

APPENDIX C

Questionnaire Form and Results

Questionnaire



To: DART Transit-Oriented Development Property Manager
Property: _____
From: Nelson\Nygaard Consulting Associates
Re: Parking Questionnaire

Thank you for taking this confidential survey. Your answers will be used to help us understand the efficacy of parking requirements for lenders and local governments and to improve parking management practices throughout North Texas.

Please answer all questions, if the question does not apply, please mark 'N/A'.

If you have questions, please contact _____

1. What's your name and title?
2. How long have you been associated with this property?
3. Parking Spaces
 - a. How many off-street parking spaces of each type are located on the property?
 - i. Vehicles
 - ii. Motorcycles/Scooters
 - iii. Bicycles
 1. Is the parking covered?
 2. What's your sense of the utilization?
 - b. Of the number above, how many of these parking spaces are restricted to
 - i. Residential only

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- ii. Customers only
 - iii. Employees only
 - iv. Visitors only
 - v. Shared
 - 1. Customers during part of day, residential during part of night
 - 2. Employees during part of day, residential during part of night
 - 3. Other sharing arrangement
 - vi. Electric Vehicles only
 - vii. Carpool Parking only
 - viii. Expectant Mothers only
 - ix. Other: (exclude disabled/ADA)

- c. If your property is for lease, do leases come with a parking allotment?
- i. Residential - what's the allotment per unit size?
 - 1. Studios = spaces
 - 2. 1 BR = spaces
 - 3. 2 BR = spaces
 - 4. 3 + BR = spaces
 - ii. Commercial
 - 1. _____ spaces per _____ square feet
 - 2. Other: _____
- d. If your property is for sale, how many spaces are included in the purchase
- i. Residential - what's the allotment per unit size?
 - 1. Studios = spaces
 - 2. 1 BR = spaces
 - 3. 2 BR = spaces
 - 4. 3 + BR = spaces
 - ii. If additional spaces are available for purchase, what's the price of additional spaces?
4. Access/payment
- a. Which hours of the day can your parking be accessed by (if not applicable, mark NA)
 - i. Residents
 - ii. Customers
 - iii. Employees
 - iv. Visitors
 - v. Other: _____
 - b. Do you use barriers to restrict entry? If yes, which kind
 - i. Gates
 - ii. Roll-down doors
 - iii. Other: _____
 - c. How do eligible parkers gain access? (check all that apply)
 - i. Waive a fob or parking card
 - ii. Use RFID chip or blue tooth
 - iii. Pull a ticket (to pay or get validated)
 - iv. There is no access control

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- d. Do you require payment for parking?
 - i. If so, for what time divisions can patrons pay for (check all that apply)
 - 1. Hourly
 - 2. Daily
 - 3. Monthly
 - ii. What are your parking rates?
 - 1. Hourly
 - 2. Daily
 - 3. Monthly
 - iii. Are Early Bird Specials available?
 - iv. What payment mechanisms do you employ? (check all that apply)
 - 1. Attended booths
 - 2. Unattended pay stations
 - 3. Separate monthly contracts
 - 4. Lease inclusions
 - v. Is there a validation program for visitors or customers?
 - 1. If so, how many hours free parking are provided?
 - vi. Is there ever a parking attendant present? If so, for what hours?
5. Are there months which typically have higher parking demand than others? If so, which months have higher parking demand and by what percentage?
- a. January _____% higher than average
 - b. February _____% higher than average
 - c. March _____% higher than average
 - d. April _____% higher than average
 - e. May _____% higher than average
 - f. June _____% higher than average
 - g. July _____% higher than average
 - h. August _____% higher than average
 - i. September _____% higher than average
 - j. October _____% higher than average
 - k. November _____% higher than average
 - l. December _____% higher than average
6. Approximately what percentage of your property is leased?
7. Do you have any insights about parking at this location which would help us understand parking needs around DART stations in general?
8. In your opinion is there too much, not enough, or just the right amount of parking at your property? Please explain your answer

Figure 1 Property Description

While property managers were asked to provide as much information as possible, participation was voluntary.

