

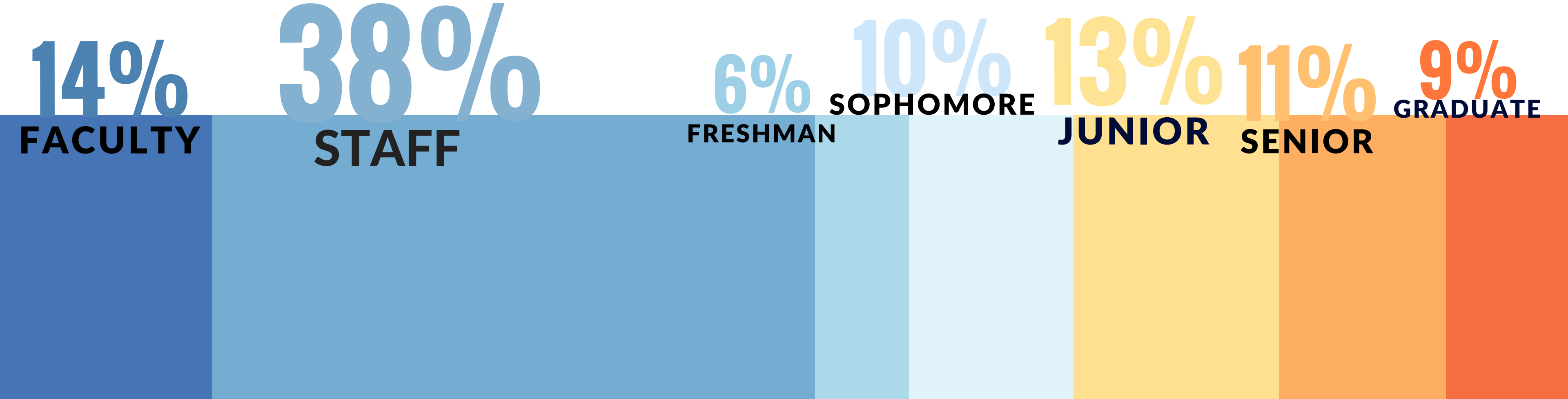


2018 DPT Survey Results

Customer Satisfaction Survey Report

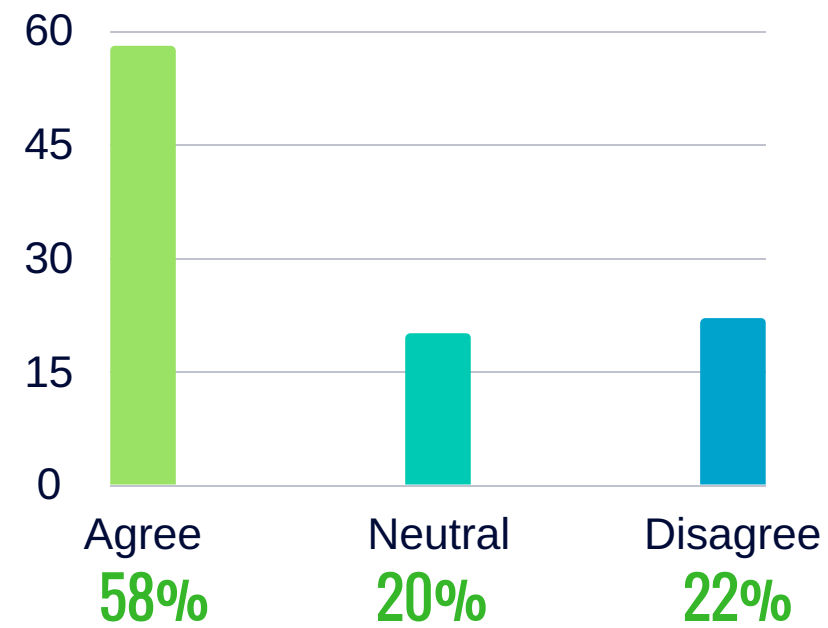
JUNE 30, 2018 | DEPARTMENT OF PARKING & TRANSPORTATION

Customer Distribution

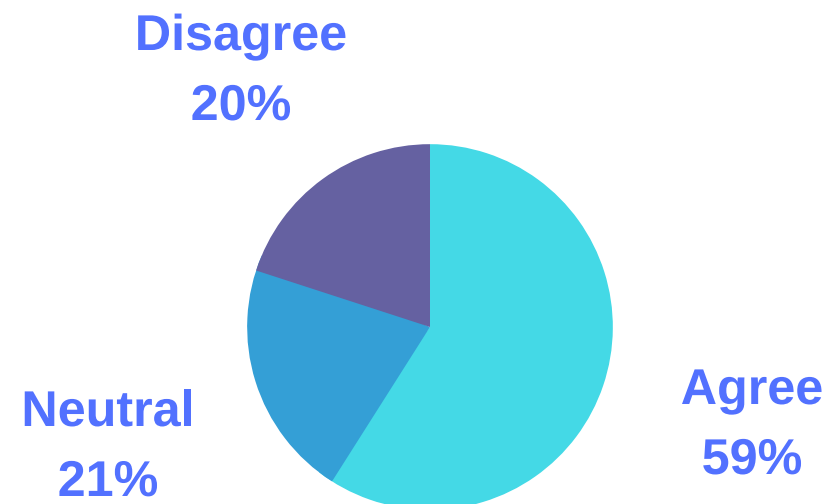


Rate your experience with the Department of Parking and Transportation (DPT) in all of the following areas/situations:

