

Appendix F: Online Survey and Results, Kleinburg Parking Strategy Study





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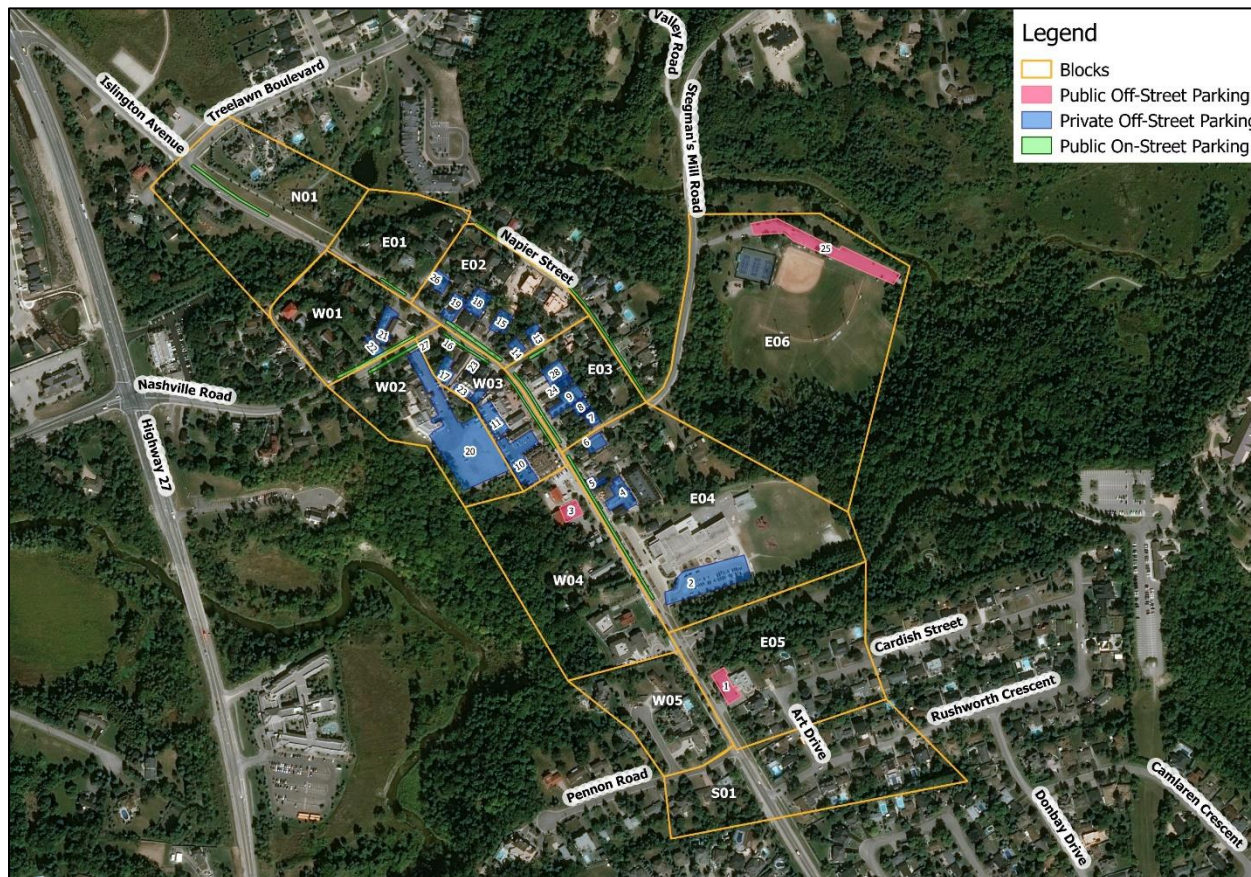
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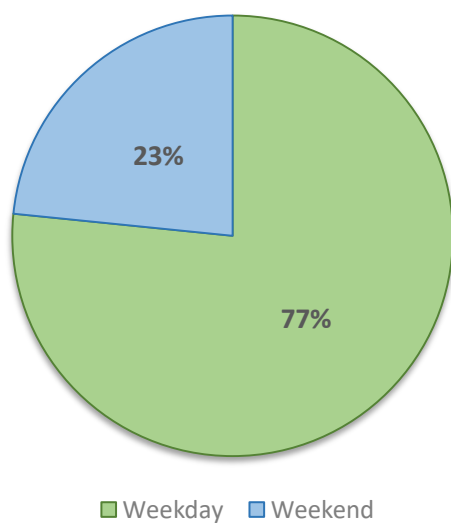
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KLEINBURG BLOCK ID AND PARKING INVENTORY MAP

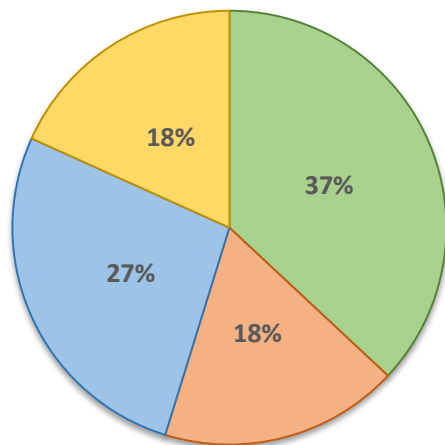


Q. 1 WHEN WAS THE LAST TIME YOU VISITED KLEINBURG?



Answered: 235, Skipped: 3

Q.2. WHAT PART OF THE DAY WAS THAT TRIP?



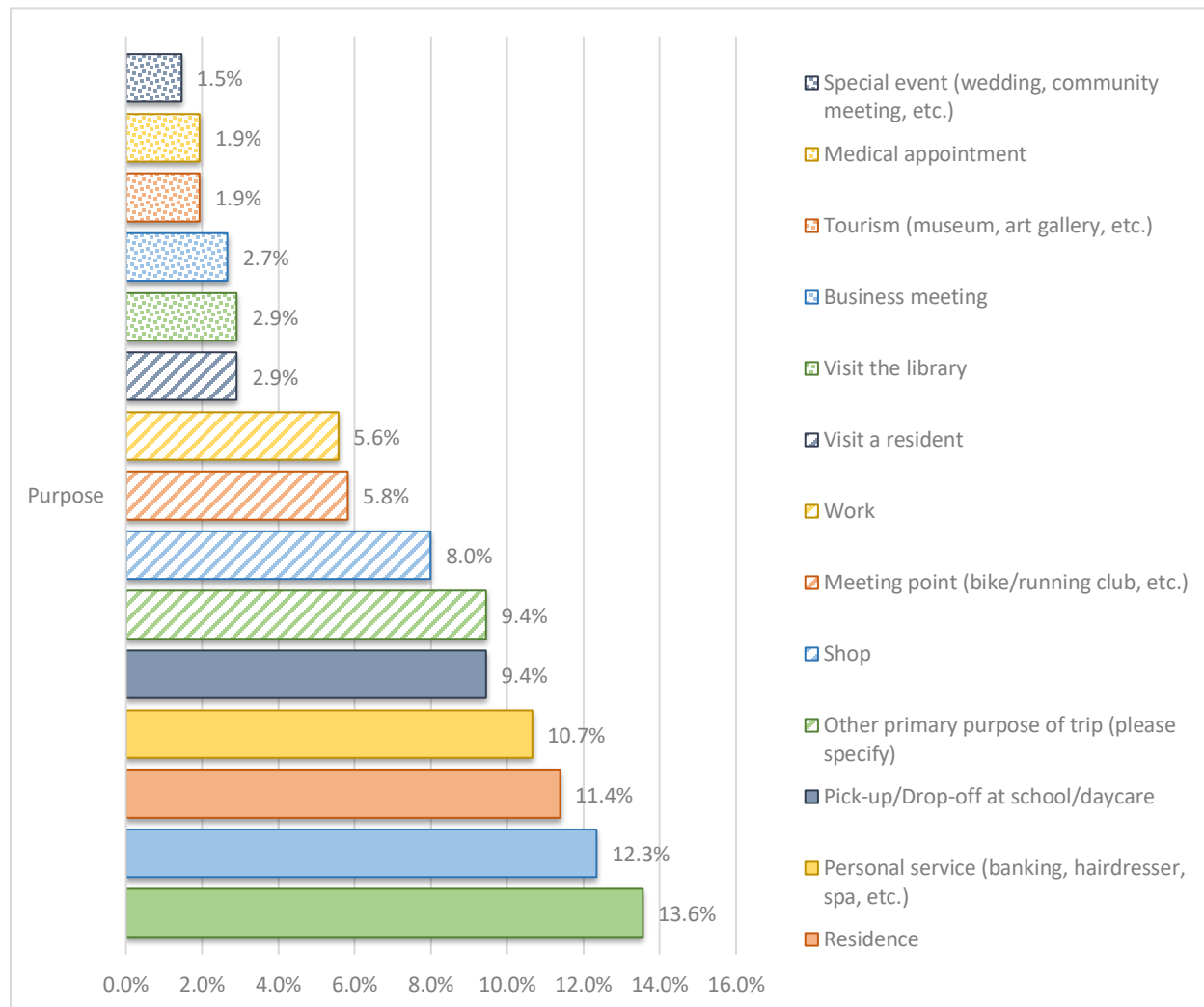
■ Morning (before 11 a.m.) ■ Noon (11 a.m. to 2 p.m.)
■ Afternoon (2 p.m. to 5 p.m.) ■ Evening (after 5 p.m.)

Answered: 230, Skipped: 8

Key Findings:

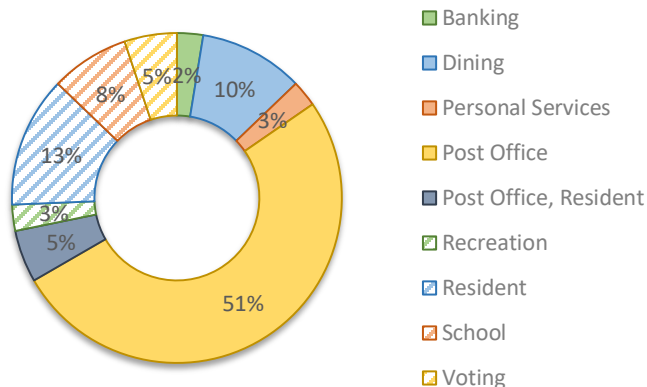
- Majority (**77%**) of the respondents visited Kleinburg on a **weekday**.
- Most (**37%**) respondents visited in the **morning (before 11 a.m.)** while **27%** visited during the **afternoon (2 p.m. to 5 p.m.)**.

Q.3. WHAT WAS THE PURPOSE OF YOUR TRIP? (SELECT ALL THAT APPLY)



Answered: 236, Skipped: 2

"Other" primary purpose of trip



Key Comments:

"To pick up mail at the Kleinburg Post office"

"Voting federal election"

"I am a resident and, in the village, everyday driving through for various reasons, work, post office, kids at school, etc."

