

FLASHVOTE 2: DOWNTOWN PARKING

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FLASHVOTE: FILTERS AND FIGURES

Filter results by

Locals only ▾

All Responses

Locals only

Owner/Non-Owner

Residency

Age (median: 45)

Age (median: 50)

Gender

Wards

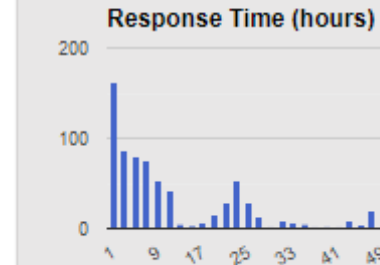
Member Panel

Margin of error: ± 5%

720
Total Participants

404 of 640 initially invited (63%)
316 others
Margin of error: ± 5%

Applied Filter:
Locals only



Started:
Sep 12, 2023 11:06am EDT

Ended:
Sep 14, 2023 11:00am EDT

Target Participants:
All Portsmouth

Full results can be found here:

<https://www.flashvote.com/portsmouth-nh/surveys/downtown-parking-09-23>

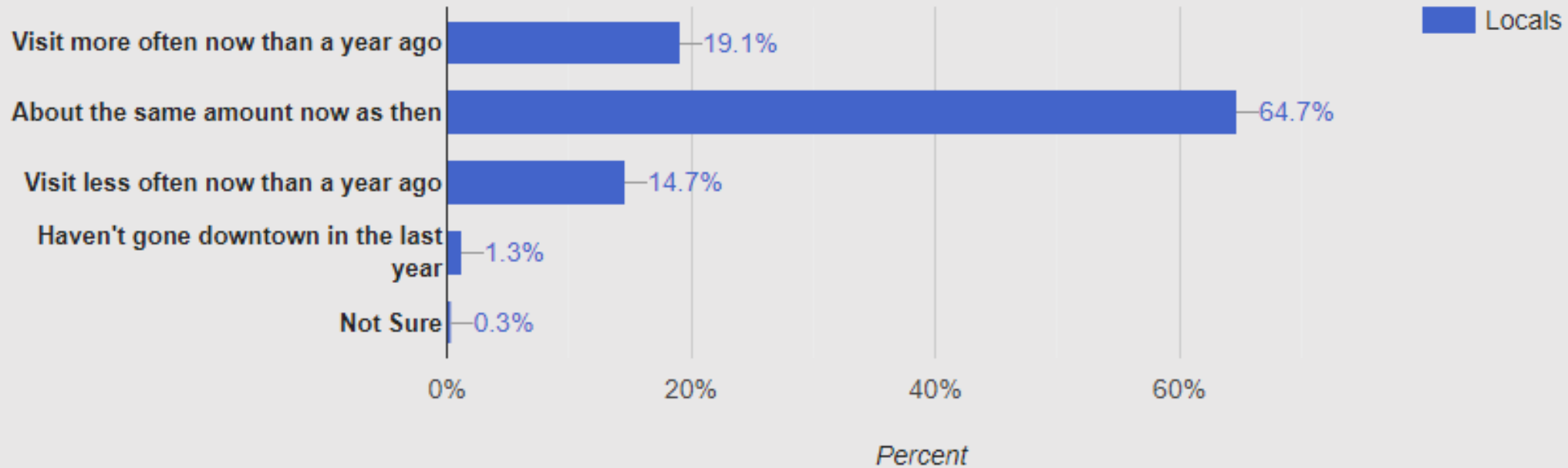
VISITING DOWNTOWN

Q1 About how often do you visit downtown Portsmouth now, compared to a year ago?

(388 responses by locals)

[Touch or click chart bars for details]

Show table view



DO YOU KNOW PARKMOBILE?

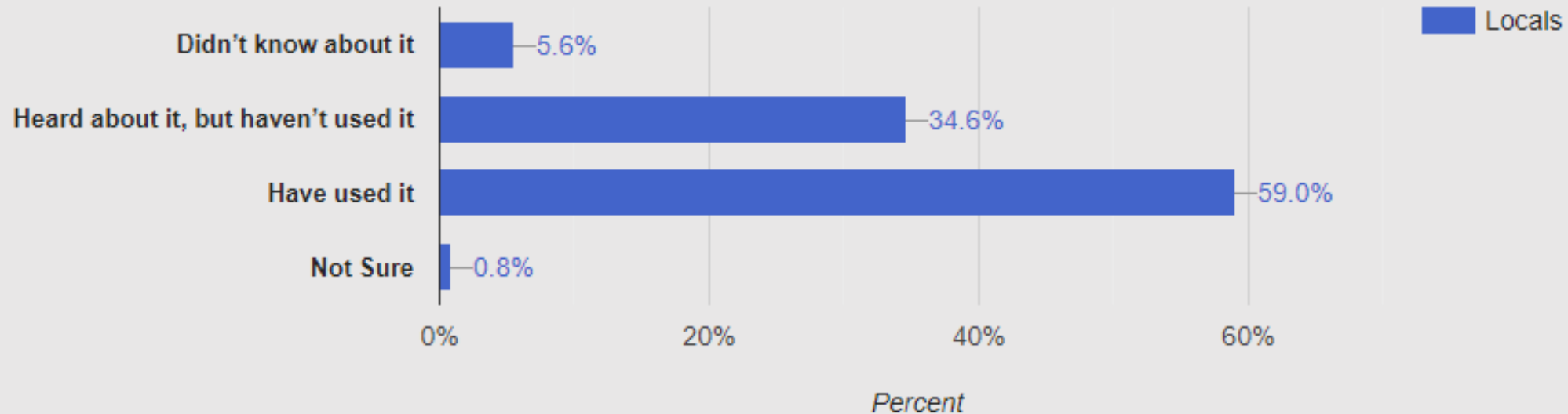
Q2 The City of Portsmouth uses the “ParkMobile” app so residents can pay for parking downtown using their mobile phone instead of cash or credit card.

