

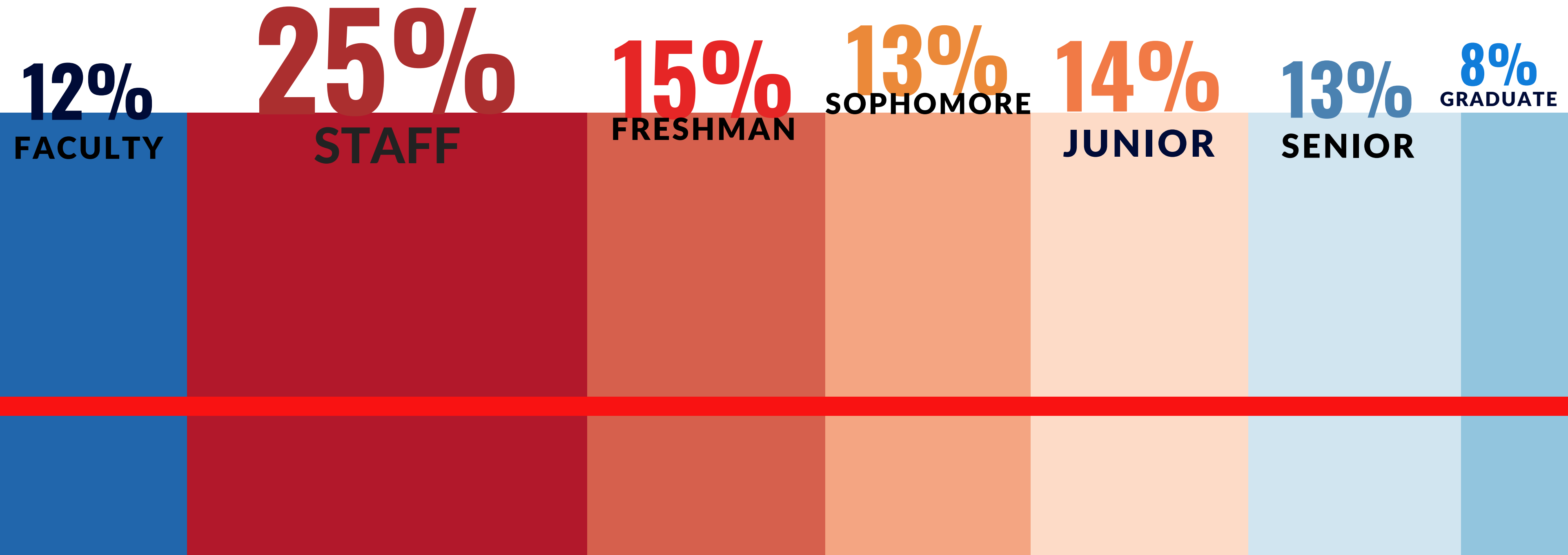


2019 DPT Survey Results

Customer Satisfaction Survey Report

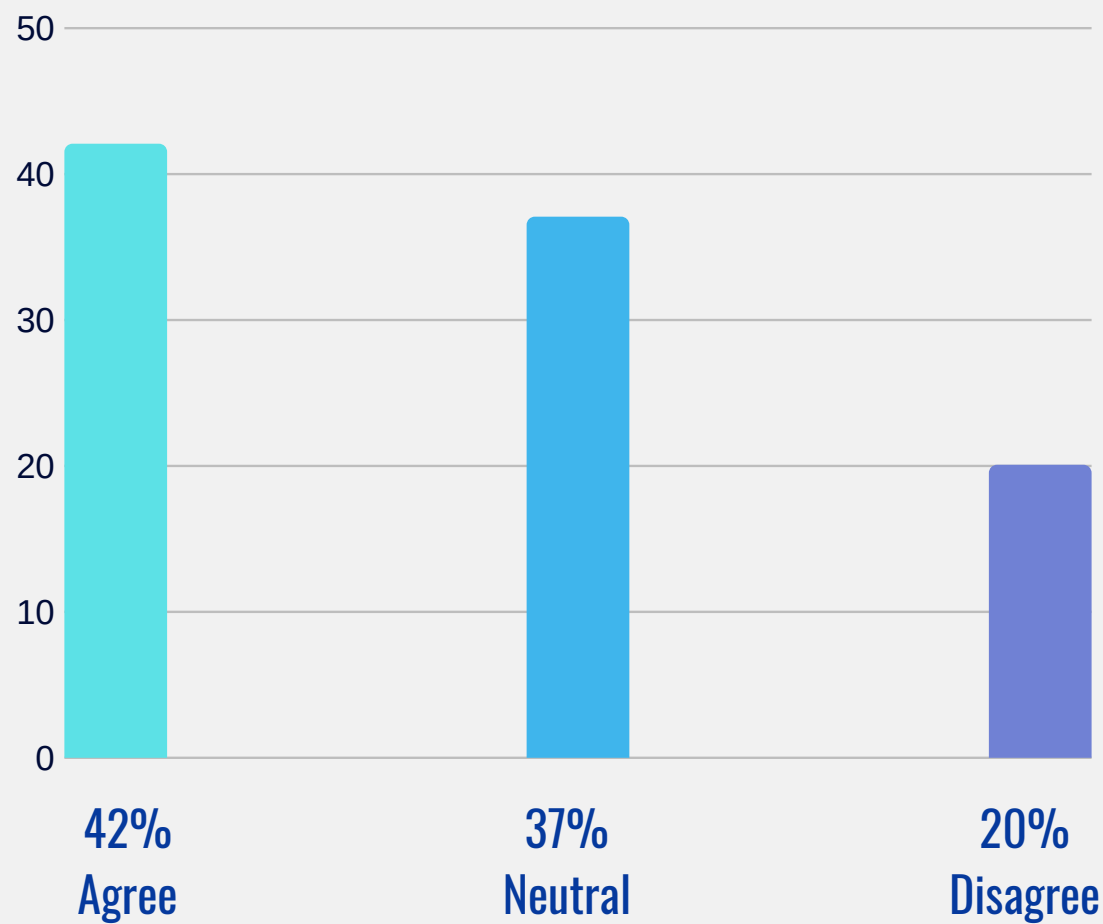
JUNE 30, 2019 | DEPARTMENT OF PARKING & TRANSPORTATION

