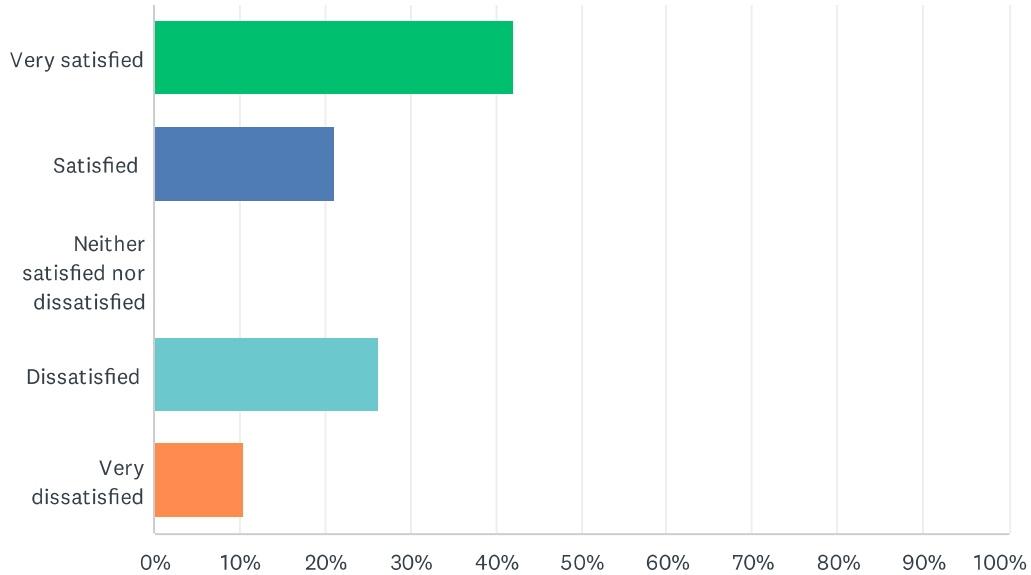


Q1 How would you rate your overall satisfaction with the recent College Avenue lane reconfiguration?

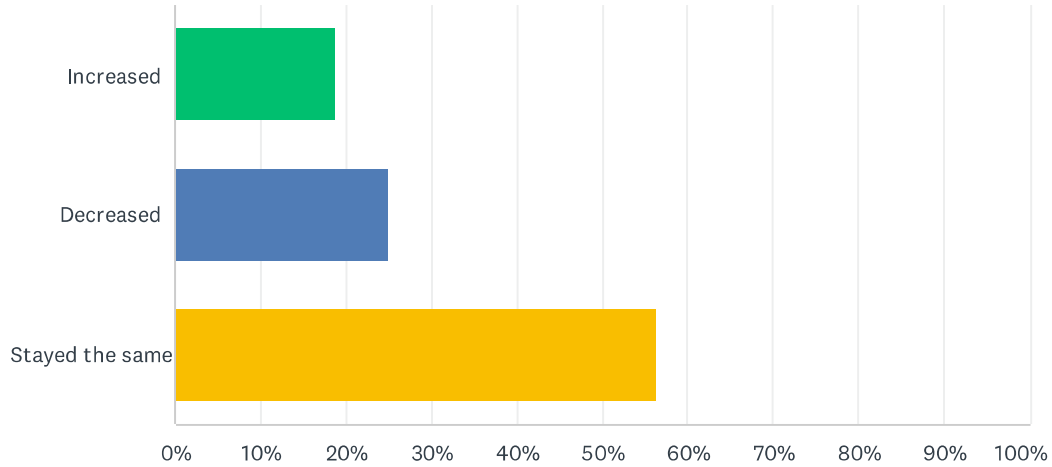
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	42.11%	8
Satisfied	21.05%	4
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	26.32%	5
Very dissatisfied	10.53%	2
TOTAL		19

Q2 Have you noticed a change in customer foot traffic since the implementation of the lane reconfiguration?

