

Appendix B

Public Opinion Survey Results



City of Belleville
Comprehensive Parking Study
June 2025



City of Belleville - Comprehensive Parking Study Public Questionnaire

Wednesday, July 23, 2025

952

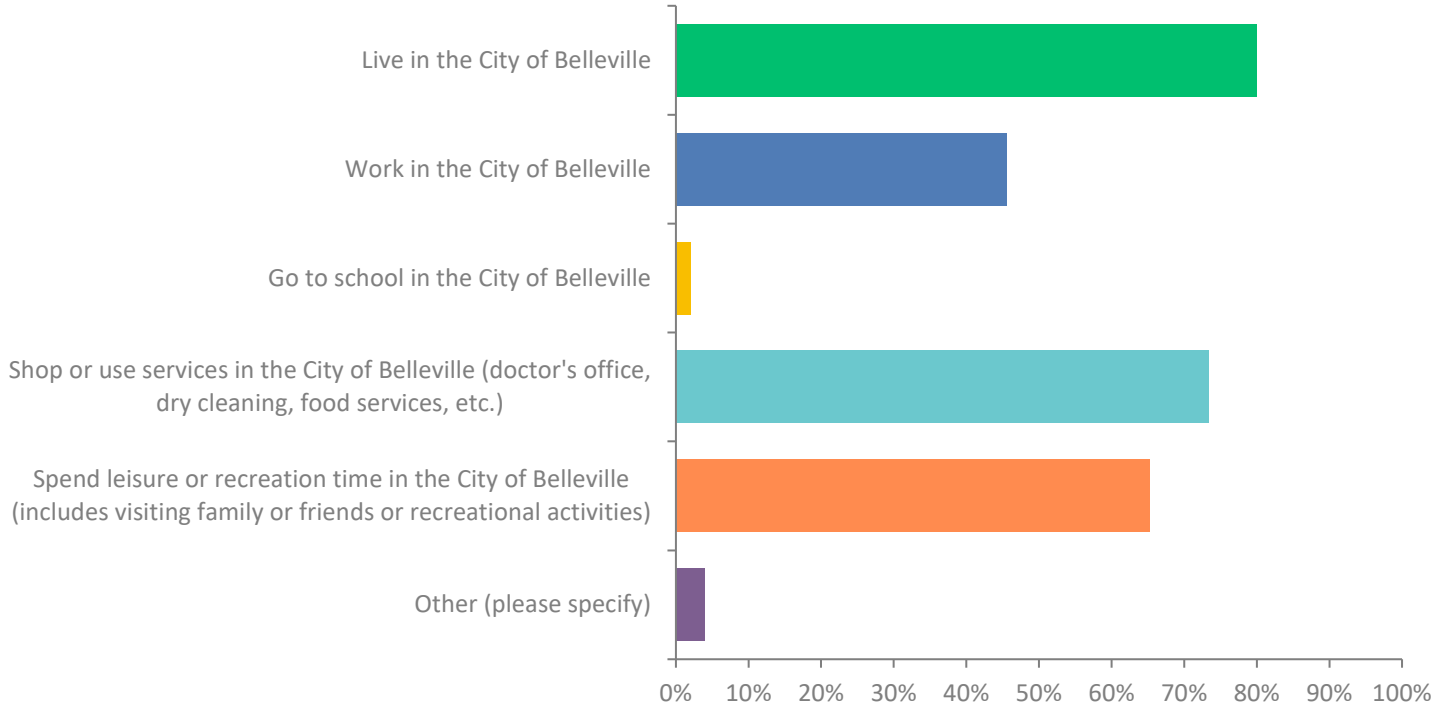
Total Responses

Date Created: Tuesday, April 23, 2024

Complete Responses: 952

Q1: Do you... (Select all that apply)

Answered: 952 Skipped: 0



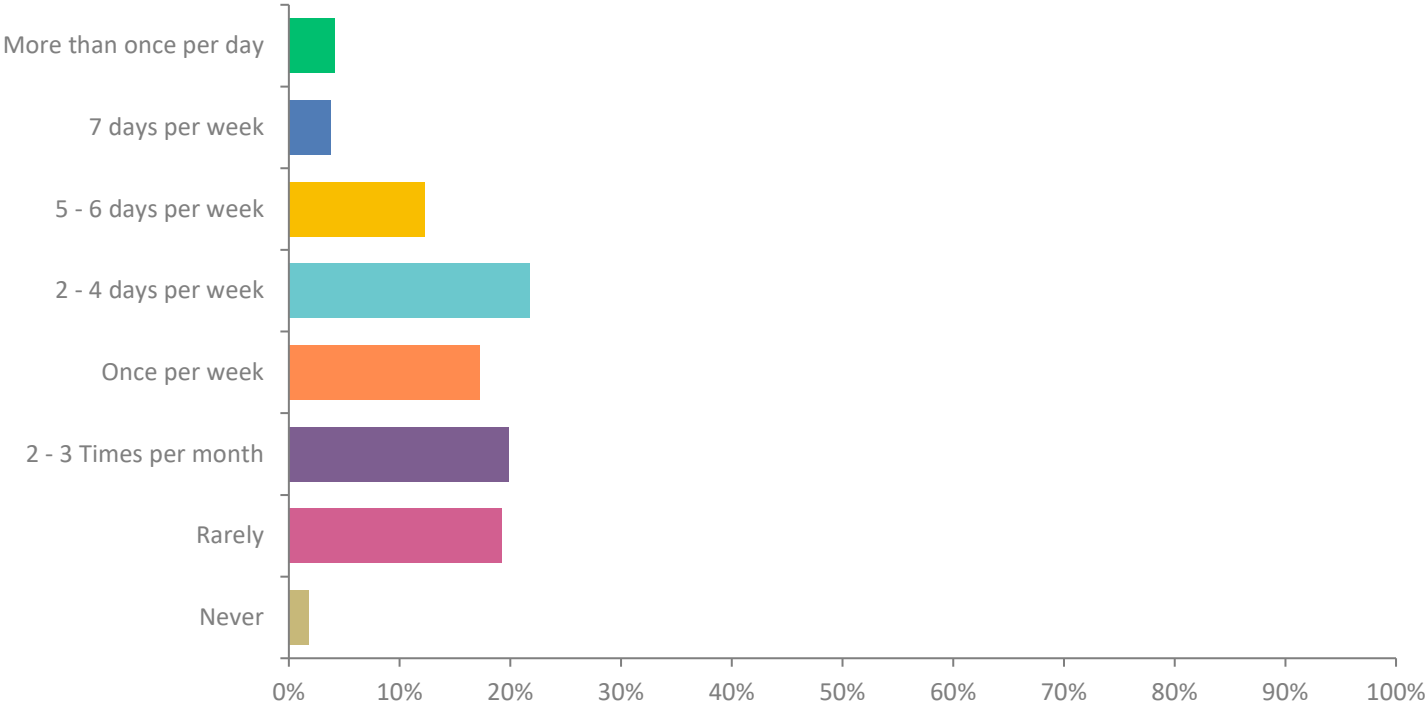
Q1: Do you... (Select all that apply)

Answered: 952 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------------------------------------------------------------------------------|-----------|-------------|
| Live in the City of Belleville | 79.94% | 761 |
| Work in the City of Belleville | 45.59% | 434 |
| Go to school in the City of Belleville | 2.00% | 19 |
| Shop or use services in the City of Belleville (doctor's office, dry cleaning, food services, etc.) | 73.42% | 699 |
| Spend leisure or recreation time in the City of Belleville (includes visiting family or friends or recreational activities) | 65.23% | 621 |
| Other (please specify) | 3.99% | 38 |
| TOTAL | | 2572 |

Q2: How often do you visit the Downtown Area: (Select one)

Answered: 952 Skipped: 0



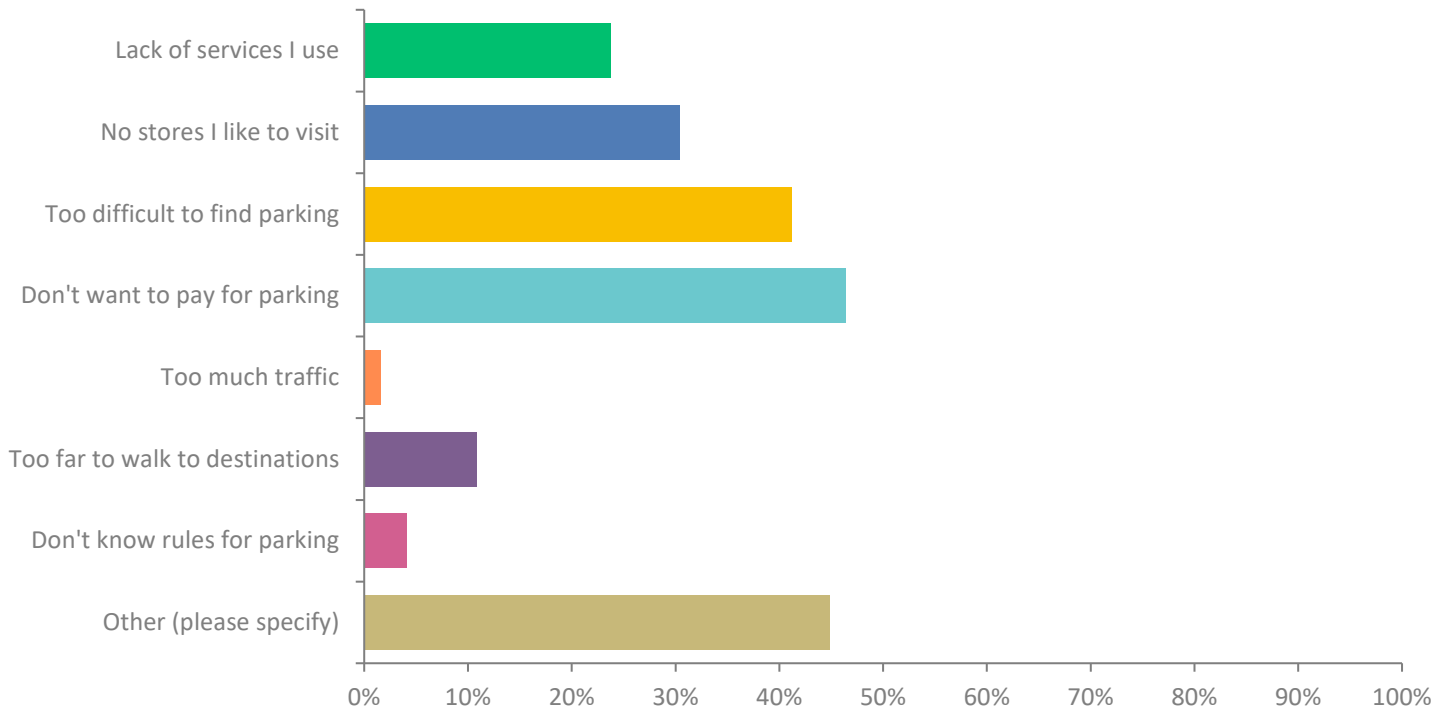
Q2: How often do you visit the Downtown Area: (Select one)

Answered: 952 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|------------|
| More than once per day | 4.10% | 39 |
| 7 days per week | 3.78% | 36 |
| 5 - 6 days per week | 12.29% | 117 |
| 2 - 4 days per week | 21.74% | 207 |
| Once per week | 17.23% | 164 |
| 2 - 3 Times per month | 19.85% | 189 |
| Rarely | 19.22% | 183 |
| Never | 1.79% | 17 |
| TOTAL | | 952 |

Q3: What prevents you from traveling downtown more often? (Select top 2 reasons)

