External Community Survey Results
Survey Results Overview
External Community Survey Overview

- **2,365 total survey respondents**
- Open from July 20 to August 20, 2023
- Promoted the survey through the PDA website, social media, and engagement with the City of Seattle Department of Neighborhoods and 32 community-based organizations.
- Available in 8 languages: English, Russian, Somali, Vietnamese, Simplified Chinese,

Objectives

- Understand current perceptions of Pike Place Market and what is currently working at the Market.
- Identify what changes would encourage more King County residents to visit the market.
- Identify what frequent visitors would like to see in the Market’s future.
- Understand the demographic characteristics of visitors.

Note: the “n=” on the following pages references the number of survey respondents for each question.
Survey Definitions

“Residents”
Survey respondents who live in King County.

“Downtown Seattle”
Consistent with the Downtown Seattle Association boundaries. The graphic on the right was included in the survey.

“Visitors”
Survey respondents who live outside King County.
Residence and Work

Where do you live? (n=2,365)

- 81% of respondents live in King County.

- 45% live in Seattle outside of Downtown.
- 25% live in Downtown Seattle.
- 11% live in King County outside of Seattle.
- 10% live in the US outside of Washington state.
- 8% live in Washington state outside of King County.
- 1% live outside of the US.

Do you work in downtown Seattle at least a few times per month? (n=2,365)

- About half of all respondents work in downtown at least a few times per month.
- 53% work in downtown.
- 47% do not work in downtown.
Age and Income

Age (n=2,126)
- More than half of respondents are between ages 26 and 45.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>0%</td>
</tr>
<tr>
<td>18-25</td>
<td>10%</td>
</tr>
<tr>
<td>26-45</td>
<td>58%</td>
</tr>
<tr>
<td>46-65</td>
<td>24%</td>
</tr>
<tr>
<td>66-85</td>
<td>7%</td>
</tr>
<tr>
<td>86 or older</td>
<td>0%</td>
</tr>
</tbody>
</table>

Income (n=2,123)
- 61% of respondents have household incomes of over $100,000.

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $50,000</td>
<td>8%</td>
</tr>
<tr>
<td>$50,000 - $99,999</td>
<td>21%</td>
</tr>
<tr>
<td>$100,000 - $149,999</td>
<td>20%</td>
</tr>
<tr>
<td>$150,000 or more</td>
<td>41%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>10%</td>
</tr>
</tbody>
</table>

Note: Seattle’s median household income was $115,400 in 2022 (U.S. Census Bureau)
Race/Ethnicity and Language

Race/Ethnicity (n=2,116)
• 23% of respondents are BIPOC*

- American Indian or Alaska Native: 1%
- Asian or Asian American: 9%
- Hispanic or Latino/a: 6%
- Middle Eastern or North African: 1%
- Black or African American: 2%
- Native Hawaiian or Pacific Islander: 0%
- White: 77%
- Multiracial or biracial: 4%
- Prefer not to say: 8%

Primary Language at Home (n=2,106)
• 89% of respondents primarily speak English at home.

Note: King County was ~64% white alone in 2021 (U.S. Census Bureau).

*IThis category includes all respondents who self-identified with a race/ethnicity other than “White” and “Prefer not to say.” Respondents could also select multiple race/ethnicity categories.
Questions for Residents and Visitors
Visiting Pike Place Market

In the last 12 months, approximately how often have you visited Pike Place Market? (n=1,757)

- 10% visited More than once per week
- 8% visited Once per week
- 16% visited 2-3 times per month
- 17% visited Once per month
- 41% visited Once or a few times during the past 12 months
- 6% did not visit Pike Place Market in the past 12 months
- 1% is my first time visiting Pike Place Market

- **1/3 of respondents** visited the market **at least 2-3 times per month**
- **41%** visited at least once in the last 12 months but less than once per month
Residents: Aspects of the Visit

The following three factors had a disproportionately negative impact in respondents’ experience of the Market:

- Parking – 60%
- Availability of places to sit – 45%
- Number of people at the Market – 30%

Perceptions of public restrooms are mixed:
- 40% say it positively impacts their experience, while 25% say it negatively impacts their experience.

