

# Downtown Employee Parking Survey Analysis

## Transportation Demand Management Study

City of Traverse City



May 2017

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## Appendix A: Open-Ended Comments

# EMPLOYEE PARKING SURVEY

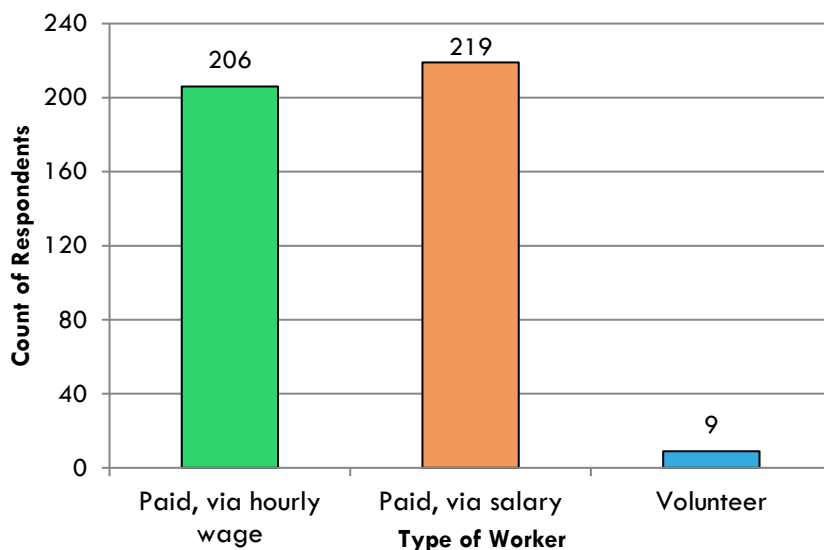
An online survey was developed and distributed to employees of downtown Traverse City businesses. Questions were designed to generate response that would help define and describe the parking/commuting needs, preferences, and experiences of this critical downtown stakeholder population. The survey was open for six weeks in April and May 2017, during which time 434 people completed the survey.

## PARTICIPANTS OVERVIEW

### Type of Employment

Of the 434 participants, 206 identified as hourly employees. Slightly more (219) identified as salaried employees. Nine identified as volunteers.

Figure 1 Breakdown of Types of Workers

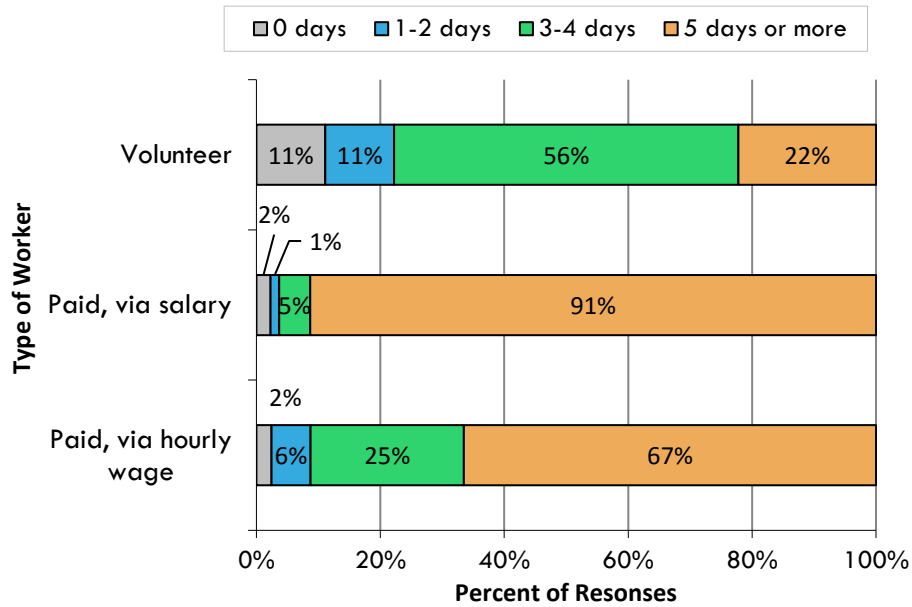


## COMMUTE PATTERNS

### Commute Frequency

Most participants commute to downtown at least five days per week, with over 90% of salaried employees, and over two-thirds of hourly employees, identifying as daily commuters. By contrast, most volunteers commute three or four days per week.

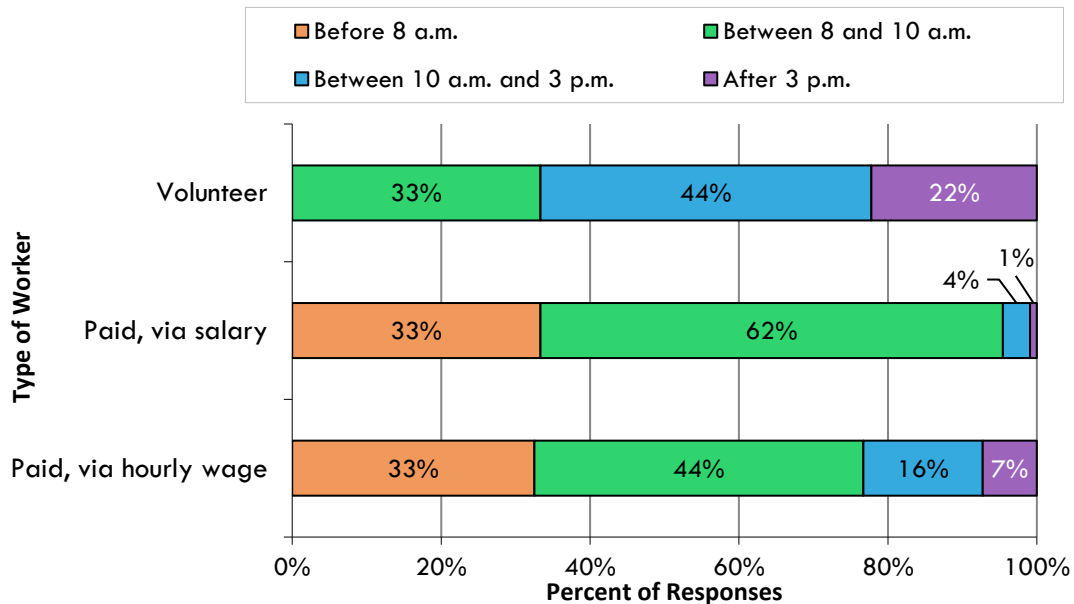
Figure 2 Commute Days per Week into Downtown



## Work Schedules

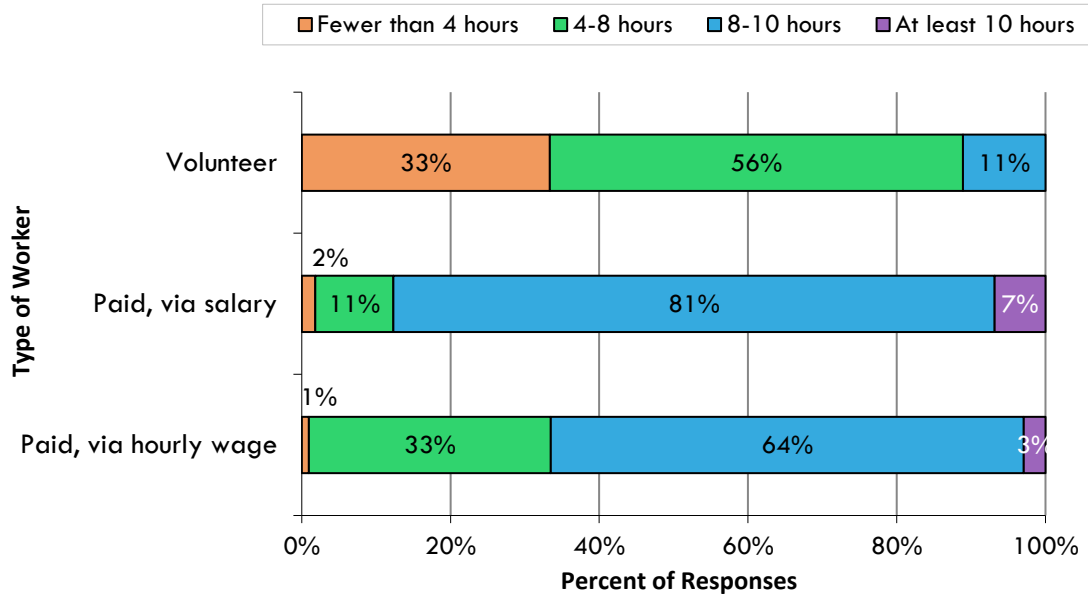
Most salaried employees (62%), arrive before 10AM, and roughly one-third arrive before 8AM. Arrival times for hourly employees are more varied. Like salaried workers, about one-third arrive before 8AM. Later arrivals are more common among these commuters, with 16% arriving between 10AM and 3PM, and 7% arriving after 3PM.

Figure 3 Typical Arrival Time at Work



The majority of salaried and hourly employees work 8+hour workdays. Workdays of 4-8 hours were also common among hourly employees and volunteers.

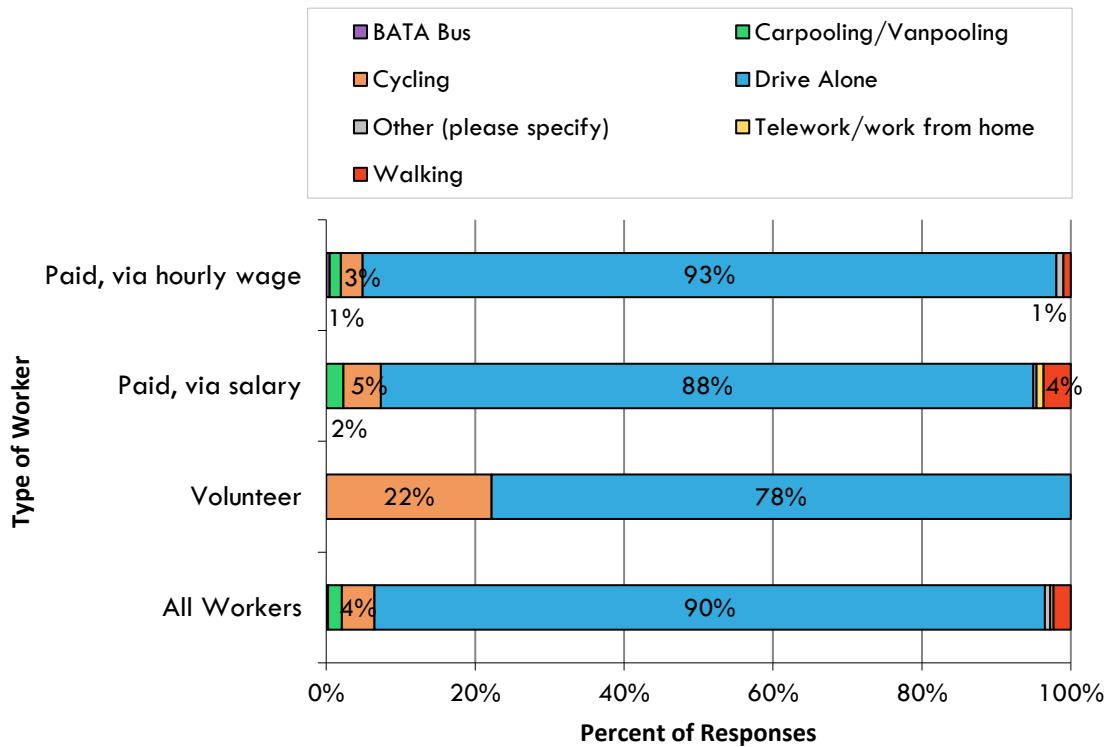
Figure 4 Typical Shift Length



## Mode Share

Asked to identify their usual mode of travel to their primary downtown job, 93% of hourly-worker participants selected Drive Alone. By comparison, 88% of salaried employees and 78% of volunteers identified Drive Alone as their usual commute mode. Among all commuter groups, cycling was the most commonly identified commute mode among those not identifying as drive-alone commuters, with walking and carpooling being slightly less common among paid employees. Notably, transit was not a significant selection among any group.

