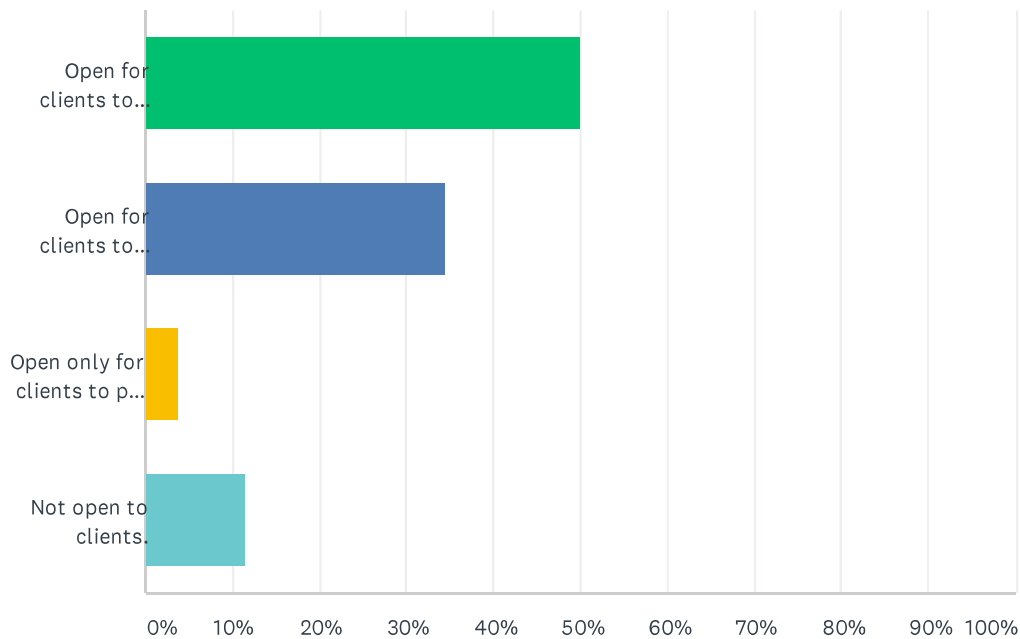


## Q2 Are you open to clients to visit your business and/or for curbside pickup or takeout?

Answered: 26 Skipped: 1



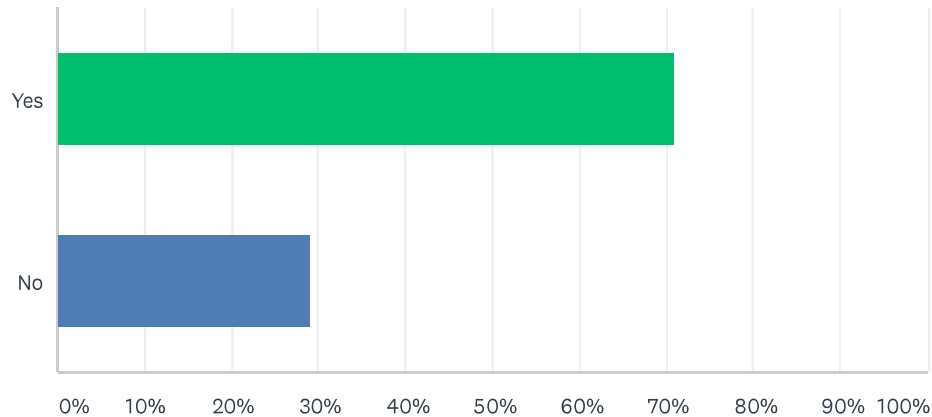
| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| Open for clients to visit my business.                     | 50.00%    | 13 |
| Open for clients to visit and for curbside and/or takeout. | 34.62%    | 9  |
| Open only for clients to pick up curbside or takeout.      | 3.85%     | 1  |
| Not open to clients.                                       | 11.54%    | 3  |
| TOTAL  |           | 26 |

