



**SURVEY FINDINGS OF CHURCH STREET AND SIDE STREET BUSINESSES
ABOUT THE NO SMOKING ORDINANCE
Conducted January – February, 2016**

Since December, 2014, smoking has been prohibited in the Church Street Marketplace District (Church Street between Pearl and Main Streets). We regularly survey Church Street businesses to gauge their opinions and perceptions about the health and vitality of Church Street. In January/February, we surveyed our businesses, and those located on the side streets of Church Street, to learn their opinions about the ordinance. We received 73 responses – a return rate of 70%! OUR FINDINGS follow:

- Fewer people are Smoking on Church Street since the ordinance.
- Smoking on the Side Streets of Church Street has increased.
- Exposure to Second Hand Smoke on Church Street has been reduced. There are fewer cigarette butts on Church Street.
- Only 40% of those surveyed were Satisfied/Very Satisfied/Delighted with BPD’s enforcement.
- Only 56% of those surveyed were Satisfied/Very Satisfied/Delighted with signage.

More detailed survey responses, plus individual comments, follow.

Where is your business located?

Answer Choices	Responses
▼ My business is located on the Church Street Marketplace, on Church Street between Pearl and Main Streets	71.23%
▼ My business is located one block off Church Street on either Pearl, Cherry, Bank, College or Main Street	21.92%
▼ My business is located in the downtown, more than one block from Church Street	6.85%
Total	

How satisfied are YOU with the city ordinance that prohibits smoking on Church Street between Pearl and Main Streets?

Answer Choices	Responses
Not at all Satisfied	12.33%
Somewhat Satisfied	30.14%
Satisfied	21.92%
Very Satisfied	13.70%
Delighted	21.92%
Total	

How satisfied are YOUR CUSTOMERS with the city ordinance that prohibits smoking on Church Street?

Answer Choices	Responses
Not at all Satisfied	10.14%
Somewhat Satisfied	21.74%
Satisfied	30.43%
Very Satisfied	17.39%
Delighted	20.29%
Total	

Prior to the smoking prohibition on Church Street on December, 2014, how often were YOU OR YOUR EMPLOYEES exposed to cigarette / tobacco smoke on Church Street?

Answer Choices	Responses
Never	1.37%
Less than once per month	2.74%
More than once per month	9.59%
More than once per week	9.59%
Daily or regularly	69.86%
Unsure	6.85%
Total	

Since the smoking prohibition on Church Street began in December, 2014, how often are YOU OR YOUR EMPLOYEES exposed to cigarette/tobacco smoke on Church Street?

Answer Choices	Responses
Never	6.85%
Less than once per month	19.18%
More than once per month	21.92%
More than once per week	23.29%
Daily or regularly	21.92%
Unsure	6.85%
Total	

How satisfied are you with the signage on Church Street and side streets that explains the smoking ordinance?

Answer Choices	Responses
Not at all Satisfied	9.72%
Somewhat Satisfied	36.11%
Satisfied	41.67%
Very Satisfied	8.33%
Delighted	4.17%
Total	

What changes, improvements to the signage would you recommend?

- The signs need to be posted at eye level as you enter the Marketplace or the "no smoking" sections
- None, just because there are signs does not mean people will follow or read them.
- More obvious signage with mention of penalties
- Either enforce it or get rid of it!
- I felt that the signage was too large, and a bit negative.
- Enforce the ordinance!!
- Translate into French and Spanish
- More enforcement from the park patrol or police.
- Slightly more frequency (if anything)...maybe a small diagram that outlines the impacted area
- I think more signage is probably needed, especially in the areas more prone to smokers
- Eye level signs.
- Perhaps an officer to ask people to put it out, especially in the summer time.
- Decrease. It doesn't fit the theme of Church Street.
- Something more prominent
- At the bare minimum, please provide waste receptacles further down the block. Our sidewalk has to be swept almost daily at opening because people just throw their butts on the ground instead of carrying them to the receptacle at the end of the red brick sidewalk. After the snow banks melt in the spring we had a carpet of them to be cleaned up.
- People don't read signs. It's a waste of the marketplace funds
- Would love if the ban extended down Cherry and Bank streets.
- Wrapping garbage cans only reaches people who read garbage cans. I don't think we should have the ban. It is making groups of people cluster at the edges of the banned area, so you have to walk through the smokers to reach Church Street.
- More signage and enforcement. People really don't care and smoke anyways.
- Bright yellow stencils on sidewalks. A lot of people don't seem to be able to read the signs.
- Have more signs at eye level (current signs are up high and down low)