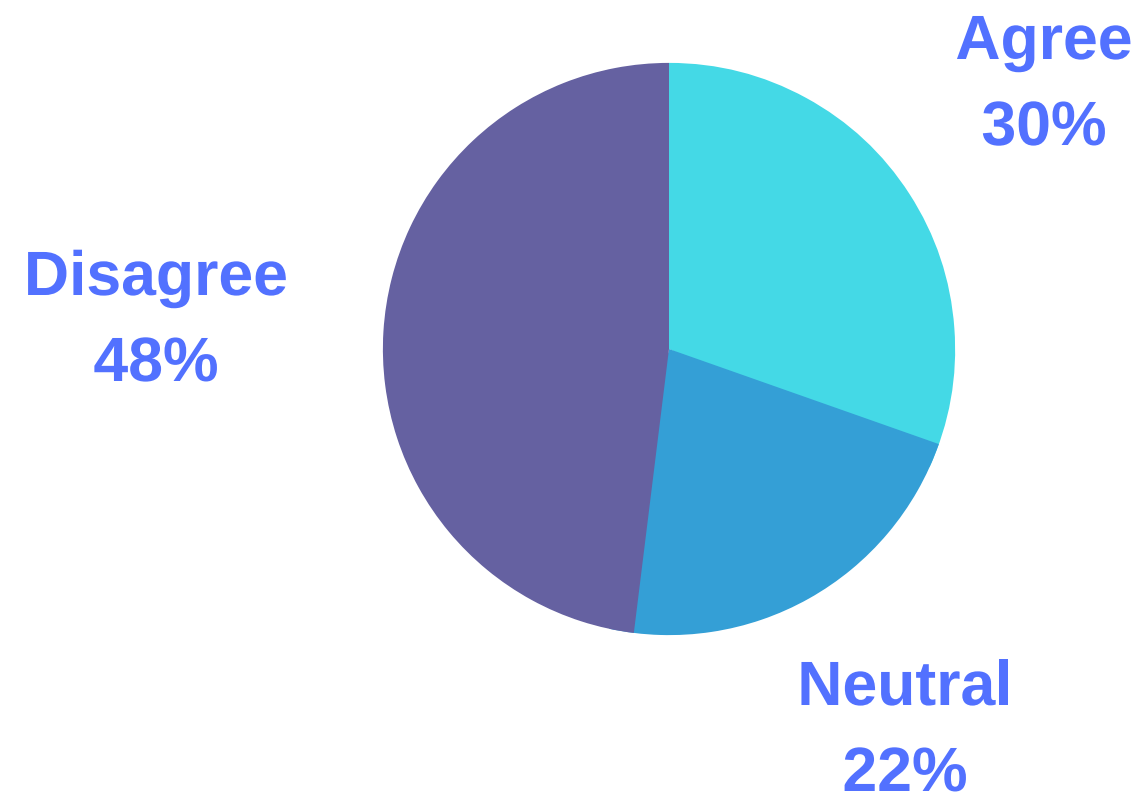
The staff was attentive to my needs and concerns



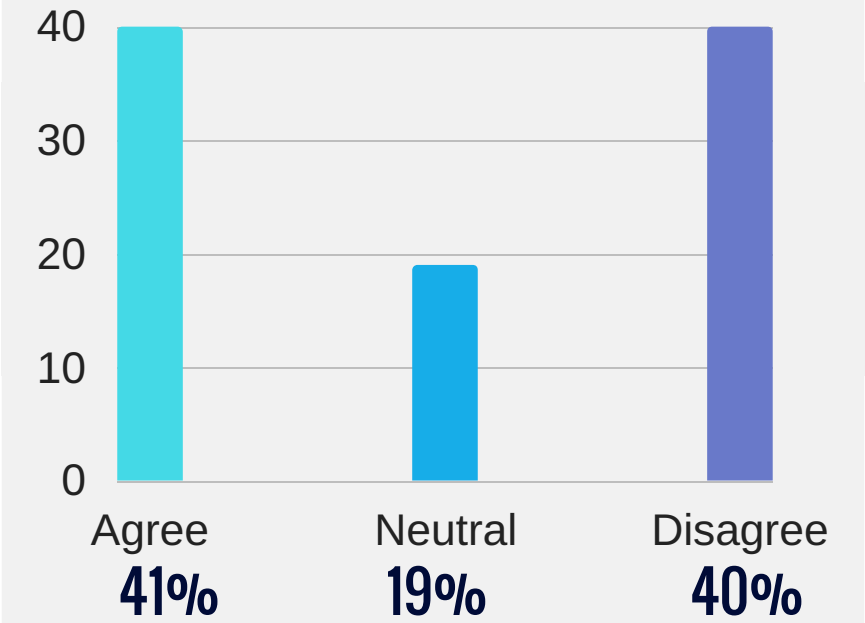
The staff was courteous and efficient



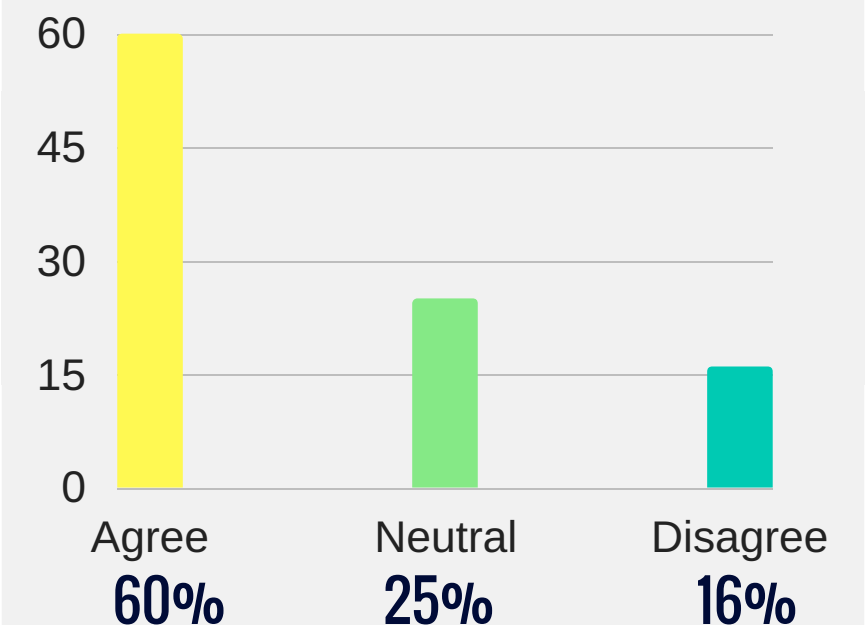
There is an adequate number of metered or timed spaces available on campus