## 2-Hour Free BIA Parking Program

| # | COMMENTS/OTHER   | DATE               |
|---|--|--------------------|
| 1 | We are operating but not accepting walk-up traffic at the moment. Any required in-person visits need to be scheduled and we had sufficient private parking space to accommodate at the moment. Should we be required to fully staff the operation, the paid parking would perhaps be an issue. | 9/2/2020 9:40 AM   |
| 2 | We are open by appointment only. Doors are still locked to the general public.   | 9/2/2020 9:24 AM   |
| 3 | We will be open next week  | 9/2/2020 9:20 AM   |
| 4 | As a law firm, we are closed to the public but are meeting with clients by appointment only.   | 9/2/2020 9:19 AM   |
| 5 | We are open for clients to drop off or pick up items - but not open for general requirements   | 9/2/2020 9:18 AM   |
| 6 | Construction phase on going June till November At times no access in front of buildings and meters In our case parking lot in back of building at times was not accessable but thanks to our loyal clientele we, they persevered   | 8/29/2020 4:01 PM  |
| 7 | we are not a public workplace, clients come to our office for specific appointments, we did not close during the pandemic but the traffic to our office decreased as we closed our ambulatory clinic   | 8/28/2020 11:05 AM |
| 8 | I have onsite parking for all my guest rooms so this initiative doesn't really affect me.  | 8/28/2020 10:44 AM |

### Q3 Did you close to clients during the pandemic?

Answered: 24   Skipped: 3



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes            | 70.83% 17 |
| No             | 29.17% 7  |
| TOTAL          | 24        |

| # | COMMENTS  | DATE               |
|---|---|--------------------|
| 1 | we continued pick up and delivery   | 9/2/2020 9:35 AM   |
| 2 | same as previous question.  | 9/2/2020 9:19 AM   |
| 3 | By appointment only with strict guidelines  | 8/29/2020 4:02 PM  |
| 4 | Phase 1 and 2- closed for customers. Curb side only   | 8/28/2020 12:02 PM |
| 5 | Locked door and cleared but clients and potential new clients before entering office  | 8/28/2020 11:24 AM |
| 6 | We closed our doors but offered curb side pick ups and delivery.  | 8/28/2020 11:07 AM |
| 7 | our ambulatory clinic closed, no other reason for clients to come to our office   | 8/28/2020 11:06 AM |
| 8 | We closed temporarily while we quarantined after traveling out of the country for March Break and extended that time to get our online shop ready for online ordering and curbside pickup. In total we were closed 4 weeks. | 8/28/2020 10:55 AM |
| 9 | However there were no clients as no one was traveling.  | 8/28/2020 10:45 AM |

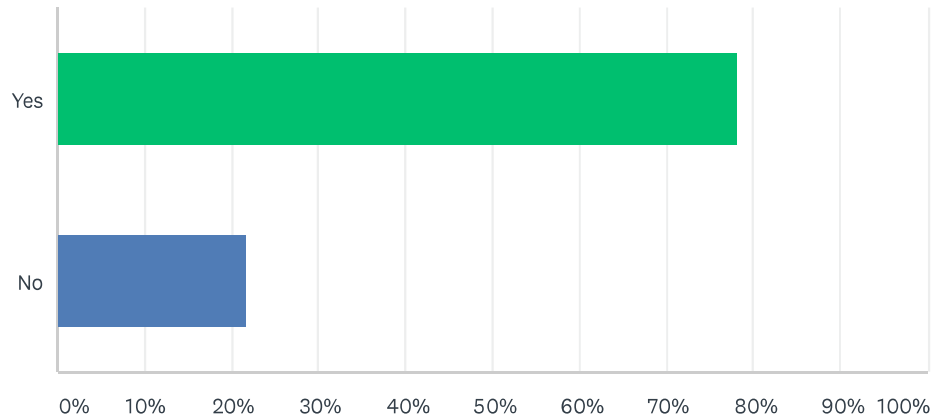
## Q4 When did you open for customers to visit your business?

Answered: 16   Skipped: 11

| ANSWER CHOICES |             | RESPONSES          |
|----------------|-------------|--------------------|
| Date / Time    |             | 100.00% 16         |
| #              | DATE / TIME | DATE               |
| 1              | 05/19/2020  | 9/2/2020 1:11 PM   |
| 2              | 06/24/2020  | 9/2/2020 10:54 AM  |
| 3              | 08/17/2020  | 9/2/2020 9:20 AM   |
| 4              | 07/06/2020  | 9/2/2020 9:18 AM   |
| 5              | 06/17/2020  | 9/2/2020 9:17 AM   |
| 6              | 06/15/2020  | 8/31/2020 10:04 AM |
| 7              | 08/15/2020  | 8/29/2020 11:43 AM |
| 8              | 06/08/2020  | 8/28/2020 4:26 PM  |
| 9              | 05/25/2020  | 8/28/2020 3:35 PM  |
| 10             | 06/08/2020  | 8/28/2020 12:02 PM |
| 11             | 07/13/2020  | 8/28/2020 11:29 AM |
| 12             | 05/25/2020  | 8/28/2020 11:07 AM |
| 13             | 06/12/2020  | 8/28/2020 11:07 AM |
| 14             | 08/10/2020  | 8/28/2020 11:06 AM |
| 15             | 07/16/2020  | 8/28/2020 10:56 AM |
| 16             | 06/17/2020  | 8/28/2020 10:53 AM |