Customer Distribution



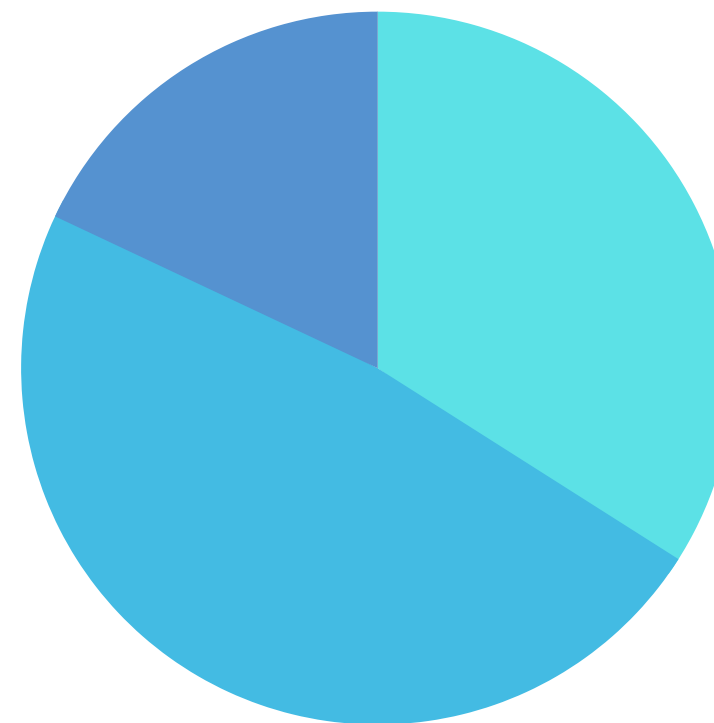
Rate your experience with the Department of Parking and Transportation (DPT) in all of the following areas/situations:

The staff was courteous and efficient



The DPT website is user friendly and logically organized

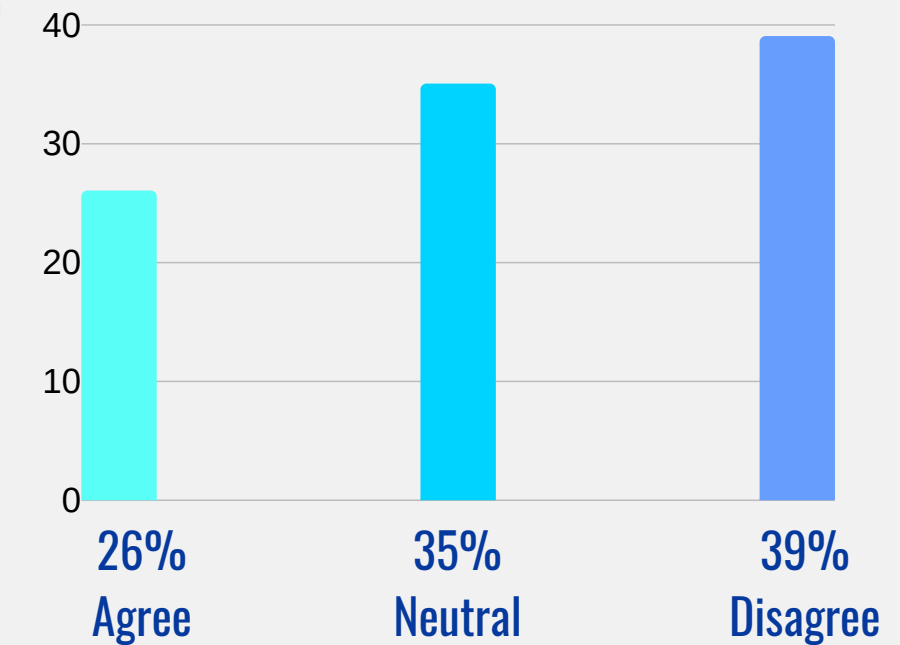
Disagree
18%



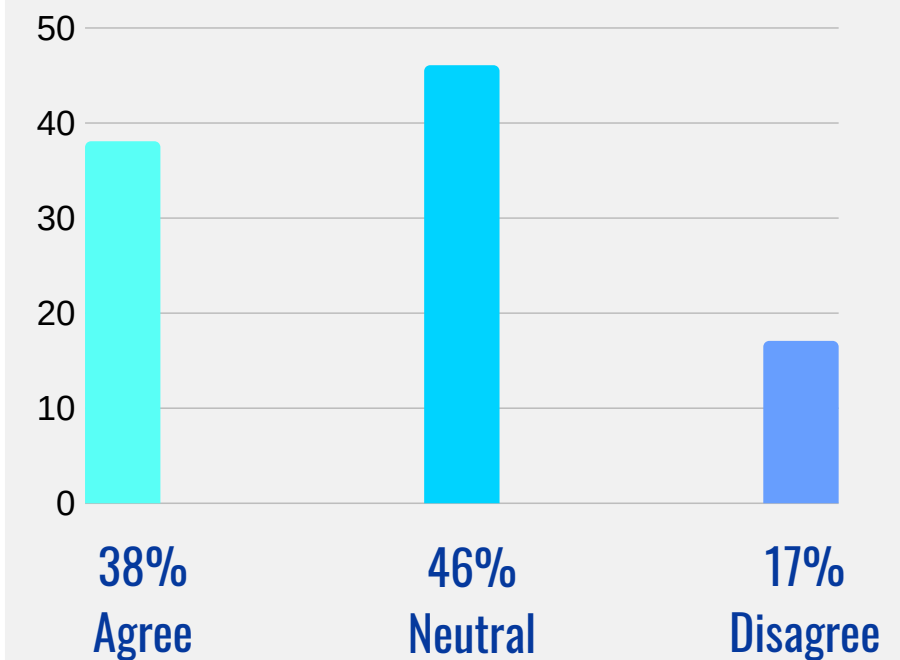
Agree