The policies at the DPT office are fair and consistent

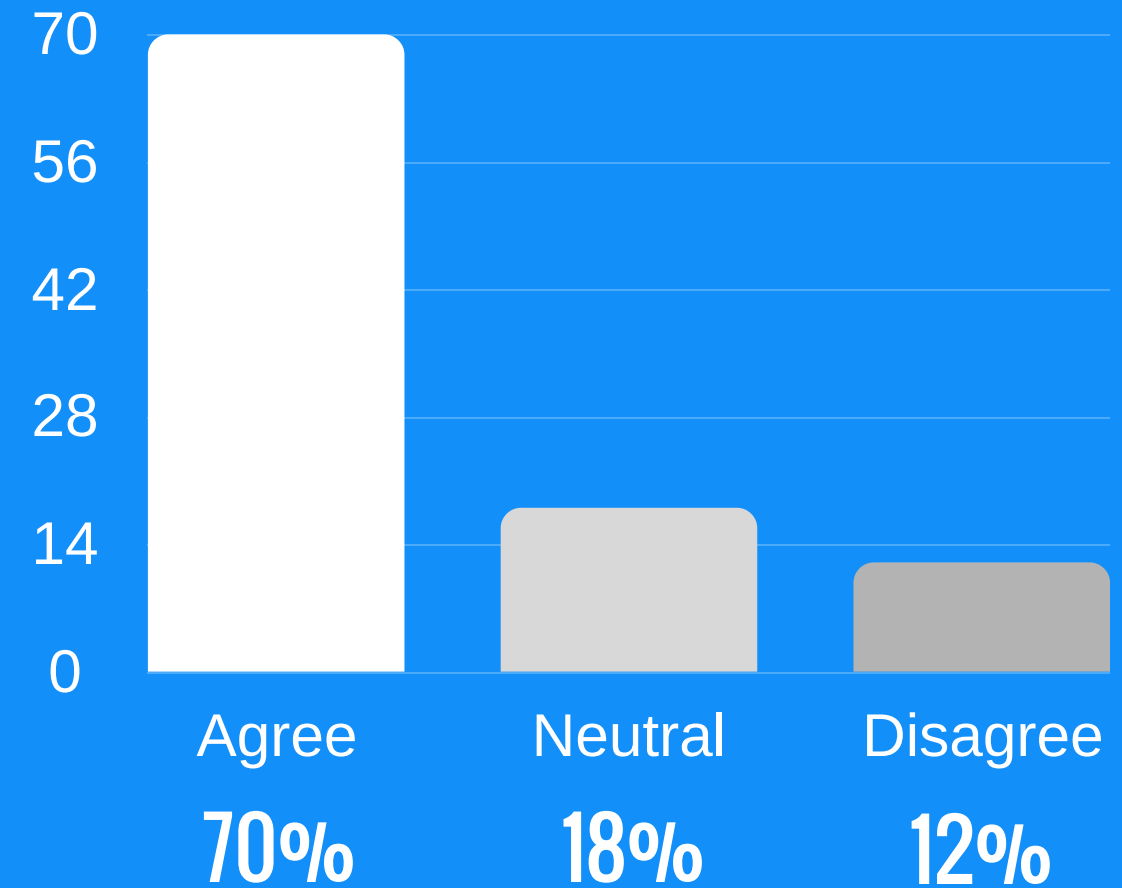


My questions were answered to my satisfaction



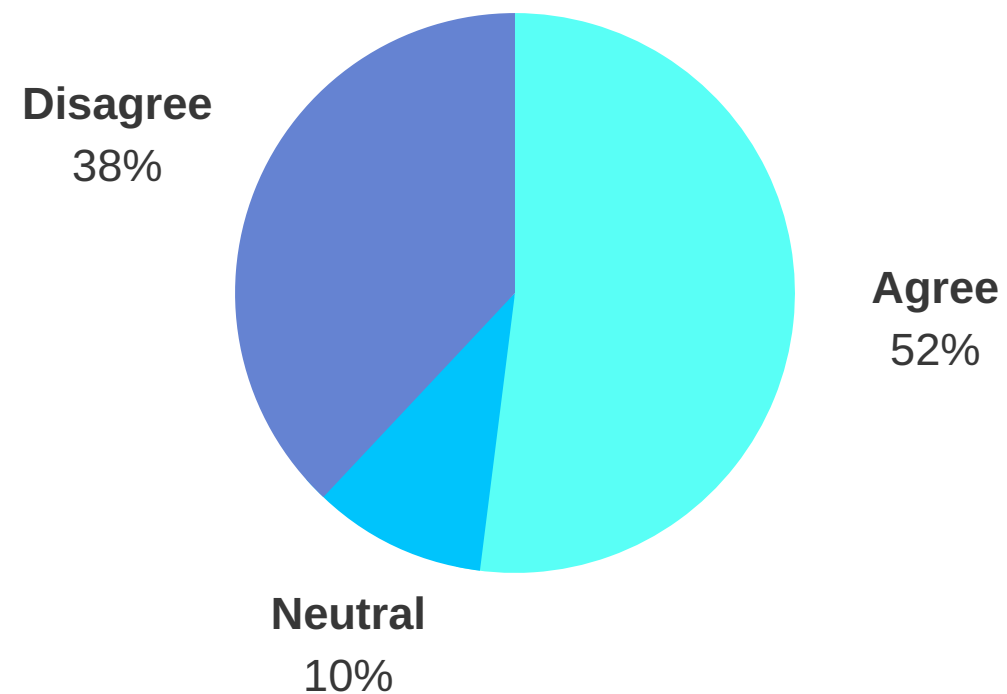
70% Agree

PARKING FACILITIES ON CAMPUS HAVE A CLEAN AND PROFESSIONAL APPEARANCE

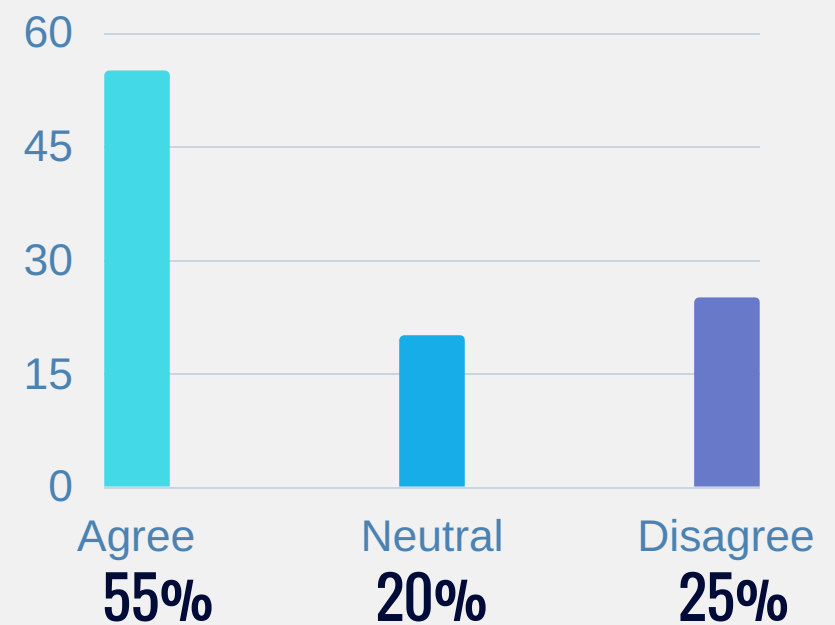


52% Agree

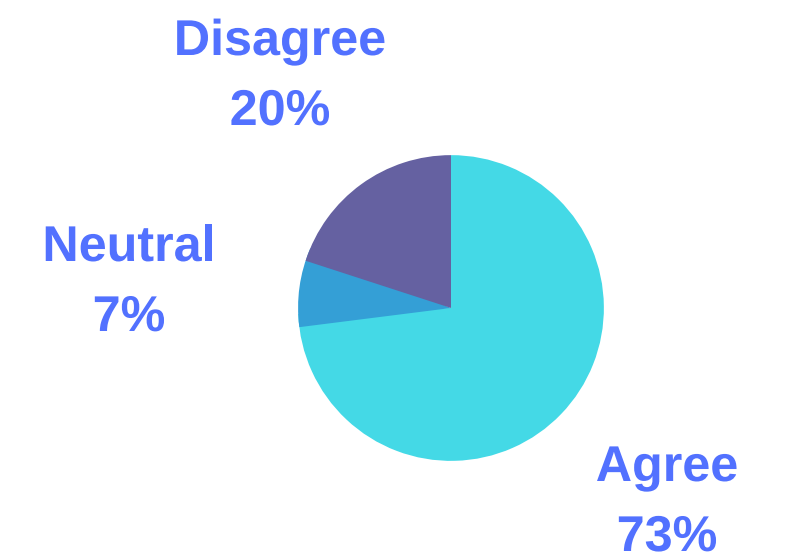
Parking signs at the parking facilities are adequate and easy to understand.



The DPT website is a valuable resource for answering my questions



The online permit registration process was easy to use to order my permit



Biking

USAGE OF BIKE SERVICES OR PROGRAMS



48 of 348 responded to this inquiry.

