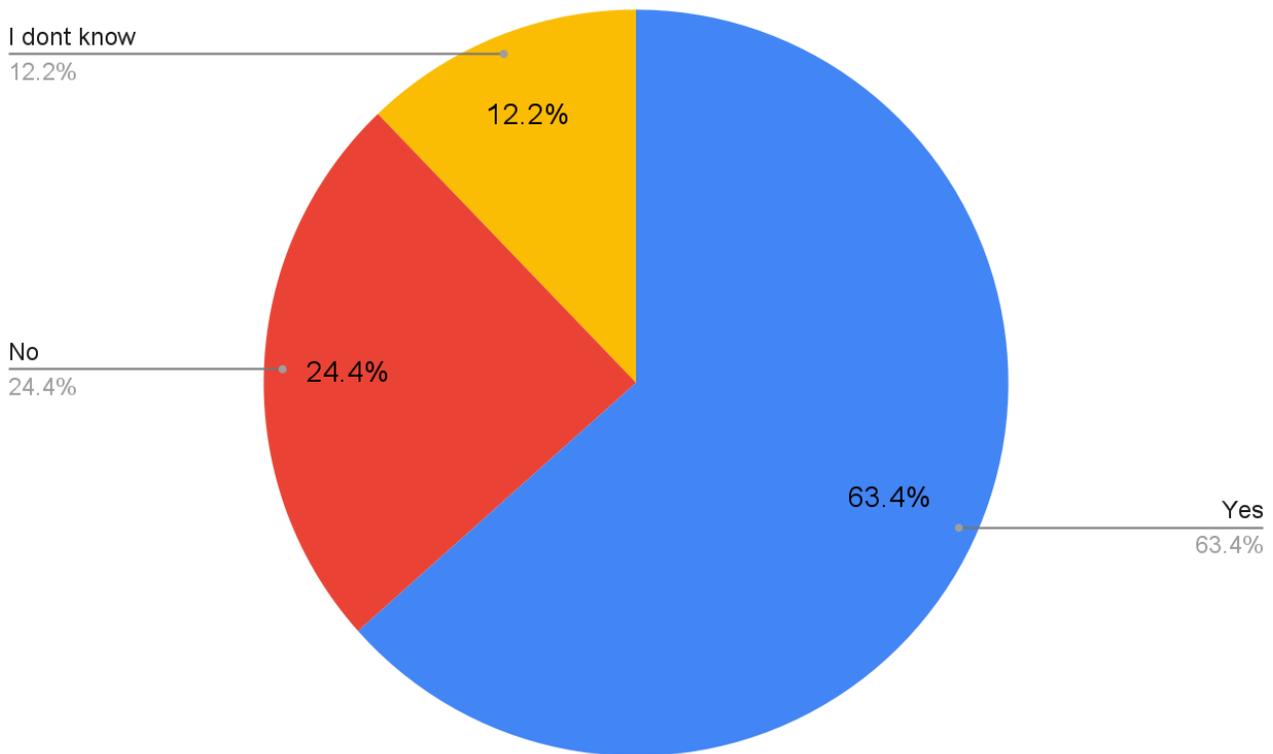


Figure 10. Percent of Employer respondents that indicated their support for the closing of Birch Street to cars and turning it into a pedestrian plaza.

### **Employers and Business Owners: Question 9**

The parking study showed that on many blocks vehicles remain parked beyond the 2 hour time limit. Parking meters are one way to increase parking turnover by charging to access the parking space. They are also more efficient to enforce than relying on a time restriction alone.

Respondents were asked if they supported the installation of parking meters. 49% said yes, 44% said no, and 7% said I don't know.

### **Do you support the installation of parking meters to manage parking?**

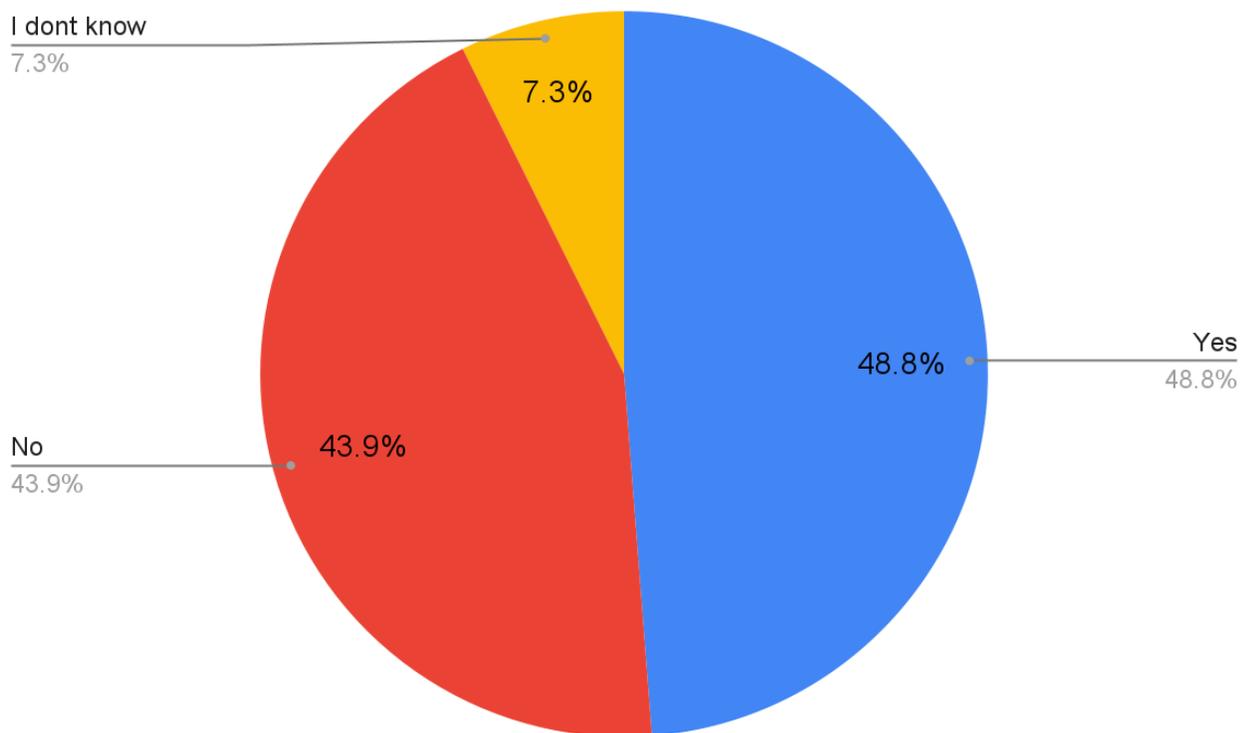


Figure 11. Percent of Employer respondents that indicated their support for the installation of parking meters.

### **Employers and Business Owners: Question 10**

Most parking in Roslindale is restricted to a 2 hour parking time limit, which is the standard throughout the city. Time limited parking is intended to increase parking turnover and allow more vehicles to access the parking space throughout the day. If we consider parking restrictions are in place from 8am-6pm, and if someone was take full advantage of the 2 hour time limit, a parking space would provide access for 5 vehicles during the 10 hour period. This isn't always the most efficient use of space and doesn't meet the needs of all businesses. Sometimes having parking time limits that are less than 2 hours can provide more space for customers to park their vehicles. More information on time limited parking can be found on the MAPC's website.

Respondents were asked whether they supported shortening the parking time restriction to be less than 2 hours. 22% said yes, 66% said no, and 12% said I don't know.

### **Do you support shortening the parking time restriction to be less than 2 hours?**

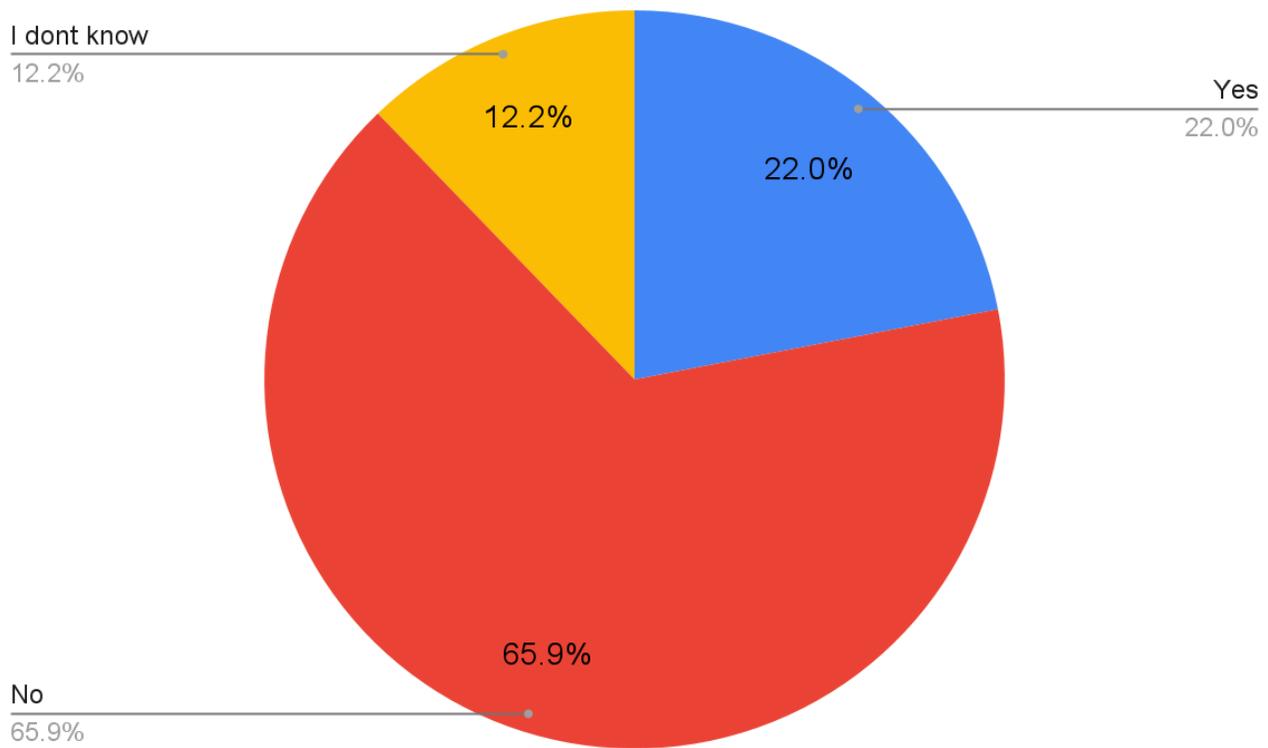


Figure 12. Percent of Employer respondents that indicated their support for decreasing the parking time limit to be less than 2 hours.

### **Employers and Business Owners: Questions 11-15**

The amount of public space that can be dedicated to parking a vehicle is limited. There is only so much physical space along the curb, on off-street parking lots, and in parking structures. There is a maximum number of vehicles that can be parked at any given time. To decrease the demand for parking it is important that alternatives to driving a personal vehicle are made available. Questions 11-15 sought feedback on several alternatives to driving a personal vehicle, including support for increasing access to bike share, adding bike parking, making bus travel more reliable through bus priority lanes, making it safer to bike with separated bike lanes, and increasing access to car share vehicles. The responses to these questions provide valuable information to BTM so we can better understand ways to improve transportation access. The responses have not been included in this analysis because they do not apply to the parking regulation changes that are being considered, and they are not directly tied to any specific projects or programs planned for the area.

For more information on the work the city is doing to provide alternatives to the use of personal vehicles, see the Boston Transportation Department's list of programs.

**Employers and Business Owners Question: 16**

Respondents were asked if they supported adding additional accessible parking spaces (ADA). 68% said yes, 17% said no, and 15% said I don't know.

**Do you support adding additional accessible parking spaces (ADA)?**

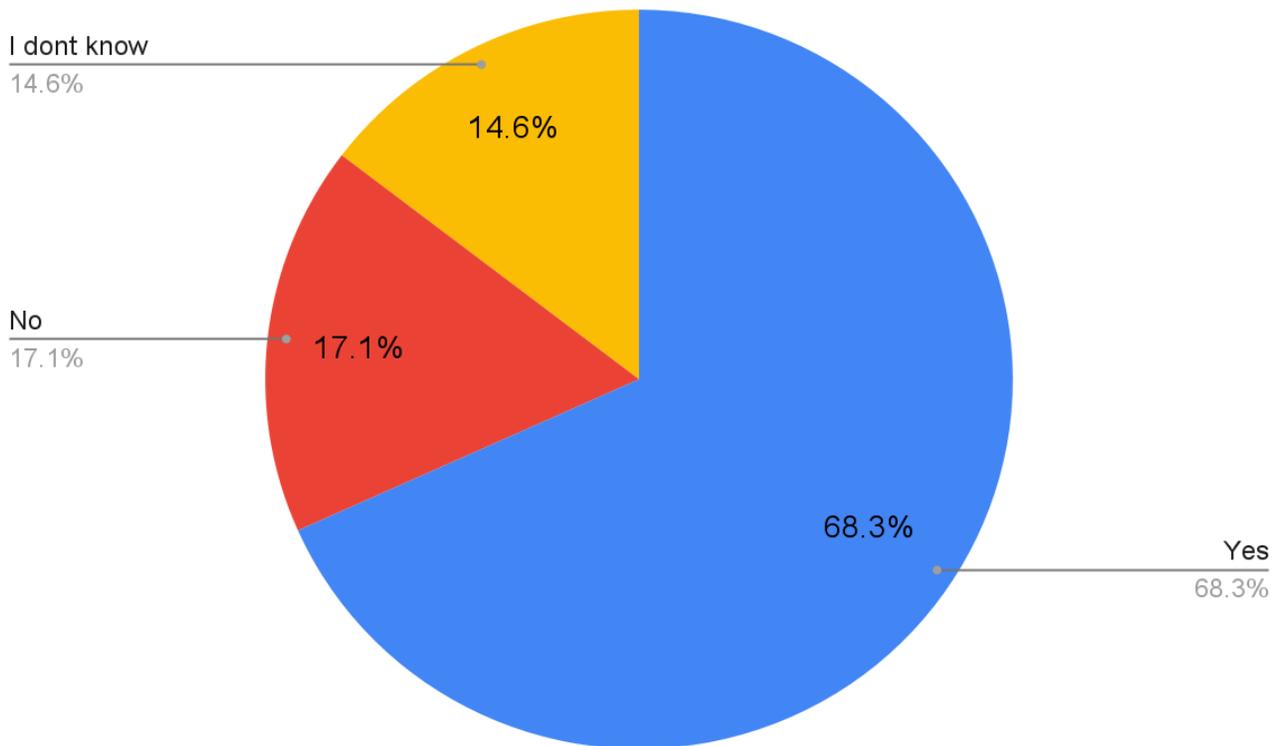


Figure 13. Percent of Employer respondents that indicated support for additional accessible parking spaces.