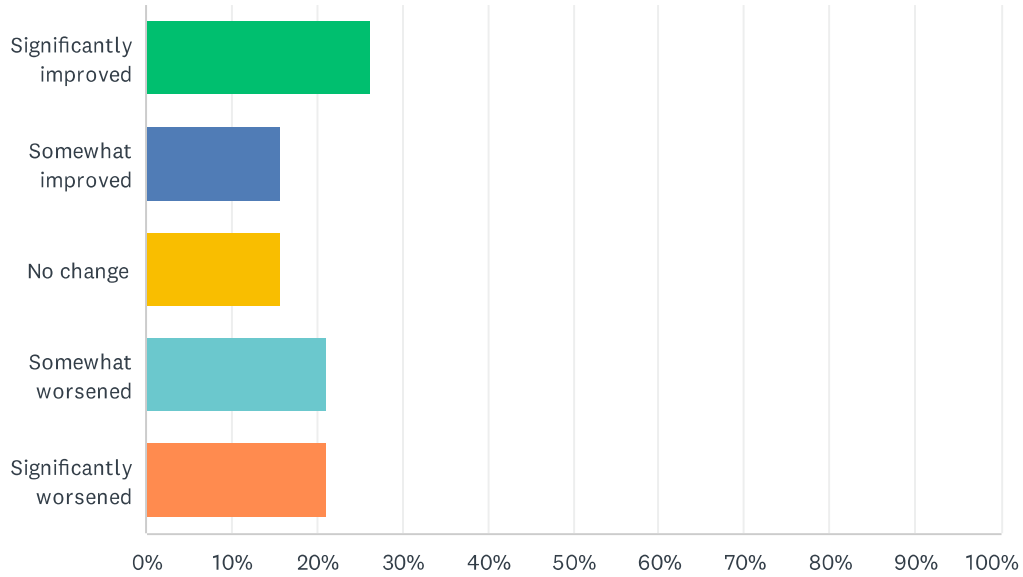
Answered: 16 Skipped: 3



ANSWER CHOICES	RESPONSES	
Increased	18.75%	3
Decreased	25.00%	4
Stayed the same	56.25%	9
TOTAL		16

Q3 In your opinion, has the lane reconfiguration improved or worsened the traffic flow in the downtown area?

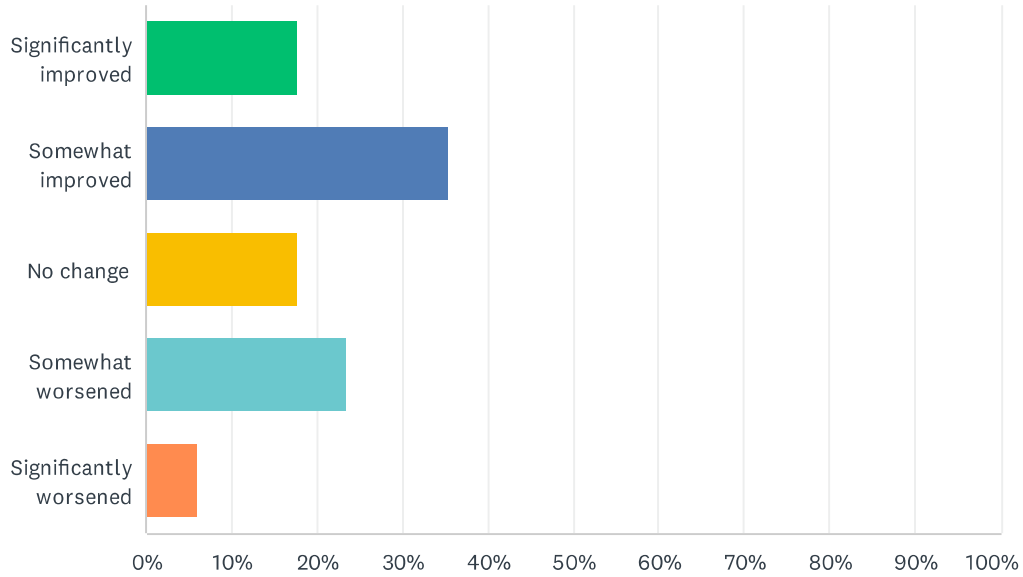
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Significantly improved	26.32%	5
Somewhat improved	15.79%	3
No change	15.79%	3
Somewhat worsened	21.05%	4
Significantly worsened	21.05%	4
TOTAL		19

