

Project Report

01 August 2022 - 12 October 2022

Get Involved Burlington Patio Surveys for Businesses



Visitors Summary

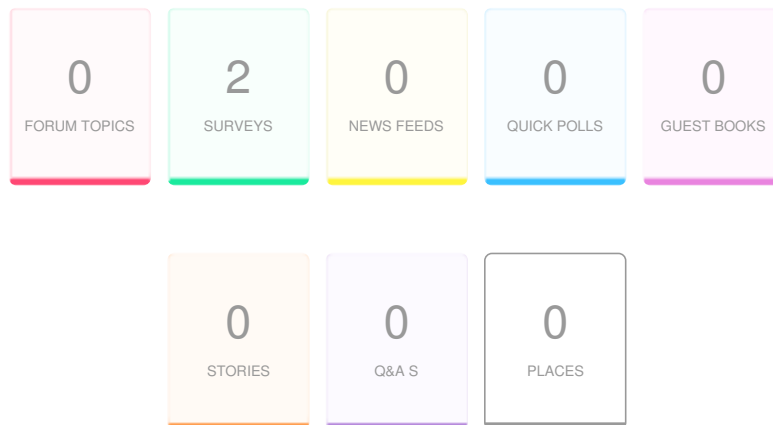


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
19	11	
NEW REGISTRATIONS		
0		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
18	19	20

Aware Participants	20	Engaged Participants	18		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	20				
Informed Participants	19	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	0	0	18
		Contributed to Newsfeeds	0	0	0
Viewed a video	0	Participated in Quick Polls	0	0	0
Viewed a photo	0	Posted on Guestbooks	0	0	0
Downloaded a document	0	Contributed to Stories	0	0	0
Visited the Key Dates page	0	Asked Questions	0	0	0
Visited an FAQ list Page	0	Placed Pins on Places	0	0	0
Visited Instagram Page	0	Contributed to Ideas	0	0	0
Visited Multiple Project Pages	0				
Contributed to a tool (engaged)	18				

ENGAGEMENT TOOLS SUMMARY



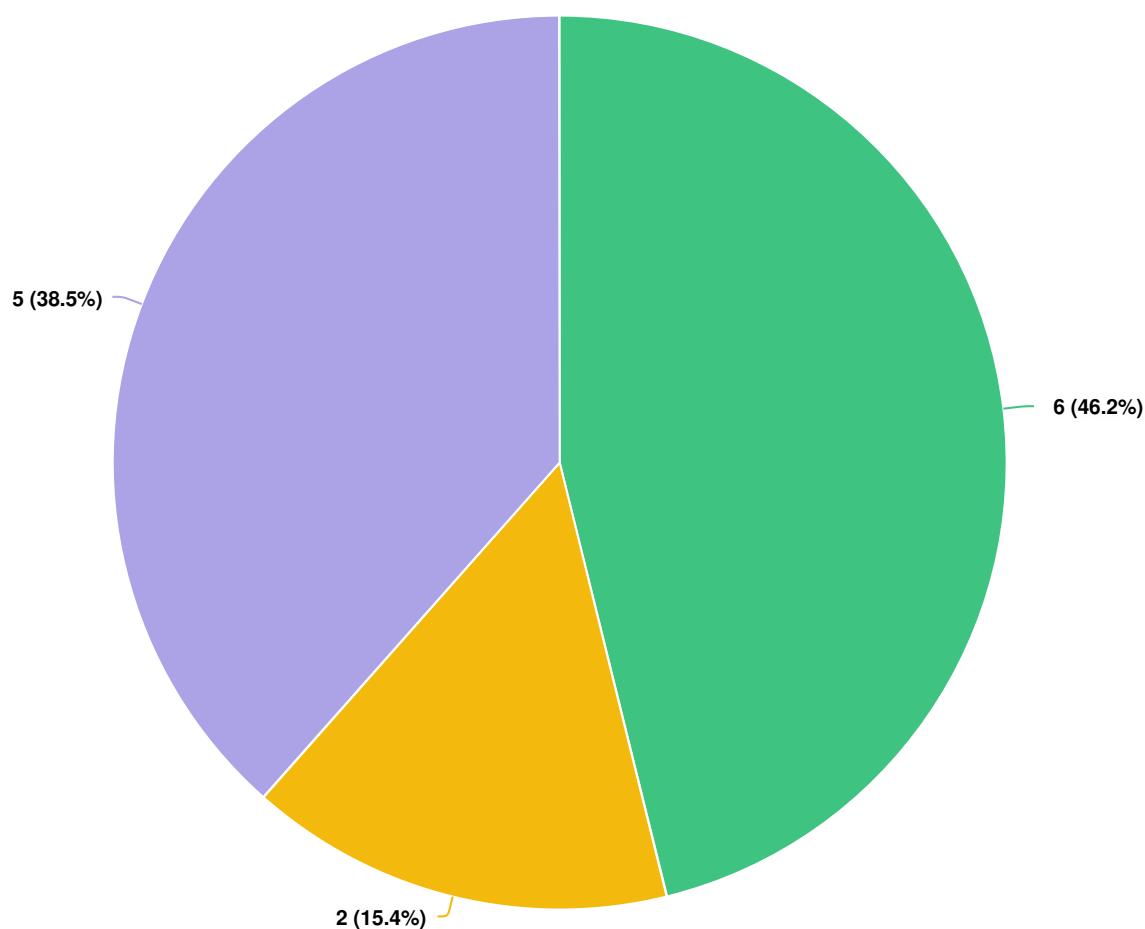
Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Restaurant Owners and Operators with a Patio Survey	Published	13	0	0	13
Survey Tool	Patio Survey for Owners without Patios or Non-restaurants	Published	5	0	0	5

ENGAGEMENT TOOL: SURVEY TOOL

Restaurant Owners and Operators with a Patio Survey

Visitors 13	Contributors 13	CONTRIBUTIONS 13
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Where was your outdoor patio located in 2022?