**Employers and Business Owners: Question 17**

We heard from several community members that making Washington Street open to two-way - traffic in the stretch that is one-way would improve traffic flow and reduce the volume of vehicles flowing through the business area. This questions was asked to better understand how the business community felt about this proposal. There are no plans to make Washington Street two-way, this is for informational purposes only.

Respondents were asked if they supported making Washington Street two-way. 49% said yes, 19% said no, and 32% said I don't know.

**Do you support making Washington Street two-way between Basile Street and Poplar Street?**

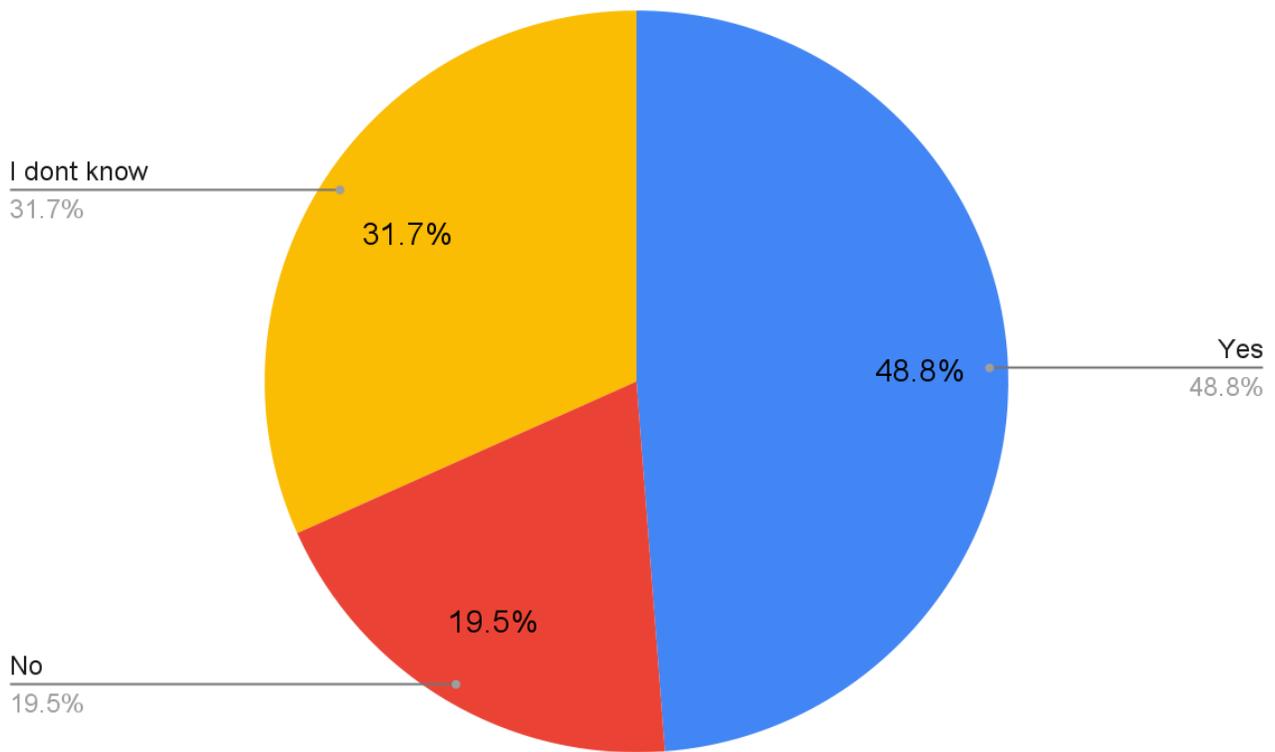


Figure 14. Percent of Employer respondents that indicated support for making Washington Street two-way between Basile Street and Poplar Street.

### **Employers and Business Owners: Question 18**

There may be an opportunity to add some parking spaces on side streets that do not currently have parking. This would require a BTD engineer to review road widths, distances from intersections and driveways, and consider emergency vehicle access. If locations are identified some spaces may be turned into parking.

Respondents were asked if they supported adding additional parking spaces where possible. 88% said yes, 5% said no, and 7% said I don't know.

### **Do you support adding additional parking spaces on side streets where possible?**

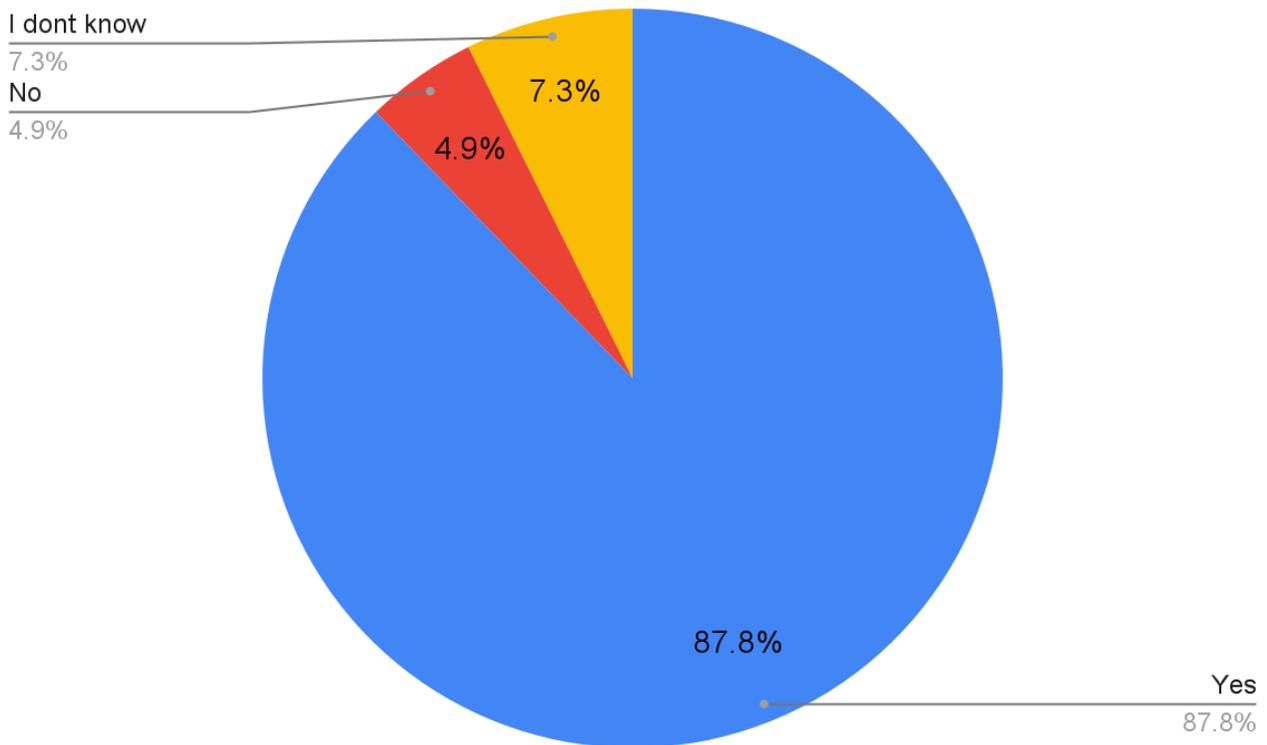


Figure 15. Percent of Employer respondents that indicated support for adding additional parking spaces where possible.

### **Employers and Business Owners: Question 19**

There are several blocks near the business district that do not have parking regulations. This means a vehicle could be parked for long durations, up to 48 hours per the City of Boston Traffic Rules and Regulations. The parking study found that vehicles on these blocks were being parked for an average of 8 hours or more. Extending parking regulations to these blocks could increase the number of available parking spaces.

Respondents were asked whether they supported expanding parking regulations to some blocks. 44% said yes, 32% said no, and 24% said I don't know.

### **Do you support expanding parking regulations to some blocks that are currently unregulated?**

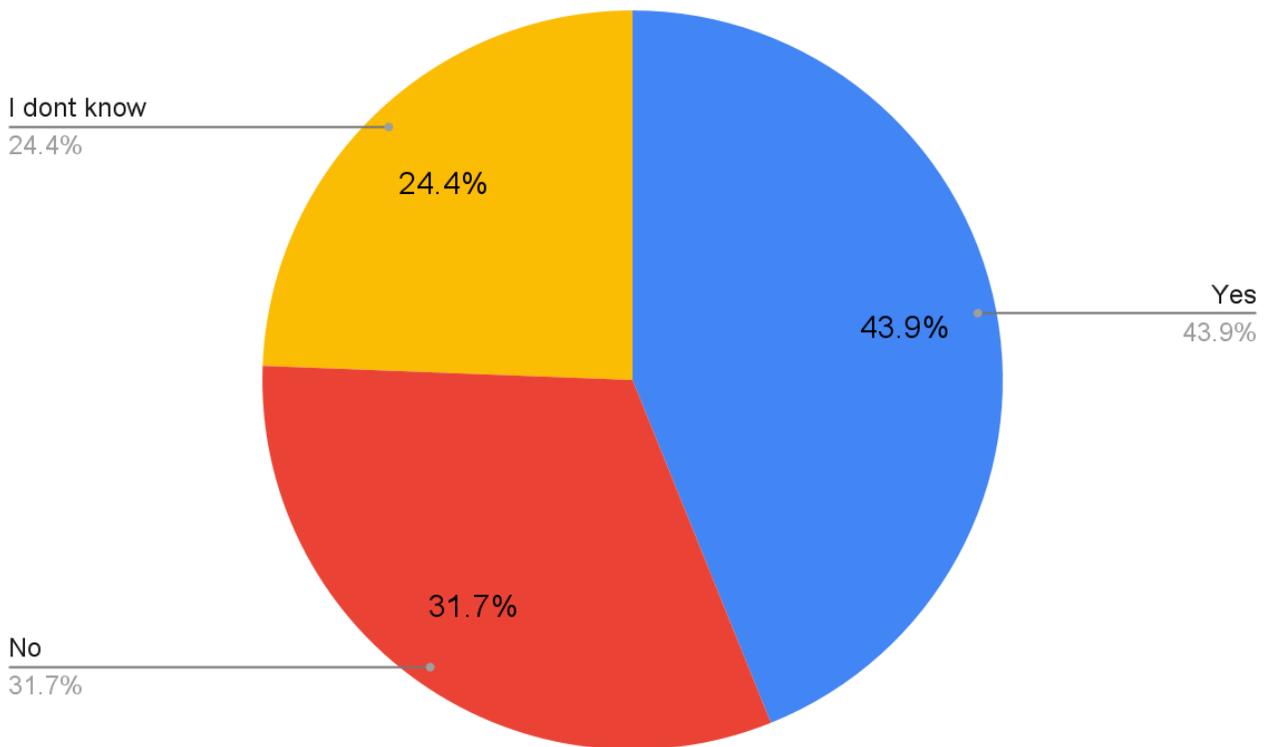


Figure 16. Percent of Employer respondents that indicated support for expanding parking regulations to unregulated blocks.

### **Employers and Business Owners: Question 20**

Current regulations end at 6pm. Respondents selected weekday evenings as the third busiest time behind weekday and weekend days. Extending parking regulations to 8pm could generate additional parking turnover and provide more space for customers to park their vehicles later into the evening. As is, a person could arrive with their vehicle at 4pm and remain parked until the following day.

Respondents were asked if they supported extending parking restrictions to 8pm. 20% said yes, 61% said no, and 20% said I don't know.

### **Do you support expanding parking restrictions to 8pm?**

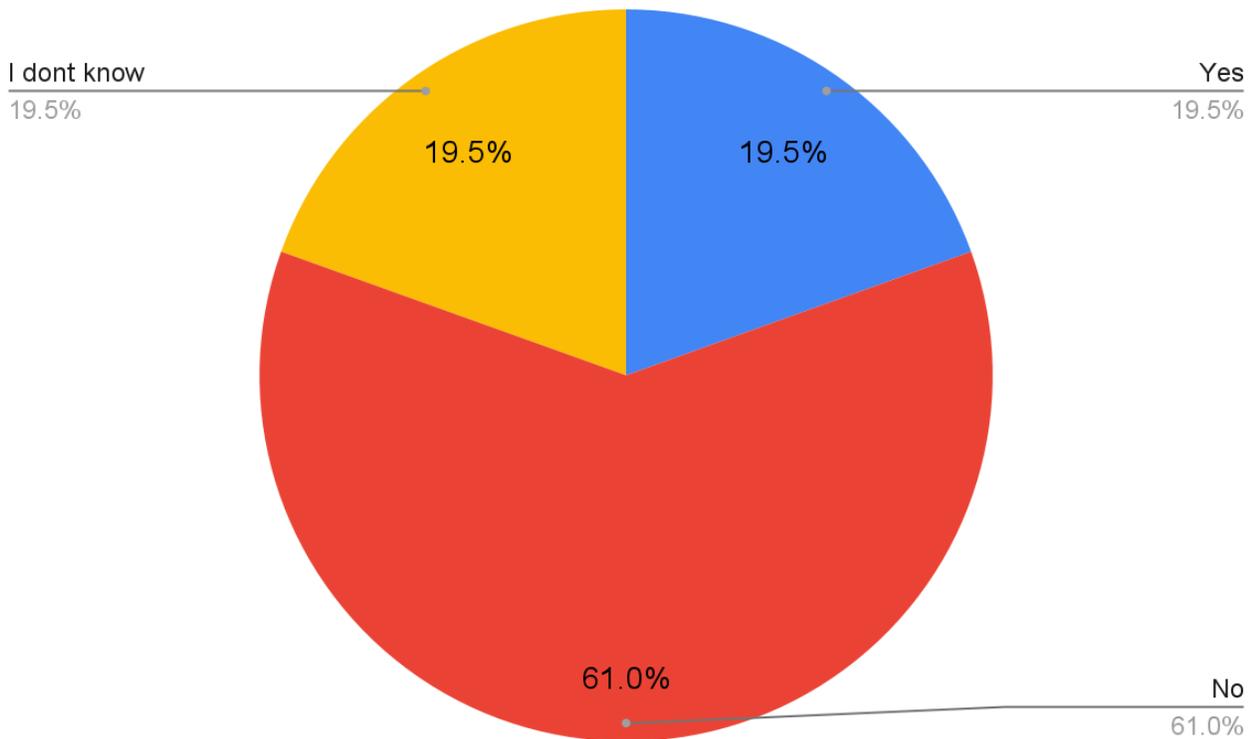


Figure 17. Percent of Employer respondents that indicated support for extending parking restrictions to 8pm.