"Drug store, dry cleaner and post office"

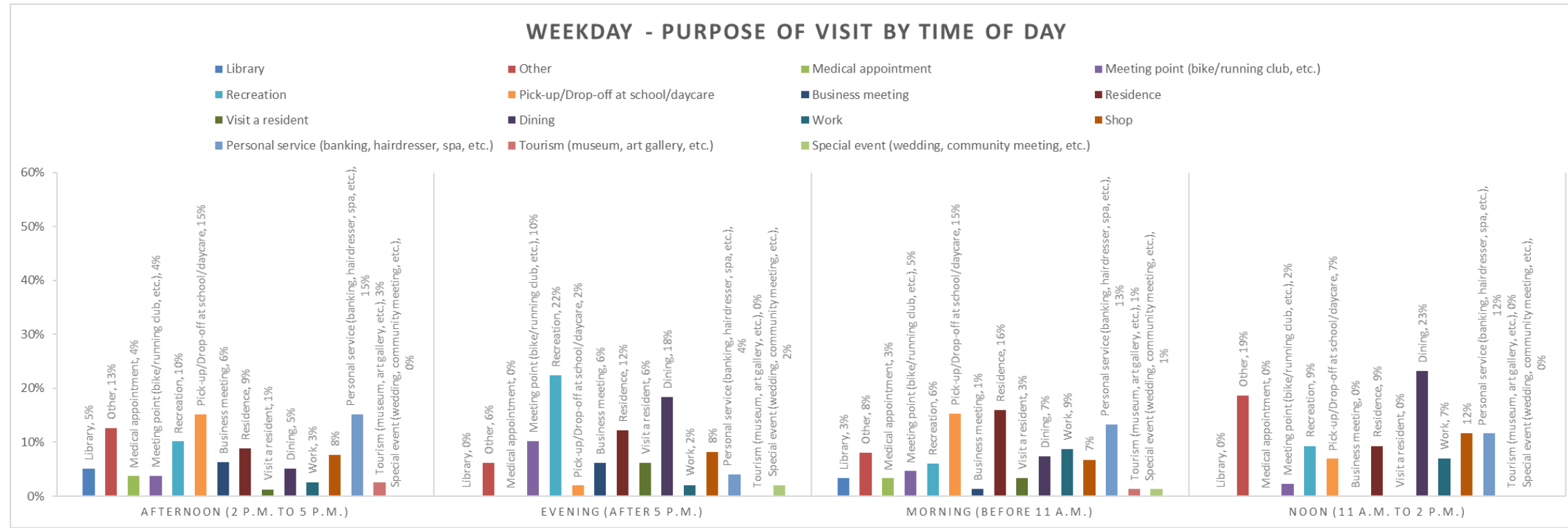
"Going for a tea"

Key Findings:

- Majority of responses (14%) for primary purpose of trip was "Recreation", closely followed by "Dining" (12%).
- At least 11% of responses from residents of Kleinburg.
- Amongst those who selected "Other" as the primary purpose of their trip, 51% of responses were trips to the Kleinburg Post Office.



Cross Tabulation of Day of Week, Time of Day and Purpose of Visit



Key Findings:

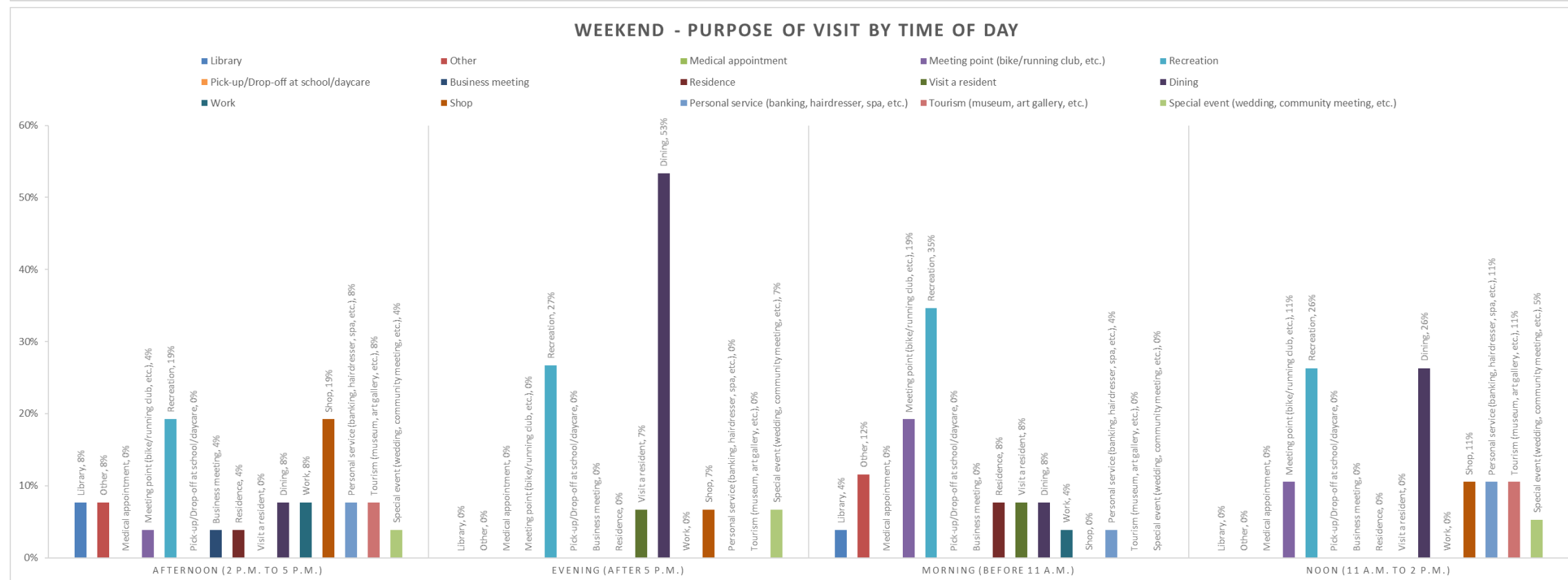
- Morning (before 11 a.m.):

 - On weekday – majority traveled to Kleinburg as Residents or to Pick-up Drop Off at school/day care
 - On the weekend – majority traveled to Kleinburg for Recreation or for a Meeting Point for other activities (bike/running club, etc.)
- Noon (12 noon to 2 p.m.):

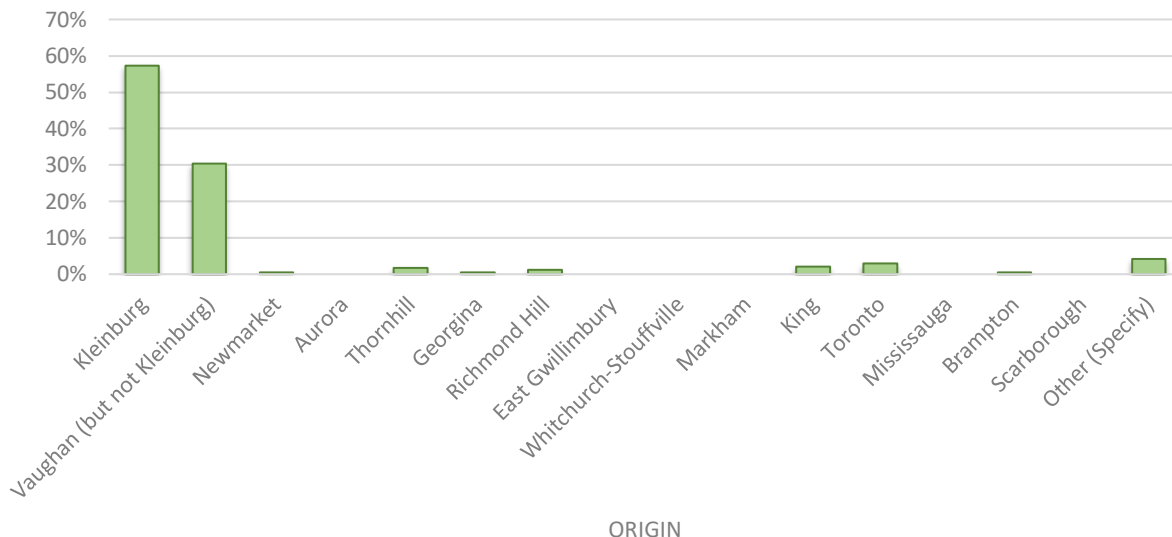
 - On weekday – Dining was the most common purpose of trip
 - On the weekend – Dining and Recreation were the most common purposes of trip
- Afternoon (when to when):

 - On weekday – majority traveled to Kleinburg for Personal Services or to Pick-up/Drop-Off at school/day care
 - On the weekend – majority traveled to Kleinburg for Recreational activities or Shopping
- Evening (when to when):

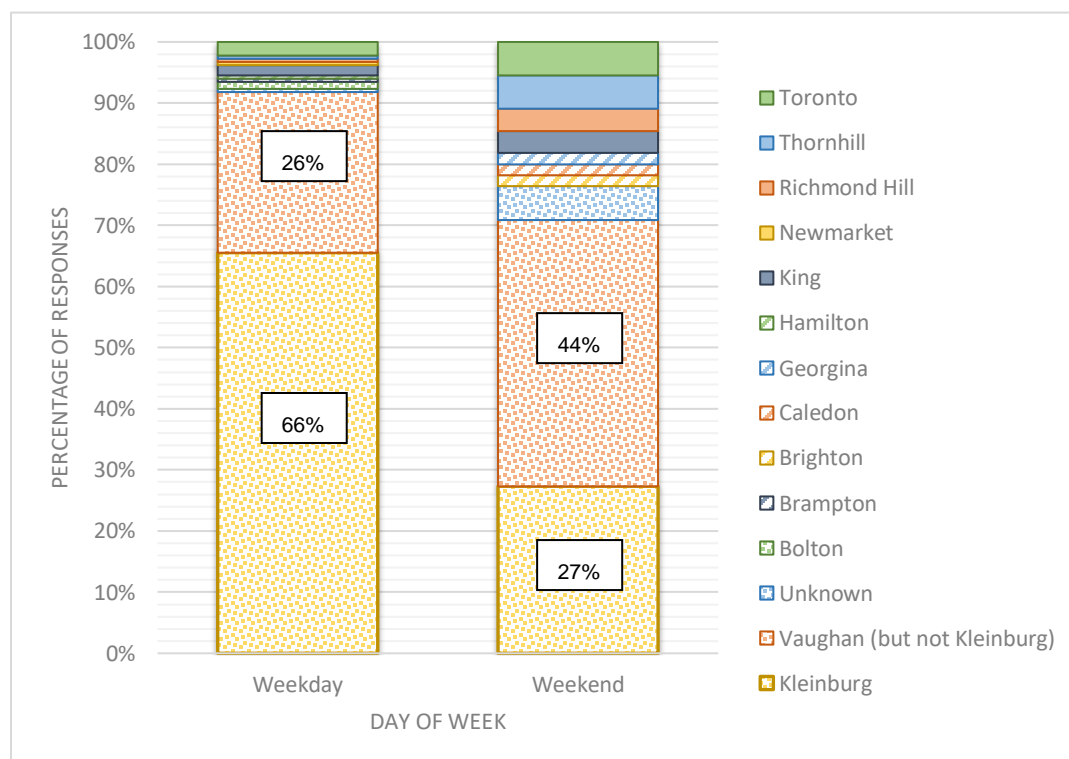
 - On weekday – majority traveled to Kleinburg for Recreation and Dining
 - On the weekend – over half of all responses indicated dining as a primary purpose of trip



Q.4. WHERE WERE YOU COMING FROM?



Answered: 234, Skipped:4



Key Findings:

- **92%** of visitors to Kleinburg were from **Kleinburg or Vaughan** (external to Kleinburg) during the weekday.
- **71%** of visitors to Kleinburg were from **Kleinburg or Vaughan** (external to Kleinburg) during the weekend. Weekend visitors included origins as far as Toronto, Hamilton and Georgina.

