

Interview summary:

The interview responses from all twelve businesses were overwhelmingly positive. Each business expressed gratitude towards SDOT for seeking their input, as they often feel excluded from the decision-making process. They all extended an open invitation for SDOT to seek their help in the future.

The degree of concern and strength of opinions among the businesses were linked to the frequency of their deliveries. Grocery stores, which receive up to three deliveries per day, were the most frustrated. Restaurants, which receive up to six deliveries per week, showed less frustration. Businesses like the tattoo parlor, dentist office, and floral shop, which have the fewest deliveries, were the least frustrated.

Overall, while the businesses were interested in SDOT's goals, they recognized the challenge of limited parking space in Belltown. They remained skeptical but expressed a desire to stay informed about the project's progress.

Types of businesses interviewed:

- Restaurant: 6
- Grocery: 3
- Tattoo: 1
- Dentist: 1
- Floral shop: 1

Delivery details:

- Restaurant:
 - Delivery companies: Sysco, MacDonald Meats, Coho, Southwest, Sun Foods, JFC, Amazon, UPS, FedEx
 - Frequency: 4x – 6x/week; one business also receives smaller packages 5x/day
 - Size of deliveries: 2 dollies – 1 pallet/delivery
 - Times of deliveries: 9 a.m. – 3 p.m.
 - Deliveries are rarely missed
- Grocery:
 - Delivery companies: Beer companies, wine companies, sandwich companies, ice cream companies, soda companies, chip companies, USPS, FedEx, UPS, etc.
 - Frequency: 1x – 3x/day; up to 10 smaller boxes per day
 - Size of deliveries: 2-3 pallets/delivery

- Times of deliveries: 7 a.m. – 11 a.m.
- Retail + Services:
 - Delivery companies: Northwest Floral, USPS, FedEx, UPS, Costco
 - Frequency: 1x – 5x/week
 - Size of deliveries: 1 – 2 dollies; floral shop receives one pallet every Monday.
 - Times of deliveries: 8 a.m. or 12 p.m. – 3 p.m.

Delivery Driver Parking

- Restaurant:
 - Parking location: Anywhere they can find parking within a block, alley, CVLZ when open, food delivery driver parking zone, on the street with hazards on
 - Businesses usually receive their deliveries so it's working well enough for them, but they do know the delivery drivers can't easily find a parking spot.
 - More parking enforcement for CVLZs is needed so the spots are available for delivery drivers.
 - Having more CVLZ spaces would be nice, but customers also need parking space.
- Grocery:
 - Parking location: Wherever they can find parking within a block, alley, CVLZ when open
 - Missed deliveries are uncommon, but it does happen.
 - More parking enforcement for CVLZs is needed so the spots are available for delivery drivers. There are problems with non-commercial vehicles parked in the CVLZ.
 - One business complained of a nearby business having their vehicle always parked in the CVLZ nearby.
- Retail + Services:
 - Parking location: Wherever they can find parking. One of the businesses has a CVLZ right in front that is usually available.
 - None of the businesses ever missed a delivery.
 - The dentist wished there were more parking spots available for their patients.

CVLZ Permits

- Restaurant:
 - Only one restaurant uses CVLZ permit.
 - Depending on cost, others would consider getting one.
- Grocery:

- None of the businesses has a CVLZ permit.
- Depending on the price, they would consider getting one. However, they would like more of a guarantee that a CVLZ spot would be open for them to use and not occupied by illegally parked vehicles.
- Retail + Services:
 - None of the businesses uses CVLZ permits because they don't make their own deliveries.

New Technology

- Restaurant:
 - Most supported sensors to detect CVLZ space use and the move to digital permits. They like the idea of traffic management.
 - Since the restaurants are usually receiving their deliveries, the sensors and digital permits would benefit the delivery drivers more.
 - One restaurant raised concerns about needing more City employees to work with these sensors. Felt that it would complicate matters further.
 - Most businesses were open to helping SDOT test out the technology.
- Grocery:
 - All three businesses felt the use of sensors and the move to digital permits were generally a good idea. They would like to see this used as a tool for parking enforcement.
 - Would like more information about how they could help but is open to the idea.
- Retail + Services:
 - All three businesses felt the use of sensors and the move to digital permits were generally a good idea. All three businesses also felt that it wouldn't affect them much because they never miss deliveries.