Figure 5 Usual Mode of Travel in Commuting to Primary Job



## Variability

To determine variability in mode choice (how frequently a drive-alone commuter might bike or ride with a friend, for example) participants were asked to report the number of days they might use each mode in a typical commuting week. The number of days identified for each mode was divided by total number of commute days identified to arrive at a more nuanced set of mode share measures. Modest reductions in drive-alone mode shares among all groups indicates some variability among commuters. This indicates some level of interest in alternatives to drive-alone commuting.

Even if most respondents would prefer to primarily drive to work, better alternatives and reduced barriers to their use, might increase the frequency of days when commuters choose non-driving modes.

**Figure 6 Drive-Alone as Primary Mode vs. Share of Weekly Commute Trips**

Commuter Group	Drive-Alone is “Primary Commute Mode”	Drive-Alone Share of Weekly Commute Trips	Margin of Variability
Hourly Wage	93%	91%	2%
Salary	88%	85%	3%
Volunteer	78%	73%	5%
All	90%	88%	2%

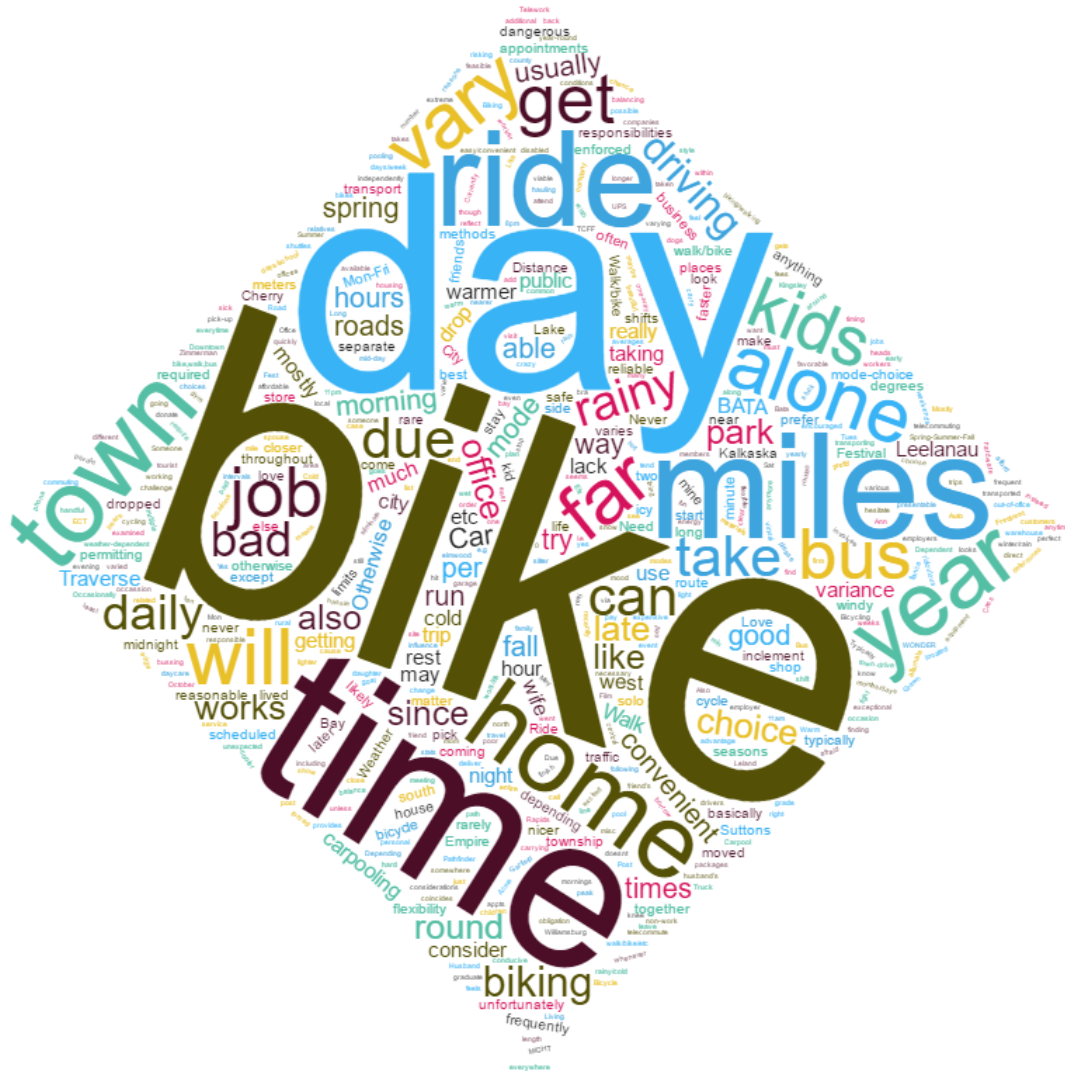
## Variability Factors

An open-ended question asked respondents to give reasons that their mode choice may vary day to day (e.g., you may drive most of the time, but occasionally cycle to work in the summertime). The responses varied, and the majority of the respondents provided explanations that fall into the following broad categories: weather—usually walk/ride bike in the summer months, distance of commute is too long for active modes, driving works best with a restrictive schedule, and appointments or meetings during the day that require a car. Figure 7 shows a word cloud of open-ended responses.

A few notable open-ended comments include:

- “I’m balancing work at two jobs and a graduate school schedule. Don't have time for anything but driving alone. Would love to bike.”
- “In summer I walk or bike usually once a week, during peak tourist weeks I may bike or walk the entire week.”
- “I try to only drive in bad weather or when I have appointments outside of the downtown area”
- “I MIGHT bike if the weather looks perfect for it and I feel like braving the traffic.”
- “I take advantage of all modes. The following is a list of considerations that influence my mode choice, in order: 1) My mood or energy, 2) How much I'm carrying, 3) alone or with someone else 4) do I have other places to go after, 5) is there an event downtown 6) is it windy or rainy.”
- “Drive most days due to lack of affordable housing.”

Figure 7 Reasons Why Mode Split Varies



## INTEREST IN CHANGE

### Mode Shift Preferences

Asked whether they were interested in using any particular commute mode more often than they currently do, most commuters indicated that they are either happy with the current commute mode, or would like to drive-alone more frequently. Among those interested in using alternative modes more frequently, cycling was the most popular preferred mode. Among paid employees, there is also meaningful interest in using transit more frequently.



**Figure 8** Modes Participants Would Like to Use More Frequently

Mode	Hourly Employees	Salaried Employees	Volunteers
None, I don't want to use any of these options more than I already do	35%	33%	33%
Driving Alone	24%	23%	44%
Cycling	18%	19%	22%
BATA Bus	6%	5%	0%
Telework/work from home	6%	7%	0%
Other (please specify)	4%	6%	0%
Walking	4%	6%	0%

## Mode Shift Barriers

Among those interested in using alternative modes more often, weather was the most commonly cited barrier to change. Convenience, travel time, and schedule limitations were also commonly cited barriers.

**Figure 9** Barriers to Using Preferred Travel Mode More Often

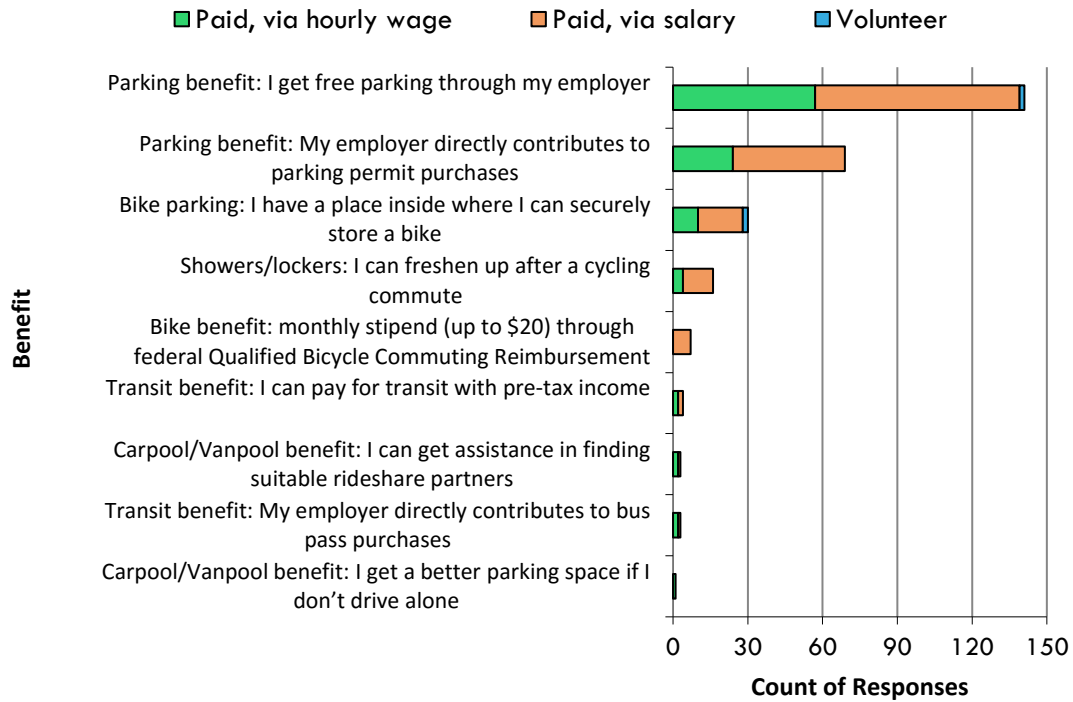
Barrier	Hourly Employees	Salaried Employees	Volunteers
Commute distance is too long	8%	8%	0%
Cost	12%	5%	33%
Does not accommodate my schedule	8%	12%	17%
Does not accommodate unplanned changes to my schedule	11%	12%	0%
Not convenient to my job location	3%	3%	17%
Not convenient/available at the home end of my trip	7%	4%	0%
Not reliable enough	2%	2%	0%
Other (please specify)	25%	26%	0%
Takes too long to travel to work with this mode	8%	10%	0%
Weather	14%	19%	33%

## Mode Shift Incentives

By far, the most common commuter benefit offered to downtown employees is free parking, with subsidized parking the second-most common benefit identified by survey participants. Figure 10

details the employer commute benefits that Downtown employees enjoy. Salaried employees generally receive more commuter benefits than hourly employees. One other response included an “office bike” provided to employees. Another employee stated that they receive \$300 toward bike-related purchases from their employer.

**Figure 10 Employer Benefits Offered to Downtown Employees**



## Trip Patterns

Survey participants were asked to identify their home township and the cross-streets closest to their primary work location in Downtown. Their mapped responses are presented in the figures below.