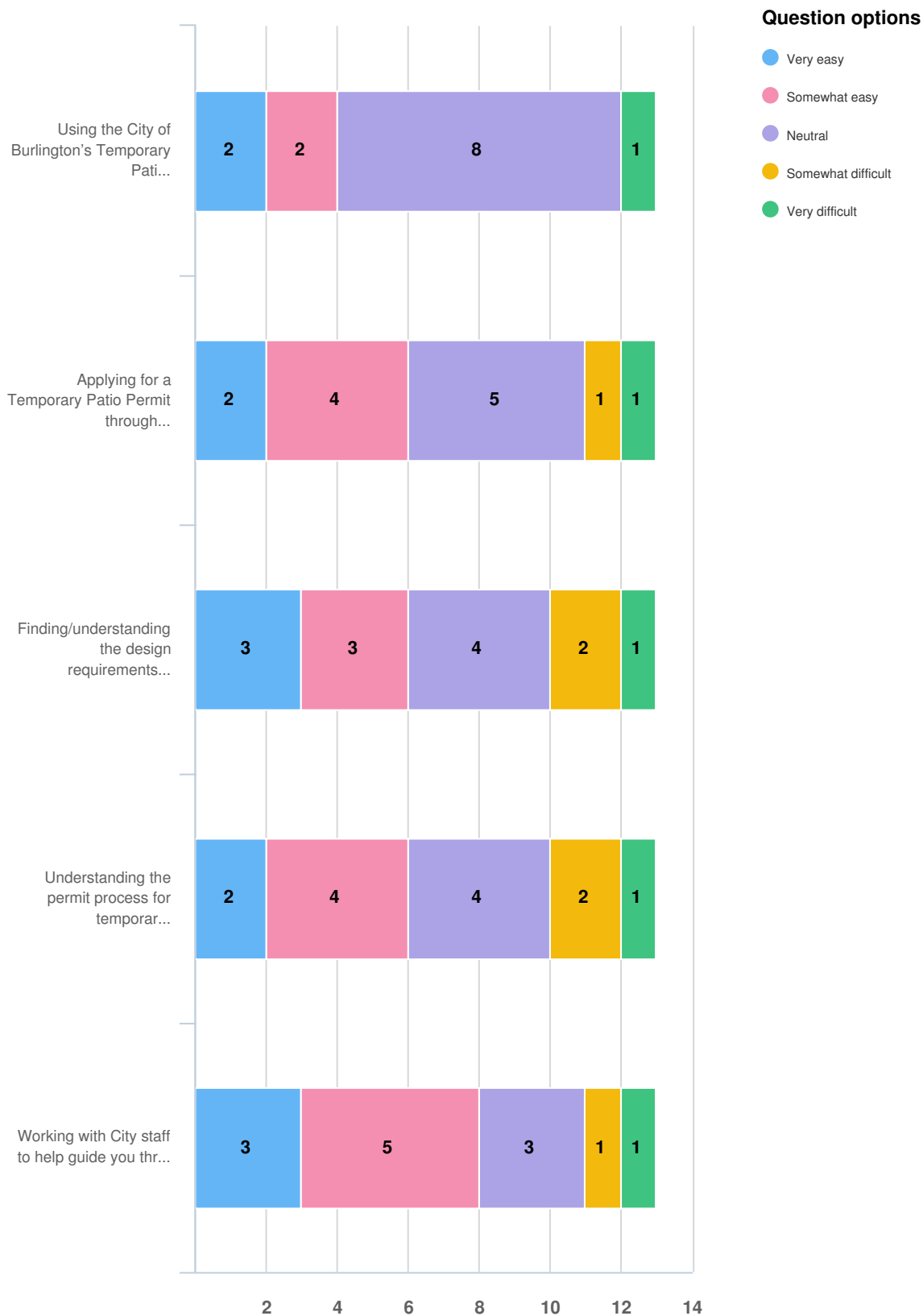
Question options

☒ On a sidewalk
 ☐ I own the property that my patio was on
 ☐ Other (please specify)

Optional question (13 response(s), 0 skipped)

Question type: Radio Button Question

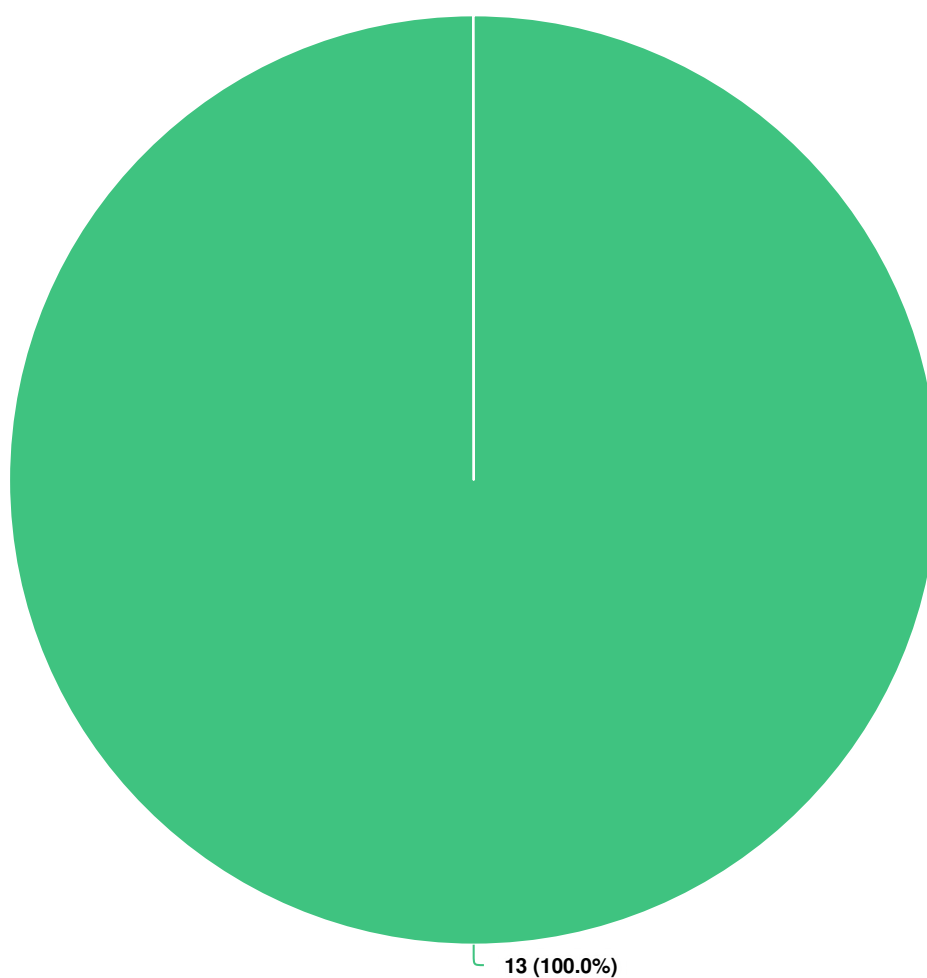
As a past participant in either the Temporary Pop-Up Patio Program or the Temporary Outdoor Patio Program, how would you rate the following



Optional question (13 response(s), 0 skipped)

Question type: Likert Question

How would you describe the feedback you heard from your customers on your patio installation?



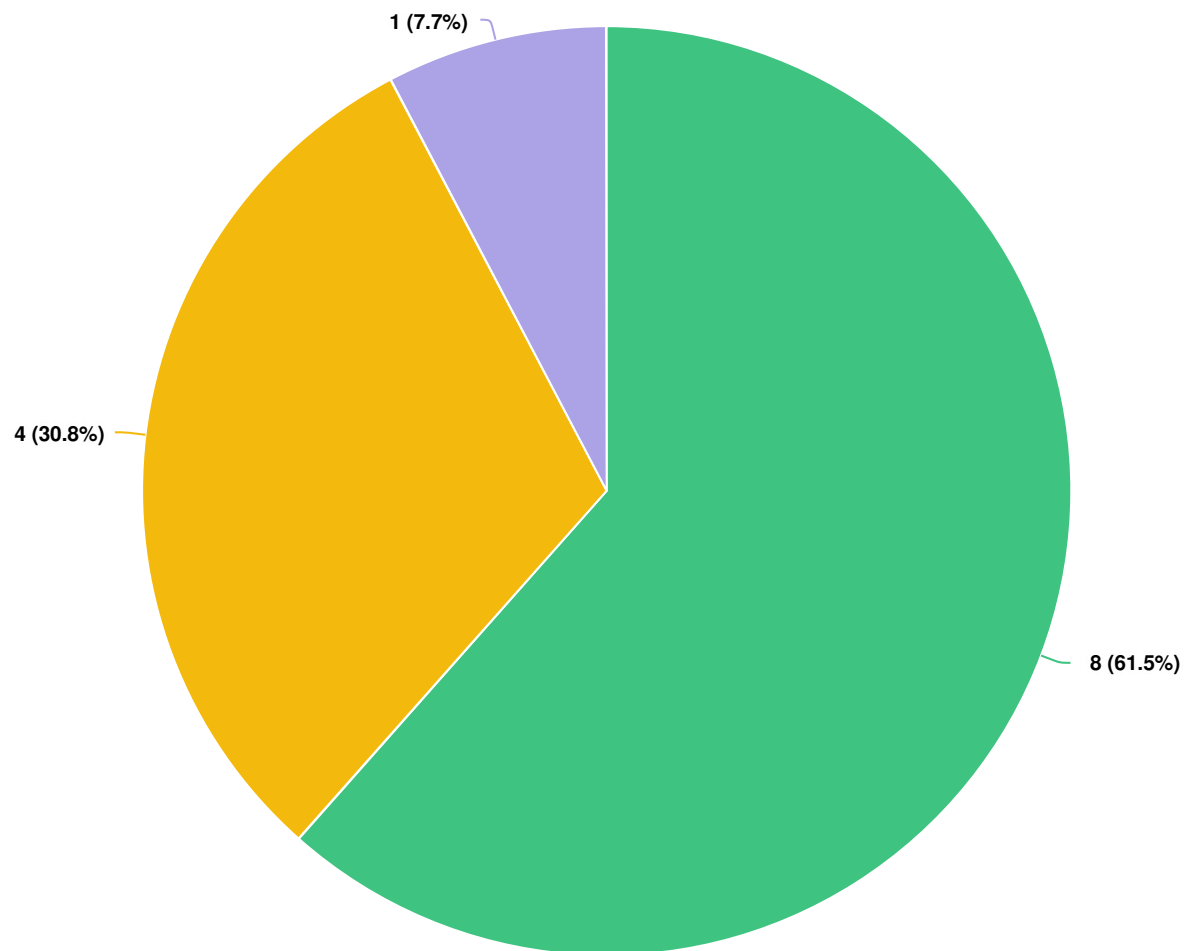
Question options

● Positive

Optional question (13 response(s), 0 skipped)

Question type: Radio Button Question

If COVID-19 restrictions were not in place, would you have participated in the temporary patio program?



