



## TOWN OF NORWOOD

## STAFF REPORT

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**To:** General Manager Tony Mazzucco

**From:** Budget and Management Analyst Joseph Collins and Assistant Community Development Director Sarah Bouchard

**Date:** 2022.04.06

**RE:** Seasonal/Temporary Outdoor Dining: What We Did Well, What We Need to Improve, and What We Need to do Make This a Permanent Program

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### Background

Over the last two years, COVID-19 related emergency orders signed by Governor Baker allowed the Town to permit outdoor dining quickly, easily, and inexpensively for numerous restaurants. Although there is a chance that similar orders will be adopted for this summer, this will not last forever. With the success of outdoor dining over the last two summers, I was asked to determine how we can make seasonal outdoor dining a permanent program, conduct research to determine if business owners and patrons want a permanent program, and examine how we can improve upon Norwood's outdoor dining program.

We collected feedback using a survey and an in-person forum to collect restaurant patron and business owner feedback about the Town's past efforts to offer outdoor dining and the future of outdoor dining in Norwood.

### Executive Summary

Overall, the survey and forum results show that restaurant patrons and business owners are nearly unanimous in supporting continuing seasonal outdoor dining.

### Context

It is essential to explain what we mean by outdoor dining. In this context, outdoor dining refers to temporary, seasonal restaurant seating on Town sidewalks, Town parking spaces, or a restaurant's parking spaces. In Massachusetts, this type of outdoor dining came into existence in 2020. This report focuses entirely on this type of outdoor dining

Some restaurants have permanent outdoor dining offerings. These restaurants were either built with this in mind and received the appropriate building permits and liquor license(s) or went through the formal Extension of Premises application process. This report does NOT address this type of outdoor dining.

## Zencity Report

Zencity completed a report that summarizes the survey results and the forum results. Zencity did an excellent job of summing up the survey and the forum. See Attachment B to read the full report.

## Survey

From February 18th to March 10<sup>th</sup>, 1,058 individuals completed the survey. Based on past experiences, this is an incredibly high response rate. Receiving a few hundred completed surveys would have been considered a resounding success. A blank survey can be found in Attachment A.

### General Survey Results

Response Options	Which Describes you best? Count
Norwood Resident	907
Owner/Manager of a Restaurant Located in Norwood	13
Owner/Manager of Business Located in Norwood, Excluding Restaurant	14
Resident of Another Town That Enjoys Dining in Norwood	124
<b>Grand Total</b>	<b>1058</b>

Table 1 – Results from Question 2: Which of the following best describes you?

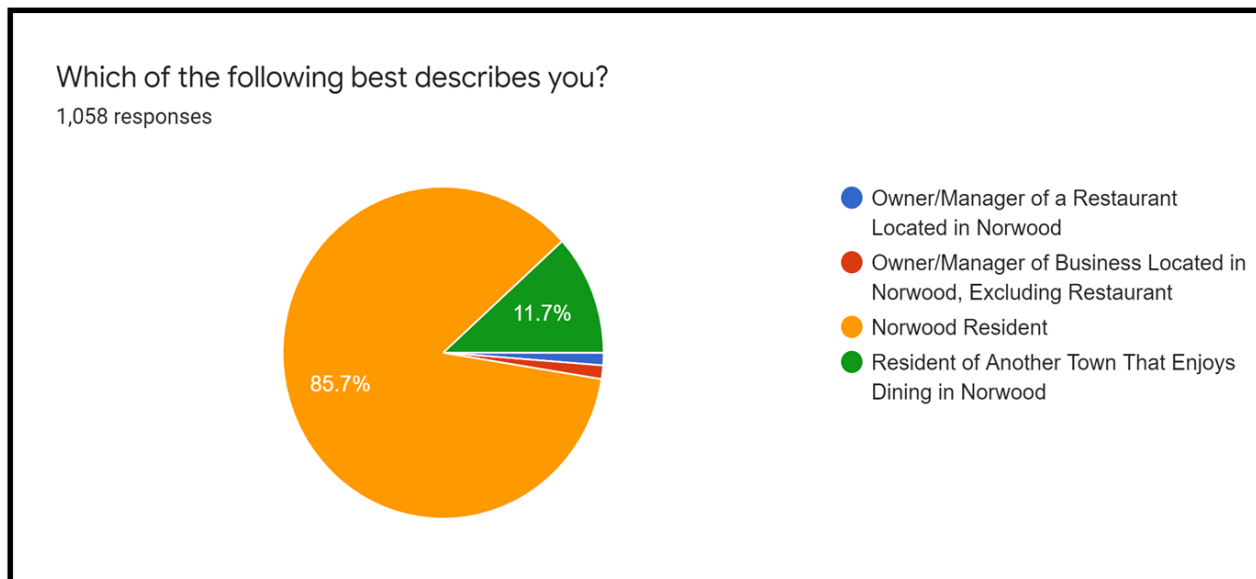


Figure 1 – Results from Question 2: Which of the following best describes you?

## Restaurant Patron Survey Results

One thousand thirty-one patrons (Norwood residents and residents of another Town that enjoys dining in Norwood) completed the survey. Below is a table and or figure with the results for most of the questions this group was asked to answer.

<b>On a Scale of 1-5, How Much Did You Enjoy Outdoor Dining in Norwood?</b>	
5 - loved it	875
4	124
3	22
2	4
1 - hated it	6
Average Rating	4.8
Median Rating	5
Percentage of ratings 4 and higher (highly favorable)	96.9%

Table 2 – Results from Question 16: On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?

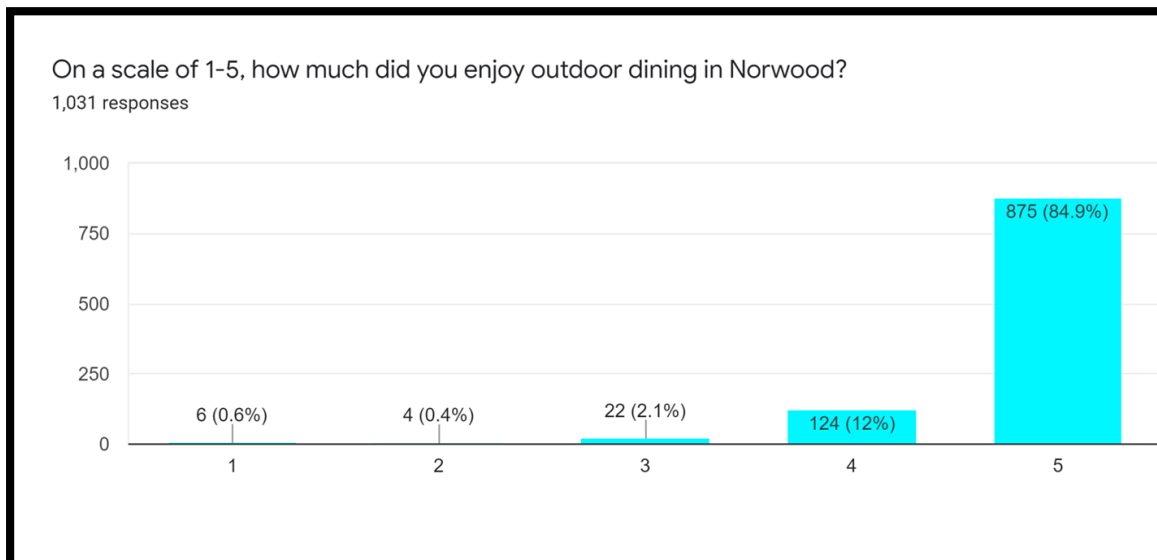


Figure 2 – Results from Question 16: On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?

Once the pandemic is Largely Over and the Risk of Contracting COVID-19 While Dining Indoors is Low, Would You Still Want to Dine Outside in Norwood Center/South Norwood?		
	Number	%
Yes	1014	98.4%
No	17	1.6%
Total Responses	1031	100.0%

Table 3 – Results from Question 17: Once the pandemic is Largely Over and the Risk of Contracting COVID-19 While Dining Indoors is Low, Would You Still Want to Dine Outside in Norwood Center/South Norwood?

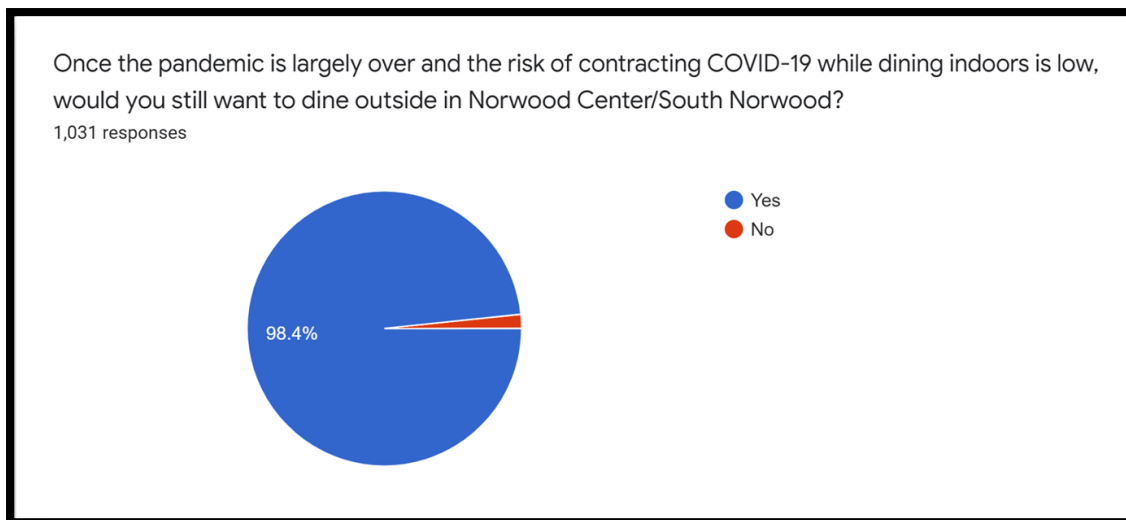


Figure 3 – Results from Question 17: Once the pandemic is Largely Over and the Risk of Contracting COVID-19 While Dining Indoors is Low, Would You Still Want to Dine Outside in Norwood Center/South Norwood?

<b>We Have Had to Temporarily Remove On-Street Parking in Norwood Center/South Norwood to Accommodate Outdoor Dining. On a Scale of 1-5, Was This a Valuable Trade-Off When Frequenting Downtown Norwood?</b>		
	<b>Number</b>	<b>%</b>
5 - Worth the Reduction In On-Street Parking	859	83.3%
4	116	11.3%
3	26	2.5%
2	10	1.0%
1 - Not Worth the Loss of On-Street Parking	20	1.9%
Total Votes	1031	100.0%
Average Rating	4.7	N/A
Median Rating	5	N/A
Ratings 4 and higher (highly favorable)	975	94.6%

Table 4 – Results from Question 18: We Have Had to Temporarily Remove On-Street Parking in Norwood Center/South Norwood to Accommodate Outdoor Dining. On a Scale of 1-5, Was This a Valuable Trade-Off When Frequenting Downtown Norwood?

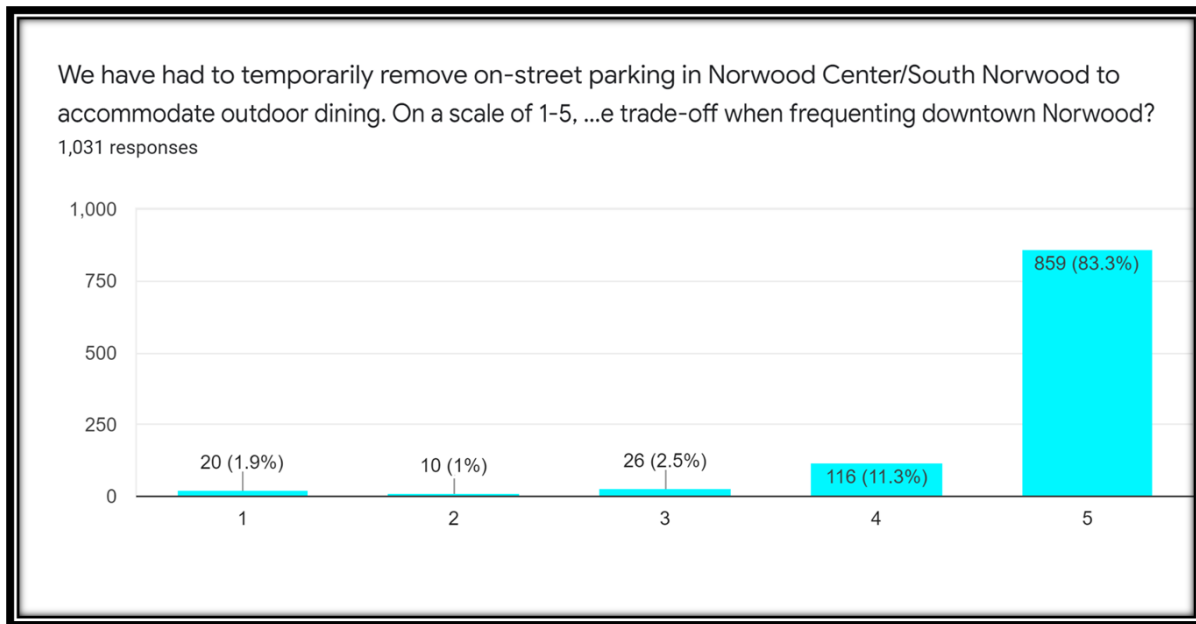


Figure 4 – Results from Question 18: We Have Had to Temporarily Remove On-Street Parking in Norwood Center/South Norwood to Accommodate Outdoor Dining. On a Scale of 1-5, Was This a Valuable Trade-Off When Frequenting Downtown Norwood?

If Alcohol Sales Are NOT Permitted, Would You Still Prefer the Option of Dining Outside?		
	Number	Percentage
Yes	570	55.3%
No	461	44.7%
Total Votes	1031	100.0%

Table 5 – Results from Question 19: If alcohol sales are NOT permitted, would you still prefer the option of dining outside?

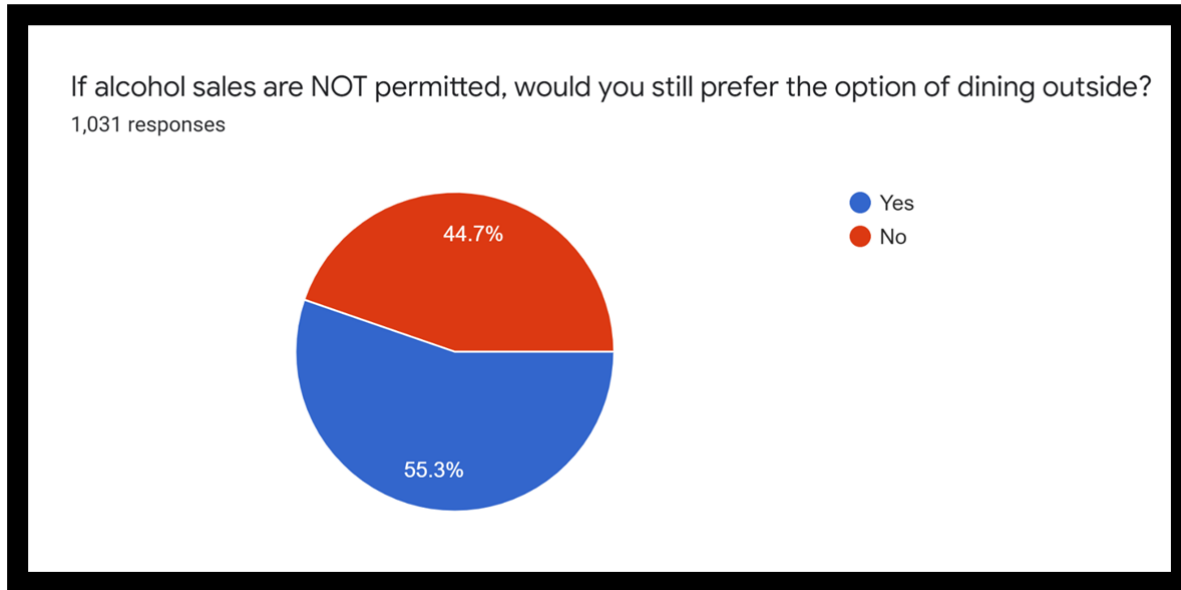


Figure 5 – Results from Question 19: If alcohol sales are NOT permitted, would you still prefer the option of dining outside?

These results clearly show that those who filled out this survey and identified themselves as patrons enjoyed outdoor dining and hope it continues.

The last two questions required patrons to write comments, making them much more challenging to analyze than the results shown in Tables 1-3 and Figures 1-3.

I was able to ascertain valuable information from the following two questions:

- Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?
- Do you have any further comments?

Despite not mentioning anything about accessibility, we received several comments about the need to improve the accessibility of the walkways in Norwood Center and South Norwood during outdoor dining season.

<b>Patrons Who Expressed Concern About Accessibility</b>	
Number	28
Percentage	2.7%
<b>Here Are the Results of the Following Questions of Patrons who Expressed concern about accessibility: On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?</b>	
5 - loved it	13
4	7
3	2
2	3
1 - hated it	3
Average Rating	3.9
Median Rating	4
Percentage of ratings 4 and higher (highly favorable)	71.4%

Table 6 – Patrons who expressed concern about accessibility.

Here are a few key points and additional information about Table 6:

- I used the following search terms to find these comments: Stroller, ADA, access, wheelchair, sidewalk, walkway.
- The actual comments can be reviewed in Attachment C. The cells are highlighted in yellow or turquoise. A key is included in Attachment C.
- Despite having accessibility concerns, these 28 patrons still enjoyed and supported outdoor dining.
- Nowhere in the survey was accessibility discussed. Meaning, the survey itself did not condition individuals to think about accessibility.

<b>Patrons Who Expressed Concern about the Loss of Parking</b>	
Number	14
Percentage	1.36%
<b>Here are the Results of the Following Questions of Patrons Who Expressed Concern about the Loss of Parking: On a Scale of 1-5, How Much Did You Enjoy Outdoor Dining in Norwood?</b>	
5 - loved it	3
4	6
3	4
2	1
1 - hated it	0
Average Rating	3.8
Median Rating	4
Percentage of ratings 4 and higher (highly favorable)	64.3%

Table 7 – Patrons who expressed concern about the loss of parking

Here are a few key points and additional information about Table 7:

- I used the following search terms to find these comments: park, parking, and on-street.
- The actual comments can be reviewed in Attachment C. The cells are highlighted in green or turquoise. A key is included in Attachment C.
- Despite having concerns about the loss of parking, this group of 14 patrons appeared to enjoy still and support outdoor dining.
- We anticipated that the loss of parking would be a significant concern. Therefore, we asked several questions about it in the survey, i.e., we conditioned everyone who took the survey to think about parking by the time they reached the end of the survey. Surprisingly, only 50% as many people made negative comments about the loss of parking as those who made negative comments about accessibility.

<b>Patrons Who were Enthusiastic about the Tradeoff of Losing Parking and Gaining Outdoor Dining Space or Reducing Parking Overall in Norwood Center</b>	
Number	12
Percentage	1.2%

Table 8 – Patrons who expressed enthusiasm about the tradeoff of losing parking for more outdoor dining space

Here are a few critical points and additional information about Table 7:

- I used the following search terms to find these comments: park, parking, on-street, walkability, sidewalk, and pedestrian.
- The actual comments can be found in Attachment C. The cells are highlighted in orange.
- As we were expecting lots of complaints about the loss of parking, we were pleasantly surprised by the twelve individuals that expressed support for the tradeoff of on-street parking for outdoor dining and even comments that the Town should take further action to improve walkability in Norwood.

### Business Owner Survey Results

A total of 27 business owners completed the survey. Below is a table and or figure with the results for most of the questions this group was asked to answer.

Response Options	Is your business located in Norwood Center/South Norwood? Count
No	5
Yes	22
<b>Grand Total</b>	<b>27</b>

Table 9 - Results from Question 6: Is your business located in Norwood Center/South Norwood?



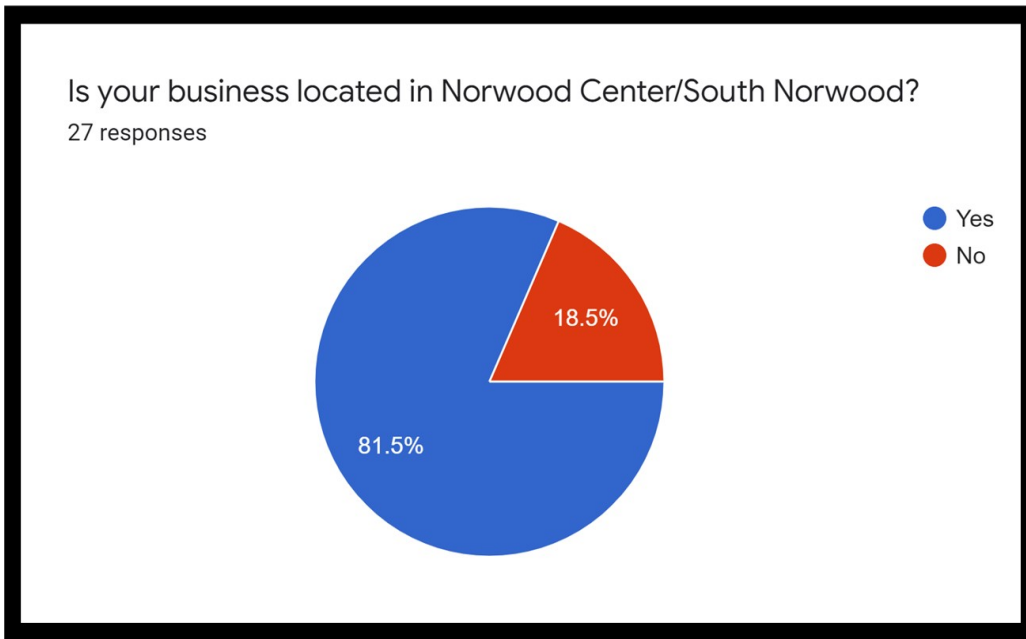


Figure 6 - Results from Question 6: Is your business located in Norwood Center/South Norwood?

Row Labels	What type of business do you run or operate? Count	What type of business do you run or operate? %
Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	13	48.1%
Amusement, Gambling, and Recreation Industries (Examples: bowling centers, fitness centers, gyms)	2	7.4%
Commercial Photography Studio	1	3.7%
Design studio	1	3.7%
Educational Services (Examples: dance schools, martial arts studios)	1	3.7%
Insurance Agency	1	3.7%
Legal Services	2	7.4%
Personal and Laundry Services (Examples: nail salons, beauty salons, hair salons, Pet Care (not veterinary) services, laundry services, funeral homes)	3	11.1%
Real Estate and Rental and Leasing	1	3.7%
Retail Trade (Examples: liquor stores, clothing stores, furniture and Home furnishings retailers, department stores)	2	7.4%
<b>Grand Total</b>	<b>27</b>	<b>100.0%</b>

Table 10 - Results from Question 7: What type of business do you run or operate?

Row Labels	Have you utilized outdoor dining in your business operations? Count
No	12
Yes	15
<b>Grand Total</b>	<b>27</b>

Table 11 - Results from Question 8: Have you utilized outdoor dining in your business operations?

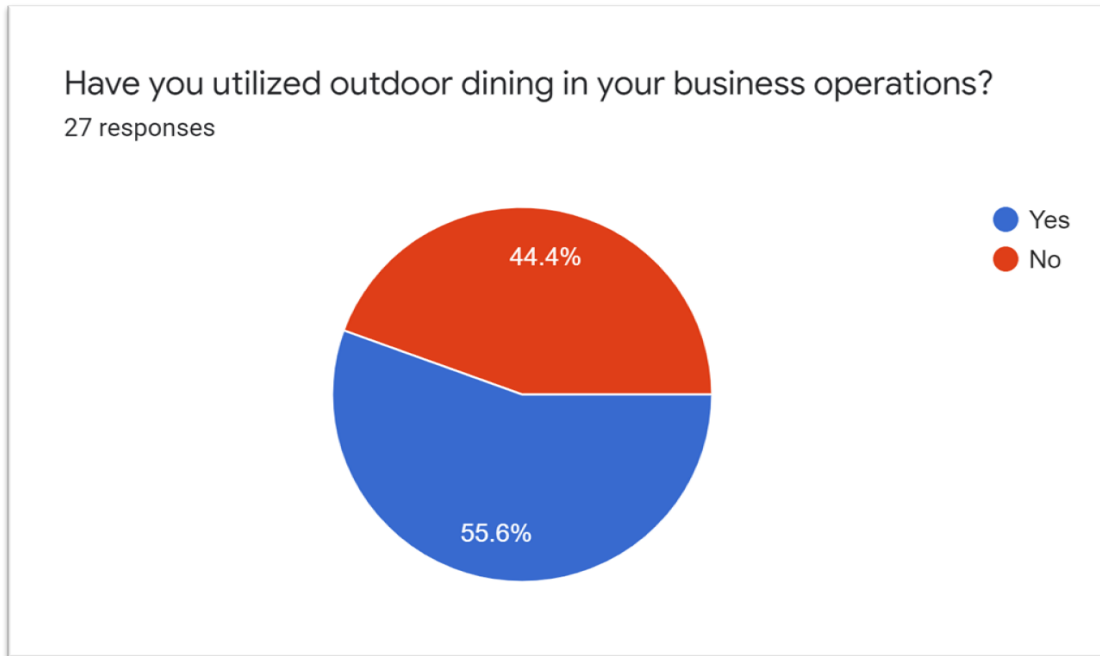


Figure 7 - Results from Question 8: Have you utilized outdoor dining in your business operations?

On a scale of 1-5, 5 Being the Most Helpful and 1 Being the Most Harmful, How Much Has Outdoor Dining Helped or Hurt Your Business?	
5 - Helpful	17
4	2
3	6
2	1
1 - Harmful	1
Average Rating	4.2
Median Rating	5
Percentage of ratings 4 and higher (highly favorable)	70.4%

Table 12 - Results from Question 9: On a scale of 1-5, how much has outdoor dining helped or hurt your business?

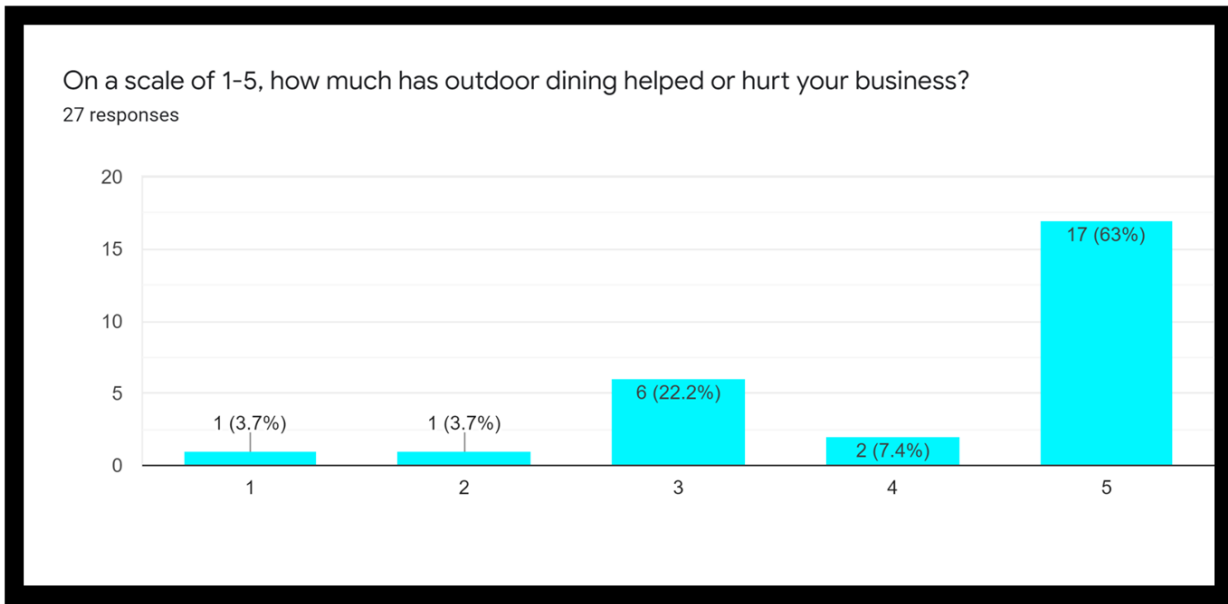


Figure 8 - Results from Question 9: On a scale of 1-5, how much has outdoor dining helped or hurt your business?

To Accommodate Outdoor Dining, we Temporarily Removed On-Street Parking in Norwood Center/South Norwood. On a scale of 1-5, 5 Being the Most Helpful and 1 Being the Most Harmful, Was This a Valuable Trade-Off to Your Business?	
5 - Helpful	16
4	1
3	6
2	1
1 - Harmful	3
Average Rating	4.0
Median Rating	5
Percentage of ratings 4 and higher (highly favorable)	63.0%

Table 13 - Results from Question 11: To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off to your business?