Figure 11 Survey Participants' Home Township

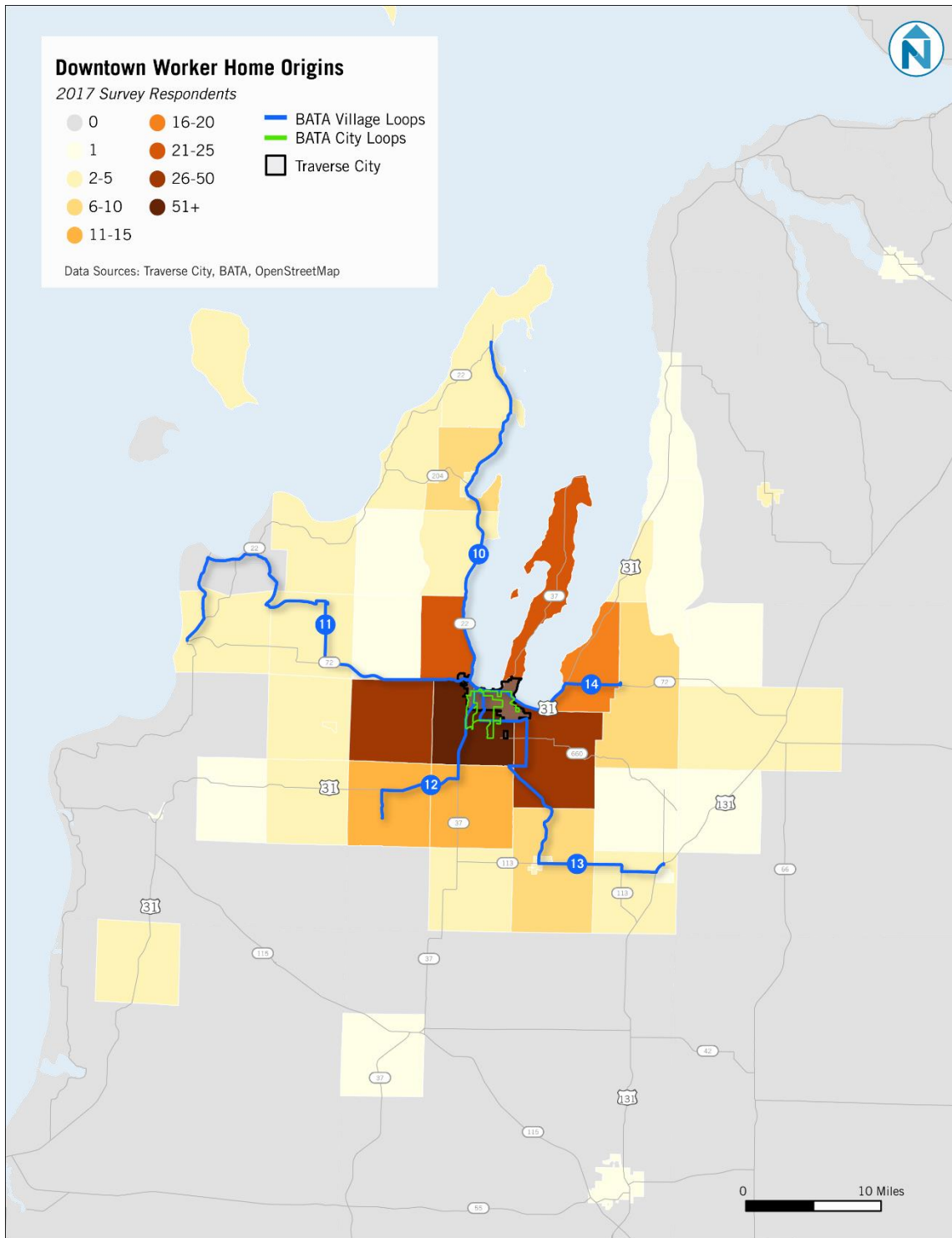
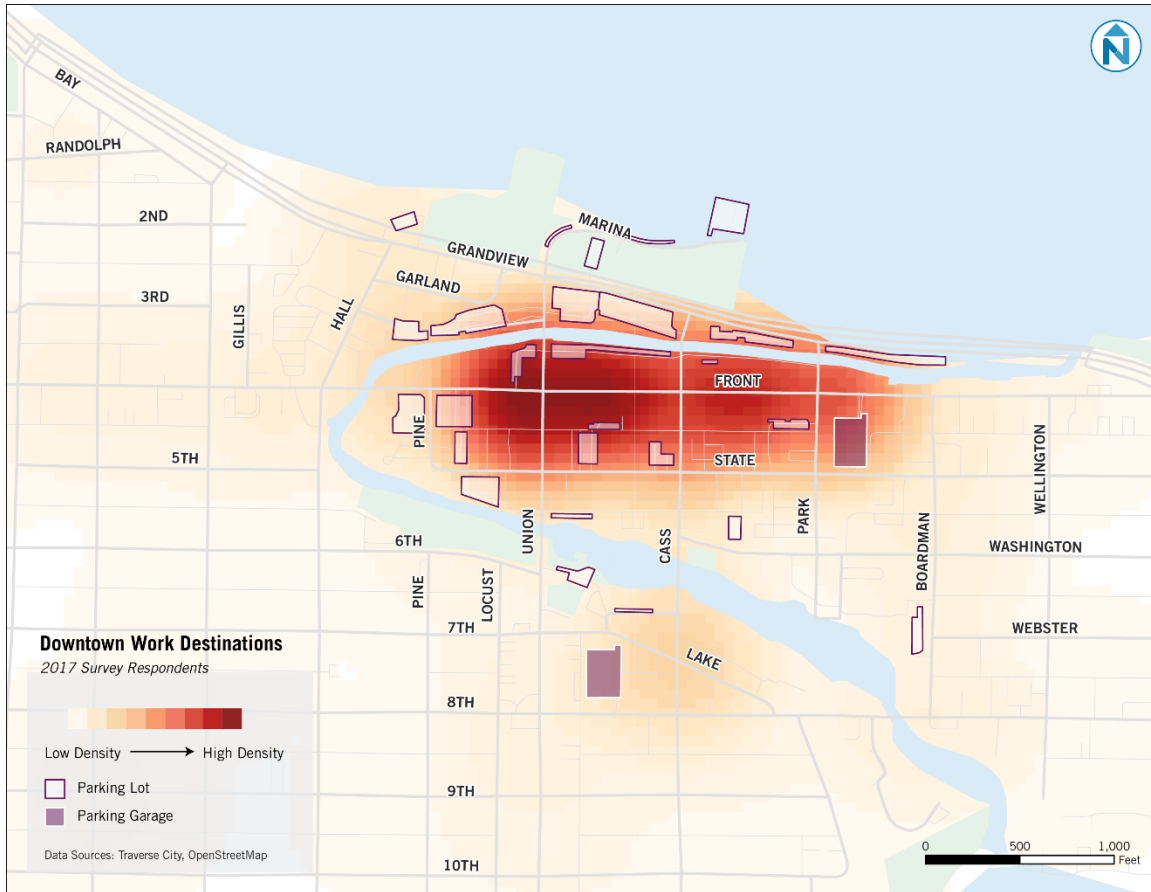


Figure 12 Survey Participants' Downtown Work Locations



## Parking Location

Most salaried employees who drive park in an off-street space arranged by their employer (64%); while 20% park in an off-street facility that they find themselves, 9% park in a metered space, and 7% park on residential streets. Among hourly employees who drive to work, 47% park in an off-street space arranged by their employer, 22% park in a metered space, 18% park in an off-street space that they arrange, and 13% park on residential streets. The majority of volunteers (71%) park in a metered space, a choice that reflects their shorter work days.

**Figure 13      Types of Spaces Where Drive-alone Participants Usually Park**

Space Type	Hourly Employees	Salaried Employees	Volunteers
Off-street, in a space provided or arranged by my employer	47%	64%	14%
On-street, metered space	22%	9%	71%
Off-street, in a space that I arranged for on my own	18%	20%	14%
On-street, residential	13%	7%	0%

## Off-Street Demand Patterns

Forty-five percent of hourly employees and 40% of salaried employees who drive alone report parking in the permit surface parking lots (S, T, V, or Z). More than three-quarters (80%) of volunteers park in the Hardy Parking Garage, while 29% of salaried employees and 17% of hourly employees park there. Hourly employees (14%) are about twice as likely as salaried employees (7%) to have an employer-provided space, with many respondents stating that it is behind the business or their place of work.

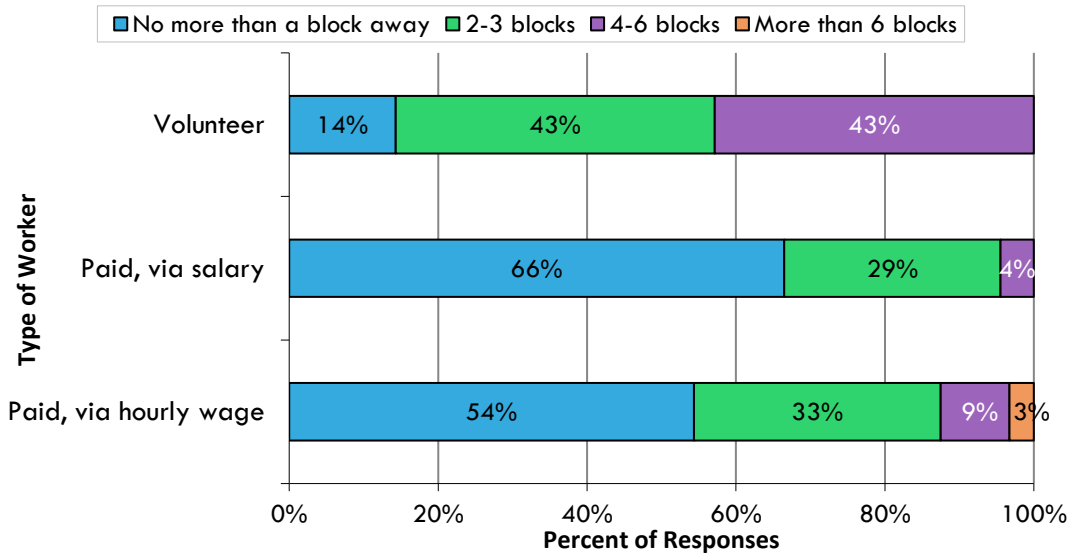
**Figure 14      Facilities Where Drive-Alone Participants Frequently Park**

Facility	Hourly Employees	Salaried Employees	Volunteers
Permit Surface Parking Lots S, T, V, or Z	45%	40%	20%
Hardy Parking Garage	17%	29%	80%
Employer-Provided Space	14%	7%	0%
Overflow Permit Metered Lots C, E, N, or J	10%	7%	0%
Other Private Facility	7%	4%	0%
Old Town Parking Garage	4%	12%	0%
Other DDA Facility	2%	1%	0%

## Proximity to Work

More than half of salaried employees (66%) and hourly employees (54%) park no more than a block away from their worksite. Hourly employees, on average, walk farther from their parking spot to work than salary employees. Volunteers are generally walking farther from their parking space to their worksite than other employees.

Figure 15 Proximity Drive Alone Participants Are Able to Park to Work



## Off-Street Preferences

Less than half of driving commuters indicated that they would prefer a primary parking location different than the one they currently use. Figure 16 shows other facilities that commuters would prefer to use.