## Q5 Do your clients need to use street or municipal lot parking?

Answered: 23 Skipped: 4

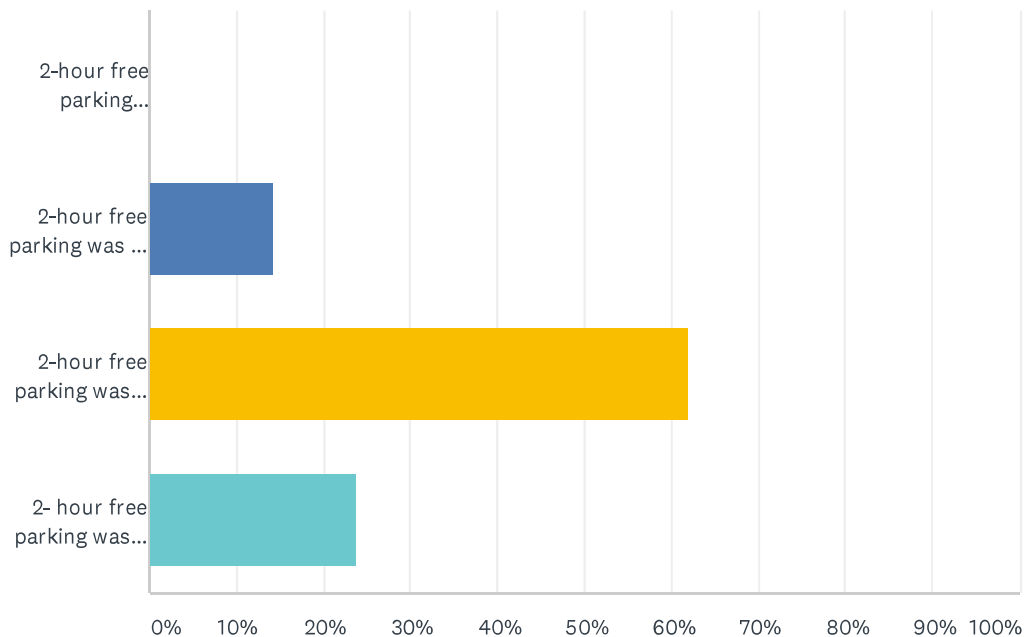


| ANSWER CHOICES        | RESPONSES |    |
|-----------------------|-----------|----|
| Yes                   | 78.26%    | 18 |
| No                    | 21.74%    | 5  |
| Total Respondents: 23 |           |    |

| # | COMMENTS.  | DATE               |
|---|--|--------------------|
| 1 | We have our own parking lot, but there are also street parking spaces in front of the store.   | 9/2/2020 9:18 AM   |
| 2 | Have my own parking lot  | 8/31/2020 10:05 AM |
| 3 | when available   | 8/29/2020 4:04 PM  |
| 4 | We have very limited parking at our location.  | 8/28/2020 4:26 PM  |
| 5 | Limited spaces beside our building. Overflow on road if required   | 8/28/2020 11:26 AM |
| 6 | We have a ( free)parking lot that is for Time Square customers only but historically a lot of non customers park and then walk to downtown area, the landlords actually set up parking lot monitors periodically to advise non customers to move their car. Our parking lot has been noticeably less full since COVID. I expect it is due to the pandemic but could also be that people can park for free in downtown area | 8/28/2020 11:11 AM |
| 7 | To visit in store they need to park in a lot or around the corner on PITT. For curbside pick up , they just pull up out front (no street parking on first by us) and we run their order out.   | 8/28/2020 10:58 AM |

## Q6 Rate the importance of 2-hour free parking on assisting you with your businesses recovery from the COVID-19 shutdown:

Answered: 21 Skipped: 6

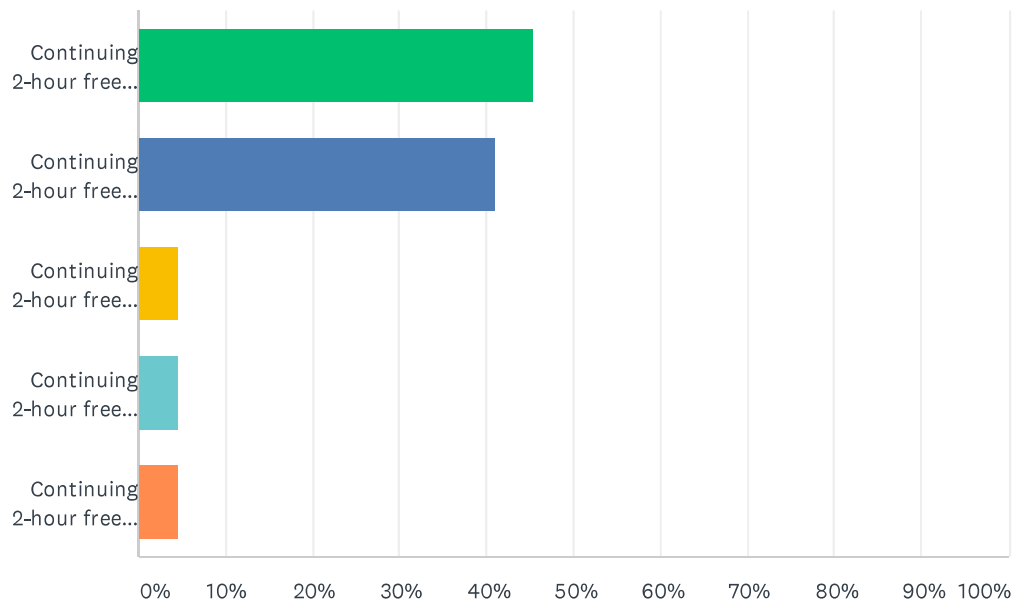


| ANSWER CHOICES  | RESPONSES |    |
|---|-----------|----|
| 2-hour free parking hindered my businesses recovery           | 0.00%     | 0  |
| 2-hour free parking was not helpful in my businesses recovery | 14.29%    | 3  |
| 2-hour free parking was helpful in my businesses recovery.    | 61.90%    | 13 |
| 2- hour free parking was vital to my businesses recovery.     | 23.81%    | 5  |
| TOTAL   |           | 21 |

| # | COMMENTS   | DATE               |
|---|--|--------------------|
| 1 | many customers come in and tell us how great it is to have the free parking.   | 9/2/2020 9:37 AM   |
| 2 | The challenge we faced was another business leaving their personal vehicles in the spots in front of our store, thereby denying them to the customers. | 9/2/2020 9:18 AM   |
| 3 | I'm sure it would help other businesses  | 8/31/2020 10:05 AM |
| 4 | It is welcome but previous comments mentioned above because of on going construction   | 8/29/2020 4:04 PM  |
| 5 | Customers were pleasantly surprised with the City's effort to help local small businesses.   | 8/28/2020 12:09 PM |
| 6 | Many customers were not aware of the 2 hour free parking. Comments of lack of signage to let them know   | 8/28/2020 12:03 PM |
| 7 | Hundreds of comments given by customers saying how much they loved and appreciated the free parking and how helpful it was.                            | 8/28/2020 11:10 AM |
| 8 | we received many positive comments from our customers about the free parking.  | 8/28/2020 10:58 AM |
| 9 | I have on-site parking.  | 8/28/2020 10:46 AM |