<table>
<thead>
<tr>
<th>Perception</th>
<th>Positive Impact (%)</th>
<th>Neutral (%)</th>
<th>Negative Impact (%)</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>13%</td>
<td>2%</td>
<td>84%</td>
<td>1729</td>
</tr>
<tr>
<td>Availability of places to sit</td>
<td>28%</td>
<td>54%</td>
<td>18%</td>
<td>1525</td>
</tr>
<tr>
<td>Number of people at the Market</td>
<td>30%</td>
<td>45%</td>
<td>25%</td>
<td>1463</td>
</tr>
<tr>
<td>Public restrooms</td>
<td>36%</td>
<td>40%</td>
<td>23%</td>
<td>1649</td>
</tr>
<tr>
<td>Personal safety</td>
<td>48%</td>
<td>37%</td>
<td>15%</td>
<td>1700</td>
</tr>
<tr>
<td>Bike parking</td>
<td>38%</td>
<td>36%</td>
<td>26%</td>
<td>1178</td>
</tr>
<tr>
<td>Travel time to/from the Market</td>
<td>50%</td>
<td>33%</td>
<td>15%</td>
<td>1640</td>
</tr>
<tr>
<td>Navigating the Market</td>
<td>47%</td>
<td>33%</td>
<td>20%</td>
<td>1706</td>
</tr>
<tr>
<td>Hours or days that businesses are open</td>
<td>51%</td>
<td>28%</td>
<td>21%</td>
<td>1714</td>
</tr>
<tr>
<td>Number of people at the Market</td>
<td>43%</td>
<td>27%</td>
<td>30%</td>
<td>1724</td>
</tr>
<tr>
<td>Availability of places to sit</td>
<td>45%</td>
<td>31%</td>
<td>24%</td>
<td>1716</td>
</tr>
<tr>
<td>Price of goods and at restaurants</td>
<td>62%</td>
<td>20%</td>
<td>17%</td>
<td>1722</td>
</tr>
<tr>
<td>ADA accessibility of the Market</td>
<td>59%</td>
<td>20%</td>
<td>21%</td>
<td>958</td>
</tr>
<tr>
<td>Temperature in the Market</td>
<td>75%</td>
<td>19%</td>
<td>6%</td>
<td>1644</td>
</tr>
<tr>
<td>Parking</td>
<td>60%</td>
<td>9%</td>
<td>31%</td>
<td>1270</td>
</tr>
</tbody>
</table>

[Please rate how each of the following impacts your experience at Pike Place Market.]

- Retail and food options: 86% Positively impacts, 13% Neutral, 2% Negatively impacts
- Public transportation to/from the Market: 58% Positively impacts, 28% Neutral, 14% Negatively impacts
- Events hosted by Pike Place Market: 44% Positively impacts, 54% Neutral, 2% Negatively impacts
- Public restrooms: 40% Positively impacts, 36% Neutral, 23% Negatively impacts
- Personal safety: 48% Positively impacts, 37% Neutral, 15% Negatively impacts
- Bike parking: 38% Positively impacts, 36% Neutral, 26% Negatively impacts
- Travel time to/from the Market: 50% Positively impacts, 33% Neutral, 15% Negatively impacts
- Navigating the Market: 47% Positively impacts, 33% Neutral, 20% Negatively impacts
- Hours or days that businesses are open: 51% Positively impacts, 28% Neutral, 21% Negatively impacts
- Number of people at the Market: 43% Positively impacts, 27% Neutral, 30% Negatively impacts
- Availability of places to sit: 45% Positively impacts, 31% Neutral, 24% Negatively impacts
- Price of goods and at restaurants: 62% Positively impacts, 20% Neutral, 17% Negatively impacts
- ADA accessibility of the Market: 59% Positively impacts, 20% Neutral, 21% Negatively impacts
- Temperature in the Market: 75% Positively impacts, 19% Neutral, 6% Negatively impacts
- Parking: 60% Positively impacts, 9% Neutral, 31% Negatively impacts
Visitors: Aspects of the Visit

The following three factors had a disproportionately negative impact in respondents’ experience of the Market:

• Parking – 51%
• Availability of places to sit – 35%
• Public restrooms – 27%

Visitors feel more positively about navigating the Market than residents (47% say it positively impacts their experience vs. 33% of residents).
Questions for Residents Only
Key Survey Takeaways from Residents