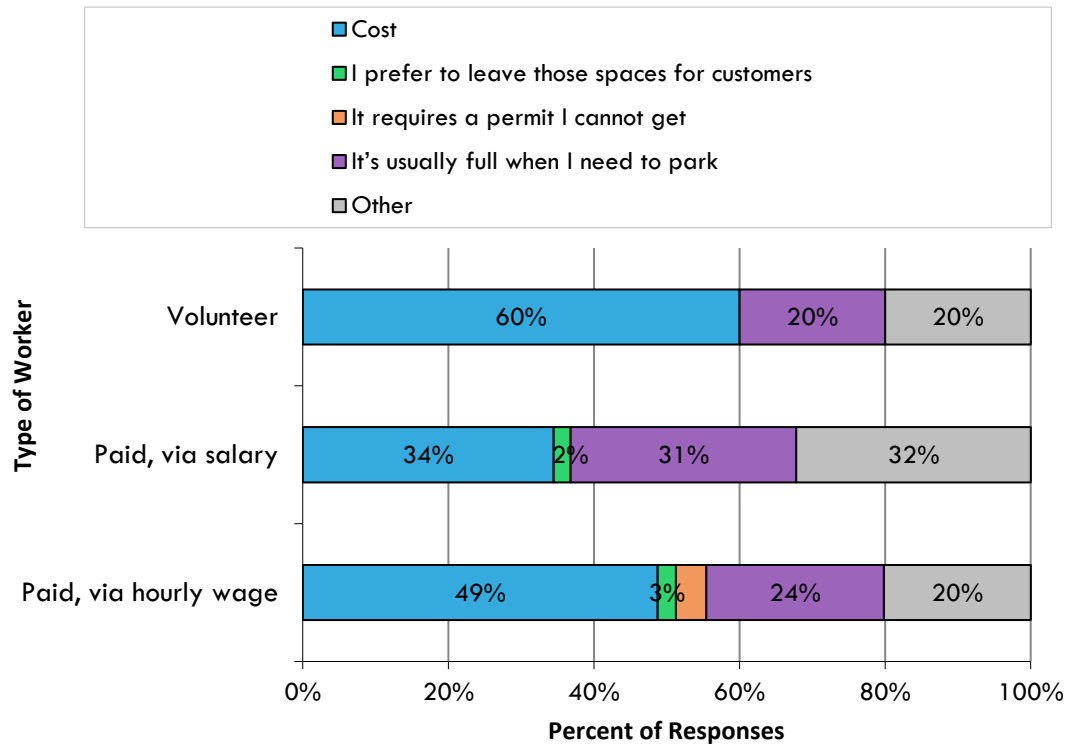
Figure 16 Places Where Drive Alone Participants Would Prefer to Park More Frequently

Facility	Hourly Employees	Salaried Employees	Volunteers
I do not prefer to park in another location	61%	61%	81%
Permit Parking Lots S, T, V, or Z	12%	12%	0%
Hardy Parking Garage	11%	11%	0%
Overflow Permit Metered Lots C, E, N, or J	6%	3%	0%
Old Town Parking Garage	4%	9%	0%
Employer-Provided Space	2%	2%	10%
Other DDA Facility	2%	1%	9%
Other Private Facility	1%	0%	0%

Among survey participants that indicated a preference to change their primary parking location, the most commonly-cited barrier to their preferred option was cost. The second most common

barrier was lack of capacity at the preferred location. Other barriers included ticketing/enforcement, needing to use the car and concern that when the worker returns to the parking space it will no longer be available, and time limits.

**Figure 17 Barriers to Parking in the Preferred Facility More Often**



## Seasonal Access to Primary Parking Options

Figure 18, Figure 19, and Figure 20 show the level of difficulty drive alone participants encounter when looking for parking for their primary job. Employees report that is most difficult to locate parking in the summer, and easiest in the winter. Hourly employees and salaried employees encounter similar levels of difficulty and ease looking for parking, whereas volunteers report more difficulty locating parking.

Figure 18 Level of Difficulty Drive Alone Participants Encounter by Season: Summer

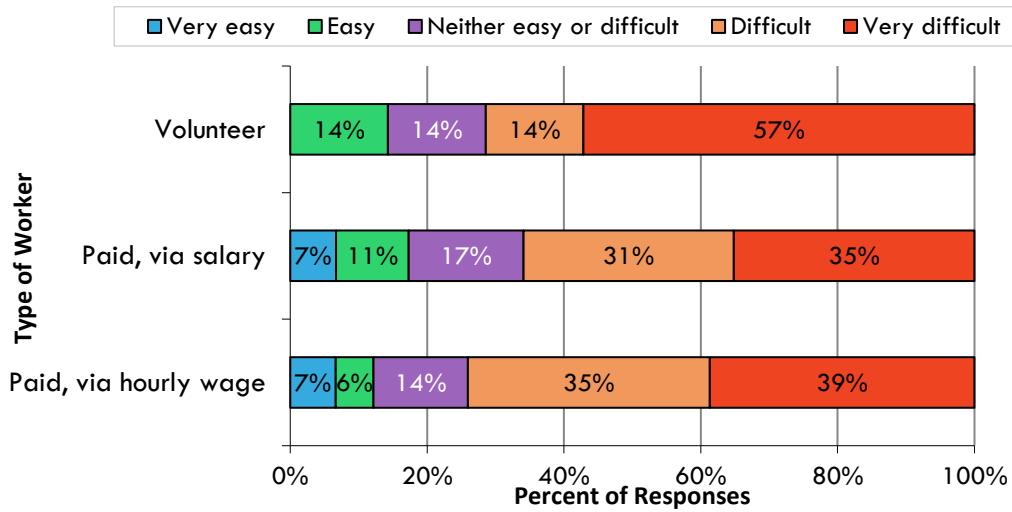


Figure 19 Level of Difficulty Drive Alone Participants Encounter by Season: Spring/Fall

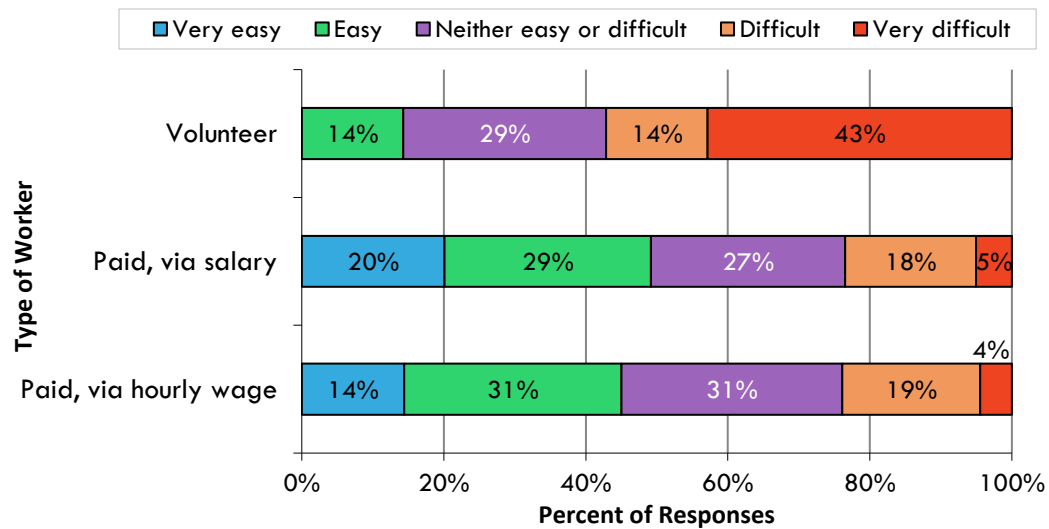
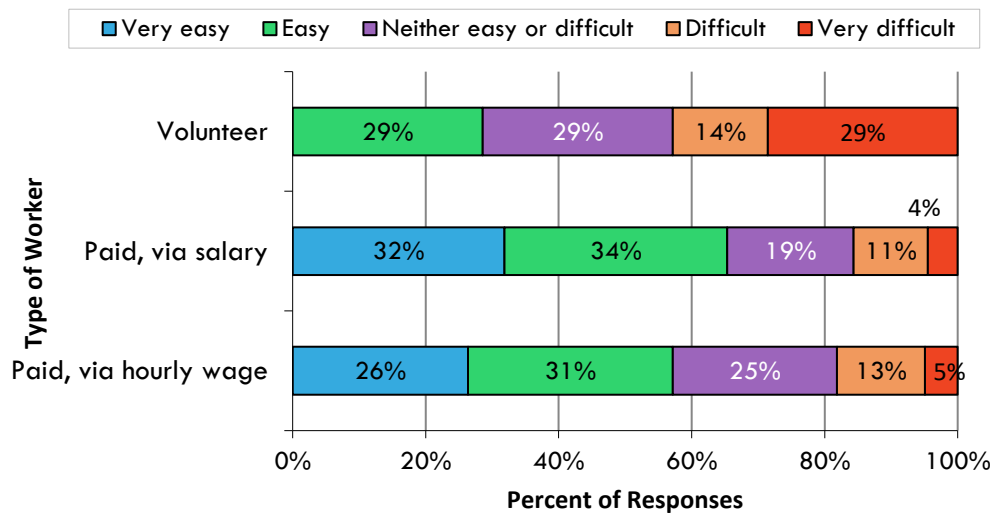




Figure 20 Level of Difficulty Drive Alone Participants Encounter by Season: Winter



## Frustrated Preferences

The word cloud below depicts the most common words from participants' descriptions of their reaction when their preferred parking option is not available to them.

**Figure 21 Reactions When Preferred Parking is Not Available**



Some notable open-ended comments include:

- “Anger/annoyance. I work at Hagerty and we have such limited parking now that if we introduce anyone non-Hagerty into the parking structure or surface lot J we are out of space to park and have a pass we pay for that we can't use and STILL have to pay on top of to park at a meter or risk the inevitable ticket. So basically I feel most days like I am paying for an expensive deck card/surface pass, meters and tickets all at the same time just so I can get to work.”
- “Frustration as my employer has paid for space in Hardy garage. Seems like double dipping when cash traffic takes leased spaces. I avoid leaving garage if I can for off-site appointments during [the] day as finding a new spot [is] difficult. That used to be only in summer, now [it] is daily.”
- “It's always been available. I'm never a fan of parking on the TOP of Hardy in the winter, though.”

- “I drive around to the overflow lots and usually find a place except in the summer. I feel stressed and worry about being late. Bad weather adds to the stressed feeling. I worry quite a bit about parking.”

## Parking Costs

Parking costs typically average between \$20 and \$25 per month, with volunteers noting the highest costs, and salaried employees paying the least. Total monthly commuting costs includes estimates for fuel, bus fare, parking, and miscellaneous costs.