Answered: 194 Skipped: 758



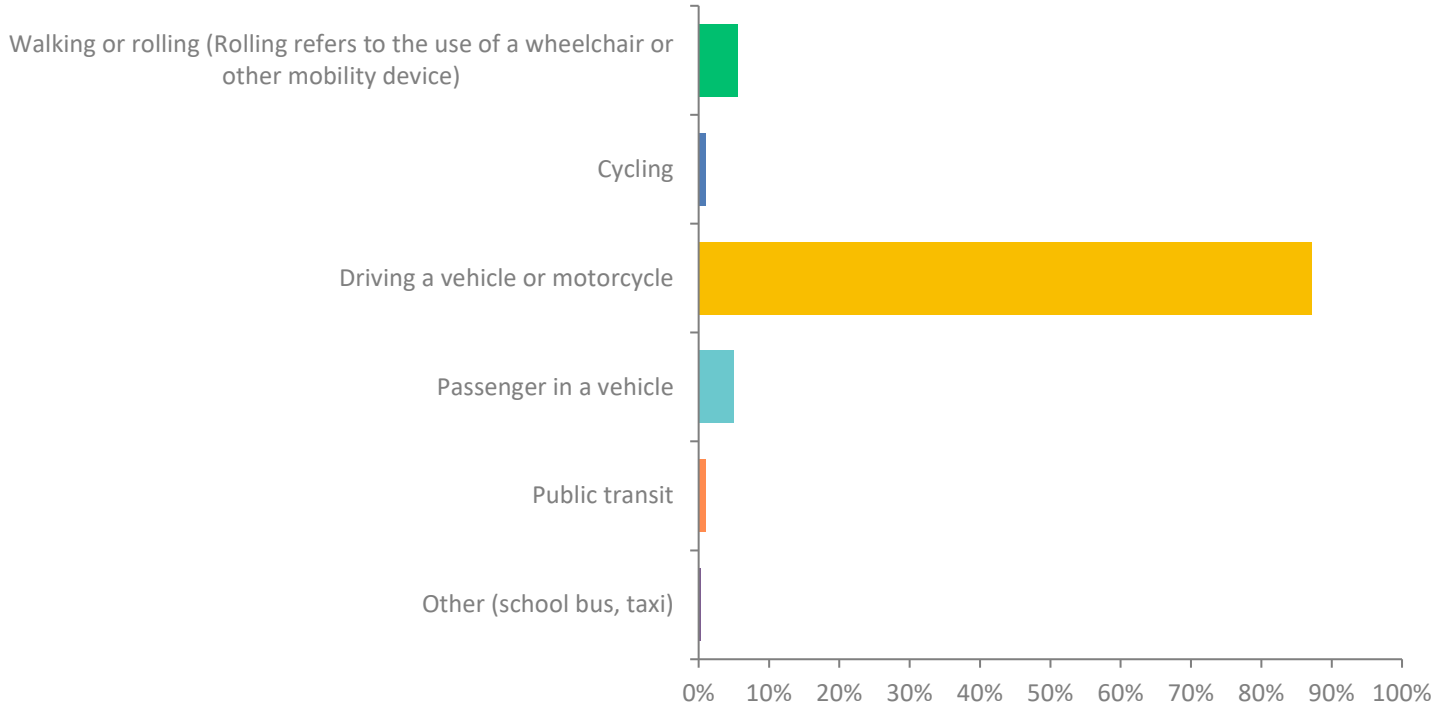
Q3: What prevents you from traveling downtown more often? (Select top 2 reasons)

Answered: 194 Skipped: 758

| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|------------|
| Lack of services I use | 23.71% | 46 |
| No stores I like to visit | 30.41% | 59 |
| Too difficult to find parking | 41.24% | 80 |
| Don't want to pay for parking | 46.39% | 90 |
| Too much traffic | 1.55% | 3 |
| Too far to walk to destinations | 10.82% | 21 |
| Don't know rules for parking | 4.12% | 8 |
| Other (please specify) | 44.85% | 87 |
| TOTAL | | 394 |

Q4: How do you typically get to the Downtown Area? (Select one, most frequent method)

Answered: 931 Skipped: 21



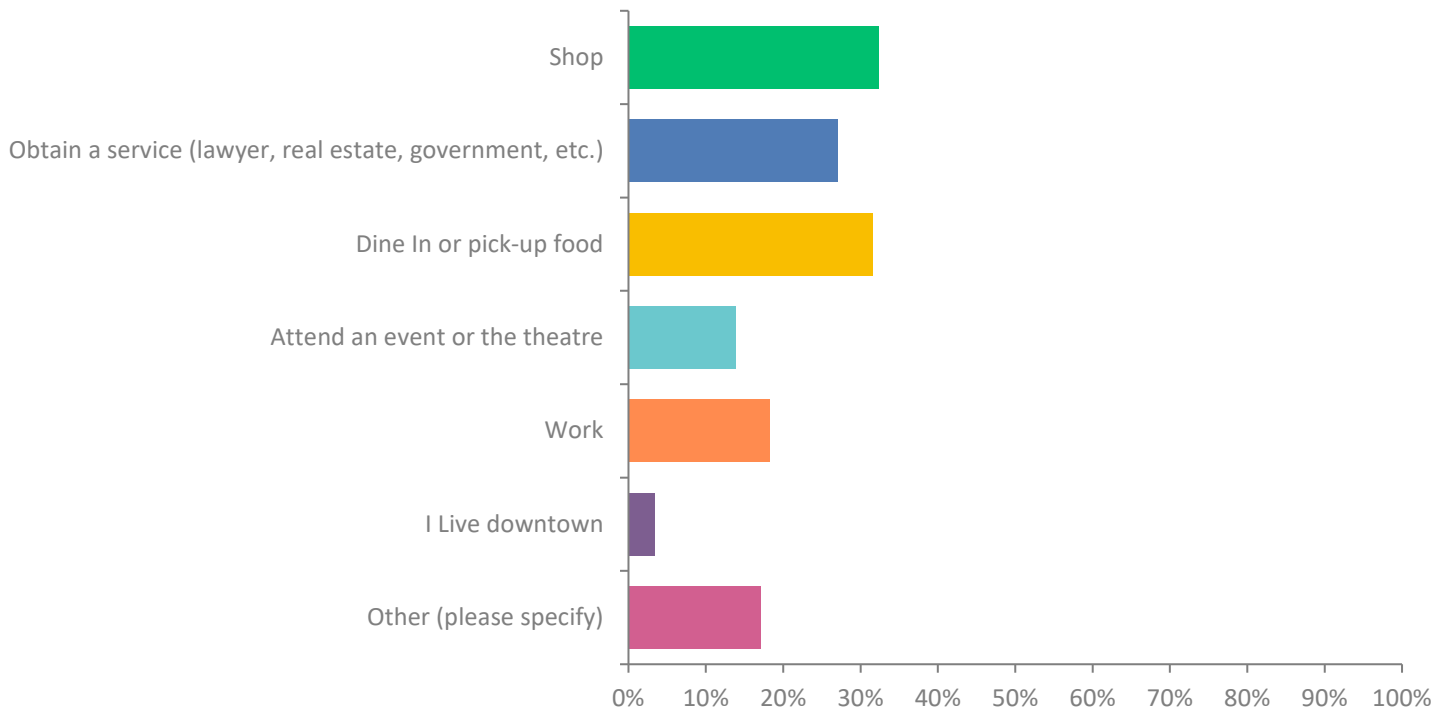
Q4: How do you typically get to the Downtown Area? (Select one, most frequent method)

Answered: 931 Skipped: 21

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------------------------------------------|-----------|------------|
| Walking or rolling (Rolling refers to the use of a wheelchair or other mobility device) | 5.59% | 52 |
| Cycling | 0.97% | 9 |
| Driving a vehicle or motorcycle | 87.11% | 811 |
| Passenger in a vehicle | 4.94% | 46 |
| Public transit | 1.07% | 10 |
| Other (school bus, taxi) | 0.32% | 3 |
| TOTAL | | 931 |

Q5: What was the primary purpose of your last visit to the Downtown Area? (Select all that apply)

Answered: 931 Skipped: 21



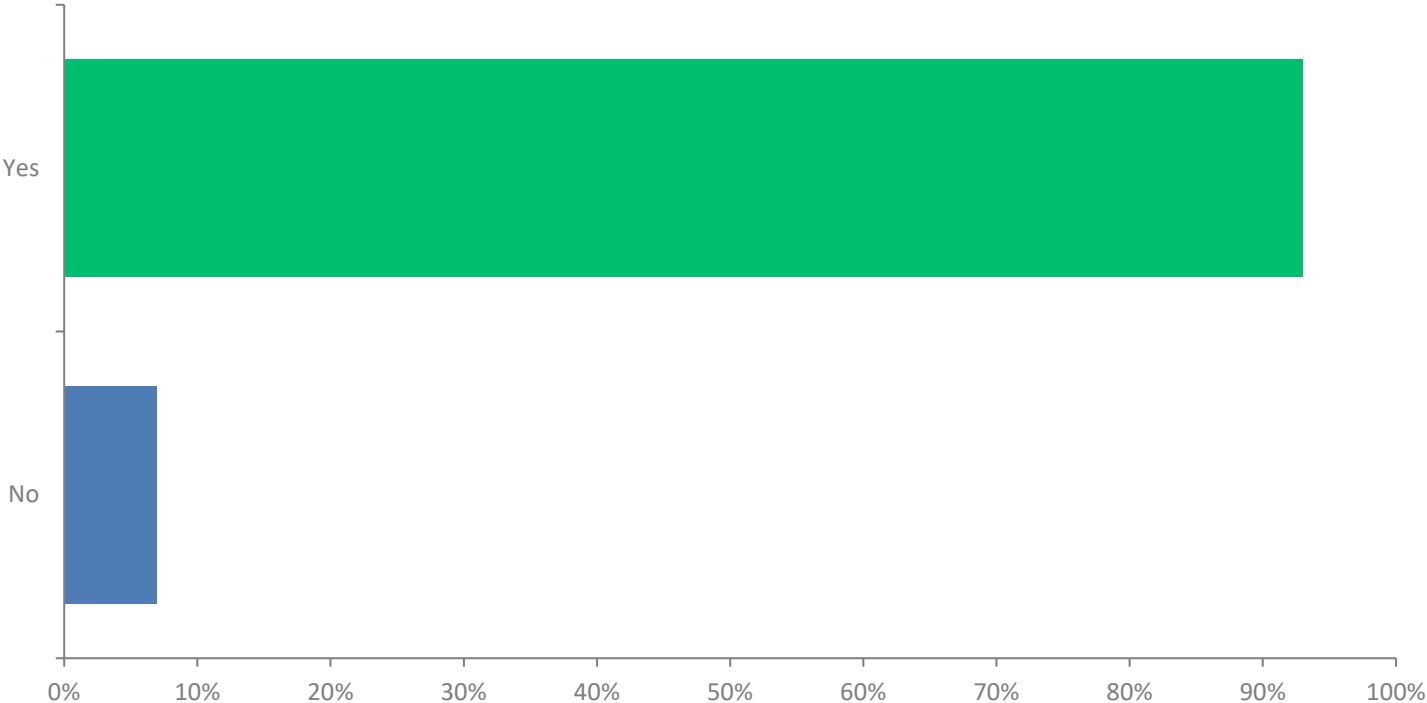
Q5: What was the primary purpose of your last visit to the Downtown Area? (Select all that apply)

Answered: 931 Skipped: 21

| ANSWER CHOICES | RESPONSES | |
|----------------------------------------------------------|-----------|-------------|
| Shop | 32.33% | 301 |
| Obtain a service (lawyer, real estate, government, etc.) | 27.07% | 252 |
| Dine In or pick-up food | 31.58% | 294 |
| Attend an event or the theatre | 13.86% | 129 |
| Work | 18.26% | 170 |
| I Live downtown | 3.44% | 32 |
| Other (please specify) | 17.08% | 159 |
| TOTAL | | 1337 |

Q6: On your last visit to the Downtown did you drive?