### **Employers and Business Owners: Question 21**

Most regulations are Monday-Friday and do not include Saturday. This means a vehicle can be parked for an unlimited amount of time with no time restrictions requiring that it be moved to create space for other vehicles. Respondents selected weekends during the day as the second busiest time behind weekday days. The very popular Roslindale Farmers Market takes place on most Saturdays and increases demand for parking beyond that generated by brick and mortar stores. Extending parking regulations to include Saturday could generate additional parking turnover during a busy period and provide more space for customers to park their vehicles. As is, a person could arrive with their vehicle at 4pm on Friday and remain parked until 8am Monday morning.

Respondents were asked if they supported extending parking restrictions to include Saturday. 29% said yes, 56% said no, and 15% said I don't know.

### **Do you support expanding parking restrictions to include Saturday?**

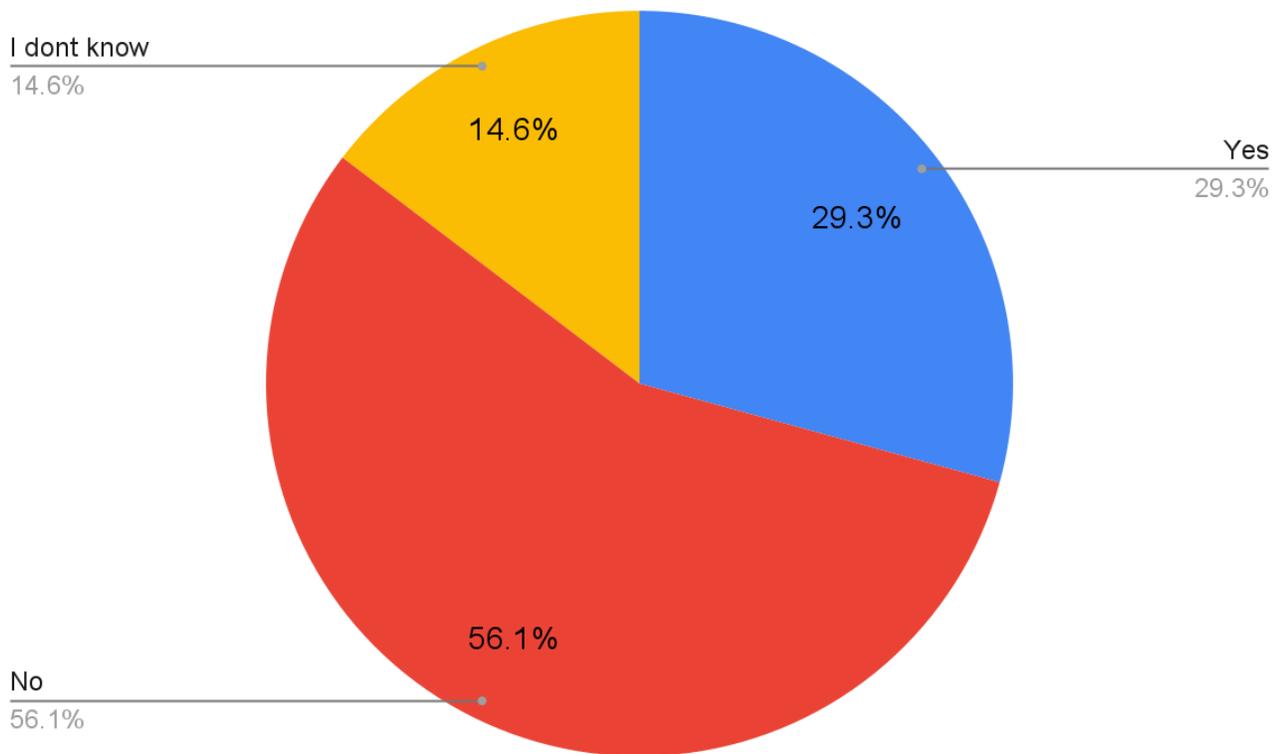


Figure 18. Percent of Employer respondents that indicated support for expanding parking restrictions to include Saturday.

## Employers and Business Owners: Question 22

Respondents were given the option to self identify their race and/or ethnicity. 2% identified as American Indian or Alaskan Native; 2% as Asian, 20% as Hispanic, Latinx, or Spanish origin; 63% as White; 2% as other; and 10% gave no answer.

## Demographic information - how do you self identify?

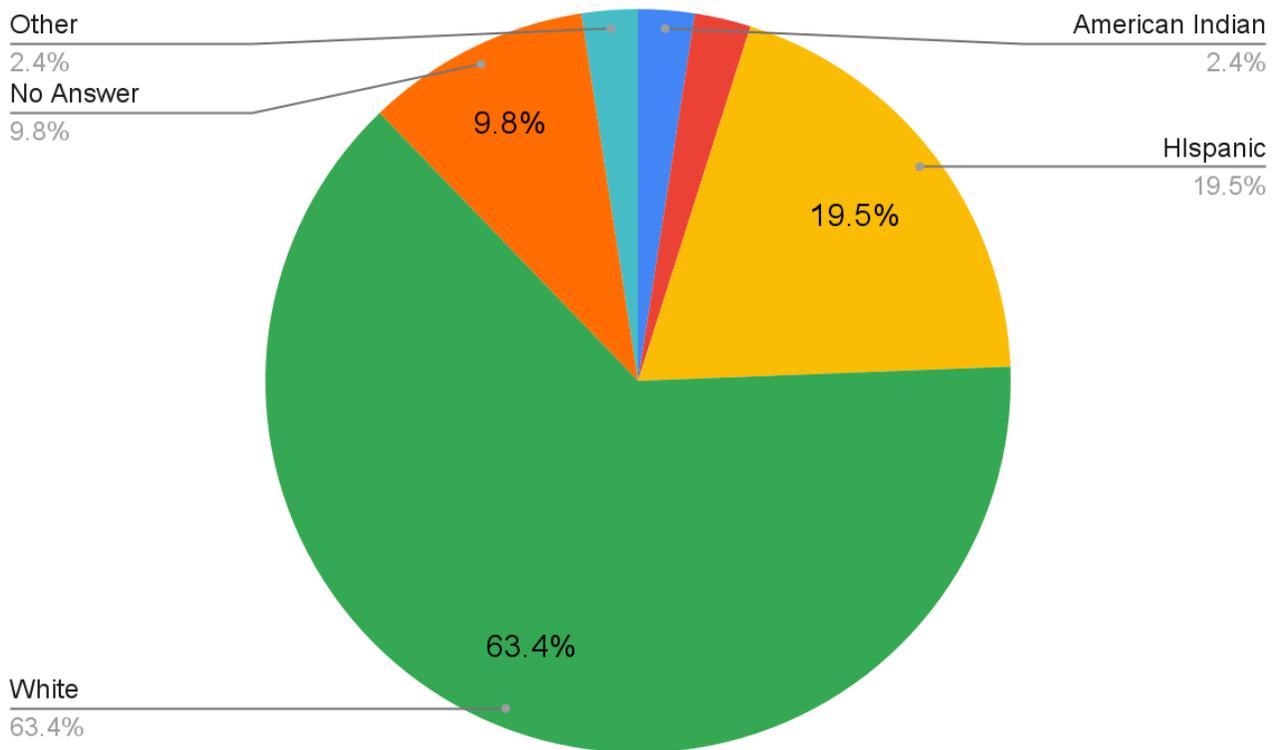


Figure 19. Percent of Employer respondents identifying as a specific race and/or ethnicity.

## V. EMPLOYEES

11 respondents identified as an employee of a business in Roslindale. Some of the responses were removed from this analysis, including 1 response because a business name was not listed and the response could not be validated, and 1 response because, while valuable information, the business the respondent was employed with was located outside of the study area.

The following data is from 9 respondents that identified as employees of businesses located within the study area. Survey responses were anonymized and responses are not identified with the survey respondent. Responses came from employees that work for businesses on the following blocks:

- Washington Street between Corinth/Poplar Street and Lee Hill Road - 4
- South Street between Washington Street and Belgrade Avenue - 2
- Belgrade Avenue between South Street and Pinehurst Street - 1
- Corinth Street between Belgrade Avenue and Washington Street, including portion of Cohasset Street - 2

### **Summary of results:**

- The majority of respondents indicated they drove their car to work and park on the street
- Overwhelmingly respondents indicated customers arrived to their business by car
- The majority of respondents support adding additional parking, extending the time limit in the municipal parking lot to 4 hours or more, and installing additional accessible parking spaces (ADA).
- The majority of respondents did not support extending parking restrictions until 8pm, adding regulations on streets that are unregulated, decreasing the parking time limit to be less than 2 hours, or adding parking meters to better manage parking.

**Employees: Question 1**

Respondents were asked to identify how they got to work. Respondents were allowed to choose more than one answer if they got to work by different modes. Walk was chosen 4 times, transit was 1 time, and drive my own car 7 times.

**How do you get to work?**

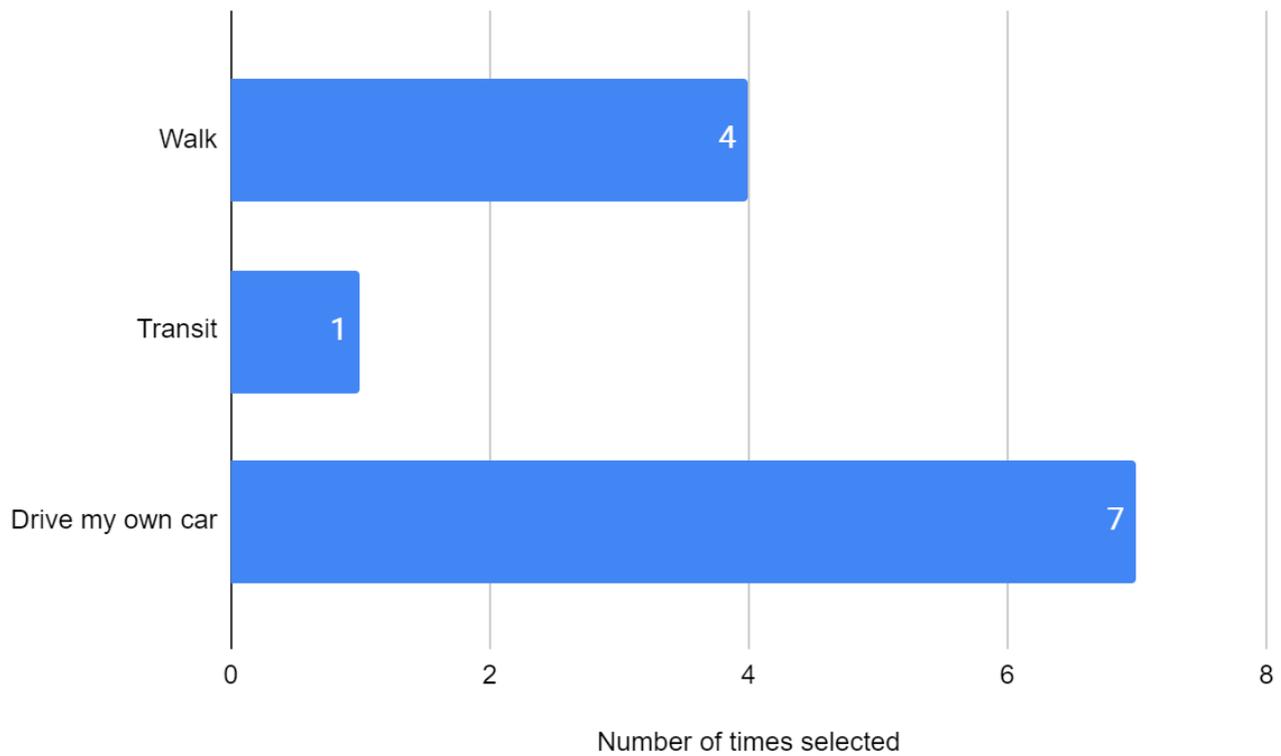


Figure 20. Number of times Employee respondents selected a mode of transportation they used to get to work.

**Employees: Question 2**

Respondents were asked where they parked their car if they drove to work. Respondents were allowed to choose more than one answer to identify they parked their car in more than one location. 'I do not park at work' was chosen 2 times, 'on the street' 5 times, 'private lot, garage, or dedicated parking spot' 3 times, and 'MBTA parking lot' 1 time.