Figure 22 Estimated Average Commuting Costs per Month

Type of Worker	Parking	Total Commute
Hourly wage	\$22.54	\$113.96
Salary	\$17.49	\$78.71
Volunteer	\$24.89	\$60.45

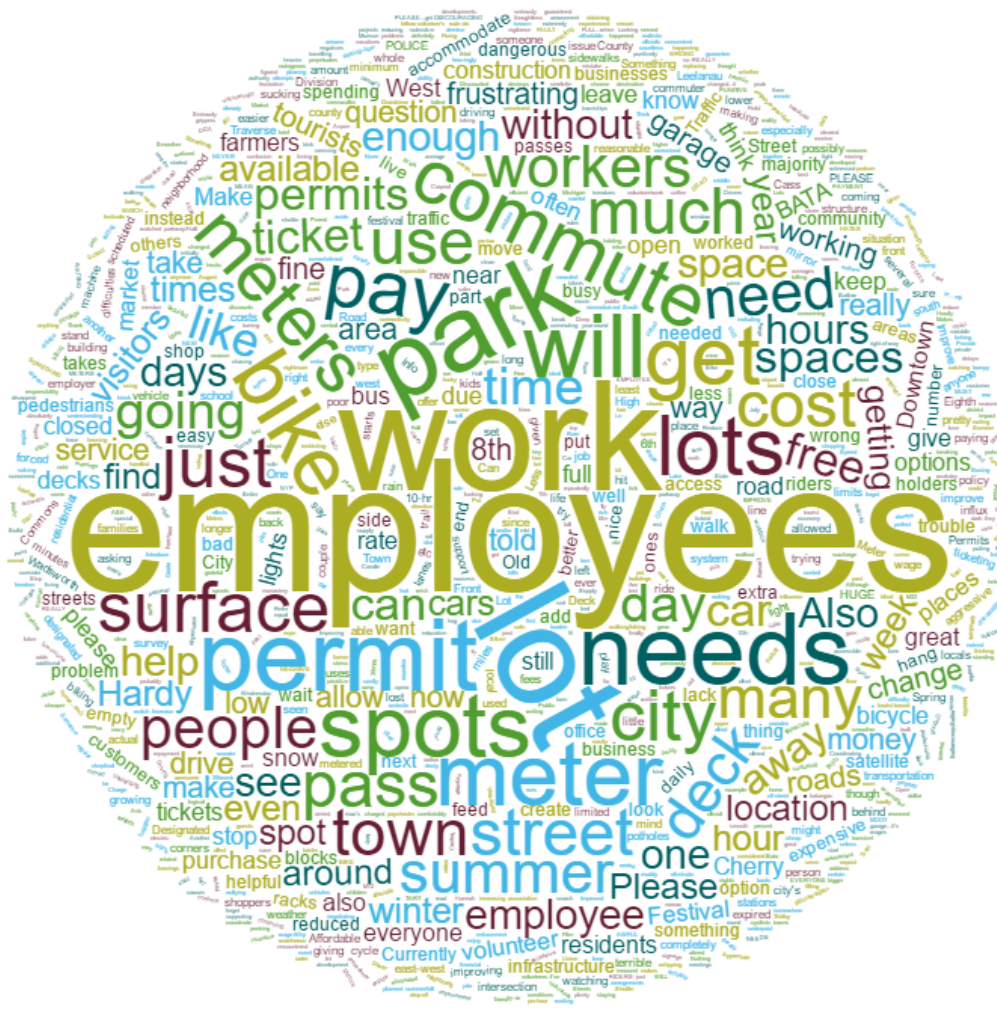
## Improving Downtown Commutes

The last question of the survey asked respondents to include anything else that might be relevant to improving commutes for Downtown employees. Figure 23 shows a word cloud of the most common words in the responses.

A few notable comments include:

- “The system of exiting the Hardy Parking structure needs improvement. It takes way to long for people to exit because of the difficulties of using the kiosk. Traffic backs up and perpetuates the delay.”
- “Charge more for transient parking and subsidize the employee parking a little bit. Look into variable rate parking meters (LA does it). If parking downtown is cheap (for customers) then they will hog up the spaces and there won't be an influx of new shoppers. The trick is sucking the \$ out of the tourists without sucking the \$ out of the underpaid employees (of which we are many).”
- “When city needs extra parking in town to accommodate an event, offer downtown employees some type of incentive to not drive into town.”
- “Shuttle from remote location, i.e. Thirlby Field, Sam's parking lot or the like for no or low cost. Thank you for asking”
- “It would be really helpful if sidewalks were cleared better in winter so I wouldn't have to wear grippers on my boots.”
- “Better parking options. Less meters to allow for those who pay for a pass to have reasonable access”

### Open-ended Response to Include Any Other Information



## **APPENDIX A: OPEN-ENDED COMMENTS**

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## Variability Factors

What best explains how your mode-choice varies? For, example, maybe you take a bus most of the time, but drive when you work late, or you bike most of the year, but drive on rainy days and/or in winter.

Figure 1 Variability Factors Open-Ended Comments

Number	Comment
1	I drive alone most days, but my fiancé and I will ride together when our schedules line up. We bike occasionally in the warmer months.
2	Drive alone.
3	It doesn't vary
4	drive
5	Live outside of TC so I have to drive
6	I live on the edge of Traverse City and work different hours than most of my peers. I need to drive a car in to town every day.
7	12 mile trip. I ride 3 times a year
8	Drive in rainy/cold days
9	Drive
10	Walk in the winter and on rainy days. Ride the rest of the time.
11	I live 40 minutes away so biking, bus, or car pooling are not options. I wish they were.
12	I drive to work everyday.
13	Drive my car all the time
14	I always drive.
15	Drive everyday
16	walk or ride bikes during Cherry Festival or Film Festival
17	drive all the time
18	Drive always
19	Mostly drive myself. Occasionally carpool with husband if he's driving by my office
20	It doesn't vary, I live too far away to do anything else.
21	Husband works later sometimes
22	I drive when I need to carry equipment that cannot be transported via bicycle. I bike the rest of the time, year round. In the winter, I have also taken BATA when the roads were not conducive to biking.
23	I always drive to work downtown.
24	Im balancing work at two jobs and a graduate school schedule. Don't have time for anything but driving alone. Would love to bike.
25	Bike if good weather, walk in winter/rain
26	Drive everyday. I would consider public transportation if there were more frequent and convenient routes
27	Yes I drive in the winter and walk when it is nice out.
28	Drive every day

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29	I always drive.
30	There is no variance, I live in Empire
31	Always drive. Frequent out-of-office meetings make any other form of commuting not feasible.
32	No vary
33	Always drive. Live 10 miles away.
34	Bicycle during good weather days only.
35	I drive each day
36	I drive every day.
37	Always car. Live 12 minutes by car from downtown. Bus is not an option.
38	I have to drive 5 days a week. I live 8 miles west of town
39	drive all of the time
40	Drive pretty much all the time.
41	I drive because I have my own car and is faster than taking the bus or a bike.
42	Drive private vehicle
43	Who takes a bus anymore? I drive every commute. I am never late. Biking in the winter is dangerous and should not be so encouraged.
44	In summer I walk or bike usually once a week, during peak tourist weeks I may bike or walk the entire week
45	Car
46	Drive daily
47	I walk or drive depending on the timing of my meetings. I'm a virtual worker for a company that's located outside of town but do business with many companies within the city of Traverse City.
48	N/A
49	Drive all days. Live out in Grawn.
50	I live 25 miles away and drive every day.
51	I basically always drive. Live too far away for any of the their options.
52	I can choose between walking or biking and sometimes I prefer to walk.
53	live 6 miles away from work, only option is drive.
54	I ride my bike or get a ride on rare occasion
55	I drive my car every day
56	Always drive.
57	I walk, but have the choice of telecommuting. I telecommute during bad weather, or if I'm sick, or I have non-work related home appointments and it's more convenient to stay at home.
58	Driving is my only option except weekends when I can bicycle
59	drive all the time
60	I live outside downtown and need to drive my vehicle to work.
61	It does not vary.
62	live too far out of town to take any alternate transportation. I drive myself daily to work.
63	I drive every day

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64	Most of the year I drive to work Mon-Fri. In the summer, I may ride my bike but that would only be a handful of times per summer.
65	Drive 100%
66	I always drive to work.
67	Drive everyday
68	Drive everyday, no matter what.
69	Weather determines if I can ride my bike or occasionally get a ride from my spouse.
70	I live in long lake township and need to drive to work.
71	Always drive solo.
72	Driving alone
73	Walk/Bike in decent weather and when don't have off site meetings or post work obligations. Probably 20 times per year.
74	Drive through heavy traffic everyday
75	Driving separate or carpooling with my wife (as she also works downtown) is our only options based on distance from TC and busy life style.
76	Drive year-round
77	Bike when the weather is OK and drive the other.
78	Live .75 miles from work (Central neighborhood); drive in winter due to knee replacements (can't afford to slip/fall). Like to walk/bike some in summer--walk morning, home for lunch, drive back.
79	Always car and coming from the gym from a morning workout.
80	Live outside of town so drive in every morning after dropping kids off at school
81	Drive in most of the time. During the summer months may bike in if I am not scheduled to work late or another job.
82	drive every day
83	Car all of the time
84	car in the winter, bike or walk in the summer
85	Scheduling.
86	Unfortunately does not vary.
87	I walk in the winter and ride my bike in the spring, summer, and fall.
88	Drive alone when I have a longer day or commitments outside work hours, carpool with my husband otherwise
89	Drive everyday
90	drive work week
91	bike in summer and when roads aren't too icy; walk when roads are icy and on summer days if I have a less than 4 hour shift
92	Drive everyday so I can see clients.
93	n/a
94	Driving car
95	I try to only drive in bad weather or when I have appointments outside of the downtown area
96	During good weather I ride bike instead of drive



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97	I drive a vehicle daily from Leelanau county. I must have a vehicle since my job requires going to meetings outside the office during the day as needed.
98	My mode-choice does not vary. Driving myself is the most reliable and convenient mode. Worrying about parking is the down side of this mode.
99	Bike on nice days when I don't need to pick up my kid. Otherwise drive.
100	Drive
101	Drive all the time. I live outside of the city.
102	Drive in from Lake Ann
103	I'm required by work to drive everyday in case I need to go to the store ECT.
104	drive most of time
105	I drive to work in the winter, when it's cold or rainy, but will walk or ride my bike on nice days.
106	I drive every day
107	I drive in the winter until it gets to be at least 50 degrees at night
108	Living out of Traverse really limits the methods of getting to and from work. Driving is the only reasonable way to get to work at a reasonable time.
109	drive all days i do not work from home.
110	I drive year round. If I lived closer to downtown I would bike, but risking my life on Cass every morning is not the way I want to start my day.
111	Auto is the only mode because of distance from home to work.
112	I live 40 miles from TC so have to drive in every day.
113	Drive a car
114	Drive, always when scheduled. Telework additional time because customers have my phone number & call me anytime
115	I live 10 miles away so I drive every day.
116	Drive in bad weather, bike as much as I can through the summer.
117	Doesn't vary, I drive.
118	I drive to and from work 2 days per week.
119	lack of reliable public transportation outside of the downtown.
120	Drive all the time
121	Convenience
122	I live just outside the city limits off Keystone and taking the bus would be my only "alternative" option, which would take hours to get to work from my house.
123	bike or friends drive
124	Drive in the winter and when I need my car for meetings
125	In winter, I walk or take the bus. In the summer, I ride my bike everywhere.
126	doesn't.
127	Bike year round. Walk if I have to. Drive very rarely.
128	Drive in winter; cycle in spring/summer/fall
129	Always drive, sometimes carpool when it works with our schedule.
130	I MIGHT bike if the weather looks perfect for it and I feel like braving the traffic.