BikeShare

23%

**Bike
Rentals**

21%

**Bike
Maintenance**

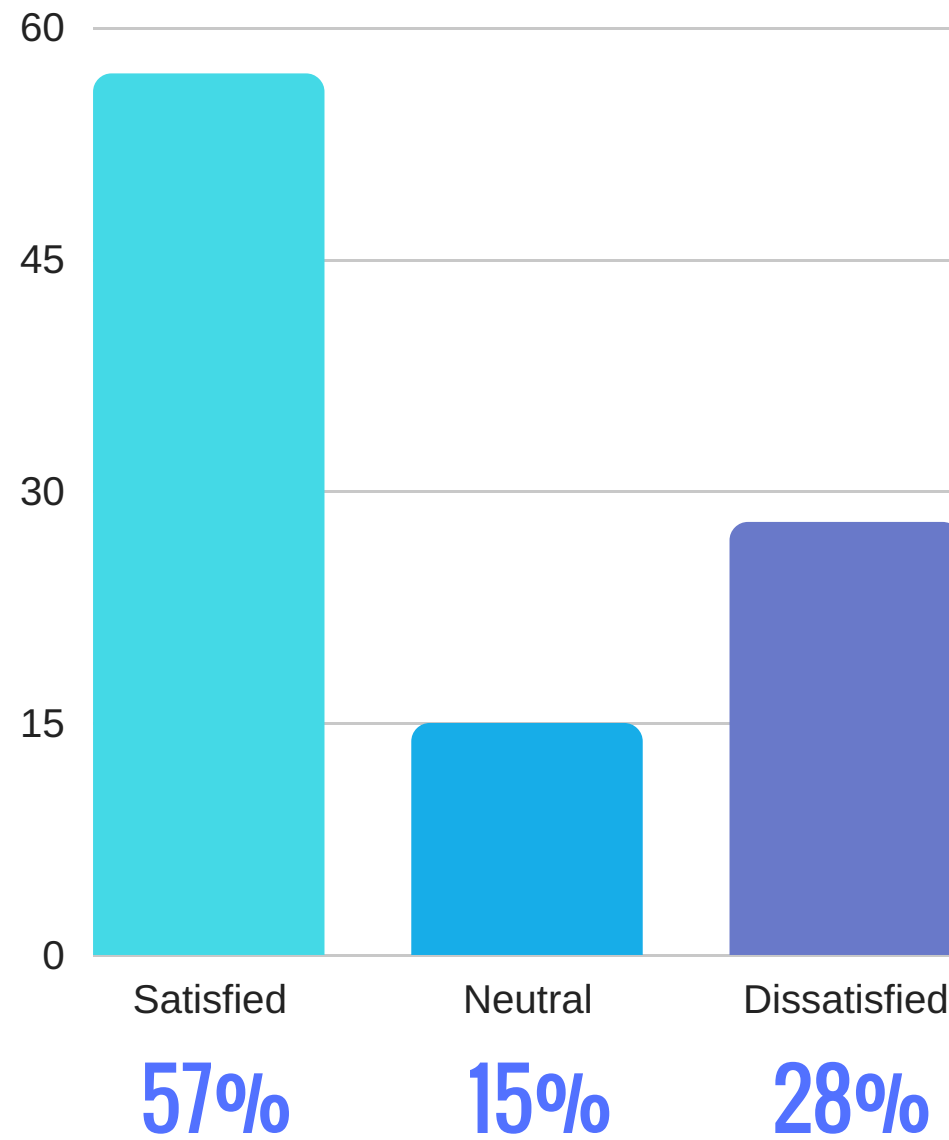
21%

Bike Permit

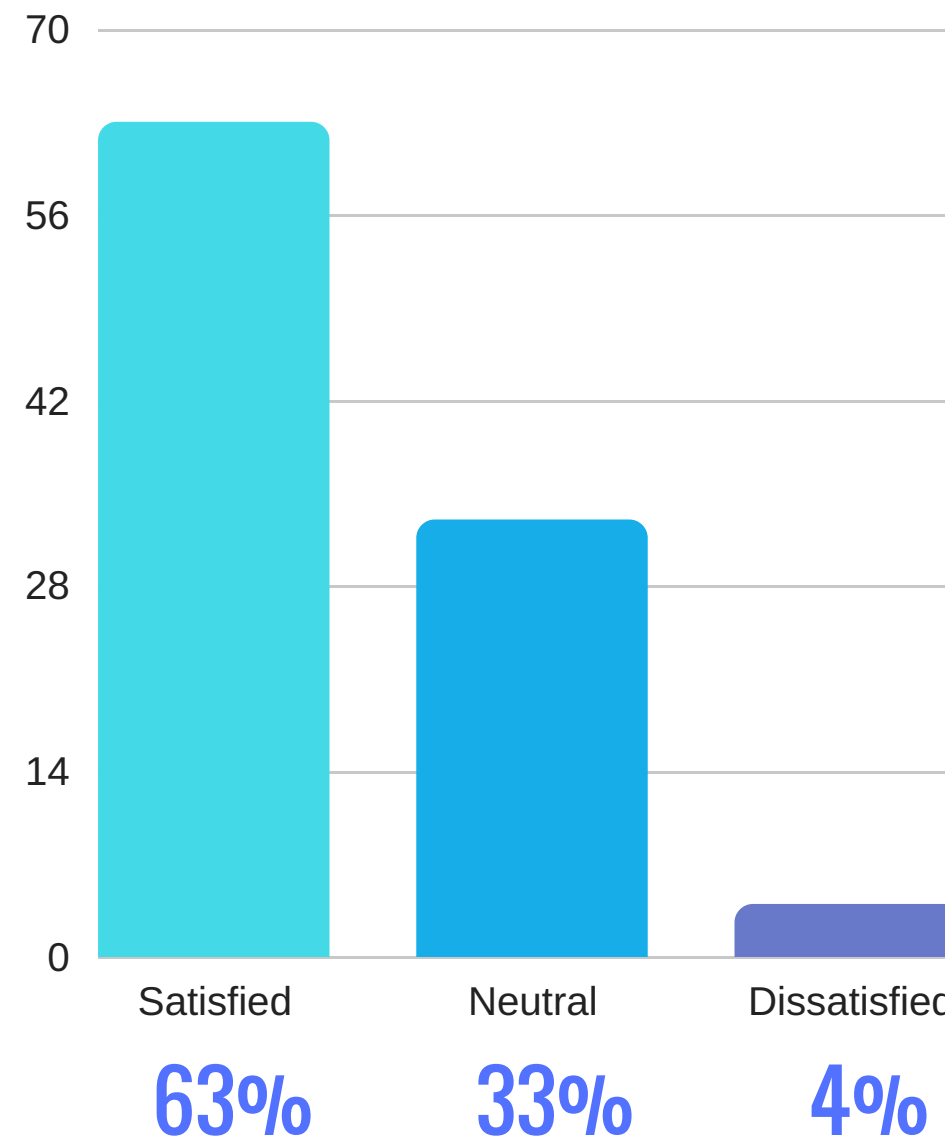
35%