**If you drive your own car, where do you park?**

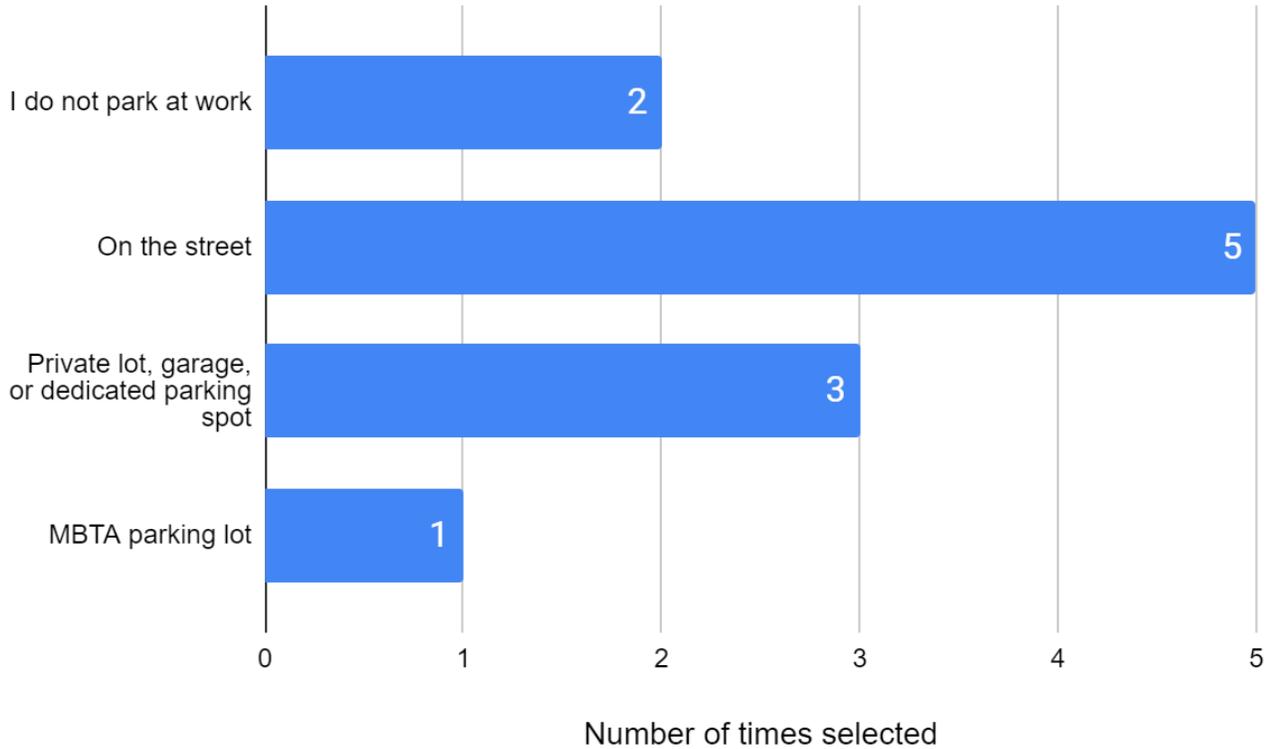


Figure 21. Number of times Employee respondents selected where they park their car if they drive to work.

**Employees: Question 3**

Respondents were asked their opinion on how most customers get to their work. 11% said transit, 11% said I don't know, and 78% said they drive their own car.

**In your opinion, how do most customers get to your work?**

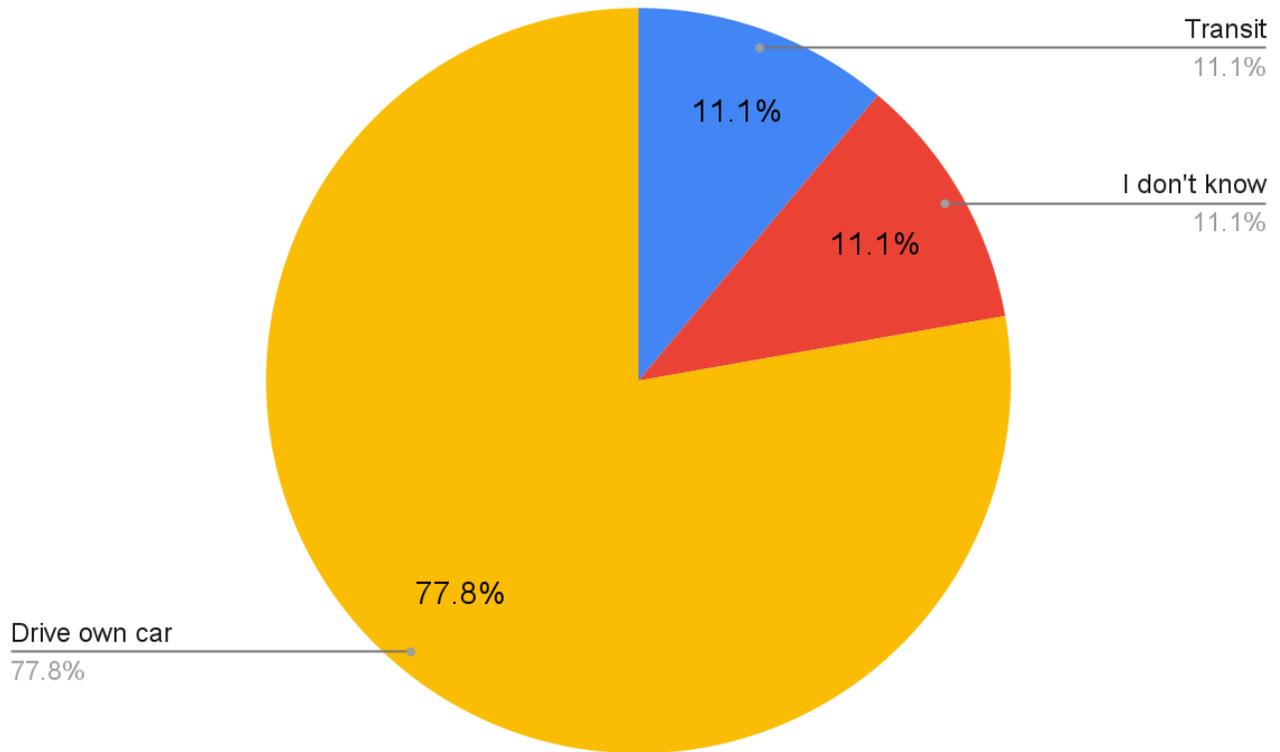


Figure 22. Percent of Employee respondents that indicated a specific mode of transportation customers use to get to their work.

**Employees: Question 4**

Respondents were asked if the business they work for would benefit from parking and transportation access interventions. Respondents were allowed to select more than one answer.

Parking meters were chosen 1 time, additional accessible parking (ADA) 6 times, parking of 30 minutes or less 1 time, no time limits on parking 4 times, additional bike parking 2 times, additional bikeshare station 1 time, more parking 4 times, goods delivery zone 1 time, pedestrian plaza 1 time, parklet 1 time, and other - free parking in the MBTA lot 1 time. The top three answers that were selected were additional accessible parking (ADA) chosen 6 times, no time limits on parking 4 times, and more parking 4 times.

**Would the business you work for benefit from any of the following being located nearby?**

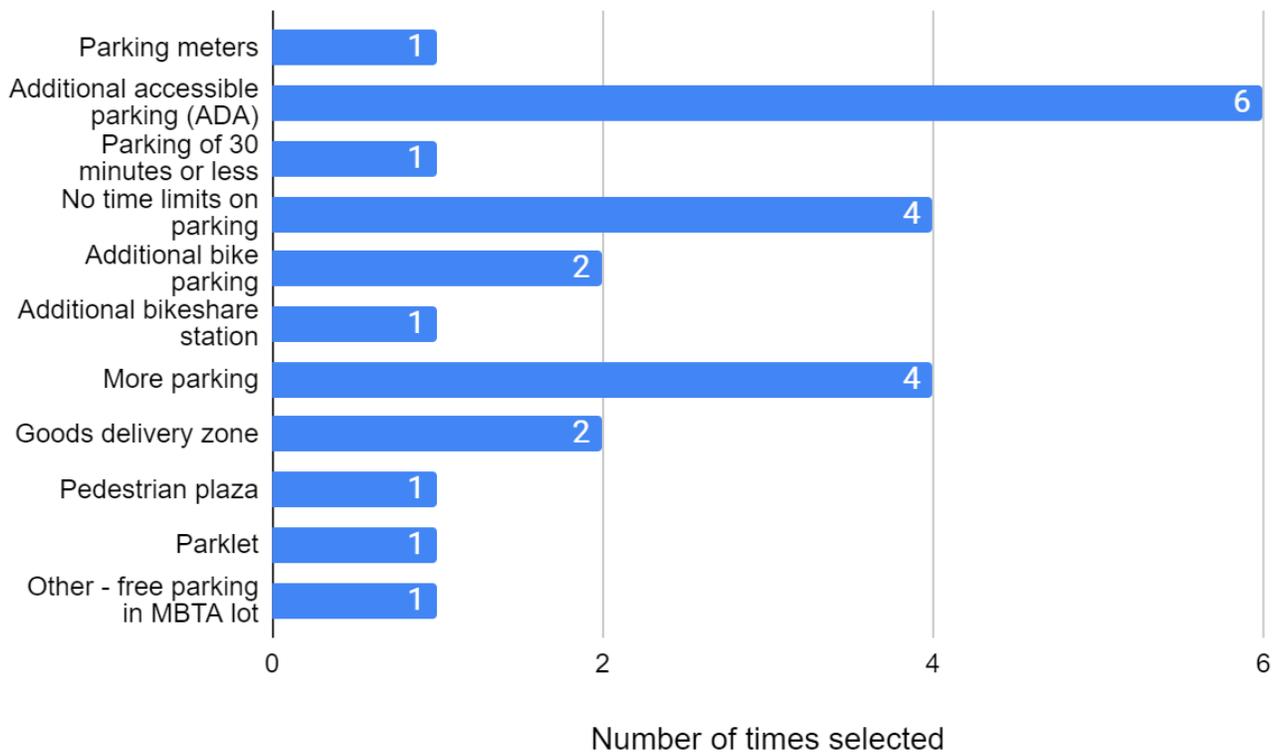


Figure 23. Number of times Employee respondents selected curb regulations that may benefit their place of work.

**Employees: Question 5**

Respondents were asked if parking has negatively impacted the business they work for. They were given an opportunity to provide context, most of which has been included in Section VII. 56% said yes, 33% said no, and 11% said I don't know.

**Has parking negatively impacted the business you work for?**

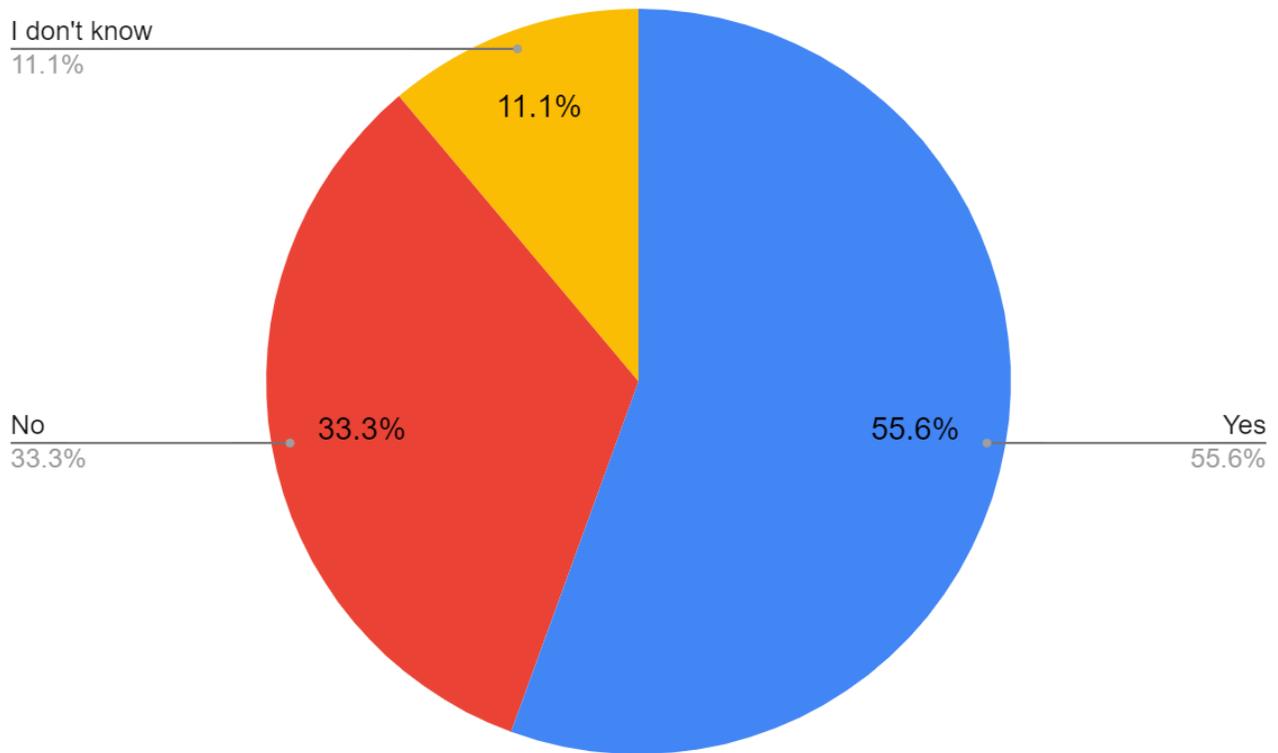


Figure 24.. Percent of Employee respondents that indicated whether parking has negatively impacted the business they work for.

## Employees Question 6

Respondents were asked which regulation changes would help to improve transportation and parking access. Respondents were allowed to choose more than one answer.

Extend parking restrictions to 8pm was chosen 2 times, extend parking restrictions to include Saturday 3 times, install parking meters 3 times, add regulations to unregulated streets 1 time, install meters in the municipal parking lot 1 time, extend time limit in the municipal parking lot to 4 hours or more 5 times, increase enforcement 2 times, add accessible parking spaces (ADA) 4 times, install commercial loading zones 1 time, other - free parking in the MBTA lot 1 time, Other - new developments to have adequate parking.