Q. 5. HOW MANY PLACES DID YOU VISIT DURING YOUR TRIP TO KLEINBURG?

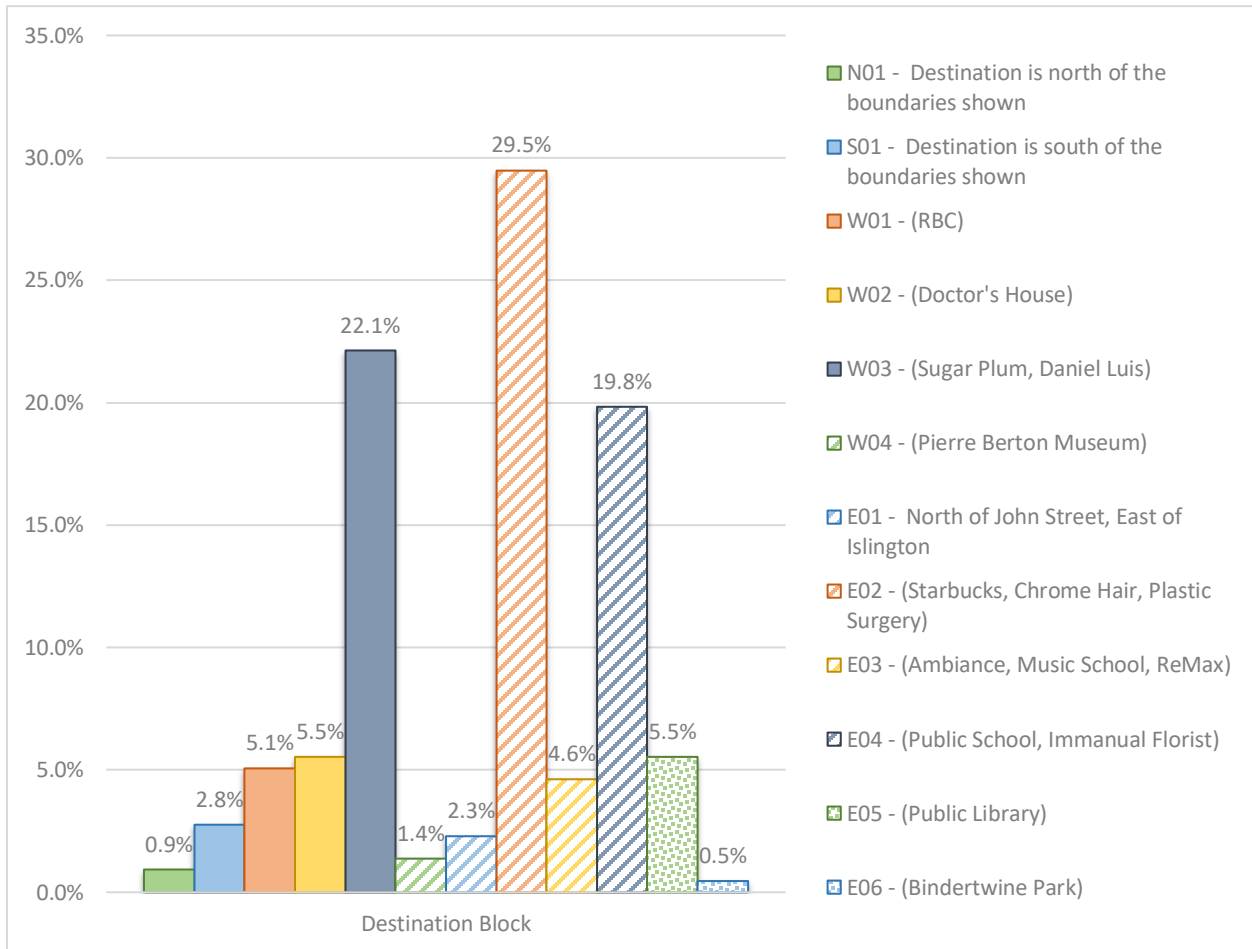


Answered: 230, Skipped: 8

Key Findings:

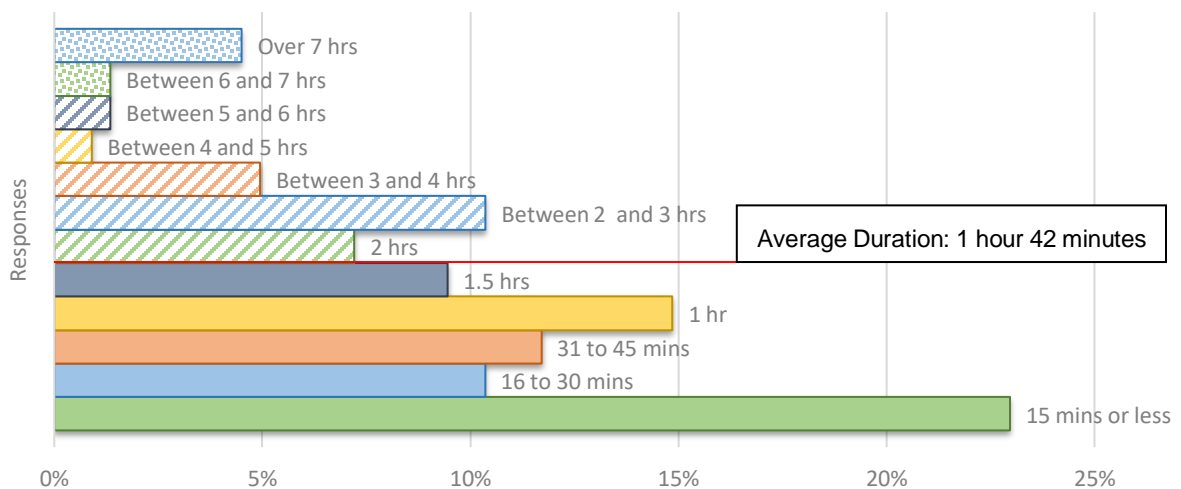
- **51%** of visitors to Kleinburg visited 2 or more locations during their stay.

Q.6. SELECT THE BLOCK WHERE YOUR FIRST DESTINATION WAS LOCATED.



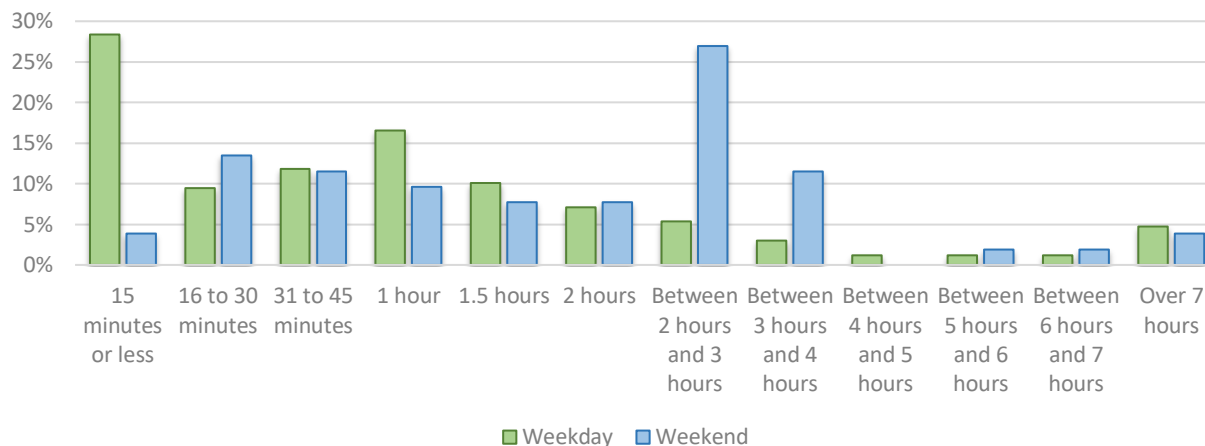
Answered: 217, Skipped:21

Q. 7. HOW LONG DID YOU STAY IN THE AREA?



Answered: 222, Skipped: 16

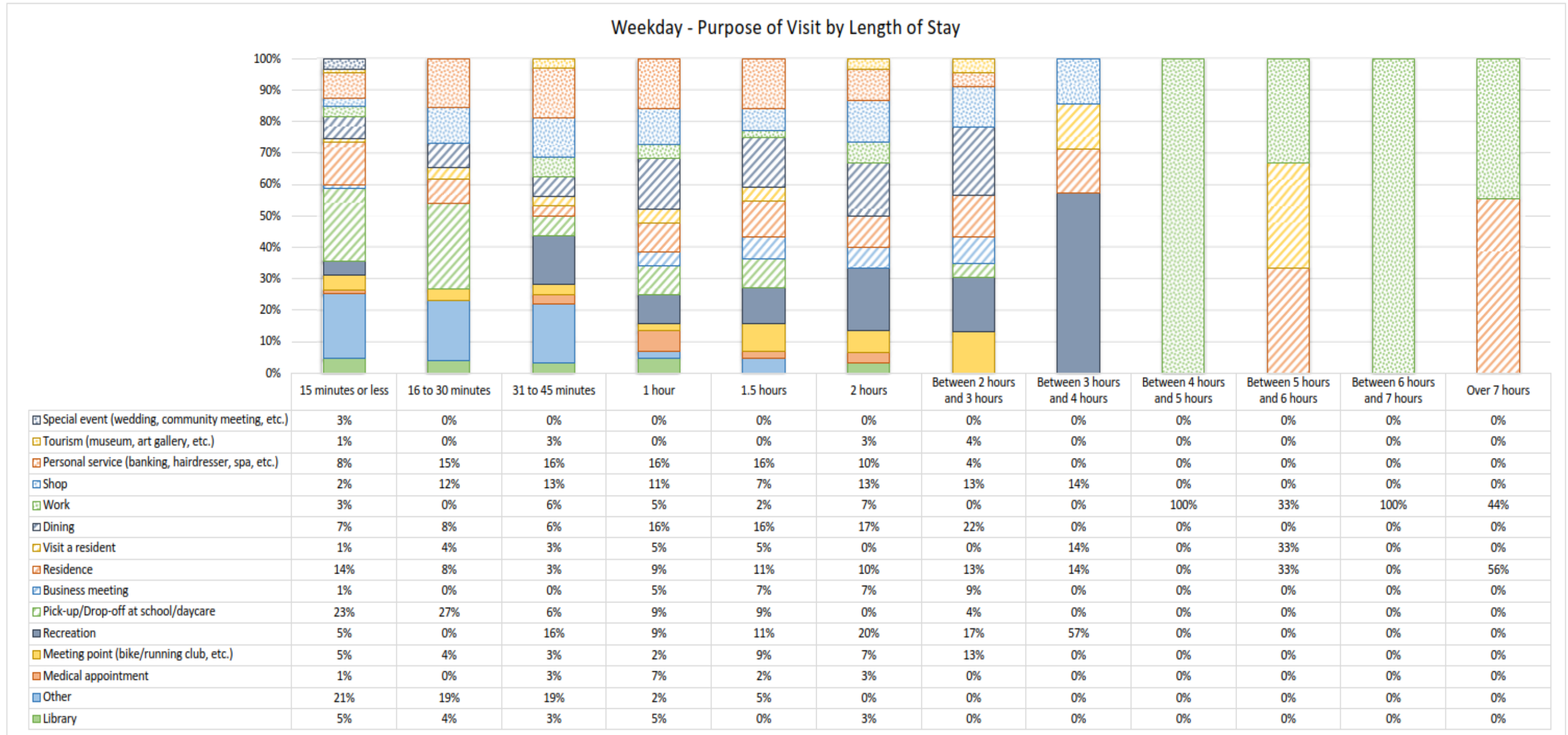
Cross Tabulation of Day of Week and Length of Stay



Key Findings:

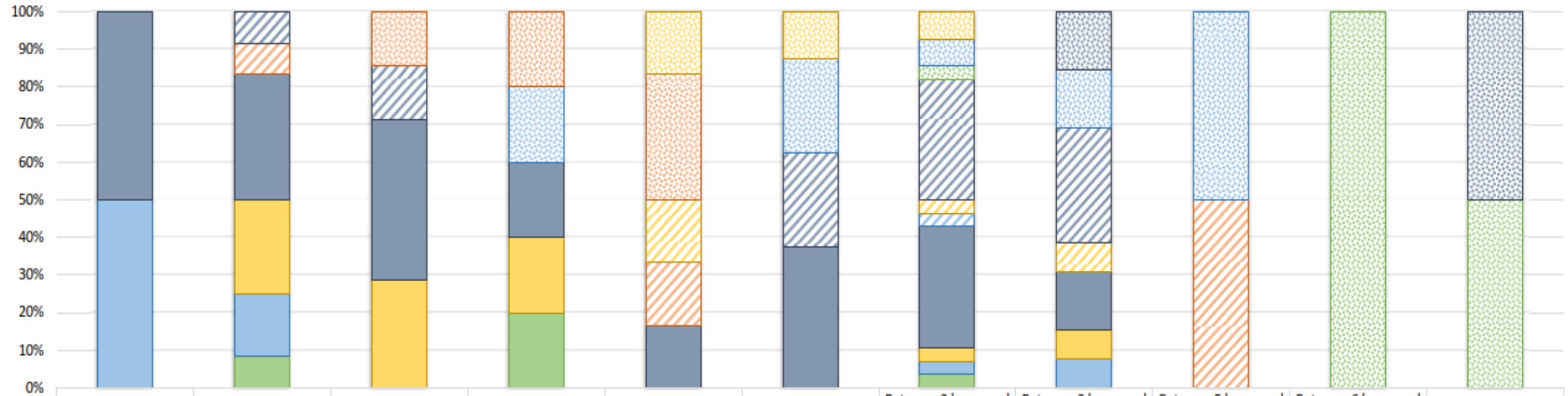
- Most respondents (**73%**) visited **up to 2 places** in Kleinburg during their trip, while approximately 9% traveled to Kleinburg to **only a meeting point** for other activities not specific to Kleinburg.
- The most popular destination blocks were: **E02** – containing Starbucks, Chrome Hair, Kleinburg Plastic Surgery; **W03** – containing Sugar Plum, Daniel Luis Hair Salon; and, **E04** – containing Kleinburg Public School, Immanuel Florists.
- The highest proportion of respondents (**23%**) stayed in Kleinburg for **15 minutes or less**, followed by those who stayed for **1 hour (14%)**. Less than **25%** of respondents in total stayed in the area **above 2 hours**. Of these visitors, most stayed between **2 to 4 hours**, while a total of **4.5%** respondents stayed over **7 hours**.

Cross Tabulation of Day of Week, Length of Stay and Purpose of Visit





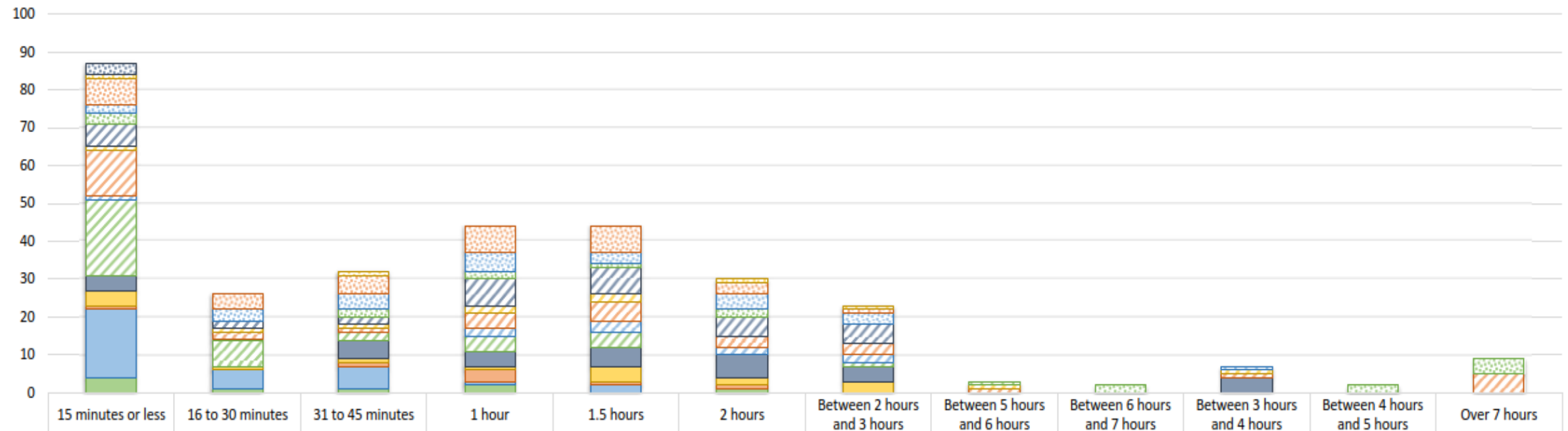
Weekend - Purpose of Visit by Length of Stay



	15 minutes or less	16 to 30 minutes	31 to 45 minutes	1 hour	1.5 hours	2 hours	Between 2 hours and 3 hours	Between 3 hours and 4 hours	Between 5 hours and 6 hours	Between 6 hours and 7 hours	Over 7 hours
Special event (wedding, community meeting, etc.)	0%	0%	0%	0%	0%	0%	0%	15%	0%	0%	50%
Tourism (museum, art gallery, etc.)	0%	0%	0%	0%	17%	13%	7%	0%	0%	0%	0%
Personal service (banking, hairdresser, spa, etc.)	0%	0%	14%	20%	33%	0%	0%	0%	0%	0%	0%
Shop	0%	0%	0%	20%	0%	25%	7%	15%	50%	0%	0%
Work	0%	0%	0%	0%	0%	0%	4%	0%	0%	100%	50%
Dining	0%	8%	14%	0%	0%	25%	32%	31%	0%	0%	0%
Visit a resident	0%	0%	0%	0%	17%	0%	4%	8%	0%	0%	0%
Residence	0%	8%	0%	0%	17%	0%	0%	0%	50%	0%	0%
Business meeting	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
Pick-up/Drop-off at school/daycare	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Recreation	50%	33%	43%	20%	17%	38%	32%	15%	0%	0%	0%
Meeting point (bike/running club, etc.)	0%	25%	29%	20%	0%	0%	4%	8%	0%	0%	0%
Medical appointment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	50%	17%	0%	0%	0%	0%	4%	8%	0%	0%	0%
Library	0%	8%	0%	20%	0%	0%	4%	0%	0%	0%	0%



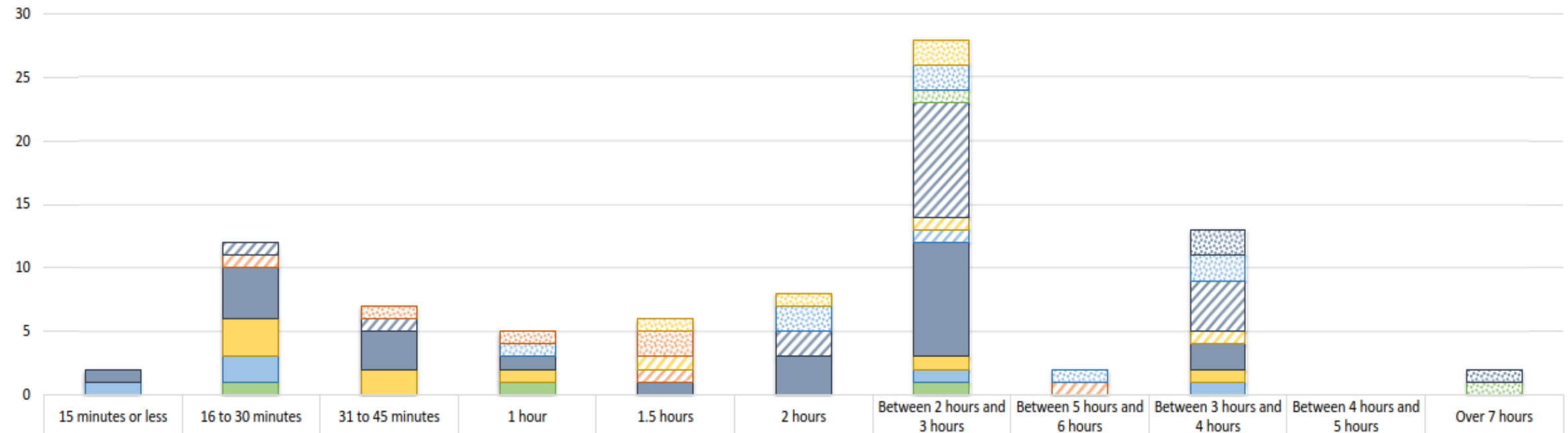
Weekday - Purpose of Visit by Length of Stay



	15 minutes or less	16 to 30 minutes	31 to 45 minutes	1 hour	1.5 hours	2 hours	Between 2 hours and 3 hours	Between 5 hours and 6 hours	Between 6 hours and 7 hours	Between 3 hours and 4 hours	Between 4 hours and 5 hours	Over 7 hours
Special event (wedding, community meeting, etc.)	3											
Tourism (museum, art gallery, etc.)	1		1			1	1					
Personal service (banking, hairdresser, spa, etc.)	7	4	5	7	7	3	1					
Shop	2	3	4	5	3	4	3			1		
Work	3		2	2	1	2		1	2		2	4
Dining	6	2	2	7	7	5	5					
Visit a resident	1	1	1	2	2			1		1		
Residence	12	2	1	4	5	3	3	1		1		5
Business meeting	1			2	3	2	2					
Pick-up/Drop-off at school/daycare	20	7	2	4	4		1					
Recreation	4		5	4	5	6	4			4		
Meeting point (bike/running club, etc.)	4	1	1	1	4	2	3					
Medical appointment	1		1	3	1	1						
Other	18	5	6	1	2							
Library	4	1	1	2		1						



Weekend - Purpose of Visit by Length of Stay



	15 minutes or less	16 to 30 minutes	31 to 45 minutes	1 hour	1.5 hours	2 hours	Between 2 hours and 3 hours	Between 5 hours and 6 hours	Between 3 hours and 4 hours	Between 4 hours and 5 hours	Over 7 hours
Special event (wedding, community meeting, etc.)									2		1
Tourism (museum, art gallery, etc.)					1	1	2				
Personal service (banking, hairdresser, spa, etc.)			1	1	2						
Shop				1		2	2	1	2		
Work							1				1
Dining		1	1			2	9		4		
Visit a resident					1		1		1		
Residence		1			1			1			
Business meeting							1				
Pick-up/Drop-off at school/daycare											
Recreation	1	4	3	1	1	3	9		2		
Meeting point (bike/running club, etc.)		3	2	1			1		1		
Medical appointment											
Other	1	2					1		1		
Library		1		1			1				



Key Findings:

- Weekdays
 - Short/medium duration trips (**less than 4 hours**) were made for a **variety of purposes**, while the longer duration trips (**more than 4 hours**) were made for select purposes including: “**work**”, “**visit a resident**”, or “**residence**”.
 - Amongst short/medium duration trips, “**pick-up/drop-off at school/daycare**” required typically **15- or 30-minute** durations of stay. “**Dining**” trips required typically between **1 hour and 3 hours** durations of stay.
- Weekends:
 - Short/medium trips up to 2 hours had fewer variation in purpose than those with between and 2 and 4 hours. Recreational trips were made for as little as 15 minutes to as long as 4 hours.
 - Similar to weekdays, the **long duration** stays were for select purposes such as: “**Special Event** (e.g. wedding, community meeting etc.)”, “**work**”, “**residence**” and “**shopping**”.

