



Galveston Avenue Corridor Parking Study

Community Open House

June 27, 2017

Comment Report

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Introduction

The Galveston Avenue Corridor comprises a mix of commercial businesses and established residential neighborhoods in central northwest Bend. The area has become increasingly active with residents and visitors frequenting the many restaurants, bars, and shops. While off-street parking exists at local businesses, some overflow visitors, as well as employees and business owners, utilize adjacent residential streets for parking during business hours. While the area has changed and grown, parking is not well understood in the area and no analysis of the parking system has been done to date.

The Bend City Council asked City staff to conduct a parking study for the Galveston area. The City contracted with Rick Williams Consulting (RWC), a parking management firm, to assist the City in this process. RWC is conducting an analysis of the parking conditions in the study area. In addition to RWC, Kittelson & Associates, a transportation engineering firm, and Anne E. George Facilitation, Mediation + Public Involvement, a local public engagement consultant, are part of the project team.

The study began in April 2017, and is scheduled to be completed in the fall. The study involves an analysis of the current parking conditions, real-time data collection, and community input, and will result in the development of a set of possible parking management solutions for community consideration.

Public engagement and input is an important component of the study. The project team will continue to engage community members to both share study information and seek community input. Public involvement efforts include a completed community stakeholder interview report, a community member sounding board, two community open houses, and a project website.

The first Community Open House for the study was held at the Westside Village Magnet School at Kingston Elementary Gymnasium, 1101 NW 12th Street, Bend, Oregon 97701 on Tuesday, June 27, 2017, from 4:30 to 7:00pm. The project team, comprising the consultant team and City staff, were on hand to provide information and respond to questions. Community members unable to attend the event were invited to review materials online, contact the project coordinator with any questions, and provide comments via the Open House comment card through July 6, 2017. Community comments and questions are also always welcome throughout the study.

During the Open house attendees were invited to review informational display boards on the goals and scope of the study and speak with project team members. In addition, the project team provided a presentation twice during the evening, followed by robust question and answer periods with community members. Attendees were asked to also share their comments and questions on moderated display boards, as well as on paper comment cards available at the Open House and via the project website.

Next Steps

Community input will help inform the study team as it proceeds, identify additional questions for the study team, and contextualize the data collected.

A second community open house will be held later in the study to share initial data findings and considerations with the community and solicit community input.

Community Outreach

The project team utilized a number of tools to promote the open house. Outreach efforts included the use of social media, media releases, email blasts, and community fliers.

An event was created on the City of Bend Facebook page and information about the Open House was posted on Facebook, Twitter, as well as the neighborhood social networking platform Next Door. The project website was updated with information about the Open House and opportunities to provide input. The City circulated press releases to its media list. In addition, the City and project team sent email announcements and an electronic flyer about the Open House to the Bend neighborhood associations, interested parties lists and other contacts, and the City created a calendar event on the City of Bend website. The interested parties email list comprised email addresses compiled from this study as well as other projects completed in the area in the past few years. In addition to many local postings, "The Bulletin", the regional daily newspaper, ran an article about the event the day prior to the event, encouraging community participation.

Participation

The Open House was attended by over 60 people. Forty comment cards were received at the Open House and two comments cards were received by email in the week following. Local television news stations KTVZ and KBND ran stories on the event on their broadcasts.

Participants were asked to share demographic information about themselves on the comment cards. Information on participants that opted to provide demographic information can be found below.

Participation by Bend Neighborhood

Which neighborhood do you live in?	Number of Participants
Awbrey Butte	2
Century West	2
Mountain View	1
Old Bend/Downtown	5
River West	21
Southwest Bend	1
Summit West	1

Participation by Location of Employment

Which neighborhood do you work in?	Number of Participants
Old Bend/Downtown	3
River West	16
Southwest Bend	1
Summit West	1
I don't know	2

Participation by Age

Age (in years)	Number of Participants
Under 18	0
18-29 years old	0
30-49 years old	4
50-64 years old	12
65 + years old	18

Community Input

The purpose of the event was to both share information about the study and seek community input about experiences with the parking system in the study area.