- You state that the ordinance is real and there is reinforcement to the rule!!!!!!
- Better signage
- There is ZERO enforcement - don't pass a law if you are not going to enforce it - the law is a joke to most folks. Having said that ...I feel terrible that the police even have to deal with this. If the CITY had passed a no smoking ban city wide or at least ALL

downtown - it would have been self-regulating. This law is doomed to be mocked forever.

- More signage that is prominent that explains the ordinance and where smokers should go.
- Bigger signs -more enforcement. Perhaps opportunity for art/signage to be combined

How satisfied are you with enforcement of the ordinance by Burlington Police?

Answer Choices	Responses
Not at all Satisfied	26.76%
Somewhat Satisfied	36.62%
Satisfied	26.76%
Very Satisfied	7.04%
Delighted	2.82%
Total	

Since the smoking prohibition began on Church Street in December, 2014, how would you describe the number of smokers you see on Church Street?

Answer Choices	Responses
There are more people smoking on Church Street	1.37%
About the same number of people are smoking on Church Street	9.59%
There are fewer people smoking on Church Street	82.19%
There are no people smoking on Church Street	4.11%
Unsure	2.74%
Total	

Since the smoking prohibition on Church Street began in December, 2014, how would you describe smoking on the side streets of Church Street (Main, College, Bank, Cherry and Pearl Streets).

There are more people are smoking on the side streets off Church Street	72.60%
About the same number of people are smoking on the side streets off Church Street	10.96%
There are fewer people smoking on the side streets off Church Street	5.48%
There are no people smoking on the side streets off Church Street	0.00%
Unsure	10.96%
Total	

Since the smoking prohibition began in December, 2014, how would you describe the number of cigarette butts you see on Church Street?

▼ There are more cigarette butts on Church Street since the ordinance took effect.	0.00%
▼ There has been little to no change in the number of cigarette butts on Church Street since the ordinance took effect.	12.33%
▼ There are fewer cigarette butts on Church Street since the ordinance took effect.	68.49%
▼ Unsure	19.18%
Total	

Since the smoking prohibition began December 14, 2014, how would you describe the number of cigarette butts you see on the sidewalks immediately off of Church Street (Pearl, Cherry, Bank, College and Main Streets).

Answer Choices	Responses
▼ There are more people are smoking on the side streets off Church Street	73.24% 52
▼ About the same number of people are smoking on the side streets off Church Street	9.86% 7
▼ There are fewer people smoking on the side streets off Church Street	5.63% 4
▼ There are no people smoking on the side streets off Church Street	0.00% 0
▼ Unsure	11.27% 8
Total	
	71

Please share additional comments you may have about the ordinance.

- This is a great ordinance & I hope it stays enforced & expanded to greater Burlington, Waterfront, College Street, etc.
- The enforcement of the ordinance has been laughable. People are not afraid of being ticketed since there has been absolutely no enforcement of the law.
- The ordinance is wonderful and the enforcement seems good. Our employees were unhappy to have to walk through clouds of smoke to get to the Gym on Cherry Street. Not sure if that has improved.
- It seems that the bums and panhandlers smoke all the time and nobody enforces it. If I tell them there is a smoking ban they don't stop! Highly confrontational
- Our customers get irritated because the panhandlers are 'allowed' to smoke and they are not allowed. This is because there is not any authority stopping the panhandlers from smoking, where we are expected to tell our customers that they cannot smoke in our cafe. EVERY DAY I see a panhandler or vagrant smoking on the street.
- Every morning when I walk up the Church Street marketplace there are smokers and there is no one there to enforce the ordinance. Laws without enforcement are useless. Additionally, the side streets have become a battleground and heaven forbid any of us want to walk one block off of the Marketplace as we will have to run the gauntlet of smokers and indigents.
- The unintended result of this ban has created a very difficult environment on our street, Cherry St., with large numbers of smokers and panhandlers who have frightened and inconvenienced our clients, many of whom have histories of trauma, anxiety, and discrimination. Efforts to manage these threats to safety and freedom to be free from harassment have been inadequate and must be seriously addressed by City Council.
- Great ordinance for Church Street, not working well at all for the side streets. Smokers have just shifted, now there are more of them in a smaller area. It's a real problem!
- Ban should be extended to include all downtown walkways and parking lots & garages, except for designated smoking areas, which should not be in prime locations.
- To me, the ordinance doesn't matter much one way or the other. I'm not strongly opinionated on the matter.