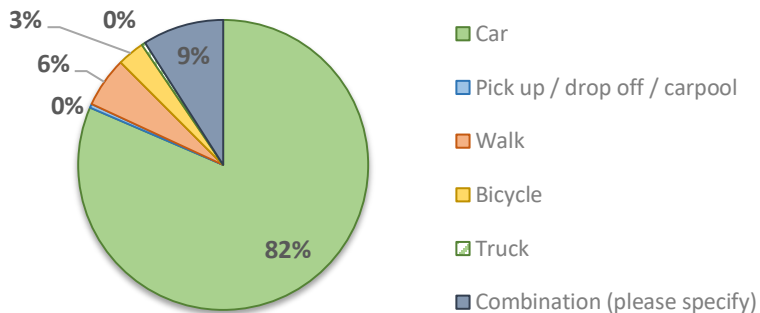
Q. 8. HOW OFTEN DO YOU VISIT KLEINBURG FOR NON-WORK PURPOSES?



Answered: 233, Skipped: 5

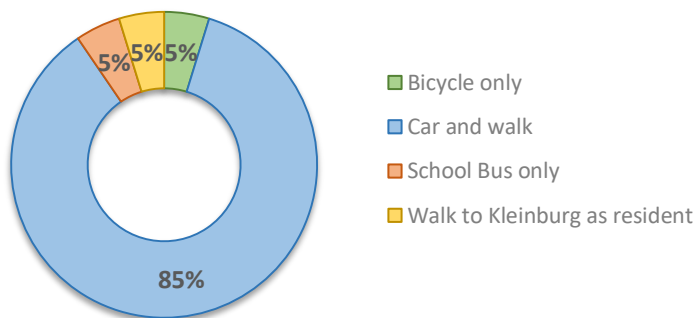
Q. 9. HOW DID YOU TRAVEL TO KLEINBURG?

Mode of Travel

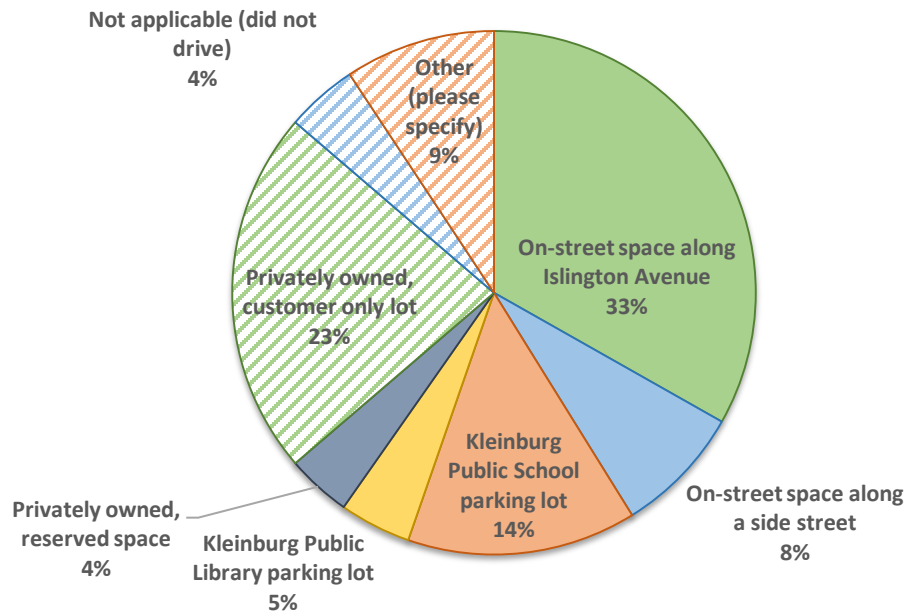


Answered: 232, Skipped: 6

Mode(s) specified in "Combination"

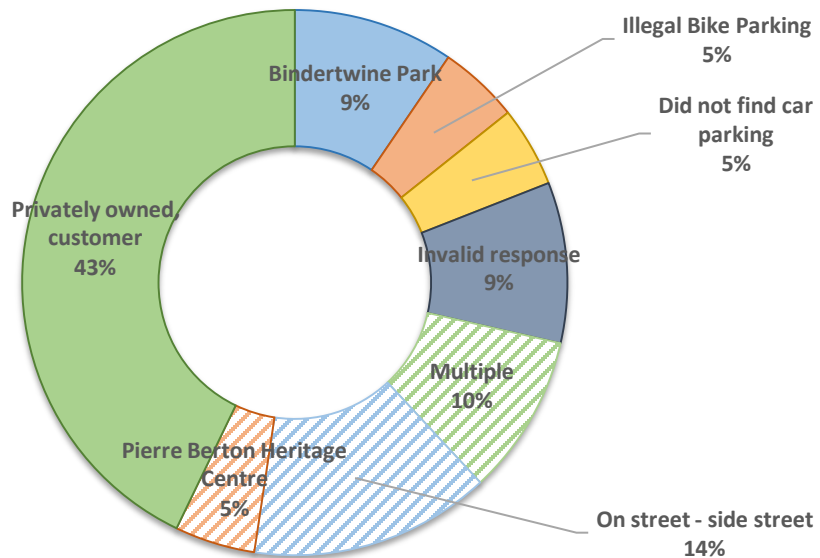


Q. 10. IN WHICH TYPE OF SPACE DID YOU PARK?

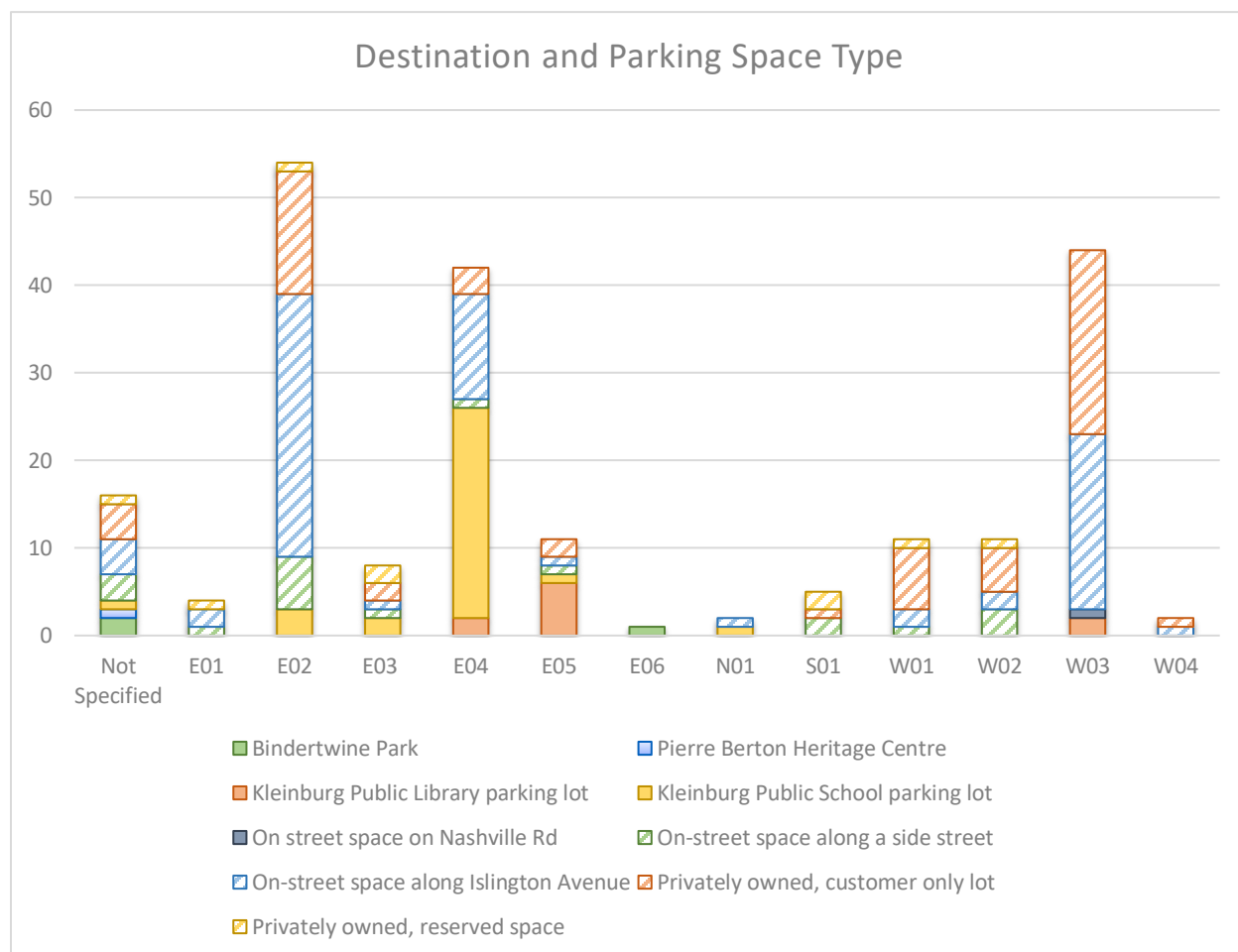


Answered: 226, Skipped: 12

Type of Space specified in "Other"



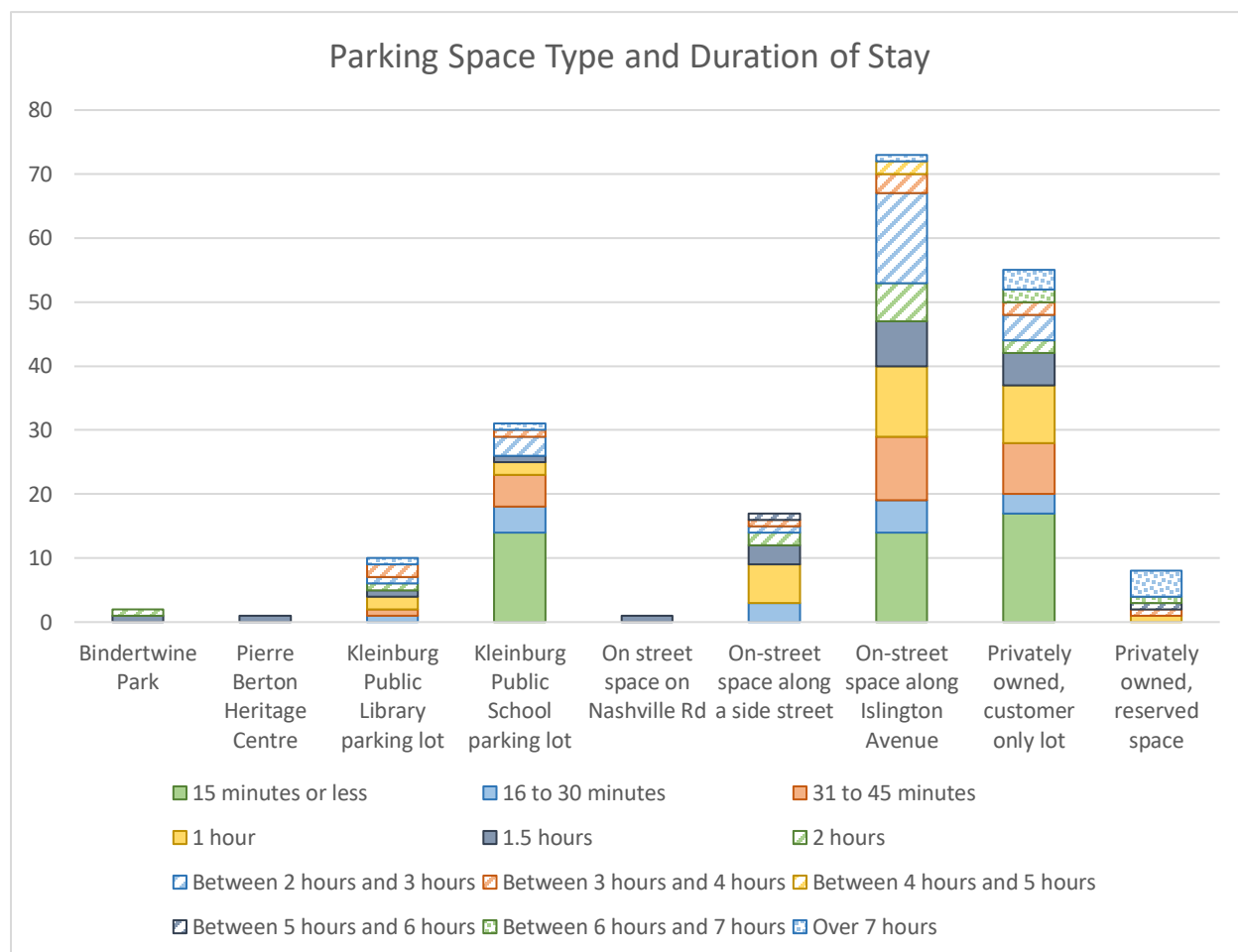
Cross Tabulation of Parking Space Type Used and the Destination Block Visited



Key Findings:

- Type of Parking Space vs. Destination Blocks
 - As expected, respondents who parked at on-street spaces along Islington Avenue visited all blocks.
 - Respondents who parked in privately owned, customer only lots did not visit blocks in the north end of the study area (E01 and N01) as well as Bindertwine Park (E06).
 - Those who parked at the Kleinburg Public School lot also visited several blocks, especially on the east side of Islington Avenue south of John Street (E02, E03, E04, E05) of which only Block E04 contains the Kleinburg Public School, as well as the block at the northern end of the study (N01).
 - Small proportions of those visiting Blocks other than the one in which the Kleinburg Public Library is located, parked at the library parking lot.