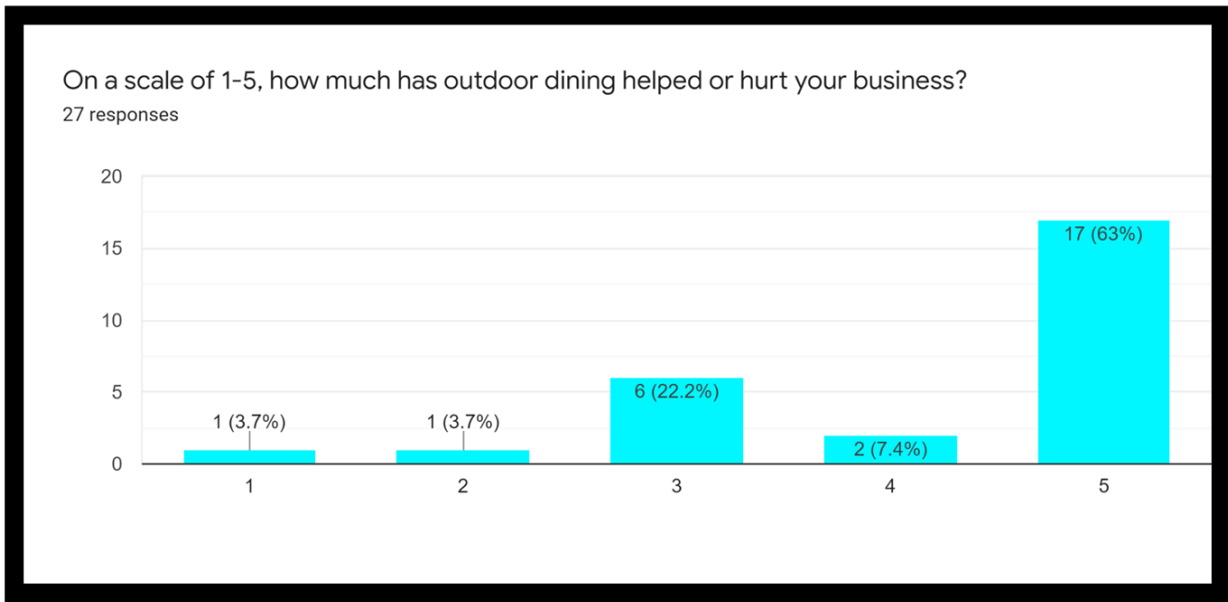


Figure 9 - Results from Question 11: To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off to your business?

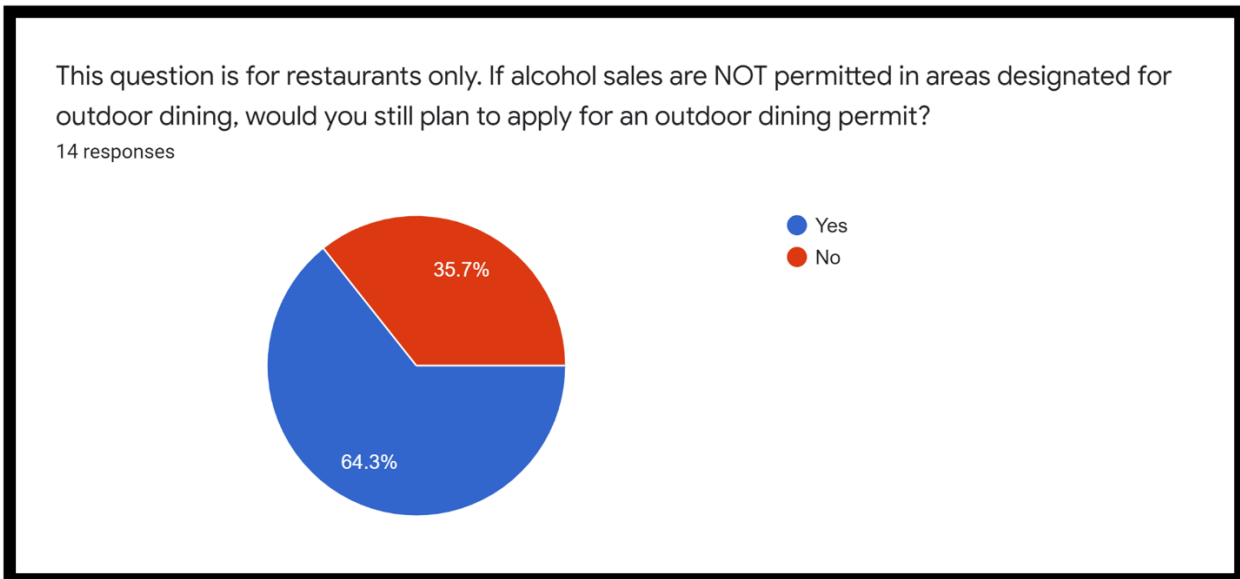


Figure 10 - Results from Question 13: This question is for restaurants only. If alcohol sales are NOT permitted in areas designated for outdoor dining, would you still plan to apply for an outdoor dining permit?

### Business Owners Who Expressed Concern about Accessibility Associated With Outdoor Dining

Number	4
Percentage (out of 27)	14.8%

Table 14 – Business owners who expressed concern about accessibility.

Here are a few key points and additional information about Table 14:

- I used the following search terms to find these comments: Stoller, ADA, access, wheelchair, sidewalk, walkway.
- The actual comments can be reviewed in Attachment D. The cells are highlighted in yellow or turquoise. A key is included in Attachment D.

### Business Owners Who Expressed Concern about the Loss of Parking

Number	5
Percentage (out of 27)	18.5%

Table 15 – business owners who expressed concern about the loss of parking

Here are a few things to key points and additional information about Table 15:

- I used the following search terms to find these comments: park, parking, and on-street.
- The actual comments can be reviewed in Attachment D. The cells are highlighted in green or turquoise. A key is included in Attachment D.

### of Losing Parking and Gaining Outdoor Dining Space or Reducing Parking Overall

Number	3
Percentage (out of 27)	11.1%

Table 16 – Patrons who expressed enthusiasm about the tradeoff of losing parking for more outdoor dining space

Here are a few things critical points and additional information about Table 16:

- I used the following search terms to find these comments: park, parking, on-street, walkability, sidewalk, and pedestrian.
- The actual comments can be found in Attachment D. The cells are highlighted in orange.

## Forum/Input Session

On March 23rd, we conducted a “Seasonal Outdoor Dining Forum” to collect additional outdoor dining-related feedback from restaurant patrons and business owners. A total of 12 individuals, nine restaurant patrons and three business owners attended.

Assistant Community Development Director Sarah Bouchard and I provided the attendees with a list of updates they should expect, assuming that outdoor dining will continue. We asked them to form groups of three to five people and answer a set list of questions. Business owners had a separate set of questions.

The presentation includes the questions the attendees were asked to answer, and the attendees' answers are attached as Attachments E-I.

- Attachment E – presentation with forum questions
- Attachment F – Business Owner Group
- Attachment G – Patron Group 1
- Attachment H – Patron Group 2
- Attachment I – Patron Group 3

Due to the small number of attendees and the speed at which someone can review the forum results, no further analysis was completed.

## **Findings**

- Overall, patrons and businesses are incredibly enthusiastic about continuing seasonal outdoor dining. The level of support for seasonal outdoor dining is as close to unanimous as we will ever see by a group of over 1,000 individuals.
- This support wanes, marginally, if alcohol is not permitted.
- There are some concerns about the loss of parking, but this is far from universal.
- There were accessibility concerns.
  - The accessibility concerns were not exclusively derived from the disabled community. Instead, individuals who use the sidewalks to go for walks with kids in strollers and elderly individuals who enjoy walking in Norwood Center or South Norwood also made remarks about improving accessibility.
  - This group was also highly supportive of continuing seasonal outdoor dining, but they want the Town to improve upon what we did last year.
- For most of the last two seasonal outdoor dining seasons, the Commonwealth was under a COVID-19 State of Emergency. This allowed us to act incredibly quickly to implement seasonal outdoor dining faster than anyone in the Commonwealth. The COVID-19 State of Emergency is now over, which means we need to Commonwealth is no longer going to give municipalities and businesses any slack on accessibility standards and plumbing code requirements. Please review Attachment J for more information.

## Recommendations

- We cannot “put the genie back in the bottle.” Meaning, residents and many business owners will not accept the Town discontinuing the seasonal outdoor dining program.
- We need to address some accessibility issues. Sarah Bouchard and I are working on different options to alleviate the problems described in the survey and forum.
  - We believe that resolving the accessibility concerns is well within the Town’s abilities.
- Although the loss of parking was not as significant a concern as expected, we still need to address these concerns. Sarah Bouchard and I are developing policy options that should alleviate residents’ and business owners’ concerns about the loss of parking.

## 2022 Outdoor Dining Survey - Town of Norwood

Over the last two years, COVID-19 related emergency orders signed by Governor Baker allowed the Town to quickly, easily, and inexpensively permit outdoor dining for numerous restaurants. Although there is a chance that similar orders will be adopted for this summer, this won't last forever. With the success of outdoor dining over the last two summers, the Town of Norwood is considering making this practice permanent. The Town is collecting input from outdoor diners, restaurant owners, and other business owners to evaluate the last two seasons, build on their successes, and address areas needing improvement.

We will also be conducting a citizen information session in the spring. The meeting will either be held in person or as a hybrid meeting.

Thank you for your participation!

\* Required

1. Email \*

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### General

2. Which of the following best describes you? \*

*Mark only one oval.*

- ☐ Owner/Manager of a Restaurant Located in Norwood      *Skip to question 3*
- ☐ Owner/Manager of Business Located in Norwood, Excluding Restaurant  
*Skip to question 3*
- ☐ Norwood Resident      *Skip to question 14*
- ☐ Resident of Another Town That Enjoys Dining in Norwood      *Skip to question 14*

### General Business

3. Name of Business \*

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4. Name of Business Owner or Branch Manager \*

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5. Phone number of Business Owner or Norwood Site Manager

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6. Is your business located in Norwood Center/South Norwood? \*

*Mark only one oval.*

☐ Yes

☐ No

7. What type of business do you run or operate?

*Mark only one oval.*

☐ Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)

☐ Retail Trade (Examples: liquor stores, clothing stores, furniture and Home furnishings retailers, department stores)

☐ Personal and Laundry Services (Examples: nail salons, beauty salons, hair salons, Pet Care (not veterinary) services, laundry services, funeral homes)

☐ Amusement, Gambling, and Recreation Industries (Examples: bowling centers, fitness centers, gyms)

☐ Educational Services (Examples: dance schools, martial arts studios)

☐ Gasoline Stations

☐ Religious Organizations (Examples: churches, synagogues, etc.)

☐ Other: \_\_\_\_\_

8. Have you utilized outdoor dining in your business operations? \*

*Mark only one oval.*

☐ Yes

☐ No

9. On a scale of 1-5, how much has outdoor dining helped or hurt your business? \*

*Mark only one oval.*

	1	2	3	4	5	
Harmful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Helpful

10. Please provide an explanation of why outdoor dining helped or hurt your business.

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11. To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off to your business? \*

*Mark only one oval.*

	1	2	3	4	5	
Not worth the loss of on-street parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Worth the reduction in on-street parking

12. Please explain why losing on-street parking was worth it or not worth it to your business. \*

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13. This question is for restaurants only. If alcohol sales are NOT permitted in areas designated for outdoor dining, would you still plan to apply for an outdoor dining permit?

Mark only one oval.

☐ Yes

☐ No

*Skip to question 21*

### General Resident

14. Name \*

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15. Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last two years? \*

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16. On a scale of 1-5, how much did you enjoy outdoor dining in Norwood? \*

Mark only one oval.

	1	2	3	4	5	
Hated it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Loved it

17. Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood? \*

*Mark only one oval.*

☐ Yes

☐ No

18. We have had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off when frequenting downtown Norwood? \*

*Mark only one oval.*

1      2      3      4      5

Not worth the loss of on-street parking ☐ ☐ ☐ ☐ ☐ Worth the reduction in on-street parking

19. If alcohol sales are NOT permitted, would you still prefer the option of dining outside? \*

*Mark only one oval.*

☐ Yes

☐ No

20. Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants? \*

Final Section

21. Do you have any further comments?

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# NORWOOD, MA

## Outdoor Dining Custom Engagement Report

*March 2022*



## Executive Summary

- Both patrons and business stakeholders voiced consensus support for keeping the Town's outdoor dining initiative, citing its family-friendly ambiance and positive effect on the local economy.
- Many called upon the Town to keep both communal and individual dining areas**, but there appeared to be a slight preference for segregated dining areas at individual restaurants.
- Locals indicated that **support for dining would dwindle significantly were the Town to ban outdoor alcohol sales**, but a majority indicated they would still use the spaces.
- Some areas for improvement raised by community members included **maintaining sidewalk accessibility, accommodating individuals with disabilities, protecting diners from ongoing traffic, and improving awareness of available parking areas**.

## Introduction

The following report reviews resident input about the Town's outdoor dining initiative — which began in summer 2020 — through analyses of a survey conducted by the Town in February and March 2022 and a public forum held on March 23, 2022. These findings are complemented by an overview of the relevant online social media discourse between April 1, 2020, and March 25, 2022.

## Methodology

- The report offers an analysis of data collected from the Town's outdoor dining survey, public forum, and publicly available social media and local news outlets.
- The Zencity interaction count consists of all social media engagements (posts, tweets, likes, comments, shares, retweets, etc.). Therefore, the number of interactions reflects the volume of discourse and the level of interest among residents expressing their views online.
- Our machine-learning algorithm classifies large amounts of interactions according to topic and sentiment — positive, negative, or neutral — which indicate satisfaction or dissatisfaction levels about local issues, including those not initiated by the City. This model enables us to measure the interest that specific issues attract and understand how community members perceived these issues.

Total Survey Respondents

1,058

1,031

Patrons

27

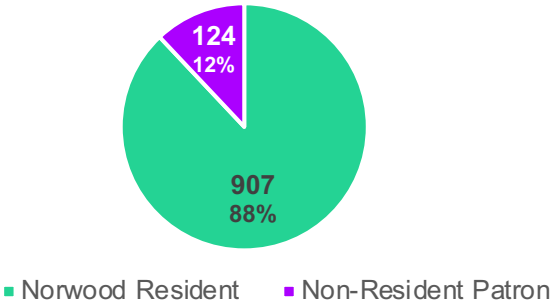
Business  
Owners/Managers

PATRONS

More than 1,000 survey respondents were Norwood and area residents, most of whom had patronized Norwood businesses and utilized outdoor dining:

Q1. Which of the following best describes you?

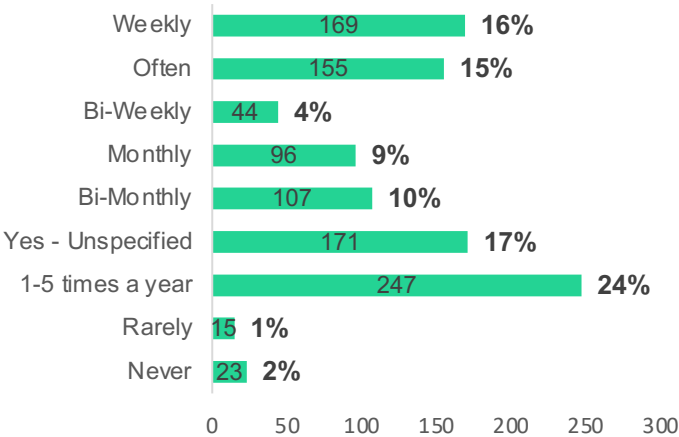
At 88%, the overwhelming majority of patron respondents were residents of Norwood. The remaining 12% were residents of nearby municipalities who patronize Norwood businesses.



Q2. Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last two years?<sup>1</sup>

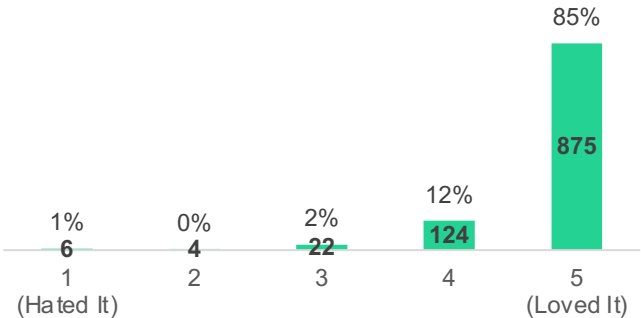
Almost all (98%) respondents had utilized outdoor dining in Norwood at least once in the last two years. Nearly a third indicated that they did so at least once per week (16%) or “often” (15%).

Overall, more than half (54%) indicated that they utilize outdoor dining at least once every two months or “often.” Representing the largest cohort, 24% who used every 1-5 times a year.



Q3. On a scale of 1 (hated it) to 5 (loved it), how much did you enjoy outdoor dining in Norwood?

With an average ranking of 4.8, patrons decidedly enjoyed their outdoor dining experience in Norwood. At 85%, almost all chose the highest ranking and only 1% of respondents chose one of the two lowest rankings.



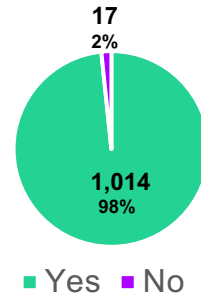
<sup>1</sup> Respondents' free-response answers were manually classified into the categories listed.  
Outdoor Dining Custom Engagement Report



## PATRONS

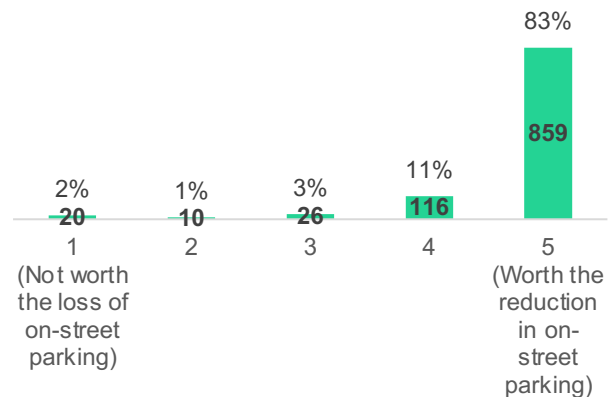
Q4. Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?

At 98%, virtually all those who had eaten at Norwood-area restaurants during the pandemic responded that they would still want to once the pandemic is largely over, indicating **near-unanimous demand for outdoor dining spaces**.



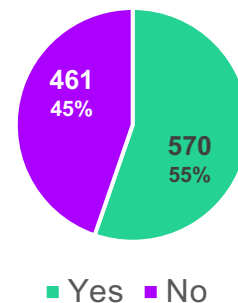
Q5. We have had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off when frequenting downtown Norwood? (1 - Not worth the loss of on-street parking; 5 - Worth the reduction in on-street parking)

With an average ranking of 4.73 and 94% of respondents choosing a 4 or 5, respondents **clearly believed that the reduction in on-street parking was worth it in order to have outdoor dining spaces**.



Q6. If alcohol sales are NOT permitted, would you still prefer the option of dining outside?

Although a slight majority (55%) said they would still like to dine outside even if alcohol was not permitted, **support for outdoor dining significantly decreased compared to the 98% who supported it in Q4** without the alcohol limitation. Only 15 respondents (1%) said “No” to both Q4 and Q6.

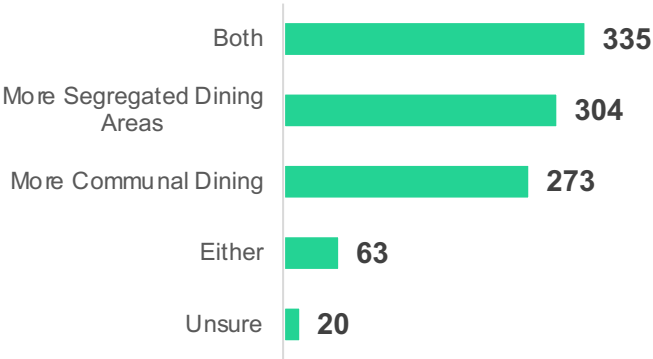


PATRONS

Q7. Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?

Respondents were relatively split between having more [segregated dining areas](#) (304) and having more [communal areas](#) (273). However, the **largest cohort preferred to keep and/or expand both options** (335).

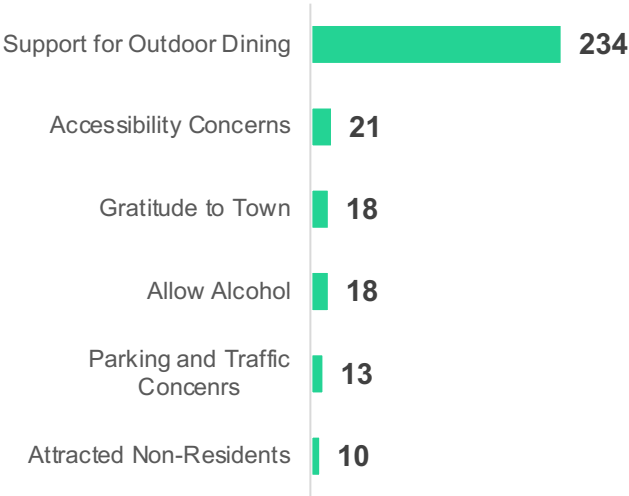
Additionally, another 63 respondents said they were [fine with either option](#) and 20 said they were [unsure or had no preference](#).



Q8. Do you have any further comments?

Of the [378 free-text responses](#) offered by patrons, 83% came from the following themes:

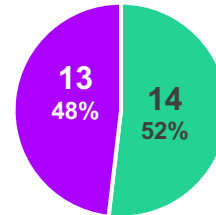
- **Support for keeping and expanding outdoor dining options** in Norwood ([234 comments](#))
- Concerns about **how outdoor dining affects accessibility**, especially on sidewalks ([21 comments](#))
- **Gratitude to the Town and its leadership** for implementing the initiative and soliciting feedback ([18 comments](#))
- Calls to **continue allowing alcohol sales** in outdoor dining spaces ([18 comments](#))
- Concerns about **parking availability and passing traffic** ([13 comments](#))
- Excitement about how outdoor dining has **attracted residents from other towns** to enjoy Norwood ([10 comments](#))



In addition to the 1,000+ Norwood-area residents who answered the outdoor dining survey, 27 local business owners or managers also offered their input about the outdoor dining policy:

## Q1. Which of the following best describes you

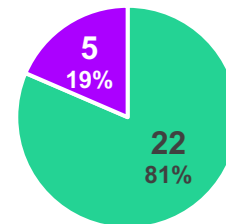
The shares of business owners/managers of non-restaurant businesses and restaurants were **nearly even** (52% and 48%, respectively).



- Owner/Manager of a Non-Restaurant Business in Norwood
- Owner/Manager of a Norwood Restaurant

## Q2. Is your business located in Norwood Center/South Norwood?

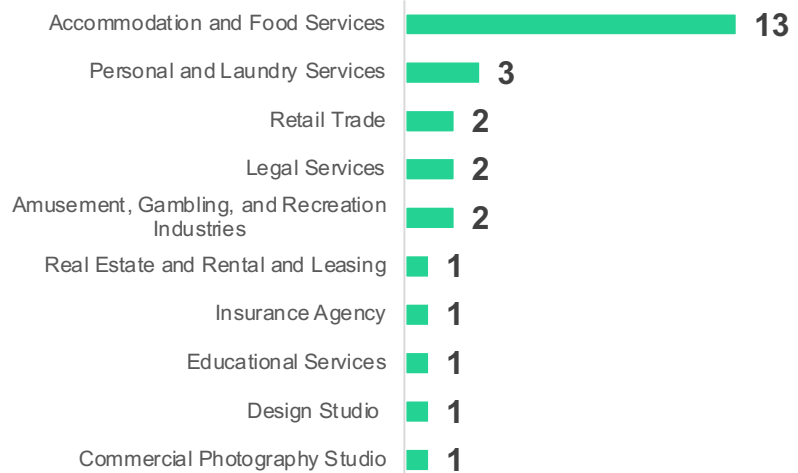
**More than three-quarters** (81%) of business respondents managed or owned businesses located in Norwood Center or South Norwood.



- Yes
- No

## Q3. What type of business do you run or operate?

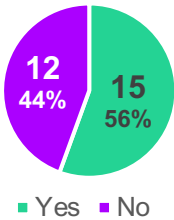
Just under half of all businesses were in the Accommodation and Food Services industry. The **14 non-restaurant businesses were fairly diversified**, spanning nine separate industry categories, the largest of which was Personal and Laundry Services (3).



BUSINESSES

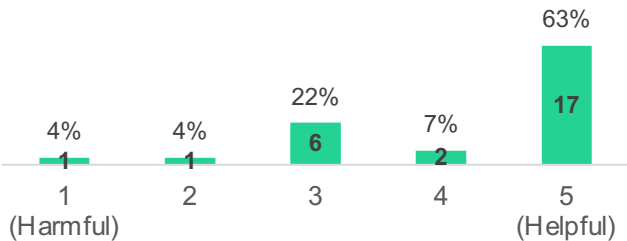
Q4. Have you utilized outdoor dining in your business operations?

Despite only 13 business respondents affiliated with restaurants, **15 (56% of respondents) had utilized outdoor dining in their business operations.**



Q5. On a scale of 1 (harmful) to 5 (helpful), how much has outdoor dining helped or hurt your business?

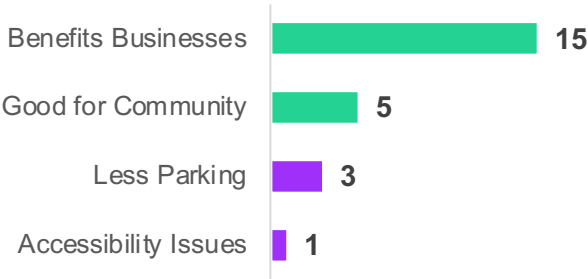
With an average ranking of 4.22, **most agreed that outdoor dining had helped their business.** Only 8% said that it had been harmful to some degree.



Q6. Please provide an explanation of why outdoor dining helped or hurt your business.

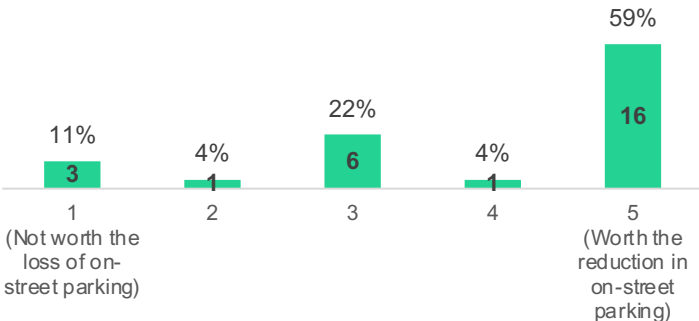
**Most believed that outdoor dining attracted customers and helped businesses survive the pandemic** (15 responses). Another five believed the trade-off was good for the community as a whole and made Norwood a more desirable destination.

On the other hand, three believed it was not worth it because it reduced parking availability and one other respondent highlighted accessibility restrictions posed by the reduced parking spaces.



Q7. To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off to your business? (1 – Not worth the loss of on-street parking; 5 – Worth the reduction in on-street parking)

Those who believed that reducing on-street parking in order to accommodate outdoor dining was worth the trade-off outweighed opponents by more than 4x (63% vs. 15%, respectively). With an average ranking of 3.96, **support for this policy was less strong than in Q5, but still constituted a strong majority of business respondents.**

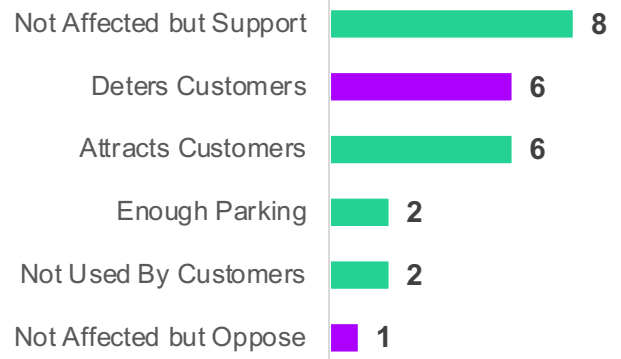


## BUSINESSES

Q8. Please provide an explanation why losing on-street parking was worth it or not worth it to your business.

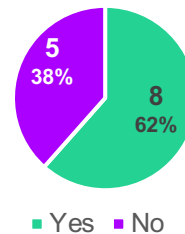
Eight respondents were not affected by the loss in parking spots but still supported the trade-off and another six believed that having outdoor dining space attracted more customers. Two believed there were already enough parking spaces and two more said parking spaces were not always used by customers anyways.

On the other hand, **most opponents of the trade-off believed that it deterred customers from patronizing businesses** (6 responses) and one respondent was not affected by the decision but still opposed it.



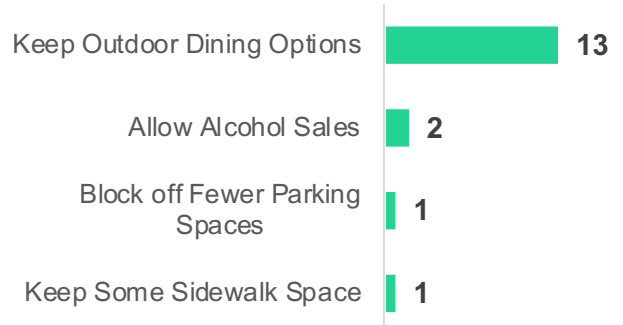
Q9. This question is for restaurants only: If alcohol sales are NOT permitted in areas designated for outdoor dining, would you still plan to apply for an outdoor dining permit?

Nearly two-thirds (62%) of restaurant managers/owners said they would still apply for an outdoor dining permit, **indicating that banning alcohol sales in outdoor dining would not be a decisive factor for most restaurants.**



Q10. Do you have any further comments?

By far, **the most common sentiment expressed in response to this question was business stakeholders' desire to keep Norwood's outdoor dining options** for locals to utilize (13 responses). Another two stressed the need to allow alcohol sales in outdoor dining, one respondent called to block off fewer parking spaces, and another argued that some sidewalk space should be preserved for pedestrians among the outdoor dining areas.