Community Participant Perceptions

Level of Effectiveness of the Parking System

Participants were asked for their opinions on the effectiveness of the parking system in the Galveston Avenue Corridor. When participants were asked for their level of support for the following statement, **“Do you agree or disagree with the following statement: Parking in the Galveston Avenue Corridor works for residents and visitors,”** commenters overwhelmingly disagreed with the statement.

Level of Agreement with Statement	Participant Response
Strongly disagreed	52.5% (21 participants)
Somewhat disagreed	35.0% (14 participants)
Neutral	2.5% (1 participant)
Somewhat agreed	10.0% (4 participants)
Strongly agreed	0.0% (0 participants)

Responses to the statement could also be broken down by comments from residents, employees/business owners, and visitors to the area.

Resident Perspectives

Level of Agreement with Statement by Residents in Study Area	Participant Response
Strongly disagreed	57.1% (12 participants)
Somewhat disagreed	33.3% (7 participants)
Neutral	4.8% (1 participant)
Somewhat agreed	4.8% (1 participant)
Strongly agreed	0.0% (0 participants)

Employee/Business Owner in Area Perspectives

Only three commenters indicated they were an employee or business owner in the study area. While this is a small sample, responses were mixed for the statement.

Level of Agreement with Statement by <u>Employees/Business Owners</u> in Study Area	Participant Response
Strongly disagreed	0.0% (0 participants)
Somewhat disagreed	66.7% (2 participants)
Neutral	0.0% (0 participants)
Somewhat agreed	33.3% (1 participant)
Strongly agreed	0.0% (0 participants)

Visitors to Area Perspectives

Participants who indicated they frequented the area, implying they were neither residents nor conducted business in the study area regularly, had mixed responses to the statement.

Level of Agreement with Statement by Visitors to Study Area	Participant Response
Strongly disagreed	54.6% (6 participants)
Somewhat disagreed	27.3% (3 participants)
Neutral	0.0% (0 participants)
Somewhat agreed	18.2% (2 participants)
Strongly agreed	0.0% (0 participants)

Key Themes

Participants were asked to share their thoughts and perspectives for the project team. A number of themes emerged from the comments received.

Commercial Business Parking on Residential Streets

Visitor and employee overflow parking occurs on nearby residential streets in the Corridor. Commenters said they felt commercial parking on residential streets had negative impacts in the area. Concerns included a perceived lack of on-street residential parking availability on residential streets; blocked residential mail boxes and driveways from vehicle parking; loud or discourteous visitors parked on residential streets; vehicles parked very close together, facing traffic, or near intersections; and general perceived congestion on roadways.

Some participants said they felt these impacts were limited to a small number of blocks in the study area where residences were adjacent to businesses with perceived high visitor demand or a large number of employees. Participants particularly noted the residential streets near 10 Barrel Brewing Company Brewpub and Mother's Juice Café on NW Galveston Avenue and The Lot on NW Columbia Street as highly impacted by overflow parking.¹

One participant commented that it seemed that the density and distribution of parking that might be comfortable for most residents might be at odds with the amount of parking visitors or business owners might want or support. (It should be noted, parking data has not yet been collected to measure parking density in the study area at the time of this event.)

Some participants, including at least one resident participant, indicated that they felt on-street parking conditions were generally positive and that they appreciated the vibrancy and walkability of the area.

Commercial Parking Requirements

Commenters expressed concern and some confusion around the parking requirements of commercial businesses in the Galveston Avenue Corridor. Some participants said they felt the off-street parking requirements for businesses in the area were not adequate to meet demand and too heavily impacted the residential streets.

There were concerns noted about the parking code for commercial businesses. Participants noted that businesses that installed bicycle racks were allowed to have fewer off-street vehicle parking stalls in some instances. They said they felt that had resulted in an insufficient supply of

¹ No analysis has been done to verify individual businesses' parking impacts in the area.

off-street parking stalls at local businesses. Others said they felt the City was offering parking variances that further reduced the off-street parking requirements of local businesses and contributed to increased parking demand on residential streets. Some commenters said they felt the off-street parking requirements of businesses in the area needed to increase to take the parking pressure off of residential streets. Some participants said they felt the “Commercial Convenience” zoning designation of the area required businesses in the area to exist for the convenience of residents, not visitors, and that the City’s approval of businesses in the area needed to reflect this notion.