Property	Station	City	Housing Units	Total Non-Residential SF
Junction 15	Downtown Plano	Plano	279	7,700
5th Street Crossing City Station (Phase 1)	Downtown Garland	Garland	188	11,700
5th Street Crossing City Center (Phase 2)	Downtown Garland	Garland	153	59,800
Rambler Park	Walnut Hill	Dallas	-	310,771
5 Mockingbird	Mockingbird	Dallas	449	-
Lancaster Urban Village	VA Medical Center	Dallas	193	7,000
The Belleview	Cedars	Dallas	164	7,500
Walnut Glen Tower	Walnut Hill	Dallas	-	464,289
Brick Row	Spring Valley	Richardson	577	15,495
LBJ Station Apartments	LBJ/Central	Dallas	249	-
The Parc	White Rock	Dallas	291	-
West Village Garage 2	CityPlace/Uptown	Dallas	103	50,000
West Village Garage 3	CityPlace/Uptown	Dallas	381	38,000
Modena	Walnut Hill	Dallas	230	-
CityLine 1, 2, and 3	CityLine/Bush	Richardson	-	1,209,180
Lofts at Mockingbird Station	Mockingbird	Dallas	211	-

Figure 2 Responses to Question 3 (Parking Spaces)

While property managers were asked to provide as much information as possible, participation was voluntary.

Property	3. Parking Spaces														
	3.a. Off-Street Parking Spaces				3.b. Parking Space Restrictions							3.c. Parking Allotment in Lease		3.d. Number of Spaces included in Property Sale	
	3.a.i. Vehicle	3.a.ii. Motorcycle/Scooter	3.a.iii. Bicycles		3.b.i. Vehicle Residential Parking	3.b.ii. Customers only	3.b.iii. Employees only	3.b.iv. Vehicle Visitors only	3.b.vii. Carpool Parking only	3.b.viii. Expectant Mothers only	3.b.ix. Other	3.c.i. Residential (Maximum allocation)	3.c.ii. Commercial (Maximum allocation)	3.d.i. Residential	3.d.ii. Additional space pricing
		Indoor	Outdoor												
Junction 15	337	Small side areas	✓		313	N/A	N/A	24	N/A	N/A	N/A	1 space per leaseholder	N/A	N/A	N/A
5th Street Crossing City Station (Phase 1)	387	N/A		✓	188	N/A	N/A	241	N/A	N/A	N/A	2 spaces per unit	N/A	N/A	N/A
5th Street Crossing City Center (Phase 2)	322	N/A		✓	N/A	N/A	N/A	48 Weekdays 270 Eves + Wknds	N/A	N/A	247 permit only / reserved spaces for employees and residents	2 spaces per unit	N/A	N/A	N/A
Rambler Park	1,066	N/A			N/A	N/A	696	379	N/A	N/A	N/A	N/A	Varies lease to lease	N/A	N/A
5 Mockingbird	695	N/A		✓	633	N/A	N/A	43	N/A	N/A	N/A	1 space per resident or 2 spaces per unit	N/A	N/A	N/A
Lancaster Urban Village	405	N/A			270	5	N/A	108	N/A	N/A	22 VA/reserved/fleet spaces	1 space per unit	Varies by lease	N/A	N/A
The Belleview	216	N/A		✓	175	N/A	N/A	41	N/A	N/A	N/A	Spaces Granted on Request by Residents	1 space per 1,000 square feet	N/A	N/A
Walnut Glen Tower	1,440	N/A			N/A	14	1,388	38	N/A	N/A	N/A		1 space per employee, but reserved parking varies by lease	N/A	N/A
Brick Row	1,036	N/A			958	17	N/A	61	N/A	N/A	N/A	2 keyfobs per unit with exception for 3-BR	N/A	N/A	N/A
LBJ Station Apartments	307	N/A			295	N/A	N/A	12	N/A	N/A	N/A	2 spaces per unit	N/A	N/A	N/A
The Parc	398	N/A	✓		371	N/A	7	20	N/A	N/A	5 of the spaces are charging spots	1 space per leaseholder	N/A	N/A	N/A
West Village Garage 2	468	N/A	✓		144	324	N/A	N/A	N/A	N/A	N/A	1 space per leaseholder	10 spots for \$540/month for bank customers	N/A	N/A
West Village Garage 3	813	N/A	✓		547	N/A	N/A	266	N/A	N/A	N/A	1 space per leaseholder	N/A	N/A	N/A
Modena	270	N/A		✓	255	N/A	N/A	15	N/A	N/A	N/A	2 spaces per unit	N/A	N/A	N/A
CityLine 1, 2, and 3	6,814	N/A		✓	N/A	N/A	6,331	480	N/A	N/A	N/A	N/A	1 space per employee	N/A	N/A
Lofts at Mockingbird Station	227	N/A	✓		227	N/A	N/A	N/A	N/A	N/A	N/A	1 space per resident	N/A	N/A	N/A