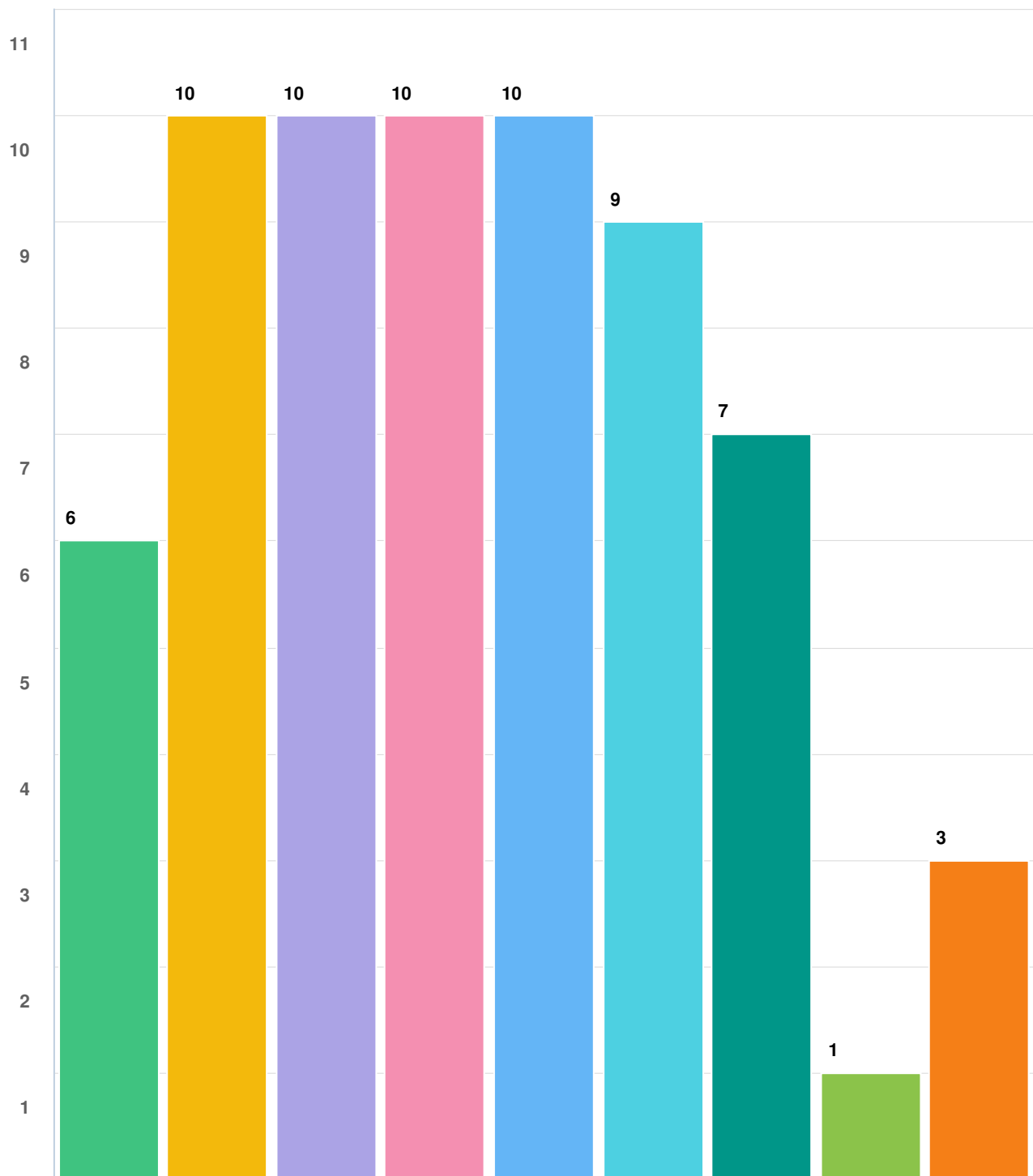
Question options

☐ Unsure ☐ No ☒ Yes

Optional question (13 response(s), 0 skipped)

Question type: Radio Button Question

When should patios be permitted in Burlington? Check all that apply.



Question options

● Year round
 ● November
 ● October
 ● September
 ● August
 ● July
 ● June
 ● May
 ● April

Optional question (13 response(s), 0 skipped)

Question type: Checkbox Question

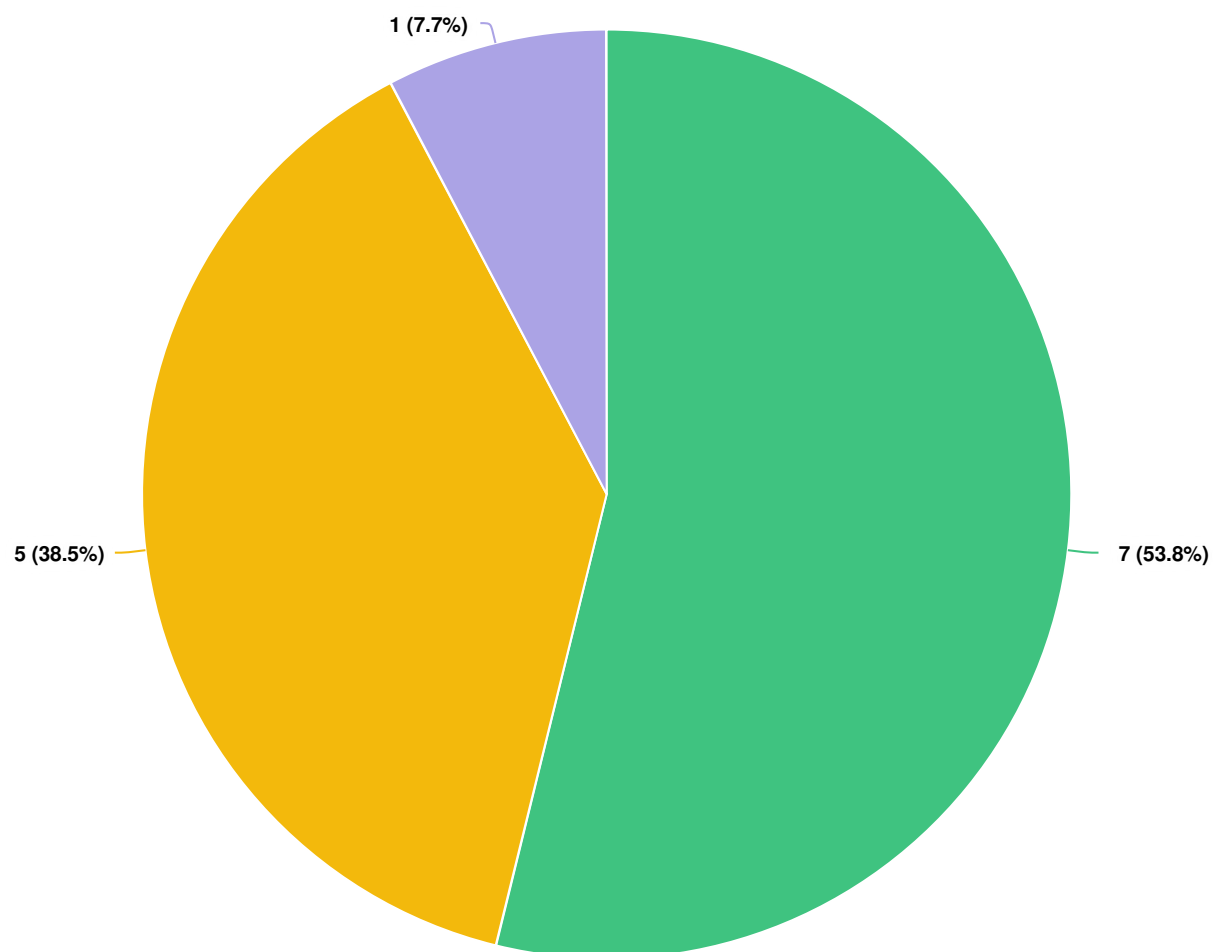
In your experience as a patio operator, how has opening an outdoor patio affected your business?