However, other participants noted that they wanted to protect the commercial features of the area, indicating they had selected the area for its mix of residential and commercial features.

Enforcement

On-street parking enforcement in the area seems confusing or lacking, according to participants. Participants said they had contacted the Bend Police Department to enforce “no parking zones,” but felt the police department was unlikely to do so. Some participants indicated they were told by police they needed to contact the Bend Streets Department for enforcement issues or to re-paint faded yellow curbs. These participants said that when they contacted the Streets Department about parking enforcement in the area they were told to contact the Police Department.

Galveston Avenue Perceived Parking Conditions

Some participants said they opted not to visit businesses in the study area because of parking conditions. Some participants said they had stopped frequenting establishments, especially during peak periods, out of concern they would be unable to find a parking stall sufficiently close to the business. This is an issue of concern for local businesses (as the study team discovered in its stakeholder interviews earlier in the study).

Safety and Parking

Vehicle, pedestrian, and bicyclist safety were all mentioned as concerns for participants. Participants commented that in addition to perceived increased vehicular congestion on residential streets as a result of increased parking demand, they had concerns about parking conditions that they felt created decreased levels of safety for all users in the neighborhood.

Some participants said they were concerned about narrow residential streets where vehicles were allowed to park on both sides of the street. Participants said this often resulted in limited visibility for drivers and left driving lanes restricted to only one lane. In addition, pedestrians of all ages were obliged to walk in the narrow driving lane on streets where sidewalks did not exist on some residential streets.

Some participants said they felt increased parking demand on residential streets had resulted in less safe intersections. Some participants said that they regularly experienced vehicles parked on-street immediately adjacent to an intersection (at the corner) and thus drivers had limited visibility when entering or exiting an intersection and thus less able to see other vehicles, as well as pedestrians and bicyclists.

While the study is not designed to address general traffic safety, participants did often note concern about vehicular speeds and inattentive drivers on residential streets in the study area. Participants said they felt increased commercial parking on residential streets had contributed to less safe conditions for drivers, pedestrians and bicyclists on both Galveston Avenue and local residential streets.

Multimodal

Some participants said they supported efforts to enhance the safety of bicyclists and pedestrians in the study area. Participants were mixed on how that might be accomplished. The fact that some commercial businesses were allowed to install covered bicycle racks and showers for commuters in lieu of vehicle parking stalls concerned some participants, with some commenters contending that businesses did not have sufficient off-street vehicular parking currently.

However, participants did express support for making the area safer and more inviting for individuals to bicycle, walk, or take transit, with the intended effect of reducing vehicular traffic and thus parking demand in the area. Participants said that due to the perceived lack of available parking in the area, they felt visiting Galveston Avenue Corridor was often easier for bicyclists and pedestrians than those traveling by personal automobile.

However, some participants said they had hesitations about supporting multimodal solutions, commenting that they felt a focus on multimodal use would not do much to alleviate parking concerns in the area. These participants said they felt most users would likely continue to use personal vehicles as their primary transportation in the area.

Delivery Trucks and Oversize Vehicles

Participants noted concerns about parking for delivery trucks and oversize vehicles. Some commenters said delivery trucks for local businesses often parked in the middle turning lane of NW Galveston Avenue or on residential streets, creating unsafe conditions for vehicles and pedestrians. Participants said they hoped better options could be developed for local deliveries.

In addition, some participants said they felt large personal vehicles parked on residential streets created conditions that were unaesthetic or contributed to neighborhood decline.

Other Considerations (Special Event Parking, Short-Term Rentals, and Other Parking)

A number of other considerations were noted for consideration in the parking data study. Commenters said special events held by local businesses throughout the year contributed to parking demand on residential streets. Some participants said they felt special events should not be allowed in the area because there was not sufficient vehicle parking to accommodate the events.

Some participants said they wanted to better understand how short-term rentals, or vacation rentals, impacted parking demand on residential streets in the study area. Commenters said they felt short-term rentals located in the study area brought more visitors and contributed to parking demand on the residential streets.

Commenters also shared that they felt residential streets in the study area were impacted by visitors floating the nearby Deschutes River parking in the area and that the study team might want to consider those impacts during the summer months.