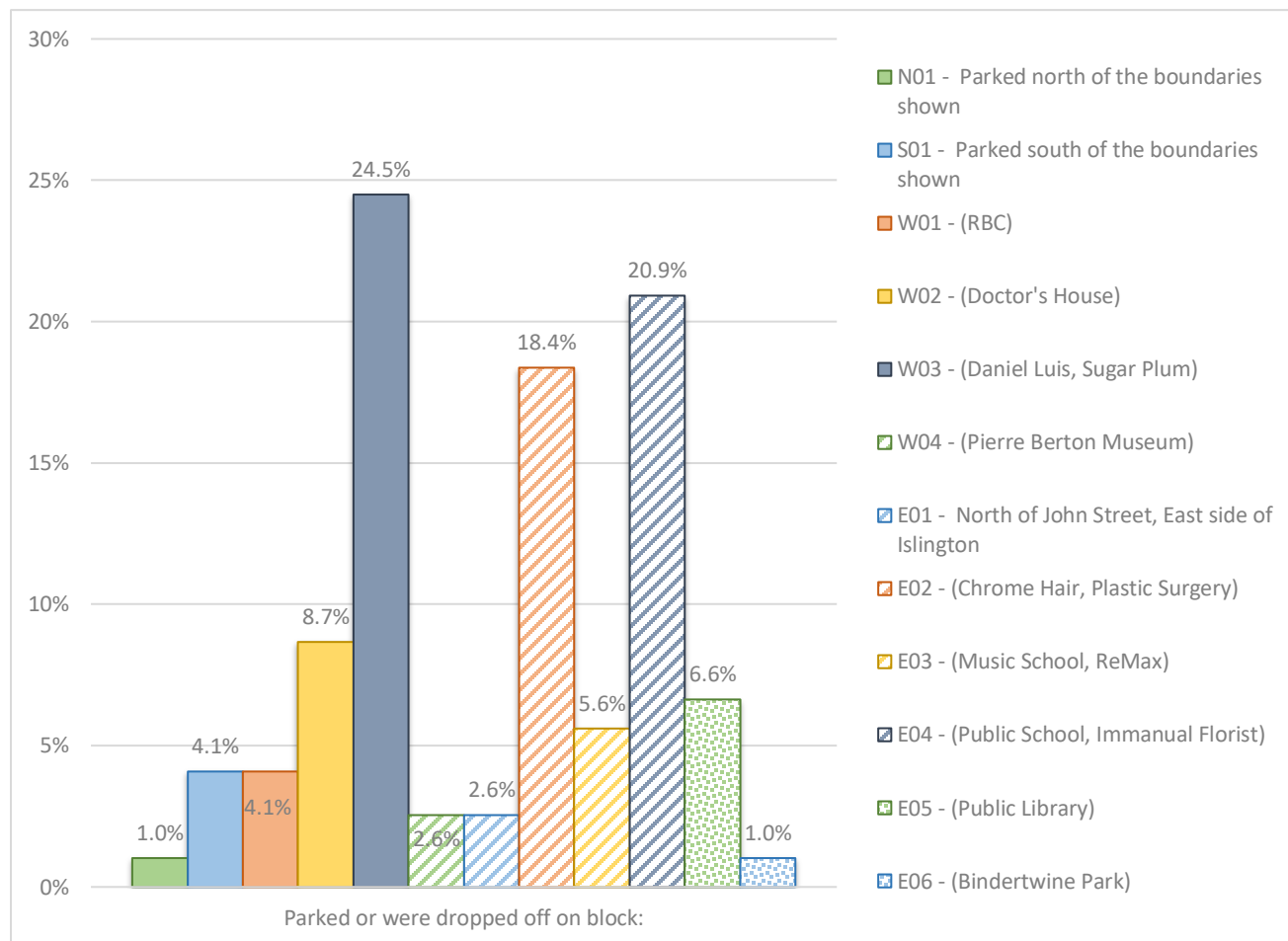
Cross Tabulation of Parking Space Type Used and the Duration of Stay



Key Findings:

- Type of Parking Space vs. Duration of Stay
 - Respondents who visited Kleinburg for more than 7 hours generally parked in “privately owned, reserved spaces”, “privately owned customer only lots”, parking lots at Kleinburg Public School and Public Library, as well as a very small portion in on-street spaces along Islington Avenue.
 - For very short duration visits to Kleinburg, survey respondents parked in “privately owned customer only lots”, “on-street space along Islington Avenue” and the Kleinburg Public School lot (which reflects pick-up/drop off).

Q. 11. IF YOU DROVE OR WERE DRIVEN WHERE DID YOU PARK?



Answered: 196 Skipped: 42



Cross Tabulation of Block in which Respondent parked and Destination Block

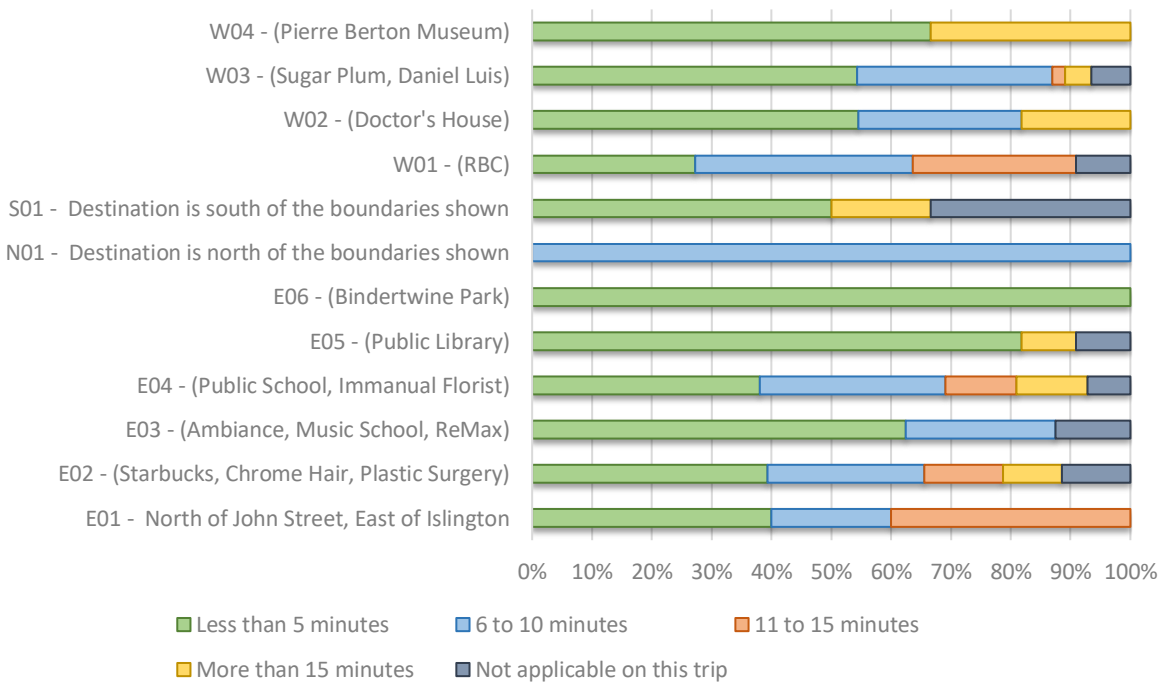
<u>Destination Block</u>	<u>Blocks Chosen to Park On</u>												Not Specified
	E01	E02	E03	E04	E05	E06	N01	S01	W01	W02	W03	W04	
E01 - North of John Street, East of Islington	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	25%	0%	0%
E02 - (Starbucks, Chrome Hair, Plastic Surgery)	4%	44%	4%	10%	4%	0%	0%	4%	0%	2%	13%	0%	15%
E03 - (Ambiance, Music School, ReMax)	0%	0%	50%	13%	0%	0%	0%	0%	0%	0%	0%	0%	38%
E04 - (Public School, Immanuel Florist)	0%	6%	0%	69%	6%	0%	0%	0%	0%	3%	9%	3%	6%
E05 - (Public Library)	0%	0%	0%	0%	44%	0%	0%	0%	0%	11%	11%	0%	33%
E06 - (Bindertwine Park)	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
N01 - Destination is north of the boundaries shown	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	50%	0%	0%
S01 - Destination is south of the boundaries shown	0%	0%	0%	0%	0%	0%	0%	67%	0%	0%	0%	0%	33%
W01 - (RBC)	0%	0%	0%	0%	9%	0%	0%	0%	45%	9%	18%	0%	18%
W02 - (Doctor's House)	0%	0%	0%	0%	0%	0%	0%	0%	0%	82%	0%	0%	18%
W03 - (Sugar Plum, Daniel Luis)	3%	6%	3%	3%	0%	0%	3%	0%	6%	3%	67%	3%	6%
W04 - (Pierre Berton Heritage)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	67%	0%

Q.12 ESTIMATE HOW LONG IT TOOK TO FIND PARKING.



Answered: 220 Skipped: 18

Cross Tabulation of Destination Block and time taken to find parking



Key Findings:

- Majority (**47%**) of respondents indicated that it took them **less than 5 minutes** to find parking. **Less than 10%** of respondents took **longer than 15 minutes** to find parking.
- Varying proportions of those visiting blocks W04, W03, W02, S01,E05, E04 and E02 took **longer than 15 minutes** to find parking. The highest proportion is observed for visitors indicating **W04** as their destination.