Q4 In your opinion, has the lane reconfiguration improved or worsened the visitor experience in the downtown area (more walkable, less noise, more enjoyable)?

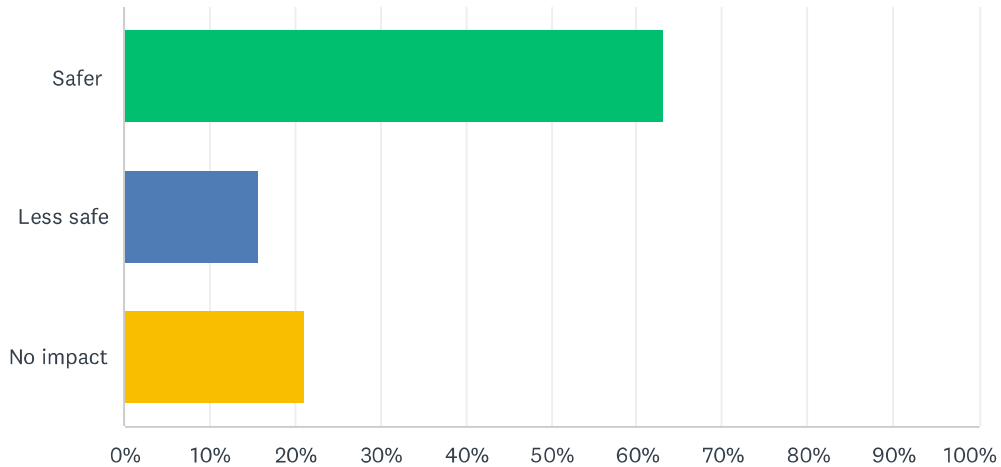
Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES
Significantly improved	17.65% 3
Somewhat improved	35.29% 6
No change	17.65% 3
Somewhat worsened	23.53% 4
Significantly worsened	5.88% 1
TOTAL	17

Q5 Do you believe the lane reconfiguration has made the downtown area safer, less safe, or had no impact on safety?

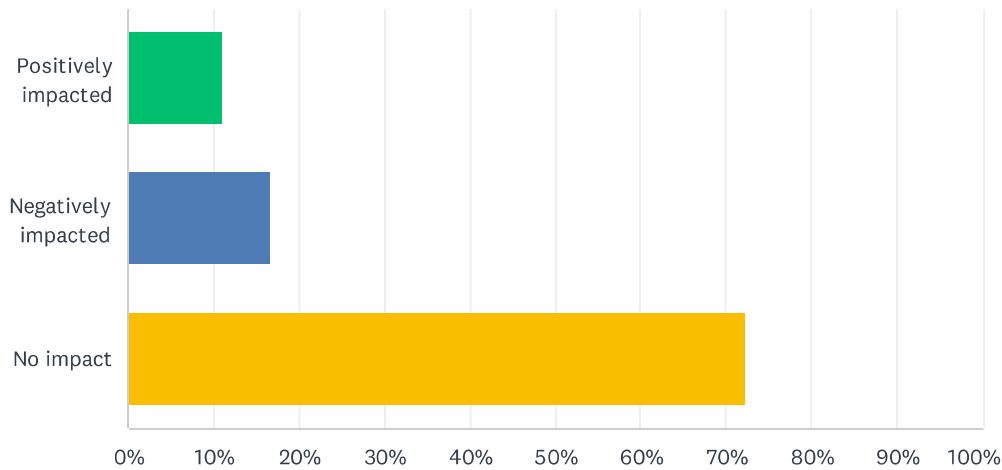
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Safer	63.16%	12
Less safe	15.79%	3
No impact	21.05%	4
TOTAL		19

Q6 How has the lane reconfiguration impacted access to your business?