Answered: 931 Skipped: 21



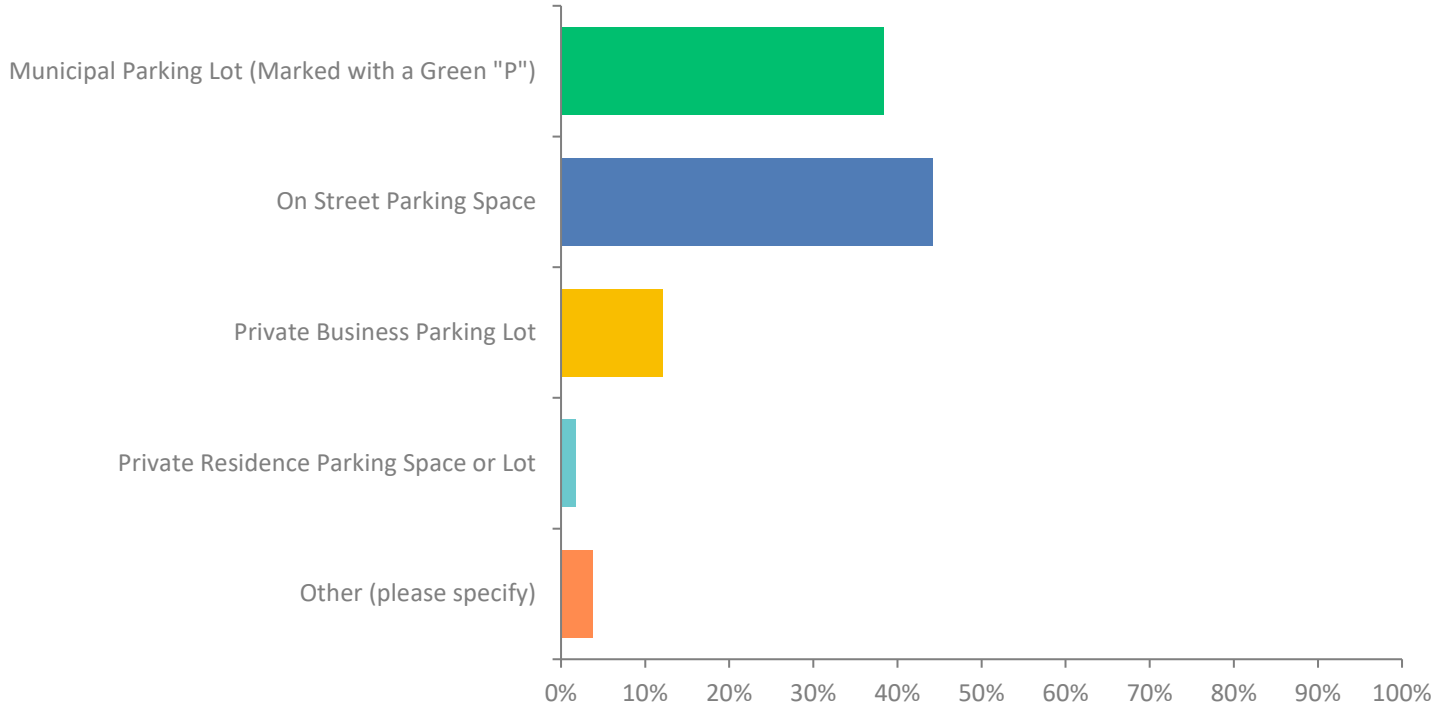
Q6: On your last visit to the Downtown did you drive?

Answered: 931 Skipped: 21

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 93.02% | 866 |
| No | 6.98% | 65 |
| TOTAL | | 931 |

Q7: On your last visit to the Downtown where did you park?

Answered: 814 Skipped: 138



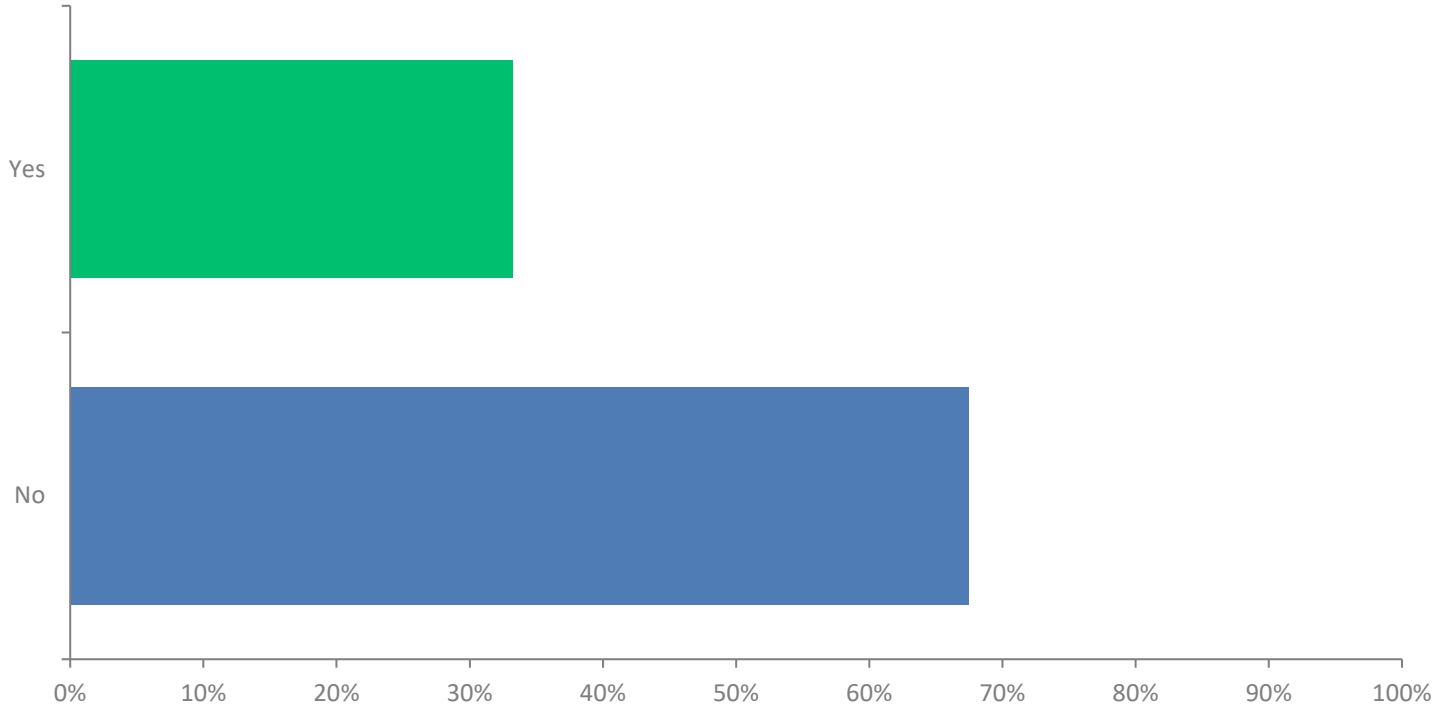
Q7: On your last visit to the Downtown where did you park?

Answered: 814 Skipped: 138

| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------------|-----------|------------|
| Municipal Parking Lot (Marked with a Green "P") | 38.33% | 312 |
| On Street Parking Space | 44.23% | 360 |
| Private Business Parking Lot | 12.04% | 98 |
| Private Residence Parking Space or Lot | 1.72% | 14 |
| Other (please specify) | 3.69% | 30 |
| TOTAL | | 814 |

Q8: On your last visit to the Downtown did you have any issues finding a parking spot?

Answered: 809 Skipped: 143



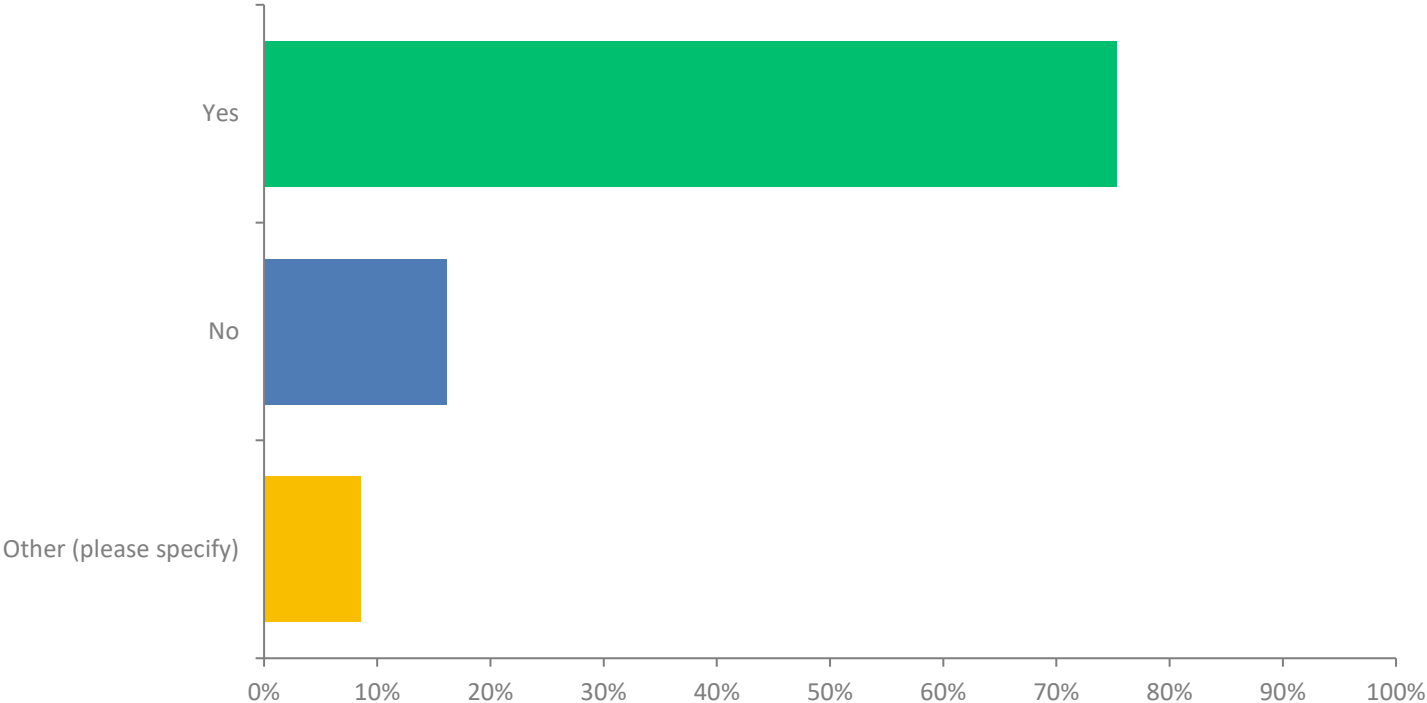
Q8: On your last visit to the Downtown did you have any issues finding a parking spot?

Answered: 809 Skipped: 143

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 33.25% | 269 |
| No | 67.49% | 546 |
| TOTAL | | 815 |

Q9: On your last visit to the Downtown, was there sufficient signage to find a parking spot?

Answered: 811 Skipped: 141



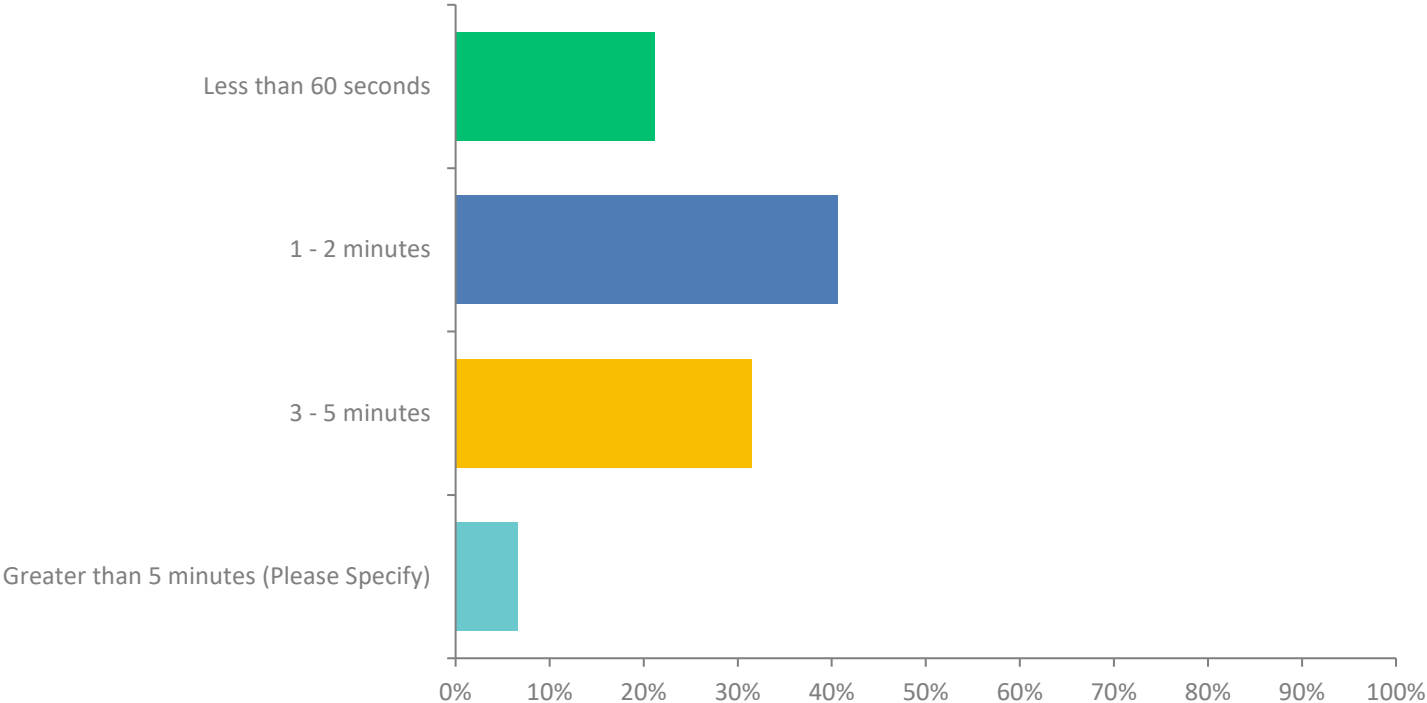
Q9: On your last visit to the Downtown, was there sufficient signage to find a parking spot?