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131	I usually get dropped off in the winter or poor weather days. In the late spring, summer, early fall I bike 6 miles round trip.
132	My husband and I always have a goal of carpooling, but between our work schedules and the kids school schedules, it rarely works out.
133	I take advantage of all modes. The following is a list of considerations that influence my mode choice, in order: 1) My mood or energy, 2) How much I'm carrying, 3) alone or with someone else 4) do I have other places to go after, 5) is there an event downtown 6) is it windy or rainy.
134	Weather. Bike in spring summer & fall weather permitting. Drive in winter
135	bike on nice summer days (rare)
136	Bicycling. It's fun!
137	I would consider biking or walking on nice days, but hesitate to do that after 11 pm which is when I typically finish my shifts.
138	prefer to walk most days and all year long. Some mornings I drive when I have to deliver kids to school and I have other meetings. Cold, wet days I tend to work at home.
139	Drive most days due to lack of affordable housing.
140	Drive, park in the garage, walk to office in winter, spring, fall. Drive, park at friend's house, bike in summer.
141	Drive when coming from taking my kids somewhere
142	Depending on how light it is outside when I travel to work. More likely to use alternative means, including bike, walk, bus when it's lighter out. I.e. Spring-Summer-Fall
143	always drive
144	always drive my vehicle
145	I drive because I have a varying schedule and need to get places quickly.
146	Drive all the time
147	I drive mostly every day because I live too far out of town to walk or bike.
148	n/a
149	Due to distance from home to work. Drive Mon-Fri.
150	I commute from Empire, so unfortunately my best option for transportation is driving myself every day.
151	Car
152	Drive
153	Drive every day
154	Drive
155	I always drive since i live on the west side. No easy/convenient alternative available.
156	I drive when the weather is bad, or when I need to my car mid-day to go to a meeting, run errands, etc.
157	Always drive
158	always drive
159	Drive every day. Live in elmwood township
160	I always drive

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161	It doesn't change.
162	Bike to work in favorable weather, drive alone in inclement weather.
163	I drive most every day because I'm responsible for transporting work materials. I bike when those responsibilities aren't necessary or it's beautiful outside.
164	My husband and I both work for the same employer and if we are able to, we carpool. Dependent on our schedules, sometimes we are not able to.
165	Drive daily. About 75% of the time my husband and I can drive together.
166	I have to drive a car each day. I live too far to bike and BATA would not work for my work/life schedule.
167	Typically park from 8:30am - 4:30 every day.
168	Drive most days due to having to visit offices for work. Some days I do ride my bike or walk my kids to school
169	I work from home when my wife goes in. Someone has to look after the dogs! Why do the choices need to add up to 5? Some of us work more than 5 days a week. I am 5 driving (Tues - Sat) and 1 at home (Mon)
170	drive every day as my home is south of town
171	i always drive to work
172	My mode-choice does not vary
173	i typically go into work around 11am, I try to run errands before I go into work since I'm not out until 8pm. It's the most convenient for me.
174	drive only
175	drive all the time
176	I bike in the warm seasons, walk in the cooler seasons and take the bus in the winter
177	I love to bike if it's above 50 degrees, the rest of the year I drive
178	drive
179	I live 3 miles away up Long Lake Road and it's a challenge to find a safe bike path from Zimmerman into town.
180	N/A
181	Drive all the time
182	drive every day
183	I have a flexible schedule since I am disabled so I drive myself to work.
184	weather and daycare pick-up
185	drive 100%, I live 20 miles away
186	Drive alone,
187	Drive
188	I only drive as I commute from Acme, and am not near a bus stop. I'd consider the bus if it was a nearer option.
189	I drive basically 5/5 days on my own except maybe once a week in the summer months, when I'll walk or bike
190	Drive usually as I have to drop my kids off to school before I go to work. I also frequently need to do errands for work that require a car.
191	Drive most - bike some in summer

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192	N/A
193	Driving alone always
194	Drive every day, live near Kalkaska
195	Because of the distance from my home to work, I have to drive every day.
196	I carpool only when it works out for BOTH of us
197	Always drive
198	Always drive, 25 miles one-way trip and need vehicle for job.
199	NA
200	Own a business. Need to run errands every day.
201	I ride my bike on nice days May through October
202	Drive everyday
203	Doesn't vary ...I drive
204	I drive everyday.
205	na
206	Drive
207	I only drive
208	Warm weather, I bike and walk. Summer I only walk (afraid of getting hit by crazy drivers!). Most winter days/school year, I drive.
209	I drive to work myself every day.
210	bike with nice weather in the summer, even though I get out after midnight. Otherwise drive
211	I have to drive
212	too far to take the public transportation
213	Drive everyday
214	drive every day
215	I drive most days, but recently moved downtown so will be biking/walking more often - only on days I don't have meetings.
216	Drive in winter and on rainy days, or when I have a night show to attend. So my week stats reflect yearly averages.
217	bike most days/ walk rain snow
218	Never varies. I need to drive at unexpected intervals for my job during the day, so I need my car to take me to Suttons Bay, Kalkaska, Elk Rapids, Kingsley and rural locations. And my home is 15 miles from downtown.
219	Drive most of the time. Carpool if my car is in the shop or if a friends or relatives car is in the shop and they need to borrow mine.
220	I live 10 minutes from Downtown. I usually have to drop my kids off at school. Currently driving is my best option
221	drive only
222	Drive 20 min to work, would bike if I lived closer
223	drive a car every day
224	I need to drive everyday do to the distance from home to work.
225	I drive 5 miles along Garfield, which is too dangerous to bike.

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226	Bata doesnt run when I get off work. 11pm. I come from another job so can't bike on most days. Also not excited on bike at midnight. Love Cherry Fest & TCFF late night shuttles.!!! more please
227	No
228	Drive every day
229	car pool with wife
230	Drive always due to another job responsibilities separate from my downtown job.
231	driving myself provides me the most flexibility during the day and after work
232	Always drive.

## Frustrated Preferences

What is your reaction when preferred parking is not available?

Figure 2 Frustrated Preferences Open-Ended Question

Number	Comment
1	If I'm running right on time, annoyed. But if I have enough time to look for alternative parking, it's not a big deal.
2	Upset.
3	Nervous that I won't be able to find one
4	grumpy especially in the winter
5	I am typically frustrated if I can't find a parking spot in the Old Town Parking Deck. I pay for a city parking pass, yet have had to find street parking in the summer because of the lack of enough parking in the city.
6	Rare that I have a problem
7	"Guess I'm parking in the garage today"
8	Frustration
9	Mild annoyance, then park much farther away.
10	Anger/annoyance. I work at Hagerty and we have such limited parking now that if we introduce anyone non-hagerty into the parking structure or surface lot J we are out of space to park and have a pass we pay for that we can't use and STILL have to pay on top of to park at a meter or risk the inevitable ticket. So basically I feel most days like I am paying for an expensive deck card/surface pass, meters and tickets all at the same time just so I can get to work.
11	Annoyed, because I pay \$500/year to park and if I can't park there (almost always due to non-employees parking in the wrong area) it adds another 10-15 minutes of my trying to figure out where to park. I have paid more before to park in the garage, but I hate parking there. I could care less if it's covered, and it takes forever getting out of there in the summer. Also, I get stuck in parade traffic during that season. Other lots are not clearly marked so it's confusing. A lot of times I give up and go to the garage, which I then have to pay more for (unbelievable) even though I pay year round for a pass, and space is not available for what I paid for. There is always room the garages for customers, I don't know why employee lots are constantly taken away for customer use when they can always park in the garage. When I had my pass there I never experienced them being full. They might be upset because they have to park on the roof, but who cares? There are elevators, and they don't pay year round. I work downtown, but I also eat, & shop downtown so I spend money both ways, yet I feel like I don't matter.
12	Frustration. For about a year and a half I was able to park in various places and find a spot. Now it seems the options are not as available by the time I arrive at 8:30am which I think is pretty early. I also think there could be more spots available to permit parking on level 1 of the old town deck as the spots in the middle are rarely full.
13	Very upset since I pay for reserved parking in the Hardy parking deck

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14	Angry
15	Parking downtown is terrible. You're held hostage because you can't leave as there won't be any parking when you return.
16	Should be provided by my employer, close to where I work, without additional pay. Sometimes I only work for 3-4 hours and paying for a day pass in the parking deck would take a big chunk out of my daily pay. As a college student, it is not in my budget.
17	Frustrated because I pay for a parking pass
18	I park at the parking garage. It's closest to work so I'm not late
19	unhappy stressed
20	Frustrated.
21	Anger and frustration
22	Usually I am a bit annoyed when I'm unable to find parking.
23	Don't really care. Parking is plentiful. Employers should really pick up the cost of employee parking (unless they pay a living wage or better)
24	Frustration!
25	Annoyance!
26	Frustration
27	That I should have gotten there earlier
28	People are parking illegally in my private spot
29	Late for work
30	Consider different job
31	Frustration
32	Frustration because I'm late and I see other downtown employees taking our spots (because the lot is free) and then walking to other downtown areas and offices to work. Also our lot is shared with the public who comes to the court for their hearings, business, etc--this causes issues for employees trying to park so they can work there.
33	I wish that there were employee lots.
34	Disappointed that I will have to park I. The neighborhoods because I cant feed a meter when I'm at work and I can't afford to feed a meter anyway.
35	My employer pays for my parking space so I don't have to worry my space will be gone. But IF my space was taken or unavailable I would be really frustrated
36	Makes me not want to work or shop downtown. To high of a percentage of the average workers pay to park.
37	Frustration and anxiety on if I will get to work on time.
38	Annoyed?
39	I get a little frustrated, but I will just have to walk further than normal.
40	Extremely irritated.
41	dang

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42	frustration as my employer has paid for space in Hardy garage. Seems like double dipping when cash traffic takes leased spaces. I avoid leaving garage if I can for off site appointments during day as finding new spot difficult. That used to be only in summer, now is daily.
43	Nothing
44	Frustrated. I often have a lot to carry to and from my parking spot and since I have to park 2-3 blocks away most days its frustrating to have to carry so much back and forth.
45	Frustrated/caught off guard. There is usually room in the parking garage.
46	Not happy. Have to drive around to find open parking and end up late for work.
47	I am annoyed because I feel you have sold more permits than spots available, like over booking a plane.
48	Get a little bitter and park farther away.
49	Find another spot
50	I have to park farther away from work and where you end up parking puts you farther away from work and not knowing the availability until you get there can make you late.
51	Frustration
52	I'm going to be late for work!
53	It's always been available. I'm never a fan of parking on the TOP of Hardy in the winter, though.
54	Typical malaise.
55	Walk further as opposed to support your efforts. Why restrict parking on Wadsworth? The residents around the corner must hate you.
56	frustration
57	Not happy. It would mean I would be late for work.
58	Hardy Deck
59	That the tourists have taken up all the spots and taking it away from the workers downtown.
60	Sad
61	Difficult as I may be late looking for another parking place.
62	It is worse in the summer months, especially during Cherry Festival where it is hard to find parking and getting around takes much longer.
63	I HATE PARKING IN THIS TOWN
64	It's frustrating, especially when it makes me late for work.
65	Frustrated
66	Upset since it might make me late
67	park at a meter and then if I don't pay I receive a ticket
68	You need to open another row in the lower level of the Old Town garage to "garage permit parking permitted between 8-6". The rest of that level goes mostly empty during the day, so it's VERY underutilized while you have paying permit people having trouble finding parking in the garage and upsetting 9th



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	Street residents because some have to part there even though they have garage permits!
69	None
70	Frustrated
71	I have to go to metered parking. If I have a permit so, I believe I should be able to go to metered parking and not pay again.
72	Upset that I now have to waist time driving around to different lots hoping to find a spot (which can be challenging), with the possibility of being late.
73	Pissed, since 5/3 is selling the lot I don't know how future parking will work.
74	Not happy; it delays my return to work
75	If I try to leave on lunch hour in the summer when I get back there are usually no parking spots. A lot of the time there are cars with no permits.
76	Wasting time finding parking and late to work.
77	Annoyed
78	I am lucky that I have a parking lot that is reserved.
79	go to the parking deck
80	N/A
81	upset when I see cars in our lot that don't have a permit
82	Park elsewhere and enjoy the walk.
83	Disappointed.
84	Shrug, park elsewhere
85	Upset I can not leave for lunch because here is no place to park when you come back
86	I then need to find any available metered on street parking which may or may not be available depending on time of the year
87	angry
88	Frustrated
89	I'm angry.
90	there is no parking in a 5 block area
91	Frustrated
92	Sometimes I will pay and use a metered space
93	I go to a lot further from work
94	Frustration, need to look professional for job but have to walk through rain,snow storms which tends to make you look like a hot mess.
95	I drive around to the overflow lots and usually find a place except in the summer. I feel stressed and worry about being late. Bad weather adds to the stressed feeling. I worry quite a bit about parking.
96	Frustrated. Especially when lots of metered spaces are left unused all day (near farmers market) but I've paid for a permit and don't want to pay for a meter.
97	Grrrr
98	n/a
99	Take a wild guess

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100	p.o.-ed
101	Frustraing
102	Frysyration5
103	Go to a 10 hour meter and pay to park for the day.
104	Look for the next available spot on campus or street side where the vehicle can be left for more than 2 hours, so I don't have to go back out and move it during the work day.
105	frustrated
106	Stressed
107	Annoyance mostly since I pay a lot of money for a spot in the garage.
108	irritation
109	Anger, because trolling for parking when we pay for a permit is very irritating. Also, it is not safe for an unaccompanied female to have to walk several blocks at night back to her vehicle.
110	Frustration...irritation.
111	frustrated
112	Frustrated
113	Confusion
114	Upset, because I usually carry quite a bit of materials
115	Have never had that issue at work
116	Frustration
117	UPSET
118	frustration. Pay to park on the street if available
119	annoyance
120	I usually get a parking ticket
121	☹️
122	anger
123	I have to then park on the street, typically in 2hour parking and will have to move my car later.
124	I just look for alternative parking.
125	usually panic because then my other option is metered parking... i don't come to work ready to pay metered parking.
126	N/A
127	Anger. I pay for most of my parking pass.
128	frustration
129	It's not usually a problem for me
130	Anger and frustration.
131	Worried I'll be late to work.
132	Frustrated, especially when I've paid for a yearly parking pass and the garage is opened to general parking which takes up spots on the upper levels. Also the reserved spots which cannot be used by the public on weekends or evenings - these should be limited to working hours so they don't sit empty in other times of need.