Answered: 18 Skipped: 1

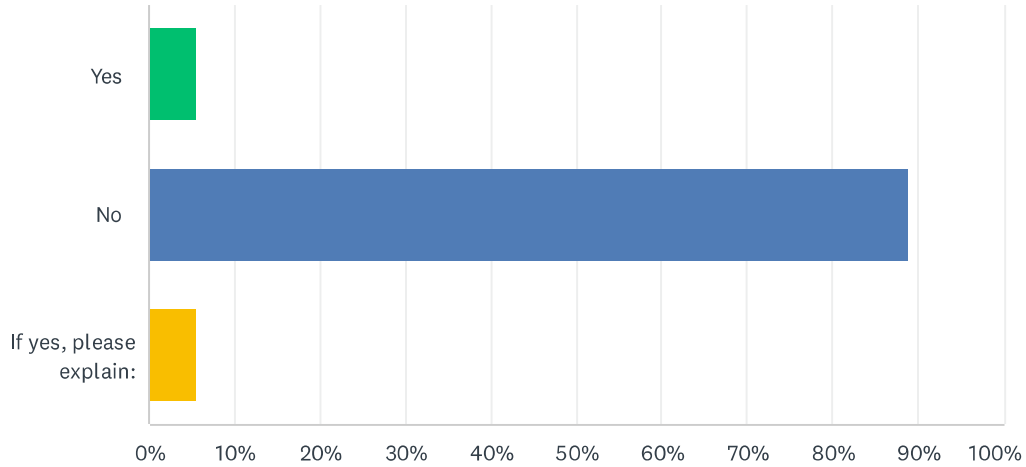


ANSWER CHOICES	RESPONSES
Positively impacted	11.11% 2
Negatively impacted	16.67% 3
No impact	72.22% 13
TOTAL	18

#	IF YOU SELECTED POSITIVELY OR NEGATIVELY, PLEASE EXPLAIN (OPEN-ENDED)	DATE
1	we have had so many people message us that they will no longer come to our location downtown due to the bike lanes, new lanes and less parking. Many people have spoken about how the downtown is no longer what it use to be.	1/11/2025 11:04 AM
2	We are on the other side of Richmond so no reconfiguration on our side, but I drive it daily.	1/10/2025 1:58 PM
3	Left turn lanes are very helpful	1/10/2025 8:41 AM
4	It is easier to park and get out of your car from the street side.	1/10/2025 7:05 AM
5	I think there's less traffic, and people are less likely to want to park because it's harder to park and to get in and out of traffic.	1/9/2025 10:25 PM
6	30% less revenue. People complaining about trying to get to the studio. And no one uses the bike lane.	1/9/2025 9:51 PM
7	It was changed before we opened downtown.	1/9/2025 9:07 PM
8	Traffic gets backed up. Hard to turn onto College Ave. You have to really watch when you open car door.	12/31/2024 4:26 PM

Q7 Have you experienced any disruptions or delays in deliveries or shipments to your business due to the new lane configuration?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	5.56% 1
No	88.89% 16
If yes, please explain:	5.56% 1
TOTAL	18

#	IF YES, PLEASE EXPLAIN:	DATE
1	The people cutting in trying to get into the right lane. In front of Lawrence, people go from stopping for students to darting into the left lane.	1/9/2025 9:51 PM

Q8 What changes or improvements would you suggest to the current lane reconfiguration plan?