Rate your experience with the following conditions regarding DPT's bike services and programs:

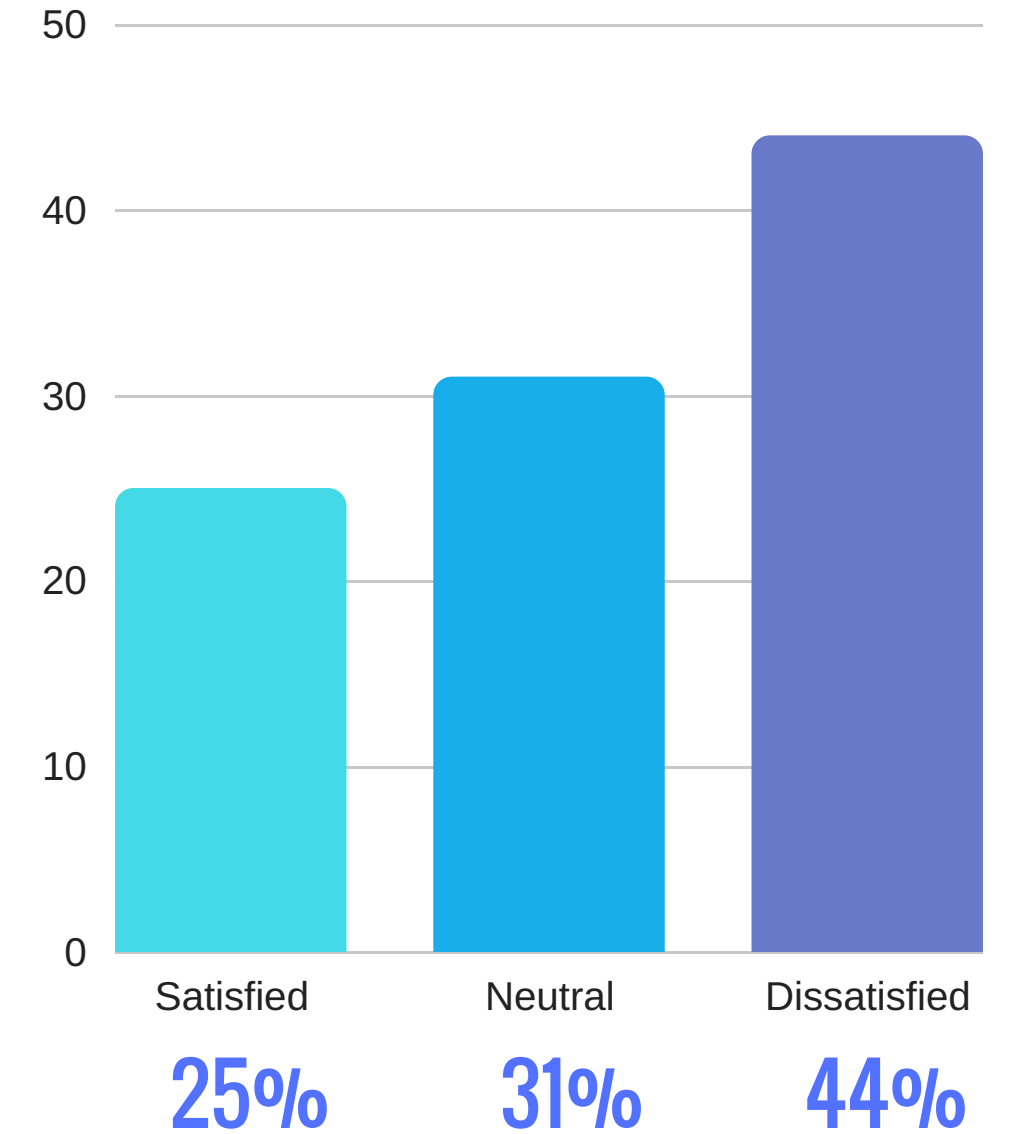
Ease of access of information regarding bike services