• The Market **does not feel like a place for locals.**
  • There is a desire for more **local-oriented programming** to cater to residents.
  • **Food-related programming** could encourage residents to visit more often.
  • King County residents do not view the Market as a **service provider, launchpad for new businesses, or a venue to attend events.**

• **Parking and availability of places to sit** are key factors that negatively impact overall experience for both visitors and residents, and there is a desire for Pike Place street to be **managed differently.**
### Residents: Reasons for Visit and Purchase Habits

**Why do you generally visit Pike Place Market? (check all that apply) n=1,757**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To eat meals, snacks, or beverages.</td>
<td>78%</td>
</tr>
<tr>
<td>To bring out-of-town friends or family when they visit.</td>
<td>69%</td>
</tr>
<tr>
<td>To buy food items such as groceries for myself or others.</td>
<td>57%</td>
</tr>
<tr>
<td>To meander, &quot;people watch,&quot; or visit with no particular purpose in mind.</td>
<td>56%</td>
</tr>
<tr>
<td>To buy retail items for myself or others</td>
<td>47%</td>
</tr>
<tr>
<td>To buy flowers for myself or others.</td>
<td>39%</td>
</tr>
<tr>
<td>To attend events.</td>
<td>17%</td>
</tr>
<tr>
<td>To access services.</td>
<td>3%</td>
</tr>
</tbody>
</table>

Two of the top three reasons why King County residents visit the Market are **food related**.
Residents: Perceptions of Pike Place Market

What do you think of when you think of Pike Place Market (check all that apply)

- Destination Attraction: 87%
- City Market: 70%
- Dining Destination: 66%
- Arts Community: 39%
- Meet the Producer: 35%
- Event Location: 21%
- Mission-based Service Provider: 16%
- Launchpad for New Businesses: 12%

n=1,752

- Few King County residents see the Market as a place to support small businesses, event location, service provider, or launchpad for new businesses.

- Highlighting these aspects of the Market could be important to re-orienting the Market to residents.
Residents: Agreement with Statements

- **Only 23% strongly agree** that the Market serves people who live and work in Seattle, while **68% strongly agree** that it is a place that serves tourists.

- **71% agree or strongly agree** that they feel **welcomed at the Market**.
  - BIPOC and white responses were very similar.

![Pike Place Market is a place that serves people who live and work in the Seattle area. 23% Strongly Agree, 42% Agree, 18% Neutral, 17% Disagree/Strongly Disagree.]

![Pike Place Market is a place that serves tourists. 68% Strongly Agree, 27% Agree, 3% Neutral, 2% Disagree/Strongly Disagree.]

![I feel welcome at Pike Place Market. 30% Strongly Agree, 41% Agree, 18% Neutral, 11% Disagree/Strongly Disagree.]

\( n = 1,768 \)
Residents: Reasons to Visit More

Which of the following would encourage you to visit Pike Place Market or shop at the vendors/merchants more frequently? (check all that apply) n=1,446

![Bar chart showing percentages for various reasons]

- Locals-oriented days or discounts for Seattle residents: 72%
- Other (please specify): 67%
- More food-related events like food fairs and night markets: 65%
- After-work activities like happy hours: 55%
- Pop-up shops: 44%
- More arts and culture events within the Market: 41%
- Increased online presence of vendors, including online shopping opportunities: 13%
- N/A- I don't want to visit the Market more frequently: 3%

Dedicated programming for residents and food-related events could encourage residents to visit more often.

The open-ended comments under “Other (please specify)” mostly related to managing Pike Pl. differently.
Residents: “Other (please specify)” Responses to Reasons to Visit More

The graphic below includes the top 70 words used in the 971 open responses.
Most of the open responses commented on various aspects of managing Pike Place Street differently.

“More seating and common spaces for people - not cars and on-street car parking!”

“Pedestrianize the street with removable bollards for deliveries!”