Answered: 811 Skipped: 141

| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|------------|
| Yes | 75.34% | 611 |
| No | 16.15% | 131 |
| Other (please specify) | 8.51% | 69 |
| TOTAL | | 811 |

Q10: On your last visit to the Downtown how long did it take you to get from your parking space to your primary destination?

Answered: 812 Skipped: 140



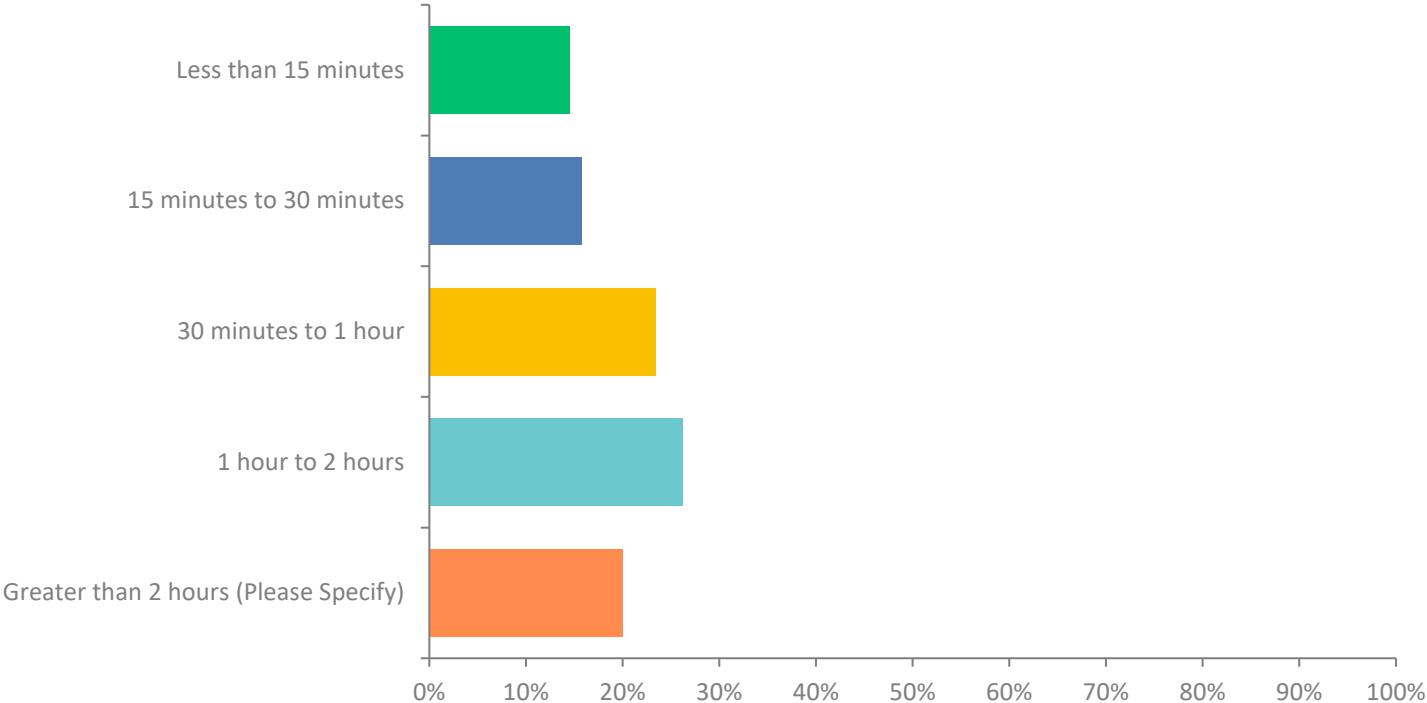
Q10: On your last visit to the Downtown how long did it take you to get from your parking space to your primary destination?

Answered: 812 Skipped: 140

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------|-----------|------------|
| Less than 60 seconds | 21.18% | 172 |
| 1 - 2 minutes | 40.64% | 330 |
| 3 - 5 minutes | 31.53% | 256 |
| Greater than 5 minutes (Please Specify) | 6.65% | 54 |
| TOTAL | | 812 |

Q11: On your last visit to the Downtown how long did you park for?

Answered: 811 Skipped: 141



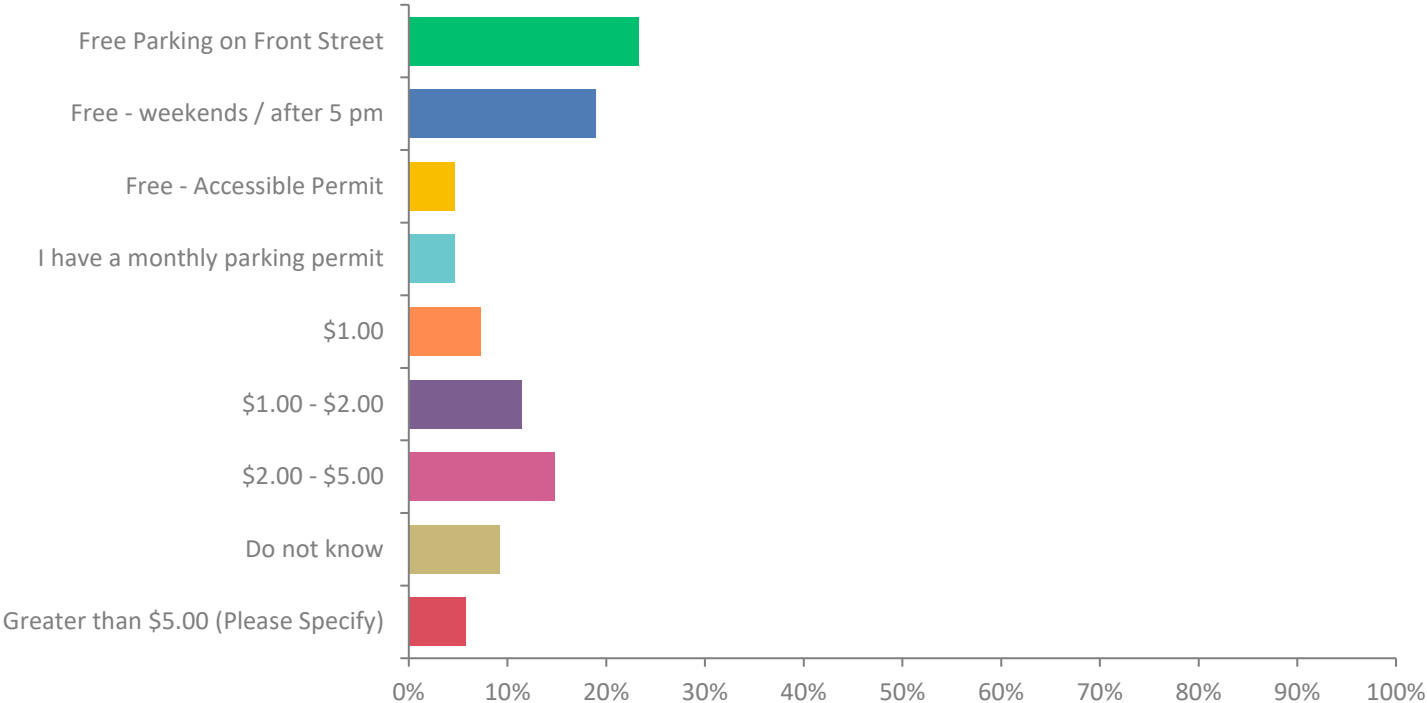
Q11: On your last visit to the Downtown how long did you park for?

Answered: 811 Skipped: 141

| ANSWER CHOICES | RESPONSES | |
|---------------------------------------|-----------|------------|
| Less than 15 minutes | 14.55% | 118 |
| 15 minutes to 30 minutes | 15.78% | 128 |
| 30 minutes to 1 hour | 23.43% | 190 |
| 1 hour to 2 hours | 26.26% | 213 |
| Greater than 2 hours (Please Specify) | 19.98% | 162 |
| TOTAL | | 811 |

Q12: On your last visit to the Downtown how much did you pay for parking?

Answered: 796 Skipped: 156



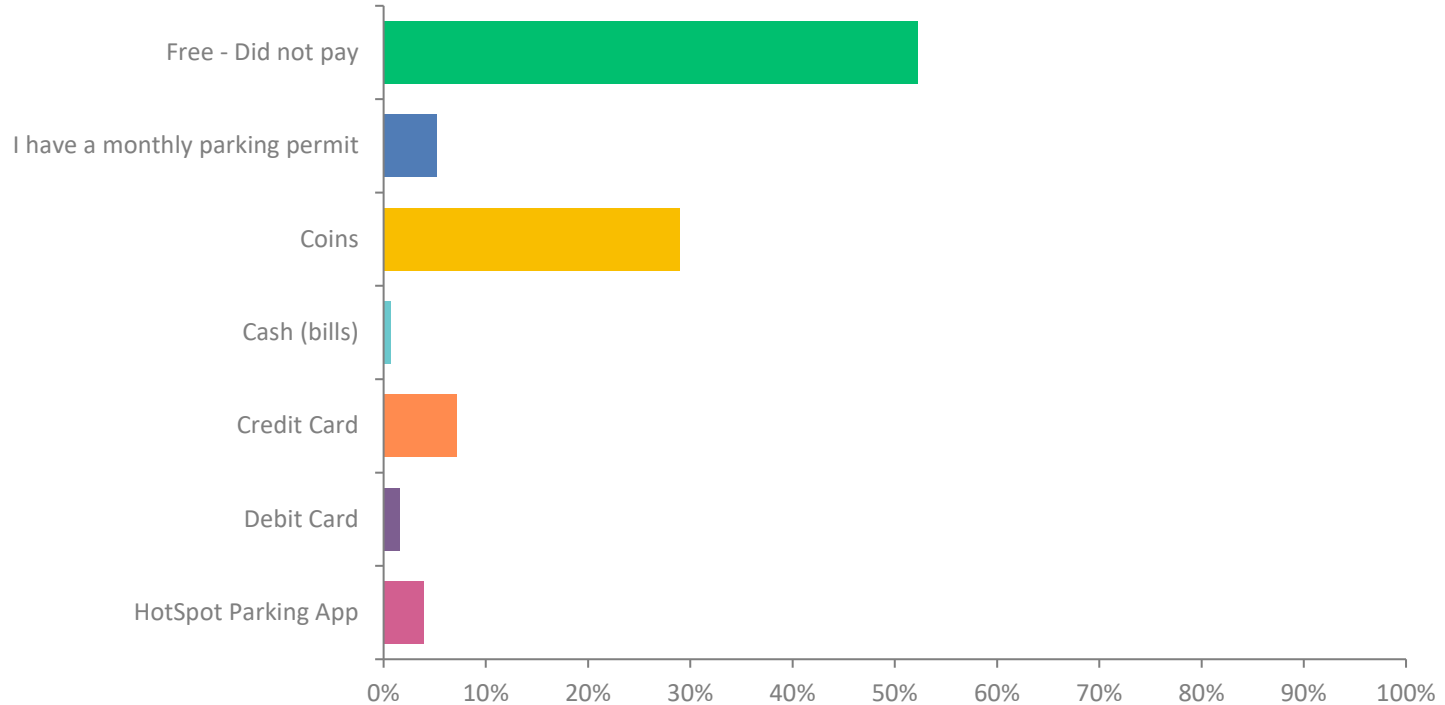
Q12: On your last visit to the Downtown how much did you pay for parking?

Answered: 796 Skipped: 156

| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|------------|
| Free Parking on Front Street | 23.24% | 185 |
| Free - weekends / after 5 pm | 18.97% | 151 |
| Free - Accessible Permit | 4.65% | 37 |
| I have a monthly parking permit | 4.65% | 37 |
| \$1.00 | 7.29% | 58 |
| \$1.00 - \$2.00 | 11.43% | 91 |
| \$2.00 - \$5.00 | 14.82% | 118 |
| Do not know | 9.17% | 73 |
| Greater than \$5.00 (Please Specify) | 5.78% | 46 |
| TOTAL | | 796 |

Q13: On your last visit to the Downtown how did you pay for parking?