## Q7 How important is the continuation of the 2-hour free parking to your recovery?

Answered: 22 Skipped: 5

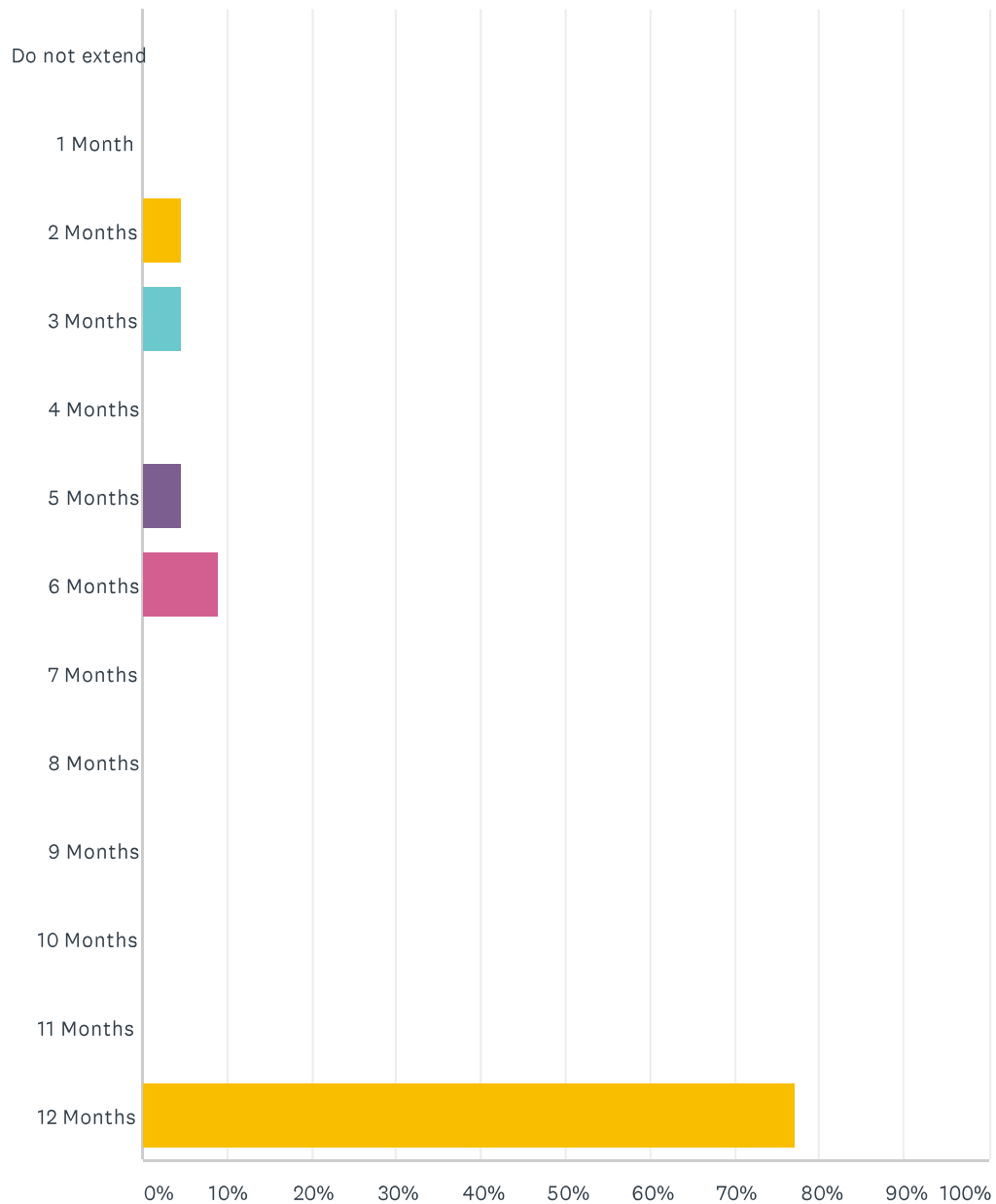


| ANSWER CHOICES  | RESPONSES |    |
|---|-----------|----|
| Continuing 2-hour free parking is extremely helpful.  | 45.45%    | 10 |
| Continuing 2-hour free parking is very helpful.       | 40.91%    | 9  |
| Continuing 2-hour free parking is somewhat helpful.   | 4.55%     | 1  |
| Continuing 2-hour free parking is not very helpful.   | 4.55%     | 1  |
| Continuing 2-hour free parking is not at all helpful. | 4.55%     | 1  |
| TOTAL   |           | 22 |

| # | COMMENTS  | DATE               |
|---|---|--------------------|
| 1 | the free parking 2 hr rule should be in place always for local shopping and dining  | 9/2/2020 9:37 AM   |
| 2 | No necessarily for our business, as we have our own parking, but it certainly encourages me when I'm downtown supporting other businesses (i.e. picking up lunch, etc.)     | 9/2/2020 9:18 AM   |
| 3 | I'm sure it would help other businesses   | 8/31/2020 10:05 AM |
| 4 | WHEN combined with no tickets. Most of our clients are unaware that their plate still needs to be entered, however tickets are still being given. Very frustrating for all. | 8/28/2020 12:09 PM |
| 5 | Taking the free parking away now would give a very negative vibe.   | 8/28/2020 11:10 AM |
| 6 | My clients leave their cars here in the lot and walk to downtown restaurants, stores etc.   | 8/28/2020 10:46 AM |

