
Fwd: Anonymous Survey Data Set

Chip Rerig <crerig@ci.carmel.ca.us>

Fri, Jun 12, 2020 at 10:42 AM

To: "Marnie R. Waffle" <mwaffle@ci.carmel.ca.us>, Britt Avrit <bavrit@ci.carmel.ca.us>

Please incorporate (attach) Jenny's email and attachments to the outdoor seating agenda report. Thanks.

Take good care.

Chip Rerig, City Administrator
City of Carmel-by-the-Sea
831.620.2058

----- Forwarded message -----

From: **Jenny MacMurdo** <ceo@carmelchamber.org>

Date: Fri, Jun 12, 2020 at 8:46 AM

Subject: Anonymous Survey Data Set

To: Chip Rerig <crerig@ci.carmel.ca.us>

Good morning Chip!

Attached are the data set in an excel document with 2 tabs. In the first tab are the overall responses, and the second tab has the "written in OTHER" responses. You can also see the overall results by clicking this link:

<http://survey.constantcontact.com/survey/a07eh4wj3ewkb6o2msa/results>

I just want to be very clear that this was **not** a scientific survey and that the results can be interpreted/inferred in many different ways. We have received some feedback about the way the questions were written, and that some felt the questions were leading towards a negative response. That was not the intent, in fact we did make an effort to make the questions unbiased. The Chamber is for solutions that are supportive of the needs of business, especially in these unprecedented times when their livelihoods are at risk, as well as the City and the community you serve. Now that we've concluded the survey, we can see the results leaned towards the positive which we find very encouraging.

We had 74 total responses to the survey that was sent out 3 times this week to the following database:

986 Member Representatives from 517 member businesses/organizations

345 Website Sign-Ups (Community)

Here are the stats for the 3 emails sent to date:

1st: 45% Open Rate

2nd: 43% Open Rate

3rd: 38% Open Rate

Attached is also a word document consisting of 2 more emails from members who preferred to have their thoughts in written format instead of in survey format. I have not included their names, as we did not ask for their permission to reveal their personal information.

I hope this data set will be useful moving forward as the City considers pro-business and community policies in the future. If you have any additional questions, please don't hesitate to reach out.

Stay well,

Jenny MacMurdo

Jenny MacMurdo

President/CEO

Carmel Chamber of Commerce

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2 attachments



responses_export.xls
44K



Comments regarding the dining.docx
17K

CARMEL CHAMBER of COMMERCE

Creating *the* Links

Overall Survey Results: Carmel Chamber of Commerce Survey

Text Block:

Times have changed, and our City has tried to be flexible and pivot to the needs of our community during this time. One of the most visible changes has been the acceptance of outdoor seating for our struggling restaurants. Your Chamber understands these struggles and is committed to helping our leaders find temporary and permanent solutions, as well as seeking input from not only the business community but the entire community as a whole. On June 16th, the City Council will have a special meeting regarding the outdoor seating as well as adopting the FY 20/21 budget. We'd like for you to take a few minutes to give your input in order to give our Council members some public thoughts on the subject in advance as they weigh their decisions. THANK YOU for your valuable input!

How do you feel about the new temporary outdoor seating arrangements the City has allowed to restaurants recently?

Answer	0%	100%	Number of Responses	Response Ratio
It's a great temporary solution, and I would support it being made permanent.			35	47.9%
It's a good temporary solution, but I would not support it being made permanent.			23	31.5%
I don't support this temporary solution. (If this is your answer, you can skip to the final question.)			9	12.3%
Other			8	10.9%
Totals			73	100%

Now to more specifics: In your opinion, should a restaurant be allowed to set up tables in a parking stall in front of an adjacent retailer?

Answer	0%	100%	Number of Responses	Response Ratio
YES			22	29.7%
NO			40	54.0%
Other			9	12.1%
No Responses			3	4.0%
Totals			74	100%

If YES, in your opinion, should that retail neighbor have the right to deny that use?