“Shaded public seating areas. Clean and well-maintained parks. Less cars, more walkable/bikeable areas. Affordable prices. Allowing the public to have visual and physical access to the Puget Sound.”
Questions for Visitors Only
Visitors: Reasons for Visit

Why did you visit/do you typically visit Pike Place Market? (check all that apply) n=406

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>83%</td>
</tr>
<tr>
<td>Experience the atmosphere</td>
<td>79%</td>
</tr>
<tr>
<td>Shopping</td>
<td>73%</td>
</tr>
<tr>
<td>Stop by while visiting downtown/waterfront</td>
<td>46%</td>
</tr>
<tr>
<td>Historic district</td>
<td>42%</td>
</tr>
<tr>
<td>Known tourist destination</td>
<td>34%</td>
</tr>
<tr>
<td>None of the above</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Top reasons** why visitors visit the Market include:
- Food
- Experiencing the atmosphere
- Shopping
Visitors: Purchase Habits

The vast majority of visitors indicated that they *typically purchase something* at the Market.

When you visited/typically visit the Pike Place Market, did/do you purchase something?  n=406

- Typically purchase something: 94%
- Typically do not purchase something: 6%
Visitors: Overall Experience

How would you rate your overall experience at Pike Place Market? (n=406)

- **51% of visitors** rated their overall visit as *very good* or *excellent*.

- **17% of visitors** said their visit was *okay* or *poor*.
  - Higher rates of “okay” or “poor” came from younger age groups.
  - There were no substantial differences between BIPOC and white, or by various income groups.
Survey Instrument
Pike Place Market Master Plan Survey

Welcome! Pike Place Market is in the process of developing a “Master Plan” — a long-term strategy document that will present a vision and direction for a sustainable future.

Since its founding, Pike Place Market has been deeply tied to the Seattle community. We need your input to inform the Master Plan and the future of the Market.

This survey should take 10 minutes or less to complete. If you prefer to take this in a different language, use the drop-down menu in the upper right corner. Please submit your responses by 11:59pm on August 27th, 2023. Thank you for your participation!

* #1. Where do you live?

- In Downtown Seattle (see map)
- In Seattle outside of Downtown
- In King County outside of Seattle
- In Washington state outside of King County
- In the US outside of Washington state
- Outside of the US

2. Do you work in downtown Seattle at least a few times per month (see map above)?

- Yes
- No

3. In the last 12 months, approximately how often have you visited Pike Place Market?

- More than once per week
- Once per week
- 2-3 times per month
- Once per month
- Once or a few times during the past 12 months
- Did not visit Pike Place Market in the past 12 months
- This is my first time visiting Pike Place Market

Next
Pike Place Market Master Plan Survey

4. Why do you generally visit Pike Place Market? (check all that apply)

☑ To buy flowers for myself or others.
☐ To access services (i.e., the Market Commons, Neighborhood Health, Child Care & Preschool, Food Bank, Heritage House, or Senior Center).
☐ To attend events.
☑ To buy food items such as groceries for myself or others.
☑ To meander, "people watch," or visit with no particular purpose in mind.
☐ To eat meals, snacks, or beverages.
☐ To bring out-of-town friends or family when they visit.
☐ To buy retail items for myself or others (i.e., arts & crafts, books, gifts, etc.).

Other (please specify):

5. How much would you agree with each of the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pike Place Market is a place that serves people who live and work in the Seattle area.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pike Place Market is a place that serves tourists.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel welcome at Pike Place Market.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SurveyMonkey Resident Survey

7. Please rate how each of the following impacts your experience at Pike Place Market.

<table>
<thead>
<tr>
<th>ADA accessibility of the Market</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Navigating the Market (e.g., finding my way around)</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Number of people at the Market</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Public transportation to/from the Market</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Events hosted by Pike Place Market (e.g., Flower Festival, Magic in the Market)</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Public restrooms</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Personal safety</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Retail and food options</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Bike parking</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Travel time to/from the Market</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Parking (e.g., street parking, private lots, or the Market parking lot)</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Availability of places to sit</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Hours of days that businesses are open</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Temperature in the Market</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Price of goods and at restaurants</th>
<th>Neutral</th>
<th>Positive</th>
</tr>
</thead>
</table>

8. Which of the following would encourage you to visit Pike Place Market or shop at the vendors/merchants more frequently? (check all that apply)