Answered: 11 Skipped: 8

#	RESPONSES	DATE
1	back to the way it was, the change heading east near the good company intersection is awful, every single day, no exaggeration someone cuts in front of me, Im so careful now but when it first happened many close calls. people dont pay attention.	1/11/2025 11:04 AM
2	Enforcement on noise violations. Public awareness on how to parallel park and right turn (some drivers think you cannot use the bike lane to parallel park from or turn right from)	1/10/2025 2:47 PM
3	The in west side of Richmond intersection could use a Right turn lane so there is not a scramble when people hit the State Street intersection.	1/10/2025 1:58 PM
4	if possible, try to get some of the traffic light timing to align?	1/10/2025 11:06 AM
5	Go back to original 4 lanes	1/10/2025 6:48 AM
6	I think it was better before the change. It was easier to park. Traffic moved much more quickly through the area. There appears to be no way to time the lights going down the ave. It seems no matter the speed you end up stopped at least twice, if you're lucky. If you're unlucky and someone is parking or pulling out, it can be a big time sink.	1/9/2025 10:25 PM
7	Go back to the 2 lanes. No turn lights that allow people to turn without waiting for everyone.	1/9/2025 9:51 PM
8	More signage before lanes go down to one. West college could go down to one lane at the light on corner of Richmond to avoid people failing to merge in time.	1/9/2025 9:07 PM
9	Impletement fines for excessive noise.	1/3/2025 11:05 AM
10	Go back the way it was	12/31/2024 4:26 PM
11	Noise control is a great place to start.	12/18/2024 7:32 AM

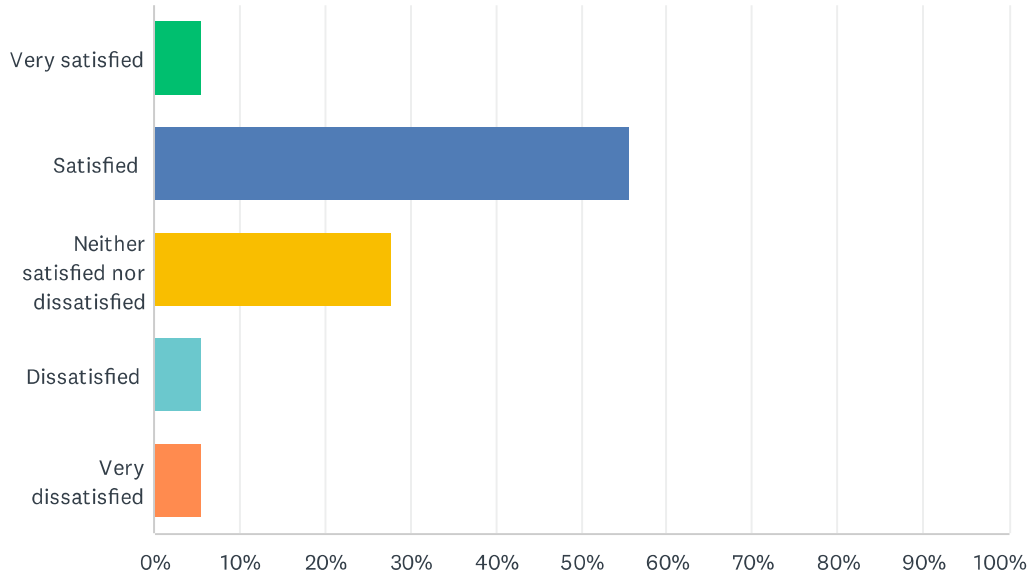
Q9 What are your customers' most common questions or concerns about the lane reconfiguration? Please list them below.