Answered: 805 Skipped: 147



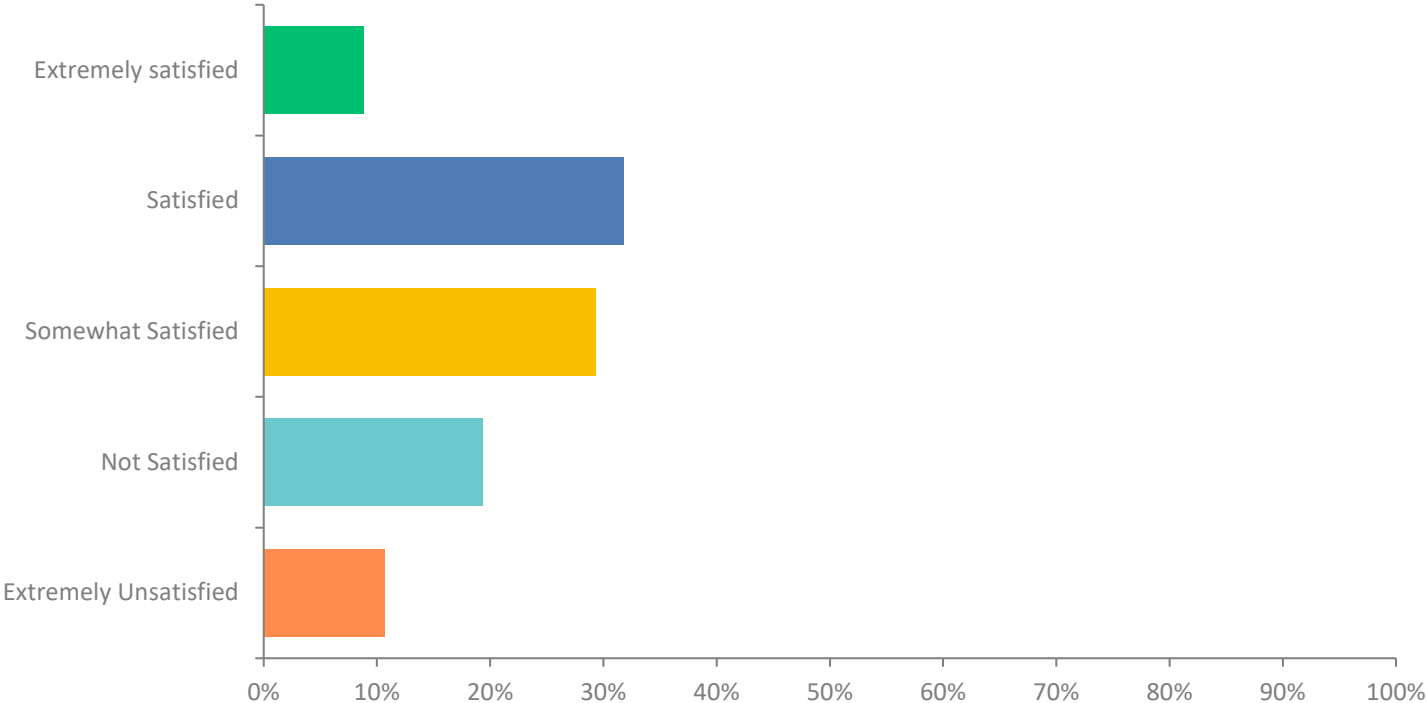
Q13: On your last visit to the Downtown how did you pay for parking?

Answered: 805 Skipped: 147

| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|------------|
| Free - Did not pay | 52.30% | 421 |
| I have a monthly parking permit | 5.22% | 42 |
| Coins | 28.94% | 233 |
| Cash (bills) | 0.75% | 6 |
| Credit Card | 7.20% | 58 |
| Debit Card | 1.61% | 13 |
| HotSpot Parking App | 3.98% | 32 |
| TOTAL | | 805 |

Q16: Quantity of parking spaces

Answered: 739 Skipped: 213



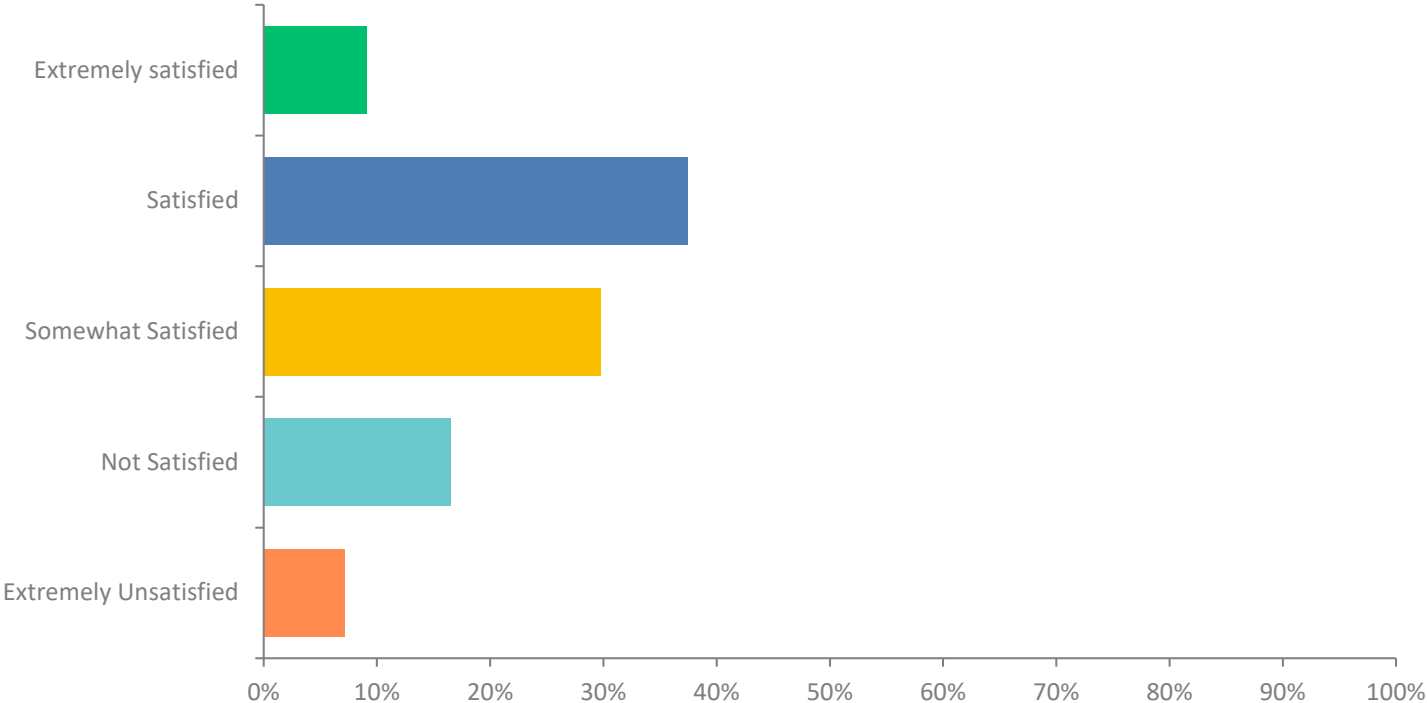
Q16: Quantity of parking spaces

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|-----|
| Extremely satisfied | 8.80% | 65 |
| Satisfied | 31.80% | 235 |
| Somewhat Satisfied | 29.36% | 217 |
| Not Satisfied | 19.35% | 143 |
| Extremely Unsatisfied | 10.69% | 79 |
| TOTAL | | 739 |

Q17: Proximity of parking lots to your destination(s)

Answered: 739 Skipped: 213



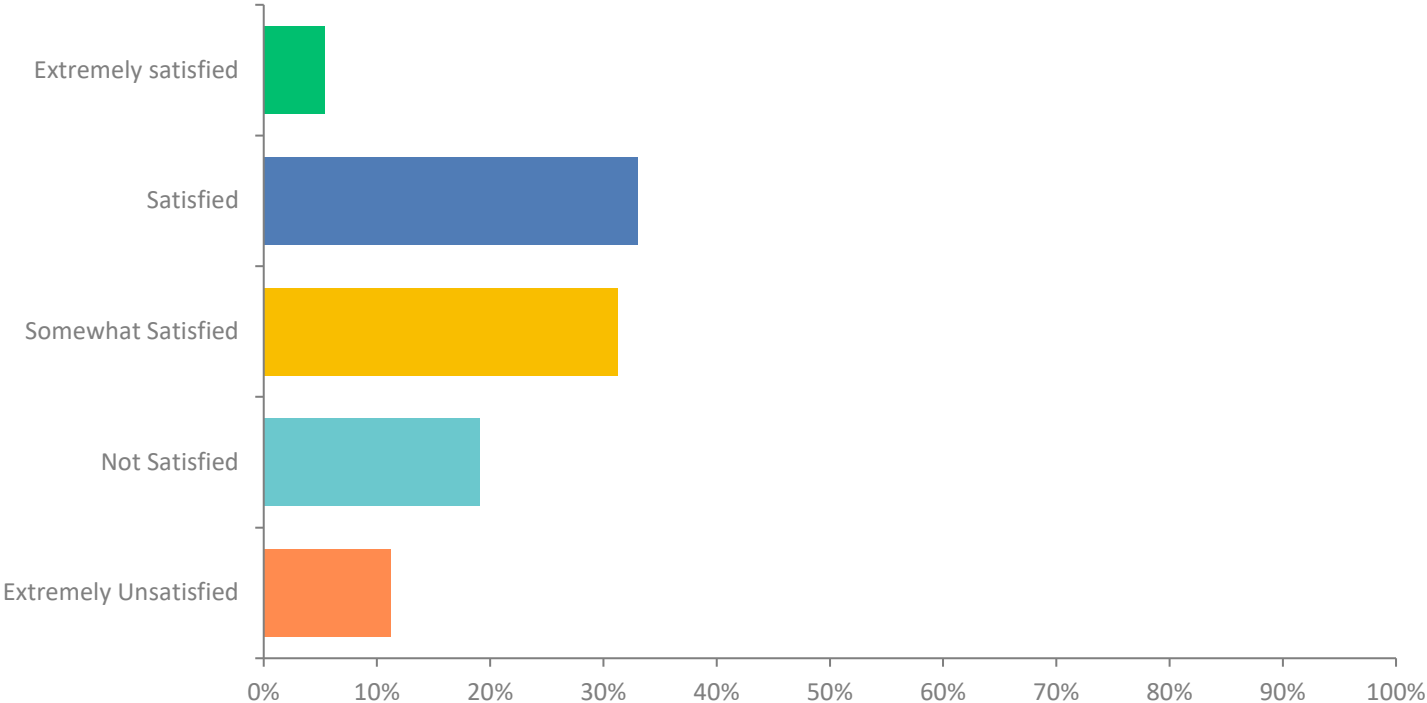
Q17: Proximity of parking lots to your destination(s)

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 9.07% | 67 |
| Satisfied | 37.48% | 277 |
| Somewhat Satisfied | 29.77% | 220 |
| Not Satisfied | 16.51% | 122 |
| Extremely Unsatisfied | 7.17% | 53 |
| TOTAL | | 739 |