## Q8 How long would you like to see 2-hour free parking extended?

Answered: 22 Skipped: 5





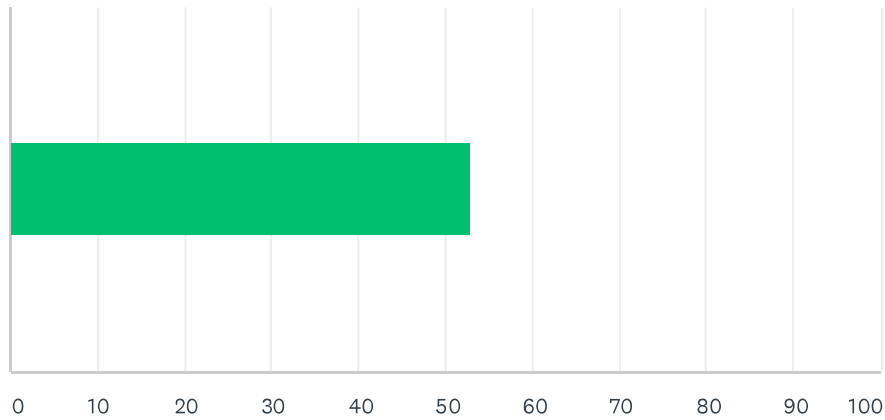
## 2-Hour Free BIA Parking Program

| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Do not extend  | 0.00%     | 0  |
| 1 Month        | 0.00%     | 0  |
| 2 Months       | 4.55%     | 1  |
| 3 Months       | 4.55%     | 1  |
| 4 Months       | 0.00%     | 0  |
| 5 Months       | 4.55%     | 1  |
| 6 Months       | 9.09%     | 2  |
| 7 Months       | 0.00%     | 0  |
| 8 Months       | 0.00%     | 0  |
| 9 Months       | 0.00%     | 0  |
| 10 Months      | 0.00%     | 0  |
| 11 Months      | 0.00%     | 0  |
| 12 Months      | 77.27%    | 17 |
| TOTAL          |           | 22 |

| #  | COMMENTS  | DATE               |
|----|---|--------------------|
| 1  | We need that kind of help for the downtown until things return to normal.   | 9/2/2020 1:13 PM   |
| 2  | free parking should be in effect always in the downtown core. Every other business in Cornwall has parking on street or in their own lot for free which deters people from coming downtown  | 9/2/2020 9:38 AM   |
| 3  | I say 12 months because, the city has worked hard to get shoppers downtown, as soon as the snow hits, shopping will decrease and having to pay to park will hinder those already on the fence about coming downtown. Especially when there is a shopping area at 9th and Cumberland that is free and well cleared of snow. Customers have complained that they need to register plates as it still casques them to hunt for Kiosk and parking near a Kiosk.   | 8/29/2020 12:12 PM |
| 4  | Ongoing.  | 8/28/2020 12:10 PM |
| 5  | I think there should be the permanent implementation of a 2-hour free parking window for downtown businesses. However, I think that in having the requirement for vehicles to register their plate, it entirely removes the convenience factor we are trying to create. To visitors, it is not about the \$2 dollars, it is about being able to zip in and out of a spot quickly. I would prefer 2 hr free parking monitored by tire-chaulking or some other mechanism that does not involve the meters at all. | 8/28/2020 11:33 AM |
| 6  | Continue to monitor   | 8/28/2020 11:27 AM |
| 7  | Businesses have suffered tremendously during the pandemic and need a boost where they can get it.   | 8/28/2020 11:12 AM |
| 8  | I think all of us small business owners are going to need all the help we can get so letting customers know that they don't have to pay for parking is a bonus!!! This should encourage customers to shop downtown.   | 8/28/2020 11:07 AM |
| 9  | I think it should be indefinitely. For many, 2 hours is more than enough time to do their shopping downtown, and for those who wish to eat or have longer appointments, paying a couple buck to extend it is reasonable.  | 8/28/2020 10:59 AM |
| 10 | Anything that brings more people downtown and enlivens the Main Street is good for tourism.   | 8/28/2020 10:46 AM |