Optional question (13 response(s), 0 skipped)

Question type: Likert Question

Has your staffing level increased or decreased since the start of the COVID-19 pandemic?



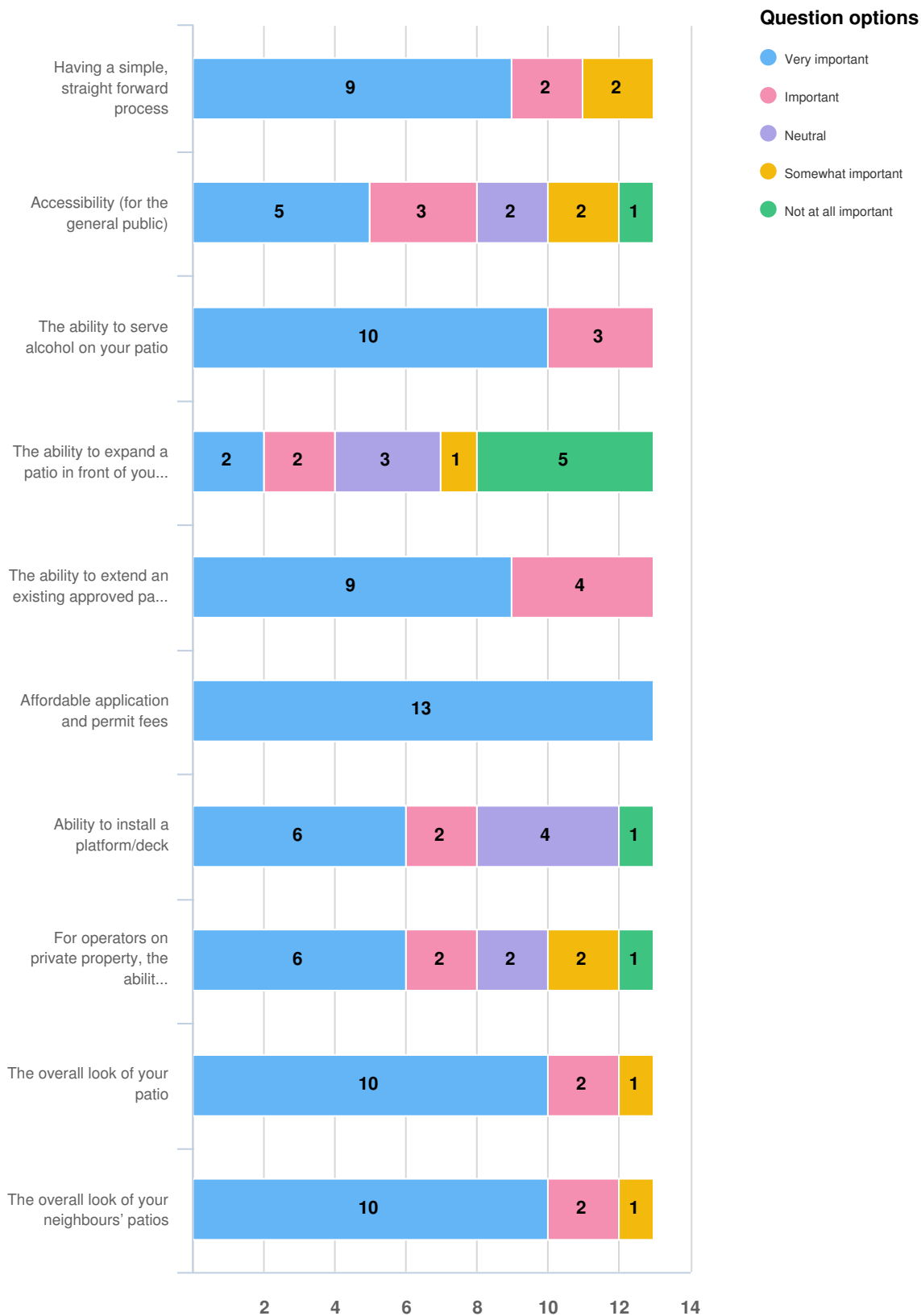
Question options

☐ Stayed the same ☐ Decreased ☐ Increased

Optional question (13 response(s), 0 skipped)

Question type: Radio Button Question

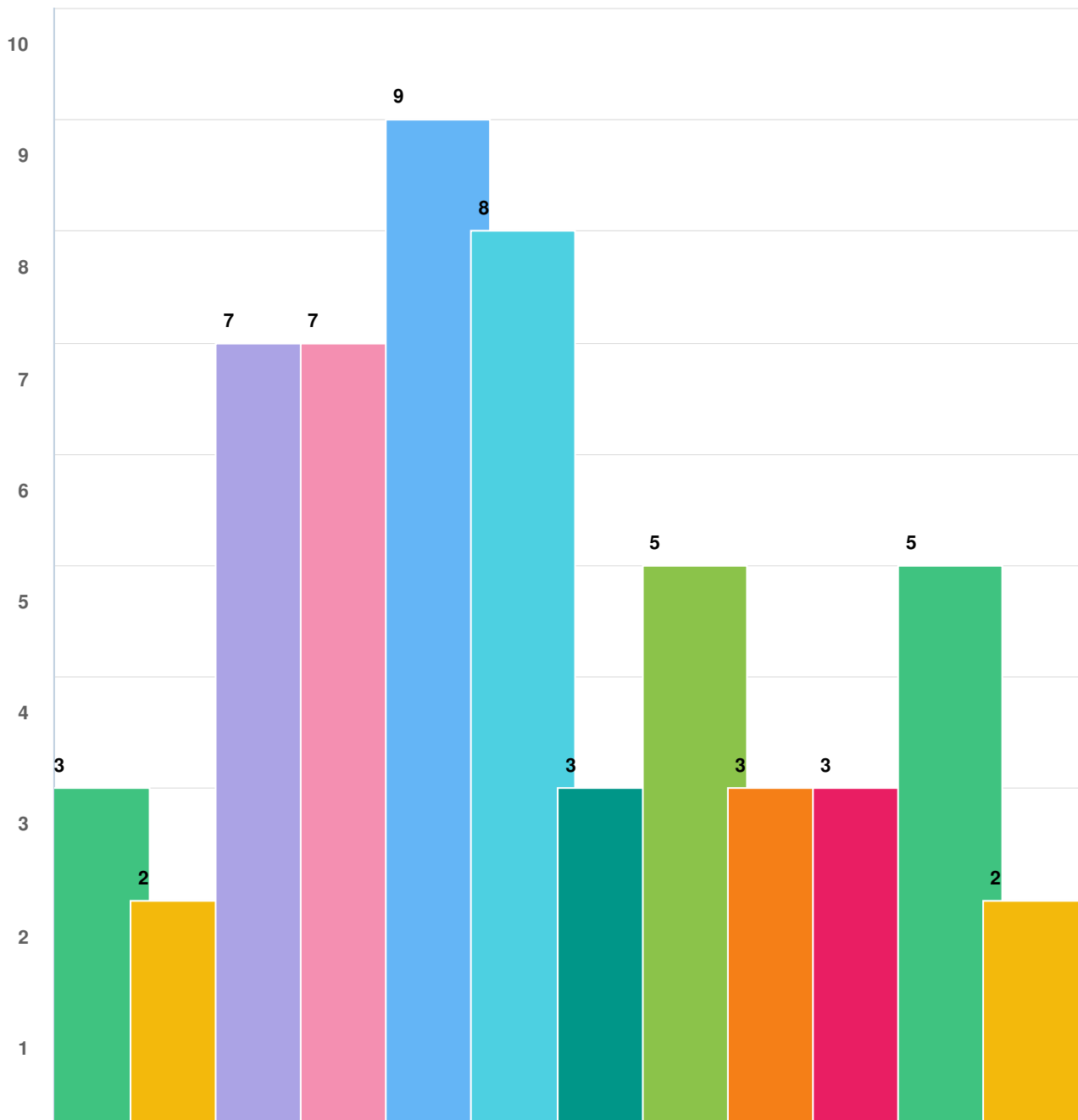
Please rate the importance of each of the following as part of an updated patio program