Figure 3 Responses to Question 4 (Access/Payment)

While property managers were asked to provide as much information as possible, participation was voluntary.

Property	4. Access/Payment																	
	4.a Accessible Hours					4.b Entry Restriction			4.c Ways to gain access					4.d Payment				
	4.a.i Residents	4.a.ii Customers	4.a.iii Employees	4.a.iv Visitors	4.a.v Other	4.b.i Gates	4.b.ii Roll-down doors	4.b.iii Other	4.c.i Waive a fob or parking card	4.c.ii Use RFID chip or blue tooth	4.c.iii Pull a ticket	4.c.iv No access control	4.d.i time divisions (Hourly, Daily, Monthly)	4.d.ii Monthly Parking Rates	4.d.iii Early Bird Specials	4.d.iv Payment Mechanisms	4.d.v validation program for visitors	4.d.vi Presence of parking attendant
Junction 15	24/7	N/A	N/A	24/7	N/A	✓				✓			Monthly	\$50 - \$75 for reserved space	N/A	Reserved	N/A	Random inspection by tow truck
5th Street Crossing City Station (Phase 1)	24/7	24/7	24/7	24/7	N/A							✓	Monthly	\$25 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
5th Street Crossing City Center (Phase 2)	24/7	24/7	24/7	24/7	N/A							✓	Monthly	\$25 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
Rambler Park	N/A	N/A	N/A	N/A	N/A	✓			✓				N/A	N/A	N/A	N/A	N/A	N/A
5 Mockingbird	24/7	N/A	24/7	24/7	N/A	✓			✓				Monthly	\$25 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
Lancaster Urban Village	24/7	No overnight	Business hours	24/7	N/A	✓	✓		✓				N/A	N/A	N/A	N/A	N/A	N/A
The Belleview	24/7	24/7	N/A	24/7	N/A		✓		✓				N/A	None	N/A	N/A	N/A	N/A
Walnut Glen Tower	N/A	24/7	24/7	24/7	N/A	✓			✓				Monthly	\$50 - \$300 for reserved space	N/A	Lease inclusion/addendum	N/A	Special events only
Brick Row	24/7	24/7	24/7	24/7	N/A	✓			✓				Monthly	\$40 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
LBJ Station Apartments	24/7	N/A	N/A	24/7	N/A	✓			✓				Monthly	\$25 - \$125 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
The Parc	24/7	N/A	N/A	24/7	N/A	✓			✓				Monthly	\$100 for reserved space	N/A	Lease inclusion/addendum	N/A	N/A
West Village Garage 2	24/7	24/7	24/7	N/A	N/A	✓			✓			✓	Monthly	\$50 - \$54 for reserved space	N/A	N/A	N/A	Security parking administrator
West Village Garage 3	24/7	24/7	24/7	N/A	N/A	✓			✓			✓	Monthly	\$45 - \$100 for reserved space	N/A	Lease inclusion/addendum	N/A	Security parking administrator
Modena	24/7	24/7	Daytime	Daytime	Daytime		✓		✓				Monthly	\$50 - \$75 for reserved space	N/A	Lease inclusion/addendum	N/A	Not typically
CityLine 1, 2, and 3	N/A	4-hour window	24/7	N/A	N/A	✓		✓	✓				N/A	N/A	N/A	N/A	N/A	Valet at Jaspers
Lofts at Mockingbird Station	24/7	N/A	N/A	N/A	N/A	✓			✓				Monthly	\$125	N/A	N/A	N/A	N/A