## Q9 What percentage of your clients are aware of the 2-hour free parking?

Answered: 20 Skipped: 7

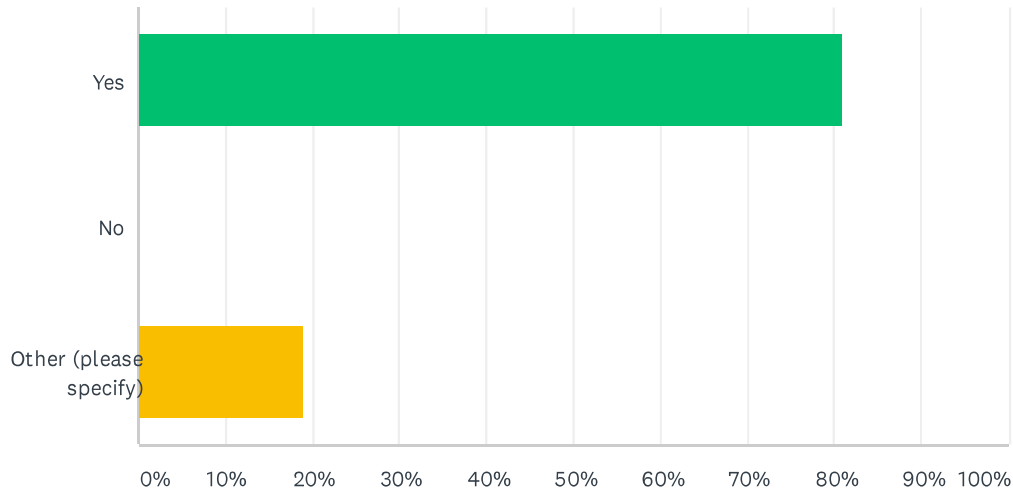


| ANSWER CHOICES        | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|-----------------------|----------------|--------------|-----------|
|                       | 53             | 1,060        | 20        |
| Total Respondents: 20 |                |              |           |

| #  |     | DATE               |
|----|-----|--------------------|
| 1  | 61  | 9/2/2020 1:13 PM   |
| 2  | 50  | 9/2/2020 10:56 AM  |
| 3  | 87  | 9/2/2020 9:38 AM   |
| 4  | 3   | 9/2/2020 9:36 AM   |
| 5  | 50  | 9/2/2020 9:20 AM   |
| 6  | 100 | 9/2/2020 9:20 AM   |
| 7  | 75  | 9/2/2020 9:19 AM   |
| 8  | 98  | 9/2/2020 9:19 AM   |
| 9  | 60  | 9/1/2020 10:17 AM  |
| 10 | 65  | 8/29/2020 12:13 PM |
| 11 | 50  | 8/28/2020 4:27 PM  |
| 12 | 50  | 8/28/2020 3:37 PM  |
| 13 | 50  | 8/28/2020 12:10 PM |
| 14 | 50  | 8/28/2020 12:04 PM |
| 15 | 50  | 8/28/2020 11:33 AM |
| 16 | 0   | 8/28/2020 11:28 AM |
| 17 | 75  | 8/28/2020 11:12 AM |
| 18 | 8   | 8/28/2020 11:07 AM |
| 19 | 78  | 8/28/2020 10:59 AM |
| 20 | 0   | 8/28/2020 10:47 AM |

## Q10 Do your clients appreciate the 2-hour free parking program?

Answered: 21 Skipped: 6



| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| Yes                    | 80.95%    | 17 |
| No                     | 0.00%     | 0  |
| Other (please specify) | 19.05%    | 4  |
| TOTAL                  |           | 21 |

| # | OTHER (PLEASE SPECIFY)   | DATE               |
|---|--|--------------------|
| 1 | As we have our own parking lot, we haven't really tracked this.  | 9/2/2020 9:19 AM   |
| 2 | Yes, BUY most are confused about the need to enter their plate when they don't intend on being parked longer than 2 hours. We are constantly explaining how the 2 hour parking works. Some are still getting tickets because they're confused. | 8/28/2020 12:10 PM |
| 3 | Not sure   | 8/28/2020 11:28 AM |
| 4 | Not applicable.  | 8/28/2020 10:47 AM |