Optional question (13 response(s), 0 skipped)

Question type: Likert Question

As part of a new outdoor patio program, what changes should be made to the existing program? (select all that apply)



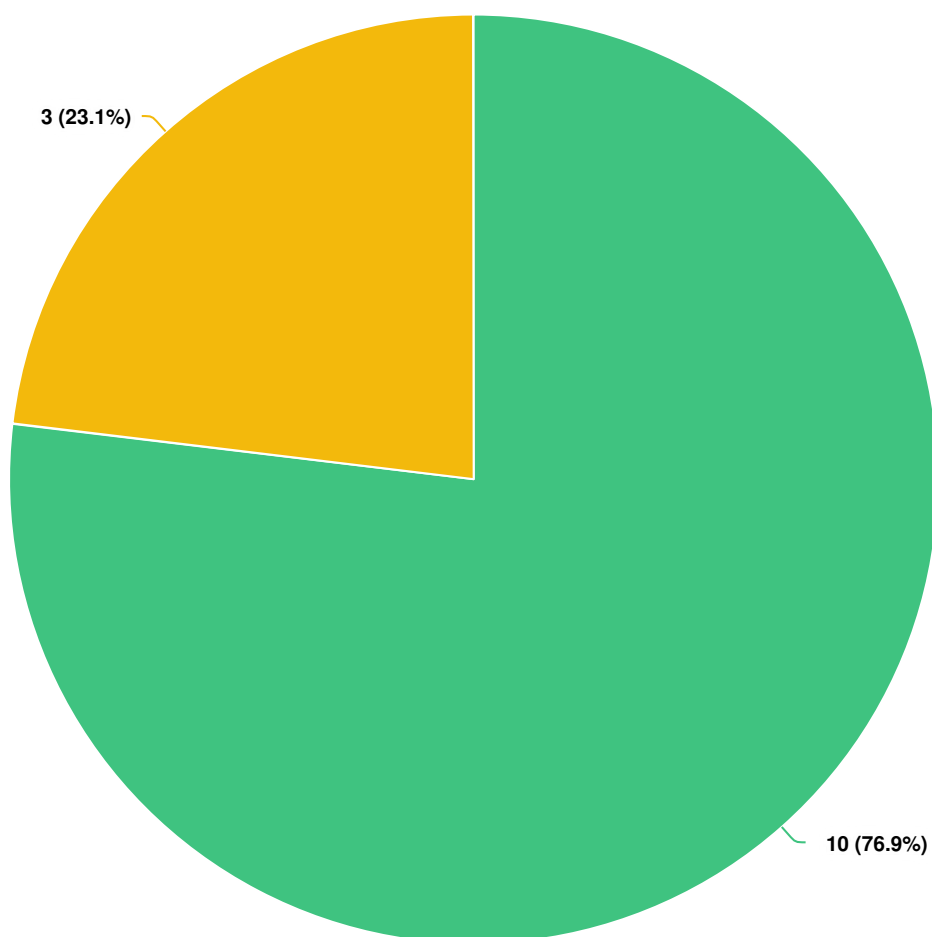
Question options

- Other (please specify)
 ● Ability to play music
 ● Increased spots for delivery/pick up
 ● Improved landscaping
- Better patio design
 ● No fencing
 ● Consistency of patio requirements
 ● Increase the speed of approval timelines
- Expand the program City-wide
 ● Better communication about the program
- Keep the roads and lanes open (no road or lane closures)
 ● Better parking enforcement

Optional question (12 response(s), 1 skipped)

Question type: Checkbox Question

Should patios be permitted on streets and sidewalks throughout the City of Burlington?



Question options

☐ No ☒ Yes

Optional question (13 response(s), 0 skipped)

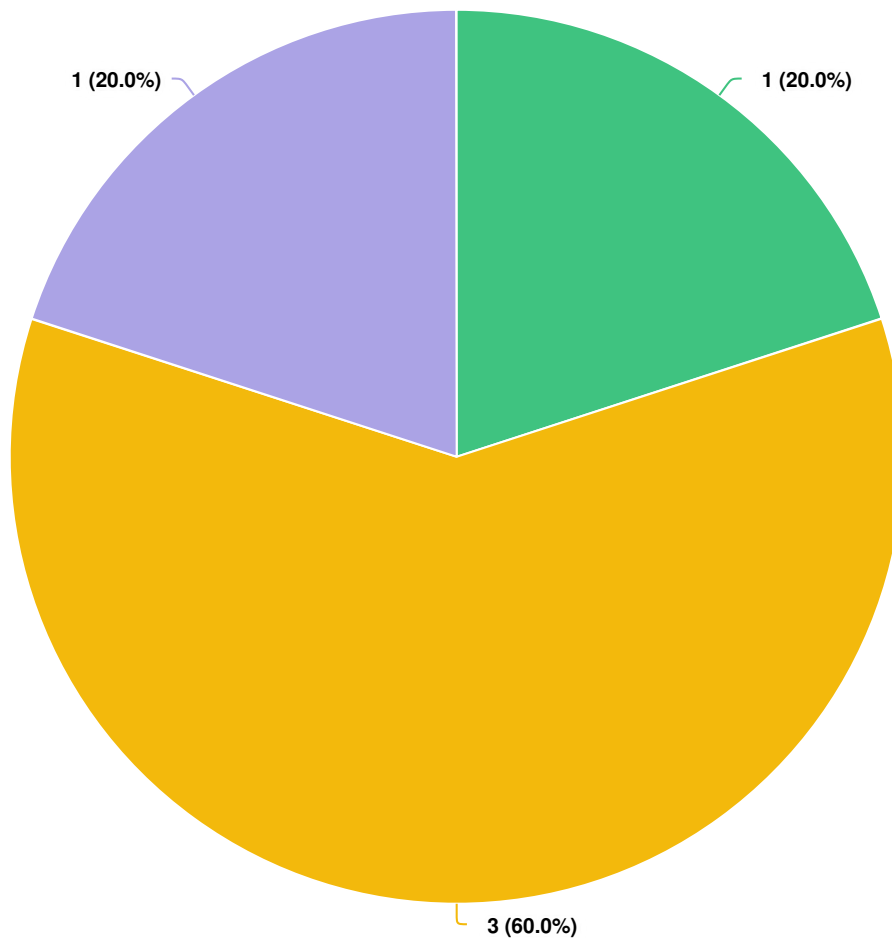
Question type: Radio Button Question

ENGAGEMENT TOOL: SURVEY TOOL

Patio Survey for Owners without Patios or Non-restaurants

Visitors 5	Contributors 5	CONTRIBUTIONS 5
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What type of business are you representing?