Answer	0%	100%	Number of Responses	Response Ratio
YES			27	36.4%
NO			14	18.9%
Other			7	9.4%
No Responses			26	35.1%
Totals			74	100%

In your opinion, should restaurants also be allowed the use of sidewalks for tables in addition to parking stalls?

Answer	0%	100%	Number of Responses	Response Ratio
YES			25	33.7%
NO			34	45.9%
Other			12	16.2%
No Responses			3	4.0%
Totals			74	100%

In your opinion, how many outside tables is reasonable for each restaurant be allowed to place outside?

Answer	0%	100%	Number of Responses	Response Ratio
1-3			12	16.2%
4-6			33	44.5%
NO LIMIT			12	16.2%
NONE AT ALL			10	13.5%
No Responses			7	9.4%
Totals			74	100%

In your opinion, should the city allow retailers to use the public right of way as well?

Answer	0%	100%	Number of Responses	Response Ratio
YES			25	33.7%
NO			36	48.6%
Other			10	13.5%
No Responses			3	4.0%
Totals			74	100%

In your opinion, should alcohol be allowed to be sold and consumed in the outdoor spaces designated to each restaurant?

Answer	0%	100%	Number of Responses	Response Ratio
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YES	<div><div></div></div>	45	60.8%
NO	<div><div></div></div>	17	22.9%
Other	<div><div></div></div>	7	9.4%
No Responses	<div><div></div></div>	5	6.7%
Totals		74	100%

In your opinion, should propane heat lamps be allowed?

Answer	0%	100%	Number of Responses	Response Ratio
YES	<div><div></div></div>		41	55.4%
NO	<div><div></div></div>		29	39.1%
No Responses	<div><div></div></div>		4	5.4%
Totals			74	100%

In your opinion, should propane fire pits be allowed?

Answer	0%	100%	Number of Responses	Response Ratio
YES	<div><div></div></div>		22	29.7%
NO	<div><div></div></div>		46	62.1%
No Responses	<div><div></div></div>		6	8.1%
Totals			74	100%

In your opinion, should umbrellas be allowed?

Answer	0%	100%	Number of Responses	Response Ratio
YES	<div><div></div></div>		55	74.3%
NO	<div><div></div></div>		15	20.2%
No Responses	<div><div></div></div>		4	5.4%
Totals			74	100%

Under the normal permit process for changes to a business license, a public hearing would be held. Should each restaurant have to go through a public hearing process to vet each restaurant's plan?

Answer	0%	100%	Number of Responses	Response Ratio
YES	<div><div></div></div>		27	36.4%
NO	<div><div></div></div>		31	41.8%
Other	<div><div></div></div>		13	17.5%
No Responses	<div><div></div></div>		3	4.0%
Totals			74	100%

For over 100 years Carmel has had a parking problem perception. In your opinion, do you believe decreasing roughly 80 parking spaces for restaurant use is an acceptable temporary solution until all can open at full capacity?

Answer	0% 100%	Number of Responses	Response Ratio
YES	<div></div>	42	56.7%
NO	<div></div>	20	27.0%
Other	<div></div>	11	14.8%
No Responses	<div></div>	1	1.3%
Totals		74	100%



Constant Contact Survey Results

Survey Name: Restaurant ReOpening Survey

Response Status: Partial & Completed

Filter: None

Jun 12, 2020 8:09:35 AM

1. How do you feel about the new temporary outdoor seating arrangements the City has allowed to restaurants recently?

	Number of Response(s)	Response Ratio
It's a great temporary solution, and I would support it being made permanent.	35	48.6%
It's a good temporary solution, but I would not support it being made permanent.	23	31.9%
I don't support this temporary solution. (If this is your answer, you can skip to the fine	9	12.5%
Other	8	11.1%
Total	72	100%

2. Now to more specifics: In your opinion, should a restaurant be allowed to set up tables in a parking stall in front of an adjacent retailer?