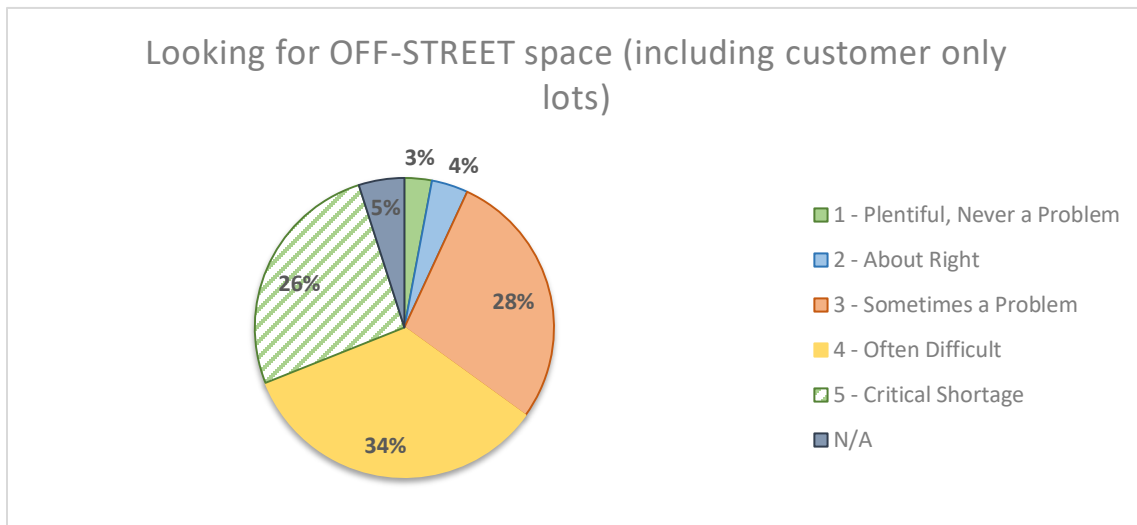
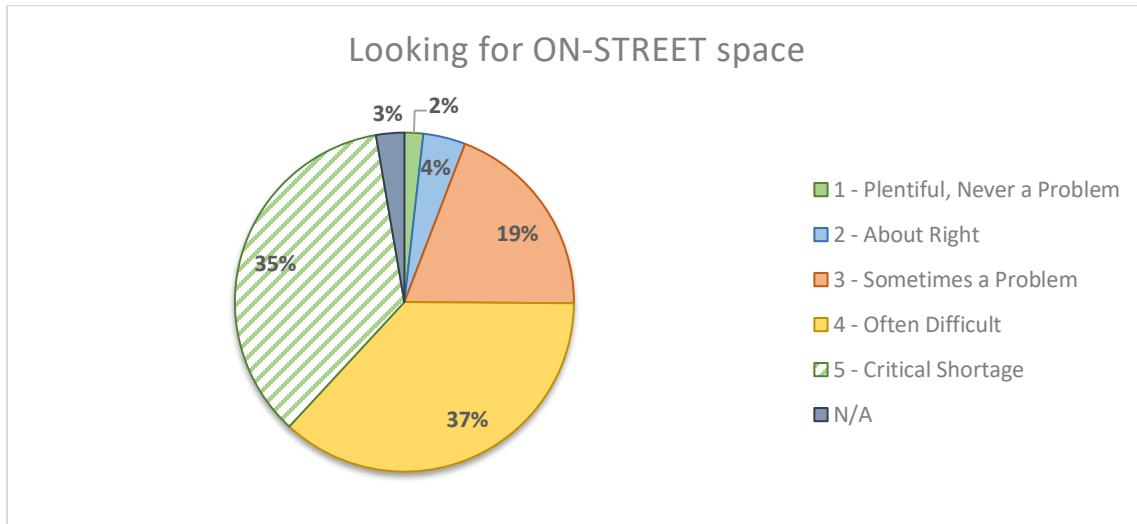
Q.13 HOW DO YOU FEEL ABOUT THE AVAILABILITY OF PARKING SPACES IN KLEINBURG?



Answered: 220 Skipped: 18, Comments Provided: 121

The question provided the option to select:

- 1 = Plentiful, never a problem
- 2 = About right
- 3 = Sometimes a problem
- 4 = Often Difficult
- 5 = Critical Shortage



Key Findings:

- The higher the weighted average score, the less satisfied people are with the parking service. Above it is clear that the on-street users are less satisfied with the service relative to the off-street service. The latter is a service that is largely delivered by individual site owners.

Comments received were assigned common tags to categorize the contents of the comment as shown in the tables below corresponding to On-street and off-street facilities, respectively:

TAGS FOR ON-STREET PARKING FACILITIES	Percentage of Comments
<i>Pain Point - Not area specific</i>	96.4%
<i>Pain Point - Shortage on Islington</i>	85.7%
<i>Pain Point - Post Office</i>	71.4%
<i>Pain Point - Misuse of Private Space</i>	35.7%
<i>Pain Point - School Spillover</i>	28.6%
<i>Pain Point - Near Starbucks</i>	28.6%
<i>Pain Point - Traffic Clog</i>	28.6%
<i>Pain Point - Site Parking Inadequate</i>	21.4%
<i>Need Quick Drop In /out spaces</i>	17.9%
<i>Pain Point - Near Restaurants</i>	14.3%
<i>Planning Issue</i>	14.3%
<i>Pain Point - Business blocks On-street</i>	14.3%
<i>Pain Point - Weekend Issue</i>	10.7%
<i>Bypass Congestion</i>	7.1%
<i>Poor Signage</i>	7.1%
<i>Pain Point - RBC area</i>	7.1%
<i>Safety Concerns - Pedestrians</i>	7.1%
<i>Car-Free Zone</i>	3.6%
<i>Keep it Free</i>	3.6%
<i>Library Space Not Enough</i>	3.6%
<i>Pain Point - Near Doctors House</i>	3.6%
<i>Need Central Parking Lot</i>	3.6%
<i>No Issue - Use Existing Space</i>	3.6%
<i>Pain Point - Kellam</i>	3.6%
<i>Snow Banks Block Space</i>	3.6%
<i>Pain Point - Spillover to Residential</i>	3.6%

TAGS FOR OFF-STREET PARKING FACILITIES	Percentage of Comments
<i>Pain Point - Post Office</i>	95.0%
<i>Pain Point - Not area specific</i>	77.3%
<i>Pain Point - Misuse of Private Space</i>	59.1%
<i>Pain Point - Near Restaurants</i>	45.5%
<i>Planning Issue</i>	31.8%
<i>Pain Point - Near Starbucks</i>	22.7%
<i>Pain Point - School Spillover</i>	18.2%
<i>Poor Signage</i>	13.6%
<i>Integrate use of private and public space</i>	13.6%
<i>Pain Point - Shortage on Islington</i>	13.6%
<i>Pain Point - Spillover to Residential</i>	13.6%
<i>Pain Point - Weekend Issue</i>	13.6%
<i>Safety Concerns - Pedestrians</i>	9.1%
<i>Pain Point - Kellam</i>	9.1%
<i>Pain Point - Site Parking Inadequate</i>	9.1%
<i>Pain Point - Traffic Clog</i>	9.1%
<i>Car-Free Zone</i>	4.6%
<i>Community Post Box - Treelawn</i>	4.6%
<i>Construction Parking</i>	4.6%
<i>Library Space Not Enough</i>	4.6%
<i>Misuse of Disabled Space</i>	4.6%
<i>Need Central Structure Facility</i>	4.6%
<i>No Option for Public Lots</i>	4.6%
<i>Pain Point - RBC area</i>	4.6%
<i>Remedy - Remove Bollards</i>	4.6%
<i>Need Quick Drop In /out spaces</i>	4.6%
<i>Remedy - Use of School Lots</i>	4.6%
<i>Bypass Congestion</i>	0.0%
<i>Keep it Free</i>	0.0%
<i>Pain Point - Near Doctors House</i>	0.0%
<i>Need Central Parking Lot</i>	0.0%
<i>No Issue - Use Existing Space</i>	0.0%
<i>Pain Point - Business blocks On street</i>	0.0%
<i>Snow Banks Block Space</i>	0.0%
<i>Untagged - difficult to categorize</i>	

Q14. HOW WOULD YOU RATE OFF-STREET PARKING IN TERMS OF THE FOLLOWING?



Answered: 218 Skipped: 20, Comments Provided: 44

The question provided the option to select for each of the off-street characteristics:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Poor
- 5 = Unacceptable

Key Findings:

- The higher the weight average, the less satisfaction respondents have with that particular aspect of the off-street parking service. Therefore, signage directing customers to available parking space (customer lots) and signs indicating time restrictions or restrictions on use of private property etc. are both in need of improvement as their weighted scores are over or close to 4 - Poor.
- Physical condition, lighting and visibility and pedestrian walkways from the customer parking lots to streets and businesses were deemed adequate (and approaching poor) on average.

Comments received were assigned common tags to categorize the contents of the comment as shown in the tables below corresponding to on-street and off-street facilities, respectively:

TAGS FOR OFF-STREET PARKING LOT RATINGS	Percentage of Comments
<i>Issue - Pedestrian Safety</i>	18.2%
<i>Pain Point - Supply not adequate</i>	15.9%
<i>Issue - No Collective Parking Facility</i>	15.9%
<i>Issue - Poor Signage</i>	13.6%
<i>Remedy - Central Parking Lot</i>	9.1%
<i>Pain Point - Limited Opportunities</i>	6.9%
<i>Bylaw Requirement is too low</i>	4.6%
<i>Pain Point - More Disabled Spaces</i>	4.6%
<i>Issue - Lighting on Private Lots</i>	4.6%
<i>Issue - Width of Sidewalks</i>	4.6%
<i>Issue - Traffic Volumes</i>	4.6%
<i>Issue - Too many signs on Islington</i>	2.3%
<i>Pain Point - Blocking Driveways</i>	2.3%
<i>Remedy - Car-Free Zone</i>	2.3%
<i>Remedy - Develop Gas Station</i>	2.3%
<i>Village needs a Focal Point - Square</i>	2.3%
<i>Remedy - Use McMichael Lot</i>	2.3%
<i>Issue - Bicycle Parking</i>	2.3%
<i>Remedy - Introduce Pay Parking</i>	2.3%
<i>Remedy - Need a Perimeter Lot</i>	2.3%
<i>Issue - Private Lots in Disrepair</i>	2.3%
<i>Issue - Spillover to Residential</i>	2.3%
<i>Remedy - Use School Lot</i>	2.3%
<i>Remedy - Standards for Well Maintained Lots</i>	2.3%

From the comments, it is gleaned that safety dominated the issues along with general concern over supply and the fact that there is no formal collective (not site specific) parking service.

Q15. ARE THE TIME LIMITS ON THE USE OF THE PARKING SPACES ADEQUATE?



Answered: 207 Skipped: 31

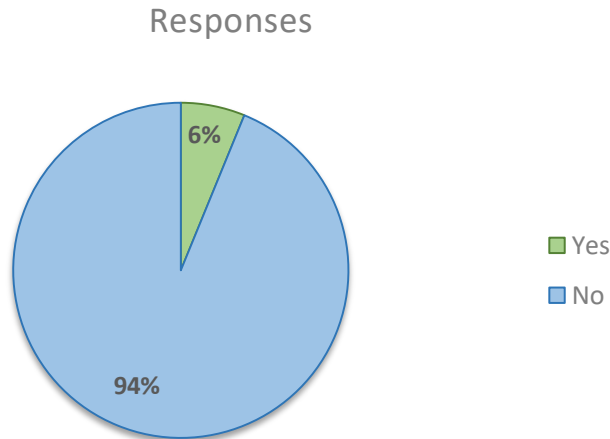
The question provided the option to select for each of the off-street characteristics:

- 1 = Never been a problem
- 2 = Time restriction is about right
- 3 = Sometimes a problem
- 4 = Not enough time

Key Findings:

- The higher the weight average, the less satisfaction respondents have with time limits on the use of parking spaces. Respondents generally found any existing time limits for parking in Kleinburg to be adequate.

Q16. HAVE YOU RECEIVED A PARKING VIOLATION TICKET IN THE LAST FOUR (4) MONTHS WHILE VISITING KLEINBURG? IF YES, WHAT WAS THE REASON FOR THE TICKET?

