

CLEVELAND PARK COMMUNITY ASSOCIATION

MEMBER SURVEY:

**CONNECTICUT AVENUE
SERVICE LANE**

April 2023



Introduction



Why is this survey important?

The Cleveland Park Community Association (CPCA) aims to protect the vibrancy of the business corridors that run through the Cleveland Park community, and support a diverse mix of businesses to best serve its residents. These include the Connecticut Avenue commercial corridor (between Macomb Street NW and Porter Street NW), and the Wisconsin Avenue commercial corridor (between Macomb Street NW and Porter Street NW).

After many years of planning, and after having been closed to vehicles for three years due to COVID-19, the newly redesigned Connecticut Ave. service lane between Macomb Street and Ordway Street NW is nearly complete. The roadway has been raised up to the level of the sidewalk, creating a broad plaza between the storefronts and Connecticut Avenue. The service lane was redesigned to accommodate limited parking and includes a turnout that would return vehicles directly back onto Connecticut Ave.

ANC 3C has begun discussing the future of the service lane and, specifically, whether it should be reopened to cars as previously planned, or closed for pedestrian access and “streeteries” only.

CPCA’s Board of Directors sought members’ views on the matter to share with ANC 3C, the District Department of Transportation, and other decisionmakers – as well as to inform its positioning and advocacy on the issue.



1.

How CPCA Members Use the Service Lane

2.

The Future of the Service Lane

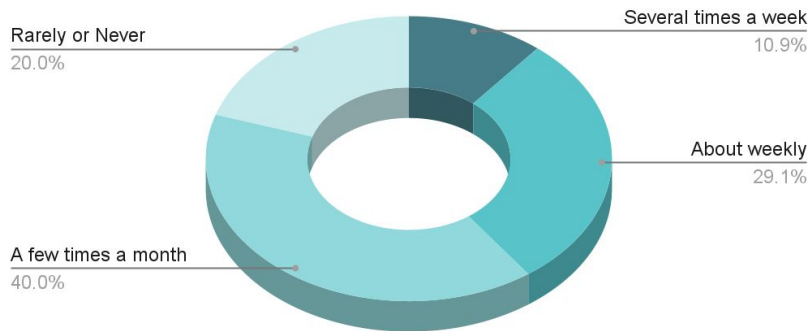
How CPCA Members Use the Service Lane



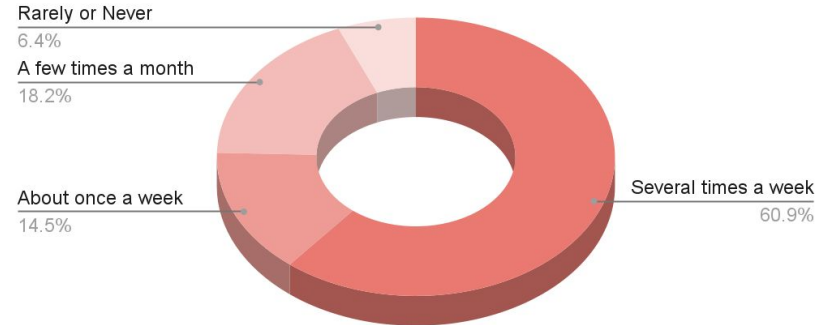
Reasons for Visiting the Service Lane

While CPCA respondents regularly visit the eating and drinking establishments along the Connecticut Ave. Service Lane, they patronize the non- eating and drinking establishment (e.g. bank; dry cleaners; grocery markets) with much greater frequency.

How frequently do you patronize the eating and drinking establishments on the Connecticut Avenue service lane?



How frequently do you patronize the non- eating and drinking establishments on the Connecticut Avenue service lane?