Q18: Time limits for on-street parking

Answered: 739 Skipped: 213



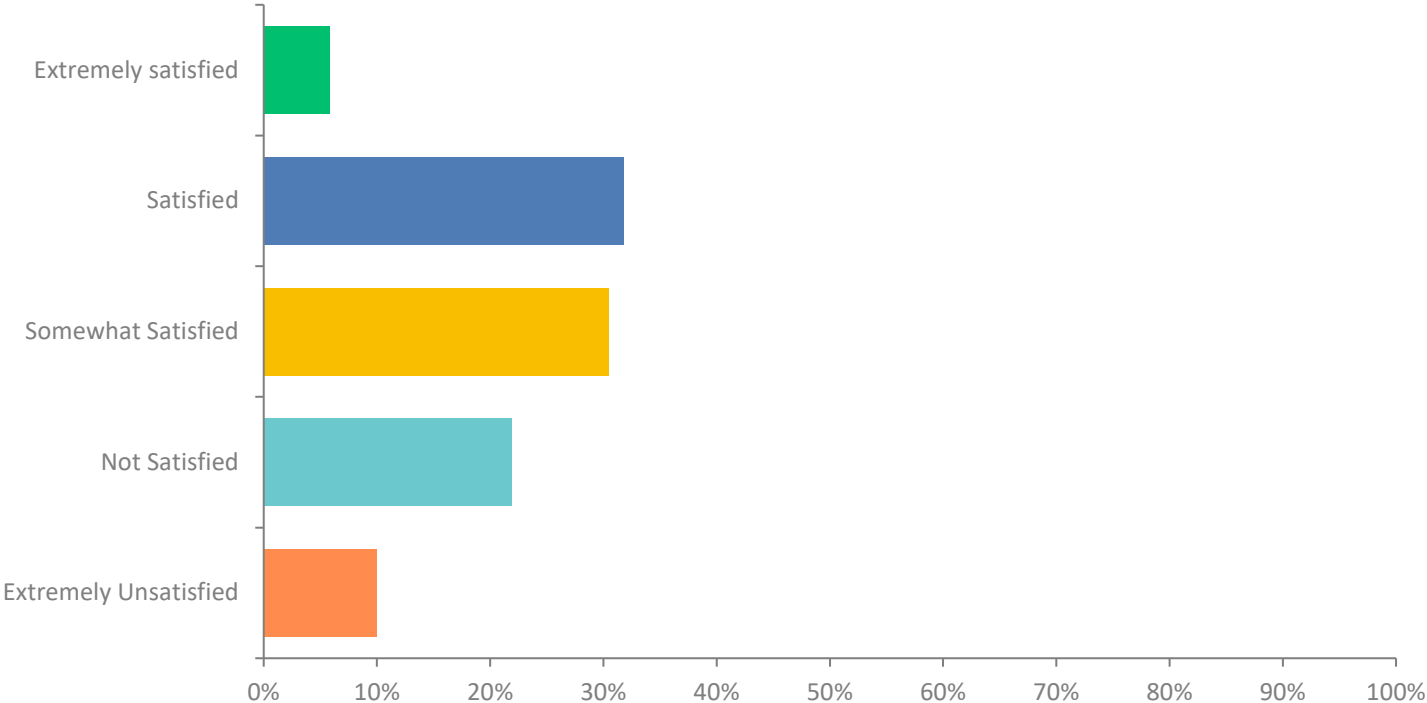
Q18: Time limits for on-street parking

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 5.41% | 40 |
| Satisfied | 33.02% | 244 |
| Somewhat Satisfied | 31.26% | 231 |
| Not Satisfied | 19.08% | 141 |
| Extremely Unsatisfied | 11.23% | 83 |
| TOTAL | | 739 |

Q19: Proximity of on-street spaces to your destination(s)

Answered: 739 Skipped: 213



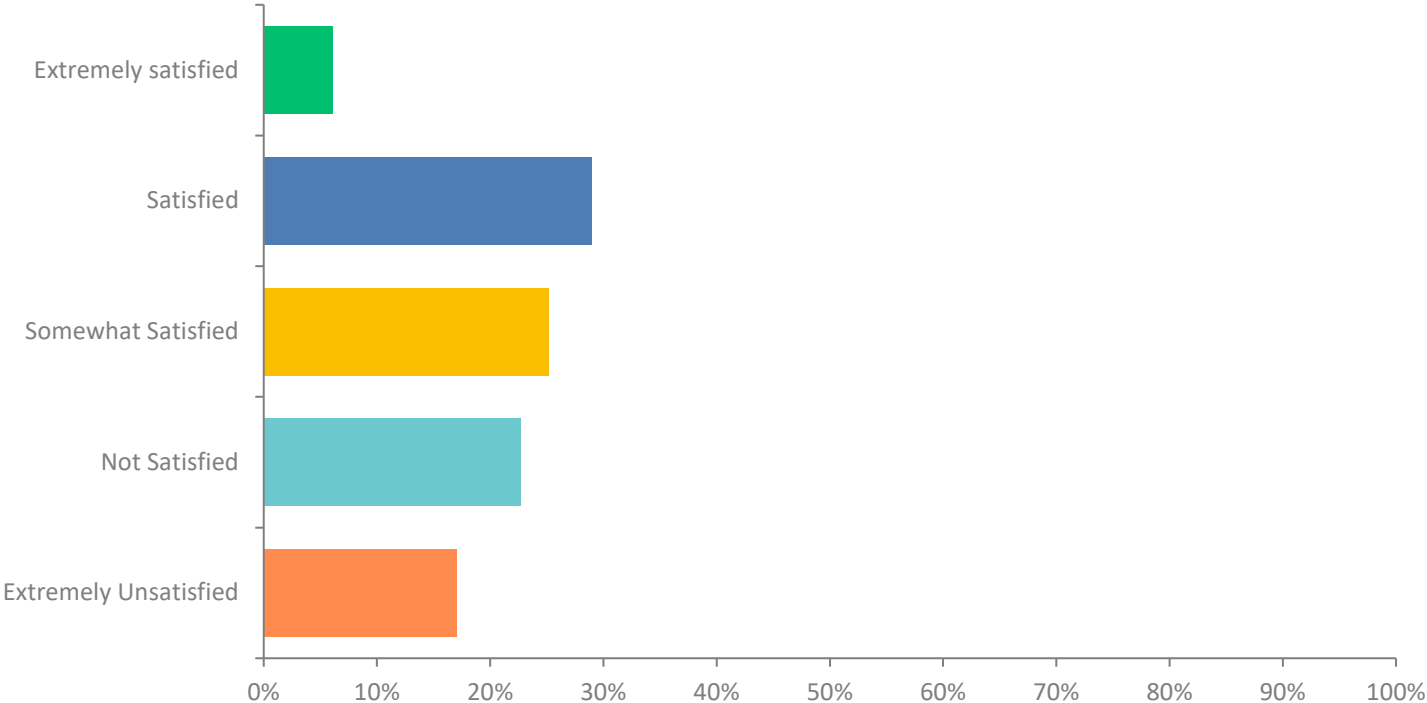
Q19: Proximity of on-street spaces to your destination(s)

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|-----|
| Extremely satisfied | 5.82% | 43 |
| Satisfied | 31.80% | 235 |
| Somewhat Satisfied | 30.45% | 225 |
| Not Satisfied | 21.92% | 162 |
| Extremely Unsatisfied | 10.01% | 74 |
| TOTAL | | 739 |

Q20: Cost for parking

Answered: 739 Skipped: 213



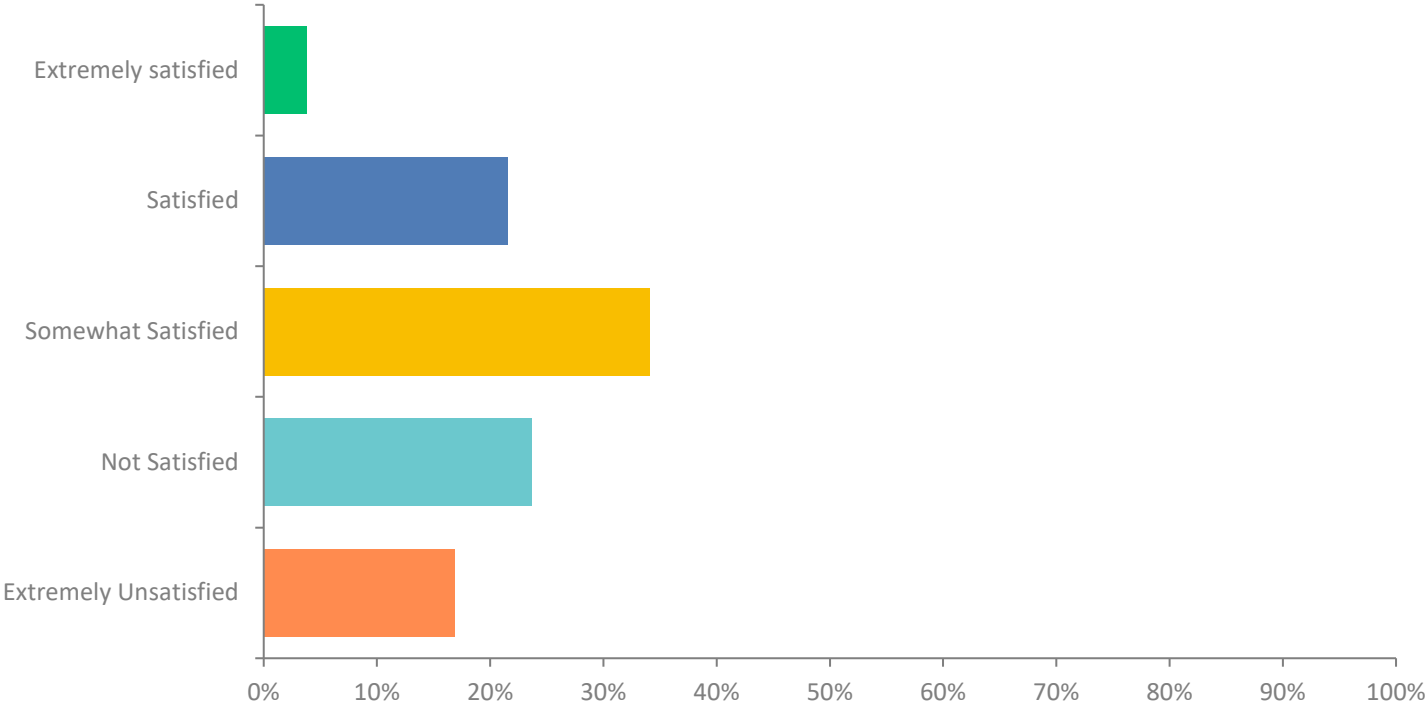
Q20: Cost for parking

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|-----|
| Extremely satisfied | 6.09% | 45 |
| Satisfied | 28.96% | 214 |
| Somewhat Satisfied | 25.17% | 186 |
| Not Satisfied | 22.73% | 168 |
| Extremely Unsatisfied | 17.05% | 126 |
| TOTAL | | 739 |

Q21: Cost for Permit Parking

Answered: 739 Skipped: 213



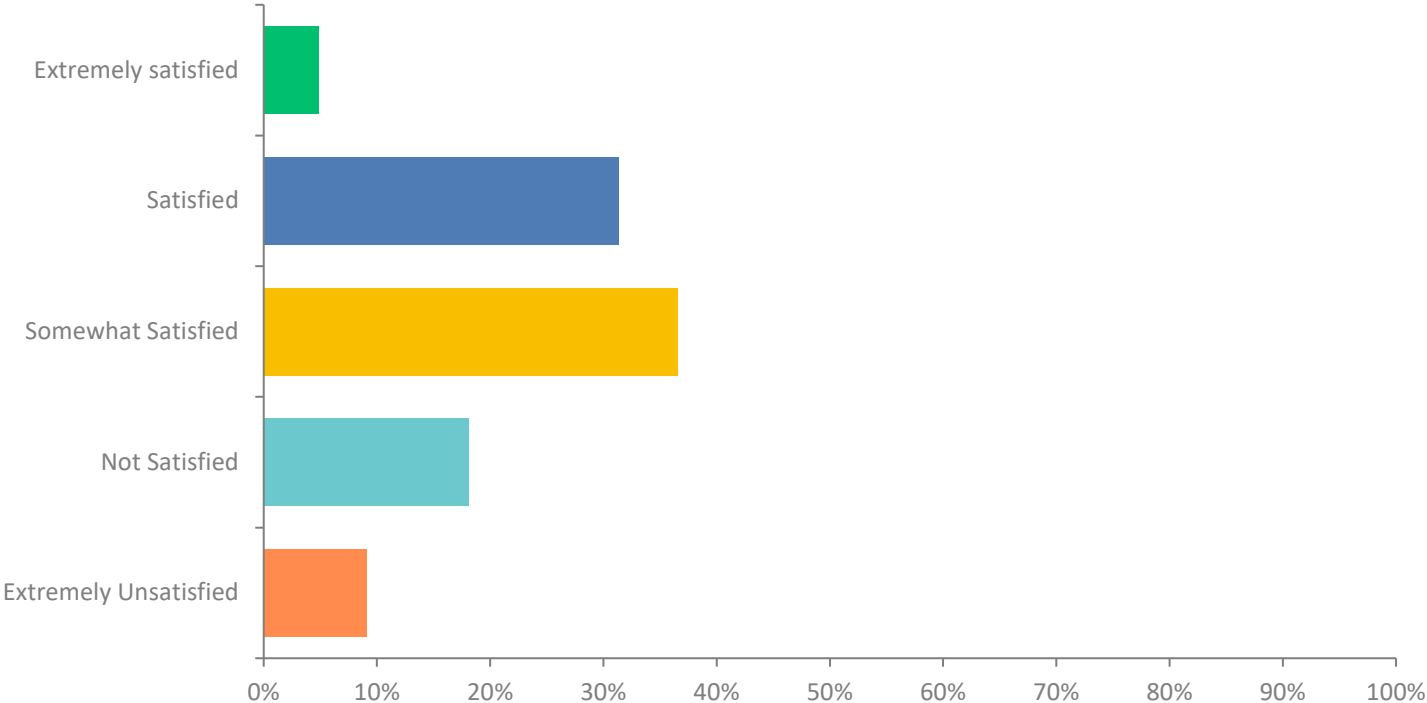
Q21: Cost for Permit Parking

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 3.79% | 28 |
| Satisfied | 21.52% | 159 |
| Somewhat Satisfied | 34.10% | 252 |
| Not Satisfied | 23.68% | 175 |
| Extremely Unsatisfied | 16.91% | 125 |
| TOTAL | | 739 |