## OUTDOOR DINING FORUM

In addition to the outdoor dining survey, **the Town also solicited feedback at a public forum** on March 23 at the Senior Center. Participants consisted of both patrons of local businesses and representatives of Norwood businesses impacted by the outdoor dining initiative. Analysis of the notes from this session reveals some of the following takeaways, broken down by participant group:

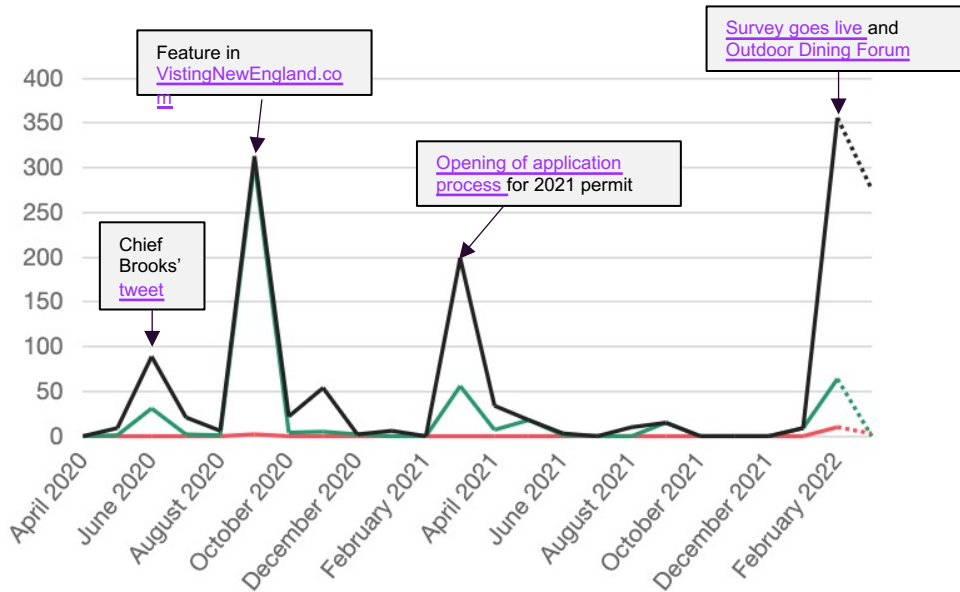
### Patrons

- Patrons applauded how the outdoor dining experience created a **more family-friendly and vibrant ambiance** in the town, allowed **safe experiences** during the pandemic, and **attracted visitors** from other towns.
- Some **expressed concerns** about the **impact on parking availability** and the disruptiveness of passing traffic.
- Patrons **preferred to dine on the sidewalk** but were willing to dine in parking spots so long as they were visually clear to motorists and well-protected.
- In order to create a safe dining experience in on-street parking areas, patrons specifically asked for heavy objects — **such as large flowerpots or metal barriers** — to **protect patrons from passing cars** and said that traffic cones were not sufficient.
- Most believed that **alcohol should be allowed in any outdoor dining area**, but noted that the time of day and restaurant dynamic influences a party's willingness to dine with or without alcohol.
- Finally, the consensus opinion was that **the loss of on-street parking was worth it in order to have outdoor dining**, as some pointed out that some parking spots were used by business owners rather than patrons and that the town's parking lots were rarely full.

### Businesses

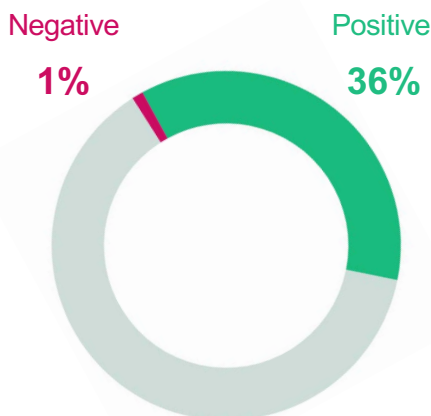
- Businesses **expressed a willingness to abide by maximum seating capacity indoors** and consider moving some of their seating outdoors.
- Most **agreed that the loss of on-street parking was worth the addition of outdoor dining** due to the increased foot and vehicle traffic brought to the Center, but some said parking is still an issue, especially with disabled parking spaces.
- The only restaurant represented at the forum **gave up 15 parking spaces** to create an outdoor service area, **invested \$20,000 over two years** in the initiative, and **voiced opposition to banning alcohol** in outdoor dining spaces.

## SOCIAL MEDIA DISCOURSE



Since April 2020, the online social media discourse about Norwood's outdoor dining initiative has generated [1,442 interactions](#), accounting for approximately **3% of the town's Local Economy discourse** during the two years. **Almost half (44%) of the discourse stemmed from conversations surrounding the survey and the Outdoor Dining Forum** in February and March 2022.

As shown in the timeline above, the discourse exhibited its highest peaks when the Town's outdoor dining experience was featured in a regional tourism publication in September 2020 and when the Town began to solicit feedback in spring 2022. Notably, **the discourse declined dramatically during the warmer months of 2021 when compared to 2020**. Between June and October 2020, the discourse measured 451 interactions, but during the same months the following year, it only measured 28 interactions — representing a decrease in volume of more than 16x.



Nevertheless, **residents expressed overwhelming satisfaction in the online discourse**, as measured by 36% positive sentiment and only 1% negative sentiment.

Most positive sentiment was expressed through 'loves,' 'likes,' and 'shares' on posts, though 15% of all positive interactions came from **locals' comments expressing excitement about outdoor dining** and, more recently, a desire to see it continue.

Issues raised in the [limited negative sentiment](#) included **concerns about accessibility, sidewalk obstruction, and cleanliness**, as well as a desire to allow the continuation of alcohol sales in outdoor dining spaces.

## Conclusion and Takeaways

- Overall, **patrons voiced overwhelming support for the Town's outdoor dining spaces** — which nearly all survey respondents had used at least once since the initiative began — and expressed a desire to see the initiative continue and even expand.
- In the survey, public forum, and organic social media discourse, locals consistently cited how outdoor dining had **created a family-friendly ambiance, supported businesses impacted by the pandemic, fostered a sense of community, and attracted out-of-town visitors.**
- Patrons enjoyed having both communal outdoor dining spaces and segregated dining areas at individual restaurants, but there appeared to be a **slight preference for segregated dining areas.** Nevertheless, many called upon the Town to **keep both options available.**
- Citing the same benefits to the community that patrons raised, **Norwood business owners and managers also shared more support for outdoor dining than opposition,** even if their businesses did not utilize outdoor dining.
- Although most still supported keeping outdoor dining spaces even if alcohol was banned, support dwindled significantly to only a slight majority, **suggesting that the outdoor dining experience would diminish patrons' experiences were restaurants not allowed to serve alcohol.**
- Finally, some **areas for improvement** raised in the survey, public forum, and social media discourse included **maintaining sidewalk access, ensuring accessibility** for patrons with disabilities, **creating safety barriers,** and, in order to mitigate the impact of fewer parking spaces, **better informing residents about underutilized parking lots** in Norwood.

*We would highly appreciate your feedback on this report by filling out this 2-minute [survey](#).*



Report By: [Hillel Zand](#)

Contact Me: [hillel@zencity.io](mailto:hillel@zencity.io)



# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	5	4	Yes	4	Yes	Yes, this was the only place we dined after getting takeout	It would be helpful to publicize the "forgotten about" parking lots, like the one behind #615 Washington St, if we are losing some on street parking for the dining. It really isn't that much of a walk!
Norwood Resident	1-3 times	5	Yes	5	Yes	Yes	There is plenty of parking at lots in and around Norwood Center and South Norwood. The outdoor dining experience is a boon to local businesses and breathes much-needed life into Norwood's business areas. Consider allowing alcohol sales in outdoor seating areas. There is no more risk to public safety when people are drinking outside as opposed to inside, visibly through a window.  Consider allowing alcohol sales in outdoor seating areas. There is no more risk to public safety when people are drinking outside as opposed to inside, visibly through a window.
Norwood Resident	About six times, if you include carrying takeout to the picnic tables on the Common.	5	Yes	5	Yes	Don't care. A balance is nice, especially for restaurants that don't have the space.	I need to drive down Washington Street in downtown Norwood frequently. To my surprise, the traffic lights are well-timed, and the orange barriers didn't seem to cause delays. Given the Cottage Street and Broadway parking lots, I found the parking issues negligible. One thing I would say is that there could be much better signage on Washington Street directing people to the Cottage Street lot. It's close and convenient, but visually hidden.
Norwood Resident	3-4 times	5	Yes	5	Yes	There are benefits of both. Segregated areas are great for personal, intimate dining or grabbing a quick bit informally on Central	I've had mobility issues this year and found plenty of parking within walking distance or in HP spaces available.
Norwood Resident	10-May	5	Yes	5	No	I see the benefits of both	Plenty of parking in Norwood so it's not much of a trade-off. Let the restaurants keep this option if they choose.
Norwood Resident	Weekly in the nicer weather	5	Yes	5	No	Used both summer on central and individual business outdoor dining regularly	I was so impressed how quickly norwood moved on outdoor dining relative to other cities and towns. Love how walkable it makes the town feel and the sense of a vibrant community. Trading in on street parking for this activation of the streets for community gathering is well worth it! There is always plenty of parking nearby and that has never prevented me from going to a business. I hope we make this a permanent fixture of the town
Norwood Resident	Yes - Weather permitting, we prefer to eat outside so quite frequently when available	5	Yes	5	No	Why not both	Outdoor dining is great. There is value for the establishment for dining outside their doors as well as the community for areas like the commons and Central Street. There is plenty of municipal parking to handle the loss of street parking.
Norwood Resident	Yes, at least twice a month	5	Yes	5	Yes	I think the communal outdoor dining is great but individual restaurants should still be able to have outdoor spaces	The central street section that is closed should be permanently closed. I think there is no reason to have that open. It is a small number of parking spaces and increase open space for the community.
Norwood Resident	Several times	5	Yes	5	Yes	Not sure...like why the town is done the last two years.	I thought Norwood did a great job with the outside dining and it should be done every year. Just makes the town seem more friendly. I get the parking issue that some may have, however it's worth it to be able to walk through town and see the outdoor dining areas. Please keep it.

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Once	5	Yes	5	No	Both options should be done. The Town Common has been used more when Central St is closed. The Town Common is an island at the intersection of the 2 busiest streets in town. Too much emphasis on parking, more emphasis on walk ability	Support local businesses, allow outdoor dining
Norwood Resident	Yes, at least once a week.	5	Yes	5	Yes	I think the current mix works very well. A space similar to Summer on Central in south Norwood would be nice, if possible.	Outdoor dining, and especially Summer on Central, has been a great addition to the Town. There are plenty of municipal lots around the center of town so the loss of parking is minimal (and also encourages foot traffic to other businesses). I hope the Town can make outdoor dining permanent.
Resident of Another Town That Enjoys Dining in Norwood	Yes, weekly in Norwood	5	Yes	5	No	Not as enjoyable	The town of Norwood did an amazing job during Covid with its outside dining. Particularly what you did by the Norwood Theater. Best place to meet and have ice cream. Lewis's outside was part of this block and was and is lots of fun. I didn't miss the parking in that area because there was always ample parking in the public lots.
Norwood Resident	YES	4	Yes	4	No	As long as one can be outdoors eating / drinking when the weather is nice....)	All set, ty..
Norwood Resident	12+	5	Yes	5	No	I like them both.	I think you should make Summer on Central pet free.
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	3-4 times	5	Yes	5	No	Either	
Norwood Resident	In the summer once every week or two.	5	Yes	5	Yes	Either is fine	
Norwood Resident	half a dozen times	3	No	1	No	that's fine	I don't mind outdoor dining but I taking up on street parking spots is not ok if you ask me. It's too hard to find spots as it is.
Norwood Resident	Yes, likely two to three times per week during warmer months (may to October)	5	Yes	5	No	No	We really enjoyed the outdoor spaces in Norwood and would love to see them continue!
Norwood Resident	Yes	5	Yes	5	No	Love both	No
Resident of Another Town That Enjoys Dining in Norwood	Used off and on throughout the pandemic. Nice to have options and makes Norwood desirable and adds to the town's friendly atmosphere	5	Yes	5	Yes	Both!	Loved the outdoor dining. Made the town flourish in difficult times and will help our town recover post pandemic by offering outdoor dining options. Nice to see a thriving, revitalized downtown
Norwood Resident	yes, a few times	4	Yes	5	Yes	I would enjoy both	I find this a welcoming site when going through downtown Norwood. Many friends from other towns comment on how nice the outdoor dining is here.

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	4-5 times	5	Yes	5	Yes	No preference	Nope
Norwood Resident	Yes, about once a month. More if you count using the greenway to eat McDonald's, Daddy's Dairy and the Take Away.	5	Yes	5	Yes	Is both an option? If not than Summer on Central is a great back up! THANK YOU!! We love the greenway!	Thank you for asking for feedback
Norwood Resident	A lot	5	Yes	5	Yes	Yes	
Norwood Resident	Yes! 1-2 times a week in the spring and summer. A couple of times a month in the fall.	5	Yes	5	Yes	I like having the mix of both.	
Norwood Resident	Yes, 2 or 3 times	5	Yes	5	Yes	Prefer both	No
Norwood Resident	Yes, once or twice a season	5	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	3 days a week	5	Yes	4	Yes	Yes	
Norwood Resident	At least weekly, when the weather allowed for it	5	Yes	5	Yes	No, I prefer restaurants offering their own easily Accessible space	Outdoor dining is fantastic, from spring to fall. As a new resident to norwood (less than 5 years) the outdoor dining and vibrant town center in the summer months was what made us appreciate living here versus another town or city. A warm summer night with all activity downtown was so refreshing and enjoyable. We would be really sad to see those options disappear.
Norwood Resident	Yes	5	Yes	5	Yes	Love Summer in Central for kids!	
Norwood Resident	Tons of times	5	Yes	5	Yes	Yes	
Norwood Resident	Yes	4	Yes	4	No	Love summer on central	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	No
Norwood Resident	Yes, a few times a month in nice weather	5	Yes	5	No	I like both	Please make it permanent. It makes downtown feel more vibrant and it draws in business. I know people from other towns that dine in Norwood because of it.
Norwood Resident	Once	5	Yes	5	No	Yes, summer on central is great!	Outdoor dining is a wonderful option especially for people with very young children like myself. Unable to be vaccinated I will not dine indoors with my children for years (most likely).

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

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Norwood Resident	Yes - every chance I get thatâ€™s a beautiful day.	5	Yes	5	No	No	It was great to be able to stay in town instead of leaving to dine outside. Long overdue!
Norwood Resident	Weekly	5	Yes	5	No	Both are fantastic options!	Sumner on Central is great for the kids and families in this town who can grab ice cream and sit at the benches. Itâ€™s also so nice to see friends having their coffee there on summer mornings., great way to bring people to the center.
Norwood Resident	Yes. A few times per summer	5	Yes	5	Yes	Not necessarily. Not opposed to the idea though.	Love picnic tables on the common.
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Yes, once a month	5	Yes	5	Yes	Communal with better tables!	Especially the communal dining was such a great way to feel community in Norwood. Easy night out with children as well
Norwood Resident	Yes, regularly- prefer to indoor even in non-covid times	5	Yes	5	No	Prefer all restaurants have their own space but also want to keep the Norwood Center street with picnic tables for takeout, icecream, etc	Norwood did a great job adjusting to keep restaurants alive during the pandemic. I hope we can keep all the lessons learned and progress forward by keeping outdoor dining. Thanks!
Resident of Another Town That Enjoys Dining in Norwood	4	5	Yes	5	No	Both	
Resident of Another Town That Enjoys Dining in Norwood	A few times	4	Yes	5	Yes	Summer on central	
Resident of Another Town That Enjoys Dining in Norwood	Five times	5	Yes	5	Yes	Yes	
Norwood Resident	Weekly	4	Yes	4	No	Either	
Norwood Resident	Yes. A handful of times. Iâ€™ve used take out more.	3	Yes	5	Yes	Either	
Norwood Resident	About a dozen times	5	Yes	5	No	I have enjoyed both and hope they can both continue	Outdoor dining and Summer on Central and two of the many positive things that came from the past two years. If these changes are something the business owners would like to continue, I will continue to show support.
Norwood Resident	2-3 times a month	4	Yes	5	Yes	Yes	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

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Norwood Resident	Yes- 3-4x per year	5	Yes	5	Yes	Yes, I think summer on the central is great. Would be fine with doing it communal style especially because it was cumbersome to walk around as a pedestrian on the sidewalk individual outdoor dining set ups	More consideration for pedestrians, especially who are using strollers/wheelchairs and how the outdoor dining impeded that
Norwood Resident	Yes. About a half dozen times	5	Yes	5	Yes	Why not both?	No
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	2	5	Yes	5	No	Yes, but i don't want to sit with another party at my table.	Thank you
Norwood Resident	Twice a month	4	Yes	4	No	Yes! Please keep the picnic tables!!	
Norwood Resident	Yes, 1 to 2 times per month	5	Yes	5	No	Convenience at each restaurant is more important. I love Summer on Central, but only a few restaurants benefit.	I like the concept of centralized outdoor dining areas, but in reality I would use areas right outside the restaurant more often. I really appreciate that the town is putting in the effort to create outdoor spaces. Thank you!
Norwood Resident	Yes 3 times	4	Yes	5	Yes	Both	No
Norwood Resident	15	5	Yes	5	Yes	I love Summer on Central so I would not want to give that up but I also think individual restaurants should be able to offer outdoor dining. This is a great way to get people to keep going out in Norwood. When the weather is appropriate I would prefer to be outside.	Please keep outdoor dining in Norwood.
Resident of Another Town That Enjoys Dining in Norwood	Yes. Multiple times at different places.	5	Yes	5	Yes	No. I want outdoor dining always please!	Thank you for trying to keep outdoor dining permanently!
Norwood Resident	Yes too numerous to count	5	Yes	5	No	No	I think the blocking of road near Lewis and Daddy Dairy us great. I think blocking the four way stop at central & cottage should be completely closed up aid in keeping it safe from traffic.
Norwood Resident	Every other week	5	Yes	5	No	Not sure	
Norwood Resident	a couple of times	4	Yes	4	Yes	No preference; both have their place; I love Summer on Central!!	
Norwood Resident	We have used outdoor dining almost weekly in the summer	5	Yes	4	Yes	Yes	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	10 times	5	Yes	5	Yes	Na	
Norwood Resident	Yes	5	Yes	5	Yes	Like both	Plus for our town
Norwood Resident	Yes	5	Yes	5	Yes	Would like to see both	
Norwood Resident	No	5	Yes	5	Yes	Yes	
Norwood Resident	Several times a month.	5	Yes	5	No	I like both options	
Norwood Resident	No	3	No	5	No	No	Businesses should be able to operate outdoors without permission from the town as long as they are not impeding traffic
Norwood Resident	Frequently!	5	Yes	5	Yes	Love love love summer on central (amazing for kids) but also like restaurant option.	
Norwood Resident	Yes. 15-19 times	5	Yes	5	Yes	I enjoy both and would utilize both.	Outdoor dining has created a more friendly, open, and exciting atmosphere for our town.
Norwood Resident	Every week or so depending on the weather!	5	Yes	5	Yes	Loved the communal outdoor dining	
Norwood Resident	Too many times to count	5	Yes	5	Yes	No preference	Outdoor dining on Central is fabulous
Norwood Resident	Multiple times	5	Yes	5	No	No	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Once every week or two	4	Yes	5	No	A mix would be good	
Norwood Resident	Yes - weekly	5	Yes	5	Yes	Yes	
Norwood Resident	Yes! At least once a month, more like 4-5 times a month in the summer time/nice weather	4	Yes	5	Yes	I like having picnic tables and options to bring my own outdoor lunch to during the summer as well as designated restaurant sections!	
Norwood Resident	Yes - at least 10	5	Yes	5	No	No	No
Norwood Resident	Yes	5	Yes	5	No	No	No

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Norwood Resident	no, but I will	4	Yes	5	Yes	either or both	I was unable to take advantage of outdoor dining in the past, but would enjoy it in the future. As a long-time resident, I'm for anything that helps local businesses.
Norwood Resident	Yes	5	Yes	5	Yes	No	Outdoor dining is amazing
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	No	D	No
Norwood Resident	Once	2	Yes	1	Yes	Offer communal dining on the common: too many parking spaces have been lost	It became an obstacle course just walking the sidewalks where there was outdoor dining. I think was a safety issue having to walk into the street to get around the dining areas even though there were barricades. In general, too many parking spaces have been lost when you consider Central Street and downtown. Simply having communal dining on the common would be my preference. In the area near Lewis's, I think the traffic was becoming an issue. However, it's nice to see the activity, lights and overall goodwill atmosphere downtown. I hope it can be worked out so everyone is happy.
Norwood Resident	During the open seasons, at least once a week.	5	Yes	5	Yes	I like the communal piece for the ice cream and sandwich shops but Lewis's™, Vico, etc should have dedicated spaces.	DO IT!!
Norwood Resident	Yes, quite a bit	4	Yes	3	No	I really like both options. But prefer summer on central	
Norwood Resident	Yes, every few weeks	5	Yes	5	Yes	I think it's nice to have a mix of both	
Norwood Resident	more than 10 times	5	Yes	5	No	summer on central is good for ice cream - but for dining id go segregated	please keep it - makes our town center so much better!! Make us more like a thriving & bustling community
Resident of Another Town That Enjoys Dining in Norwood	Yes 10+ times	5	Yes	5	No	Both	
Norwood Resident	Twice a month	5	Yes	5	No	The option of both	
Norwood Resident	My family has tried to support businesses that were able to do this once or twice a month through the pandemic. We'd like it to stay and be easy for restaurants to do.	4	Yes	5	No	Why not both? That seems to be a geography question- it makes sense on Central because of the number of restaurants close by. Do that where it makes sense but let restaurants do their own if not. People aren't likely to run a more expensive dinner from Byblos down to the Common to eat on a picnic table for example	This was so well received through the pandemic I think it makes sense to put the pieces in place to continue the practice and allow full table & alcohol service where possible. On the Common you could make it like a beer tent at a fair, alcoholic beverages must be inside a designated area.

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Norwood Resident	Yes, about three times a year	5	Yes	5	Yes	Segregated	I can't imagine how much work it would be for waiters etc for Summer on Central
Norwood Resident	Numerous times.	5	Yes	5	No	That should be at the discretion of the proprietor.	
Norwood Resident	Yes and a few times a month	5	Yes	5	Yes	Doesn't matter	It's great! Keep it forever!
Norwood Resident	Yes- weekly when weather allows	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, 5-6 times	5	Yes	5	Yes	Yes	Love the Summer on the Common concept, hope to see it a permanent feature.
Norwood Resident	Yes. Several times! Ice cream, pizza and all sorts at the tables in the common area.	5	Yes	5	Yes	No	
Norwood Resident	Yes, at least 10 times	5	Yes	5	No	I enjoyed both	
Norwood Resident	Monthly	5	Yes	5	No	Yes	
Norwood Resident	Yes. Whenever it's available and the weather is good. I always prefer to eat outdoors.	5	Yes	5	No	I do love the summertime when the astroturf is rolled out and we can stop in for ice cream at daddy's. I really love that every establishment has had outdoor dining and I hope it continues.	The one major bright side of Covid is the outdoor dining. I'd love to see it made permanent and accommodating for those who need handicapped accommodations.
Norwood Resident	Yes 5x	4	Yes	5	No	No	No
Norwood Resident	Yes	5	Yes	5	Yes	Both	Keep it the way it has been the last two seasons, you could even keep the astroturf year round.
Norwood Resident	Yes	5	Yes	4	No	Yes	
Norwood Resident	10	5	Yes	4	No	Both	
Norwood Resident	Yes - not sure how many times, but at least 10 times each year it was available.	5	Yes	5	Yes	both	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	8	5	Yes	5	Yes	If I had to chose one, I would chose communal	



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Norwood Resident	Yes, at least once a week.	5	Yes	1	Yes	Yes I would.	Like dining outdoors but parking is so limited I don't like the spaces taken away. So I dine where parking is available.
Norwood Resident	Twice	5	Yes	5	No	I like a mix of both.	No
Norwood Resident	Yes 20	5	Yes	5	No	Yes	Let the food trucks in
Norwood Resident	A dozen times?	4	Yes	4	No	No need for more I think	
Norwood Resident	Yes. Several times	5	Yes	5	Yes	Both	We loved the picnic tables near the common but individual restaurants should have their own spaces too.
Norwood Resident	Yes, occasionally	5	Yes	5	Yes	Both!	
Norwood Resident	10 times	5	Yes	5	Yes	Either	Love it
Norwood Resident	Yes! 15-20 times, approximately	5	Yes	5	Yes	Both spaces are great, but yes, please keep the communal spaces! I wish Summer on Central was permanent. I feel like that section of Central Street isn't heavily utilized by vehicles anyway.	Outdoor dining and Summer on Central brought so much life to the downtown and to Norwood, something I think is very much needed for the town!
Norwood Resident	Several times	5	Yes	5	Yes	I like the choice of either	No
Norwood Resident	12 times	5	Yes	5	No	No	
Norwood Resident	Yes. At least once or twice a month in warmer months. And sometimes weekly when the Mug was open.	5	Yes	5	Yes	Both are great.	
Norwood Resident	Yes, several times over the last two years.	5	Yes	5	Yes	I like both.	
Norwood Resident	20-25 times	4	Yes	5	No	Prefer a mix of both	
Norwood Resident	5	4	Yes	2	No	No	
Norwood Resident	Yes	5	Yes	5	No	Either is fine	
Norwood Resident	Yes - lost count but more than 10 times	5	Yes	5	Yes	Yes - but no shared music as is on the Common, please.	Love the outdoor dining! Not a fan of the looped soundtrack of music that plays on the Common.