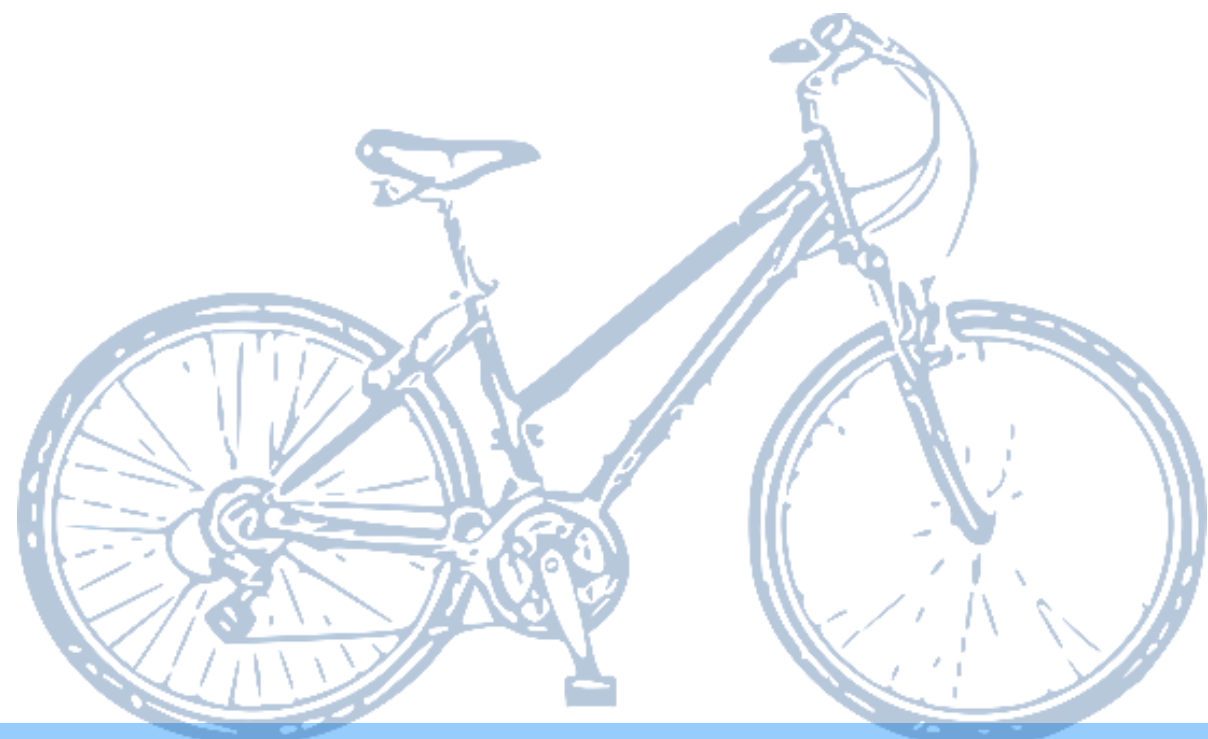


Friendliness of bike shop staff

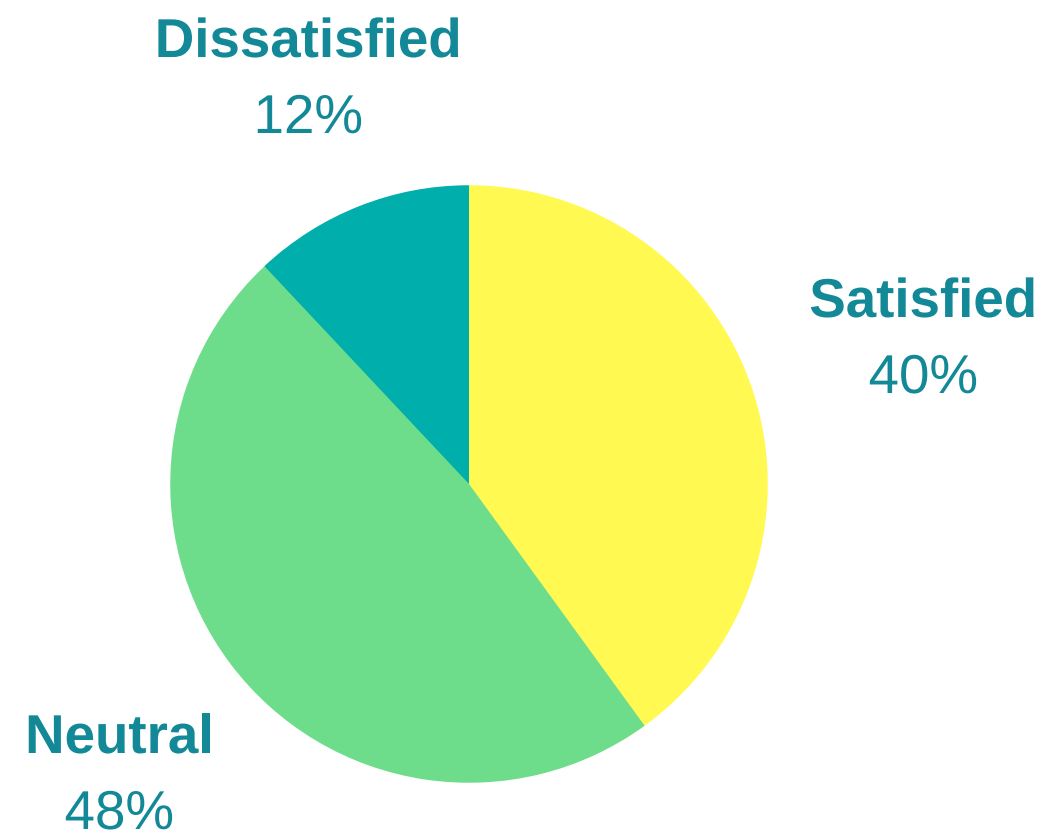


Number of bike lanes to ease bicycle transportation

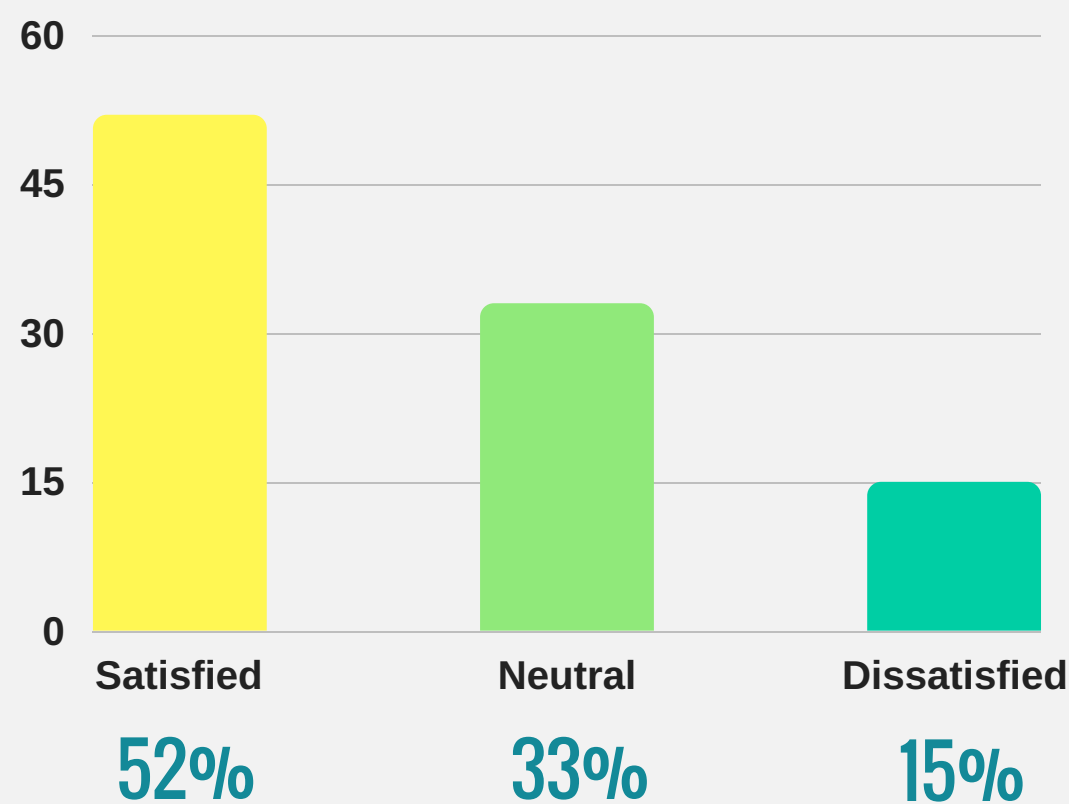




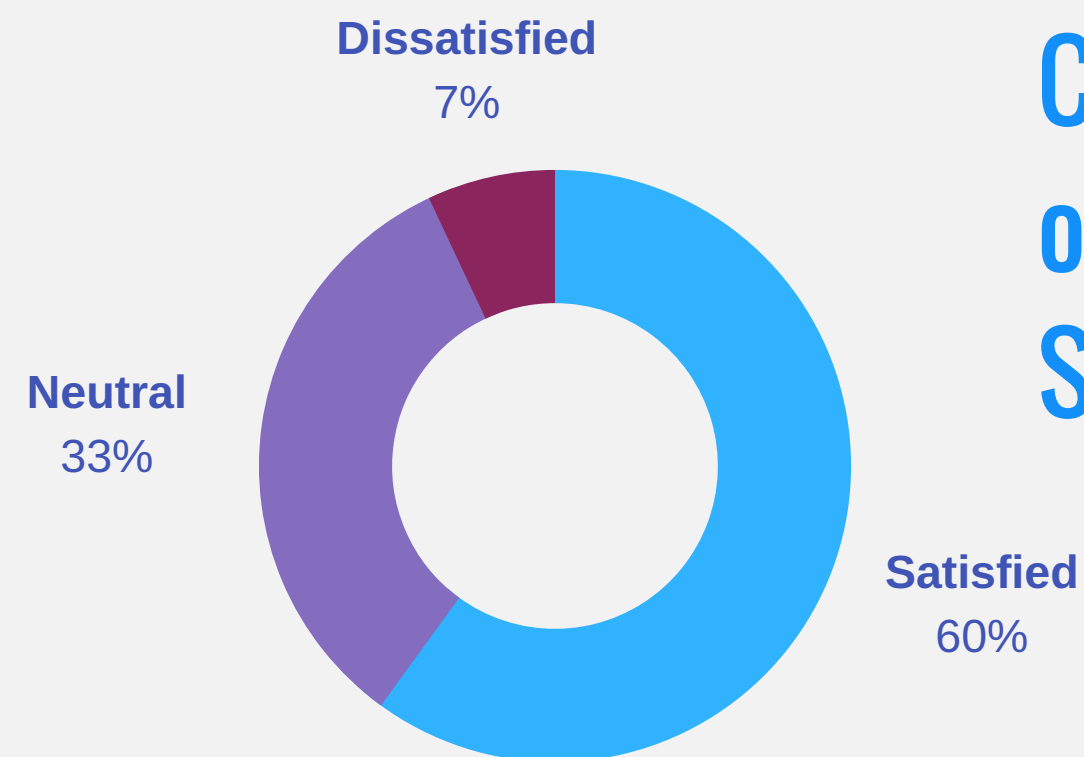
Maintenance protocols for bicycles