Data Collection

Participants offered a number of suggestions for the project team on the data collection process. Some participants commented that vehicles parked overnight should not be assumed to be vehicles belonging to residents, contending that visitors to local bars often left vehicles overnight and would retrieve them at a later date. One participant said that up to three or four vehicles might be parked in their off-street business lot overnight on a regular basis.

Some participants suggested the study team collect data on Friday evening rather than Saturday evening, indicating they felt Friday evening parking demands were greater.

Participants also suggested the project consider that smaller homes were being torn down in the area and being replaced with larger homes with off-street garages, which would add off-street residential parking in the area.

Integration with Other Studies and Projects

Commenters suggested the project team consider recent efforts, including the Central Westside Plan and the City of Bend Urban Growth Boundary Remand, and any possible future development code changes as a result of these processes in their considerations.

Of note, the Galveston Avenue Corridor Parking Study is part of a larger City of Bend parking study underway, that includes a citywide parking study intended to make recommendations for future parking requirements that are “right-sized” for the needs of Bend throughout the city.

Ideas to Explore

As a review, this study will present a list of possible management activities for community consideration, following data analysis by the project team and continued community input. Strategy implementation is not part of this study. Some participants shared ideas for potential management activities.

- Employee satellite parking area: Some participants were interested in the concept of satellite employee parking areas away from the study area that might be served by shuttle.
- Parking district: Some participants said they were interested in learning more about how a parking district might work in the area.
- Off-street parking development: Some participants said they felt additional off-street parking needed to be developed to better serve visitors to the area and improve parking conditions. To do so, some commenters said they felt that some businesses that appeared to have greater parking demand than others needed to be required to have additional off-street parking required. Others suggested the City consider zoning changes to allow residential properties within a block of NW Galveston Avenue to be developed for off-street commercial parking, with some sort of buffering or landscaping required between commercial businesses and parking and residences.
- Galveston Avenue Improvement Plan: Some commenters said they felt the Galveston Avenue Streetscape Design should be implemented, indicating that to do so would increase off-street parking in the area and improve pedestrian and bicyclist safety.
- Improved Parking Enforcement: Participants expressed frustration that current on-street parking regulations did not appear to be enforced on residential streets in the study area and that improved enforcement might result in improved parking conditions for all users.

Conclusion

Participants in the Community Open House expressed real interest in improving the parking conditions in the Galveston Avenue Corridor for all users. In addition to improving the experience for local residents, some participants noted a desire for a vibrant local commercial district with a parking system that functioned well. Safety for all users was important to many participants, with strong support for improved multimodal use in the area noted by commenters.

However, some participants noted that multimodal support should not result in decreases in off-street parking requirements for businesses.

The study will result in an evaluation of the existing parking supply in the area to identify constraints and surpluses. Community involvement will continue to be sought throughout the study. The study will conclude this fall with the results of the analysis and a list of parking management suggestions for the City and community for their consideration.


Attachment A: Open House Display Boards


CITY OF BEND

Welcome!


Galveston Avenue Corridor
Parking Study

Community Open House



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**Galveston Avenue Corridor
Parking Study Map**

City of Bend - Galveston



City of Bend - Galveston
RICK WILLIAMS CONSULTING
PLANNING & DESIGN
2017


CITY OF BEND

**What is the Galveston Avenue
Corridor Parking Study?**


Why a Study?

- The Galveston Avenue Corridor is a unique mix of businesses and established residential neighborhoods.
- The area has become increasingly active with residents and visitors frequenting the many restaurants, bars, and shops.
- While off-street parking exists at local businesses, some overflow visitors park on adjacent residential streets.
- Real, local data and analysis will help the community make informed decisions about any future parking management opportunities.
- City Council has directed staff to evaluate the area.

Study Team: A consultant team comprising Rick Williams Consulting, a parking management firm, Kittelson & Associates, a transportation engineering firm, and Anne E. George Facilitation, Mediation + Public Involvement, a local public engagement consultant, are working with City staff to conduct the study.

What is happening? The study:

- Began in April 2017, and is scheduled to be completed in the fall.
- Involves an analysis of the current parking conditions.
- Is informed by collection of real-time data and community input.
- Will result in the development of a set of possible parking management tools for community consideration.