## **Which of the following regulation changes would help improve transportation and parking access in the Roslindale Square Business District?**

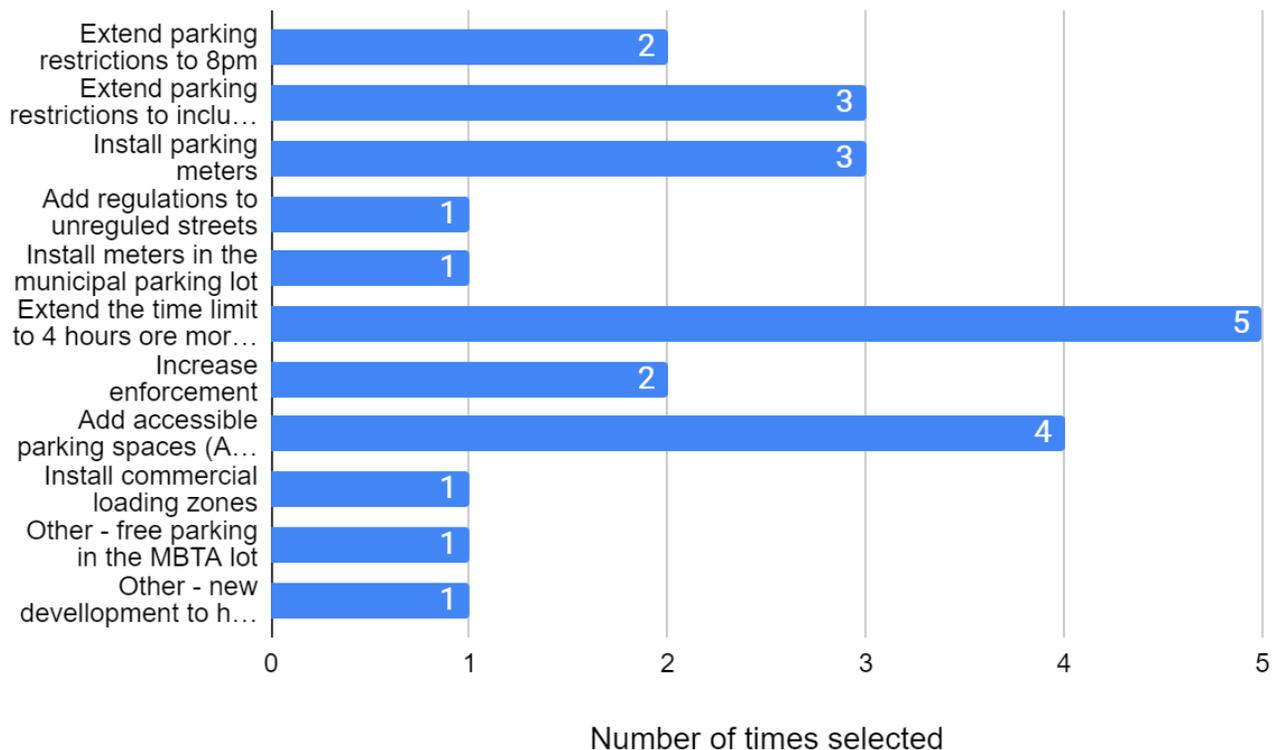


Figure 25. Number of times Employee respondents selected regulation changes that would help improve transportation and parking access in Roslindale Business District.

**Employees: Question 7**

A point of contention in the neighborhood has been the closing of Birch Street to vehicle traffic resulting in the removal of 12 parking spaces. Birch Street was made into a pedestrian plaza, which plays host to events and other public activities. 67% said yes, 22% said no, and 11% said I don't know.

**Do you support the closing of Birch Street to cars and turning it into a pedestrian plaza?**

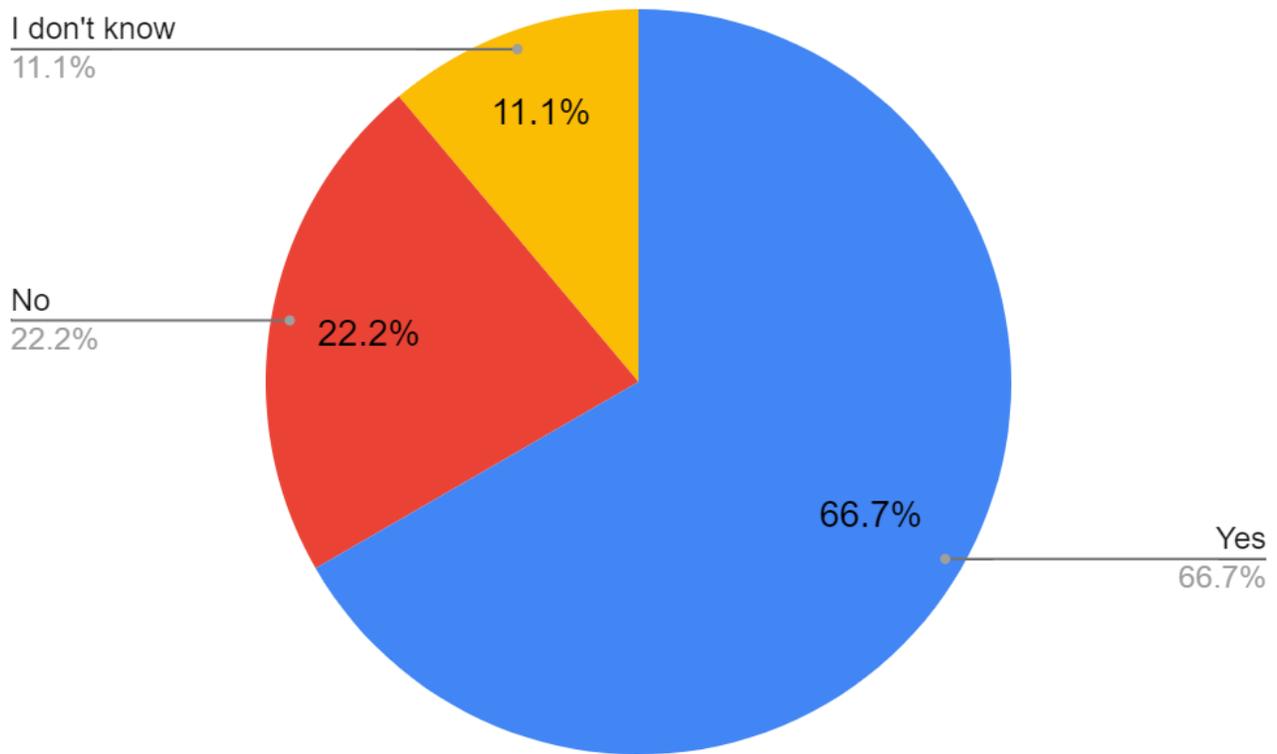


Figure 26. Percent of Employee respondents indicating whether they support the closure of Birch Street to cars and making it a pedestrian plaza.

**Employees: Question 8**

The parking study showed that on many blocks vehicles remain parked beyond the 2 hour time limit. Parking meters are one way to increase parking turnover by charging to access the parking space. They are also more efficient to enforce than relying on a time restriction alone.

Respondents were asked if they supported the installation of parking meters. 33% said yes, 56% said no, and 11% said I don't know.

**Do you support the installation of parking meters to manage parking?**

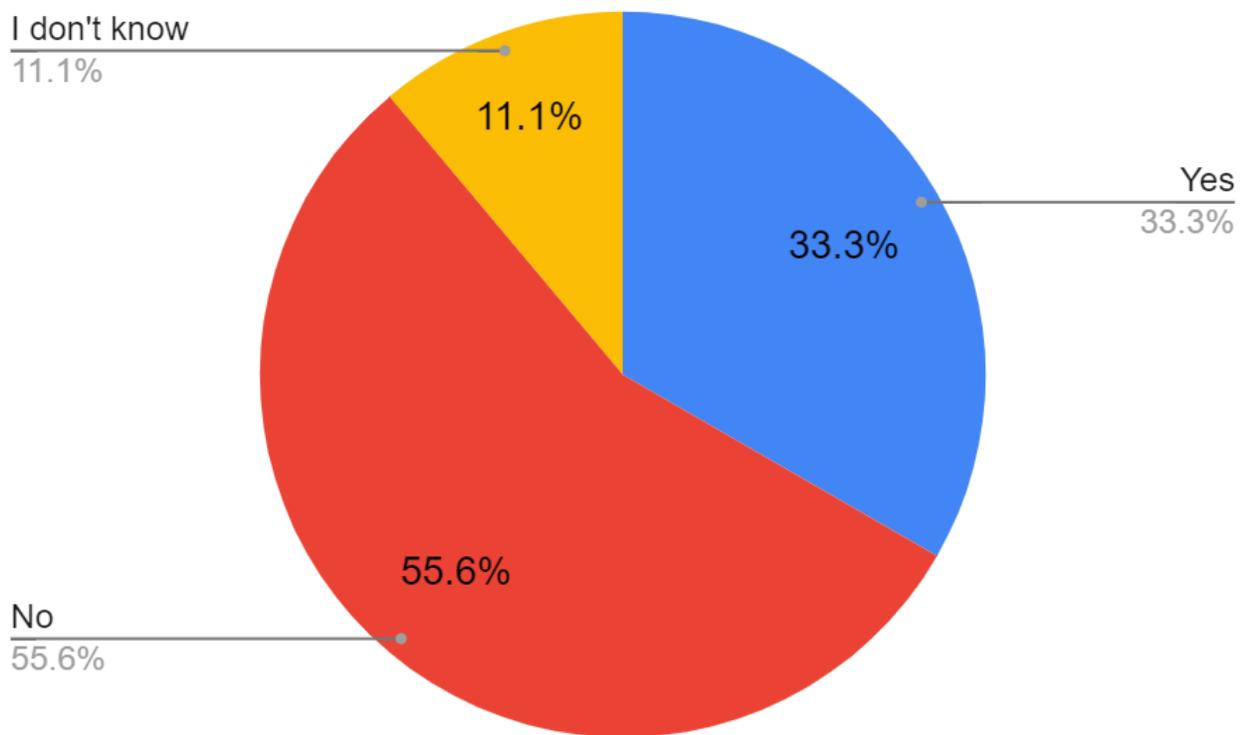


Figure 27. Percent of Employee respondents indicating whether they support the installation of parking meters.

### **Employees: Question 9**

Most parking in Roslindale is restricted to a 2 hour parking time limit, which is the standard throughout the city. Time limited parking is intended to increase parking turnover and allow more vehicles to access the parking space throughout the day. If we consider parking restrictions are in place from 8am-6pm, and if someone were take full advantage of the 2 hour time limit, a parking space would provide access for 5 vehicles during the 10 hour period. This isn't always the most efficient use of space and doesn't meet the needs of all businesses. Sometimes having parking time limits that are less than 2 hours can provide more space for customers to park their vehicles. More information on time limited parking can be found at: <https://www.mapc.org/resource-library/regulating-the-duration-of-on-street-and-public-parking/>

Respondents were asked whether they supported shortening the parking time restriction to be less than 2 hours. 78% said no and 22% said I don't know.

### **Do you support shortening the parking time restriction to be less than 2 hours?**

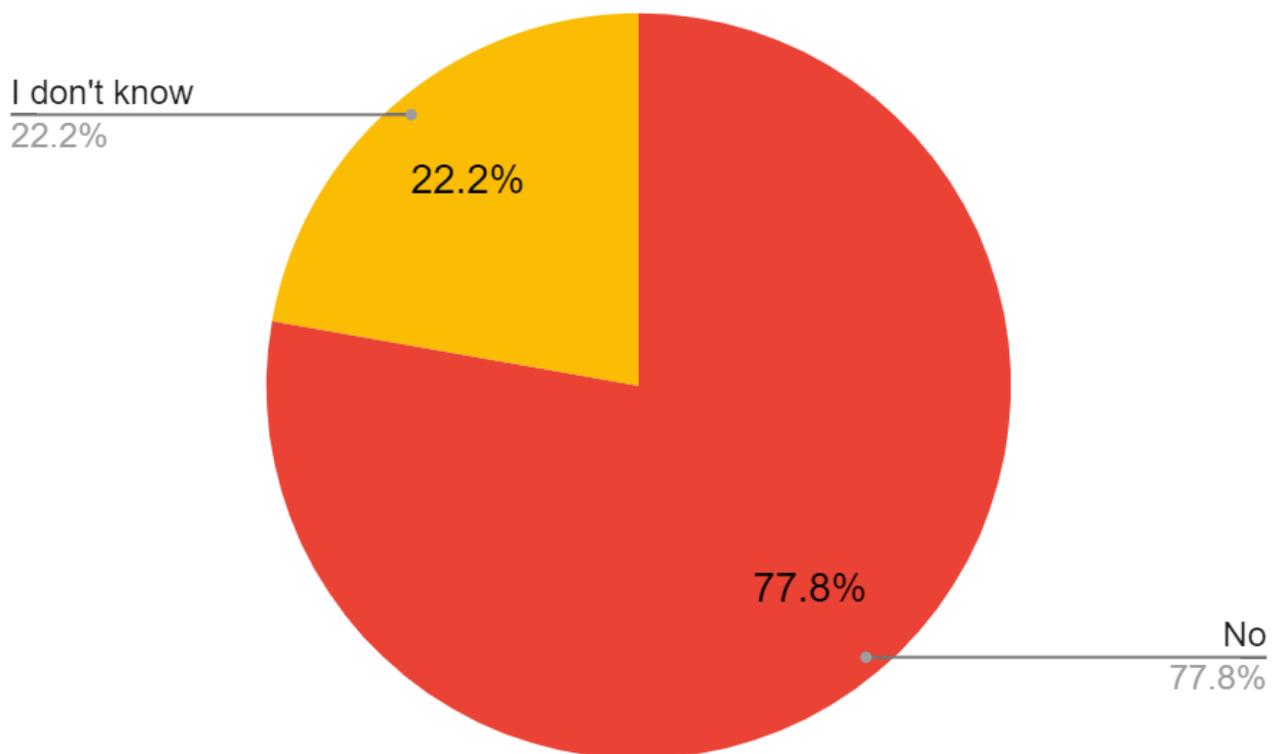


Figure 28. Percent of Employee respondents indicating whether they support shortening parking time limits to being less than 2 hours.

### **Employees: Question 10-14**

The amount of public space that can be dedicated to parking a vehicle is limited. There is only so much physical space along the curb, on off-street parking lots, and in parking structures. There is a maximum number of vehicles that can be parked at any given time. To decrease the demand for parking it is important that alternatives to driving a personal vehicle are made available. Questions 11-15 sought feedback on several alternatives to driving a personal vehicle, including support for increasing access to bike share, adding bike parking, making bus travel more reliable through bus priority lanes, making it safer to bike with separated bike lanes, and increasing access to car share vehicles. The responses to these questions provide valuable information to BTM so we can better understand ways to improve transportation access. The responses have not been included in this analysis because they do not apply to the parking regulation changes that are being considered, and they are not directly tied to any specific projects or programs planned for the area.