Q22: Availability of Accessible Parking

Answered: 739 Skipped: 213



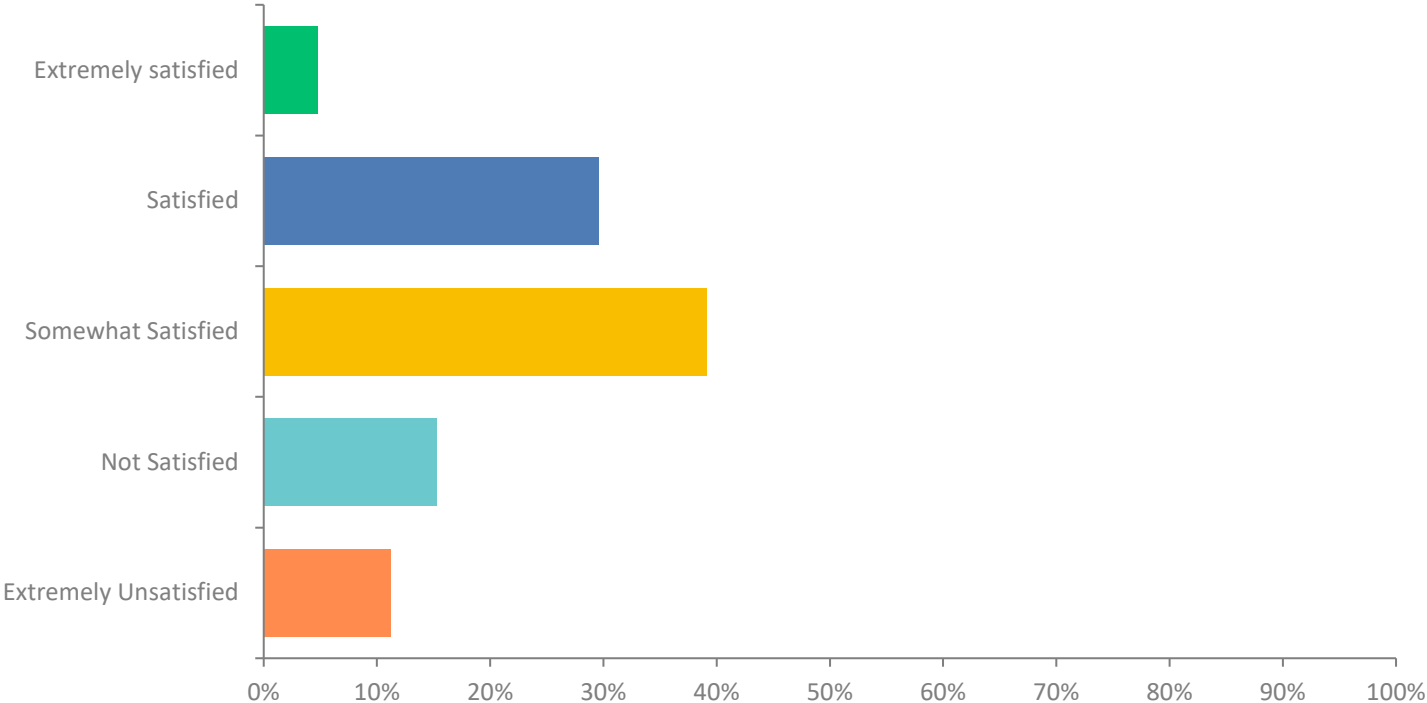
Q22: Availability of Accessible Parking

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 4.87% | 36 |
| Satisfied | 31.39% | 232 |
| Somewhat Satisfied | 36.54% | 270 |
| Not Satisfied | 18.13% | 134 |
| Extremely Unsatisfied | 9.07% | 67 |
| TOTAL | | 739 |

Q23: Customer service skills of Enforcement Staff

Answered: 739 Skipped: 213



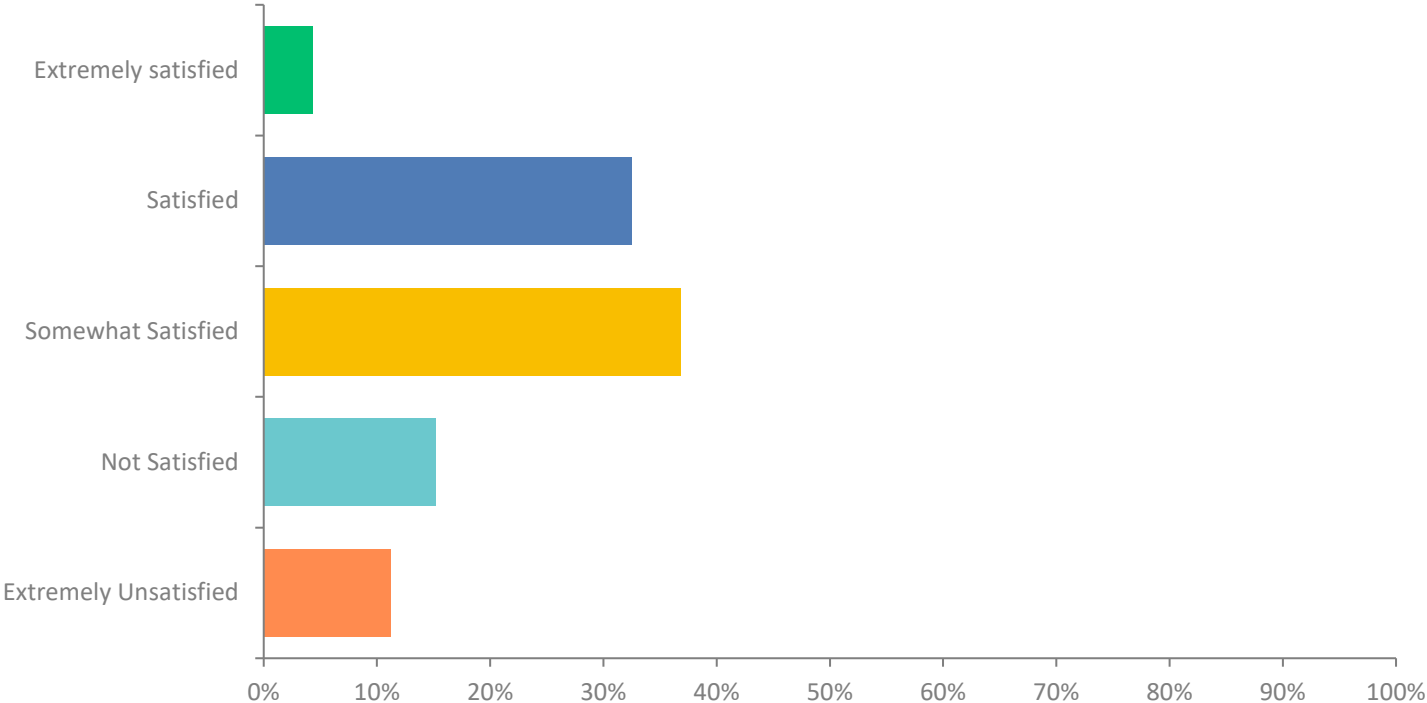
Q23: Customer service skills of Enforcement Staff

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 4.74% | 35 |
| Satisfied | 29.63% | 219 |
| Somewhat Satisfied | 39.11% | 289 |
| Not Satisfied | 15.29% | 113 |
| Extremely Unsatisfied | 11.23% | 83 |
| TOTAL | | 739 |

Q24: Level of parking enforcement

Answered: 739 Skipped: 213



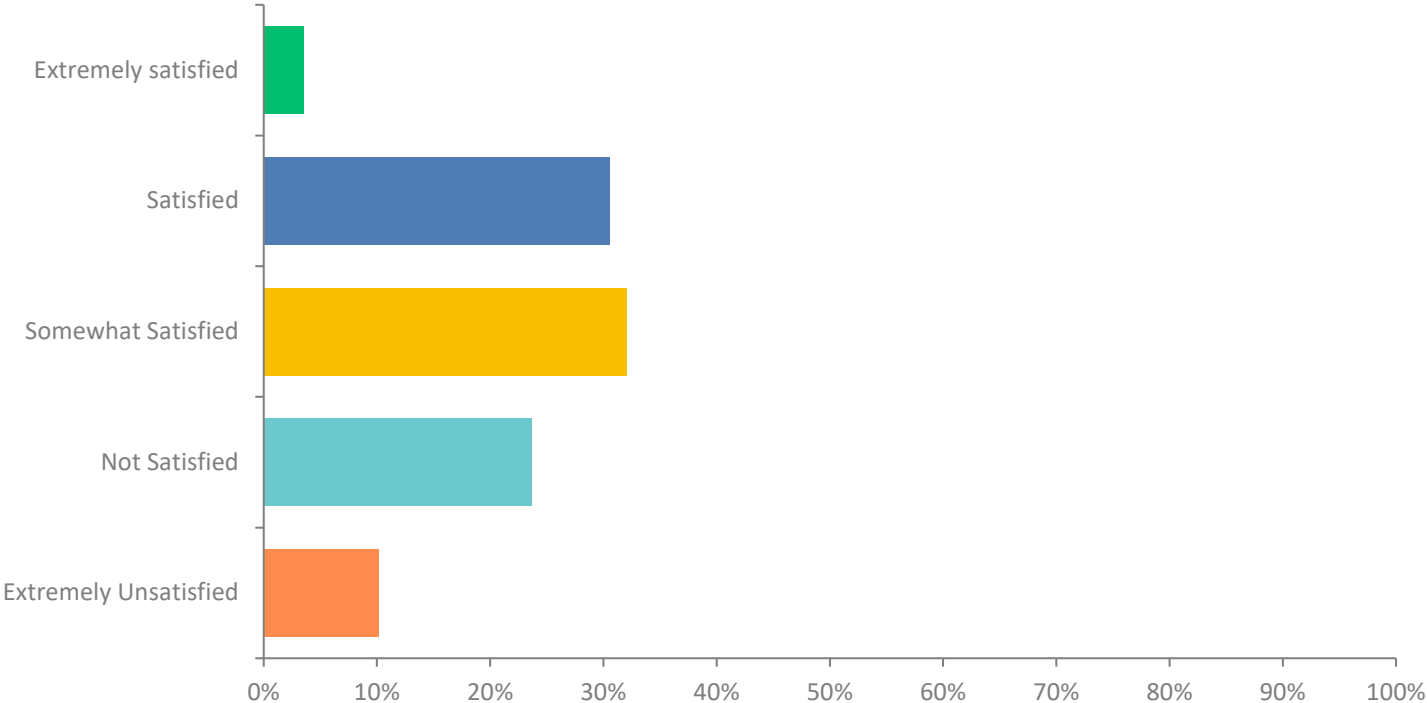
Q24: Level of parking enforcement

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Extremely satisfied | 4.33% | 32 |
| Satisfied | 32.48% | 240 |
| Somewhat Satisfied | 36.81% | 272 |
| Not Satisfied | 15.16% | 112 |
| Extremely Unsatisfied | 11.23% | 83 |
| TOTAL | | 739 |

Q25: Availability of information about rules for parking

Answered: 739 Skipped: 213



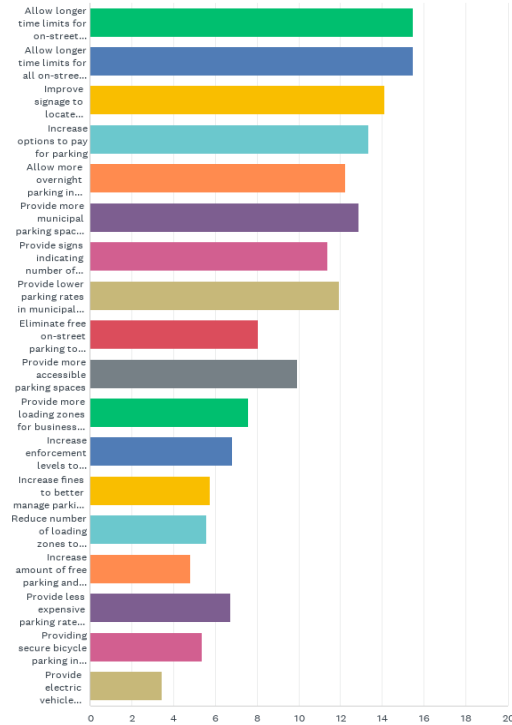
Q25: Availability of information about rules for parking