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Data Collection

The study will work to collect the following data:

- Locate and identify all on-street stalls (parking spots) by block, including parking stalls in driveways and alleys, in the study area
- Locate and quantify all off-street parking located in the study area
- Determine if a vehicle parked on-street is likely owned by a resident or visitor (based on license plate tracking completed over a day and night on various days)
- Count how many vehicles are parked off-street each hour
- Identify constraints and surpluses of parking by hour of day

Why collect this data? The data will:

- Help identify who is likely parking on-street at different hours (residents, employees, visitors)
- Show how off-street parking lots are utilized in the area
- Identify where there is parking demand and how that may vary in the study area
- Help the team develop a list of possible tools to manage parking in the study area for community consideration


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We want to hear from you!

Please let us know **here** any questions or comments you may have for the study team.

We also encourage you to **fill out a Comment Card**. Comments and questions will be collected and will help us improve the study. All comments collected will be anonymous and summarized and be available on the project web page at <http://bendoregon.gov/parkingstudy>. Thank you!

Attachment B: Comment Card

**Galveston Avenue Corridor Parking Study
Community Open House Comment Card – June 27, 2017**

Thank you for attending! Please take a few minutes to provide us with your comments. Your comments will be reviewed by the project team and will inform the study. If you can't complete the form today, please feel free to mail or bring your comments in writing to the Growth Management Department at Bend City Hall at 710 NW Wall Street, Bend, Oregon 97701. Or send your comments by email to Karen Swirsky at kswirsky@bendoregon.gov. **Comments need to be received by Thursday, July 6, 2017, at 5:00 pm.** More information about the project and a map of the study area can be found at our website at <http://bendoregon.gov/parkingstudy>. Once there click on "Galveston Avenue Corridor Parking Study."

1. Do you agree or disagree with the following statement: Parking in the Galveston Avenue Corridor works for residents and visitors.

Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional thoughts:

2. Why do you typically park in the Galveston Avenue Corridor area?

Resident in area	<input type="checkbox"/>
Employee/business owner in area	<input type="checkbox"/>
Visitor to area	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Additional thoughts:

3. How do you typically travel in the study area?

Private vehicle	<input type="checkbox"/>
Public transit (bus)	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Additional thoughts:

4. Where do you typically park when you are in the Galveston Avenue Corridor Study Area?

On-street public parking spot	<input type="checkbox"/>
Off-street public parking lot	<input type="checkbox"/>
Off-street private parking lot	<input type="checkbox"/>
Off-street driveway or alley spot	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Additional Thoughts:

5. The study is about identifying and analyzing the existing parking conditions in the Galveston Avenue Corridor. What questions might you like the parking study to try and answer?

6. Additional Questions/Comments?

Tell us more about yourself!

Which Bend neighborhood do you live in?

- | | | |
|--|--|---|
| <input type="checkbox"/> Awbrey Butte | <input type="checkbox"/> Old Bend/
Downtown | <input type="checkbox"/> Southeast Bend |
| <input type="checkbox"/> Boyd Acres | <input type="checkbox"/> Old Farm | <input type="checkbox"/> Southern
Crossing |
| <input type="checkbox"/> Century West | <input type="checkbox"/> District | <input type="checkbox"/> Southwest Bend |
| <input type="checkbox"/> Larkspur | <input type="checkbox"/> Orchard District | <input type="checkbox"/> Summit West |
| <input type="checkbox"/> Mountain View | <input type="checkbox"/> River West | <input type="checkbox"/> I don't know |

Which Bend neighborhood do you work in?

- | | | |
|--|--|---|
| <input type="checkbox"/> Awbrey Butte | <input type="checkbox"/> Old Bend/
Downtown | <input type="checkbox"/> Southeast Bend |
| <input type="checkbox"/> Boyd Acres | <input type="checkbox"/> Old Farm | <input type="checkbox"/> Southern
Crossing |
| <input type="checkbox"/> Century West | <input type="checkbox"/> District | <input type="checkbox"/> Southwest Bend |
| <input type="checkbox"/> Larkspur | <input type="checkbox"/> Orchard District | <input type="checkbox"/> Summit West |
| <input type="checkbox"/> Mountain View | | |

What is your age?

- Under 18 years old
- 18-29 years old
- 30-49 years old
- 50-65 years old
- Over 65 years old