For more information on the work the city is doing to provide alternatives to the use of personal vehicles, see the Boston Transportation Department's list of programs: <https://www.boston.gov/departments/transportation#programs>

**Employees: Question 15**

Respondents were asked if they supported adding additional accessible parking spaces (ADA). 78% said yes, 11% said no, and 11% said I don't know.

**Do you support adding additional accessible parking spaces (ADA)?**

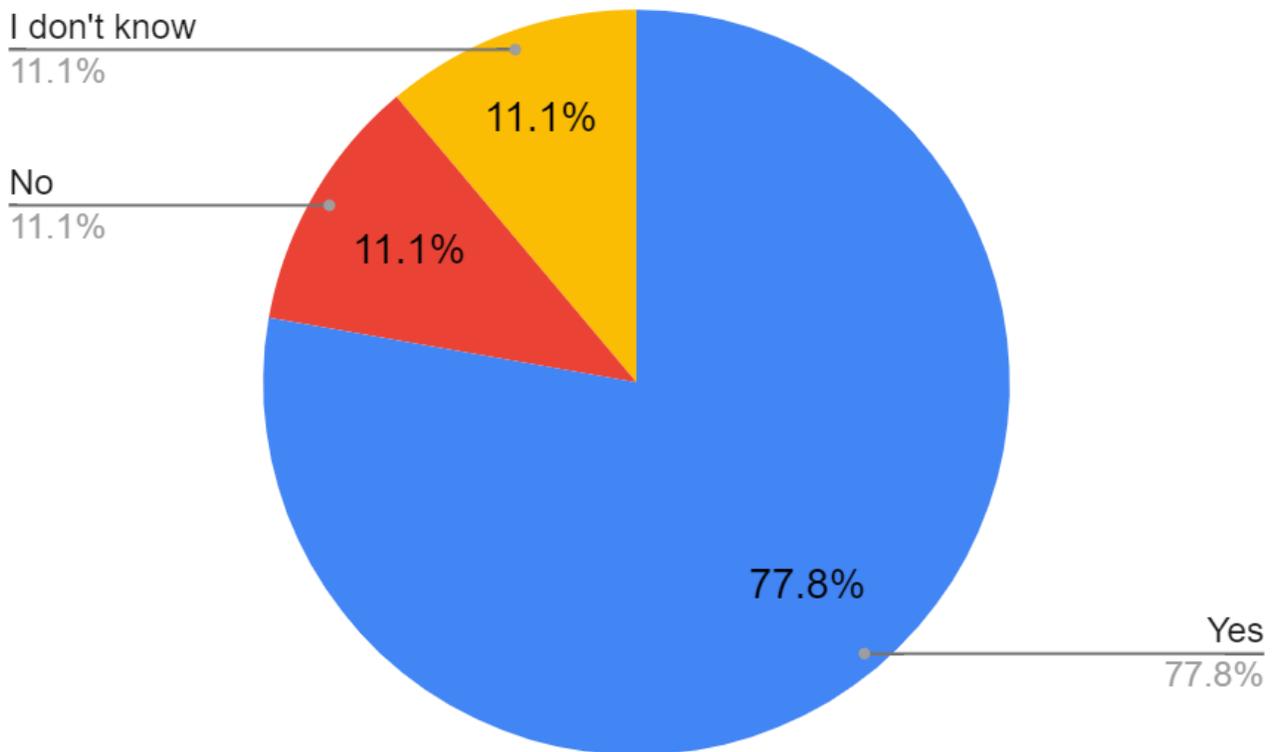


Figure 29. Percent of Employee respondents indicating whether they support additional accessible parking spaces.

**Employees: Question 16**

We heard from several community members that making Washington Street open to two-way traffic in the stretch that is one-way would improve traffic flow and reduce the volume of vehicles flowing through the business area. This questions was asked to better understand how the business community felt about this proposal. There are no plans to make Washington Street two-way, this is for informational purposes only.

Respondents were asked if they supported making Washington Street two-way. 22% said yes, 44% said no, and 33% said I don't know.

**Do you support making Washington Street two-way between Basile Street and Poplar Street?**

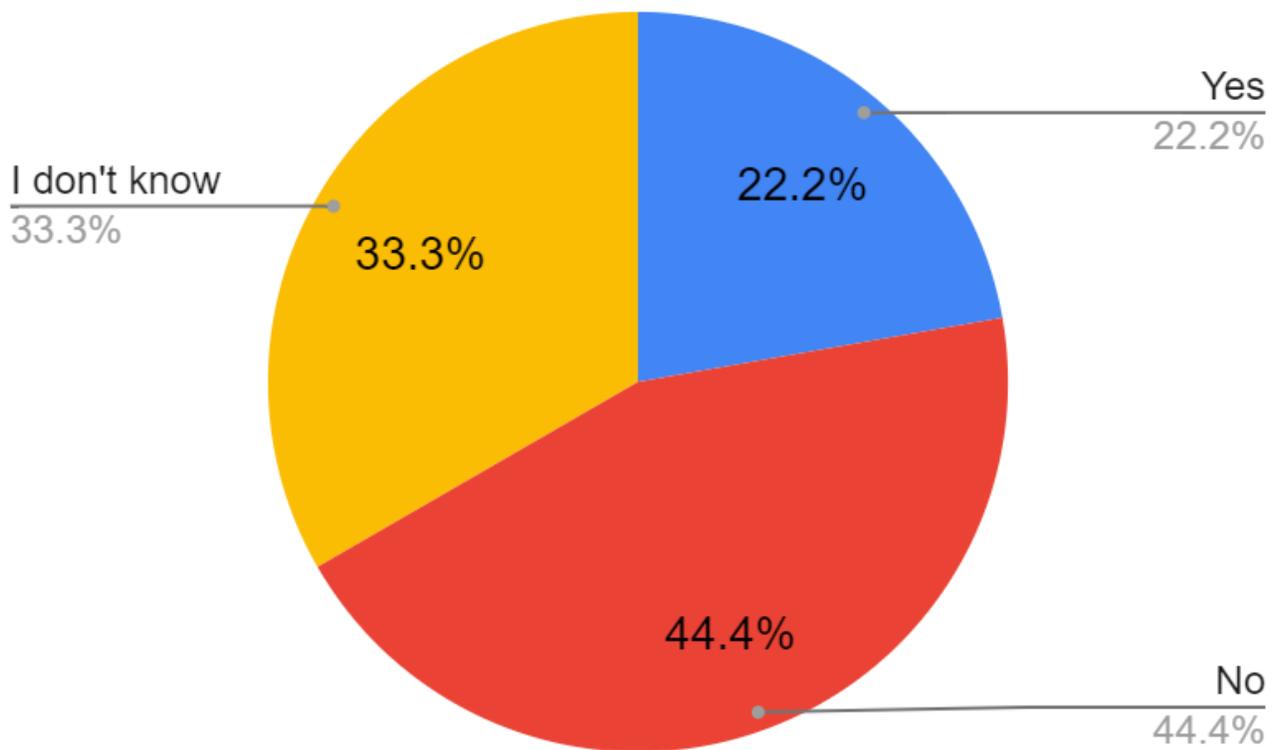


Figure 30. Percent of Employee respondents indicating whether they support making Washington Street two-way between Basile Street and Poplar Street.

**Employees; Question 17**

There may be an opportunity to add some parking spaces on side streets that do not currently have parking. This would require a BTD engineer to review road widths, distances from intersections and driveways, and consider emergency vehicle access. If locations are identified some spaces may be turned into parking.

Respondents were asked if they supported adding additional parking spaces where possible. 67% said yes, 11% said no, and 22% said I don't know.

**Do you support adding additional parking spaces on side streets where possible?**

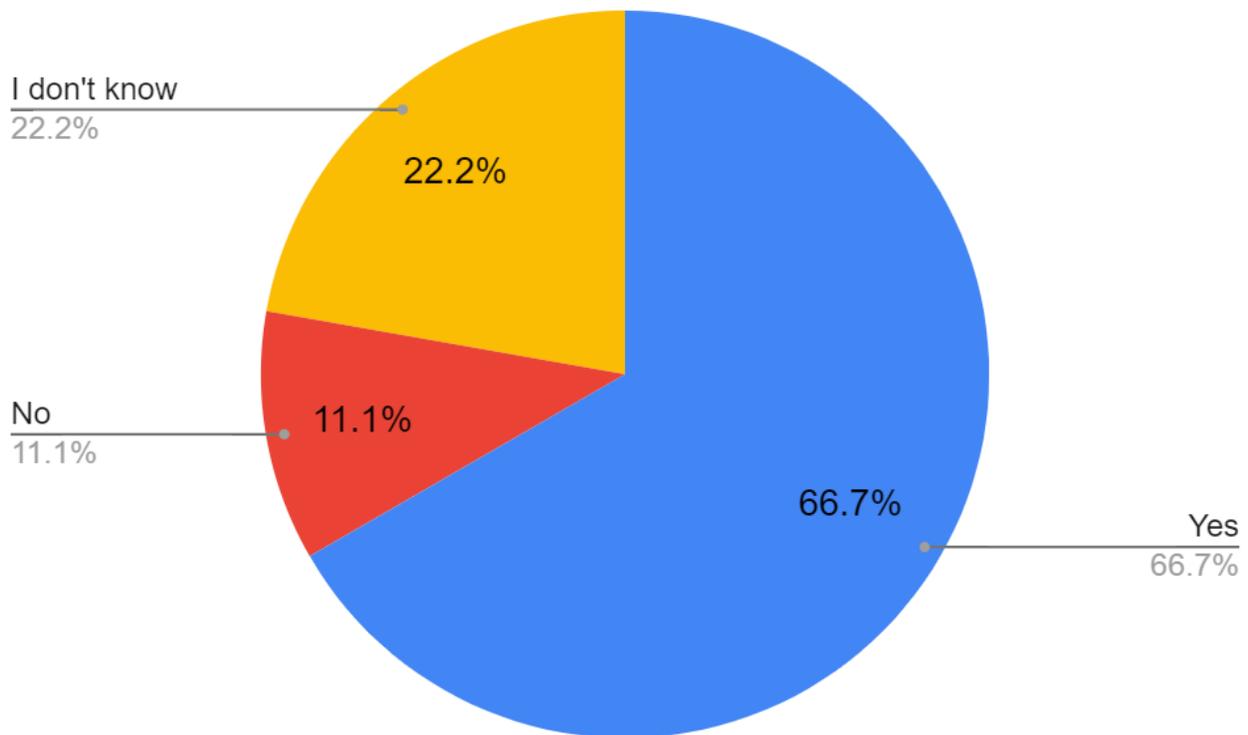


Figure 31. Percent of Employee respondents indicating whether they support adding additional parking where possible.

**Employees: Question 18**

There are several blocks near the business district that do not have parking regulations. This means a vehicle could be parked for long durations, up to 48 hours per the City of Boston Traffic Rules and Regulations. The parking study found that vehicles on these blocks were being parked for an average of 8 hours or more. Extending parking regulations to these blocks could increase the number of available parking spaces.

Respondents were asked if they supported extending parking regulations to some blocks that are unregulated. 22% said yes, 67% said no, and 11% said I don't know.

**Do you support expanding parking regulations to some blocks that are currently unregulated?**

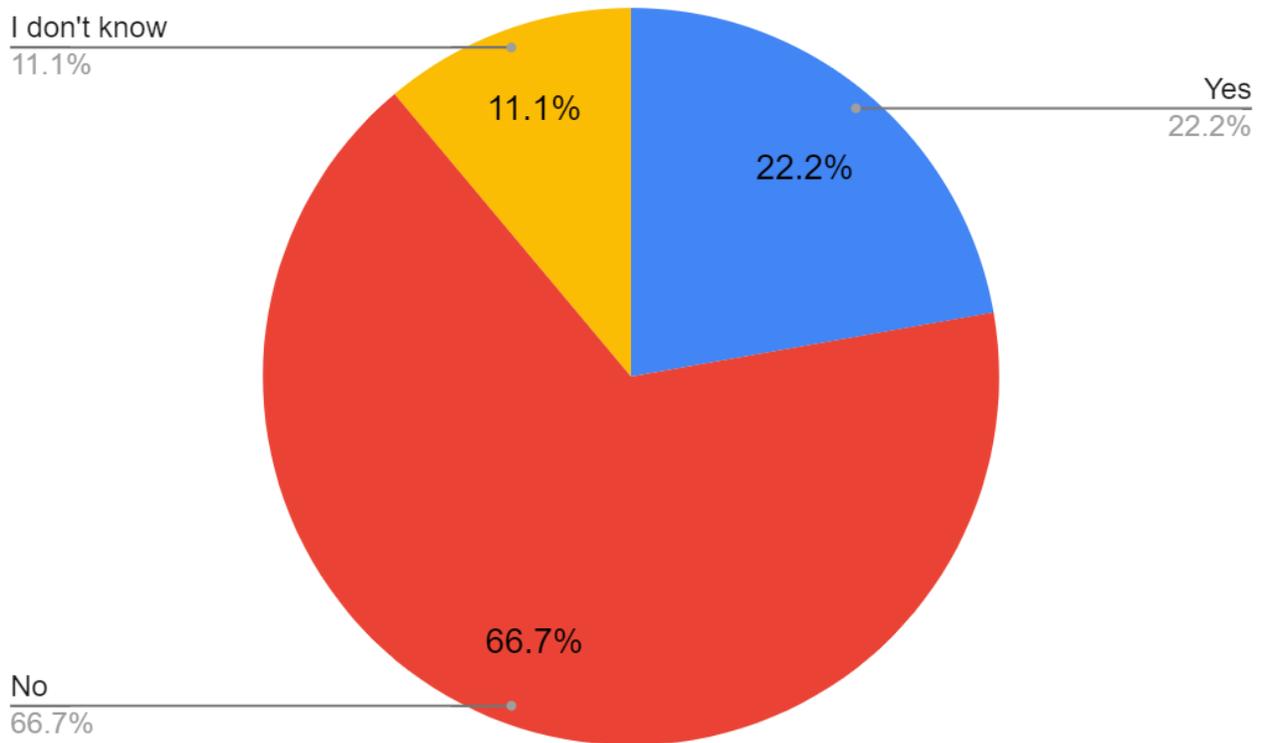


Figure 32. Percent of Employee respondents indicating whether they support adding regulations to some unregulated blocks.