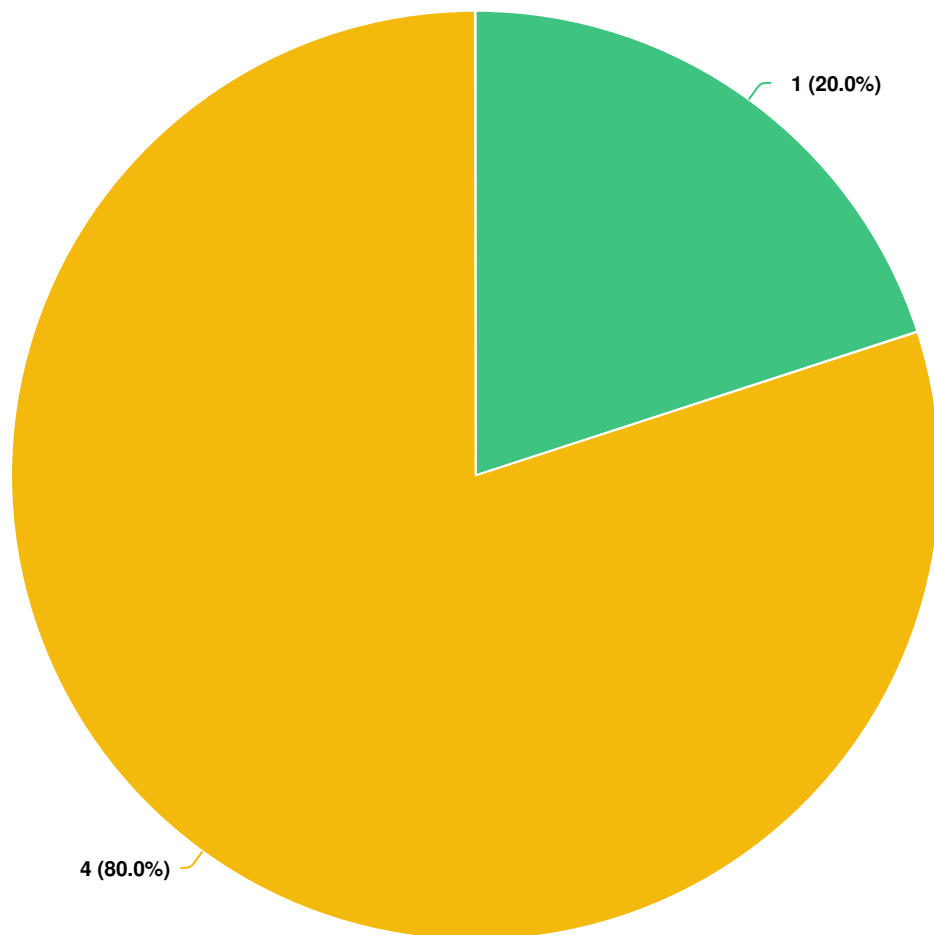
Question options

☐ Other (please specify)
 ☒ Restaurant
 ☐ Retail

Optional question (5 response(s), 0 skipped)

Question type: Radio Button Question

How would you describe the feedback you heard from your customers about restaurant patios in the City of Burlington?



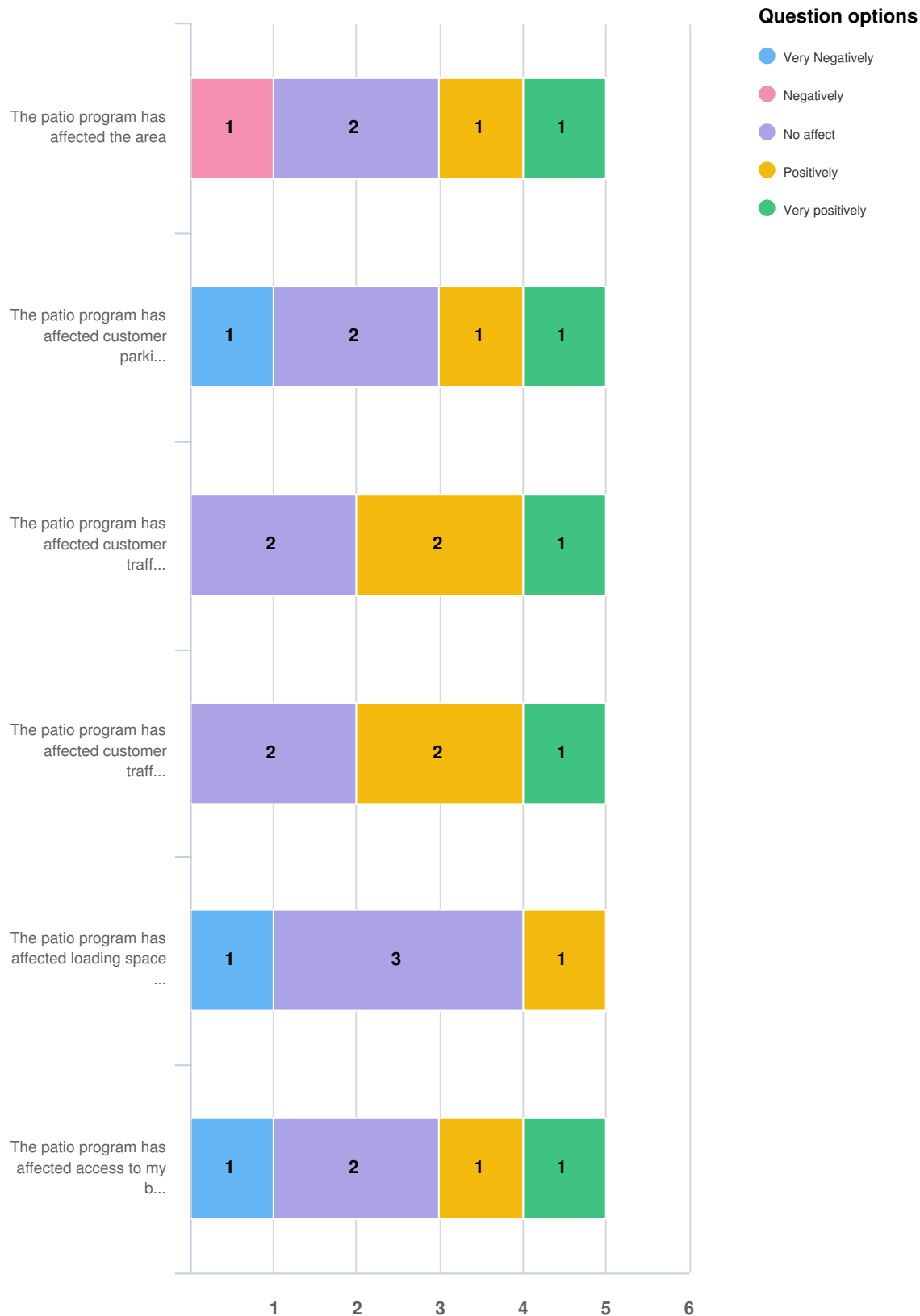
Question options

● Mixed ● Positive

Optional question (5 response(s), 0 skipped)

Question type: Radio Button Question

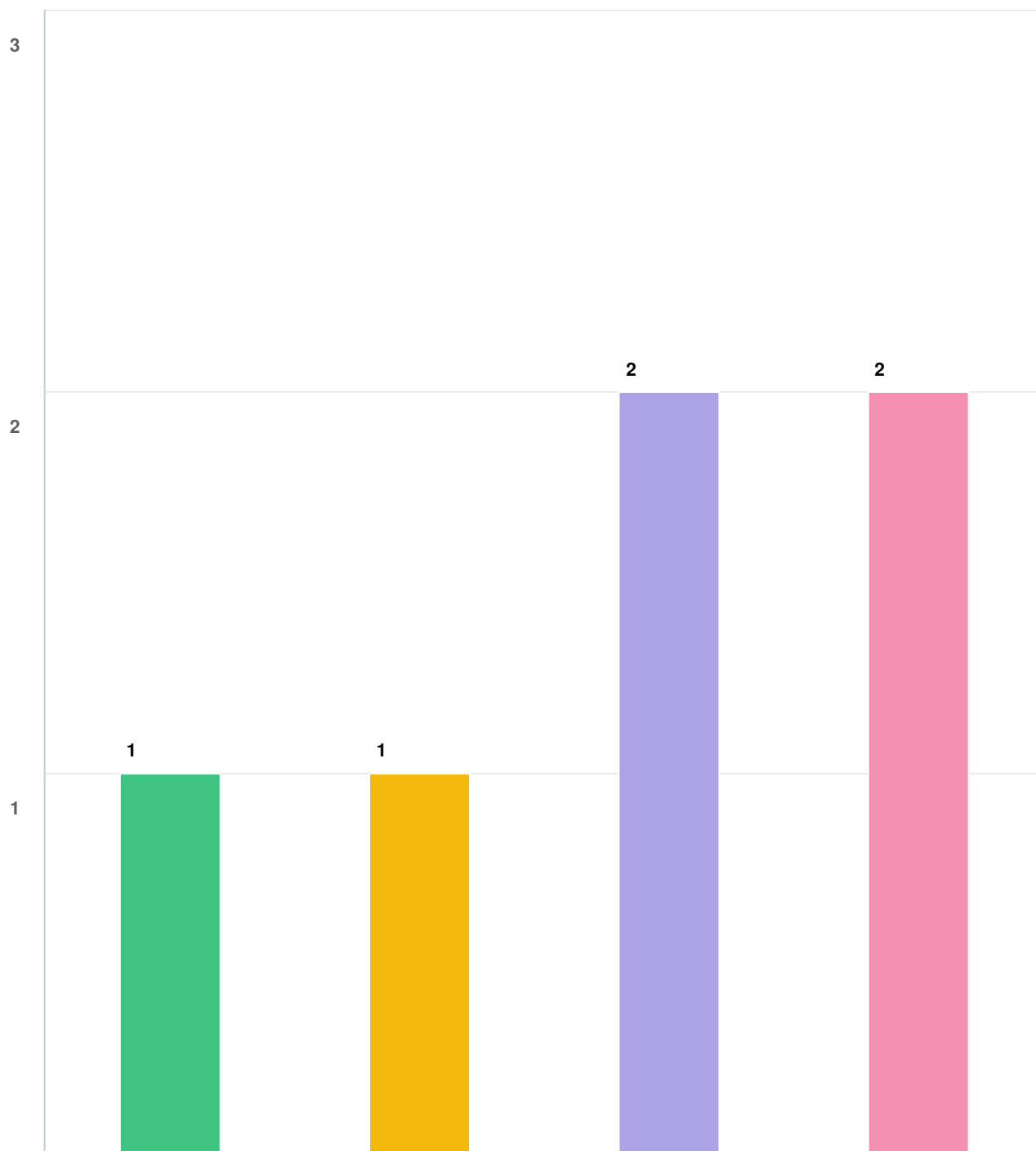
How has your business been impacted by the Temporary/Pop-Up Patio Program?