34%

Neutral
48%

The policies at the DPT office are fair and consistent

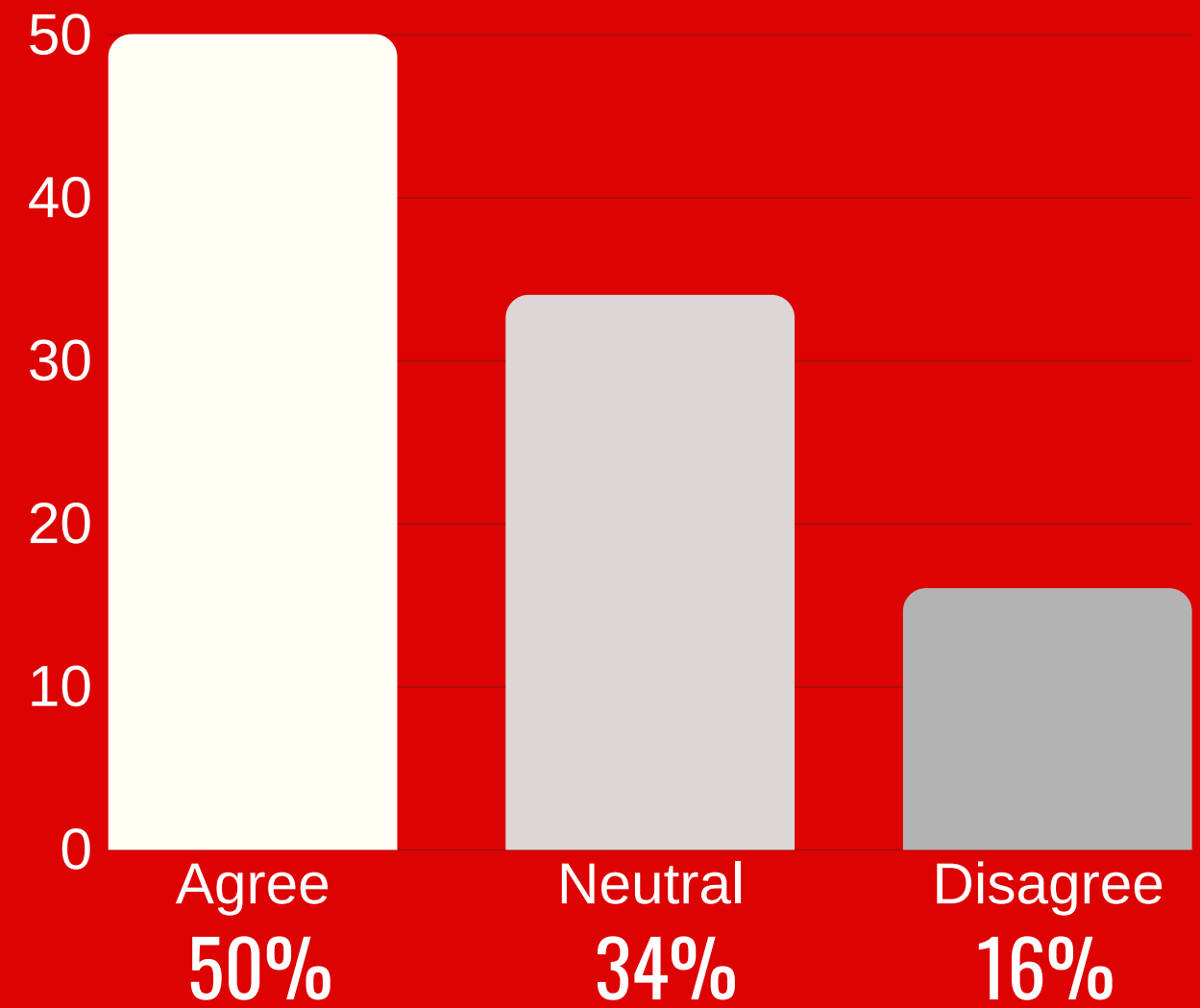


My questions were answered to my satisfaction



50% Agree

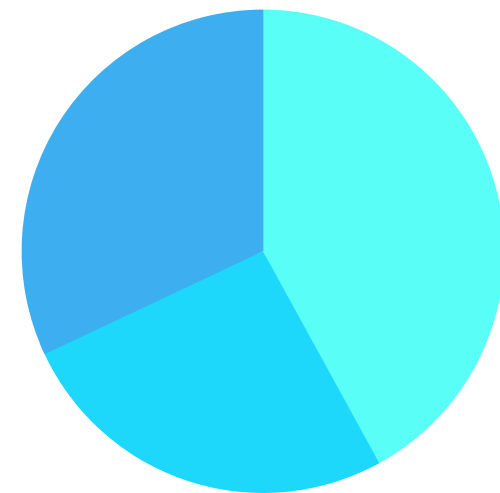