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Norwood Resident	Nope. Never have.	1	No	1	No	No	No
Norwood Resident	Yes, many times	5	Yes	5	No	I enjoy and would participate in both.	
Norwood Resident	Yes, once.	5	Yes	5	Yes	I like the communal dining on Central but would like the option of individual restaurants having their own dining.	While we only dined out once during the pandemic, we still patronized restaurants by getting take out. I like that Norwood had the option of outdoor dining. Once the threat of covid is lessened, I will feel more comfortable dining in person.
Norwood Resident	5	4	Yes	1	No	No	
Norwood Resident	Yes..1x a week. Weather permitting.	5	Yes	5	Yes	Yes	No
Norwood Resident	2x	5	Yes	3	Yes	I like all of the outdoor dining. It makes such a great community vibe	
Norwood Resident	Very often	5	Yes	5	No	Mixture of both	We love the green!
Norwood Resident	Yes. A few times per season.	4	Yes	5	Yes	Both have their merits.	
Norwood Resident	15 times	5	Yes	5	No	No	
Norwood Resident	Yes weekly	5	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	6-May	4	Yes	2	No	Yes	Parking in the center of town is already limited for picking up take out so when parking spaces are removed it makes it even harder. Unless when the outside dining is in effect the on street parking is then for picking up take out orders or limit it to 15 minute parking
Norwood Resident	Yes. Only a few times to get ice cream.	4	Yes	4	Yes	Both. Enjoy the Common area but also support anything that can be done to help local restaurants and bring people downtown.	Supporter of outdoor dining.
Norwood Resident	Yes, several times per month during summer season	5	Yes	5	Yes	No	Please keep outdoor dining! It is a lovely way to enjoy the town and is very special to have in our community.
Norwood Resident	7	5	Yes	5	Yes	Either way	The outdoor dining is wonderful in whatever iteration we can make it work
Norwood Resident	Yes	5	Yes	5	Yes	N0	
Norwood Resident	Yes	5	Yes	5	No	Sure	

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Norwood Resident	I have used outdoor dining every time I ate at an establishment (versus takeout), on average once a month	5	Yes	4	No	Tough choice - I like both! Some restaurants downtown have the ability to have dedicated space near their restaurant but others that have limited or no indoor dining may really appreciate having the communal space.	
Norwood Resident	10	5	Yes	5	No	No preference	
Norwood Resident	Few times	4	Yes	4	Yes	No	
Norwood Resident	Yes. Every time I eat out between May thru October I eat outside.	5	Yes	5	No	Why not both? Eat outside at Lewis's then eat your ice cream from Daddy's Dairy on Summer.	I really hope outdoor dining is here to stay. Norwood has enough larger lots within walking distance where the lack of 20 parking spaces isn't an issue.
Norwood Resident	Yes, a few times over the summer	5	Yes	5	Yes	Either	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	We should have started this a long time ago! Lol
Norwood Resident	Yes-numerous times at numerous restaurants	5	Yes	5	Yes	I would prefer them both as we utilize them all!	I really hope this happens! My entire family loves it and we have friends from neighboring towns that come here to enjoy it as well!
Norwood Resident	Yes, a number of times	5	Yes	5	Yes	Like both	
Norwood Resident	10	5	Yes	5	Yes	I loved summer on Central!	
Norwood Resident	Yes, every couple of weeks during the spring-fall	5	Yes	5	Yes	Yes, I love the picnic tables on Central street. Also, after discussing this with my fiancée, Sheila Strong, she realizes she marked marked "no" without understanding the question and would have marked yes for the picnic tables and astroturf next to the town common.	Please keep outdoor dining, especially the picnic tables on central street in front of the theatre and Daddy's Dairy.
Norwood Resident	Yes - occasionally.	5	Yes	5	Yes	No	
Norwood Resident	Yes once	4	Yes	4	No	No, restaurant specific	
Norwood Resident	20	5	Yes	5	No	Both are fine	I love this town
Norwood Resident	Yes, once a month	5	Yes	5	No	No	

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Norwood Resident	Yes. Approximately 12 to 19 times.	5	Yes	5	Yes	Tough choice I enjoyed both! I liked eating my Fuego, Daddy's Dairy, To Beirut, and Juice Bar at Central, but I liked segregated dining at Byblos, Conrad's, and Nappers. They're different but both enjoyable to me.	On the question of alcohol, I find that breakfast and lunch dining I wouldn't miss alcohol, but at dinner time I would. I'm less likely to order a wine or cocktail at lunch or breakfast than I am at dinner.
Norwood Resident	Many times	4	Yes	5	Yes	Communal	
Norwood Resident	Yes - once a week when available	5	Yes	5	Yes	No preference but do love space outside theater	Thank you for all your work
Norwood Resident	Yes, several times a week	5	Yes	5	Yes	No preference	Please keep outdoor dining, it's the only good thing that came out of Covid
Norwood Resident	Yes	4	Yes	4	No	I like it	Nope
Norwood Resident	Yes 1-2 times a week	5	Yes	5	No	no	Love dining outdoors
Norwood Resident	Yea	4	Yes	2	No	Yea	You need to also look at traffic implications of closing central . Also the cleanliness has not been great .
Norwood Resident	Yes, 2x month over warm months	4	Yes	5	Yes	Either would be great	
Norwood Resident	15	5	Yes	5	Yes	Either option is fine	I think outdoor dining is a great option for everyone who enjoys it.
Norwood Resident	Yes! We walk to the common multiple times during the week in the warm weather. We love being able to eat at the tables while the kids enjoy the common with friends.	5	Yes	5	Yes	We love utilizing the Common. There's so much there. We would get Fuego some times and eat at the common, SHABU Lee, Georgio's, Lewis! So many different places right in that area.	We love outdoor dining and how well Norwood kept it up. It was always clean and family friendly.
Norwood Resident	Many times in the nice weather.	5	Yes	5	Yes	No I like the way it is.	Outdoor dining is a wonderful asset to down town.
Norwood Resident	Yes, used it in the common and various restaurants in town	5	Yes	5	Yes	Either option is great	I think all the restaurants benefit from outdoor dining!!
Norwood Resident	Yes	5	Yes	5	Yes	Yes	Loved the dining on Central St
Norwood Resident	Yes!	5	Yes	5	Yes	Both Loved Central St blocked off. But also liked individual space	Keep outdoor dining!
Norwood Resident	Too many times to count	5	Yes	5	Yes	Communal	I love outside dining, imagine if there was entertainment and outdoor eating

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Norwood Resident	Yes, a few times.	5	Yes	5	Yes	Yes.	
Norwood Resident	Yes, almost weekly when available	5	Yes	5	Yes	No	
Norwood Resident	Alot	5	Yes	5	No	I like both. Restaurants should be able to offer it and i love closing down central by the park. Plenty of parking in norwood and wouldnt kill people to walk from the lots to where they need to go. Feel this has made norwood unique compares to other towns and make us more of a community	Norwood did a nice job w closing down central street and having students paint the jersey barrier and adding turf and tables. It allowed more use of the park. Please keep central st blocked as they have. Also the dpw does a great job overall taking care of the town and ita residents.
Norwood Resident	Weekly when available	5	Yes	5	Yes	Dining areas	
Resident of Another Town That Enjoys Dining in Norwood	Yes, as much as possible!	5	Yes	5	No	Doesnâ€™t matter	
Norwood Resident	We dine exclusively outdoors from May-October at least once a week	5	Yes	5	Yes	We enjoy Summer on Central very much! We also enjoy table service at various restaurants outdoors.	
Norwood Resident	Many times	5	Yes	5	No	Yes	No
Norwood Resident	Yes - 2-3 times a week minimum.	5	Yes	5	No	Both would be ideal. Closing Summer is beneficial for the community, but limits access to service from restaurants that are not located right on the common.	
Norwood Resident	Yes	5	Yes	5	Yes	Not necessarily	
Norwood Resident	Yes	5	Yes	5	Yes	Both if possible!	Really appreciate this being under consideration. One of the many reasons why I love this town!
Norwood Resident	All summer long	5	Yes	5	Yes	We love it all.	Weâ€™ve enjoyed the street that gets turned into grass quite a bit - itâ€™s great for young kids!
Norwood Resident	5	5	Yes	5	Yes	Both	
Norwood Resident	7-10 times	5	Yes	5	Yes	I love both options	
Norwood Resident	Yes few times a summer	5	Yes	5	Yes	Between the two I prefer the Summer on Central but would prefer to see both closing off Central and also allowing tables directly outside restaraunts	Keep the outdoor dining

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Norwood Resident	10 times	5	Yes	5	Yes	No, I like the feel of each restaurant having their own area. It makes the town feel alive.	I think outside dining in Norwood center is a great way for people to be more social and interact with others.
Norwood Resident	Fairly often	5	Yes	5	Yes	Yes	No
Norwood Resident	Yes, 1-2 a month during the warm months	4	Yes	5	Yes	Used and loved both	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, at least once a week during the warmer weather	5	Yes	5	Yes	I like both!	
Norwood Resident	Yes - 20 times	5	Yes	5	No	I like both optionsâ€¦ depends on the place	
Norwood Resident	10	5	Yes	5	Yes	Yes	
Norwood Resident	Yes	5	Yes	4	Yes	Yes	
Norwood Resident	Approximately 6	5	Yes	5	Yes	No	No
Norwood Resident	Yes, several times a week	5	Yes	5	Yes	I loved both! Please keep Summer on Central!	I loved individual restaurants having outdoor dining (like Limeyâ€™s, Byblos, Lewisâ€™) as well as Summer on Central because I liked getting To Beruit and Daddyâ€™s Dairy and enjoying it on Central St.
Norwood Resident	~10 times	5	Yes	5	No	Not necessarily	.
Norwood Resident	Once a week in the summer.	5	Yes	5	Yes	I like both.	
Norwood Resident	Yes! We dined outdoors several times a month during the warmer parts of the year.	5	Yes	5	No	I enjoy BOTH immensely	
Norwood Resident	Yes, lots!	5	Yes	5	No	No unless you supply both	Keep it! It helps our restaurants and many enjoy it!
Norwood Resident	Varies, but avgs about 1-2x/month	5	Yes	5	No	Yes. Summer on Central is incredible. Please keep it forever. The outdoor options on Washington Street are also nice	
Resident of Another Town That Enjoys Dining in Norwood	Few times	5	Yes	5	No	I enjoyed both.	

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Norwood Resident	Yes, multiple times over the last couple of years.	5	Yes	5	No	Yes! That would be great!!	Outside dining is the way to be! People love it!!
Norwood Resident	about once a month	5	Yes	5	Yes	both options	
Norwood Resident	Approximately 25 times	5	Yes	5	No	I like both	
Norwood Resident	no	1	No	1	No	neither. it blocks side walks and is a problem for disabled. the ramps are a problem. it makes parking more difficult.	Please get rid of out door dining. It makes parking more difficult. it is difficult to walk on the side walks. It is a problem. I would like to get rid of it. It means I have to park farther away and walk more.
Norwood Resident	Frequently used the picnic tables on the common/closed street area.	5	Yes	5	Yes	Either/both!	
Norwood Resident	Very frequently-weekly in the warmer months	5	Yes	5	No	Yes	The outdoor dining and central street closure has added a special feel to the town during nice weather. It is great for families and individuals. It will be a huge loss if it goes away. I also love the trees on the street, lights and music. Very charming and inviting
Norwood Resident	Yes, every other month	5	Yes	5	No	Love both!	As we have a growing family, we haven't been able to go out to eat as often as we hope to in the future. Outdoor dining with small children is always such a treat!
Norwood Resident	15	5	Yes	5	Yes	Yes	The town has done a great job!
Norwood Resident	At least one or two times per week	5	Yes	5	No	No	Both Summer on Central and individual restaurant options have been a great addition to the center.
Norwood Resident	At least 2 a month during the warm weather	5	Yes	5	No	Either is fine	
Norwood Resident	once or twice each year	5	Yes	5	Yes	I feel that there should be more communal dining as well as increased space for individual residents	Outdoor dining is one of those things that sets Norwood out as "special" and unique and a place to go to. I think it would be good to coordinate sidewalk sale on a couple weekends in the summer as well. Bring folks in to shop and dine.
Resident of Another Town That Enjoys Dining in Norwood	10	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, several times	4	Yes	5	No	No preference	
Norwood Resident	many	5	Yes	5	Yes	I don't care	
Resident of Another Town That Enjoys Dining in Norwood	Yes	4	Yes	5	Yes	Yes	Maybe a band, or a guitar playing

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	About once a month	5	Yes	5	Yes	Both	
Norwood Resident	Weekly	5	Yes	5	Yes	I love summer on central.	Make more places dog friendly- having a beer on an outside patio while my dog chills at my feet is awesome.
Norwood Resident	In the warmer months we get outdoor dining anytime we eat out! We love it!@	5	Yes	5	Yes	I like both!	
Norwood Resident	yes	5	Yes	5	No	I love both- I think segregated dining options are more equitable, and will disperse diners throughout the town rather than a focus on take out in the center only	I think outdoor dining has been a wonderful addition to the town, and has definitely kept me eating local throughout the pandemic- I can't imagine the town without it at this point!
Norwood Resident	Multiple times at multiple locations even when indoor dining was an option	5	Yes	5	Yes	I loved the idea of summer on central with the options for tables and chairs	
Norwood Resident	Once a week for eating and the Outdoor space by daddy's dairy for ice creams	5	Yes	5	No	Possibly. We do love dining at restaurants downtown but a central location could also bring ppl from other towns in.	Thanks for looking into this. Even the NYE outdoor things were a great addition to make this town great
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, at least a dozen	5	Yes	5	Yes	Yes, communal dining Central Street	Central street has been a wonderful addition to the town community experience. Restaurants should still enjoy their outdoor dining as well in front of their establishments. The rerouting of the sidewalk has not presented a challenge for strollers or bicycles.
Norwood Resident	8 or more times	5	Yes	5	Yes	No	None
Norwood Resident	10+ times	5	Yes	5	No	both!	
Norwood Resident	I have utilized the outside dining weekly and would love for it to continue.	5	Yes	5	Yes	I like both options	
Norwood Resident	Any time I go out if possible. 20 times	5	Yes	5	No	Both please	Outdoor dining is fantastic!
Norwood Resident	Yes	5	Yes	4	Yes	Yes	Love the outdoor dining
Norwood Resident	5, but only moved here last summer	5	Yes	5	Yes	No. I liked eating at the restaurants.	



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Norwood Resident	Dozens of times	5	Yes	5	Yes	I personally have used the Summer on Central the most. I would hate to see that end.	Summer on Central and picnic tables on the Common have been the greatest idea ever in the town. I've been a life long resident and I like the idea of outdoor dining areas for local restaurants but I love the idea of communal seating areas throughout the town and especially on/at the Common. Wish we could keep it year round.
Norwood Resident	No	5	Yes	5	No	Do both allow take out to central and full service dining in segregated areas	
Norwood Resident	Yes, 1-2 times a week	5	Yes	5	No	Yes	No
Norwood Resident	2x a month	5	Yes	5	No	I like the option of both	
Norwood Resident	5-Apr	5	Yes	5	Yes	No	
Norwood Resident	12	5	Yes	5	No	I love both	I really enjoyed all the aspects of outdoor dining. And many out of town people made comments about how amazing Norwood looked and felt during the pandemic.
Norwood Resident	Biweekly	5	Yes	5	Yes	No	
Norwood Resident	Yes and occasionally	5	Yes	5	Yes	Honestly either would be fine but what is the best option for the restaurants	
Norwood Resident	Yes. Occasionally	4	Yes	3	Yes	Either	No
Norwood Resident	7	5	Yes	5	Yes	No. Love the outdoor "cafe" look in front of individual restaurants	Love the new Norwood look since the pandemic started. The town is much more vibrant. Love seeing children and families playing in the common. A real hit!
Resident of Another Town That Enjoys Dining in Norwood	Yes! Very often	5	Yes	5	Yes	It's ok with me anyway	
Norwood Resident	Yes 6 times	5	Yes	5	No	Both	
Norwood Resident	5-Mar	4	Yes	5	Yes	Both options are fine	Outdoor dining is great!
Norwood Resident	At least once a week	5	Yes	5	No	Individual restaurants more than communal, but would love to keep both	Outdoor dining is the best- definitely makes us chose to eat out more frequently in the good wearher
Norwood Resident	10 times at least	5	Yes	5	No	Both	
Norwood Resident	Yes! Very often!	5	Yes	5	No	I'd be more likely to eat outside the restaurant I've gone to! I do like having ice cream on central street however!!	No

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Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	Yes	I like both! Summer in Central is for quick take out	The crowds and outdoor life make Norwood Center an attractive option for the e tire region!
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Yes, probably 10 times, it would have been more but we moved away for 1 year	5	Yes	5	Yes	We loved both! Communal was great for take out.	
Norwood Resident	I have although not as often as I would like due to time constraints	5	Yes	5	Yes	Both are nice options	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	No
Norwood Resident	Yes! At least 10 times over the past two years (we have been dining out less than usual overall but outdoor options increase our likelihood of dining out)	5	Yes	5	Yes	Both if possible! We LOVE the communal space that Norwood created but also like the option of dining outside at a specific restaurant.	
Norwood Resident	Yes	5	Yes	5	No	No	No
Norwood Resident	At least once or twice a week	5	Yes	5	Yes	I love them all!! Live summer on central and independent restaurants	I hope the outdoor seating AND summer in central continue, it adds such a hometown feel to our beloved town.
Norwood Resident	Few times a month at least	5	Yes	5	Yes	Both would be great! But if not the summer Central would be the choice if made to choose.	Would love both ideas of Central St outside seating and the outside town restaurants outside dining that donâ€™t normally have it!!
Norwood Resident	Yes, very often	5	Yes	5	No	No I prefer to eat at individual restaurants	
Norwood Resident	Yes, once a week or once every two weeks during warm months with my family	5	Yes	5	Yes	Yes we especially loved the summer on central dining option!	Thanks for all you do!
Norwood Resident	Yes, quite frequently	5	Yes	5	No	Either or	
Norwood Resident	Often	5	Yes	5	Yes	Segregated & central (if possible)	
Norwood Resident	20+ times	5	Yes	5	Yes	I like both ideas, but each restaurant should be able to do their thing at their location.	Itâ€™s the wave of the futureâ€¦keep it!
Norwood Resident	Any where from 1-3 times a week	5	Yes	5	No	Both are a great idea.	No

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Norwood Resident	Dozens of times	5	Yes	5	Yes	Both	
Norwood Resident	Twice	5	Yes	5	Yes	No, near the restaurant better	
Norwood Resident	Multiple times	5	Yes	5	Yes	Yes	
Norwood Resident	5 times	5	Yes	5	Yes	Love both ideas	No
Norwood Resident	4-5 times	5	Yes	5	No	No	
Norwood Resident	Yes, once a week of it more as long as temp is above 60	5	Yes	5	No	Both- unless you are going to allow BYOB on the communal areas	
Norwood Resident	6 times	5	Yes	5	Yes	They are both great options	Outdoor dining has brought a new life to downtown Norwood
Resident of Another Town That Enjoys Dining in Norwood	12	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Multiple times	4	Yes	5	Yes	Yes, but like both	It would be nice to have tables on the common year round
Norwood Resident	Yes, about monthly when available.	5	Yes	5	Yes	I prefer individual restaurants but wouldn't mind seeing communal for those who like it.	I just hope it is approved. Thank you!
Norwood Resident	At least 20 times	5	Yes	5	Yes	Yes	Thanks for including us in your decision making
Norwood Resident	Pretty frequently this past summer.	5	Yes	5	Yes	I've loved Summer on Central.	I liked outdoor dining before it was a necessity, so I'd be pleased to see outdoor options remain in Norwood beyond Covid.
Norwood Resident	Yes I have! I have used it quite a bit over the last two years. It is so nice to be able to have a place to eat outside and enjoy the fresh air without having to go to neighboring towns to do so. The sense of community it has brought is incredible	5	Yes	5	No	I love having the communal outdoor space by the gazebo. I think it has been an amazing addition to this town. I would like both that area and segregated dining at individual restaurants. Both options are great to have	
Norwood Resident	Yes, 10 times	5	Yes	5	No	No	

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Norwood Resident	Yes, in the summer months we ate exclusively outdoor (because we enjoyed it so much)	5	Yes	5	Yes	Ideally we'd love both! But summer on central would be preferred	Having the outdoor seating available in Norwood center was a great way to bring the community together and we are very much looking forward to it this year as well!
Norwood Resident	7-Jun	4	Yes	5	No	No	Please continue both the communal area on the common as well as allowing individual restaurants their space, with alcohol sales. We have such a short season, let residents enjoy outside dining!
Norwood Resident	Yes - a couple times per month during warm weather months	5	Yes	5	No	No - I like Summer on Central and think we should keep it if we can, but prefer designated dining areas for the restaurants.	
Norwood Resident	10 to 20 times	5	Yes	5	No	????	none at this time. Thank you for the survey
Norwood Resident	Yes! A few times a week in the summer	5	Yes	5	Yes	No	
Norwood Resident	Often	5	Yes	5	Yes	Central street is also a great option especially for my middle school kids	
Norwood Resident	Once to twice a month in summer months	5	Yes	5	No	Yes	
Norwood Resident	20+	5	Yes	5	No	I liked the set up they've had the past 2 years. Gives families more options to eat out at the picnic tables	
Norwood Resident	4 5 times	5	Yes	5	Yes	Everything is perfect	None
Norwood Resident	Yes at least once a week	5	Yes	5	Yes	Both	I loved and applaud Norwood's implementation of the outdoor dinning. I enjoyed it lunch and dinner at various restaurants and ice cream on the Common. This town did it right. Please keep it seasonally.
Norwood Resident	Yes, any time it was available in the warm weather!	5	Yes	5	Yes	No preference	
Resident of Another Town That Enjoys Dining in Norwood	Very often	5	Yes	5	Yes	No	
Norwood Resident	Yes, frequently	5	Yes	5	Yes	Both	
Norwood Resident	about 10 times	5	Yes	5	Yes	I enjoy both, but probably prefer the communal dining option.	
Norwood Resident	Yes	5	Yes	5	Yes	No	

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Norwood Resident	Yes often	5	Yes	5	No	No	
Norwood Resident	Yes. Many times	5	Yes	5	No	Both	
Norwood Resident	We enjoyed outdoor dining frequently over the past 2 years	5	Yes	5	No	I like both options. The communal dining at the common and on central is great for young families and teens.	I think the outdoor dining scene was beneficial to the town, drawing visitors from outside of town.
Norwood Resident	A few times	5	Yes	4	No	Yes! I love this idea!	
Norwood Resident	Yes, too many times to count (at least 20+). I love have it as an option in Norwood when itâ€™s nice out!	5	Yes	5	Yes	I really like both options. Itâ€™s great to be able to have a normal dining experience but outdoors at a restaurant, but for the small places that donâ€™t have room, itâ€™s great to be able to grab take out and sit out by the common.	I definitely think Norwood should move to make outdoor dining permanent. It was one of the few silver linings to come out of covid and I hope itâ€™s here to stay.
Norwood Resident	Yes, at least 2-3 times a month	5	Yes	5	Yes	I like summer on central for its own thing, but if I go to a specific restaurant I want to be able to eat in the dining area	Outdoor dining is an amazing experience and the town should support local restaurants continuing it.
Norwood Resident	20 times	5	Yes	5	No	No	
Norwood Resident	Yes, about 20 times	5	Yes	5	Yes	I like both.	
Norwood Resident	5 times	5	Yes	5	Yes	Yes	
Norwood Resident	Over a dozen times	5	Yes	5	Yes	Both would be nice.	
Norwood Resident	Ocasionaly	5	Yes	5	No	Both are great options	I believe outdoor dining brings life to the town
Norwood Resident	no	3	Yes	4	No	where feasible yes	
Norwood Resident	Yes	5	Yes	4	Yes	Either is okay with me.	No
Norwood Resident	Tons of times!!!!	5	Yes	5	Yes	Yes	Please make it permanent!
Norwood Resident	Yes. Quite a bit.	5	Yes	5	No	I love Summer on Central St along with restaurant dining.	None
Norwood Resident	Weekly	5	Yes	5	No	Maybe	

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Norwood Resident	100	5	Yes	5	No	both	
Norwood Resident	4	3	Yes	2	Yes	Yes	I like outdoor dining but really don't like losing the street parking in the center of town.
Norwood Resident	Yes, 15	5	Yes	4	No	Both, summer on central is great!	
Resident of Another Town That Enjoys Dining in Norwood	Last summer	5	Yes	5	Yes	Sure	No thanks
Norwood Resident	Approx 12 times	5	Yes	5	No	No, tables for my party only. Segregated preferred.	
Norwood Resident	5	5	Yes	4	No	No	
Norwood Resident	Many time 20+	5	Yes	5	No	Would like to keep them all	COvid or not outdoor dining is a great way to enjoy nice weather & support local business, please keep
Norwood Resident	Yes. I used it twice per month when available.	5	Yes	5	No	I liked having the mix of both	
Resident of Another Town That Enjoys Dining in Norwood	Yes, a few times, it was nice	4	Yes	5	No	Yes	
Resident of Another Town That Enjoys Dining in Norwood	yes my parents live in norwood love daddy's dairy area	5	Yes	5	Yes	segregated	moody st in waltham allowed for really creative patios each restaurants could make something really great maybe community music for the area so not competing
Norwood Resident	1-2 times a month during warm months	5	Yes	5	No	Both are nice	
Norwood Resident	4 times	5	Yes	5	Yes	Yes	No
Norwood Resident	5 tTimes	4	Yes	5	Yes	Both	
Norwood Resident	2X /month	5	Yes	5	Yes	I like both	
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	Yes	Yes	Love outdoor dining, definitely a positive from the pandemic. People love to be outside mingling and dining!

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Norwood Resident	Yes	4	Yes	4	No	Dining at individual restaurants.	No.
Norwood Resident	4 or 5 times	5	Yes	4	Yes	no	
Norwood Resident	8	4	Yes	5	No	I like having that street in front of the theater closed off .	
Norwood Resident	At least two dozen times if not more	5	Yes	5	Yes	No	
Norwood Resident	More than 5 times	5	Yes	5	Yes	Communal	No
Norwood Resident	Yes 10-20 times	5	Yes	5	No	Iâ€™d prefer both!	It really brings a whole different vibe and feeling of vibrancy to downtown to have outdoor dining. I wish centra street were always closed
Norwood Resident	Yes	5	Yes	5	Yes	Yes	Iâ€™d love for outdoor dining to be something more permanent!
Norwood Resident	At least once a week when weather was nice in some compactor	5	Yes	5	Yes	Both? I think they are so different. The communal five smaller or take out places a chance at some competition when weather is so nice and people want to be outside.	I really thinkf outdoor dining Heâ€™s not a trend, or a trend that people are going to preferred for a long time. If there what doesnâ€™t choose to an act more outdoor dining I think that a lot of their local restaurants will be added to advantage to surrounding towns that do have outdoor dining
Norwood Resident	Yes often	5	Yes	5	No	Both great	
Norwood Resident	Yes, once a month in warm weather	5	Yes	5	Yes	Both	Outdoor dining with allowed alcohol consumption would be ideal. No alcohol wouldnâ€™t deter me from enjoying the space but it may be disappointing to some. Plus, alcohol sales would help drive revenue for these businesses!
Norwood Resident	Yes	5	Yes	5	No	Yes! And please be mindful of residents needing south Norwood to park. Perhaps we need to address that. Also I wouldnâ€™t let them have those big ugly domes!	
Norwood Resident	Yes, every weekend	5	Yes	5	No	Yes	Make it permanent
Norwood Resident	20-30	5	Yes	5	Yes	Love summer on central but also love individual restaurant dining areas	
Norwood Resident	Yes, multiple times	5	Yes	5	Yes	No	
Norwood Resident	6 times	5	Yes	5	Yes	Communal	
Norwood Resident	Yes	5	Yes	5	Yes	Communal outdoor preferred	

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Norwood Resident	10 plus times	5	Yes	5	Yes	Sure!	Please add more outdoor dining options!
Norwood Resident	We have utilized outdoor dining a couple of times a month when it has been available. We enjoyed the area in front of Norwood Theatre being a place to gather and not worry about traffic. We wish that Washington Street or Day Street could be closed occasionally to regular traffic to enjoy more options outside.	4	Yes	5	No	I like the idea of both options.	
Norwood Resident	Very frequently	5	Yes	5	Yes	I would like for there to be both options.	As a resident of Norwood Center, I am very much in favor of closing down Central Street in front of the common annually. Please advise if further advocacy is needed to other Town boards or agencies.
Norwood Resident	Yes, around 10 times	5	Yes	5	No	No, but I do love having ice cream or a sandwich for lunch at the Summer on Central tables	
Norwood Resident	About 5 times	5	Yes	5	Yes	Could we have both? Table service outdoors is wonderful. I'd prefer that over central street picnic tables only, but both would be really wonderful.	This is a great idea for both individual restaurants and communal dining!
Resident of Another Town That Enjoys Dining in Norwood	6 times	5	Yes	5	Yes	Both are good ideas	I live in Walpole. I believe many people want outdoor dining! I love what Norwood has done and the fact that you are trying to make things even better!
Norwood Resident	2	3	Yes	3	Yes	Yes. Individual restaurants do mean sometimes no handicap or wheelchair access	Just the one about wheelchair ease of using sidewalks, handicapped people, etc. Sometimes, the outside restaurant dining does force them into the streets. Not safe, not fair. A solution should be found to this. How about the big feasting on the Common with any restaurants represented who wish to sell dinners there? They'd pick up new customers that way. Though lots more work, I understand. Good luck sorting out the possibilities--glad you're on it!
Resident of Another Town That Enjoys Dining in Norwood	6	5	Yes	5	Yes	Yes	This was a great idea. Although I now live in Foxboro, I still love Norwood, my hometown!
Norwood Resident	2 times per month	5	Yes	5	No	No	
Norwood Resident	5	5	Yes	5	Yes	Sure	



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Norwood Resident	Yes, at least once a month	5	Yes	5	Yes	Yes, it's great for take out! I like Nappers and Lewis still having their own segregated space for diner there	
Norwood Resident	Yes	5	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	20	5	Yes	4	Yes	No	We live in Walpole and I definitely prefer coming to Norwood center for outdoor dining in the fall, spring and summer
Norwood Resident	6 times	4	Yes	4	No	Segregated dining	
Norwood Resident	Yes	5	Yes	4	No	Yes	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	1 to 2 times a week	5	Yes	5	Yes	Both	Remove the cars - smelly air not healthy. Lets get outside.
Norwood Resident	40-50 times	5	Yes	3	No	Both are nice options. Communal dining is great when grabbing a pizza, restaurant dining is different.	It is enjoyable and I like seeing the people outside a restaurant having a good time!
Norwood Resident	Yes, very often	5	Yes	5	Yes	I love both	The outdoor dining brings a lively energy to our center. Would love if we could keep it.
Norwood Resident	I brought food and ate at the picnic tables in front of the theatre. Would like to see that continue!	4	Yes	5	Yes	Summer on Central	
Norwood Resident	We have used the outdoor dining option a few times in the last 2 years	5	Yes	5	Yes	Yes	None
Norwood Resident	Yes, my husband and I have ate at many local restaurants outdoors in their sidewalk space and have got take out to eat on the picnic tables in front of the theater. This helped get us out of the house and explore different restaurants.	5	Yes	5	Yes	Yes	
Norwood Resident	Weekly	5	Yes	4	Yes	Not really	

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Norwood Resident	I find it hard to utilize the outdoor dining area it's not set up what wheelchair The rest of my family Love it OK	5	Yes	5	Yes	It works well now leave it alone	
Norwood Resident	At least 5 times or more	5	Yes	4	Yes	Hmm either I guess	The area in front of the theater was great
Resident of Another Town That Enjoys Dining in Norwood	4	5	Yes	5	No	Like dining where the server can bring food & beverages to is	
Norwood Resident	Around 10 times in the past two years	5	Yes	5	Yes	Communal is preferable over specific restaurants	Really enjoyed and appreciated the outdoor options on central.
Norwood Resident	Many times	5	Yes	5	Yes	I prefer the restaurant dining to communal on common.	I appreciate the town's swift action during the pandemic to provide outdoor dining and believe it continues to enhance the downtown experience in Norwood.
Norwood Resident	Yes. Approximately 10.	4	Yes	5	No	No	I believe that if there was to be more permanent outdoor dining, the restaurants and town need to do more to add curb appeal to the outdoor dining infrastructure. I like the outdoor options, but bright orange barriers are eyesores. If this is to be implemented it needs to be done better from an aesthetic standpoint.
Norwood Resident	Yes, min 5-10 times	5	Yes	4	Yes	Yes	
Norwood Resident	10	5	Yes	5	Yes	No	
Resident of Another Town That Enjoys Dining in Norwood	Yes, at least 6-8 times	5	Yes	4	No	Both	
Norwood Resident	I have in Brookline	4	Yes	4	No	I think I would enjoy both. They each have upsides	
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	5	4	Yes	5	No	yes	
Norwood Resident	Yes. Every time we eat out near the common.	5	Yes	5	Yes	I love both options.	
Resident of Another Town That Enjoys Dining in Norwood	Yes, at least every other week in Norwood	5	Yes	5	Yes	Yes	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Several times at least a dozen probably many more	5	Yes	5	No	A combination is ideal, but individual restaurants is fine.	
Norwood Resident	yes, it is the only way I have dined at a restaurant	5	Yes	5	Yes	would prefer individual for each restaurant	
Norwood Resident	Twice	5	Yes	4	No	Yes	I worry about how accessibility on the street is impacted by the tables and chairs. I think some dining is great but maybe not as much as we've seen.
Norwood Resident	Yes, hand ful of times	4	Yes	5	Yes	Either or	
Norwood Resident	Once a week	4	Yes	5	No	Both would work. communal for a cheaper meal, individual restaurants for better service.	Outdoor dining brings people together and we need more of that.
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Very often	5	Yes	5	No	I like both	
Norwood Resident	Yes, once a week	5	Yes	5	No	I like both individual settings and the communal area on central street	No
Norwood Resident	4	5	Yes	4	No	I like both. It's so nice to see people out in the Summer months.	
Norwood Resident	Yes	5	Yes	5	No	Both	
Norwood Resident	Yes. 5 times	4	Yes	2	No	No	No
Norwood Resident	Yes. About once a week dining. Also multiple times for ice cream	5	Yes	5	Yes	Yes	I look forward to dining on the common again this season
Norwood Resident	A few times	4	Yes	3	Yes	Yes	
Norwood Resident	6 to 10 times	4	Yes	5	Yes	Summer on Central was great	I loved how Norwood has outdoor seating and the turf area is so great for many
Norwood Resident	Yes	5	Yes	5	No	No	No
Norwood Resident	1-2 times a week.	5	Yes	5	No	No	Would love outdoor dining to become a permanent part of Norwood Center.