Optional question (5 response(s), 0 skipped)

Question type: Likert Question

If you are a restaurant owner and thought about opening a patio, but decided not to, what are some of the reasons why? Check all that apply.



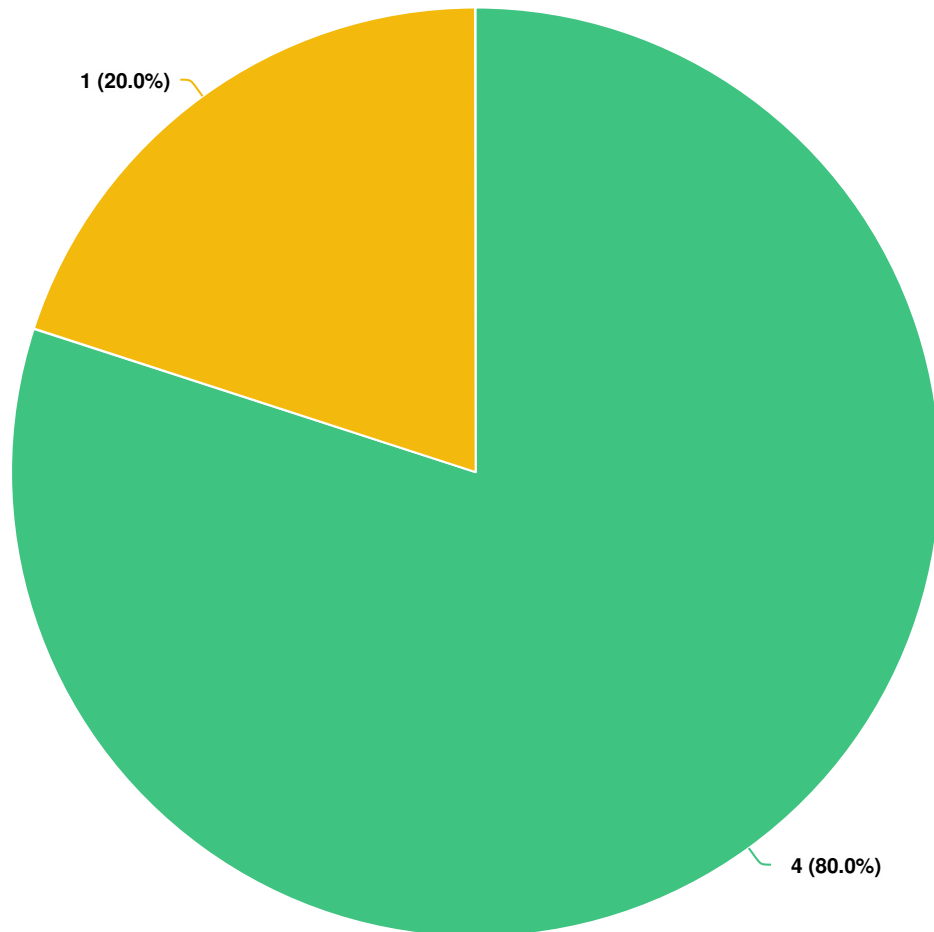
Question options

- I am not a restaurant owner/not applicable.
- I found the City's requirements too hard to meet.
- I thought it would take too long to get a patio permit.
- Cost of permits and building materials.

Optional question (4 response(s), 1 skipped)

Question type: Checkbox Question

Should businesses other than restaurants be allowed to apply for an outdoor patio?



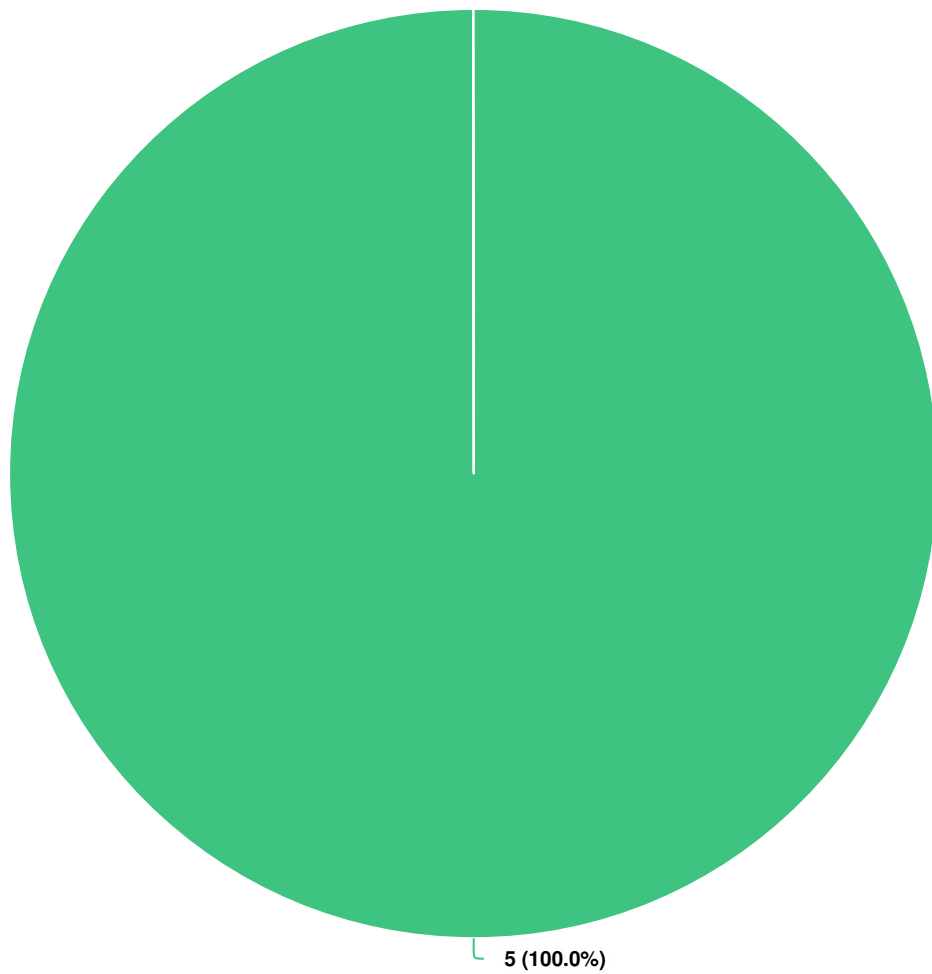
Question options

☐ No ☒ Yes

Optional question (5 response(s), 0 skipped)

Question type: Radio Button Question

Should patios be permitted on streets and sidewalks throughout the City of Burlington?