**Employees: Question 19**

Current regulations end at 6pm. Respondents selected weekday evenings as the third busiest time behind weekday and weekend days. Extending parking regulations to 8pm could generate additional parking turnover and provide more space for customers to park their vehicles later into the evening. As is, a person could arrive with their vehicle at 4pm and remain parked until the following day.

Respondents were asked if they supported extending parking restrictions to 8pm. 33% said yes and 67% said no.

**Do you support expanding parking restrictions to 8pm?**

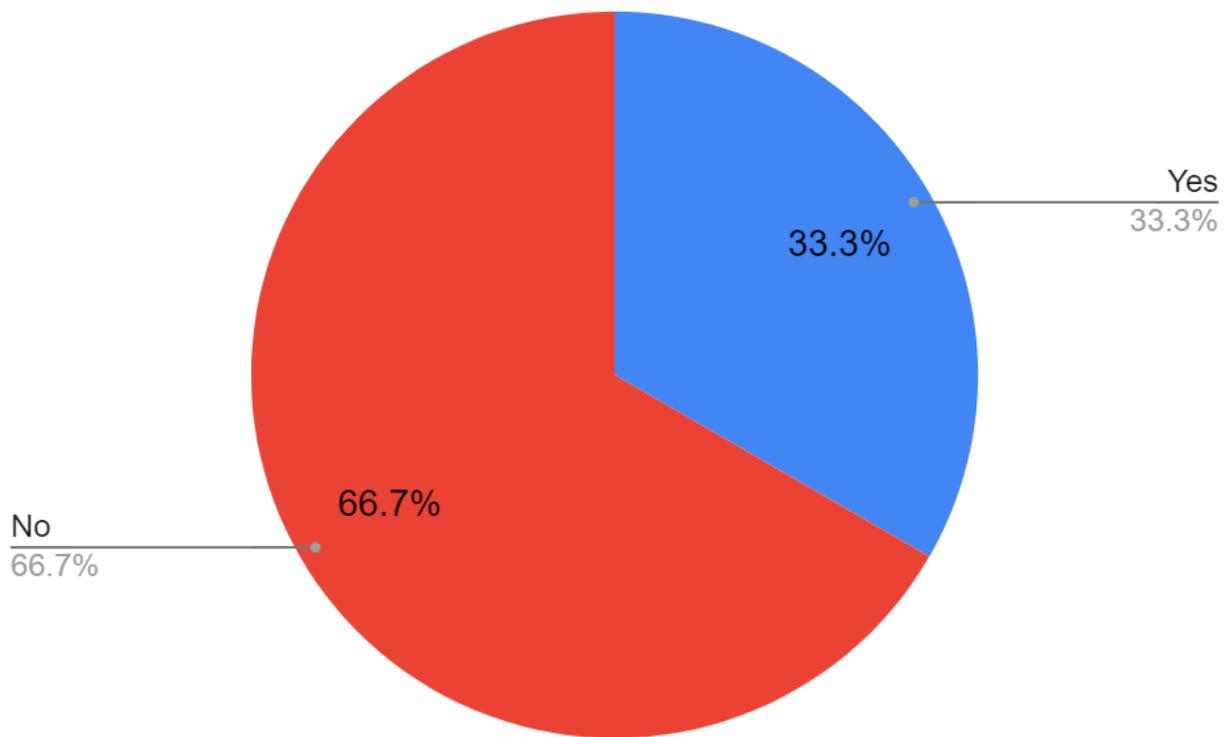


Figure 33. Percent of Employee respondents indicating whether they support expanding parking restrictions to 8pm.

**Employees: Question 20**

Most regulations are Monday-Friday and do not include Saturday. This means a vehicle can be parked for an unlimited amount of time with no time restrictions requiring that it be moved to create space for other vehicles. Respondents selected weekends during the day as the second busiest time behind weekday days. The very popular Roslindale Farmers Market takes place on most Saturdays and increases demand for parking beyond that generated by brick and mortar stores. Extending parking regulations to include Saturday could generate additional parking turnover during a busy period and provide more space for customers to park their vehicles. As is, a person could arrive with their vehicle at 4pm on Friday and remain parked until 8am Monday morning.

Respondents were asked if they supported extending parking restrictions to include Saturday. 44% said yes and 56% said no.

**Do you support expanding parking restrictions to include Saturday?**

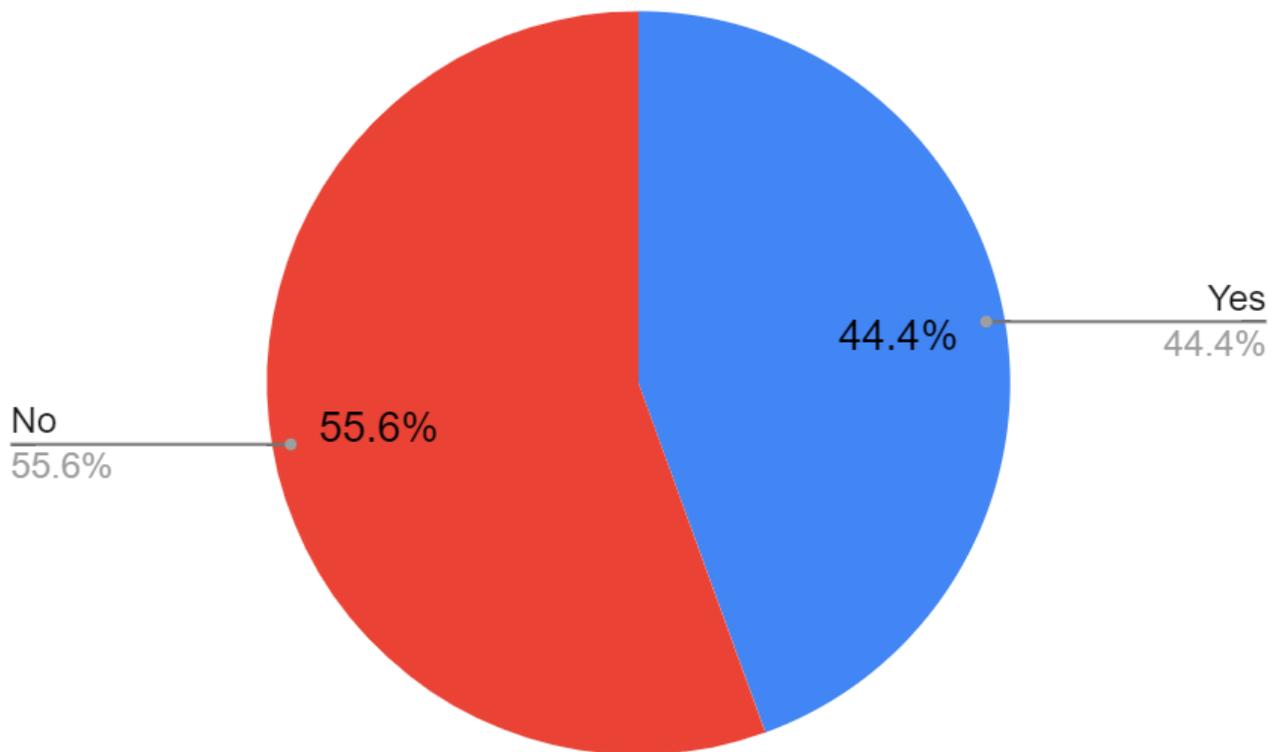


Figure 34. Percent of Employee respondents indicating whether they support expanding parking restrictions to include Saturday.

**Employees: Question 21**

Respondents were given the option to self identify their race and/or ethnicity. 67% of respondents identified as white, 11% as another race or ethnicity not listed, 11% as black or African American, and 11% did not answer.

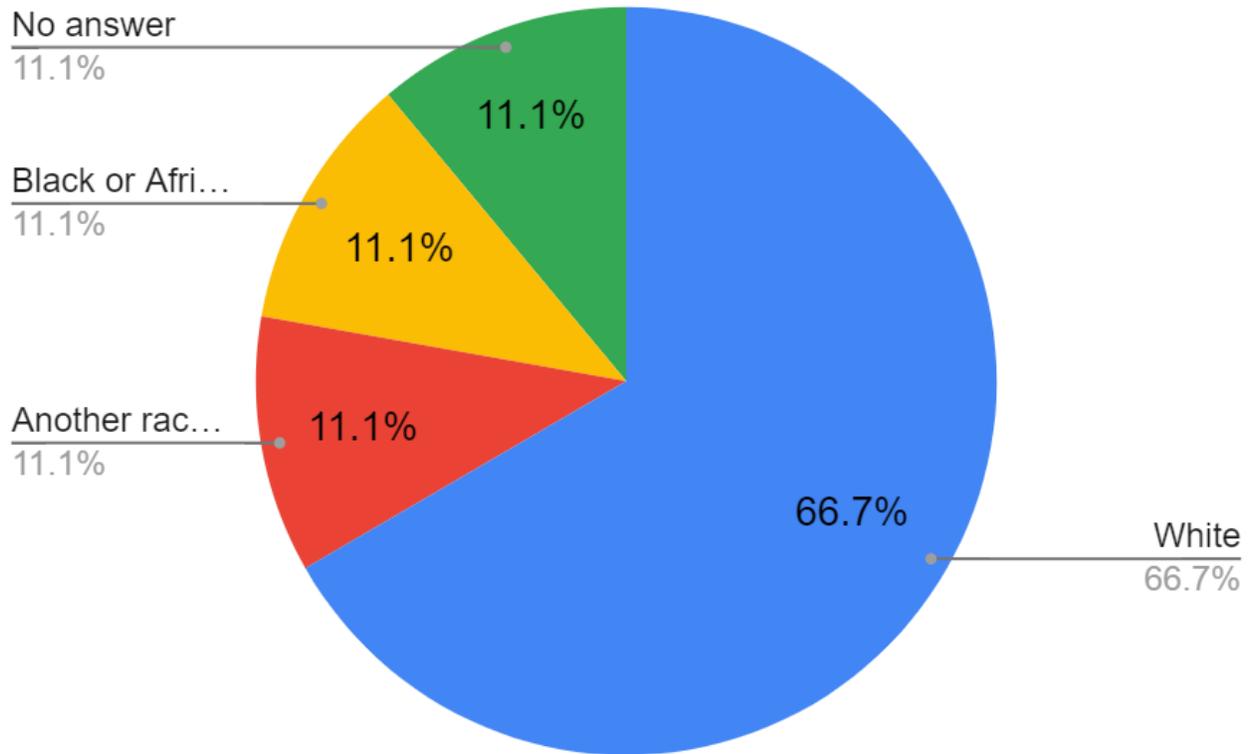


Figure 35: Percent of Employee respondents that identified as a specific race and/or ethnicity.

## VI. COMMERCIAL PROPERTY OWNERS

Of the 60 responses received, 2 (4%) were from respondents who identified as a commercial property owner. One of the property owners owned property that contained multiple businesses. Due to the limited number of commercial property owner respondents a breakdown of responses for each question has not been provided. In general there was support for adding additional parking spaces, adding accessible parking spaces, extending the parking restriction in the municipal parking lot to 4 hours or more, and making Birch Street a pedestrian plaza. They were split on support for the installation of parking meters. Neither commercial property owner owned off-street parking.

## VII. COMMENTS RECEIVED

The Roslindale Business Survey included several opportunities for respondents to provide context to their responses and there were open ended questions allowing for general comments. Below are the comments that were received from all respondents from within the study area. Some responses were edited to remove identifying information, but the intent of the comment was not changed.

- It can be hard to find parking on street-sweeping days (every other Thursday). It will probably become harder to find parking once a new development is built nearby.
- With the growth of new construction (condo's) 4 and 5 story buildings, more people are in our surrounding area of business.
- It is challenging for myself to even find a parking space coming everyday that is not 2 hour parking. I typically have to walk which can be a challenge if I am trying to carry items, or am (making a delivery) and need to get in my car to move it closer and pray for a spot. When customers are picking up their orders on Farmer's Market days, they sometimes circle for a long time to find parking. I fear that this challenge impacts customer's desire to visit and purchase (goods).
- Dedicated Bus lane across the street has taken away parking spaces during our peak busy time. 5 to 7 pm
- BTD almost never enforces 2 hour parking and with all the loss of about 25 parking spaces due to traffic calming ,bus stops and the closing of Birch Street parking during the my core hours is extremely scarce.
- Staff often has to park blocks away. Parents participating in events cannot remain with their children.

- People don't come because they avoid Roslindale because they don't know where they can park.
- Numerous clients are late for their appointments due to circling around looking for a space, clients not coming because of hardship of parking, traffic tie ups, employees having to find street parking in the neighborhood. ( my....has a strict no parking rule for employees in order for clients to reach us) Most of them do use the T-Lot. People get tired very quickly if they constantly have problems with traffic or parking when they go to trade in an area. Eventually they will pass you by and go elsewhere
- They took a whole strip in front of my office and made it available for only 5 minutes. My business has been impacted dramatically.
- My customers have to get up from their service to move their car because it's only 2 hour parking.
- My clients and employees have nowhere to park for more than 2 hours. My customers complain all the time.
- customers decide to go elsewhere due to limited parking
- There isn't enough street parking. Roslindale needs another lot and parking should be 2 hours unless you have a residential sticker. People who want to park longer could use the commuter rail pay lot.
- Customer cannot find parking around our business, morning traffic doesn't effecting our business due to our operation after 12pm; during school rush hours, no parking space can.
- Before getting the short term pickup parking people taking the bus in the am used to park in front of the business, sometimes all day long! We have many elderly patrons, so parking matters
- Cannot park. Difficulty parking for services and events and activities that support the local community. Most commuters park on the street rather than use the commuter rail parking lot
- When someone needs to pop in and they can't find a space
- We are a small business and don't have the resources to provide full delivery. Customers cannot carry (their purchase) anymore without being able to park nearby.