# Outdoor Dining Survey Results - Patrons

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Resident of Another Town That Enjoys Dining in Norwood	We have come and sat outside from Sharon multiple times. We eat out in Norwood rather than Sharon, and will continue to do so if it remains as an option.	5	Yes	5	Yes	Both are nice options, but if I had to I would choose communal options. It's a great way to socialize and gather to eat!	
Norwood Resident	~20 times	5	Yes	5	No	No	
Norwood Resident	Yes	5	Yes	5	Yes	YES	Absolutely loved the outdoor dining options and hope they continue. I've had friends from other towns meet us here and they raved about it, too. Make it permanent! We love it.
Norwood Resident	Yes 6 times maybe more	4	Yes	4	Yes	Yes	No
Norwood Resident	15-20 times	4	Yes	4	No	I love summer on central	
Norwood Resident	I have utilized outdoor dining at least once a week during the spring/summer months	5	Yes	5	Yes	I think you'll service more customers if you offer both.	Offering outdoor seating/dining offers more value than just Covid-19 protection. This option was regularly used by me and my family as it allowed us to eat out while feeling comfortable with the large number of small children we have in our family. This also was a perk and encouraged us to attend more event on the common. So much time and effort is put into making our town center a place of beauty, outdoor seating gives residents a chance to enjoy it.
Norwood Resident	Yes! I'd say at least once a week, but usually more, during the "on season."	5	Yes	5	No	No	Even well before the pandemic we prefer to dine outdoors, at our favorites restaurants when the weather allows for it. We always lamented the fact that Norwood lacked outdoor dining options. Of the few silver linings that came from this pandemic, we feel this is one.
Norwood Resident	maybe 12 times	5	Yes	4	Yes	I think both are great and needed. People utilized both options and accommodates all ages and interests.	
Norwood Resident	Yes! I choose outdoor dining 1st over indoor if the weather is pleasant.	5	Yes	5	Yes	I would love both. I also think it would be cool to do a rooftop bar or dining area.	No.
Norwood Resident	Yes	5	Yes	5	Yes	I like both!	
Norwood Resident	2	5	Yes	5	No	Not necessarily	
Norwood Resident	Many times at many places!	5	Yes	5	Yes	Both scenarios worked for me.	I think it helped establishments, as we spoke to many people last summer and they were not from Norwood, but came because of the outdoor dining!
Norwood Resident	12-Oct	5	Yes	5	Yes	I like both!!!!	No
Norwood Resident	5 or 6 times	4	Yes	3	No	Summer on Central is fantastic.	Loss of parking on 1A May negatively impact non restaurant businesses. Just a thought.

# Outdoor Dining Survey Results - Patrons

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Resident of Another Town That Enjoys Dining in Norwood	At least twenty times.	5	Yes	5	Yes	Both options would benefit the customer and the business owner.	I was born and raised in Norwood and now live the next town over and are catching up with our neighbors but nothing beats the variety and liveliness of Norwood Center.
Norwood Resident	Yes, and occasionally	5	Yes	3	No	NO	No
Norwood Resident	No	2	No	1	No	Don't block off streets elderly have to walk in street	Don't make elderly and people with carriages walk in street
Norwood Resident	At least 1x weekly	4	Yes	4	Yes	Yes. Live summer on central!	Wheelchair access was pretty poorly implemented- particularly around Byblos. I'd like to see more attention given to this.
Norwood Resident	Yes, 4-5 times, but we don't eat out much.	5	Yes	4	Yes	I like both! LOVE Summer on Central and I hope it continues for many years! There are people of all ages down there at all times of the day. It's beautiful and an awesome thing to have as part of our community.	Please consider continuing Summer on Central for many years!
Norwood Resident	Yes often	5	Yes	5	No	Why not both?	
Norwood Resident	Yes	5	Yes	5	No	Whatever works towards the goal of supporting the local restaurants	No
Norwood Resident	Yes, 5-10 times	5	Yes	5	No	No	
Norwood Resident	Six	5	Yes	5	Yes	Yes	Love the outdoor dining
Norwood Resident	10	4	Yes	5	No	Yes	No
Norwood Resident	Yes	5	Yes	5	Yes	Depends I'd love cream communal dinner or lunch individual	Gives the town a great vibe made press in national magazines really enjoy and feels like a real community
Norwood Resident	20	5	Yes	5	Yes	I would like both.	Outdoor dining is really helpful for families with young children. I also think it's nicer in general to have a more pedestrian friendly center of town.
Norwood Resident	Yes, during fair weather 2-3 times a month	4	Yes	5	No	Communal areas could be nice, I loved the tables around the common it has a nice European feel. Prioritizing/Supporting restaurants that service a common area would be great too!	
Norwood Resident	2-3 times a month	5	Yes	5	Yes	Both are good for different reasons	
Norwood Resident	24	5	Yes	5	Yes	No	

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Norwood Resident	Yes, many times	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, 8-10 times	5	Yes	5	Yes	Both are good. More of both would be good.	
Norwood Resident	Yes a few times a year	5	Yes	4	Yes	Yes that's great too	Thanks for your stewardship of our wonderful community
Norwood Resident	Yes. 3-5 times	4	Yes	5	Yes	Absolutely! I love the sitting area on Central.	
Norwood Resident	We have only done takeout or outdoor dining during the pandemic, especially bc we have a 3yo who is unable to be vaccinated. We do takeout from Norwood restaurants 2x a week and outdoor dining maybe 1x every six weeks.	5	Yes	5	Yes	Either!	Especially until vaccines are available for kids under 5 and vaccine rates are higher for the 5-11 group, we'll probably only do outdoor dining with our little one. And we'd continue that after the pandemic.
Norwood Resident	As much as I can.	5	Yes	5	Yes	Yes	
Norwood Resident	We have used it a lot! At least once a month!	5	Yes	5	No	Loved summer on Central! It makes our town square so much more vibrant. Invite local food trucks!!	
Norwood Resident	Yes! Many times over the past two years	5	Yes	5	Yes	Both	No
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	3	No	No	
Norwood Resident	All summer spring and fall!	5	Yes	5	Yes	No	
Norwood Resident	Yes many times	5	Yes	5	No	I don't know	
Norwood Resident	Maybe 7 times	5	Yes	5	No	I love both.	
Resident of Another Town That Enjoys Dining in Norwood	Yes. 20+ times	5	Yes	5	No	No	

# Outdoor Dining Survey Results - Patrons

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Norwood Resident	Every other week	5	Yes	5	Yes	Restaurants should have their own area but, still like the communal area when we get food from different restaurants but, want to dine together	
Norwood Resident	Yes. 10 times since moving to town in late 2021	4	Yes	4	No	Yes. I loved the summer on central. Great place to be with kids and meet others for coffee	If it is to continue. Businesses should leave room on sidewalk to allow for pedestrians and stroller s to pass or have adequate safe access. Also the setup should be well maintained
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	Yes	Both	No
Resident of Another Town That Enjoys Dining in Norwood	Have not personally but see the benefit and vitality it brings to the town.	5	Yes	5	No	I think the communal benefits all restaurants and businesses. I prefer the picnic table setting on Summer on Central.	I think the town has done a great job with this idea, especially the DPW who have maintained the areas and kept them clean all around. I think it adds life to the center/South Norwood neighborhoods and is an attraction worth keeping.
Norwood Resident	Once it twice a week	5	Yes	5	Yes	I like it just the way it has been past few years.	We love Norwood and all the town had to offer. Especially the outdoor dining. Itâ€™s awesome.
Norwood Resident	2	5	Yes	3	Yes	Either is good	
Norwood Resident	Yes! Several times over the last two years.	5	Yes	5	Yes	I personally like both options. We have done both depending on where we are getting food.	Please continue outdoor dining! This has been such an asset to the town and makes it more likely that will eat at a Norwood restaurant over going out of town.
Resident of Another Town That Enjoys Dining in Norwood	4-5 times	5	Yes	5	Yes	I would like both options.	
Norwood Resident	Yea frequently	5	Yes	5	No	No	
Norwood Resident	Yes, at least 20.	5	Yes	5	No	No	No
Norwood Resident	Yes, maybe a half dozen times	4	Yes	4	Yes	No preference	I think it's been a wonderful addition to the town center. I hope it continues
Norwood Resident	Yes quite often during the nicer weather	5	Yes	5	No	Yes that would be something different	
Norwood Resident	Not sure	4	Yes	5	No	No. All restaurants should have the option	Outdoor dining is a great option for families and their DOGS!
Norwood Resident	2	5	Yes	5	Yes	Either	I think this is a wonderful idea, brings the community together.
Norwood Resident	Many times	5	Yes	5	No	both are good	Outdoor dining is a great amenity for the town

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Norwood Resident	Very often during the summer	5	Yes	5	Yes	Yes	
Norwood Resident	Weekly or more	5	Yes	5	Yes	Having both provides great options.	We love outdoor dining in Norwood!
Resident of Another Town That Enjoys Dining in Norwood	1-2 times per month	5	Yes	5	No	No	
Norwood Resident	Yes; About 12 times	5	Yes	5	No	I enjoy both options to give people a variety of places to dine outside	
Norwood Resident	Yes 10+ times	5	Yes	5	Yes	A combination of both! With individual restaurants you get a great sense of intimacy and with the communal it is accessible to all especially those who don't have the means to pay at a restaurant and we can bring our children and there's no pressure as to how much time we're sitting for. So both!!	Please please please maintain and even increase the outdoor dining options. It has changed our (my and my family's) lives so much for the better. We feel like we are in a community.. we can walk around say hi and see people. My daughter can meet up with her friends and enjoy an activity that is both social and safe. Being in fresh air is so important and it is already integrated much more into the daily life of communities in other places so it's so great to see it finally in Norwood. If you travel overseas, outdoor dining is the norm in many European countries and they offer it year round. Thank you for all you have provided so far it has made the whole town feel different!
Norwood Resident	12+	5	Yes	5	No	No	
Norwood Resident	Yes weekly	5	Yes	5	No	No	
Norwood Resident	Yes! During the warmer months, probably 2-4 times a month.	5	Yes	5	Yes	Yes! It's been fun to get takeout from local spots and eat in communal spaces.	It would be great to partner with local breweries and have a beer garden occasionally in down, similar to how they do it in Boston during the summer months.
Norwood Resident	Yes 2-4 times per month during summer	5	Yes	5	Yes	Either or	
Norwood Resident	2	5	Yes	5	Yes	No	Should definitely include alcohol sales
Norwood Resident	Yes. Only been in Norwood for a year, and used it about 5-10 times last summer.	5	Yes	5	Yes	I like both, although i would like to have service at the table for dinner (but the picnic tables are great for take out)	Love outdoor dining!!
Norwood Resident	Yes	5	Yes	4	No	Depends on what I'm eating	
Resident of Another Town That Enjoys Dining in Norwood	Yes. About 6 to 10 times	4	Yes	5	Yes	Like both	Yes. If alcohol is not allowed, I would only eat there for lunch. If alcohol is allowed, I would be more likely to eat outdoors for dinner.



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Norwood Resident	15 times	5	Yes	5	Yes	Yes	Love the feeling/atmosphere of eating in central norwood
Norwood Resident	Yes	5	Yes	5	No	Loved them both! Communal was fun with kids for ice creams and restaurants great for going out with adults!	I hope you keep it! Also would be amazing to get the farms market back! Was hard to get to when commuting to work but now that lots work from home I think it would be very utilized!
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes. Probably a dozen times in the last two years	4	Yes	4	No	Both would be great	No
Norwood Resident	2-3 times a week	5	Yes	5	Yes	Love central street	
Norwood Resident	Yes -- roughly once a month.	5	Yes	5	Yes	Yes! Both are great!	
Norwood Resident	4 x	5	Yes	5	Yes	Segregated for restaurants	
Norwood Resident	Often	5	Yes	5	Yes	I enjoy both options	
Resident of Another Town That Enjoys Dining in Norwood	Yes- 3 times	5	Yes	5	No	Both!	
Norwood Resident	30 times	5	Yes	5	No	I like each restaurant to have their own space.	
Norwood Resident	10-15 times	5	Yes	5	No	Either is fine	
Resident of Another Town That Enjoys Dining in Norwood	4	5	Yes	5	No	Both	
Norwood Resident	Yes. One or two times a month.	5	Yes	5	No	I don't understand why it is an either or question. Both are good to have. I think summer on central is better than the dining areas that block off parking. I feel like the parking doesn't need to be blocked off to still have room for dining in most cases.	
Norwood Resident	Yes. Less than 10 times	5	Yes	5	Yes	I like both	If money were not an issue I would have eaten out many more times/2x weekly
Norwood Resident	Once per month	5	Yes	5	No	I prefer both, depending on the reason I am dining out	Outdoor dining has added life and energy to our downtown area and makes it feel much more like a community.

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Norwood Resident	Frequently went to Daddy's dairy and enjoyed outdoor seating	5	Yes	5	Yes	Yes	
Norwood Resident	1-2 times a month	5	Yes	5	No	No	No
Norwood Resident	Many times, 10-20	5	Yes	5	No	I don't want to see the Summer Central location go away but we frequent it most often, grabbing coffee from Perks, Juice Bar or Daddy's Dairy. We also love the individual restaurants for a more full menu.	Great job Norwood- thank you for your creativity and commitment to making this town a wonderful place to reside.
Norwood Resident	10	5	Yes	5	No	No	
Norwood Resident	30-40	5	Yes	5	No	No	Outdoor dining has been a great addition to Norwoods downtown experience
Norwood Resident	Yes, about once a week.	5	Yes	5	Yes	Either is fine with me, it's nice to be able to eat outside.	N/A
Norwood Resident	Yes, about 4 times	5	Yes	5	Yes	Both	
Resident of Another Town That Enjoys Dining in Norwood	Yes, often - we only eat outdoors nowadays	4	Yes	5	Yes	Both	Outdoor dining needs to stay!
Norwood Resident	Yes, I utilized outdoor dining roughly ten times over the past two years.	5	Yes	5	Yes	Yes	
Norwood Resident	10	5	Yes	4	No	No	
Norwood Resident	5	5	Yes	4	Yes	I love Summer on Central and I also love the outdoor dining at individual restaurants.	
Norwood Resident	1 x a week during the warmer months	5	Yes	5	Yes	I like both	
Norwood Resident	4-5 times	5	Yes	5	No	In addition but not replacing individual restaurants	
Norwood Resident	6-7 times	4	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	5-10times	5	Yes	5	No	Both are great. Dining in the outdoors is key!	

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Norwood Resident	Yes monthly	4	Yes	4	No	Yes	
Norwood Resident	1	5	Yes	5	No	No	
Norwood Resident	Yes, 5-7 times .	5	Yes	5	Yes	Communal for takeout/lunch, outdoor dining for dinner	
Norwood Resident	At least one night per week when the weather has been nice.	5	Yes	5	Yes	Both, but preference would be to have individual restaurants	
Norwood Resident	About 20 times	5	Yes	5	No	I like segregated dining and benches at theatre	
Norwood Resident	Yes	5	Yes	5	No	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	Yes	Yes	Nope
Norwood Resident	Yes, a couple of times	5	Yes	5	No	Both have different advantages and I think both are needed	I think outdoor dining and being able to serve alcohol is vital to local businesses and making sure that Norwood stays awesome.
Resident of Another Town That Enjoys Dining in Norwood	Often	5	Yes	5	Yes	Sure	
Norwood Resident	yes, about 8 times	5	Yes	5	Yes	I have used and like both options.	I think outdoor dining really added to the community atmosphere the past 2 years.
Norwood Resident	10	5	Yes	5	No	I like both. The communal for take out and ice cream.	No.
Norwood Resident	Yes, whenever the weather allows	5	Yes	5	No	Both	
Norwood Resident	Yes. Once a month during spring/summer/fall	5	Yes	4	Yes	Fine with both. It was great to have the communal on the Common and on Central.	I feel like the outdoor options have been good for morale during the pandemic and would add to the Norwood charm going forward.
Norwood Resident	Yes, 1-2 times a week	5	Yes	5	No	No	Eat on the street!
Norwood Resident	Once a week	5	Yes	5	Yes	No. Individual restaurants	No
Norwood Resident	Regulalry	5	Yes	5	No	No, I prefer each restaurant to have its own outdoor space	Please keep outdoor dining... it's been a huge asset to the town

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Norwood Resident	Often!!	5	Yes	5	No	Both	
Resident of Another Town That Enjoys Dining in Norwood	10	4	Yes	3	Yes	Yes	
Norwood Resident	Approx 10-15x	5	Yes	5	Yes	Maintaining both would be good	No
Norwood Resident	Yes!	5	Yes	5	No	Love both options but esp love summer on central	
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Yes	5	Yes	5	No	I love Summer on Central but also like the outside dining for the restaurants	
Norwood Resident	Seating in front of theater	5	Yes	5	No	All outdoor seating	
Norwood Resident	Yes, weekly in summer	5	Yes	5	No	Yes	Get rid of masks in schools
Norwood Resident	Yes, at least once a week	5	Yes	5	Yes	I would like either	Please keep outdoor dining options!
Norwood Resident	At least 50-75% of the time when we eat out in Norwood in warmer months.	5	Yes	5	Yes	I would not prefer it. But both are a great value add to the town.	The restaurant Buisness is hard. Anything that helps our local favorite spots be profitable and stay in Buisness is a good idea. Expanded out door seating has been wonderful and should be permanent so we can all enjoy it for years to come.
Norwood Resident	20	5	Yes	5	Yes	Both	Sidewalks should be reviewed regularly for ADA compliance.
Norwood Resident	6 times- majority if dates in last two years.	5	Yes	5	Yes	I enjoy them both!	I think having roped off areas permitted for alcohol at individual restaurants would be nice. It is so great to share some wine over a romantic urban dinner :)
Norwood Resident	5	4	Yes	5	No	I like both	
Norwood Resident	Yes	5	Yes	5	No	Both work out fine	
Norwood Resident	Very, very frequently.	5	Yes	5	Yes	I love Summer on Central. That would be my top pick. But anything is great!	Summer on Central brings so much value to the town. I have met many out of town friends for meals there. Hope it gets to stay!
Norwood Resident	Yes	5	Yes	5	Yes	Both	
Norwood Resident	20 times maybe	5	Yes	5	No	Not sure I understand the question. I prefer outdoor dining options.	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes 1 per week or every other week when open	5	Yes	5	Yes	No I like them both	
Resident of Another Town That Enjoys Dining in Norwood	A couple times	5	Yes	5	Yes	Prefer outdoor dining for individual restaurants	
Norwood Resident	10 times +/-	5	Yes	5	No	No	
Norwood Resident	I just moved here so only once so far, however I regularly utilize outdoor dining & am excited for that offering in Norwood	5	Yes	5	No	Both are good. I think a mix is nice	
Norwood Resident	Yes, with good weather once or twice a week	5	Yes	5	Yes	Both have been great for different occasions (ice cream during the day vs romantic dinner at night)	Closing off the theater road has been awesome, it makes it a great location we can walk to in the summer. I hope we have more outdoor events there and keep that closed with tables in the summers ahead.
Norwood Resident	yes, 3 times	5	Yes	5	Yes	iâ€™d want both	
Resident of Another Town That Enjoys Dining in Norwood	Often	5	Yes	5	Yes	Communal	
Resident of Another Town That Enjoys Dining in Norwood	Yes - 4 times	5	Yes	5	Yes	Either	
Norwood Resident	At least weekly.	5	Yes	5	No	Depends not sure I understand question but I do like when they block off in front of the theater for seating.	
Norwood Resident	10 times	5	Yes	5	Yes	Yes	The outdoor dining on central was awesome! Adds so much energy to the center.
Norwood Resident	Yes, when weather permits	5	Yes	5	No	Overall I think all restaurants should have the option to open outdoor dining. The summer on central opens up spaces for younger kids or families who would prefer no alcohol. My nieces and nephews have really enjoyed central. While the adults can go to the private restaurants and now the pre teens are in a safe and fun spot.	Including outdoor options will only help local establishments. Continuing the central section is a great idea. It will encourage kids and people to spend time together in a central spot.
Resident of Another Town That Enjoys Dining in Norwood	No	3	Yes	4	Yes	No	No

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Tons! I love it!	5	Yes	5	Yes	Both. I think Summer on Central is gorgeous and should always happen. Restaurants like Lewisâ€™ should still have separate restaurant tables. How theyâ€™ve been the last 2 summers is perfect!	
Norwood Resident	37	5	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	Weekly	5	Yes	5	No	No	You need to support the restaurants - covid has made people afraid - and the media doesnâ€™t help- most people 50 and over would rather dine outside, when patios close traffic in restaurants drop- I own a restaurant not in Norwood . At least Norwood is doing a lot to help their businesses
Norwood Resident	At least every week from spring thru late fall.	5	Yes	5	Yes	I loved the picnic tables on Central and hope they do that again. Fir the restaurants I hope they keep it the way it was for each	Only That I hope they continue it.
Norwood Resident	10	5	Yes	4	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Yes, 5?	5	Yes	5	Yes	Both	
Norwood Resident	Yes 15 - 20 times	5	Yes	5	No	No	Only concern is emergency vehicles access to the store fronts. Would want it to be a consideration in set up of dining areas.
Norwood Resident	Yes. 2-3 times /month during warm weather months	5	Yes	5	Yes	Both	
Norwood Resident	6 -10 times	5	Yes	5	Yes	Either	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes	5	Yes	5	Yes	Iâ€™m a fan of both	From the second outdoor dining started in Norwood, it gave a whole new energy to the downtown that made me want to come downtown. This should 100% be encouraged, supported, and promoted.
Norwood Resident	Yes 10	5	Yes	5	No	No	
Norwood Resident	Yes, about 10-15 times	5	Yes	4	Yes	Both	
Norwood Resident	Often, I think it is one of the best things the town did during Covid. I use outdoor dining at least twice a week during the summer!	5	Yes	5	Yes	No I prefer the individual areas	

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes 5 times	5	Yes	5	No	No	
Norwood Resident	1x month	5	Yes	5	No	I like both options	Question on alcohol isn't well out and seems out of place. If I were dining at a place that would serve alcohol with a meal I would want the same option outside. The other seems like a lot of rules and regulations that aren't necessary.
Norwood Resident	10	5	Yes	5	No	No	
Norwood Resident	10	4	Yes	5	Yes	Either is fine with me	
Norwood Resident	Yes	5	Yes	3	Yes	No	Need to find alternatives to using full sidewalk if to be permanent
Norwood Resident	Yes	4	Yes	4	No	Like the option. Sometimes communal is nice sometimes privacy is needed	No
Resident of Another Town That Enjoys Dining in Norwood	Yes, particularly the common space in front of the Norwood theater. Great for getting ice cream pizza and take out from To Beirut. We can eat and kids can eat and run around the green space.	5	Yes	4	Yes	We have only taken advantage of the communal space. I think a combination of both types would be great!	The outdoor dining communal space makes Norwood town center unique from surrounding towns because it is near restaurants and a green space. There could be opportunities for events on the green that draw business to local eateries that don't have a lot of space for their own outdoor dining space.
Norwood Resident	Yes, often	5	Yes	5	No	Sure	
Norwood Resident	A couple of times	3	Yes	5	No	Yes	
Norwood Resident	Yes and whenever the weather is nice - probably 4 times per month	5	Yes	5	No	I like both!	
Norwood Resident	Yes. Once a week when it's nice out.	5	Yes	5	Yes	Both are fine.	Put back the green near Daddy's Dairy!
Resident of Another Town That Enjoys Dining in Norwood	Yes, multiple times last summer.	5	Yes	5	No	Both!	
Norwood Resident	4 times or so	4	Yes	3	Yes	Open to all options	It would be helpful if tables are still socially distanced.
Norwood Resident	20 times	5	Yes	5	Yes	Separate dining area's	

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Resident of Another Town That Enjoys Dining in Norwood	8	4	Yes	4	No	Both are good. If only one possible, prefer individual restaurants.	
Norwood Resident	Approx 15 times	4	Yes	4	No	I like both. Summer on central is wonderful.	Maybe rotate in busy areas so not all sidewalk and parking is lost. I don't really enjoy street dining but many restaurants don't have other options.
Norwood Resident	5	5	Yes	5	No	Both communal and restaurant-specific spaces are valuable	Please keep outdoor dining. It makes the town feel more lively. We would have dined outdoors more if we didn't have a newborn. I'm excited to get out and dine now that she's older. Outdoors is very much preferred.
Norwood Resident	4-5 times	5	Yes	5	Yes	Sure	
Norwood Resident	Dozen	5	Yes	5	Yes	Yes, prefer communal.	No
Norwood Resident	Twice a week	5	Yes	5	Yes	No	
Resident of Another Town That Enjoys Dining in Norwood	Yes at several restaurants in Norwood	5	Yes	5	No	No	
Norwood Resident	25	5	Yes	5	Yes	No	I think it's a great asset to the town. It also helps people with younger children to enjoy dining and not disturbing others. Summer on Central is great for getting outdoors and meeting up with others while getting to frequent area restaurants.
Norwood Resident	Yes, ~3/4x per month	5	Yes	5	No	Enjoyed both - Summer on Central feels like it has huge potential to influence future outdoor, communal spaces in the town - would love to see more!	Trivia on the common or Summer on Central or another type of organized event could be a fun night out for the community
Norwood Resident	1 time every two weeks	5	Yes	5	Yes	Both	
Norwood Resident	Yes, about 1-2 times per week when available	5	Yes	5	Yes	Yes, both are great! My family and friends love the outdoor seating all over Norwood center!	We love the downtown atmosphere, food, and drinks. It feels more like a lively community and a welcoming place when you people out enjoying themselves.
Norwood Resident	often	5	Yes	5	No	no	
Norwood Resident	Fairly regularly	5	Yes	5	Yes	No	
Norwood Resident	yes, 5-10 times	5	Yes	4	Yes	Yes, that is a nice option	
Norwood Resident	Yes	5	Yes	5	No	Either	



# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Very much	5	Yes	5	No	Don't know	
Norwood Resident	Yes a few times a month from April to November	5	Yes	5	No	No	No
Norwood Resident	10+	5	Yes	5	Yes	Yes	
Norwood Resident	yes	5	Yes	5	Yes	Not a binary choice; both are good options	It would be great if the Town could help restaurants "beautify" the materials they use to enclose their outdoor eating areas. I live across from Venice Cafe and their barriers cordoning off their outdoor dining area are an eyesore. :). Thanks!
Norwood Resident	Once a week when weather permits	5	Yes	5	No	More the better	
Norwood Resident	During nice weather at least once or twice a month	5	Yes	5	No	No	
Norwood Resident	Each time 2x/month	5	Yes	5	No	No	
Norwood Resident	Yes many times	5	Yes	5	Yes	No preference	No
Norwood Resident	Several times!	5	Yes	5	No	Both!	Thanks for making outdoor dining in Norwood possible!
Norwood Resident	20	5	Yes	5	Yes	Yes	
Norwood Resident	4	5	Yes	5	Yes	I think more of each would be great! I ate at Summer on Central with two friends and we all brought lunches from home, another time we brought lunches from takeout places without an outdoor dining space, and another to eat ice cream from Daddy's Dairy right there. There are different ways to use the outdoor communal space, but I also are at Lewis segregated area and enjoyed it!	
Resident of Another Town That Enjoys Dining in Norwood	Yes, frequently	5	Yes	5	No	No	
Norwood Resident	Yes. 5-7 times	5	Yes	5	No	No	No