- The gauntlet of smokers that I have to walk through to get to my gym or to the parking garage, is gross. So is the panhandling camps.
- Overall, I think it's worked nicely. I would guess most of the people violating the rule are simply unaware, and while I know the police want to enforce the rule passively (which makes sense) an officer simply informing someone of the rule is likely more impactful than a business owner or random citizen.
- The lack of enforcement or should I say lack of fines makes it a moot point.
- Still think it's an unnecessary intrusion into a legal behavior. Inconveniences considerate people and has no effect on inconsiderate people.
- Cherry Street by the Rite Aid is worse now that the smoking ordinance has been in effect. I avoid that part of the street because it seems that all of the smokers and homeless and beggars etc. have now gathered there instead of being on Church Street. It is nice to have them not on the marketplace but Cherry Street seems to have taken a toll for it.
- There should be better enforcement of large groups of smokers that now congregate on side streets - specifically Cherry Street - both in front of Rite Aid and at the bus stop. Church Street however, is very different and greatly improved!
- #5 I did not answer because I have not heard any feedback from customers regarding the smoking ban, so I am unsure of how satisfied they are with it.
- I personally have to ask individuals who are smoking to move away from our front door at least once a week, but if I really wanted to police it I would have to be out there every day doing so. Since I'm confident that the Church Street ordinance won't be expanded or adjusted, I would hope the city could be convinced to install more waste bins for butts so that they don't end up all over the sidewalk and street like they did last winter.
- The ordinance has pushed the smokers towards City Hall Park. The group that hangs out by Rite Aid have always been there. It's the pan handlers the city & the marketplace should be addressing. The smokers never bothered anyone, but the pan handlers are down right obnoxious!
- I think the smokers of Montreal are moving their dining experiences off of Church Street, it is negatively effecting Church Street restaurants. I also see groups of people smoking around the edges of the banned smoking area, making pedestrians have to walk through groups of smokers.
- Definitely helped keeping the Street more desirable for the overall experience of being downtown!!! Bravo!
- Something like this is hard to constantly enforce however more proper signage on every block would help besides signs wrapped around trash cans and the occasional sign.
- The ordinance should be extend to all side streets.
- Great Ordinance!
- More vigorous enforcement from Parks Patrol and Police would be great. Expand the area covered by the ban to Winooski Ave on the East and 2 full blocks to the West of Church St.
- So many people STILL smoke on Church Street and police walk right by them.
- Unfortunately, as a side street business we have seen a dramatic increase in smokers and cigarette butts on College St. since the implementation of the ordinance. I find it to be a true disadvantage for those of us who have their businesses located directly off of Church St.
- Still a few regulars that try to sneak cigs on Church st. during the day. The most smoking I see is in the early morning hours when businesses are starting to open. Many of them stand around the large rock near Homeport and smoke in the a.m. They look at people as if they are trying to start something. Overall, I am very pleased with the results here on our block. I see a noticeable difference in the smell and look of Church St. I wasn't sure how well this ordinance was going to work, but there definitely seems to be change for the better so far.
- Please see above - i would say overall this was a well intentioned concept that was poorly thought through and executed.
- It would be nice to see BPD and in the summer Parks Patrol be more active in engaging smokers on the street to inform them of the ordinance to get them to move off Church Street. I don't think ticketing is necessary unless its a habitual offender, but inconveniencing them enough so that smokers move completely off Church Street.
- Please keep up this healthy initiative. Burlington is an active city and I think this ban helps keep tourist dollars in town. It has really cut down on intimidating smoke filled crowds in front of our shop. Our customers have been echoing these same opinions. Thank you.