How CPCA Members Use the Service Lane

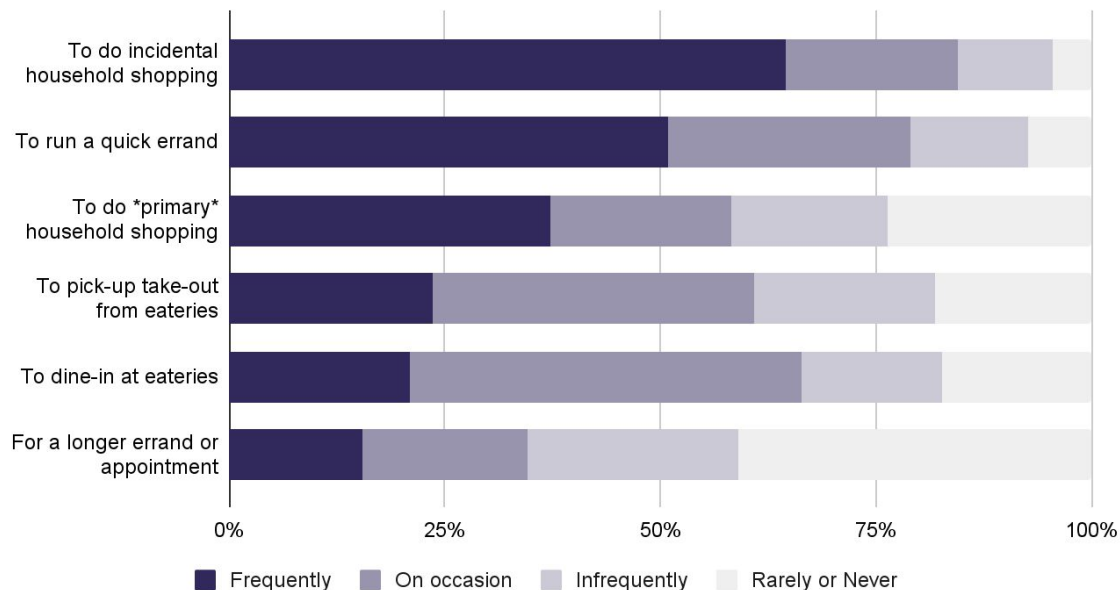


Profile of Visits

Most CPCA respondents indicate that they visit Service Lane businesses for quick trips – quick errands, or to do incidental shopping.

Although more than one-third of respondents indicated that they “Frequently” do their primary household shopping at the grocery markets on the Service Lane, ninety-percent of these respondents say they walk “Most of the time”; only four said they drive their car most of the time.

How often do the following types of trips lead you to visit businesses on the Connecticut Avenue service lane?