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133	n/a
134	frustrated
135	I roll with it
136	I find the nearest parking and head to work.
137	annoyed
138	Annoyed
139	When I am unable to find parking in the lot that I was instructed to use with my parking permit, I end up having to pay for parking the metered area.
140	Frustration.
141	I am usually a bit frustrated because I don't automatically leave myself enough extra time to facilitate a hunt for parking & a longer walk.
142	This hasn't happened
143	stressed out
144	I will usually look for permits in the cars that are parked in my lot.
145	Find an alternative lot.
146	Frustration. I paid for a yearly pass and often i have to use a meter.
147	Frustration
148	>:(
149	Frustrated
150	not cool
151	Worried that I will be late... Or that I won't have coins for the meter
152	Frustrated and then drive around.....
153	:((
154	"I hope I don't get a parking ticket!" Especially since the roads are ill-maintained at best, and the street on which I reside, 17th, is rarely plowed in winter. It's very frustrating owning a vehicle in this town.
155	Frustration.
156	Frustration.
157	Frustration.
158	The problem is not arriving in the morning, but leaving in the middle of the day for an appointment. Upon return, Lot T is full and it can take 15-20 minutes to find a spot in another lot.
159	I wonder what's going on in town.
160	Generally the Farmers Market causes problems with our parking availability. I am upset when I see that the cars parked in our lot don't have permits. Chemical Bank training also causes problems. They get temporary passes and that fills our lot too.
161	Frustrated
162	Not pleased. I have to drive around looking for a place to park when I have a parking pass. Frustrating when lots of spaces are taken by people who do not have a parking pass. Even if ticket is issued they are still taking a space that we can't use.

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163	I wonder why on earth we give over employee parking to the Cherry Festival midway. It's money that leaves our town and it inconveniences our workers. There is no compelling economic reason for it, bar "tradition". This town has changed dramatically in the past 10 years. So should this 'tradition' of harming ourselves economically.
164	frustration especially when it is taken away for special festivals and we have paid for it's availablity
165	look until i find one available
166	It has never happened
167	I feel as though the DTA is failing the employees that keep them employed. Make all the ten hour parking w/meters accessible to permits. Also in lot T get rid of those reserved parking for the visitor center. They have 8 spots reserved for them in lot z. Also, get rid of the reserved parking in the parking garage. It's not ethical to sell passes to business while also selling "covered lot" permits to downtown employees when most of the spots are already reserved for the businesses. It's double dipping, it's stealing. Most of the time the only available spots in the parking garage are on the top row which isn't covered. Make parking more accessible for employees. Also, do not ticket employees for parking in two hour parking spots- because they did not move their car. They most likely couldn't find a ten hour spot. As long as they paid they do not deserve a ticket, it's rude and inconsiderate. Also, in the spirit of shopping local, parking passes should be included in the downtown discount for employees. Thank you for your time.
168	need a parking deck on the west end
169	If we have an event with more employees than parking spots I choose to bike
170	i am pretty mad. I help this city by working. I am an employee and don't like having to pay to park. i only make about \$30-40 per day and if i have to pay \$3-5 to park, that is 10% of my paycheck. That is too much!
171	Frustration
172	Frustration
173	Bummer
174	upset if I paid for a permit and the stucture is full on event days
175	Not enough parking for employees.
176	It is frustrating to lose employee parking to visitors who are not customers or to not be able to exit/enter our parking area because visitors have blocked parking. We have prominent signage that clearly states who the spots are designated for.
177	N/A
178	Well crap
179	Frustration
180	Frustration, especially when I have to close at night and then have to walk farther to my car in the dark, alone.
181	Frustration.
182	I don't usually have a problem. I just park further away.

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183	The amount of permit parking available is ridiculous, especially in the summer months. A lot of people would rather work somewhere else then deal with the parking issues downtown, I dread it.
184	frustrated?
185	Ugh
186	I keep driving til one opens up
187	It is what it is.
188	Frustration
189	na
190	I go home and park and walk the 8 blocks
191	Really bummed
192	Find a different spot.
193	Frustrated
194	Upset,
195	Keep circling!
196	Irritated. To park for one full day while I'm working it would cost me what I make in an hour at work. It's only fair that employee parking is compensated by the City.
197	I have not experienced that yet
198	Sucks!!!!!!!!!!!!
199	Oh well. Good. People are downtown shopping!
200	NA
201	It Happens!
202	I have not yet experienced this in our current office.
203	pay for a spot if I can find one, but I suspect with the additional parking in Lot V, there won't be as much of a summer parking problem.
204	Drive farther away. When employer lot is out of commission, I typically need to park in a residential neighborhood four to five blocks away. Like during a major festival -- but that's OK with me.
205	Park in the metered lot next store and pay
206	Have to find free parking further away
207	Frustration, concerned that I have to pay to park while I'm at work.
208	Find another spot
209	extreme frustration
210	Frustrating, but with the addition to the parking lot between Pine and Front Streets its a lot better! I'm looking forward to parking here in the summer, dare I say!?
211	I have a parking permit and must park in the Old Town deck. If it is full, I risk a ticket by parking on the street longer than allowed until I can move my car later in the day.
212	I get that I don't have to park so close to my work.....leave for customers. Will be WAY bigger problem when Hagerty new offices finish building....then even LESS parking.

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213	Upset
214	None
215	Frustration, likely to go home
216	The area I park is not a preferred location for tourists or many downtown workers, it fills last makes it difficult to find LEGAL parking in other locations. Annual parking pass purchasers should have exemption from time limits in surface lots during typical business hours (such as Lot E). When non-permit holders use permit-only spaces (possibly unknowingly), it can force a permit holder to use a metered space. Permit holders have already made provisions for their parking needs, and should not be punished by additional costs or tickets by parking capacity or use allocation issues.
217	Unhappy
218	Not happy
219	Irritated
220	Not much of a reaction, I figure the longer walk is good for me.
221	irritated.
222	Allow new developments to go higher, if they purchase more parking.

## Any Additional Comments

Is there anything else we should know about improving your commute?

**Figure 3 Additional Comment Open-Ended Question**

Number	Comment
1	Improve Eighth Street and consider doing road construction in the Spring and Fall.
2	no
3	I think DDA is too aggressive in ticketing. You can't ticket your way to solving parking problems.
4	The bike lane on 8th street is very dangerous and makes me skeptical to cycle into work.
5	Traffic is terrible in the summer, no where to park to accommodate the influx of vacations
6	More on street bicycle parking. The bike racks on Cass Street near The Franklin are terrible. They interfere with parking for cars.
7	I pay more in meters and parking tickets for the failed attempts at parking in the spots I pass to have a pass for than the actual pass I pay for that I can't use. Something needs to change... Also, plowing giant snow mounds into the already limited parking spots is certainly not helpful during the winter.
8	Parking much farther away (Lots J, K, N, E, S, P, V) are fine if I have to, but it's in the winter when the wind is whipping, or if it's during a down pour of rain, it's just not reasonable. If we can't find a spot, or if we are going to be late for work because we're driving around trying to find an empty lot, we should be allowed a "pass" for the garage for the day.
9	The system of exiting the Hardy Parking structure needs improvement. It takes way to long for people to exit because of the difficulties of using the kiosk. Traffic backs up and perpetuates the delay.
10	Summer is a HUGE problem.
11	There needs to be an employee parking structure close to downtown.
12	Make the TART trail extend to West High School with commuter parking, at least in the summer, for cyclists on the west side of town
13	Nope!
14	Ask MDOT to change the timing of lights at the intersection of M22 and M72 in Leelanau County! So frustrating!
15	The car I use is electric
16	N/A
17	Charge more for transient parking and subsidize the employee parking a little bit. Look into variable rate parking meters (LA does it). If parking downtown is cheap (for customers) then they will hog up the spaces and there won't be an influx of new shoppers. The trick is sucking the \$ out of the tourists without sucking the \$ out of the underpaid employees (of which we are many).

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18	We need more parking close to 6th street. Too many signs saying no parking. All the streets that are logical need to allow parking. Some residents in town don't feel this way but as a growing city we need parking. :)
19	My lot is scheduled for development, which will (a) create a need for more parking and (b) reduce available parking space
20	Please stop selling all of the lower parking space permits in the Hardy garage...it's discouraging to drive in and see that so many places are for permit holders only. It's also VERY DISCOURAGING to see that the parking garage is closed as it is FULL...when one is trying to volunteer as a service to this community! What is TC encouraging/discouraging? Think about it. The PARKING POLICE are extremely rude--do we want our community to be known as friendly--or MEAN, as I have encountered them. I was once told, "I was watching you" when I, unknowingly put \$ in a fellow-volunteer's parking meter in the midst of a snow storm. Then I was told that I could receive a \$100 fine for doing so--REALLY?!?! When I complained about this to the parking office, I was told that this could not have happened as the parking officials are too busy to watch someone! What is WRONG with our community if we try to help others out with the parking difficulties? I was also told to read the city policies--again, REALLY?!?! Who does this? That policy MUST be changed...it is SO PUNITIVE, aimed only at the city's financial gain. Another time, I watched a Bijou volunteer leave without putting \$ in her meter. I witnessed how she realized that she had forgotten as well as the parking official telling her that she "was watching her." WHY NOT tell her, "You forgot to put \$ in your meter," rather than punitively catching her innocent mistake. AND, EVERYONE HATES THE NEW PAYMENT METERS!!! When I have been forced to use them, I've had to wait in a freezingly cold line, had to assist those (locals) in how to use the machine, and wait an excessive amount of time to pay for my "volunteer" parking privilege! Parking is a HUGE problem in TC, but SOMETHING needs to be worked out for local employees and volunteers--I've been told by coffee shop employees how many hours of their workday go to pay for parking--how AWFUL! And what's with the tickets for parking "over the white line," when police NEVER ticket the bike riders breaking the law? I could have hit, possibly killing, 2 bike riders in the dark--they both were definitely in the wrong, but due to my vigilance, I did not end up in jail for their demise, which would have been THEIR FAULT!! PLEASE ASK POLICE TO WATCH BIKE RIDERS--just because they are on a bike should NOT give them precedence and a lack of responsibility on the roads.
21	My work hours are 0700 - 1500. If my day started after 0800 my parking frustration would be much higher.
22	No
23	I work in the warehouse district.
24	Currently I don't pay for parking because there is private property we can park on. Once that starts getting developed we won't have any place to park other than meters or a neighborhood several blocks away. It would be nice to have a reduced rate at the meters for downtown employees. Hourly workers first 1-2