	Number of Response(s)	Response Ratio
YES	23	31.0%
NO	40	54.0%
Other	8	10.8%
No Responses	3	4.0%
Total	74	100%

3. If YES, in your opinion, should that retail neighbor have the right to deny that use?

	Number of Response(s)	Response Ratio
YES	27	36.4%
NO	15	20.2%
Other	6	8.1%
No Responses	26	35.1%
Total	74	100%

4. In your opinion, should restaurants also be allowed the use of sidewalks for tables in addition to parking stalls?

	Number of Response(s)	Response Ratio
YES	26	35.1%

NO	34	45.9%
Other	11	14.8%
No Responses	3	4.0%
Total	74	100%

5. In your opinion, how many outside tables is reasonable for each restaurant be allowed to place outside?

	Number of Response(s)	Response Ratio
1-3	11	14.8%
4-6	34	45.9%
NO LIMIT	12	16.2%
NONE AT ALL	10	13.5%
No Responses	7	9.4%
Total	74	100%

6. In your opinion, should the city allow retailers to use the public right of way as well?

	Number of Response(s)	Response Ratio
YES	25	33.7%
NO	36	48.6%
Other	10	13.5%
No Responses	3	4.0%
Total	74	100%

7. In your opinion, should alcohol be allowed to be sold and consumed in the outdoor spaces designated to each restaurant?

	Number of Response(s)	Response Ratio
YES	44	59.4%
NO	17	22.9%
Other	7	9.4%
No Responses	6	8.1%
Total	74	100%

8. In your opinion, should propane heat lamps be allowed?

	Number of Response(s)	Response Ratio
YES	41	55.4%

NO	29	39.1%
No Responses	4	5.4%
Total	74	100%

9. In your opinion, should propane fire pits be allowed?

	Number of Response(s)	Response Ratio
YES	22	29.7%
NO	46	62.1%
No Responses	6	8.1%
Total	74	100%

10. In your opinion, should umbrellas be allowed?

	Number of Response(s)	Response Ratio
YES	54	72.9%
NO	16	21.6%
No Responses	4	5.4%
Total	74	100%

11. Under the normal permit process for changes to a business license, a public hearing would be held. Should each restaurant have to go through a public hearing process to vet each restaurant's plan?

	Number of Response(s)	Response Ratio
YES	26	35.1%
NO	32	43.2%
Other	13	17.5%
No Responses	3	4.0%
Total	74	100%

12. For over 100 years Carmel has had a parking problem perception. In your opinion, do you believe decreasing roughly 80 parking spaces for restaurant use is an acceptable temporary solution until all can open at full capacity?

	Number of Response(s)	Response Ratio
YES	42	56.7%
NO	20	27.0%
Other	11	14.8%
No Responses	1	1.3%
Total	74	100%

Constant Contact Survey Results

Survey Name: Restaurant ReOpening Survey

Response Status: Partial & Completed

Filter: None

Jun 12, 2020 8:09:35 AM

1. How do you feel about the new temporary outdoor seating arrangements the City has allowed to restaurants recently? - Other responses		
Answer	Respondent	
It's mostly a hodge podge and with few people wearing masks on the street a dang	Anonymous	
Itâs a good temporary solution, and time will tell if it should continue.	Anonymous	
Great temp solution, open to longer after more experience.	Anonymous	
It's not fair that restaurants can use the outdoor spaces and retailers can't.	Anonymous	
The areas need to be better defined and more protected from traffic	Anonymous	
I have always found tables too close together so I like the distancing	Anonymous	
I have issues with people walking by not wearing a mask while customers are eat.	Anonymous	
Great temporary solution but I would not support it as currently structured	Anonymous	
2. Now to more specifics: In your opinion, should a restaurant be allowed to set up tables in a parking stall in front of an adjacent retailer? -		
Answer	Respondent	
depends on who if tuck box no	Anonymous	
Case by case, depends on retailer hours, parking options, etc.	Anonymous	
on,y if it doesn't negatively impact the other retailer's operations/potential	Anonymous	
possibly. If agreeable. could benefit both businesses	Anonymous	
I would like to see more streets closed to traffic	Anonymous	
It depends on what type of retailer	Anonymous	
Depends on the relationship with the retailer. It could be argued that mor	Anonymous	
With permission of the other business	Anonymous	
3. If YES, in your opinion, should that retail neighbor have the right to deny that use? - Other responses		
Answer	Respondent	
I retail shop can decide either way	Anonymous	
No, not unilaterally. 3rd-party review/arbitrator.	Anonymous	
Maybe. If the retail use involves moving heavy/large objects for transport	Anonymous	
I don't know.	Anonymous	
I don't think tables should be allowed	Anonymous	
No, it is usually their staff that uses the parking spot	Anonymous	
4. In your opinion, should restaurants also be allowed the use of sidewalks for tables in addition to parking stalls? - Other responses		
Answer	Respondent	