- After-work activities like happy hours
- Locals-oriented days or discounts for Seattle residents
- Increased online presence of vendors, including online shopping opportunities
- Pop-up shops
- More arts and culture events within the Market
- More food-related events like food fairs and night markets
- N/A - I don’t want to visit the Market more frequently

Other (please specify):
Pike Place Market Master Plan Survey

9. What is your age?
   - Under 18
   - 18-25
   - 26-45
   - 46-65
   - 66-85
   - 86 or older

10. What is your annual household income?
    - Less than $50,000
    - $50,000 - $99,999
    - $100,000 - $149,999
    - $150,000 or more
    - Prefer not to say

11. What race or ethnicity do you most identify with? (check all that apply)
    - American Indian or Alaska Native
    - Asian or Asian American
    - Hispanic or Latinx
    - Middle Eastern or North African
    - Black or African American
    - Native Hawaiian or Pacific Islander
    - White
    - Multiracial or biracial
    - Prefer not to say

12. Do you primarily speak a language at home, other than English?
    - Yes, I speak another language at home
    - No, I speak English at home

13. Would you like to receive email updates and announcements from Pike Place Market?
    - Yes
    - No

Enter email address: [ ]
Pike Place Market Master Plan Survey

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☐ In Downtown Seattle (see map)
☐ In Seattle outside of Downtown
☐ In King County outside of Seattle
☐ In Washington state outside of King County
☐ In the US outside of Washington state
☐ Outside of the US

2. Do you work in downtown Seattle at least a few times per month (see map above)?

☐ Yes
☐ No

3. In the last 12 months, approximately how often have you visited Pike Place Market?

☐ More than once per week
☐ Once per week
☐ 2-3 times per month
☐ Once per month
☐ Once or a few times during the past 12 months
☐ Did not visit Pike Place Market in the past 12 months
☐ This is my first time visiting Pike Place Market
SurveyMonkey Visitor Survey

Pike Place Market Master Plan Survey

4. Why did you visit/do you typically visit Pike Place Market? (check all that apply)
   - Shopping
   - Food
   - Experience the atmosphere
   - Historic district
   - Known tourist destination
   - Stop by while visiting downtown/waterfront
   - None of the above

5. When you visited/typically visit Pike Place Market, did/do you purchase something?
   - Yes
   - No

6. How would you rate your overall experience at Pike Place Market?
   - Poor
   - Okay
   - Good
   - Very good
   - Excellent

7. Please rate how each of the following impacts your experience at Pike Place Market.

<table>
<thead>
<tr>
<th></th>
<th>Negatively impacts my experience</th>
<th>Neutral</th>
<th>Positively impacts my experience</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA accessibility of the Market</td>
<td>[ ]</td>
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<tr>
<td>Parking (e.g., street parking, private lot, or the Market parking lot)</td>
<td>[ ]</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Number of people at the Market</td>
<td>[ ]</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Price of goods and at restaurants</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Bike parking</td>
<td>[ ]</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
<tr>
<td>Retail and food options</td>
<td>[ ]</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Events hosted by Pike Place Market (e.g., Flower Festival, Magic in the Market)</td>
<td>[ ]</td>
<td>[ ]</td>
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</tr>
<tr>
<td>Availability of places to sit</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Personal safety</td>
<td>[ ]</td>
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</tr>
</tbody>
</table>
Pike Place Market Master Plan Survey

8. What is your age?
   - Under 10
   - 18-25
   - 26-45
   - 46-65
   - 66-85
   - 85 or older

9. What is your annual household income?
   - Less than $50,000
   - $50,000 - $99,999
   - $100,000 - $149,999
   - $150,000 or more
   - Prefer not to say

10. What race or ethnicity do you most identify with? (check all that apply)
   - American Indian or Alaska Native
   - Asian or Asian American
   - Hispanic or Latino/a
   - Middle Eastern or North African
   - Black or African American
   - Native Hawaiian or Pacific Islander
   - White
   - Multiracial or biracial
   - Prefer not to say

11. Do you primarily speak a language at home, other than English?
   - Yes, I speak another language at home
   - No, I speak English at home

12. Would you like to receive email updates and announcements from Pike Place Market?
   - Yes
   - No

Enter email address: [Input Field]