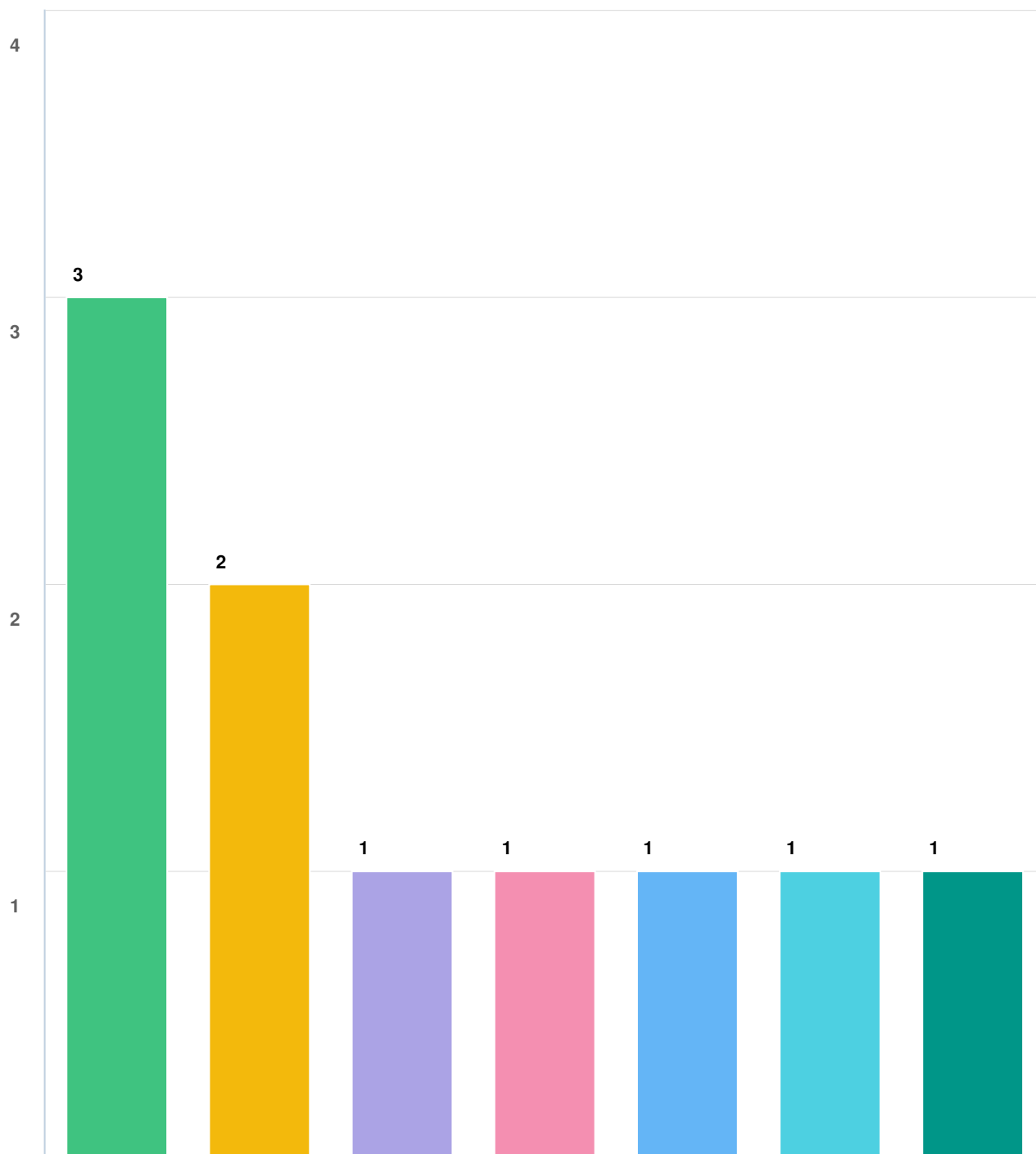
Question options

☒ Yes

Optional question (5 response(s), 0 skipped)

Question type: Radio Button Question

How would do you think curb lanes should be used throughout the City? Check all that apply.



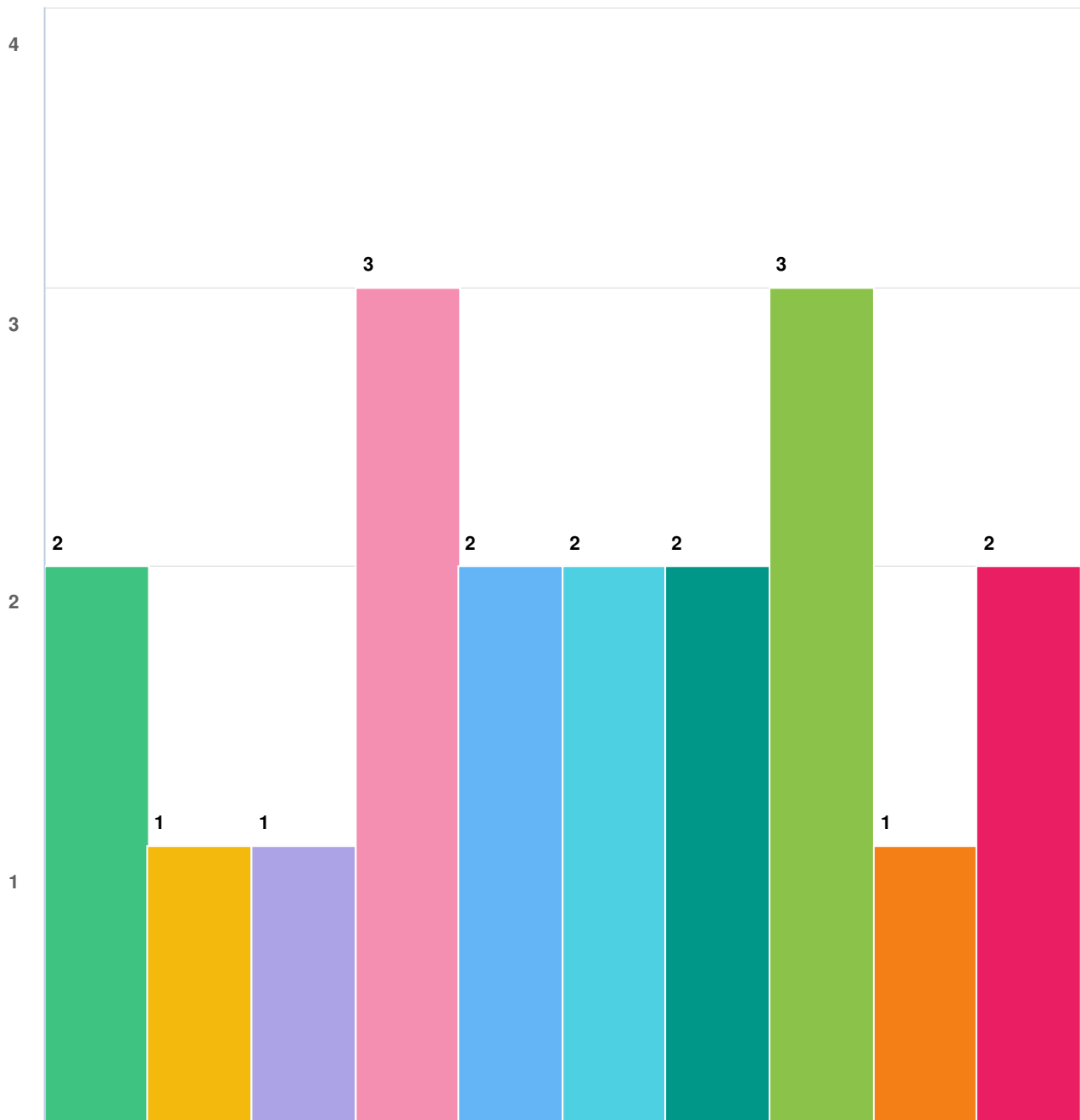
Question options

- Trees
 ● Street furniture, such as benches
 ● More public space
 ● Wider public realm/sidewalks
- Dedicated loading zones
 ● Parking
 ● Outdoor dining patios

Optional question (4 response(s), 1 skipped)

Question type: Checkbox Question

As part of a new outdoor patio program, what changes should be made to the existing program? Check all that apply.



Question options

- Ability to play music
 ● Increased spots for delivery/pick up
 ● Improved landscaping
 ● Better patio design
- Consistency of patio requirements
 ● Increase the speed of approval timelines
 ● Expand the program city-wide
- Better communication about the program
 ● Keep roads and lanes open (no road or lane closures)
- Better parking enforcement

Optional question (5 response(s), 0 skipped)

Question type: Checkbox Question