YES, if a minimum of 4 feet wide walking pathway can be maintained.	Anonymous
No - This blocks foot traffic and exposes pedestrians to COVID	Anonymous
Case by case, depends on location, sidewalk width and pedestrian safety.	Anonymous
Depends on location to ensure pedestrian and dog use FIRST	Anonymous
if adequate pedestrian walkway is available somewhere	Anonymous
Not if they are using parking spaces	Anonymous
Widen the walks and protect them like downtown Santa Cruz	Anonymous
Only if the sidewalk is wide enough or the street is closed to traffic	Anonymous
as long as people can pass by.	Anonymous
Yes with limitations based on the size of the sidewalk and number of tables	Anonymous
Only if there is enough space for safe access for the public to pass by	Anonymous

6. In your opinion, should the city allow retailers to use the public right of way as well? - Other responses

Answer	Respondent
wine tasting rooms	Anonymous
i think signs about the retail would be great, but not items for sale outside	Anonymous
No, but I'm sure they feel they have as much right as the restaurants.	Anonymous
Case by case ... they're very different business models.	Anonymous
If they can we should be allowed an outdoor space to sell as well.	Anonymous
Place merchandise outside our doors?	Anonymous
No comment b/c I don't know how it's different from the side walk	Anonymous
We don't want the wharf, it will start to get messy	Anonymous
That is where it gets into the grey zone if tables are allowed outside.	Anonymous
don't understand	Anonymous

7. In your opinion, should alcohol be allowed to be sold and consumed in the outdoor spaces designated to each restaurant? - Other

Answer	Respondent
only at the tables specifically set up	Anonymous
That seems like a liability issue for the City	Anonymous
Yes, but control, behavior, etc. protocols must be put in place.	Anonymous
Essential to operation/viability of business	Anonymous
Yes, but monitored. Memorial Day Weekend was a mess.	Anonymous
Yes, but if so, tasting rooms should also be allowed to serve in outdoor spaces	Anonymous
Yes with ABC restrictions enforced	Anonymous

11. Under the normal permit process for changes to a business license, a public hearing would be held. Should each restaurant have to go

Answer	Respondent
City should develop guidelines and approve over the counter plan	Anonymous
NO, I support the use of a staff-level approval for each restaurant plan.	Anonymous
I think that each restaurant should have a plan for their outdoor operation	Anonymous

Strict guidelines from City	Anonymous
Not for temporary. If it becomes permanent , yes.	Anonymous
Only if controversial	Anonymous
No, but adhere to standard must-haves with hearings for variances	Anonymous
plans should be submitted for committee approval, not public hearing	Anonymous
Temporary seating NO til late 2021	Anonymous
I mostly trust the planning department to decide on what is appropriate	Anonymous
they need to be vetted not sure about individual hearings	Anonymous
Many questions are missing on this survey so it is not possible to answer this	Anonymous
Yes if made permanent. No if temporary	Anonymous

12. For over 100 years Carmel has had a parking problem perception. In your opinion, do you believe decreasing roughly 80 parking spaces