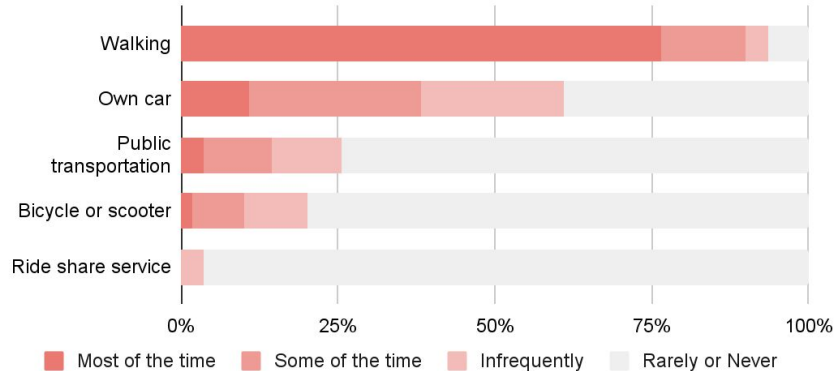
How CPCA Members Use the Service Lane



Modes of Transportation

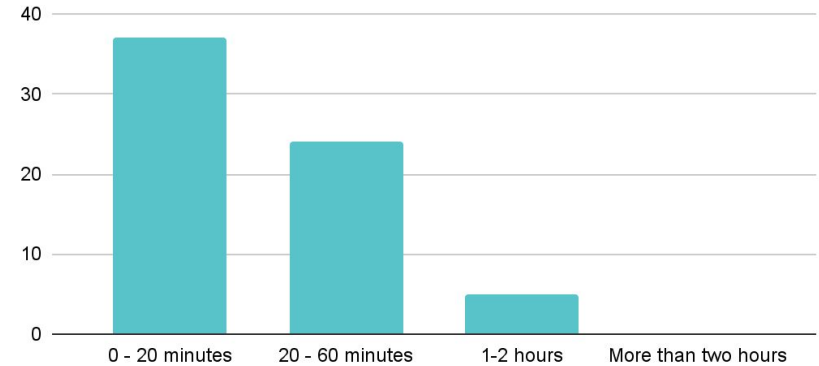
More than three-quarters of respondents said they usually walk to visit businesses on the service lane. And although a majority said they sometimes drive, of these more than half report that they typically park for less than 20 minutes – reinforcing that CPCA members are generally making quick trips to visit service lane businesses.

How often do you use the following modes of transportation to visit the businesses on the Connecticut Avenue service lane?



n = 110

If you drive when you visit the businesses on the Connecticut Avenue service lane, how long do you typically park?



Excludes "N/A" responses | n = 66

How CPCA Members Use the Service Lane



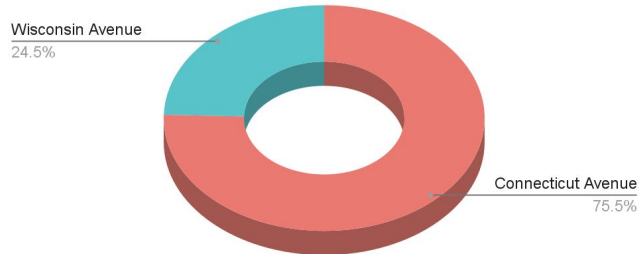
Comparison versus Wisconsin Avenue Corridor

More than three-quarters of respondents indicated they generally patronize the Connecticut Avenue corridor (between Macomb and Porter) more often than the Wisconsin Avenue corridor (between Macomb and Porter).

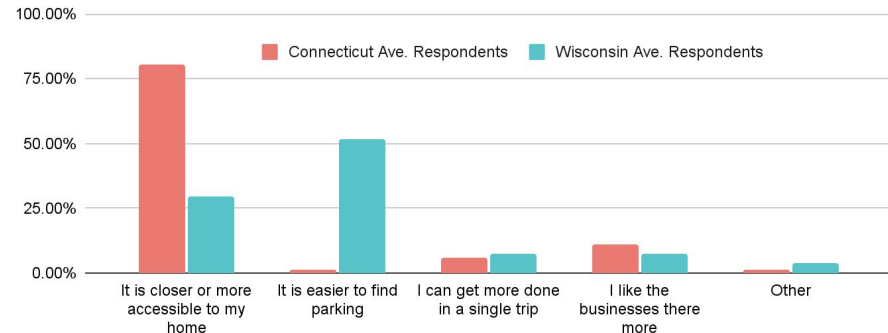
Among those who do, proximity and accessibility is, by far, the most important reason why.

Among those who visit the Wisconsin Avenue corridor more often, the perceived ease of parking is the most important factor, followed by proximity and accessibility.

In general, which corridor do you tend to patronize more often?



Which of the following responses BEST DESCRIBES why you patronize that corridor more often than the other?





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How CPCA Members Use the Service Lane

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The Future of the Service Lane