PARKING FACILITIES ON CAMPUS HAVE A CLEAN AND PROFESSIONAL APPEARANCE



42% Agree

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

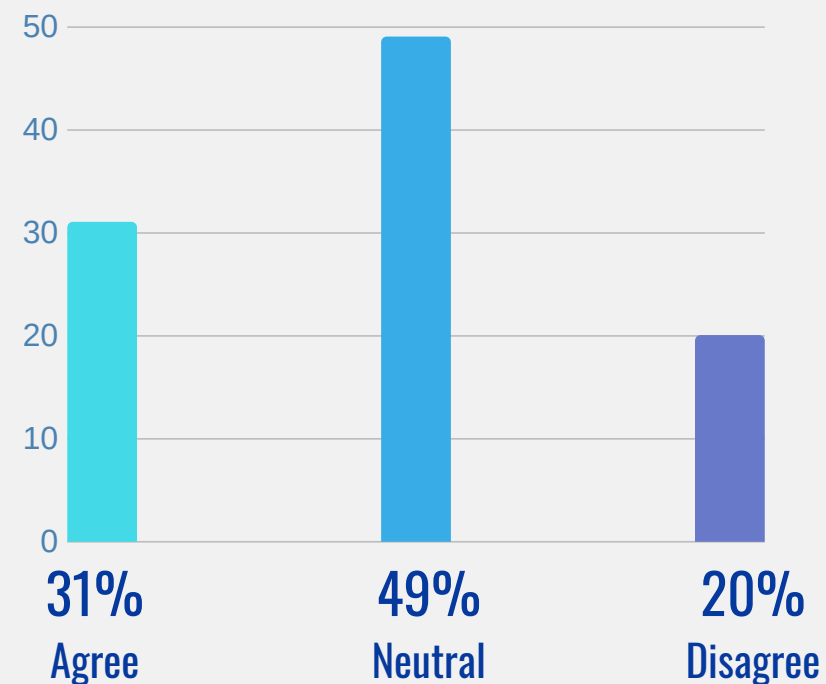