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Resident of Another Town That Enjoys Dining in Norwood	Yes! Five times. I wish it was more!	5	Yes	5	Yes	I don't mind either.	This is a profitable option for many of the restaurants in Norwood. I prefer to eat outside in the fresh air. Also seeing patrons dining outside brings an awareness to the community that this are options in addition to take out and dining indoors.
Norwood Resident	occasionally	5	Yes	5	Yes	No preference - I like both	I love the outdoor seating in the common.
Norwood Resident	Yes..multiple times per week	5	Yes	5	Yes	No	
Norwood Resident	a few times	5	Yes	5	No	communal with children - individual with all adults	
Norwood Resident	I have, a few times	5	Yes	5	No	No	
Norwood Resident	Yes, 4 x per week	5	Yes	5	Yes	No	It would be fun to have this every year.
Norwood Resident	8-10 time	5	Yes	5	Yes	Both and either.	
Resident of Another Town That Enjoys Dining in Norwood	A few times over each of the last two summers	5	Yes	5	Yes	Yes! That sounds lovely	Nope. Thank you!
Norwood Resident	My teens have used it more than 20 times. I personally have used it about 8 times.	5	Yes	5	Yes	Not sure I understand the question	This was a great meeting place for groups to gather. I am on many boards who met at Norwood Central. It allowed us a safe, well lit place to meet where we could grab a coffee, ice cream or food while we met. I also think it gave our teens a place to meet and eat instead of going inside.
Norwood Resident	Monthly	4	Yes	4	Yes	Yes	
Norwood Resident	I moved to Norwood in December 2020, so I really only had one year to dine outside. My wife and I probably dined outside ~8 times in 2021.	5	Yes	5	No	No, I'm a fan of designated spaces for individual restaurants.	When restaurants first opened during the pandemic, I ate outside because that's what felt like the safest option at the time. I realized during this time that I really enjoyed dining outside rather than inside. Today, I'm vaccinated and feel safe generally going wherever - inside or out, crowded places, etc. But if the option of outdoor dining is available, I'll always choose that now if the weather is good. Most of the time, I'll actually seek out restaurants that have the option. I find it refreshing and it's also a bonus if I can bring my dog! Plus, it gives restaurants a little extra capacity, and I know many of them are still recovering from the past year+. Thank you for reading!
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	2 times	5	Yes	5	Yes	Both ideally	

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	3-5 times	5	Yes	5	No	No	No
Resident of Another Town That Enjoys Dining in Norwood	Yes, whenever I visit	5	Yes	5	Yes	No	No, just looking forward to outdoor dining once the weather gets better!
Norwood Resident	Yes. Several.	5	Yes	5	Yes	I like the way it was these past summers	
Norwood Resident	Even before Covid 19, if there was ever an option for outdoor dining (generally in the spring thru fall months), I have always asked for an outdoor/patio table if available. Since Covid-19, we I either do takeout or request outdoor seating. My family and I usually eat out for breakfast, lunch, and/or dinner every weekend, so we have utilized outdoor dining options, especially in Norwood, almost exclusively.	5	Yes	5	Yes	I love the idea of open seating at Summer on Central. Anyone can join your group and nobody has to eat from the same restaurant, so each individual or group can get take away from any vendor. It's so much more fun - like a party! And, as a Norwood resident, there's always a chance you'll bump it to friends!	If the opportunity was ever presented for concrete plans, outdoor dining would be most welcomed, I feel. There are so many options, especially if the area of Central St. was permanently taken for it. It's the perfect setting with so much potential to create an atmosphere specifically designed to accommodate outdoor dining options.
Resident of Another Town That Enjoys Dining in Norwood	Very often in the spring and summer over the past two years.	5	Yes	5	Yes	No	No
Norwood Resident	10	5	Yes	5	No	I like what they have been doing. Don't mess with success	No outside liquor service will be a fatal decision.
Norwood Resident	Several	5	Yes	5	Yes	Yes	No
Norwood Resident	Yes. Many times	5	Yes	5	Yes	Either	Definitely should continue it!!!
Norwood Resident	20	5	Yes	4	No	Segregated	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	I can't count how often I ate out, as often as possible. Love dining out.	5	Yes	5	No	Not sure	I support outside dining

# Outdoor Dining Survey Results - Patrons

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Norwood Resident	Yes	4	Yes	4	Yes	I prefer the restaurant individually having options but think it would be great to have restaurant day: week and have an opportunity to have tastings so more people visit our restaurants	See previous answer regarding restaurant week
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Yes, at least 1x/week in the warmer months	5	Yes	5	No	Both?	None but volunteering for helping in future survey development. With how it was structured I can imagine analyzing the data may be more cumbersome
Norwood Resident	Yes	5	Yes	5	No	More communal	No
Norwood Resident	Yes. Quite often especially in the summer	4	Yes	4	Yes	Id probably prefer segregated dining areas but i do enjoy the communal areas as well	
Norwood Resident	Yes - a lot over the summer	5	Yes	5	No	Either one	
Norwood Resident	Yes, 5 times	4	Yes	4	Yes	Communal	
Norwood Resident	5-Apr	5	Yes	5	Yes	Yes	No
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	10-May	4	Yes	4	Yes	No	
Norwood Resident	Countless times	5	Yes	5	No	I love summer on central brought us downtown more often. I would like this and segregated restaurant seating as an option	Keep summer on central and outdoor dining!
Resident of Another Town That Enjoys Dining in Norwood	Yes, we frequent the norwood restaurants often and love all the outdoor seating	5	Yes	5	No	No I like the outdoor dining for each restaurant	
Norwood Resident	20	5	Yes	5	No	The area on the common is fine but otherwise no	
Norwood Resident	Yes. During the summer, prob 1-2x per month	5	Yes	4	Yes	I love the picnic tables in the center of town. I also enjoy the outdoor seating at the restaurants.	Maybe leave a few on street parking spots open. Esp for quick pick up for take out. Designate it for the take out spots, 15 min parking only. And need access for wheelchairs/strollers.
Norwood Resident	Occasionally	5	Yes	5	Yes	Both sound nice	
Norwood Resident	YES!!	5	Yes	5	Yes	Yes!	I think the outdoor dining is a win-win, patrons love it, and it boosts the local restaurants..

# Outdoor Dining Survey Results - Patrons

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Norwood Resident	Yes	5	Yes	5	No	Not sure	
Resident of Another Town That Enjoys Dining in Norwood	Yes whenever possible	5	Yes	5	Yes	Unsure	Na
Norwood Resident	Just moved here this year but quite a few times	5	Yes	5	Yes	Either	Please keep outdoor dining
Norwood Resident	Yes	4	Yes	4	No	I'd like both options	
Norwood Resident	Yes. More than a dozen times	5	Yes	4	Yes	Not necessarily	No
Norwood Resident	Yes	5	Yes	5	No	No individual	No
Norwood Resident	10 times+ Daddy's Dairy and 10+ times smoothie place	5	Yes	5	Yes	Doesn't matter. Only hard part is near Byblos for safety walking	Only issue is safety and handicap ramps are further away from street light/crosswalk near Byblos etc. This needs to be opposite
Norwood Resident	Few times a month	5	Yes	5	Yes	Summer on Central is great, but, I, also, enjoyed restaurant dining	
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, a few times	5	Yes	5	No	Both	There needs to be a balance between outdoor restaurant seating space and a safe pedestrian space for people walking and in wheelchairs.
Norwood Resident	Yes. Upwards of 15 times	5	Yes	5	No	No preference	It's important to merchants and customers to have the option for outdoor dining but it needs to be safe and equitable.
Norwood Resident	Yes I have. 1-2x week approximately	5	Yes	5	Yes	No	If a restaurant has a license to sell alcohol, it should be allowed outside too.
Norwood Resident	Yes. Few times per month during open season	5	Yes	5	Yes	Both options, if possible	
Norwood Resident	Frequently!	5	Yes	5	Yes	Not really	
Resident of Another Town That Enjoys Dining in Norwood	A few times a month	5	Yes	5	Yes	As long as tables were clean it would be ok: the picnic tables have been sticky	No
Norwood Resident	2-3/wk	5	Yes	3	Yes	No	No

# Outdoor Dining Survey Results - Patrons

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Norwood Resident	A few times	5	Yes	5	Yes	No	Good luck!
Norwood Resident	Yes, a few times since I moved here in August 2020z	5	Yes	5	Yes	I think both are great options. But I like the ability for restaurants to have space close to their facility. Feel thatâ€™s fair to them.	I feel like it adds alot of charm to the town center. Outdoor dining options can definitely be an attractive items for development of new restaurants/businesses.
Norwood Resident	Yes! We have 2 small kiddos so don't dine out anyway, but the few times we have it's been outdoors. We also love the picnic benches in the square for grabbing daddy's dairy or take out from Fuego.	5	Yes	5	Yes	Yes	
Norwood Resident	About 10	5	Yes	5	Yes	no	no
Norwood Resident	4	5	Yes	5	No	No	
Norwood Resident	About once or twice a month	5	Yes	5	Yes	That sounds great! Although Iâ€™m not familiar with Summer on Central	
Norwood Resident	3	5	Yes	5	Yes	Not necessarily	
Norwood Resident	Yes	5	Yes	4	No	No	
Norwood Resident	18 times	4	Yes	3	Yes	I do not know. Logistics would matter.	Norwood does not have a thriving center. The few stores that are there lose business because parking Iâ€™d difficult and if I am looking for a jewelry store and everyone raves about the Chelalas it is not surrounded by any other stores. It is a shame. Look at Dedham, Westwood, Walpole, Needham and wonder where Norwood went wrong.
Norwood Resident	Twice	5	Yes	5	Yes	Yes	For me, eating outside is funâ€½i, □
Norwood Resident	Yes, every week that the weather permitted	5	Yes	5	No	I loved both options	
Norwood Resident	28	5	Yes	5	No	Keep both	Loving outdoor dining
Resident of Another Town That Enjoys Dining in Norwood	At least 10 times	5	Yes	5	No	No	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Frequently	5	Yes	5	No	No	Dining outdoors would bring more revenue in for our small business owners and make our town a great option to want to come visit. There is still plenty of street parking options as well as two public lots downtown.
Norwood Resident	Yes	5	Yes	5	Yes	No	Keep it going
Norwood Resident	Yes	5	Yes	5	No	No	Please keep the outdoor dining venues.
Norwood Resident	Yes, many times	5	Yes	5	Yes	Does not matter to me	Outdoor dining is always an option to have
Norwood Resident	20	5	Yes	5	No	More	
Norwood Resident	Yes	5	Yes	5	No	Both	Especially love the outdoor dining on Central
Norwood Resident	6-10 times	4	Yes	4	No	Both are good options	
Norwood Resident	10x a week	5	Yes	5	No	Sure	No
Norwood Resident	10	5	Yes	5	Yes	Fine the way it was.	Outdoor dining was a wonderful addition to Norwood center.
Norwood Resident	1-2 times every few months	5	Yes	5	No	No	
Norwood Resident	5	5	Yes	5	Yes	No	I hope Norwood approves dining outside again this year.
Norwood Resident	Yes! In the summer, usually about once a week.	5	Yes	5	Yes	Yes	
Norwood Resident	Yes. 5-6 times	5	Yes	5	Yes	No	
Resident of Another Town That Enjoys Dining in Norwood	Weekly	4	Yes	4	Yes	Both	
Resident of Another Town That Enjoys Dining in Norwood	3x month	4	Yes	4	No	No	
Norwood Resident	Yes. A handful of times	5	Yes	5	Yes	Yes if alcohol sales are not permitted	

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Norwood Resident	A lot	5	Yes	5	Yes	No	No
Norwood Resident	1-2times a week	5	Yes	5	No	At restaurants, communal is a burden and spoils dinning out experience	Keep it
Resident of Another Town That Enjoys Dining in Norwood	Yes many times. We enjoyed takeout from local restaurants in the center and ice cream from daddyâ€™s dairy. We used the picnic tables on the common.	5	Yes	5	Yes	Yes	
Norwood Resident	10 times	5	Yes	5	No	No	I think outdoor dining is great and should be continued!
Norwood Resident	Yes, every few months	5	Yes	5	Yes	Either	
Norwood Resident	Once or twice a month	5	Yes	4	No	Neutral	No
Norwood Resident	1	5	Yes	5	No	No	
Norwood Resident	Yes, I've enjoyed being able to get to go from restaurants and eat in the green space that has been created in front of the Theater	5	Yes	5	No	I like both, sometimes I want to sit and enjoy a leisurely meal at a restaurant other times my husband and I want different things and to get ice-cream after and the communal space is perfect for that.	
Norwood Resident	A few times	5	Yes	5	Yes	Both	
Norwood Resident	At least 5 times	5	Yes	5	No	Yes	
Resident of Another Town That Enjoys Dining in Norwood	At least once a week every week	5	Yes	5	Yes	I prefer outdoor for each restaurant, as well as having the street in front of the theater to be closed off again with the tables and chairs	
Norwood Resident	20+	5	Yes	5	Yes	Both	I absolutely love it and I think it makes everyone happier and excited to go to the center.
Norwood Resident	Yes	5	Yes	4	No	Either way is fine, but I really like Summer on Central	
Norwood Resident	7	5	Yes	5	Yes	Yes	
Norwood Resident	Twice a month	4	Yes	4	No	No	



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Norwood Resident	Yes	2	No	1	Yes	No to much roadway has been lost not good for businesses. Some are hurt but afraid to say anything as people online would be negative towards the buisness effected on central streey	Keep norwood safe don't 100 block sidewalks or roads
Resident of Another Town That Enjoys Dining in Norwood	Yes, a few times each summer	5	Yes	5	Yes	Either	
Norwood Resident	7	5	Yes	5	Yes	My preference would be to dine outside the restaurant, but for takeout like Daddy's or Fuego I do appreciate Summer on Central.	
Norwood Resident	4	5	Yes	5	No	Don't understand	
Norwood Resident	Yes, a couple times a month	5	Yes	5	No	I liked it spaced out	No
Norwood Resident	8 - 10 times	4	Yes	5	Yes	Not prefer but additional options are a good idea.	
Norwood Resident	Several times	5	Yes	5	Yes	No preference	
Norwood Resident	Yes often	5	Yes	5	No	No	Down town feels energized and happy with outdoor seating. It's enjoyable even if we are not actually participating
Norwood Resident	6	5	Yes	5	Yes	Both	
Norwood Resident	yes 2-4/month	4	Yes	5	No	i like both options	
Norwood Resident	None	3	No	1	Yes	Segregated dining	
Norwood Resident	7	5	Yes	5	Yes	Both are good	Everyone likes outdoor dining something good
Norwood Resident	Yes. Anytime the weather was nice I'd choose outside dining over indoor dining	5	Yes	4	No	I think both are great options to have available.	
Norwood Resident	Yes, only a couple.	5	Yes	4	Yes	I think a mix of both might be fine.	
Norwood Resident	Yes	5	Yes	5	No	No	

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Resident of Another Town That Enjoys Dining in Norwood	Yes 2 times	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Yes. I would say about 20 times.	5	Yes	5	Yes	Yes	Norwood has a great atmosphere for outdoor dining.
Norwood Resident	no	1	No	1	No	Everyone should have access to food, comfort, and ease--not just people whose privilege gives them access to a disposable income.	Why wasn't this anonymous? How can you hope to get honest feedback if people don't feel safe?
Norwood Resident	Many times, at least 2 or 3 times per week	5	Yes	5	Yes	Yes, it makes dining out a lot easier with kids	
Norwood Resident	Weekly for ice cream at daddy's dairy	5	Yes	3	Yes	Yes	
Norwood Resident	Yes, every week	5	Yes	5	No	I think both	Keep outdoor dining please
Norwood Resident	5	5	Yes	4	Yes	No	
Norwood Resident	Yes..	5	No	5	No	Either are great	
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Over 20 times	5	Yes	4	Yes	Both	The intersection of central and cottage is very dark and crosswalks faded. More Lighting in trees, etc and brighter crosswalks would be safer
Norwood Resident	Yes!	5	Yes	5	No	Prefer individual restaurants	
Norwood Resident	Many times	4	Yes	4	No	Yes	
Norwood Resident	Yes, often once a week if weather allows	5	Yes	5	No	Yes, that would be nice to be able to grab take out from a few different restaurants and eat with loved ones	
Norwood Resident	Yes, often.	5	Yes	5	Yes	Yes	Allow to-go alcohol drinks again.
Norwood Resident	7	4	Yes	5	No	That would be a great added bonus!	
Norwood Resident	Yes about once a week	5	Yes	5	Yes	I'd like both but if I had to choose I'd take segregated dining areas	

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Resident of Another Town That Enjoys Dining in Norwood	Yes. Often.	5	Yes	5	Yes	No	
Norwood Resident	Yes, once a week or more.	5	Yes	5	Yes	Love the Central dining but its nice to also allow individual restaurants to have their own outdoor dining spaces.	
Norwood Resident	Occasionally; we have unvaccinated children so we have limited our restaurant visits significantly as long as we've been in Norwood (moved here June 2020)	5	Yes	5	Yes	Would prefer a mix of both!	Strongly support outdoor dining, this is something we would have utilized and wanted even before the pandemic. I we would probably eat out 10% more often if outdoor dining was available, and would probably choose to eat in Norwood a bit more often as well, as it would let us see others in the community and feel more connected to the town.
Norwood Resident	At least 10 times	5	Yes	5	Yes	I enjoy both options!	I think the outdoor dining brings so I much to Norwood and allows us to showcase our beautiful town, variety of cultures and the tasty food that comes with that!
Norwood Resident	24 plus times	5	Yes	5	Yes	I enjoy a mix of both styles	
Norwood Resident	Yes. Weekly	4	Yes	5	No	No	Balance of ADA compliance and outdoor dining. Restaurants and SMBs need to be given the flexibility to thrive while being accountable for keeping the sidewalk (or public domain in front of their property) non-intrusive to pedestrians, including wheelchairs.
Resident of Another Town That Enjoys Dining in Norwood	Just moved here in September 2021. Have dined outdoors approximately 3 times.	5	Yes	5	Yes	Yes! I love the easy informality, and striking up conversations with other diners.	Moving to Sharon; but I enjoy downtown Norwood and I intend to visit often.
Norwood Resident	2-3 times	5	Yes	5	Yes	Both	Please keep all the outdoor options as it attracts more business and community spirit
Norwood Resident	At least once a month, sometimes once a week depending on season	5	Yes	5	No	No	Please don't eliminate outdoor dining! The town became more lively and energetic
Norwood Resident	Yes, monthly/weekly during warm months	5	Yes	5	No	No - would rather at each individual restaurant	
Resident of Another Town That Enjoys Dining in Norwood	Yes 12times	5	Yes	5	Yes	Yes	Great job guys. Outdoor dining was very great
Norwood Resident	2-4 times a week.	5	Yes	5	No	No	No
Norwood Resident	At least once a week	5	Yes	5	Yes	No preference	Sitting outside on a beautiful night and enjoying delicious food is such a nice relaxing event. Having the choice to be indoor or outdoor is wonderful
Norwood Resident	Weekly in warm months	5	Yes	5	No	Both	

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Norwood Resident	2	5	Yes	5	No	No	No
Resident of Another Town That Enjoys Dining in Norwood	10+ times	5	Yes	5	No	Yes	
Norwood Resident	Quite a few times.	5	Yes	5	Yes	I love being able to eat out doors at all restaurants	I hope outdoor dining continues!
Norwood Resident	Very often	5	Yes	5	No	No	No
Resident of Another Town That Enjoys Dining in Norwood	Often! Sadly, We just moved from norwood but have enjoyed every minute of outdoor dining!	5	Yes	5	No	We loved that too but thoroughly enjoyed at Lewisâ€™s, vico, Conradâ€™s, & occ and many more!	
Norwood Resident	Yes 7	5	Yes	5	Yes	I like both options	No
Norwood Resident	A few times	5	Yes	5	Yes	Either is fine. For the restaurants, segregated dining areas would probably be easier. Summer on Central is amazing.	
Norwood Resident	I only moved here in Sept but I have dined outside before it got too cold. Love having the option and prefer the patio on nice days	5	Yes	5	No	Both are good	
Norwood Resident	None	3	No	3	No	Not sure	Though I like the idea if outdoor dining I wish there was a better situation for parking
Norwood Resident	Yes, once a month or so	5	Yes	5	Yes	No preference	
Norwood Resident	Yes	5	Yes	5	No	No	No
Norwood Resident	About once a month	5	Yes	4	Yes	Both options are excellent	
Norwood Resident	Few times a week	4	Yes	5	No	Actually both Communal and restaurant specific	Please do this permanently
Norwood Resident	None.	5	Yes	4	Yes	Yes.	
Norwood Resident	10	5	Yes	5	Yes	Both	

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Norwood Resident	Yes often as weather permits	5	Yes	4	Yes	Segregated for individual restaurants	
Norwood Resident	15+ times	5	Yes	5	No	Segregated for individual restaurants	
Norwood Resident	Yes	5	Yes	5	No	No	We need to support our restaurants. They took a huge hit during the pandemic which will takes years to make up. Also, many ppl have been traumatized by this pandemic meaning it will take years before they feel comfortable eating inside. Having outdoor dining benefits out weigh not having them. Thank you!
Norwood Resident	Yes, almost every weekend.	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	7 times	5	Yes	5	No	Yes!	
Norwood Resident	2-Jan	5	Yes	5	Yes	Either	Thanks for asking
Norwood Resident	1x per week	5	Yes	5	No	Communal	No
Norwood Resident	Yes, weekly when weather is good	5	Yes	5	Yes	Keeping summer on central is a top priority for me, but I also like outdoor dining for individual restaurants	The picnic tables by the town green have made Norwood such an inviting and happening place for people to visit. I think they were a great idea and would love to see them continue.
Norwood Resident	Yes	5	Yes	5	No	No	
Norwood Resident	Yes too many times to count	5	Yes	5	Yes	Unsure	Norwood is a great town. Keep up the good work.
Norwood Resident	Yes, we have visited a few restaurants multiple times which had outdoor dining	5	Yes	5	No	The summer on central was a great idea, but only for certain types of foods, it makes more sense to eat at the restaurant outside and have service there	I hope outdoor dining remains an option for restaurants that want to utilize it, as it adds something of value and different to businesses and the town
Norwood Resident	Yes, few times	5	Yes	4	Yes	No	No
Norwood Resident	Yes	5	Yes	5	No	Either	No
Norwood Resident	Yes, 90% of the time I've eaten out. Maybe, 14 times	5	Yes	4	Yes	Uncertain	
Norwood Resident	Yes 10 times	5	Yes	5	No	I would like both	As much outdoor dining as possible

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Norwood Resident	5-10 meals	5	Yes	5	No	No	
Norwood Resident	Yes, 10+ times	5	Yes	4	No	No	
Norwood Resident	Yes. Not very often.	5	Yes	5	Yes	No preference	No
Norwood Resident	5 times	5	Yes	5	Yes	Either way	
Norwood Resident	Yes 5-6 times	5	Yes	5	No	No	
Norwood Resident	Yes, 2-4x monthly	5	Yes	5	No	I think both would be valuable	Outdoor dining is a great option to have locally. Being able to sit outside at restaurants encourages us to go out more frequently when the weather is good.
Norwood Resident	5-6 times	3	Yes	4	No	No	
Resident of Another Town That Enjoys Dining in Norwood	Once or twice each month	5	Yes	5	No	Individual restaurants	Outdoor dining was the only positive to come out of the pandemic!
Norwood Resident	at least once every 2 weeks weather that would allow	5	Yes	5	No	central street is good for ice cream or a sandwich but if I'm going out for dinner I prefer individual restaurantsich at lunch but I prefer	
Norwood Resident	10	5	Yes	5	Yes	For ice cream not dinner	Gives a great vibe to the town
Norwood Resident	Yes. 6-10 times	5	Yes	5	Yes	No preference	Hoping this is approved!
Norwood Resident	10 times	4	Yes	5	No	Both	
Norwood Resident	Maybe once a month	5	Yes	5	Yes	No preference	
Norwood Resident	often	5	Yes	5	No	Individual restaurants	
Resident of Another Town That Enjoys Dining in Norwood	15	4	Yes	4	No	Not sure	Not at this time
Norwood Resident	As often as possible	5	Yes	5	No	Maybe	

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Norwood Resident	Yes	5	Yes	5	Yes	No	
Norwood Resident	Yes, we have not eaten inside since the pandemic has started but love supporting local restaurants by eating outside.	5	Yes	5	No	Both is good! Love Summer on Central!	We should also allow pop up events like a brewery come to the common.
Norwood Resident	10	5	Yes	5	No	Yes	
Norwood Resident	yes	1	No	1	No	I like Summer on Central. You can bring your own lunch or order from any restaurant or sub shop. You can meet friends to have lunch which I have done several times.	
Norwood Resident	Sat outside in the center and enjoyed meals with my wife and kids.	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, about a dozen times	5	Yes	5	No	Yes	The outdoor dining area at the Town Common is a great place. I tried restaraunts in the area that I normally would not have tried.
Norwood Resident	A dozen	5	Yes	5	No	No	
Norwood Resident	6	4	Yes	5	Yes	Both. But LOVED that!!! Eating and letting kids play on the commons	
Norwood Resident	yes	3	Yes	1	Yes	no	The downtown is horrible - buildings are all old and tired. Dining in front of them is not great. Massive amount of money needs to be invested.
Norwood Resident	Yes	5	Yes	5	Yes	No	
Norwood Resident	Yes, 12	4	Yes	3	No	Yes	
Norwood Resident	As much as possible, I prefer to eat outdoors and enjoy the weather if possible.	5	Yes	5	Yes	I think having both as an option is nice, but i would prefer more segregated than communal	
Norwood Resident	4 to 5 times	5	Yes	5	Yes	I would like more communal options	
Norwood Resident	Yes	5	Yes	4	Yes	Yes	I really enjoyed the street blocked off my Daddyâ€™s Dairy for outdoor dining all around that area
Norwood Resident	Yes	5	Yes	4	No	Yes	

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Norwood Resident	Maybe 3-5 times	4	Yes	2	No	Not really, we would like it on a calm warm day, otherwise we like eating inside only at certain places	I think that outdoor dining is a great thing. It's hard to sit and have a conversation with your loved one and have cars buzzing by which hinders our conversations
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	No	No	No
Resident of Another Town That Enjoys Dining in Norwood	10	5	Yes	5	No	No	Outdoor dining is always a nice option, in the good weather, even before Covid, we looked for restaurants that had outside dining.
Norwood Resident	Yes, at least 2x per month.	5	Yes	1	No	No preference	No
Resident of Another Town That Enjoys Dining in Norwood	Yes infrequently during the height of the pandemic. I would use it more now.	4	Yes	4	Yes	Segregated	
Norwood Resident	Yes	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, almost every other week. It's a great place to sit and chill. People also come from other towns just for outside dining in summer.	5	Yes	4	No	Yes, more communal sitting would be better.	Outdoor dining is a very good attraction for Norwood and it increases the restaurant's sale and develops Norwood town even more.
Norwood Resident	I have utilized outdoor dining during the pandemic a number of times.	3	Yes	3	Yes	Both	
Resident of Another Town That Enjoys Dining in Norwood	1 time per week	5	Yes	5	No	No	
Resident of Another Town That Enjoys Dining in Norwood	1-2 x/week	5	Yes	5	No	Both	
Resident of Another Town That Enjoys Dining in Norwood	Many times	5	Yes	5	Yes	Summer on Central	Summer on Central has been a great place to meet friends for lunch. I love it!
Norwood Resident	many times	5	Yes	5	Yes	No, it should be across the board for all venues	



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Norwood Resident	Yes. A few times	5	Yes	4	Yes	I'm not sure. I love summer on central though.	The ability to eat and hang out in the common with little kids is great. I wouldn't feel as safe using the common with traffic on the street in front of the theater
Norwood Resident	25 times	5	Yes	5	No	Utilizing a parking lot instead of a street would be nice	
Norwood Resident	Yes whenever itâ€™s nice outside	5	Yes	5	Yes	I love the communal options as well as for individual restaurants. People enjoy being outside and would only increase business.	
Norwood Resident	At least once a week	5	Yes	5	No	No	
Norwood Resident	Yes. Multiple times as I wouldn't go indoors and why not sit outside in the nice weather.	5	Yes	5	No	No	No
Norwood Resident	16	4	Yes	5	No	no this question does not give enough info to decide	
Norwood Resident	Yes. Lost count	5	Yes	5	No	Sounds great	I love the feel of Norwood with all of the outdoor dining plus thereâ€™s so much more foot traffic now with the addition of all the apartments near the train.
Norwood Resident	Yes, numerous times	5	Yes	5	Yes	Nice to have a mix, individual dining at restaurants but nice to enjoy ice cream and lunch get meals near common	I support outdoor dining because it is enjoyable in good weather but also because it provides for a lively, vibrant downtown. I think it also makes being downtown a safer place to be because there are so many people and families enjoying the downtown and discourages criminal behavior which thrives in towns with empty streets and few people.
Norwood Resident	Many many times	5	Yes	5	Yes	No	
Norwood Resident	Yes, got lunch at common cafe and daddyâ€™s dairy and ate on the closed street near the common, loved it!	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Yes 20 times	5	Yes	5	Yes	No	No
Norwood Resident	Every week the weather permits.	5	Yes	5	No	Segregated dinning as you have more options.	Being outside is the best when the weather permits.
Norwood Resident	5	5	Yes	5	No	Segregated areas	
Norwood Resident	Quite often	5	Yes	5	Yes	Love summer on central	