The Future of the Service Lane



General Positioning

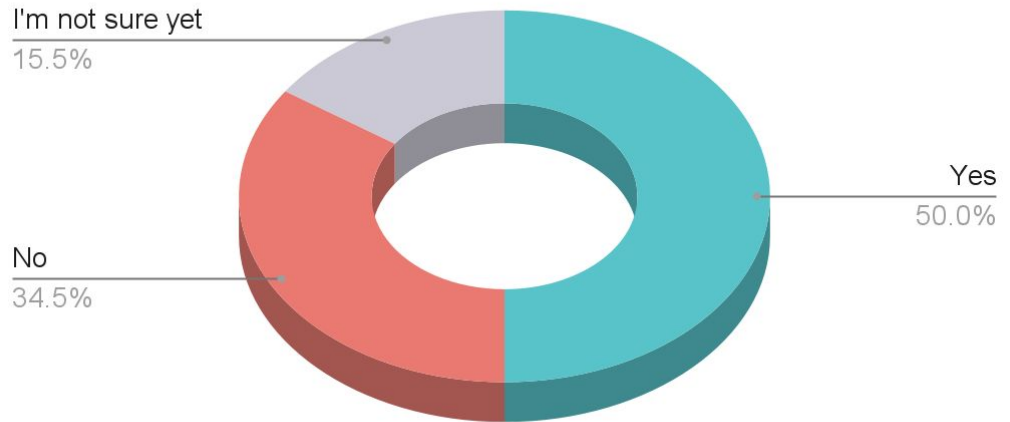
CPCA sought to understand, in general, where its members stood on the future of the service lane, in general – in favor of keeping it closed; in favor of reopening it to vehicles; or unsure.

By a significant margin, respondents said that, in general, they favor closing the service lane to vehicular traffic and retaining it as a pedestrian plaza.

More than a third of respondents said that they do not support closing the service lane to cars.

About fifteen percent are not yet sure about their position on the issue.

In general, do you support closing the service lane to automobile traffic?



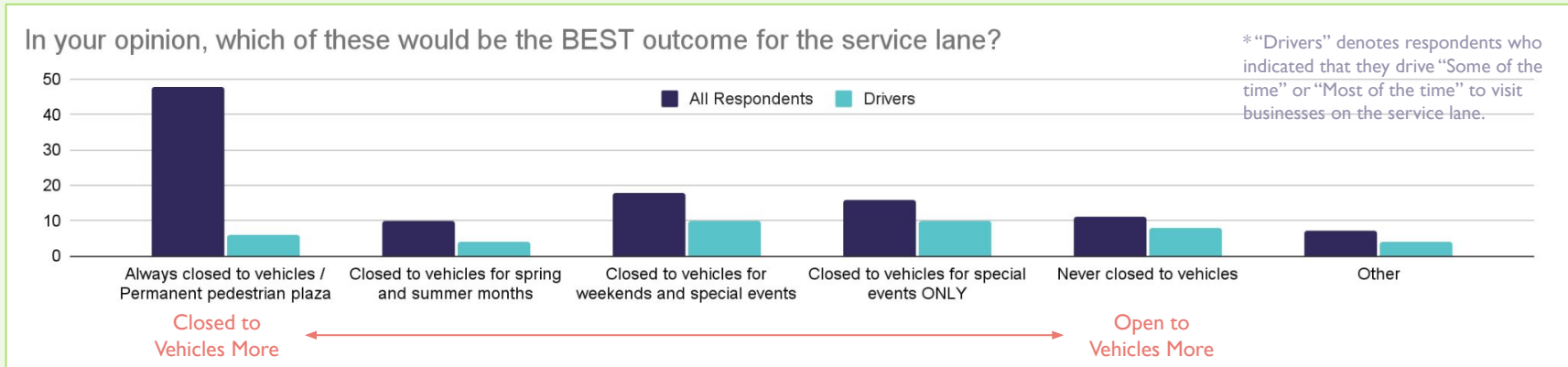
The Future of the Service Lane



Preferred Outcomes

Overall, a large plurality of respondents feel the best outcome for the service lane is for it to be always closed to vehicles. Nearly as many prefer a more flexible arrangement, where the service lane is closed periodically – whether for special events, or according to a predetermined schedule. A few respondents even suggested it should be closed every evening.

Even among those who drive to visit service lane businesses most frequently, opinions differ about the optimal outcome. Only about ten percent of respondents believe the service lane should never close to vehicles.



The Future of the Service Lane



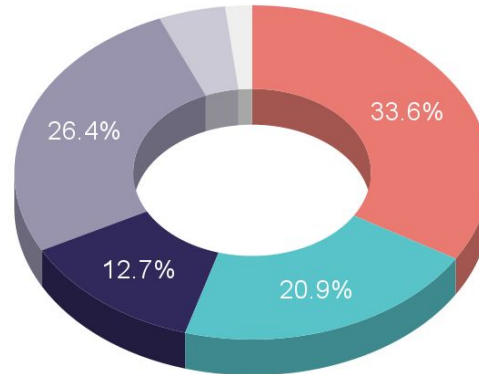
Intensity of Views

More than half of respondents indicated that their minds were made up, one way or the other.