Permit policy for bicycles on campus



Cleanliness of the Bike Shop facility



46%

Park-N-Ride Shuttles

30%

City Line Shuttles

24%

Campus Bus Loop
Rebel Red / Rebel Blue

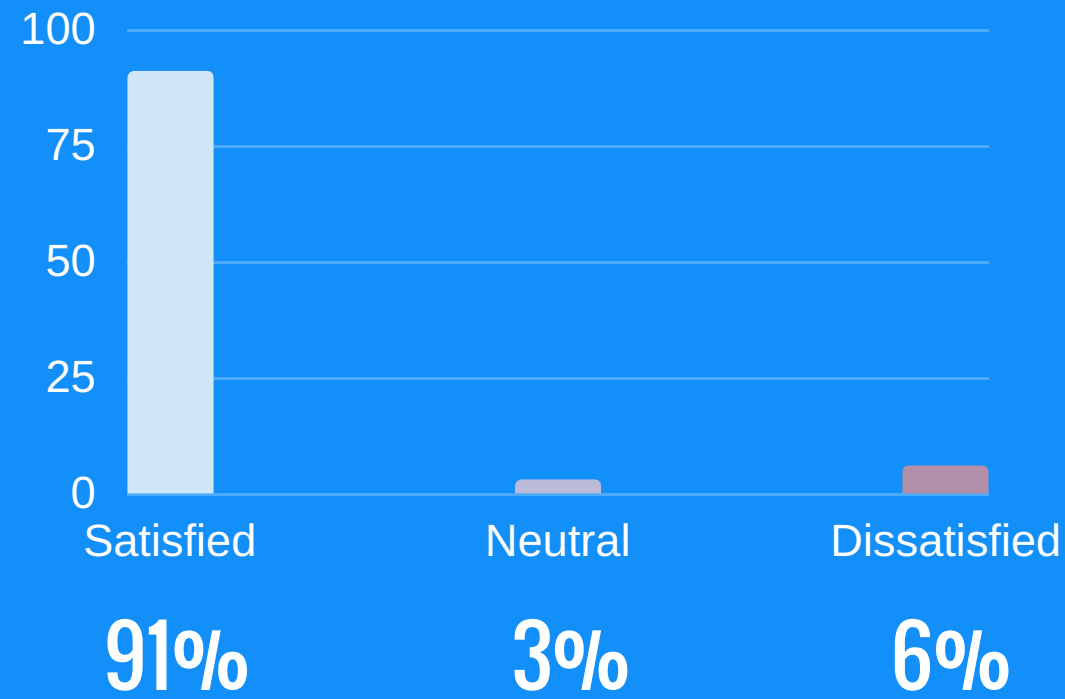
Transit

SHUTTLE USAGE

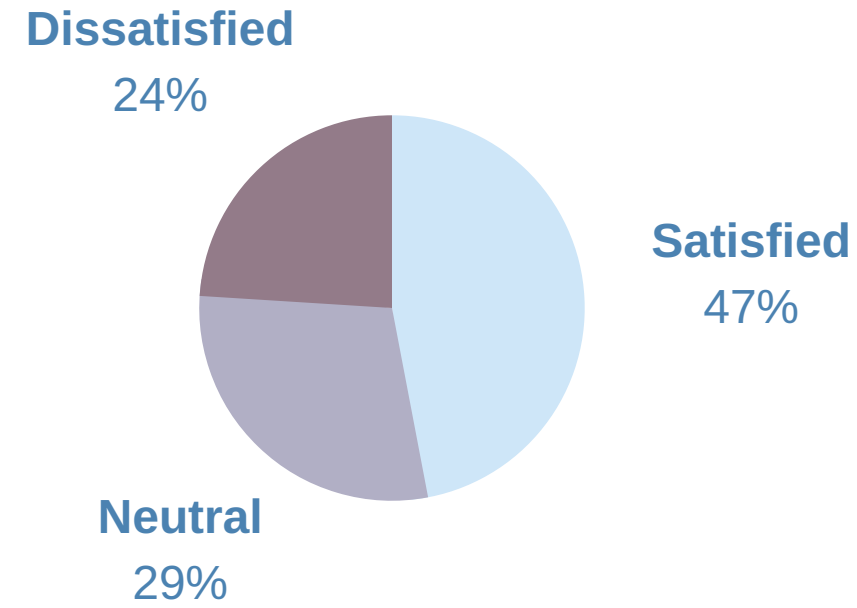