# Outdoor Dining Survey Results - Patrons

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Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes, at least a few times per month	5	Yes	5	No	Yes	Outdoor dining is still a safer option for those with children under 5 years old who cannot get vaccinated yet. It also provides a more enjoyable experience when the weather is nice, and added capacity for restaurants to make up some of the revenue that was lost over the past couple of years.
Norwood Resident	6	5	Yes	5	Yes	I like the combination of both.	Thanks for asking
Norwood Resident	Yes, I take my kids very often. They love it.	5	Yes	5	No	Yes	
Norwood Resident	Yes	5	Yes	5	Yes	Combination of both	
Norwood Resident	No	1	No	1	No	If it's going to happen this would be a better choice. There are many other business that gave nothing to do with dining and it's not fair to them. I dont appreciate seeing grown adults sitting on the barricades drinking and smoking up a storm. I'm not happy that the side walks stay blocked when some of the outsidies dining closes early. The whole thing is wrong. I think the communal dining by the theartr is a better choice. If people want to sit outside and drink and eat have a cook out at their house. Makes more sense.	
Norwood Resident	6	5	Yes	5	Yes	No	Every restaurant should have the option to outdoor dining
Norwood Resident	Very often, whenever the weather permits.	5	Yes	5	No	No. We do enjoy the picnic tables for the â€œfast foodâ€ type options (pizza, subs etc); however when dining at a particular restaurant, we would prefer the outdoor dining specifically at that restaurant, with table service etc.	LOVE outdoor dining. Please continue to provide this option at as many restaurants as possible!
Norwood Resident	6	5	Yes	5	Yes	No	Having a drink outside is great!
Norwood Resident	A few times/month	5	Yes	4	No	Only if individual restaurants still had an option for their own outdoor space as well.	
Norwood Resident	Once a week in the spring/summer months	5	Yes	5	No	Individual restaurants	
Norwood Resident	Few times per month.	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Only eating in outside restaurants	5	Yes	5	No	I prefer segregated	

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Resident of Another Town That Enjoys Dining in Norwood	12 times	5	Yes	5	Yes	Both	
Norwood Resident	Yes and several times	5	Yes	5	Yes	It can strike a lot of fun and interesting conversations	No
Norwood Resident	A few times	3	Yes	2	No	Preference to individual restaurants	Do a traffic study before making any decisions
Norwood Resident	50 or more	5	Yes	5	Yes	No	
Norwood Resident	More than once a week.in the center area (never In South Norwood )	5	Yes	5	Yes	Summer on central is a favorite. More tables on common would be Ideal !!! Dining in parking spots in South Norwood is more of an imposition with limited parking. There i would say only if the restauraunt has an area to do so without disrupting sidewalks and on street pkng.	I hope to be ding on common/Central soon !!!!
Norwood Resident	Yes	5	Yes	4	No	No	
Norwood Resident	Yes	5	Yes	4	Yes	Yes	Love closed Central St in the summer! For kids and families!
Norwood Resident	Yes, about twice per month during the summer	5	Yes	5	No	No, because they are less likely to be cleaned/sanitized in between seated parties	Outdoor dining in Norwood these past couple years has been great. If restaurants are allowed to develop permanent solutions, I bet the spaces will grow to become even more visually appealing, weatherized, and popular.
Norwood Resident	At least twice a week while available	5	Yes	5	Yes	Yes, summer on central was fantastic	
Norwood Resident	5 times	4	Yes	5	No	No	
Norwood Resident	Every day or night during nice weather	5	Yes	5	No	Both	We as well as our grandchildren loved our door dining and every night when it is nice we walk to closed of central street and get either pizza or ice cream and sit there at s pick of table. We see friends and neighbors and love the feel of the atmosphere. Keep it closed during summer. Itâ€™s wonderful
Norwood Resident	Few times	3	Yes	2	Yes	No	The loss of handicapped parking is something that NEEDS to be addressed. Especially by dentist and non food related businesses!
Norwood Resident	10	5	Yes	5	No	only if alcoholic drinks were an option	
Norwood Resident	Yes, once a week	5	Yes	5	No	Nope	

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Norwood Resident	Yes and whenever the weather allows	5	Yes	5	Yes	No	No
Norwood Resident	10-15 times	5	Yes	5	No	Yes	
Norwood Resident	Yes - a few times but would likely do more in future	5	Yes	5	Yes	I like both. I think the Summer on central was a great outdoor gathering space	
Resident of Another Town That Enjoys Dining in Norwood	Yes! I've enjoyed outdoor dining in Norwood approximately 15-20 times in the past 2 years	5	Yes	4	Yes	No preference	Outdoor dining in Norwood has been a delightful addition to the town center since the pandemic began, and I hope that the practice continues!
Norwood Resident	Whenever we ate in town (and it was warm enough) somewhere around 8 times	5	Yes	5	Yes	I tend to prefer specific restaurant spaces, but i dont see anything wrong with more options	
Norwood Resident	20+ times	5	Yes	5	No	Both would be nice	
Norwood Resident	>20 times we love it	5	Yes	5	Yes	We mostly used Central Street and would hate to see it taken away. We loved it.	We would prefer alcohol with our dinner when served outside at specific restaurants. But would be willing to do without segregated/individual outdoor dining. However, we mostly enjoyed Central Street especially when having some Daddy's Dairy. I think getting rid of that would be a huge loss to the downtown area if you got rid of it.
Norwood Resident	At least once a week while it is available	5	Yes	5	Yes	My family would like BOTH options	I believe outdoor dining options around Norwood create another level of awesome that Norwood already is.
Norwood Resident	Yes, about once a week	5	Yes	5	Yes	Summer on Central is AMAZING and would be so sad to lose that. I also think allowing individual restaurants to have their own outdoor spaces was nice as well.	Closing central street has been amazing for those of us with young kids- they can eat, run around in the common, and we don't have to worry too much about traffic. It really strengthens the sense of community, as we constantly run into friends or make new friends. Additionally, allowing restaurants to have their own outdoor seating livens up our beautiful downtown area and could be a big draw to those from surrounding towns.
Resident of Another Town That Enjoys Dining in Norwood	10-20 times	5	Yes	5	Yes	Yes	Outdoor dining is a great way to get residents out and around town to support local businesses
Norwood Resident	Yes. Once a week during warm weather	5	Yes	5	No	No	
Norwood Resident	Yes, 20+ times	5	Yes	5	Yes	Both good	
Norwood Resident	Yes	4	Yes	4	Yes	Yes	

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Resident of Another Town That Enjoys Dining in Norwood	5-10 times	4	Yes	5	Yes	Summer on Central is excellent	Central st is a very unique situation that everyone enjoys
Norwood Resident	Yes, occasionally	5	Yes	5	Yes	Like both	
Norwood Resident	4	3	No	5	No	Yes.	I love outdoor dining, but dining next to busy roads like Washington street is not enjoyable. A more secluded setting where one does not have to yell over road noise is preferable. Norwood restaurants are losing out, because I search for those places elsewhere. Town might want to consider traffic calming. Please consider making the communal Central Street area permanent. Also think about where else in Norwood such a setting can be created.
Norwood Resident	Once a week	5	Yes	5	Yes	Like it the way it is	Want to continue outdoor dining
Norwood Resident	Yes, about 3-5 times a month during warm months	5	Yes	4	No	No	
Norwood Resident	5-10 times	5	Yes	5	No	Do both!	Have as much outdoor dining as possible and if restaurants who take reservations could also let you reserve outdoor or indoor spots that is even more ideal.
Norwood Resident	Once or twice a week especially in the summer	5	Yes	5	Yes	I would like both	
Resident of Another Town That Enjoys Dining in Norwood	30+	5	Yes	5	Yes	Preferably separate	Outdoor dining is extremely important!
Norwood Resident	5-10 times	5	Yes	5	No	If alcohol was allowed on Summer on Central to be served by the restaurants but generally support separated areas.	
Norwood Resident	2 years	5	Yes	5	Yes	Yes	No
Norwood Resident	few times	5	Yes	5	Yes	communal	Nothing better than being outdoors on a beautiful day!
Resident of Another Town That Enjoys Dining in Norwood	Yes, every other week during warm months	5	Yes	5	No	No	no
Norwood Resident	Yes. 9-10 times	5	Yes	5	Yes	I think both would be great.	No
Norwood Resident	yes, about 5 times	4	Yes	4	No	No, specific to restaurants	

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Norwood Resident	More than 10 times.	5	Yes	5	No	No	Keep doing what we are doing.
Norwood Resident	Yes, 20-25 times	5	Yes	4	No	I prefer individual dining u less alcohol was permitted on Central St	
Resident of Another Town That Enjoys Dining in Norwood	5-6 times	4	Yes	4	No	Yes	Keep central st for the summer months.. Memorial Day to Labor Day. If utilizing the entire sidewalk make sure it is still accessible for all residents / stretchers as needed
Norwood Resident	A few times	5	Yes	5	Yes	No	I have always enjoyed outdoor dining and will look to go to restaurants that offer that
Resident of Another Town That Enjoys Dining in Norwood	Enjoyed dining on the common, outdoor seating at Lewisâ€™.	4	Yes	5	No	Could be nice.	Norwood has a beautiful town center and lots to offer.
Norwood Resident	10	4	Yes	5	No	YES	
Norwood Resident	4-6 times	5	Yes	5	No	No	Love the outdoor dining and ambiance that goes with it (lights, plants, flowers, people watching, ease of going from one place to the next). Also loved the igloos at Lewisâ€™!
Resident of Another Town That Enjoys Dining in Norwood	Yes and very often during the warm weather months	5	Yes	5	No	No, restaurant seating is nice.	
Resident of Another Town That Enjoys Dining in Norwood	Many	5	Yes	5	No	No	
Norwood Resident	Infrequently but looking forward to hopefully doing it more.	4	Yes	5	No	No.	N/A
Norwood Resident	Yes, next to the town common for ice cream at Daddy's.	4	Yes	4	Yes	We have only dined outside of Daddy's Dairy.	
Norwood Resident	As often as I can when the weather is nice.	5	Yes	5	No	I enjoyed both, but if I had to chose one over another, I prefer dining areas for individual restaurants.	
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	No	The closer to the actual restaurant, the better.	No
Norwood Resident	Weekly when itâ€™s been available.	5	Yes	5	No	Both are great	Itâ€™s been a huge positive during this pandemic and one of the brighter things to come out of it.

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Norwood Resident	Often in good weather	5	Yes	5	No	No	
Norwood Resident	6 times	4	Yes	5	No	no	
Norwood Resident	Yes	5	Yes	5	Yes	Not sure	Keep outdoor dining
Norwood Resident	Just moved to the area - but love outdoor dining	5	Yes	5	No	I love the idea of both - restaurants can run their business, but occasional "festivals" could be great too	
Norwood Resident	Yes	5	Yes	5	No	Segregated dining areas	
Norwood Resident	Yes	5	Yes	5	Yes	Both. I love both experiences.	No.
Resident of Another Town That Enjoys Dining in Norwood	Too many to count!	5	Yes	5	Yes	No. Like the segregated dining areas	Hope outdoor dining lasts! It is a great option for people reluctant to sit inside but still want to enjoy a dinner out.
Resident of Another Town That Enjoys Dining in Norwood	25-30 times	5	Yes	5	No	No.	Keep the outdoor spaces!
Resident of Another Town That Enjoys Dining in Norwood	5	5	Yes	5	No	No not communal But I'm not sure what you're talking about or how it would work	I'm not sure what your question about alcohol meant. If no alcohol was allowed to be served for outdoor dining or would that apply to restaurants that currently don't serve alcohol? Also don't understand the communal dining thing. I can't picture it maybe a little exclamation would help. I'm picturing having to go to the common in the center of town and walk from the restaurant with my food or something.
Norwood Resident	2	5	Yes	5	Yes	Either	
Norwood Resident	No - we just moved here this summer	5	Yes	5	Yes	No	No
Resident of Another Town That Enjoys Dining in Norwood	6	5	Yes	5	Yes	No preference	COVID brought unwanted and uncomfortable changes in our lives. Outdoor dining in Norwood Center was a positive, a BIG positive!
Norwood Resident	Yes, several times	5	Yes	5	No	I enjoy having the option for both	
Norwood Resident	yes, don't know	5	Yes	5	No	segregated places	Just keep the sidewalks passable, if there is not enough room on the sidewalk for a double stroller or two people side by side than don't allow dining in that area.

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Norwood Resident	Yes	5	Yes	5	No	I like both	Love the common area blocked off as well as restaurants such as Lewisâ€™s, limeys, etc having outdoor seating
Resident of Another Town That Enjoys Dining in Norwood	Several times	5	Yes	5	No	Unsure	
Norwood Resident	Yes.	5	Yes	5	Yes	Yes	
Norwood Resident	A few times	5	Yes	5	No	No	
Norwood Resident	About 15 times	5	Yes	5	No	No	I think outdoor dining heightened our sense of community
Norwood Resident	No	4	Yes	5	No	No, the summer on central is wonderful, but I wouldnâ€™t want to carry my food from a restaurant down the street.	I may not use outdoor dining, but many people like it and it should be an option.
Norwood Resident	Yes- 1-2 times per month in warmer weather and last year we also enjoyed Lewisâ€™s outdoor igloos	5	Yes	3	No	I donâ€™t think it would be as well utilized	
Resident of Another Town That Enjoys Dining in Norwood	6	5	Yes	5	No	No	
Norwood Resident	Eating lunch. Getting ice cream with my kids	5	Yes	5	Yes	Yes	
Norwood Resident	Yes, multiple times.	5	Yes	5	No	I like both. More options the better! Itâ€™s made our town come alive.	Expand outdoor dining. Bring in an even bigger variety of restaurants.
Norwood Resident	Have not	5	Yes	5	No	No preference	I have not experienced outdoor dining in Norwood but I think it would be great for the town and I would likely participate at this point
Norwood Resident	Weekly	5	Yes	5	Yes	Yes	Please keep the street dining in front of the theatre with the picnic tables!
Resident of Another Town That Enjoys Dining in Norwood	No, I wasn't aware of this.	5	Yes	5	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Yes, a handful of times	5	Yes	5	Yes	Yes	As an employee of a business in Norwood, I love the ability and flexibility to dine outside in a communal space.



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Norwood Resident	5	5	Yes	4	Yes	I have no preference.	
Resident of Another Town That Enjoys Dining in Norwood	Yes, 4 - 5 times	5	Yes	5	Yes	Yes	
Norwood Resident	Several times	5	Yes	5	No	Both	
Norwood Resident	20 - 30 times	5	Yes	5	Yes	Segregated with the open option in front of the theater.	
Resident of Another Town That Enjoys Dining in Norwood	Yes, I work in Norwood and the outdoor dining is a popular dining spot for our whole office. Groups of us will head into town, pick our favorite restaurants, and then meet up again at a table to enjoy our selections. I'm not sure how many times I've utilized it but at minimum 25 times over the last couple of years.	5	Yes	5	Yes	Yes but both are beneficial	I thought it was such a wonderful treat to see that beautiful outdoor seating during the pandemic. I loved the town's response and it was great to have a place to gather safely again and enjoy Norwood's amazing dining options.
Resident of Another Town That Enjoys Dining in Norwood	Yes. 4 times	5	Yes	5	Yes	Both	
Norwood Resident	4 times	3	No	1	No	Yes	Some places on Washington street, especially downtown, shouldn't take up valuable parking spaces
Norwood Resident	No I have not	1	No	3	No	I don't think the town has taken into consideration the needs of the disabled community. There's literally no way someone with a walked or wheelchair can negotiate downtown	it's discrimination
Norwood Resident	Yes!	5	Yes	3	Yes	can you do both? I don't think communal dining would be advisable if there's alcohol.	I hope the picnic tables in front of the Theater come back in the spring. It's really nice for when I go to To Beirut.
Norwood Resident	Yes	4	Yes	3	No	I like both options	
Norwood Resident	Yes, 3 or 4 times	5	Yes	4	Yes	Yes	
Norwood Resident	Yes 2-3 times a month	5	Yes	5	Yes	Not sure	

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Norwood Resident	Yes. 2-3 times a week.	5	Yes	4	Yes	Open for discussion	Adding additional levels to municipal parking lot at the rear of Norwood Theater will help in reducing street parking problems.
Resident of Another Town That Enjoys Dining in Norwood	Yes, 2-3 times	4	Yes	5	Yes	Doesn't matter	
Norwood Resident	Twice a month	5	Yes	5	No	Both are nice & I have utilized both options.	
Norwood Resident	20+ times	5	Yes	5	No	If alcohol is limited to segregated dining then that would make sense. Depends upon the reason for dining - celebration vs nice weather vs date night	It's been a welcomed addition. We've enjoyed mini dates with outdoor dining downtown (breakfast lunch or dinner even dessert) while giving our children a sense of independence/freedom to hang with their friends on the common. After limited socialization, the kids felt a sense of normalcy. We are grateful for this opportunity for the kids (and us!)
Norwood Resident	Yes! My family has enjoyed meals at Byblos, Mug'n Muffin, Murphs, Fuego, Perks, To Beirut and Lewis's. At least once a month during the warm months. And, of course, Daddy's Dairy, using the Summer on Central tables!	5	Yes	5	Yes	I think the mix we have, with both options, is great. Summer on Central brings great energy and vitality downtown, but it is also fun and festive to eat at the restaurant itself outside.	
Norwood Resident	Yes	5	Yes	5	Yes	Both are great	
Resident of Another Town That Enjoys Dining in Norwood	once a month	4	Yes	5	No	No	Keep the outdoor dining as its been done the past 2 years
Norwood Resident	Yes - 20+	5	Yes	5	Yes	I love summer on central.	
Norwood Resident	Yes. In the spring and summer nearly every week.	4	Yes	5	Yes	In the town center communal dining is nice. I utilized the picnic tables with takeout from georgios, Daddy's dairy, and cedar market often.	
Norwood Resident	1-2 times per week	5	Yes	5	Yes	The more outdoor options the better	Alcohol sales will attract more people. Communal eating areas will increase park utility
Norwood Resident	1-2 times per week	5	Yes	5	Yes	Table service is a big plus, but more seating options are always welcome	Alcohol sales at individual restaurants should be allowed
Norwood Resident	Yes, regularly when available during warm weather	5	Yes	5	No	Same, they are both great options	Alcohol must be available with outside dining :)

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Norwood Resident	10 or more times	5	Yes	5	No	I enjoy both options, but Summer on Central is wonderful and I'd like for it to be permanent.	Again, the closed block in front of the Norwood Theater is a fantastic summer thing and it would be great for it to be permanent each summer.
Norwood Resident	Yes too many times to count!	5	Yes	5	No	How would that work	
Norwood Resident	30+ times	5	Yes	5	Yes	No	
Norwood Resident	Twice/month	2	No	1	No	Yes	
Norwood Resident	Roughly once a month on average	5	Yes	5	No	I think there is great value in both options as they serve very different needs.	
Norwood Resident	Yes!	5	Yes	5	Yes	I love both!	Yes yes yes!
Norwood Resident	Yes a couple times a week	5	Yes	5	Yes	Both are great ideas that should continue	
Resident of Another Town That Enjoys Dining in Norwood	Yes	5	Yes	5	No	Segregated dining	Hope the town will consider doing it.
Norwood Resident	Yes love it use it every week	5	Yes	5	Yes	Sure	
Norwood Resident	Yes, several times	5	Yes	5	No	Ideally both but for a meal going to the restaurant is much better experience. The picnic tables were great for casual snack or ice cream.	
Resident of Another Town That Enjoys Dining in Norwood	Yes, I have utilized outdoor dining on several occasions to enjoy workday lunch breaks	5	Yes	5	Yes	Yes, it was nice to have the option to purchase meals from different restaurants or even bring something from home and eat together outdoors.	Thank you for offering this survey.
Norwood Resident	10 times	5	Yes	5	Yes	Both	
Norwood Resident	Yes, often	5	Yes	4	Yes	Both	
Norwood Resident	Over 100 times	5	Yes	5	No	No	No, Thanks
Norwood Resident	5-6 times	5	Yes	5	No	Sure, but hard to imagine how that would work.	No

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Norwood Resident	5 times	5	Yes	4	Yes	I like both options. I think the open space on Central Street really engages people and communal space. It enlivens the area!	
Resident of Another Town That Enjoys Dining in Norwood	10	5	Yes	5	Yes	Doesn't matter	I love the outdoor dining. It is so much fun to utilize it and looking forward to it, hopefully, this spring!
Resident of Another Town That Enjoys Dining in Norwood	Yes-5 times	5	Yes	5	No	No	Keep it!
Norwood Resident	I have utilized it several times over the past 2 years	5	Yes	5	No	I like both options	I want outdoor dining in Norwood to continue indefinitely, regardless of what is happening with COVID!
Norwood Resident	5 times	5	Yes	5	Yes	Yes	
Norwood Resident	Yes	4	Yes	5	No	Both	
Norwood Resident	Many times	5	Yes	4	Yes	Yes	The downtown area can't possibly comply with the ADA guidelines requiring that all persons be given equal access to facilities. I understood this trade off for a brief period during the pandemic shutdown, but I don't see how the town and its businesses can continue to make the downtown streets inaccessible to persons using wheelchairs, walkers, blind people using canes, etc. If the town wants to keep outdoor dining on a permanent basis, the district needs to be redesigned to provide safe walking paths for everyone
Norwood Resident	10+	5	Yes	5	Yes	Yes	
Norwood Resident	3	4	No	1	No	Possibly	Dining by the Common is fine, but dining on Washington Street should NOT be allowed. Not only does it take up valuable parking spots, it makes for an obstacle course on the sidewalks.
Norwood Resident	usually weekly	5	Yes	5	Yes	Yes. Having Central Street open to dining was great.	I would like to see outdoor dining continued
Norwood Resident	A few times a week for lunch and dinner or ice cream	5	Yes	5	Yes	Prefer both.	A permanent solution would allow restaurants to invest more in outdoor dining to improve customer experience.
Norwood Resident	3 times	5	Yes	3	No	not sure	
Resident of Another Town That Enjoys Dining in Norwood	once a week	5	Yes	5	No	prefer individual restaurants	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes - 2 times/week	5	Yes	5	Yes	Both	
Norwood Resident	Weekly during nice weather	5	Yes	5	Yes	Not really	
Norwood Resident	Yes, many times	5	Yes	5	Yes	Individual restaurants	Outdoor dining is great for community, helps town businesses & great for families
Norwood Resident	Yes, a few times	5	Yes	5	Yes	Yes	
Norwood Resident	About 1-2 times a week	5	Yes	5	Yes	Yes	
Norwood Resident	Several times	5	Yes	4	No	Summer on Central is outstanding and I hope will also be made permanent, but I don't believe that should be the limit for outdoor dining. Other segregated areas have worked very well for some restaurants.	Thank you for considering this.
Norwood Resident	6-Apr	5	Yes	4	Yes	Both	
Norwood Resident	a few times	5	Yes	5	Yes	both are fine.	I enjoyed my outdoor dining experiences.
Norwood Resident	Yes	3	Yes	1	Yes	No	No
Norwood Resident	Yes, 6	4	Yes	3	Yes	Not sure	I think central set up was great and well maintained.
Norwood Resident	Yes	4	Yes	4	Yes	Yes	
Norwood Resident	Have eaten/had drinks outside at various Norwood establishments	5	Yes	5	No	Doesnt matter	Keep outdoor dining!!!!
Norwood Resident	Yes, a couple times per month	5	Yes	5	Yes	Both	
Norwood Resident	1	4	Yes	5	Yes	Separate tables	
Norwood Resident	At least once a week during summer	5	Yes	5	Yes	Either	Intersection of central cottage is very dark many cars run stop signs...Add brighter lighting and accent lighting in trees also paint crosswalks BRIGHT COLORS
Resident of Another Town That Enjoys Dining in Norwood	whenever I can	5	Yes	5	Yes	Yup. Should totally look into the section of Day Street by Washington Street.	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	yes	5	Yes	5	Yes	yes	
Norwood Resident	About 3 or 4 times a week	5	Yes	1	Yes	It's okay for the restaurants too	Our family and friends love the outdoors dining, keep them please.
Norwood Resident	Yes, multiple times. During the pandemic, it was the only way I dined out.	4	Yes	3	No	I enjoyed having that space and my kids used that area a lot during these 2 years.	I very much enjoyed outside dining, I hope it continues.
Norwood Resident	Yes but not in Norwood	3	Yes	2	No	Yes	
Norwood Resident	Once a week mostly at Vico	5	Yes	5	No	No	Why is this even a question outdoor dining is added bonus to our local restaurants and very enjoyable
Norwood Resident	7	5	Yes	5	No	No. The one is enough	No
Norwood Resident	Multiple times, at least 25	5	Yes	5	No	I would like to see both continue	
Norwood Resident	In the nice weather I will only go where outdoor dining is an option	5	Yes	5	No	Both	
Norwood Resident	Yes, 15-20 times	5	Yes	4	No	Prefer communal dining	
Norwood Resident	We use the Central Street area quite a bit with our family... 2 or so times a week when the weather is nice. When eating at restaurants we prefer the outdoor dining.	5	Yes	5	No	I enjoy both.	No need for car traffic on Central Street from Nahatan to Guild Street. Make the whole thing a pedestrian street with more options.
Norwood Resident	30+	5	Yes	5	No	No	One good thing to come from Covid. Please make it permanent!
Norwood Resident	Yes	5	Yes	5	Yes	Both	
Norwood Resident	A couple of times	4	Yes	5	Yes	Yes.	I wish the food in Norwood was better!
Norwood Resident	Yes, at least twice a week	5	Yes	5	No	It would depend how that would look	
Norwood Resident	We used it almost weekly	5	Yes	5	Yes	Prefer individual	
Norwood Resident	Yes	4	Yes	4	Yes	No	

# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes. At least ten times.	5	Yes	4	Yes	Yes	
Resident of Another Town That Enjoys Dining in Norwood	Over a dozen	5	Yes	5	No	I think both are fun ideas	Outdoor dining brought a vibrancy to downtown that was missing for decades. It's nothing but a win for the community and establishments. You'd be crazy to not continue the success.
Norwood Resident	10-25 times or so	5	Yes	5	Yes	No	It has been quite enjoyable to be able to eat outside during the nice weather.
Norwood Resident	Yes very often	5	Yes	5	No	Yes	No
Norwood Resident	Yes- 10	5	Yes	5	Yes	yes	Outdoor dining adds to the communal experience
Norwood Resident	Yes	5	Yes	5	No	I think any outdoor eating is great	
Norwood Resident	Yes. Often. At least once a week.	5	Yes	5	No	Both were good. Often frequented both.	
Norwood Resident	A few times	5	Yes	4	Yes	Both options would be great	
Resident of Another Town That Enjoys Dining in Norwood	Yes a few times a week	5	Yes	5	Yes	I love both. The closed street by the movie theater is a fantastic place that should stay	Outdoor dining should be kept and is an attraction for those who visit Norwood
Norwood Resident	over 5	5	Yes	5	Yes	yes I enjoy the picnic tables	
Norwood Resident	Dozens	5	Yes	5	No	Yes	
Norwood Resident	At least once a week during the summer	5	Yes	4	Yes	No	If it makes dollars it makes sense
Norwood Resident	yes, once a week	5	Yes	5	No	Both are fine	
Norwood Resident	Several times, itâ€™s been wonderful to have in the summer!	5	Yes	5	Yes	Yes	
Norwood Resident	Yes. Several times	3	Yes	5	No	I'd like both	Although I don't like to eat outdoors very much, it seems that many people do. So I would like to see outdoor dining to continue in Norwood.
Norwood Resident	Yes	5	Yes	5	Yes	No	

## Outdoor Dining Survey Results - Patrons

## ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Norwood Resident	Yes weekly	5	Yes	5	No	Either	
Resident of Another Town That Enjoys Dining in Norwood	20 plus times	5	Yes	5	Yes	No	
Norwood Resident	Yes	4	Yes	5	No	I would prefer to keep both	
Norwood Resident	Just moved here last summer, but dined outside weekly.	5	Yes	5	Yes	Yes, good idea.	Hope to see more of it. It gives a nice atmosphere and would draw more patrons.
Norwood Resident	Many times	4	Yes	5	No	Indifferent	
Norwood Resident	Yes. Every time I go out	5	Yes	5	No	No	No
Norwood Resident	Yes, once a week.	5	Yes	5	Yes	Yes	The availability of the picnic tables on the common and closing of the street really added a beautiful scene to our not-so-little town and would love the tradition to continue.
Norwood Resident	4 times	3	Yes	5	No	No	Make the outdoor dining spaces more attractive. Orange barriers are not appealing.
Norwood Resident	3	4	Yes	2	Yes	yes. It was tough to walk down Washington St and in front of Lewis'. You had to walk into street. Limey's area and the Mug was especially crowded.	I think some of the restaurants areas were too crowded. Tables very close (the MUG and Limeys) and it was dangerous as you were put into street if you were walking, not to mention the difficulty getting around if you had mobility issues. Parking down there is already horrific, this just adds to it. I like the idea but not sure how to relieve some of the issues. Central Street was nice, especially with the lights. Things like getting an ice cream and taking a walk or having lunch on a sunny day was great. ( more friendly).Some of the "bar" places (Limey's, Napper Tandy's and sometimes Lewis') had very loud clientele and they seemed like they were "just hanging" there drinking. I don't think it would be a good idea to have the tables available late at night. May want to make sure that people were not able "camp" at their tables just drinking for hours on end. This would include not having them just get an appetizer or even have a meal to cover "the rule" and then they park there drinking all night, with their pals standing next to the table. You would need to have some very strict rules to keep the noise and foolishness down. We wouldn't want the place to turn into a "college" like atmosphere with people bar hopping and hanging out. Not fair the Police Dept. that have to take care of any problems and not the potential bad press we need. There have already been too many accidents downtown with people trying to crossing the street. We don't need anymore. Thank you for asking. I wish you well with your project.