Figure 4 Responses to Questions 5 - 8

While property managers were asked to provide as much information as possible, participation was voluntary.

Property	5. Parking Demand	6. Current Space/Unit Occupancy		7. Insights about parking needs around DART Station	8. Perceptions of the amount of parking at property
	Months with higher parking demand and % above average	Residential	Non-Residential		
Junction 15	Depends	92%	50%	Residents do try to use visitor parking, in lieu of their own parking, as those spaces are more convenient.	Not enough parking based on feedback.
5th Street Crossing City Station (Phase 1)	N/A	100%	67%	N/A	There is enough parking
5th Street Crossing City Center (Phase 2)	N/A	96%	100%	N/A	There is enough parking
Rambler Park	N/A	-	85%	Traffic congestion has grown as the area develops.	We have plenty of parking.
5 Mockingbird	N/A	92%	-	People like to park at the DART station and keep their cars parked there.	Just the right amount of parking. We don't get any complaints about not enough parking.
Lancaster Urban Village	15% in Jan, 10% in July, 20% in November, 25% in December	89%	100%	Months of above-average parking demand include July and Nov-Jan. Low-income census tracts like this area have different development needs than other parts of city. Residents are more likely to have additional cars following tax return, post January. Any veterans living there do not have a car.	The property has too much parking; the top two floors of the garage and basement are not frequently used.
The Belleview	N/A	100%	0%	40% of residents work at Omni Hotel. On-street parking was built as part of this project. There is a small waitlist for apartments. Low-income workforce housing tends to have more single-parent families. Some may be consciously trying to avoid vehicles.	We don't need as much parking as we thought, or were required to provide; in the future we may need even less.
Walnut Glen Tower	N/A	-	78%	Low ridership with DART due to low density and perceptions of safety waiting for the train. Most people driving by themselves and not using the HOV lane either.	We have more than enough parking.
Brick Row	N/A	96%	66%	About 30 residents utilize DART to get to and from work, but the majority of the residents commute by car.	Just the right amount.
LBJ Station Apartments	N/A	93%	-	Direct, gated access to DART station increases appeal of taking the train. Developer worked with DART to build this bridge. Downtown access by train particularly appeals to younger residents.	Seems like the right amount.
The Parc	N/A	85%	-	Bike parking is well utilized, there is a regional trail next door.	There is plenty of resident parking, but visitor parking can be a challenge.
West Village Garage 2	25% in Nov, 25% in Dec	92%	92%		N/A
West Village Garage 3	25% in Nov, 25% in Dec	94%	95%	There are cars occasionally left in retail spaces parked for over 6 hours, given a notice to discourage the use of the space as DART parking	We believe it is the right amount.
Modena	N/A	92%	-	N/A	There is just enough. If there is an event, the parking lot can be full.
CityLine 1, 2, and 3	N/A	-	99%	It is good that DART has covered parking of its own. Courtesy shuttle at CityLine a good asset.	Just the right amount. There is some wiggle room, but so far, so good.
Lofts at Mockingbird Station	N/A	93%	-	N/A	Parking situation is fine as long as people know the rules.