- There have been a number of spaces that have disappeared over the years due to enforcing proper spacing on either side of crosswalks (which of course is valid), moving bus stops and adding short-term parking spaces (15-min.). Many of my customers are getting older and / or don't live within a 10 minute walk of my store. Consequently, I routinely hear "I've been trying to come in for the past month, but I can never get a parking space close enough." It is also hard to unload heavy goods from my car. I almost always have to take my chances parking illegally to get unloaded quickly and move my car. However, when cops are around, they make me move, even though they can see me struggling with heavy boxes and furniture. This instance is not as important as having spaces available for customers to park, however.
- Board members with disabilities have to walk from the City Lot at Roslindale Health Center. My location is on Washington St. near the library. In the winter with poor sidewalk cleaning for disabled people, this is a dangerous path.
- Patients have difficulty finding parking and then are late for their appointments
- parking as in the lack of, not sure how to answer this question
- Because some of my customers do not find parking lot
- We have regular customers who drive into the center from afar, where oftentimes they, along with others, complain about having to circle the area to find parking availability. Customers also tell us they have to avoid coming on Saturdays where the Farmers Market vendors and patrons take up most of the squares parking. Many customers drive in from great distance away. Our senior and handicap customers are having even more difficulty coming here for these reasons.
- Not enough available non-permit spots on street in evenings
- My clients can't find parking or it's 2 hour parking and they spend more than that in the hair salon.
- customers have had to try different times to come to the office
- Many times I have to leave my business to meet the clients elsewhere.
- Complete lack of parking spaces in the square
- Parking spaces have been eliminated all around square , We feel the cones are unnecessary because they take parking spots which in winter will be torn down by snow plows anyway. We have a combination of customers--local and a good percentage that drive in from surrounding cities and express how difficult it is to park. The closing of Birch Street for outdoor seating is a wonderful idea but wintertime should reopen for accessible parking spots.

- It can be hard to find parking on street-sweeping days (every other Thursday). It will probably become harder to find parking once a new development is built nearby.
- With the growth of new construction (condo's) 4 and 5 story building more people are in our surrounding area of business.
- There's never enough parking spots near the shop. Too many cars park for many hours at a time. I wonder if some of these cars are parked all day while their drivers take the commuter rail to work. Free parking?!
- if people can not park, they will not do business here
- The parking study of Roslindale business district did not account for how much the public relies on parking in a businesses private lots.
- Part of our lease with property owner includes 4 parking spaces in a parking lot with 33 spaces (Bank of America Lot). These 4 spots are frequently used by other businesses in area. Additionally the lot gets full even though the bank has been officially closed for a month. (The branch interior was closed to public for the last 2 years, ATM's were available until recently). Despite this, the bank parking lot is frequently full. Needless to say, customers from all of the surrounding businesses use the lot.
- Not enough in the area, non customers taking up spots
- I have to move my car every 2 hours when I can't find a decent parking spot. I don't mind walking the distance if I can park for 8 hours straight.
- We need to direct people to the municipal lot as it often has spaces and install meters along the streets. Business owners also need to have off street parking available to them -perhaps they can have a special sticker that allows them to park for more than 2 hours in the municipal lot since it's already underutilized? Right now they park in front of their shops which prevents their customers from visiting. This disproportionately impacts elderly customers who can't walk a long distance and therefore mostly impacts businesses who have an older clientele (salons for example). In addition to parking for business owners, the spots directly outside of shops should be handicap spots.
- People need to get detached from the need of a car. Living life closer to home and using more healthy and collective means of transportation are important. We need more transit oriented and truly affordable housing. It is frustrating that a place like Roslindale may deny affordable housing development due to limited parking in the area. Business development can be based on foot traffic rather than car traffic - and we all live more peaceably and sustainably!
- Whenever possible, I try to walk because traffic and parking are a challenge in Roslindale Square.

- The municipal lot is great - but the need for more space is increasing. City should negotiate with MBTA to allow after hours parking - lot is usually empty after the commuter times. This would allow more parking and folks will come to the restaurants and bars - a very vibrant section of our City without the need to "Go Downtown"
- Personally, I don't have any complaints about parking. On the (relatively rare) occasion that I drive down to the village (rather than walk, which is how I normally get here), I never have trouble finding a spot.
- I know that there are business owners who feel that there is not enough parking for themselves, their employees, and/or their customers - specifically, parking directly in front of storefronts for customers. Business owners have also complained about the 2 hour limit in the municipal lot, since they and their employees need to park all day when they're working. One business owner has told me that if there were spots in the municipal lot that were unrestricted (or perhaps a sticker he could put on his car indicating he's a business owner/employee, allowing him to stay past the 2 hour limit), he would park there and free up spots on the street for customers.
- Yeah - Can the orange line come to Roslindale Square? There has been a ridiculous amount of residential development in the square for the last couple of years. There is never adequate parking for those new residents in these new structures. Parking spaces are frequently taken away from the district - a good example of this...(the) bus stop (that) was built..... taking away valuable parking spots. We were not informed of this until after decisions were made. No opportunity to provide community feedback. So this is good that the city is asking for feedback now, but it would have been nice to be included in more dialogue over the past few years, as more and more housing has come up and less and less parking is available. I've been working in Roslindale Square for 18 years. Parking was an issue 18 years ago. It is much worse now.
- I think we need more parking available and I don't think they should timed the amount of hours to park in the street.
- Loss of street parking continues to be a problem. Addition of bike lanes, bus lanes and pedestrian plaza has eliminated dozens of parking spaces. The 4 tenants in our building need parking for customers. Over 50% of their customers come from outside Roslindale. When there is an open house there is not enough parking available for our visitors and members. The Covid testing tent on the Taft parking lot is also taking up a large part of that parking lot. It's time to take it down.
- Having some (limited) options for extended hours for parking would benefit our business. Commercial loading zones would also be helpful so that people don't stand on Washington street, which is unsafe for bikers and clogs traffic.
- Drivers break the rules when the rules aren't enforced.

- This would increase parking turnover along the streets next to shops. Overall we just need more enforcement. Adding accessible parking spaces would also reserve spots close to shops for those who need it most. I don't think we need spots for quick trips like takeout -instead it could be a parking meter where the first 15 minutes are free.
- Quicker turnover of parking spots. Better enforcement
- Provide as many options as possible for all types of users. Add meters and price more expensive but short-term parking on streets with businesses and less expensive but some longer term-parking (still at a fee) in the parking lots and longer-term parking will naturally migrate toward underutilized municipal lots. This will also encourage turn-over closest to the businesses.
- 2 hours is about the time for a meal...seems to make sense for on street. Though, overnight parking in a business area does not make sense at all! Since municipal lot is not used, extending hours there might encourage more people to use it and walk to destination.
- Any further loss of parking will be to the detriment to all of the small businesses in the area. If parking is difficult and inconvenient, customers will find other places to go. Some employees of the small businesses have to pay to park in the MBTA commuter rail lot. It is impractical for employees or visitors to use street parking and have to move their cars every 2 hours. The addition of more apartments and condos bring more vehicles into Roslindale, many with no associated parking. New residents I have talked to moved in thinking they would not need a car but over time got a car because the available public transportation didn't suit their needs.
- Not everyone walks, drives, or bikes to Roslindale. Adequate parking is necessary!
- Density of occupancy has increased but zoning to preserve parking has been ignored or bypassed. The expectation that people would walk or use public transit remains a false expectation. People move here with cars. Compare addresses with auto registrations.
- My staff could park longer in the municipal lot without tickets. Meters for spots closer so pick-up/drop-off is smooth and easier
- They would “force” Parker’s to be more aware of how long they are permitted to park and, if in violation, pay the price.
- It would allow business owners and employees to park longer so that they work at their business without getting a ticket.
- Aiding elders and the disabled with parking access in the downtime area is a game changer for many customers who have taken advantage of services and businesses for years.

- Less cars parked all day in the same spot. But, business owners will also suffer.
- By extending the parking to 3 or 4 hours in the municipal lot, it would allow those who like to park once and get all their errands in the square done the opportunity to do so. By adding more accessible parking, people who really cannot walk far would be able to support my business. By adding meters to the streets in the square, it would help keep parking turnover, allowing more people to park and support the businesses, zones for quick trips would also help those who really do just need to run in for a quick gift /greeting card and then head off to a birthday party, wedding, shower, house warming, etc. This actually happens in my store on the weekends frequently, and a 15 min spot would help.
- There are already too many spaces zoned for quick trips such as food takeout, order pick ups, and quick shopping.
- Make more parking available, patients have more access to my business
- Perhaps people that work in the square and have to park somewhere for 8 hours or more can park in municipal lot and not worry about getting ticketed.
- It would increase business traffic and help small businesses
- The customers will be able to park in a spot longer than 2 hours.
- This will give everyone a chance to park for more than 2 hours
- more customers
- It would be easier to park
- Less stress happy employee
- Currently the trucks unload in very creative ways that tend to block traffic or pedestrian access. I would limit deliveries to smaller trucks only and create a designated load/unload area and times for that area.
- Stop condo building in a congested area, it's out of control
- Allow people to stay in the business district for longer stretches of time
- Increase turnover in the immediate square and increase available parking for visitors and customers in the greater area.
- by creating zones of short-term and long term parking.
- It would allow our customers who drive in from afar to have easier access to available parking during the week as well as bring them to the area on Saturdays where the available parking won't all be taken by the farmers market frenzy.

- I think meters are a terrible idea!! Forget more restrictions! We need more time allotted!!
- Promote 2hr parking area
- Decrease need to drive due to more accessible transit options
- I would have better business if the time wasn't restricted for parking.
- additional parking spaces would increase business and ease of doing business
- people would only park for 2 hours or less. The workers will have to park 5 blocks away and walk to the square.
- Provide more options
- Easier access for customers who drive into the square. Few walk into the square
- It would open up existing parking spaces
- Commercial vehicles often block parking spaces and traffic making deliveries.
- People will know how to park in Roslindale- right now it is hard to get people to come because they don't even know where they can park. I think currently there is enough parking, but it is confusing.
- More parking and extending parking form 2 to 4 hours will make Roslindale more attractive for shopping and dining.
- better flow of traffic, better turnover of parking spaces
- When there are issues we can now call the police due to the towing areas around us. It matters...people respect the parking once they get a warning or ticket
- Would allow for more parking and longer parking - thus people would be encouraged to come to the Roslindale area and do business here
- More parking
- 2 hours is too little
- Putting parking meters on some streets would discourage long-term parking and encourage people to move their cars, freeing up more street parking. Extending the time restriction in the municipal lot might encourage people to park there, rather than on the street (and it seems to me there are almost always spaces available in the lot). Roslindale Village does not have enough accessible parking, so adding more spaces would improve access.

- Extending parking regulations to include Saturdays will help with parking. Accessible parking requests have been made by clients and community members. Pedestrian safety would improve with my noted responses.
- People that need to be there will park there .You seem to think that all the high end properties that are going in in Roslindale are not going to need parking .They are .Those people will own cars ,have overnight guests ,need work to be performed on their units...etc ,etc .Also ,you want people to use public transportation ? Make parking at train stations free and plenty or provide shuttles to the stationsf
- Saturdays mornings/early afternoon are very, very busy with the Farmers Market.

## APPENDIX A

Which best describes you?

\*

### **I work for an Employer or Business Owner in Roslindale**

What is the name of your business?

\*

What is the address of your business?

\*

What type of business is this? (select the best answer)

\*

When are the busiest times, when are there the most customers? (select all that apply)

\*

Other...

How long does a typical customer spend at the business?

\*

In your opinion, how do most customers get to the business? (choose one)

\*

Would your business benefit from any of the following being located nearby? (choose all that apply)

\*

Has parking negatively impacted your business?

\*

If you selected yes above, please tell us how parking has negatively impacted your business. Is there anything else you want to tell us about parking and transportation access in the Roslindale Square Business District? What is working, what needs to be improved?

### **I work for an Employer or Business Owner in Roslindale**

What is the name of the business you work for?

\*

How do you get to work? (select all that apply)

\*

Other...

If you drive your own car, where do you park? (select all that apply)

\*

Other...

In your opinion, how do most customers get to your work? (choose one)

\*

Would the business you work for benefit from any of the following being located nearby? (choose all that apply)

\*

Other...

Has parking negatively impacted you or the business you work for?

\*

If you selected yes, please tell us how parking has negatively impacted the business you work for. Is there anything else you want to tell us about parking and transportation access in the Roslindale Square Business District? What is working, what needs to be improved?

### **I am a Commercial Property Owner**

What is the address or addresses of the commercial property(ies) you own?

\*

What type of business(es) are in your commercial properties? (select all that apply)

\*

Other...

Do you own off-street parking in the Roslindale Square Business District?

\*

If you own off-street parking, would you be open to a [shared parking agreement](#) that would allow parking on your lot?

Would the commercial property you own benefit from any of the following being located nearby? (choose all that apply)

\*

Other...

Has parking negatively impacted the the commercial properties you own?

\*

If you selected yes above, please tell us how parking has negatively impacted the commercial properties you own.

Is there anything else you want to tell us about parking and transportation access in the Roslindale Square Business District? What is working, what needs to be improved?

### **Parking Regulations and Transportation Access in Roslindale Village**

Which of the following regulation changes would help improve transportation and parking access in the Roslindale Square Business District? (choose all that apply)

\*

How would the regulation changes you selected improve transportation and parking access?

\*

Do you support the closing of Birch Street to cars and turning it into a pedestrian plaza?

\*

Do you support the installation of parking meters to manage parking?

\*

Do you support shortening the parking time restriction to be less than 2 hours?

\*

Do you support adding additional bike share stations?

\*

Do you support adding additional bike parking?

\*

Do you support adding additional dedicated bus lanes?

\*

Do you support adding bike lanes that are separated from car traffic?

\*

Do you support expanding access to car share vehicles?

\*

Do you support adding additional accessible parking spaces?

\*

Do you support making Washington Street two-way between Basile Street and Poplar Street?

\*

Do you support adding additional parking spaces on side streets where possible?

\*

Do you support expanding parking regulations to some blocks that are currently unregulated?

\*

Do you support extending parking restrictions to 8pm?

\*

Do you support extending parking restrictions to include Saturday?

\*

### **Demographic Information**

These questions are optional. You may go directly to submit your response if you do not want to answer.

How do you self identify? (select all that apply)

Do you speak a language other than English in your home?

Do you want us to follow up with you?

If you answered yes, what is your name?

If you answered yes, what is your contact information? (email or phone)