Answer	Respondent
Valet parking at Sunset Center with a fee should be used to take missing parkin	Anonymous
Yes, since it will be months, if not years, until we are back to the same number	Anonymous
Yes, but parking alternatives should be made available if at all possible.	Anonymous
Temporary - Need End Date	Anonymous
yes, if all available options are open and no charge	Anonymous
ABSOLUTELY! It's the only way to keep things going	Anonymous
Yes, I support closing some streets to traffic	Anonymous
For limited time only / only in front of restaurant and limited number	Anonymous
ABSOLUTELY NOT	Anonymous
I don't believe the use of parking spaces is appropriate	Anonymous
But if made permanent restaurants should pay city for spaces.	Anonymous

Comments regarding the dining “parklets”

I took the survey and found it a bit frustrating. The multiple-choice format and the answer options were very limiting and lead to predetermined conclusions. The questions seemed to channel the answers towards problems rather than solutions.

These are my thoughts:

The Wild West spirit:

Everybody tried to quickly deal with a new freedom!

The sudden opening of sidewalk and street seating came on very fast with only a few DO NOT guidelines leaving restaurant owners to fend for themselves. It was a bit like the Wild West.

Varying aesthetics and interpretations:

Everyone has a different sense of aesthetics and a different budget. This created a wide variety of “parklets”. Not knowing how long this outdoor seating would last, some merchants set up very minimal “parklets” using pots and plants that they might have brought from their backyard. Others set up more elegant patios with flowers etc. reminiscent of the sidewalk cafes of Europe. Others created isolation boxes where guests are kept in a large “bull pen”.

A few merchants interpreted the “two parking spaces” to include sidewalks seating in front of other merchant’s storefronts. Others kept up large banners and outdoor signage that is not in the tradition of Carmel. These banners were left over from when only “Food to Go” was permitted. Some owners did not “break down” the parklets at night resulting in table cloths blowing into the street.

Music, lights and heating guidelines can be recommended as they apply to our climate.

Carmel’s history of parklets:

There is a long history of “parklets” the city has installed throughout downtown Carmel. They all share a common aesthetic and look and they are well integrated in the street landscape of the city. The same cohesiveness and sense of integration can easily be applied to the outdoor dining parklets. With that in mind we might look at potential solutions and new ideas.

Options:

Some restaurants with existing substantial patios might not need or even want to block off two parking spaces in front of their establishment.

In the future when 6 feet “social distancing” is no longer required, one parking space will provide as many dining tables and seats as currently in two parking spaces. This will mitigate the concern about losing parking spaces.

Safety barriers should be required to meet standards imposed by the city and keep diners safe. For instance, sturdy metal posts with reflectors could easily be anchored to the pavement at the outside corners of the parklets. They could either be permanent or removable. We should not consider a flower pot as a protective barrier.

Conclusion

One thing seems certain at this point: the visitors who sat outdoors LOVED the experience. The comments were very positive. The “selfies”, the social media postings went viral.

Let us therefore not throw out the baby with the bathwater.

Let us come up with a practical, beautiful extension of our “al fresco” dining experience

This will give downtown Carmel a new vitality and bring it in line with what is occurring in various communities throughout California from Tiburon to Laguna Beach to name just two cities.

Respectfully submitted

Hi Jenny ,

I am responding via email, because I think that dialogue is more effective than a survey in this situation.

I am in support if the additional seating with some guidance, which I think can be

reasonably worked out.

There are many restaurants in Carmel that cannot survive without half of their seats. I don't think that a few tables in front of a retail store will cause a store to fail. But not giving small restaurants more seats will certainly cause them to fail.

And no one else will come in , because the numbers just don't work. We would end up with a lot of empty restaurant spaces, which is bad for everyone. Empty storefronts will definitely make Carmel less charming.

I think that the outdoor seating is giving the small restaurants a fighting chance. This is an extraordinary time, it is unrealistic to expect business to go on as usual. It seems to me that we can come together as a community and work out the details.

I have had only positive feedback about the seats in front of XXXX from locals and visitors alike.

Thanks