Prior to reading this, which best describes your experience with the ParkMobile app?

(390 responses by locals)

[Touch or click chart bars for details]

Show table view



REASONS YOU HAVEN'T USED PARKMOBILE

Q3 Which best describes why you haven't used the ParkMobile app? (Choose all that apply)

(131 responses by locals)

[Touch or click chart bars for details]

Hide table view

Options	Locals (131)
I don't park downtown that often	35.9% (47)
I don't like adding apps to my phone	27.5% (36)
It doesn't seem worth the trouble compared to cash or credit card	34.4% (45)
I don't really understand how it works	6.9% (9)
I worry about my personal information being stolen	16.0% (21)
The discounted parking rates aren't enough to justify the hassle	9.9% (13)
I know where to park for free	24.4% (32)
Other:	22.1% (29)

WHICH OF THE FOLLOWING IS TRUE?

Q4 Which of the following statements are TRUE for you, if any? (Choose all that apply)

(372 responses by locals)

[Touch or click chart bars for details]

Hide table view

Options	Locals (372)
I have walked, biked, scootered, used public transit (or other ways) to avoid parking my car downtown	61.8% (230)
I have decided not to visit a downtown business (shop/restaurant/etc.) because of parking concerns	32.3% (120)
When I go downtown, I usually try to park as close to where I'm going as possible, even if it -takes longer to find a spot	27.2% (101)
When I go downtown, I usually try to park as quickly as possible, even if it's a longer walk to where I'm going	33.1% (123)
I didn't know that the ParkMobile app offers discounted parking rates downtown	32.0% (119)
I knew that the ParkMobile app offers discounted parking rates downtown	33.1% (123)
I haven't really had problems parking downtown	37.1% (138)
I have had problems parking downtown when:	22.0% (82)

UNFILTERED RESPONSES

1. A two-decade resident, I have never once paid to park downtown, instead choosing to walk or cycle.
2. There is plenty of parking in Portsmouth, fears about lack of parking are a fallacy.
3. I am downtown often and never have a problem finding parking.
4. Stop ticketing tourists they are the economic engine that fuels this city
5. We need more short term parking downtown such as , 15 min, 30 min and 1 hour and no long term parking, along with more handicap spots.
6. Parking problems are overrated. Locals should get a greater discount.
7. I often come downtown to grab lunch. I may only need 15-30 min. I'd like to use ParkMobile more but it only makes sense if I am staying an hour or more. Would be great if there was a way to use for shorter durations.
8. I would like police backup when I confront people parking in my assigned space
9. We need less parking. More bike lanes, outdoor dining, and outdoor spaces.
10. The processing for getting park mobile discount is too cumbersome for residents. Mine fell off and I have a hard time finding time to go to the parking office

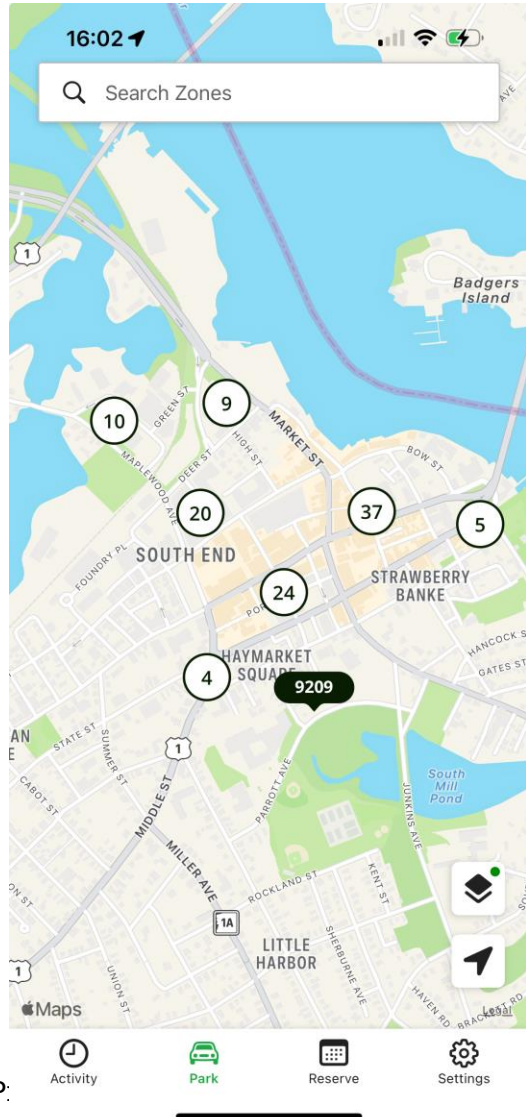
Summary: Big Picture



Those who report using the parking system and mobile app frequently, also report an easier time finding parking.

Infrequent users of the system or non-app users report more challenges finding parking, or navigating the system

Other Takeaways



- This is one good set of data to help inform the work of the Parking Utilization group and this Committee.
- It is a representative sampling of current sentiment around parking and the ParkMobile application.
- Create messaging to alleviate pain points and barriers to mobile app adoption and promote the resident discount.