# Outdoor Dining Survey Results - Patrons

# ATTACHMENT C

Which of the following best describes you?	Have you utilized outdoor dining? If so, how often have you utilized outdoor dining in Norwood over the last 2 years?	On a scale of 1-5, how much did you enjoy outdoor dining in Norwood?	Once the pandemic is largely over and the risk of contracting COVID-19 while dining indoors is low, would you still want to dine outside in Norwood Center/South Norwood?	We had to temporarily remove on-street parking in Norwood Center/South Norwood to accommodate outdoor dining. On a scale of 1-5, was this a valuable trade-off?	If alcohol sales are NOT permitted, would you still prefer the option of dining outside?	Would you prefer more communal outdoor dining options, like Summer on Central, rather than segregated dining areas for individual restaurants?	Do you have any further comments?
Resident of Another Town That Enjoys Dining in Norwood	Yes, many times.	5	Yes	5	Yes	No.	
Resident of Another Town That Enjoys Dining in Norwood	10 times	5	Yes	5	No	Sure	
Norwood Resident	10 times over the past 2 years.	5	Yes	4	Yes	I like both for different purposes and would like to have both options available.	
Norwood Resident	Yes, at least twice a week	5	Yes	1	Yes	does not matter	Yes, I don't think animals belong around food, ice cream, or around the outdoor areas. This is an accident waiting to happen, especially on a bad day when children are running around loud, no one wants to see a dog bite or a urinating and pooping around us. Where is the Board of Health? They don't belong on the table either.
Norwood Resident	Twice in Norwood	3	Yes	5	Yes	I am not sure that would be as convenient.	I think it would behoove the town to have a couple of areas that are actually aesthetically pleasing, open and provide some privacy outdoors for diners to enjoy. Maybe the town could help provide options for individual open areas to make it more appealing to view and enjoy.  This would enhance the perception of the town and downtown walking area.
Norwood Resident	a	4	Yes	5	Yes	no	Something should be posted that dogs are not allowed on tables and chairs. Kids should be allowed to run wild in the sitting area. I don't believe dogs unless services should be allowed in the ice cream store.
Norwood Resident	12	5	Yes	5	Yes	yes	Publish a list on the town website of restaurants that have outdoor dining.

## Key

A cell will yellow fill includes a negative comment about accessibility.

A cell with green fill has a negative comment about the loss of parking due to seasonal outdoor dining

A cell with turquoise fill has a negative comment about accessibility AND parking loss due to seasonal outdoor dining.

A cell with orange fill has a positive comment about the trade-off of trading on-street parking spaces for outdoor dining OR a statement expressing support for further improving the walkability of Norwood.

# Outdoor Dining Survey Results - Business Owners

ATTACHMENT D

Is your business located in Norwood Center/South Norwood?	What type of business do you run or operate?	Have you utilized outdoor dining in your business operations?	On a scale of 1-5, how much has outdoor dining helped or hurt your business?	Please provide an explanation of why outdoor dining helped or hurt your business.	To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off?	Please explain why losing on-street parking was worth it or not worth it to your business.	This question is for restaurants only. If alcohol sales aren't permitted in areas designated for outdoor dining, would you still apply for an outdoor dining permit?	Do you have any further comments?
Yes	Amusement, Gambling, and Recreation Industries (Examples: bowling centers, fitness centers, gyms)	No	3	Closing down the area in the front of the theatre limits access to our venue. Most concerning is it limits easy access to anyone that has mobility problems. During the early months of the pandemic it was not an issue as we were closed. Once we opened our doors we had to rely on the assistance of the DPW and the police to assist in assuring our patrons were able to find parking and safe access for drop offs on Nahatan Street.	1	The loss of any parking spots on event days make it more difficult for our patrons.		I'm a team player and if the Town of Norwood believes this is helpful to downtown we will make it work. For the safety of our theatre patrons that will require the continued support of the DPW and the Police Dept. Thank you, Susan Lewis
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	No	3	not enough side walk space and the curve location between Guild st and Washington st to set up outdoor dinning. However the town gave us designated parking space in front of og the cafe for guests to pick up food with ease, helped us in a big way to stay in business for the past 2 years, it was taken way 4 weeks ago without any explanation and we noticed the difference that hurt people from curbside pick ups as they did before. the location for safety reasons, cant support outdoor dinning, however designated parking is our life line.	3	designated parking in front of my restaurant is my life line to stay open.	Yes	
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	It helped make our establishment a destination for customers to relax, enjoy our food, connect with friends while enjoying the outdoor air.	3	There are pros and cons to removing parking and it depends on the street. Washington street is very active and on street parking provides ease and quick accessibility to restaurants for folks not familiar with local parking lots, but it can be a hinder for the pedestrian experience. We'd recommend removing a large portion of parking spaces along a side of Washington ( the one with the most restaurants) to create a seamless and more pleasant pedestrian experience and outdoor dining (Downtown Boston and Dorchester Ave do this really well). And, temporarily make the parking that remain a 15-20 min limit, with signs point towards the parking lots. It will help to make Washington street a destination to spend the day, support local and really activate the warm weather season (just like the picnic garden next to Daddy's Dairy)	Yes	Making outdoor dining a permanent experience throughout Norwood Center would help to put in the same league as premier lifestyle centers such as Legacy Place in Dedham and University Ave in Westwood. Such an effort will inspire the Norwood Community to spend time walking and socializing all through the neighborhood support small businesses. The outdoor dining has had the same energy as Norwood Day, let's keep it going!

# Outdoor Dining Survey Results - Business Owners

ATTACHMENT D

Is your business located in Norwood Center/South Norwood?	What type of business do you run or operate?	Have you utilized outdoor dining in your business operations?	On a scale of 1-5, how much has outdoor dining helped or hurt your business?	Please provide an explanation of why outdoor dining helped or hurt your business.	To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off?	Please explain why losing on-street parking was worth it or not worth it to your business.	This question is for restaurants only. If alcohol sales aren't permitted in areas designated for outdoor dining, would you still apply for an outdoor dining permit?	Do you have any further comments?
Yes	Amusement, Gambling, and Recreation Industries (Examples: bowling centers, fitness centers, gyms)	No	2	lack of parking	2	not enough parking		
Yes	Personal and Laundry Services (Examples: nail salons, beauty salons, hair salons, Pet Care (not veterinary) services, laundry services, funeral homes)	No	3	At my previous location, it took parking options away from my clients.	3	There were many times when blocked off areas were not being used.		I would prefer that outdoor dining still be allowed but with fewer parking spaces blocked off as there were many times when not all of the space was being used for dining.
Yes	Commercial Photography Studio	Yes	5	Providing a safe environment is a big part of my brand, and clients who have the option to dine outside feel safe.	5	My business does not rely on street parking (private lot)		The town common dining area was a great idea. And please allow for a small pedestrian path on the sidewalks that do close for dining, the barriers completely across were aggravating when there were no diners using the tables.
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Without outdoor dining we wouldn't have made it	5	Allowing the 50 seats in exchange for 3 parking spots was worth it. With 2 public lots nearby it was never an issue	No	Not allowing alcohol sales in outdoor dining I believe would be a big mistake. I for one know it would hurt our business immensely because it's such a large part of what we do
Yes	Real Estate and Rental and Leasing	No	3	N/A	5	It attracts patrons who walk the street		Personally We enjoy the outdoor dining experience
Yes	Retail Trade (Examples: liquor stores, clothing stores, furniture and Home furnishings retailers, department stores)	No	5	Outdoor dining makes the Center more appealing overall. Whether you are driving, riding or walking through the center, seeing folks outdoors eating and drinking looks so inviting! Once in the Center, a diner feels more connected with the other businesses due to the fact that their line of sight is constantly scanning their surroundings. Perhaps they decide to browse at the plant store or stop in to the bakery after dining. I've had plenty of people stop in to Charles River Running after outdoor dining at Byblos or having a coffee at Perks. Dining outdoors opens customers minds to everything that is around them - this includes other businesses.	5	Customers are making a conscious decision to shop local. This means that they will make another decision to park their car, even if it's not directly in front of my business. What would make things easier for all is better wayfinding signs to direct folks to our lots. Especially the Vernon Street lot!		Having talked with many my customers (local and those visiting Norwood) I've never heard a negative comment regarding the outdoor dining in the Center. Our summer season is so brief in New England. Why not make the most of it and allow outdoor dining permanently?
Yes	Insurance Agency	Yes	5	Kathy Harrington	5	Didn't affect our biz but was great to have outdoor seating for the people of Norwood and elsewhere to enjoy! Definitely keep outdoor seating!		Love having the opportunity to enjoy outdoor dining!

# Outdoor Dining Survey Results - Business Owners

ATTACHMENT D

Is your business located in Norwood Center/South Norwood?	What type of business do you run or operate?	Have you utilized outdoor dining in your business operations?	On a scale of 1-5, how much has outdoor dining helped or hurt your business?	Please provide an explanation of why outdoor dining helped or hurt your business.	To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off?	Please explain why losing on-street parking was worth it or not worth it to your business.	This question is for restaurants only. If alcohol sales aren't permitted in areas designated for outdoor dining, would you still apply for an outdoor dining permit?	Do you have any further comments?
No	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	It allowed us to employ 20+ individuals in town who we would have otherwise had to lay off. It provided a safe and comfortable space for our guests, offering a unique opportunity in town, especially on evenings and weekends when the industrial park we operate in is otherwise empty.	5	Our business was not directly impacted, however we sell our product to many of the businesses in town who benefited from outdoor dining, so we were indirectly impacted in a positive way because we got to see our customers thrive.	No	Outdoor dining was a lifesaver for us at a time when we desperately needed it, and it set an expectation with our customers who now repeatedly ask if we will bring it back. I am fearful that not having outdoor dining will lead to a direct and irreparable loss to our business during the warmer months, and would very much like to see outdoor dining made permanent. Thank you for conducting this survey and counting our opinion in the mix. We love this town and want to be here for a very long time to come!
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Provides unique atmosphere and is HIGHLY sought after on warmer days. Provides a more comfortable and open spaced area for those uncomfortable with indoor dining.	5	Norwood Center offers plenty of free public parking lots within very close distance of our restaurant. We also encourage Ubers, Lyft's and Taxis which a good percentage of our patrons use.	No	Outdoor dining without the sale of Alcohol will provide us no benefit
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	It's the only reason i was able to survive during pandemic	5	Allowed me to be open	No	Post pandemic the people will still want to be outside.
Yes	Educational Services (Examples: dance schools, martial arts studios)	Yes	5	When families come to see my school on a tour they come through the center and it's lovely to look at	5	The parking doesn't apply to my business	Yes	I think the town has never looked better and I have lived here for 45 years. The town workers and all of the owners of the restaurants have made this the best little quaint town! The kids have a great place to go parents have a place to eat and feel safe! I absolutely adore the way this place looks in the summer! Thank you to the Norwood DPW
Yes	Legal Services	No	3	Nature of my business does not attract walkins	5	Have own parking lot behind building		Outdoor dining is great.
Yes	Retail Trade (Examples: liquor stores, clothing stores, furniture and Home furnishings retailers, department stores)	No	5	Helped restaurant owners	5	Helped restaurant owners		Outdoor dining is good for the town. It brings business to the town, which helps all businesses.
Yes	Personal and Laundry Services (Examples: nail salons, beauty salons, hair salons, Pet Care (not veterinary) services, laundry services, funeral homes)	No	5	I enjoyed eating outside Especially by the common because it did not take away parking spots	3	Parking is limited by my Salon		
Yes	Design studio	No	5	Any reason to get customers to come to Norwood benefits all Norwood businesses	5	It does not affect my business personally		N/a
No	Legal Services	Yes	4	Client lunches	4	To accommodate need		

# Outdoor Dining Survey Results - Business Owners

ATTACHMENT D

Is your business located in Norwood Center/South Norwood?	What type of business do you run or operate?	Have you utilized outdoor dining in your business operations?	On a scale of 1-5, how much has outdoor dining helped or hurt your business?	Please provide an explanation of why outdoor dining helped or hurt your business.	To accommodate outdoor dining, we temporarily removed on-street parking in Norwood Center/South Norwood. On a scale of 1-5, was this a valuable trade-off?	Please explain why losing on-street parking was worth it or not worth it to your business.	This question is for restaurants only. If alcohol sales aren't permitted in areas designated for outdoor dining, would you still apply for an outdoor dining permit?	Do you have any further comments?
Yes	Personal and Laundry Services (Examples: nail salons, beauty salons, hair salons, Pet Care (not veterinary) services, laundry services, funeral homes)	No	1	My clients frequently are late for their appointments and remark that the parking is unavailable, full and non-existent	1	Clients do not return at my open times		yes
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Customers love to dine outdoors	5	People who park there all day don't give any business to anyone they're just people who work in the center of the town .They can park in the municipal parking lots that are very close to the center	Yes	I hope you would allow us to do outdoor dining again in the spring
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Attracted a lot of new visitors and created a new vibe for the town of Norwood	5	Created a new vibe and brought a lot of visitors from the surrounding towns and cities.	Yes	Thank you to all who have participated in making this action happen in Norwood
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	We have family functions that include elderly and pregnant women. Lots of people still feel better eating outside due to covid, but in a post covid world, eating outside is still enjoyable especially since we have a short season of good weather.	5	We did not have any parking issues	Yes	
Yes	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	4	During the nice weather I believed everyone loved it. However, we are at the mercy of the weather. Another positive for us is that we do not take any parking spots away from people. I do know that 2 establishment in south norwood had permanent fixtures out front.	1	we didn't lose any	Yes	no
No	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Everyone wants to dine/ drink outdoors whenever possible.	5	Didn't impact us whatsoever.	No	It's a new year and things ARE better, but people will always prefer a patio option in nice weather. Thank you for the opportunity to share my thoughts.
No	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	No	3	N/A	3	N/A	Yes	
No	Accommodation and Food Services (Examples: restaurants, caterers, bars, hotels)	Yes	5	Outdoor dining was requested prior to covid constantly. People love bringing their dogs and enjoying their time outdoors. Having this option has helped tremendously. It would be strange with out it now!	3	We need it	Yes	Please let us have outdoor dining and service!

## Key

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1

## *AGENDA*

- Goal, Update, and Overview Presentation – Joe Collins & Sarah Bouchard 10 Minutes
- Explanation of Breakout Session – Sarah Bouchard – 5 Minutes
- Breakout session – 60 Minutes
- Q&A – 10- minutes – All Town Staff

2

## *GOAL, UPDATE, AND OVERVIEW*

- Overview

- Seasonal outdoor dining became possible in 2020.
  - In light of the impact the pandemic was having on restaurants, the Commonwealth temporarily loosened alcohol regulations, plumbing codes, building codes, and accessibility standards.
  - The General
- This allowed us to act quickly
  - One of the first towns in MA to offer outdoor dining to restaurants
    - Over two years, thirty Norwood restaurants have participated in this program.

## *GOAL, UPDATE, AND OVERVIEW*

- Updates

- The Commonwealth still has not extended the emergency orders that allowed for outdoor dining in 2020-2021
  - They likely will soon.
  - Even if the Commonwealth doesn't extend the emergency orders, this won't necessarily kill seasonal outdoor dining.
- The Plumbing Code must now be followed.
  - Meaning an equal number of tables added for outdoor dining must be removed inside.
- Outdoor dining areas must be 100% accessible.
  - Meaning, access to your seasonal outdoor dining area must meet Americans with Disabilities Act of 1990 (ADA).
- There will likely be more strict design and aesthetic guidelines than the previous two years.
  - **This is NOT yet set in stone.**
- Pets will **not** be allowed in outdoor dining areas, except for service animals.
- I can't guarantee that we won't charge a permit fee this year, but we can guarantee that it won't be \$7,500.

## *GOAL, UPDATE, AND OVERVIEW*

- Goal
  - The goal of the survey and this forum is to collect feedback to help the Board of Selectmen make a more informed decision about the future of seasonal outdoor dining.

5

## *BREAKOUT SESSIONS*

- Groups are divided into business owners and patrons
- 6 Questions
- 5 minutes each
- Designate a note taker
- Everybody participates! Create space and time for everyone to share their thoughts and ideas:
  - Be candid
  - Be concise
  - Be respectful
  - Be focused

6



## *QUESTION 1 – 5 MINUTES*

- PATRON: What did you like most about outdoor dining in 2020 and 2021?
- BUSINESS OWNER: If you are currently operating at maximum seating capacity indoors, would you consider moving some portion of that indoor seating to the outdoor service area? Or would you decline to participate in the outdoor dining program?

7

## *QUESTION 2 – 5 MINUTES*

- PATRON: What did you like least about outdoor dining in 2020 and 2022?
- BUSINESS OWNER: If alcohol is not permitted in outdoor dining areas, would you still participate in the outdoor dining program?

8

## *QUESTION 3 – 5 MINUTES*

- PATRON: Would you be willing to dine in a parking spot rather than on the sidewalk in Norwood Center/South Norwood?
- BUSINESS OWNER: Is the loss of on street parking worth the addition of outdoor dining?

9

## *QUESTION 4 – 5 MINUTES*

- PATRON: What safety features would make you most comfortable dining in an on-street parking area? I.E., jersey barriers, safety barrels/cones for visibility, etc.
- BUSINESS OWNER: If you are a street-facing restaurant, how many parking spaces would you ideally like to use for your outdoor table service area?

10

## *QUESTION 5 – 5 MINUTES*

- PATRON: If alcohol is not permitted in outdoor dining area, would you still prefer to dine outside?
- BUSINESS OWNER: What level of investment are you willing to devote to your outdoor table service area?

11

## *QUESTION 6 – 5 MINUTES*

- PATRON: Is the loss of on street parking worth the addition of outdoor dining?
- BUSINESS OWNER: Will you have the time and resources to construct something like this?



12

## Business Owner Table

16. 

Inside
46 55 60

 75

Yes, fine with adjusting table seating inside to <sup>meet</sup> requirements.

Yes, wants to continue with outdoor dining

2. Probably not. Customers will want to have a drink with dinner. They will want to go inside then.

3. Cafe Venice: Yes. Lost his personal spaces b/c that's where his seating is located. He did not give up any on-street parking

Blonde Ambition: No parking is an issue for my customers. Lost spaces due to outdoor dining makes parking tough

CRR: Yes. Increased foot + vehicle traffic brought to the Center b/c of outdoor dining is advertising + marketing for my business

4. Cafe Venice gave up 15 spaces for his dining area.

5. Cafe Venice: invested 20K <sup>over 2 years</sup> in setup.



6.

\* Other parking items

- handicap spaces are too limited in the center
- how much space ~~is~~ on the sidewalk is available for a business to put out a sign or flag?



## Questions for Patron Input

1. What did you like most about outdoor dining in 2020 and 2021?
2. What did you like least about outdoor dining in 2020 and 2022?
3. Would you be willing to dine in a parking spot rather than on the sidewalk in Norwood Center/South Norwood?
4. What safety features would make you most comfortable dining in an on-street parking area? I.e., jersey barriers, safety barrels/cones for visibility, etc.
5. If alcohol is not permitted in outdoor dining area, would you still prefer to dine outside?
6. Is the loss of on street parking worth the addition of outdoor dining?

## 1. AMBIANCE

- Like seeing people out and about downtown
- town seems more vibrant
- town feels safer + ~~welcoming~~ welcoming
- formalize standards for restaurants ~~for people~~ to make it look nice

2. make it nicer, more ~~comfy~~ standardized in terms of quality tables and decor etc
- parking could be issue for some but Norwood has lots of lots -



## ATTACHMENT G

#3. SIDEWALK DINING IS PREFERABLE

#4. have to have some type of safety barriers hopefully made to look nice with plants - flowers - etc.

#5. if the RESTAURANT has LICENSE TO SELL ALCOHOL - should BE ABLE TO ENJOY A DRINK with dinner.

~~the~~ would BE FINE for LUNCH - NOT TO have ALCOHOL but want TO have ABILITY TO have drink with DINNER.

#6 - ~~the~~ OUTDOOR DINING is WORTH LOSS OF SOME PARKING SPOTS  
SOME BUSINESS OWNERS PARK IN FRONT OF THEIR BUSINESS TAKING UP SPACES FOR PATRONS !!!

## Questions for Patron Input

1. What did you like most about outdoor dining in 2020 and 2021?
2. What did you like least about outdoor dining in 2020 and 2022?
3. Would you be willing to dine in a parking spot rather than on the sidewalk in Norwood Center/South Norwood?
4. What safety features would make you most comfortable dining in an on-street parking area? I.e., jersey barriers, safety barrels/cones for visibility, etc.
5. If alcohol is not permitted in outdoor dining area, would you still prefer to dine outside?
6. Is the loss of on street parking worth the addition of outdoor dining?

1. We like outdoor dining in certain locations
2. parking is being taken away from non-restaurant Business
3. prefer to dine on sidewalk
4. No dining in street
5. Alcohol should be allowed outside
6. No.



Q1: Open Air  
 Town Seemed More Alive  
 Family Friendly  
 Central location (on Central St.) created by town  
 Increased visitation from other towns  
 Felt safer due to pandemic (vs. indoor)  
 Walking Seemed more appealing

Q2: Sidewalk was too congested - accessibility issues  
 Parking was tighter  
 "Cut through" traffic (on 1A) was loud and disruptive  
 Car exhaust was unpleasant

Q3: - Yes if the "Layout / Set-up is consistent and preter  
 "Low Speed" area's for safety. ~~Clear & Visually~~  
 ft.

- Visually Clear to motorists
- Protections / Barriers needed

Q4: - Temporary No driving or Metal Barriers to prevent traffic  
 - Cones are not sufficient  
 - Jersey Barriers are sufficient  
 - Heavy / Large Planters can Segregate Areas  
 - Metal Fences can Separate Driving Regions

Surface during day, up at night  
 road surface  
 in road surface



Q 5 - Time of Day impacts willingness to dine w/o alcohol  
lunch vs dinner

- Dynamic of dining party impacts willingness to dine w/o alcohol.  
"date night" w/o kids vs family dinner

- Still willing, but less inclined to

Q 6 - yes. Most of our large parking lots are rarely full

Should telegraph the parking availability in the lots more  
make it obvious how and where to get to them

would this impact biking?



**CHARLES D. BAKER**  
GOVERNOR

**MIKE KENNEALY**  
SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

**LAYLA R. D'EMILIA**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE



**Commonwealth of Massachusetts**  
**Department of Fire Services**  
**Division of Occupational**  
**Licensure**

**KARYN E. POLITO**  
LIEUTENANT GOVERNOR

**TERRENCE REIDY**  
SECRETARY OF EXECUTIVE OFFICE  
OF PUBLIC SAFETY AND SECURITY

**PETER J. OSTROSKEY**  
STATE FIRE MARSHAL  
DEPARTMENT OF FIRE SERVICES

## Joint Memorandum

To: Interested Parties  
From: Layla R. D'Emilia, Commissioner, Division of Occupational Licensure *LRD*  
Peter J. Ostroskey, State Fire Marshal, Department of Fire Services *PJO*  
Date: February 10, 2022  
Re: Updated Guidance for Outdoor Dining

During the past two years, the COVID-19 safety guidelines for restaurants have encouraged outdoor dining in the Commonwealth of Massachusetts in order to assure effective compliance with social distancing requirements. Outdoor dining or table service includes, but is not limited to, service provided on a sidewalk, patio, deck, lawn, parking area, other outdoor space such as under awnings, table umbrellas, and temporary tents. In some cases, restaurants may seek to add additional outdoor or adjoining structures, fixtures, and wiring, both temporary and permanent.

In 2022, it is anticipated that restaurant venues will continue to offer outdoor dining options, which may include a wide variety of separate or adjoining structures, both temporary and permanent. The construction of outdoor structures and issues related to wiring and plumbing may be regulated by the State Building Code, Fire Code, Electrical Code, Plumbing Code, or other specialized codes. Restaurant proprietors may also need to seek approval from local officials who enforce municipal ordinances and bylaws with respect to health and sanitation, zoning, or restrictions about what can be installed on sidewalks or public ways.

This guidance identifies some of the state requirements that may apply to outdoor table service. Municipal officials should collaborate with each other and with restaurant proprietors to ensure everyone understands the state requirements. Cooperation between officials and restaurant owners can help resolve potential issues and avoid unnecessary delays with permitting, if required.

### **Permitting of Structures and Buildings**

The erection of certain accessory structures or buildings related to outdoor dining may be governed by the State Building Code, 780 CMR. For properties not owned by the Commonwealth, the local building official will determine if a project requires a building permit. If a building permit is required, a restaurant proprietor must obtain a permit from the Building Department in a city or town before construction begins. (780 CMR 104; 780 CMR 105.1).

Building officials also have the authority to grant a permit for temporary structures, such as tents, which conform to the building code, for a period not exceeding 180 days (780 CMR 108). Tent structures erected for this period shall comply with the International Fire Code (IFC) per 2015 IBC Section 3103.1. When evaluating temporary structures, building

officials should consider exercising their authority in 780 CMR 108 to grant, for demonstrated cause, extensions of the 180-day time period. ATTACHMENT J

If a building permit is denied, the restaurant owner may seek relief from the Building Code Appeals Board (BCAB), a three-member panel comprised of members of the Board of Building Regulations and Standards (BBRS) that hears appeals from decisions or orders of building officials pursuant to G.L. c. 143, §100.

### **Plumbing Requirements**

Restaurants seeking to offer outdoor dining should also be aware of issues related to plumbing requirements. The Board of State Examiners of Plumbers and Gas Fitters (“Plumbing Board”) regulates the installation of permanently installed and piped heaters in structures (including tents) in 248 CMR 1.00 and mandates the minimum number of plumbing fixtures required for all buildings and structures. When installing permanent heaters, a restaurant must obtain a permit from a city or town and have a local gas or plumbing inspector perform an inspection. Additionally, restaurants must have the required number of plumbing fixtures and bathrooms as set forth in the Plumbing Code, 248 CMR. The Plumbing Board considers outdoor seating count towards the establishment’s total seating count with respect to how many fixtures and bathrooms are required by 248 CMR Section 10.10.

### **Architectural Access Board and Accessibility Requirements**

The Architectural Access Board (AAB) enforces regulations to ensure that public buildings, including restaurants, are accessible to, functional for, and are safe for use by persons with disabilities. The AAB regulations at 521 CMR 17.00 set forth the requirements for restaurants which includes floor space and height clearances and other requirements related to accessibility. Other pertinent sections of 521 CMR such as ramps, curb cuts, and walkways may also apply to outdoor dining operations.

### **Electrical Wiring Requirements**

Any installation of electrical wiring, and fixtures must be in compliance with the Massachusetts Electrical Code, 527 CMR 12.00. The Electrical Code applies to all installations, repairs, and maintenance of electrical wiring and electrical fixtures used for light, heat, and power. The local wiring inspector shall accept electrically powered equipment listed and labeled for the designated use that is installed in accordance with the manufacturer’s instructions. The wiring inspector may also decide on the approval of unlisted or unlabeled equipment and material and grant special permission for the installation in accordance with the rules and articles of the Electrical Code. If a restaurant provides outdoor dining, Electrical Code concerns may arise if an electrical fixture, such as a generator, light, or other electrically powered equipment is installed. Plugging a fixture with a factory-installed electrical cord that is listed and labeled for the intended purpose into a pre-installed electrical outlet is not a fixture.

### **Fire Prevention Issues**

During the colder months, restaurants offering outdoor dining incorporated temporary heat on patios and within temporary tents. As a reminder, open flame devices, including grills, cooking, or heating appliances are not permitted within 20 feet of the tent structure per IFC Section 3104.7.

### **Temporary Outdoor Heaters**

Temporary outdoor heaters may be portable utilizing LPG containers. Portable temporary outdoor heaters are regulated by the local fire department by 527 CMR 1.00. Permanently

Open flame devices and other similar devices may be used only in well-ventilated areas away from combustible materials. Open or exposed flames are not permitted inside or within 20 feet of a tent per IFC Section 3104.7. Where vents or flues are used, all portions of the tent structure should be at least 12 inches away from the vent or flue per IFC Section 3104.15.2. Coordination with the local fire department is necessary for the use of these appliances, and for permitting for fuel storage under 527 CMR 1.00.

### **Fuel storage (LPG)**

LPG fuel storage requires a permit from the local fire department for amounts exceeding 42 lbs. (10 gallons). Storage must comply with 527 CMR 1.00: Chapter 69. [527 CMR 1.00: 69.3.12.6]

Fuel storage within buildings must be limited in accordance with 780 CMR and 527 CMR 1.00: Table 60.4.2.1.1.3. Outdoor storage areas must comply with 527 CMR 1.00: Chapter 60 and Chapter 66 or 69 as applicable.

### **Electrical Heating Equipment**

Electrical heating equipment is permitted within a tent if compliant with NFPA 70 per IFC Section 3104.15.7.

### **Contact Information**

If a restaurant or dining establishment within your jurisdiction is seeking assistance with state permitting questions and you have questions or concerns, please do not hesitate to contact:

- Office of Public Safety and Inspection at (617) 826-5236 and [OPSI-info@mass.gov](mailto:OPSI-info@mass.gov)
- District state building inspectors at <https://www.mass.gov/doc/state-inspector-districts-0/download>
- Department of Fire Services, Code Compliance and Enforcement Unit at (978) 567-3375, or via email at [paul.vigneau@mass.gov](mailto:paul.vigneau@mass.gov) for assistance
- Plumbing Board at [617-701-8798](tel:617-701-8798) or via email at [Plumbingboard@mass.gov](mailto:Plumbingboard@mass.gov), for assistance.
- Board of Fire Prevention Regulations Electrical Interpretations Committee at (978) 567-3301 or via email at [MaryAnn.E.Smith@mass.gov](mailto:MaryAnn.E.Smith@mass.gov) for assistance
- Architectural Access Board at [617-727-0660](tel:617-727-0660) or email at [william.joyce@mass.gov](mailto:william.joyce@mass.gov) for assistance
- Board of State Examiners of Electricians at (617) 701-8786 or via email at [electricians.board@mass.gov](mailto:electricians.board@mass.gov)