Answered: 739 Skipped: 213

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|-----|
| Extremely satisfied | 3.52% | 26 |
| Satisfied | 30.58% | 226 |
| Somewhat Satisfied | 32.07% | 237 |
| Not Satisfied | 23.68% | 175 |
| Extremely Unsatisfied | 10.15% | 75 |
| TOTAL | | 739 |

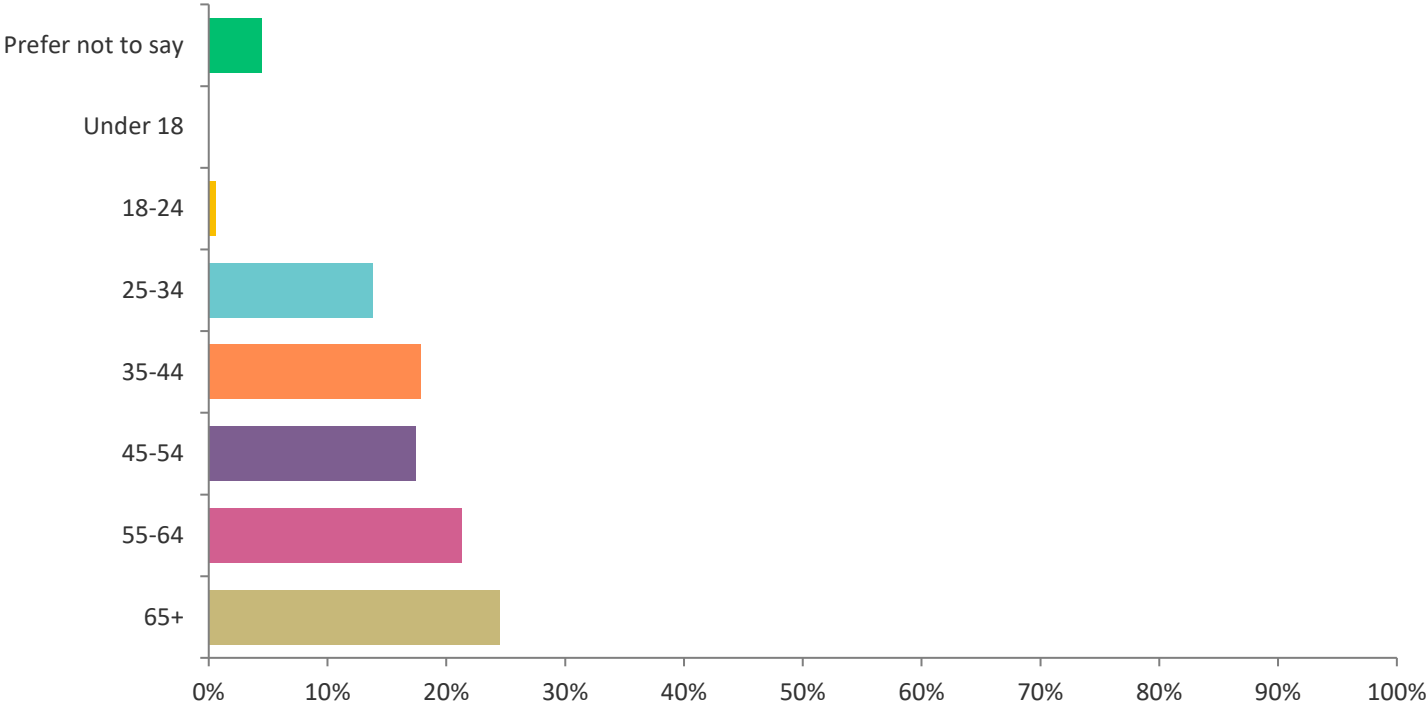
Q26: Please rank the importance of the following potential measures from your perspective: (1 = most important)

Answered: 654 Skipped: 298



Q28: Which age group applies to you? (Select one)

Answered: 644 Skipped: 308



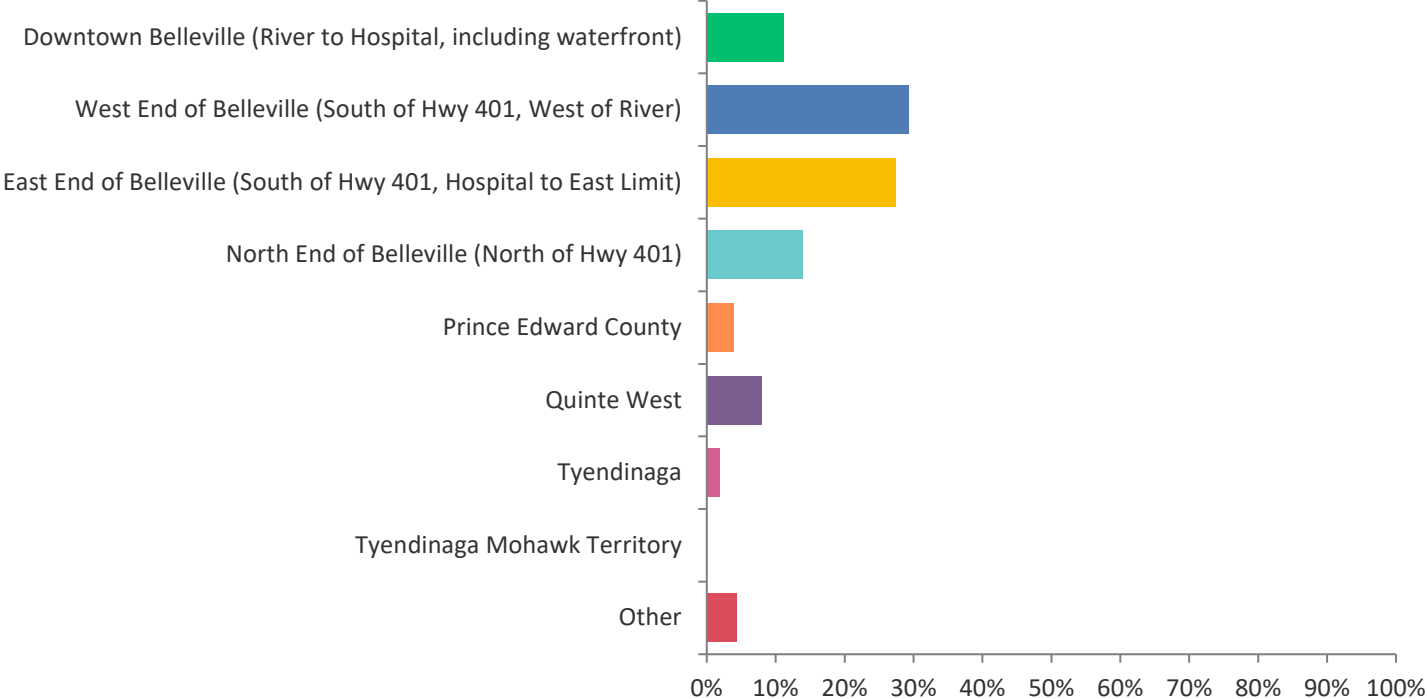
Q28: Which age group applies to you? (Select one)

Answered: 644 Skipped: 308

| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Prefer not to say | 4.50% | 29 |
| Under 18 | 0.00% | 0 |
| 18-24 | 0.62% | 4 |
| 25-34 | 13.82% | 89 |
| 35-44 | 17.86% | 115 |
| 45-54 | 17.39% | 112 |
| 55-64 | 21.27% | 137 |
| 65+ | 24.53% | 158 |
| TOTAL | | 644 |

Q29: Where do you live? (Select one)

Answered: 644 Skipped: 308



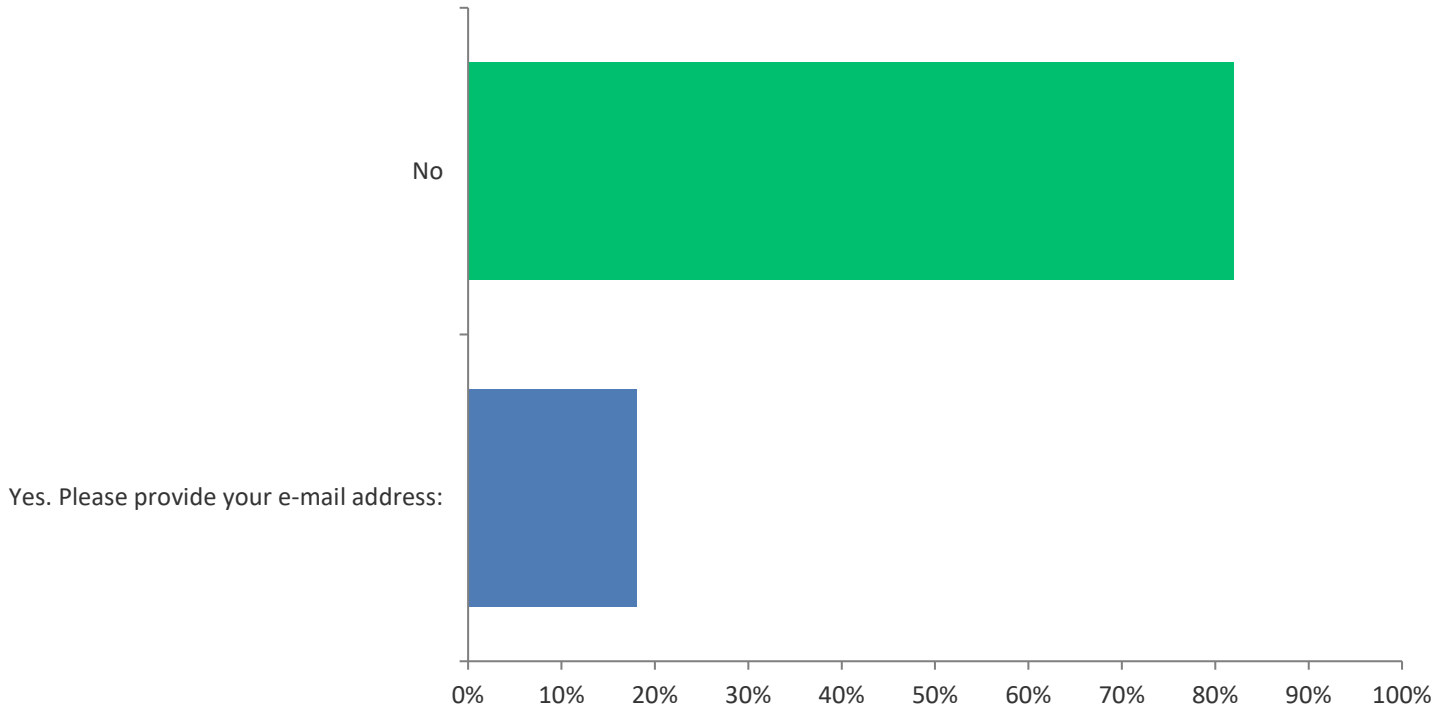
Q29: Where do you live? (Select one)

Answered: 644 Skipped: 308

| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------------------------------|-----------|------------|
| Downtown Belleville (River to Hospital, including waterfront) | 11.18% | 72 |
| West End of Belleville (South of Hwy 401, West of River) | 29.35% | 189 |
| East End of Belleville (South of Hwy 401, Hospital to East Limit) | 27.48% | 177 |
| North End of Belleville (North of Hwy 401) | 13.98% | 90 |
| Prince Edward County | 3.88% | 25 |
| Quinte West | 7.92% | 51 |
| Tyendinaga | 1.86% | 12 |
| Tyendinaga Mohawk Territory | 0.00% | 0 |
| Other | 4.35% | 28 |
| TOTAL | | 644 |

Q30: Would you like to receive email correspondence to hear about updated on the Parking Study, future surveys, and future public meetings?

Answered: 644 Skipped: 308



Q30: Would you like to receive email correspondence to hear about updated on the Parking Study, future surveys, and future public meetings?

Answered: 644 Skipped: 308

| ANSWER CHOICES | RESPONSES | |
|------------------------------------------|-----------|-----|
| No | 81.99% | 528 |
| Yes. Please provide your e-mail address: | 18.01% | 116 |
| TOTAL | | 644 |