190 of 348 responded to this inquiry.



Friendliness of staff



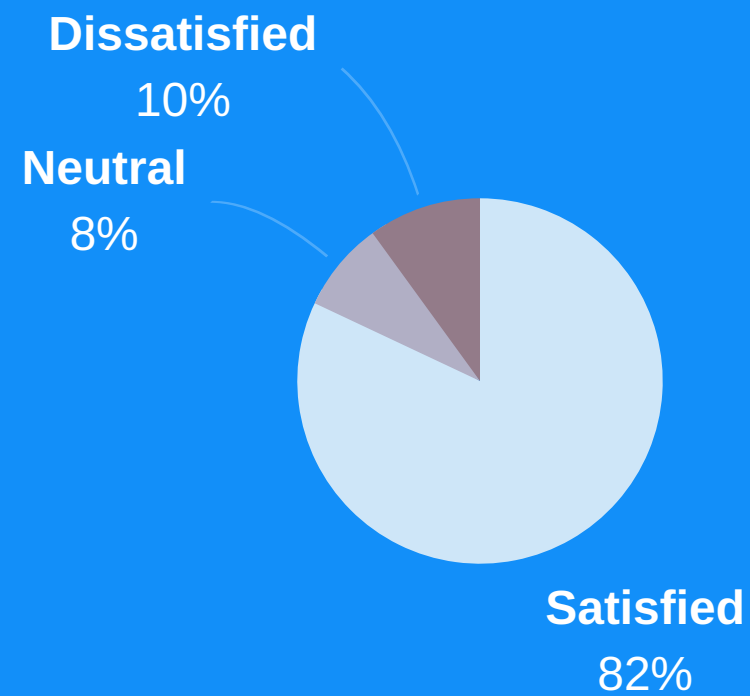
Effectiveness of the information and map provided by the NextBus app



71%

ARE SATISFIED WITH THE WAIT TIMES OF THE OUT SHUTTLES

Cleanliness of the shuttles



Bus stop locations