Disagree
32%



Agree
42%

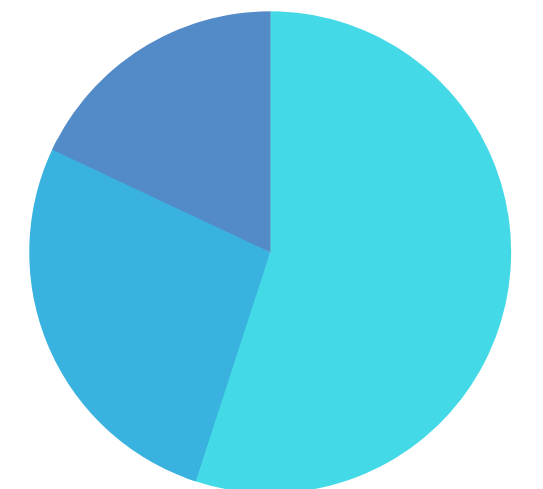
Neutral
26%

The DPT website is a valuable resource for answering my questions



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

Disagree
18%



Agree
55%

Neutral
27%

Biking

USAGE OF BIKE SERVICES OR PROGRAMS



BikeShare

25%

**Bike
Rentals**

25%

**Bike
Maintenance**

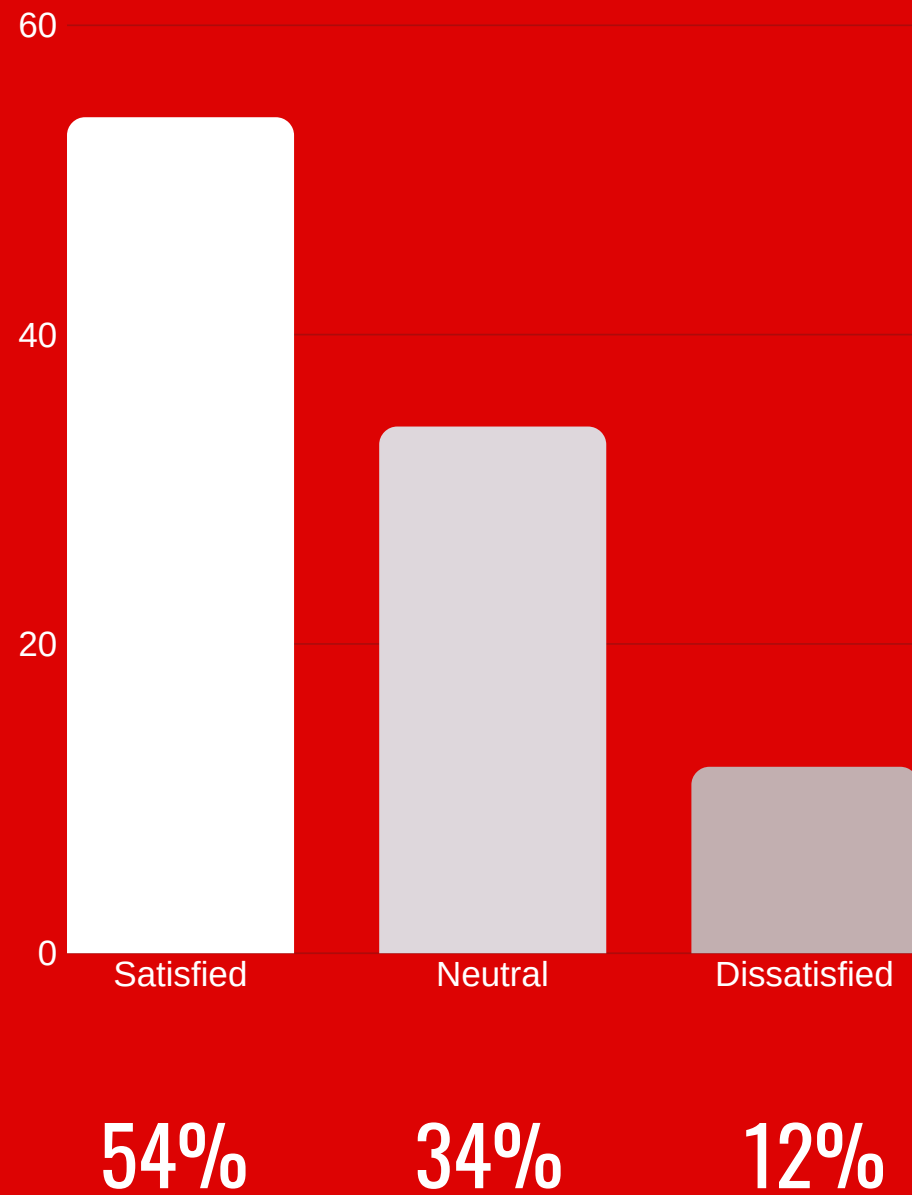
21%

Bike Permit