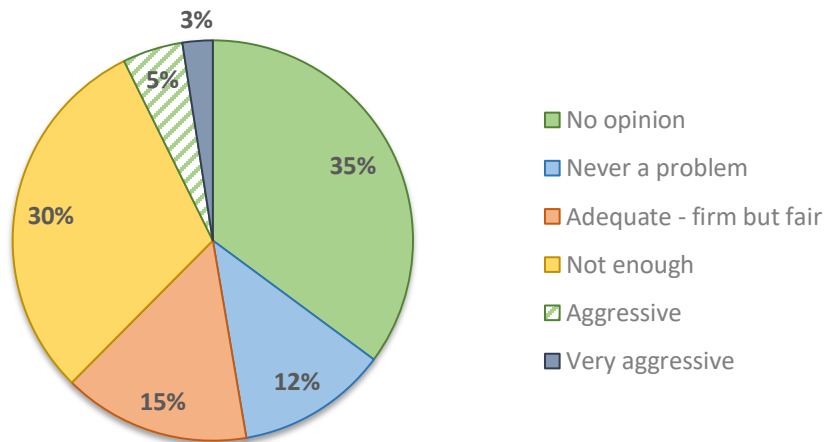


Answered: 207 Skipped: 31

Reasons for receiving a ticket:

- *Parking between 2 and 6 AM on the street.*
- *Insufficient distance from a T-intersection.*

Q17. WHAT IS YOUR OPINION ABOUT THE LEVEL OF PARKING ENFORCEMENT IN KLEINBURG?



Answered: 210 Skipped: 28, Comments: 21

Sample of comments “Other (Please specify)”:

- *Stop people from illegally parking in handicap spots.*
- *Illegal parking, parking on both sides and off street making passing unsafe or impassable.*
- *Never noticed parking enforcement in Kleinburg.*
- *Unfortunately, there is no public parking in Kleinburg*
- *Enforcers shouldn't give tickets for people who park for a short period of time. We don't have parking options!*
- *There is no where to park to utilize the businesses in town. When you park along a side street you are ticketed!*
- *There is a limit to the time of parking in the post office yet in the winter there are often cars there covered in snow in the midday and it has not snowed since the night before.*
- *Enforcement is NOT the issue! There is a parking problem and a traffic problem!*
- *Why doesn't the city spend more resource fixing the problem and turning tourists away. Does not make sense to pay at times two bylaw officers and 2 police constables telling people to remove their cars from the sidewalk*
- *Parking does not seem to be enforced in Kleinburg. This is annoying when you can't find a space; however, we don't want to discourage people from patronizing our businesses. Parking enforcement would do that.*
- *There should be much more parking enforcement in town, as mentioned my business driveway is constantly blocked by people who cannot find parking parallel parking in front of my store regardless of city signs stating not to. Also, people constantly run the stop sign at the top of Islington and Nashville, when I have to turn left to get home as a resident of the town, I've almost been hit multiple times because no one ever assumes cars are turning left or checks signals they just go.*
- *Need to use logic in its administration. There is no parking problem. There are attitudinal problems. One can park in Kleinburg easily and still be less distance than a regional mall.*
- *As related to question 15, there is no active enforcement of current time limits so users don't know they even exist.*

Key Findings:

- *More than half of respondents believe that parking enforcement is either appropriate or have no comment regarding parking is enforced in Kleinburg.*
- *About a third of respondents, however, are of the opinion that enough parking enforcement is not provided in Kleinburg and enhanced enforcement is required for the area.*
- *The perception that parking enforcement is aggressive in Kleinburg is held by less than ten percent of respondents (8%) and could be considered an uncommon opinion.*

Q18. PLEASE ASSESS THE CURRENT CONDITION OF ACCESSIBLE PARKING.



Answered: 205 Skipped: 33, Comments: 24

The question provided the option to select for each of the off-street characteristics:

- 1 = Excellent
- 2 = Good
- 3 = Adequate
- 4 = Poor
- 5 = Totally Unacceptable

Key Findings:

- The higher the weight average, the less satisfaction respondents have with the state of accessible parking spaces in Kleinburg. The weighted average score for signage, number and location of all on-street and off-street accessible parking spaces is above 4, i.e. deemed between poor and totally unacceptable.
- In particular, the number of spaces provided both on-street and off-street scores very poorly.

Comments received were assigned common tags to categorize the contents of the comment as shown in the tables below corresponding to On-street and off-street facilities, respectively:

TAGS FOR ACCESSIBLE PARKING RATINGS	Percentages of Comments
<i>Issue - No true public lot</i>	20.8%
<i>Issue - Supply is inadequate in general</i>	16.7%
<i>Issue - Poor Signage</i>	12.5%
<i>Issue - Misuse</i>	8.3%
<i>Issue - Not marked on street</i>	8.3%
<i>Issue - Pedestrian Safety</i>	8.3%
<i>Remedy - Widen Pedestrian Sidewalk</i>	4.2%
<i>Never Used</i>	4.2%
<i>Pain Point - Ramp is too steep at Post Office</i>	4.2%
<i>Pain Point - Restaurant Valet Parking blocking</i>	4.2%
<i>Remedy - Slow down development</i>	4.2%
<i>Pain Point - Spillover to Residential</i>	4.2%
<i>Issue - Supply near trail is inadequate</i>	4.2%
<i>Pain Point - Share use of private lots</i>	4.2%

While the top two responses appear to be more general in nature, there are some useful comments specific to the accessible parking service, specifically, lack of accessible on-street parking spaces and misuse. Note that users do not distinguish between private and public sites, rather view their issue to be a universal one.

Q19. ARE THERE ANY OTHER SPECIFIC ISSUE(S) TO CONSIDER IN THIS PARKING STRATEGY STUDY?

This was an open-ended question that hoped to get some direction in terms of specific issues that people wanted the Study to address. The 102 comments are summarized in the following table.

TAGS FOR SPECIFIC ISSUES TO BE ADDRESSED **Percentages of Comments**

<i>Issue - Bylaw Parking Requirements</i>	19%
<i>Issue - Traffic Volumes</i>	14%
<i>Issue - General Supply Deficiency</i>	14%
<i>Issue - Safety</i>	11%
<i>Issue - Land use not controlled</i>	10%
<i>Issue - Need more Public Space</i>	10%
<i>Pain Point - Post Office</i>	5%
<i>Remedy - New Lot w/ Signage</i>	4%
<i>Issue - Private Space Not Enough</i>	4%
<i>Issue - School Overspill</i>	4%
<i>Remedy - Bike Lane</i>	3%
<i>Issue - Bypass Needed</i>	3%
<i>Issue - Valet Misuse of Public Space</i>	3%
<i>Remedy - New Lot Periphery</i>	3%
<i>Remedy - Pay Parking On street</i>	3%
<i>Remedy - Car-free Main</i>	3%
<i>Remedy - Deploy Private Shuttles</i>	3%
<i>Remedy - Pick up and Drop off curb plan</i>	3%
<i>Remedy - Try Angle Parking</i>	2%
<i>Remedy - Marking On street Stalls</i>	2%
<i>Remedy - Pay Parking</i>	2%
<i>Issue - Para Transit Services</i>	2%
<i>Remedy - Walk Further Please</i>	2%
<i>Issue - Expand Bindertwine Lot</i>	1%
<i>Remedy - Offer Bonus to Private for Public Space</i>	1%
<i>Remedy - Start Bussing more Students</i>	1%
<i>Remedy - Car-free Nashville to Stegman</i>	1%
<i>Issue - Construction Workers Parking</i>	1%
<i>Remedy - Need Inclusive Curbside</i>	1%
<i>Remedy - Plan Dynamic Lane Direction</i>	1%
<i>Issue - Enforce Private Access</i>	1%
<i>Weakness - No Enforcement</i>	1%
<i>Remedy - New Lot East side of Islington</i>	1%
<i>Remedy - No widening</i>	1%
<i>Issue - Poor Signage</i>	1%

TAGS FOR SPECIFIC ISSUES TO BE ADDRESSED

Percentages of Comments

<i>Issue - Protect Natural Setting</i>	1%
<i>Remedy - Real Time Occupancy</i>	1%
<i>Issue - People Reluctant to Walk</i>	1%
<i>Issue - Residential Visitor Parking</i>	1%
<i>Issue - Seasonal & Weekend Only</i>	1%
<i>Issue - Street Furniture Blocks Parking</i>	1%
<i>Issue - Weekend Only</i>	1%

Q20. DO YOU HAVE ANY ADDITIONAL COMMENTS ON THE STATE OF PARKING AND MOBILITY IN KLEINBURG?

TAGS FOR SPECIFIC ADDITIONAL COMMENTS

Percentages of Comments

<i>Issue - Traffic Volumes</i>	34.8%
<i>Issue - Through Traffic</i>	24.2%
<i>Issue - Planning Control Application</i>	20.9%
<i>Remedy - Traffic Control Measures</i>	18.6%
<i>Issue - General Supply Deficiency</i>	16.3%
<i>Issue - Growth Control</i>	14.0%
<i>Issue - Application of Parking Requirements</i>	11.6%
<i>Issue - Bypass Traffic Route</i>	10.5%
<i>Issue - Pedestrian Safety</i>	7.0%
<i>Remedy - Maintain Village Feel</i>	7.0%
<i>Remedy - Pay Parking Introduce</i>	5.8%
<i>Remedy - On-Street Parking North of Nashville</i>	4.7%
<i>Remedy - Mobility Plan</i>	4.7%
<i>Remedy - Allow Kleinburg Public School and Library Lot Access</i>	4.7%
<i>Pain Point - Post Office</i>	4.7%
<i>Remedy - Public Lot Needed</i>	4.7%
<i>Remedy - COV Buy Property</i>	3.5%
<i>Issue - Misuse of Customer Lots</i>	3.5%
<i>Remedy - Share Private Lots</i>	3.5%
<i>Remedy - Remove Bollards</i>	2.4%
<i>Remedy - Allow Museum Parking</i>	2.3%
<i>Remedy - Car-free on Islington</i>	2.3%

TAGS FOR SPECIFIC ADDITIONAL COMMENTS	Percentages of Comments
<i>Remedy - underground Structure</i>	2.3%
<i>Enforcement - Parking</i>	2.3%
<i>Remedy - KPS Lot Access</i>	2.3%
<i>Remedy - Remove Main St Parking</i>	2.3%
<i>Issue - Valet Parking Takes up On-street</i>	2.3%
<i>Issue - Walk Threshold needs to Increase</i>	2.3%
<i>Remedy - Allow Gallery Parking</i>	1.2%
<i>Remedy - Allow Towing on Private Lots</i>	1.2%
<i>Issue - Need Diversity in Businesses</i>	1.2%
<i>Issue - Construction Worker Parking</i>	1.2%
<i>Enforcement - Traffic</i>	1.2%
<i>Issue - Extend Hrs of Business</i>	1.2%
<i>Issue - Need Formal Bike Lanes</i>	1.2%
<i>Issue - Free Parking</i>	1.2%
<i>Remedy - Develop Crosswalks</i>	1.2%
<i>Issue - KPS too far</i>	1.2%
<i>Issue - LT onto Stegman</i>	1.2%
<i>Remedy - Model after Unionville</i>	1.2%
<i>Issue - Accessible Space</i>	1.2%
<i>Remedy - NO Parking during Rush Hr</i>	1.2%
<i>Issue - Owners Parking On-street</i>	1.2%
<i>Remedy - Paint Stalls on Islington</i>	1.2%
<i>Remedy - Sell Permits Weddings</i>	1.2%

As shown of the top 8 comments submitted, 3 speak to traffic-related issues. Approximately **21%** of the comments describe issue related to **inconsistent application of the parking requirements** by-law and variances from the required number of parking spaces over the past 3 to 5 years.