## Q11 Do you have any suggestions on how the 2-hour free parking program could be improved?

Answered: 13   Skipped: 14

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | not at this time.  | 9/2/2020 9:41 AM   |
| 2  | Fix some of the wierd issues. If I park on Pitt Street to pickup lunch it's free. If I go to the municipal lot on 1st and Pitt it's not? Also, it seems silly to make me check in a minimum of 2 hours on the app. If I check in 2 hours for only 15 minutes in a spot the Clty is getting flash information on the usage. You can have 20 or 30 cars stop in the same spot and each one checks in for two hours. The App should let you say you're only planing on being in the spot for 15 minutes, but if you do that it says you have to pay. The only option for free is 2 hours. | 9/2/2020 9:24 AM   |
| 3  | Perhaps a bit more promotion of this very beneficial program   | 9/2/2020 9:23 AM   |
| 4  | Extended would be nice. Even if it's only 1 hour.  | 9/2/2020 9:21 AM   |
| 5  | Making parking free. No kiosk to register at. Many cities do this for their downtowns....this would help immensely. OR give shoppers 4 hours so they can shop and eat at their leisure without having to run out and pay or skip shopping after a meal due to having to go back to the car to pay anyway.....  | 8/29/2020 12:15 PM |
| 6  | More signage just letting people know of this benefit to parking downtown  | 8/28/2020 4:27 PM  |
| 7  | Eliminate entry of the plate. The vast majority of patrons shopping and dining are not parking longer than 2 hours. Ask businesses to manage compliance with their employees.  | 8/28/2020 1:18 PM  |
| 8  | More visible signage   | 8/28/2020 12:05 PM |
| 9  | Do not require the registration of plates.   | 8/28/2020 11:33 AM |
| 10 | More signage and advertising on how it works.  | 8/28/2020 11:15 AM |
| 11 | Maybe if larger signage was put up along along Pitt Street along with signage in all public paid parking lots so everyone can see it and spread the word.  | 8/28/2020 11:10 AM |
| 12 | Registering you plate for the free parking is still a bit tricky for our more senior customers.  | 8/28/2020 11:00 AM |
| 13 | No.  | 8/28/2020 10:47 AM |

## Q12 Final comments?

Answered: 10   Skipped: 17

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | none.  | 9/2/2020 9:41 AM   |
| 2  | I wonder what the actual income is for the city after you factor in the cost of the terminals, parking enforcement, etc.   | 9/2/2020 9:24 AM   |
| 3  | Job Zone d'emploi's client base is largely comprised of community residents who are unemployed or underemployed; the 2 hour free parking program has been incredibly beneficial to them!   | 9/2/2020 9:23 AM   |
| 4  | Businesses continue to struggle, free parking makes it that much easier to have clients stop in.   | 9/2/2020 9:21 AM   |
| 5  | Thank you so much for trying to help Downtown Businesses.  | 8/29/2020 12:15 PM |
| 6  | Throughout the year, the City and Council make efforts to help support Cornwall's Downtown. It's a hub for local small business and a vibrant part of our community. Unfortunately the Downtown no longer thrives as evidenced by many vacancies. Why then would the City and Council continue to operate a paid parking program that negatively impacts the Downtown? The frustration felt by downtown businesses was magnified earlier this year when City documents were disclosed revealing the program's net zero contribution to City budget. What, it doesn't even make money?! Surely we can find other work within the city for the well-meaning employees of the program. Or not, a business couldn't afford to operate this way. Listen to the residents of Cornwall. It's not the cost to park. The hourly cost to park is passed onto businesses via competitive price adjustment if required. The financial cost and frustration of an unexpected \$20 ticket however cannot be offset. Downtown businesses are usually unaware clients have been dinged and sometimes left wondering why clients don't return. Residents will tell you it's the inconvenience. All else being equal where would you choose to shop? Option 1: Parking is always free and spots are ample. Option 2: Sometimes parking is free, sometimes you make an error and get a \$20 ticket, sometimes the pay system is broken, sometimes the pay system process has changed, sometimes there's a line-up at the pay system when your running late and it's storming, and sometimes spots are only available several hundred meters away. For years the residents of Cornwall have been telling the City and Council how they feel by no longer spending their dollars Downtown. You don't need a poll, survey or independent study to tell you that. Sincerely, Caring and concerned Downtown Business Owner | 8/28/2020 1:18 PM  |
| 7  | Thank you for asking for our feedback!   | 8/28/2020 12:05 PM |
| 8  | We appreciate the free parking because it allowed our customers more convenience and it leveled the playing field with the malls and big box stores. The two hour limit prevents people staying all day in one spot.   | 8/28/2020 11:15 AM |
| 9  | Thanks for the support!  | 8/28/2020 11:10 AM |
| 10 | None   | 8/28/2020 10:47 AM |