

Cycling Safety Ordinance (CSO) Economic Impact Study Business Survey

Introduction

Hello! The City of Cambridge Community Development Department Economic Opportunity and Development Division is conducting a local business survey as part of the Cycling Safety Ordinance Economic Impact Study. [You can find more information about the study, including the final report and summary survey data here.](#)

[Click here for further information on the Cycling Safety Ordinance and its projects.](#)

The survey will take about 5 minutes. We appreciate your feedback.

For online surveys, add a link to the City's Privacy Statement: <https://www.cambridgema.gov/privacystatement>

This survey should be completed by the business owner, manager, or person with knowledge of the operations and finances of the business. If you own multiple businesses in Cambridge, each ground floor location will receive a separate email.

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1. Enter your survey ID code from the letter you received

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2. Information about your business

Name of business

Address of this location

Phone

Website

Email

Year business opened

Title of person completing this survey

Name of person completing this survey

Your contact information and individual responses will only be used if we need to follow-up or clarify your survey responses. It will not be reported in the study.

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About your business

3. Which category best describes the nature of your business at this location?

- Retail Sales
- Dining/Takeout
- Personal Services (examples: hair salon, childcare)
- Professional Services (example: medical office)
- Other (please specify)

* 4. How long has your business been at this location?

- Since 2015 or earlier
- Since 2015 to 2019
- Since 2020 or later
- Don't know

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5. On average, about how many customers do you serve per weekday?

- Less than 25
- 25-49
- 50-99
- 100 or more

6. On average, about how many customers do you serve per weekend day?

- Less than 25
- 25-49
- 50-99
- 100 or more

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* 7. Thinking about the year 2019 as a “pre-COVID” baseline for comparison, how does your current overall revenue at this location compare to 2019?

- Decreased significantly
- Decreased somewhat
- About the same
- Increased somewhat
- Increased significantly
- Don't know
- Not open at this location in 2019 or otherwise not applicable.

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8. Thinking about the last question, please provide us with the percentage decrease in business revenue from 2019 to this year.

0% decrease 100% decrease

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9. Thinking about the last question, please provide us with the percentage increase in business revenue from 2019 to this year.

0% increase 100% increase

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Bicycle Facilities

* 10. Have bicycle facilities, such as protected bike lanes, been installed or expanded on your block or in the immediate area of your business in the past few years? *The immediate area is considered to be two blocks in any direction of your business' location.*

- Yes
- No
- Don't know

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11. In your opinion, how, if at all, have the changes to bicycle facilities affected the overall level of revenue at your business at this location?

- Decreased significantly
- Decreased somewhat
- About the same
- Increased somewhat
- Increased significantly
- Don't know
- Not applicable

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Parking

12. Does your business have any off-street parking for staff and/or customers?

- Yes, at least one off-street parking space for staff
- Yes, at least one off-street parking space for customers
- Yes, at least one off-street parking space for either staff or customers
- No off-street parking

* 13. Have on-street public metered parking or loading zones been changed on your block or in the immediate area of your business in the past few years? *The immediate area is considered to be two blocks in any direction of your business' location.*

- Yes - public metered parking
- Yes - loading zones
- Yes - both
- No
- Don't know

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14. How has on-street public metered parking been changed on your block or in the immediate area of your business in the past few years? *The immediate area is considered to be two blocks in any direction of your business' location.*

- Number of on-street public spaces has increased
- Number of on-street public spaces has decreased
- On-street public spaces have been relocated (e.g., moved to side street or opposite side of the street)
- Changes to parking time limits or meter fees
- Other changes or multiple changes (please specify)

15. In your opinion, how, if at all, have the changes to on-street public metered parking affected the overall level of revenue at your business at this location?

- Decreased significantly
- Decreased somewhat
- About the same
- Increased somewhat
- Increased significantly
- Don't know
- Not applicable

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16. How have loading zones been changed on your block or in the immediate area of your business in the past few years? *The immediate area is considered to be two blocks in any direction of your business' location.*

- Increased number/size of loading zones
- Reduced number/size of loading zones
- Relocation of loading zones
- Changes to loading times/limits (please provide details in the comment box below)

Other changes or multiple changes (please specify)

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17. Has your business incurred any additional expenses due to the changes to parking and/or loading zones on your block or in the immediate area of your business in the past few years? *The immediate area is considered to be two blocks in any direction of your business' location.* Select all that apply.

- Yes, incurred additional costs to provide off-street parking spaces for customers/employees
- Yes, incurred additional costs on incoming shipments/deliveries
- Yes, incurred additional costs to provide customers with free or discounted delivery or pick-up services
- None of these
- Yes, incurred other costs related to parking and loading zone changes. Please describe:

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Additional Comments

18. Please use this space for additional comments on the impact of recent traffic or transportation changes near your business.

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Optional Sales Data

To evaluate the economic impacts of bike lane installation/parking changes, we need as much objective data on sales before and after the changes were implemented. If you would like to provide your business' financial data for this study, you can do so in two ways listed below. **This is OPTIONAL. If you choose to share your data, your information will be treated confidentially. Your business will NOT be identified by name or address in any studies.**

To share more information about the financials of your business pre and post separated bike lane installation, you may upload any of your 2019, 2020, 2021, 2022 business tax returns, profit and loss statements, or similar documents.

Please note: For districts/streets that received bike lanes prior to 2019, such as parts of Brattle St. and Cambridge St., you are encouraged to upload pre-2019 data, such as 2016, 2017, 2018 taxes, profit and loss statements, or similar documents.

19. Select a file to upload

Choose File

Choose File

No file chosen

20. Select a file to upload

Choose File

Choose File

No file chosen

21. Select a file to upload

Choose File

Choose File

No file chosen

22. If you are not ready to provide any financial data at this moment, please check this box and we will email you to submit the data later.

Please email me