Answered: 8 Skipped: 11

#	RESPONSES	DATE
1	Our customers have said nothing about this.	1/10/2025 2:47 PM
2	No questions	1/10/2025 1:58 PM
3	people just have a hard time with change. most positive comments have been on ease of parking. I believe it's safer to park. other negative comments have been on flow but from my experience it hasn't affected flow that much	1/10/2025 11:06 AM
4	Flow is backed up during busy times	1/10/2025 6:48 AM
5	That they are so busy looking at merging to 1 lane that they don't see the stores. And many say they just don't use College Ave anymore because it's so congested. Thus, less exposure foot businesses. 30% less foot traffic than before.	1/9/2025 9:51 PM
6	Change is hard for some people.	1/9/2025 9:07 PM
7	They think traffic has slowed.	1/3/2025 11:05 AM
8	-	12/18/2024 7:32 AM

Q10 How would you rate the communication and outreach efforts from the city regarding the Smart Streets project and its potential impacts on local businesses?

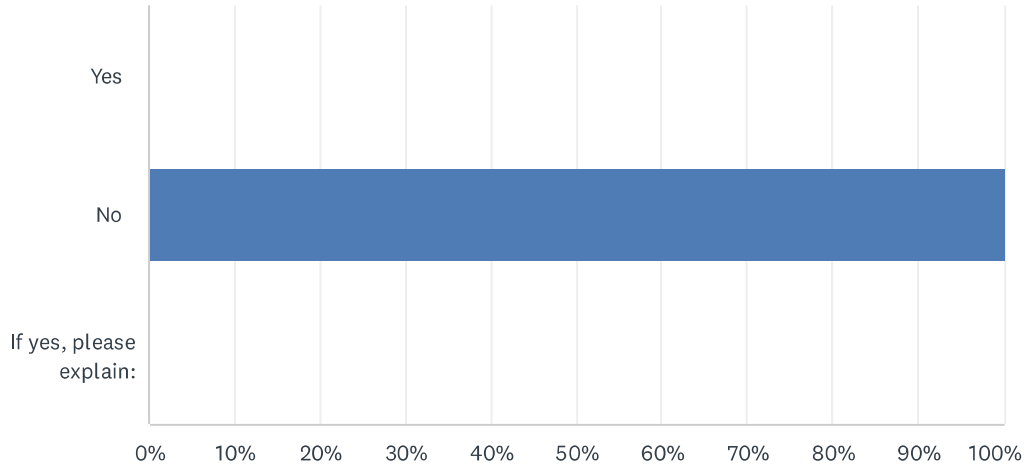
Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Very satisfied	5.56% 1
Satisfied	55.56% 10
Neither satisfied nor dissatisfied	27.78% 5
Dissatisfied	5.56% 1
Very dissatisfied	5.56% 1
TOTAL	18

Q11 Have you made any adjustments to your marketing or promotional strategies in response to the changes brought about by the temporary lane configuration?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	18
If yes, please explain:	0.00%	0
TOTAL		18

#	IF YES, PLEASE EXPLAIN:	DATE
	There are no responses.	

Q12 Please share any additional comments or concerns regarding the lane reconfiguration.

Answered: 7 Skipped: 12

#	RESPONSES	DATE
1	I've heard others complain, but since we are not a store or bar, we experience only positive impacts.	1/10/2025 2:47 PM
2	Traffic was rather a cluster when Mile of Music happened, more so than previous years. Maybe have signs up directing cars to go to Washington or Lawrence for parking ramps?	1/10/2025 1:58 PM
3	Trying to cross College Ave on foot is also a huge inconvenience now as the lights take forever to turn, and there are basically rarely breaks in traffic during daytime hours. I don't think it helped with the sound that much. We're not there after 6pm, so maybe it's better later, but overall, it's just made downtown a worse place to visit as diner, or shopper.	1/9/2025 10:25 PM
4	If things don't change back, I may have to close.	1/9/2025 9:51 PM
5	There is a lot less street noise and cruising which is great. I would be interested to know if the businesses who have tables outside are pleased with the reduction in noise.	1/3/2025 11:05 AM
6	We are not a big city. Increased surface parking behind buildings is what is needed. Look at Oshkosh.	12/31/2024 4:26 PM
7	Noise pollution enforcement should be a priority with all the residents living downtown. If we want to keep them downtown, the noise needs to be addressed "now".	12/18/2024 7:32 AM