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	hours is just to cover the cost of parking unless they had a free or reduced rate option. Busing is often not an option for those of us that live in outlying areas.
25	Traffic does get hectic with all of the building going on. It takes me longer to get through town then it does to drive 8 miles to and from home.
26	Parking is not affordable for the majority of workers only making minimum wage. Why not give downtown employees some sort of break. How about the top floor of parking garage.
27	None
28	Stop taking away permit lots, and replacing them with meters. It's absolutely ridiculous how many surface lot spaces have been eliminated in the city. Makes zero sense! There needs to be more surface lot spaces. Or allow surface passes to be used at the countless meter spaces! Something needs to change!
29	Please change the actual parking permit that you have to hang from your mirror. They hang too low and create a blind spot for me and others. What was wrong with the old ones that fit right behind your mirror. I get a ticket if I forget to hang it back up even though I park in the same spot every day. PLEASE...get with the city and coordinate the traffic lights in this town. Also, St. Francis school on Cass street needs to improve their drop-off policy. It is a cluster around there with cars just waiting to let their kids out.
30	When city needs extra parking in town to accommodate an event, offer downtown employees some type of incentive to not drive into town.
31	Designated free downtown employee parking.
32	no
33	It would be nice to have a per-hour rental car downtown that could be available for downtown employees to run errands or attend meetings if they don't drive a car to work.
34	Can we open another row in the metered area of Old Town deck? There is hardly ever any cars there.
35	no
36	Shuttle from remote location, i.e. Thirlby Field, Sam's parking lot or the like for no or low cost. Thank you for asking
37	Fixing potholes correctly instead of just filling them in with more bumpy road would be glorious!
38	More less expensive parking.
39	I need my vehicle for the type of work I perform. Open parking back up on Wadsworth St. Appreciate my support by staying downtown instead of moving out of the City.
40	There should be a permit for employees to park in a residential neighborhood for purchase by the employee and employer - share the cost.
41	No
42	The cost of a parking permit is great and the number and location of surface permit spots is limited. My employer had to add a Hardy Deck pass to our benefits in order to ensure convenient parking at most times. This still does not guarantee we will have a place to park during peak summer times when a surface permit and a deck pass may not get you a spot in downtown. For the

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	cost of obtaining both a surface permit and a deck pass and not being guaranteed a spot is very poor service on the part of the parking authority. Lot N has plenty of spots for the workers in the area, but they are not surface permit spots. The workers fight for the few permit spots there are and the rest of Lot N remains empty, especially during the three seasons. This summer will be the test of whether the majority of the lot served by meters will fill during normal working hours. I support another parking deck in downtown.
43	Do not have so many projects with streets closed going at once.
44	There should be low cost parking for employees.
45	Road work needs to be done on 8th street, it is a mess.
46	Seriously, bigger towns have figured out the whole "downtown parking" thing. Why can't TC?
47	Please make parking in the Hardy parking garage cheaper
48	Smoother roads
49	why does a 11.00 dollar an hour person what to work in town when it is such a pain to park? The city will start loosings its labor force if something does not change.
50	PLEASE take my answer to question #16 seriously- it WILL help! Also, I have video of the dark hair short heavier parking patrol lady actually standing near cars WAITING for the parking meter to expire and then ticketing them (if there's 1-7 minutes or so left on the meter, she will look around to see if anyone is coming, then stand there, look at the meter a couple times, wait until it expires, then ticket! Also have her peeking into cars.
51	Nothing
52	I am fine with the commute. Parking is a big issue during the Cherry Festival because they put the amusement park in the parking area our staff uses and we have to find other places to park. I think the amusements should be moved to the Commons area instead. It would be easy access and not cause so much congestion to the people working downtown.
53	Only that 8th street is really the best east-west route to get downtown to work from where I live. Very concerned about how the changes will affect my commute in terms of additional time travelling.
54	Nothing parking related - but 8th Street commute is not ideal due to the poor road conditions (pot holes)
55	Do something about intersection at Front / Wadsworth / Hall Streets. Someone is going to be hurt there.
56	so much construction in summer, so many delays, and roads are still in bad shape
57	the most frustrating is in the summer/fall when people park in lots without parking permits
58	I enjoy my brief commute and have never experienced trouble parking downtown during the work day or for leisure.
59	If there were an east-west bus loop on Eighth St between Union and Munson Ave I would ride the BATA bus much more often.

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60	It would be really helpful if sidewalks were cleared better in winter so I wouldn't have to wear grippers on my boots.
61	more parking is needed in West Downtown
62	Affordable parking cost for service employees
63	daily passes should have designated (construction workers) lots to park in....not the lots that daily workers who pay for annual passes park in. when there are festivals happening lots are closed off and there is not enough parking spots, if employees can't get to work businesses can't open.
64	I love my job. I would say that its location downtown is one of the few negatives about it. It limits me on my freedom to come and go during the day.
65	Wish 4 and 10 hour meters were also available to permit holders. Tourists are completely confused and overwhelmed by pay stations. Move the farmers market. Too crowded to walk through comfortably and Wednesday parking is completely impossible because permit spots are filled with shoppers. So many spots lost in winter due to snow piles and bad parking. Permit lot near visitors center is very confusing as to which spots we are allowed to use.
66	How much is a permit? How do i find more info on these? There is nothing on website with info on Permits. I have to call someone and bother them. How do I get a permit?
67	fix the roads !
68	You should do a parking pass for downtown employees. Deep discounts with more space near businesses
69	na
70	Designated festival parking with BATA shuttle transportation is appreciated to help alleviate the stress on downtown parking.
71	Parking lot is used by the public, city & county employees, voters, and visitors to the courts. More options need to be made available to accommodate uses.
72	When working for the State of Michigan in our Lansing office, ramp parking fees were able to be deducted, pre-tax from our paychecks. This would be much, much easier for most of us if this were a benefit worked out here in TC as well.
73	Public education on safe walking/biking.
74	It is so expensive to have to burden the expense just to work downtown. And with the added construction, I can only see it getting worse to park. I wish all these buildings were forced to supply their own parking like the building by the Candle Factory on the parkway. Supply their own parking should be a requirement.
75	NO
76	A safer pathway when biking north and south.
77	Reduce speed limits around town that were set before the area grew (Division should be 35mph through to chums corners. Also. Put a light at 11th st and Division. The Commons has grown enough to justify one there.
78	Improving nonmotorized infrastructure connectivity
79	More bike infrastructure, please!
80	better (free) parking for locals, the meter thing seems to be getting out of control and it is so clear its turning into a money hungry power thing.

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81	Increase the amount of time the light on Barlow crossing south airport is green for going straight
82	Coordinating with neighboring townships on connecting sidewalks and bike lanes with the city's would make getting from satellite residential areas to downtown without having to drive, easier.
83	One reason I choose not purchase a pass for a parking lot is due to the size of the parking spaces in the lot next to the Farmer's Market. The spots are so narrow and the lanes are so close together. I have had trouble in the past even getting my car (a minivan) out of a parking space - way too much trouble. And since that is the closest lot to my work location, it is the one I would use. I prefer to not purchase a pass and avoid parking in that lot.
84	The question concerning "number of days to each commute mode for a typical week" might be more helpful if it was asking averages over the year and didn't require totals add up to 5. For example, I think my average over the entire year would look something like: Car solo, 1 day week, BATA, 1 day a week, Walk 2.5 days a week, Bike 3 days a week, and Carpool two days a week. Although, in the summer it might be 5 days of biking.
85	Improve the trail through Hannah Park. Sometimes it's dusty or muddy.
86	More 10 hour meters.
87	n/a
88	Meter parking spaces in lot where farmers market need to be unmetered. These are needed for those that purchase parking permits. Not enough parking for downtown employees who have permits
89	no
90	no
91	no
92	No.
93	NA
94	Nothing else to add.
95	Cherry Festival is quite a shock with parking and needs to be better handled
96	No
97	Better parking options. Less meters to allow for those who pay for a pass to have reasonable access
98	I live on 10th, my kids go to school at Central Grade, and I work on 6th. So life is perfect in my four-block radius :)
99	Downtown employee only parking lots. Permits should be given for these lots for full time employees if member for the Downtown association
100	Drivers don't always stop for pedestrians at the walk - more than once I have been 'almost' hit!
101	More bike racks, please !
102	There should be sufficient parking that a downtown employee can leave in the middle of the day and return without having to search for parking at the other lots.
103	Improved signage / warnings when roads are scheduled to be closed for runs / parades etc.

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104	please create a more efficient parking space for people who work downtown. they will ticket us so easily. one time i out extra money on one meter but it was fhe number next to mine
105	No
106	Refer to the last open ended question. Make parking more accessible for downtown employees.
107	need a parking deck on west end
108	No thanks
109	it would be great if there were bicycle holders on the bus so i could bike to the bus stop from my house
110	Not at this time
111	No
112	nope
113	I would like to see satellite parking for downtown employees during festival (cherry, film, etc) times to free up prime downtown spaces and parking decks for visitors and guests. I work on Grandview parkway/Hall street and would park in Leelanau County and ride my bike to my final destination if satellite parking was offered
114	Would like to see lot behind omelette shop, next to max's on state st be changed from 2 hour to 3 hour parking or allow to add time even if initially paid for 2 hours.
115	Discounted parking rate for DT employees would be awesome
116	I think it is pretty good right now. But, I am one of the lucky ones.
117	Other than weather commuting by bike - I have to use Silver Lake Road for part of it and it is dangerous coming around the bend by the monastery.
118	Make all of the lot behind the post office available for permit parking.
119	no
120	na
121	Rare Bird will be paying for employees to park in Old Towne Deck and I will cycle this summer.
122	Spring, fall and winter should be free parking. Most people downtown are working or spending money and it's necessary in the off season. We should be grateful not chasing customers and business out of downtown for free, easy parking!
123	What upsets me the most is that surface lot parking permits are sold to anyone, including tourists during busy times of the year. I spent a lot of money on a parking permit I could not use when I needed it most for work.
124	Parking should be free for downtown employees.
125	It;'s really hard to find places (you know this) and the parking cost and the aggressive "attention" of the tickers is a DRAG and it is a VERY NEGATIVE influence on tourists.
126	Not for work now going downtown to shop is a nightmare. I received a \$40 ticket going to the farm market just to pick up the tomatoes the farmer was holding for me. I pulled my car to the side and the officer was writing tickets like she was giving away tickets to the Cherry Festival. I won't go down anymore.

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127	no
128	vehicle traffic needs to be more aware of bicycle riders
129	My commute is fine, what with employer-provided parking. But more off-street parking options for everyone -- visitors and downtown residents -- would help smooth traffic. This really is an issue in TC only during July and August.
130	no
131	TC needs to offer special lower cost permits for service workers. This can be offset by the continuing increasing fees charged to everyone else. But hey it will get to expensive with a 10% surcharge on shopping downtown (parking) so shops will cater to all rich & we are Aspen.
132	No
133	N/A
134	There is still confusion at crosswalks, I often see vehicles and pedestrians having difficulty negotiating right-of-way.
135	enforce parking rules while tourist are in town
136	Chums corners takes several lights to get through going South between 5 and 6. NYP though.
137	I get very nervous driving in because we have given pedestrians and bikers the feeling they rule the road and can dart in front of your car.