About one-third of all respondents said their position was fixed, and that they want the service lane closed. About twenty percent of respondents are firm in their view that the service lane should be reopened to vehicles.

Among those seeking more information, the largest cohort - more than a quarter of all respondents - are those whose views will be impacted by the final design of the Connecticut Avenue redesign, including the future state of the bike lanes and parking.

Which of the following statements BEST DESCRIBES your stance on the issue today?



- My mind is made up - I want the service lane permanently closed to vehicles
- My mind is made up - I want the service lane to permanently allow vehicles and parking
- I need more information - I would like to keep the service lane closed for a while to understand the real-life benefits and impact
- I need more information - My view depends on the final design and configuration of Connecticut Avenue, bike lanes, and available parking
- I need more information - My view depends on the development plans for the Cleveland Park
- None of the above

n = 110

The Future of the Service Lane

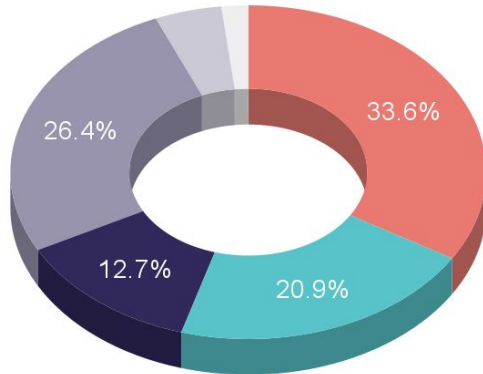


Intensity of Views

Although those who drive more often are more likely to want the service lane to be permanently open to vehicles, opinions are mixed even among this group.

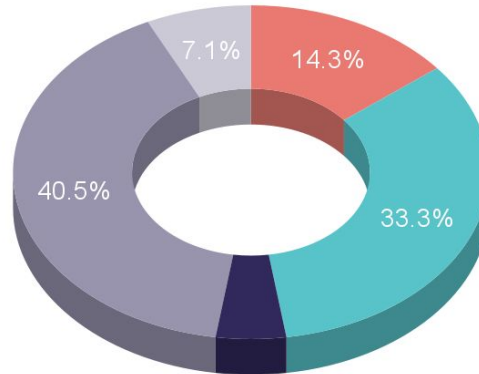
Which of the following statements BEST DESCRIBES your stance on the issue today?

- All Respondents -



n = 110

- Drivers* -



n = 42

* "Drivers" denotes respondents who indicated that they drive "Some of the time" or "Most of the time" to visit businesses on the service lane.

- My mind is made up - I want the service lane permanently closed to vehicles
- My mind is made up - I want the service lane to permanently allow vehicles and parking
- I need more information - I would like to keep the service lane closed for a while to understand the real-life benefits and impact
- I need more information - My view depends on the final design and configuration of Connecticut Avenue, bike lanes, and available parking
- I need more information - My view depends on the development plans for the Cleveland Park
- None of the above

About this survey



Stipulations and Methodology

From time to time, the CPCA Board of Directors uses online surveys to gauge the opinions and perspectives of the organization's members on various matters of concern for the community. These surveys are voluntary and informational, and do not constitute a vote of the membership nor official business as defined in CPCA's Articles & Bylaws. Findings from this and like surveys are used by the Board to inform its positioning and advocacy on such issues, and to inform other community stakeholders about the collective views of CPCA's membership.

These surveys are informal, unscientific, and not intended to be statistically relevant. They can only be said to be representative of the viewpoints of the respondents who completed them.

This member survey was conducted via Google Forms between April 21 and April 29, 2023. The survey was disseminated by email, via CPCA's listserv, and all responses were collected online; no paper version of the survey was offered or collected. A PDF version of the survey questionnaire has been archived [HERE](#).