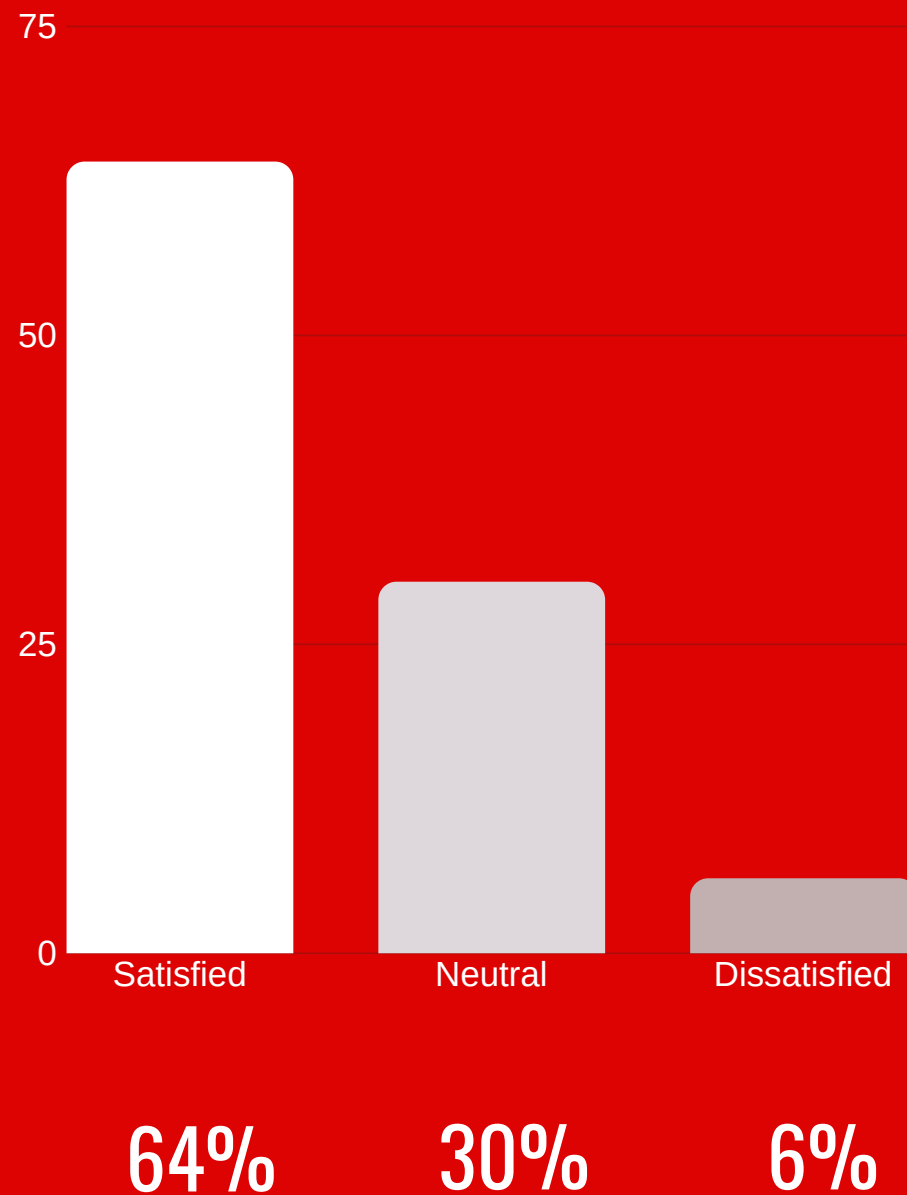
29%

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

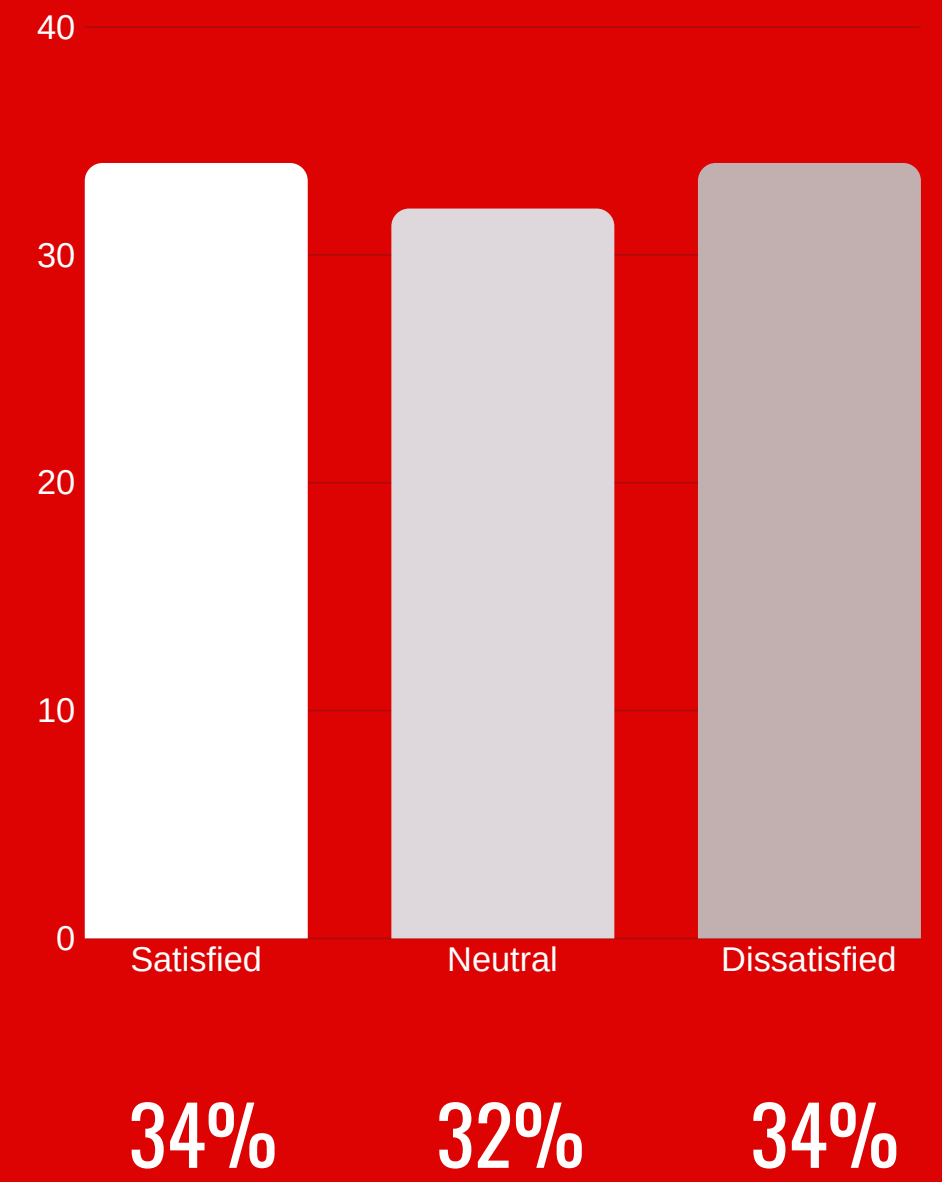
Ease of access of information regarding bike services



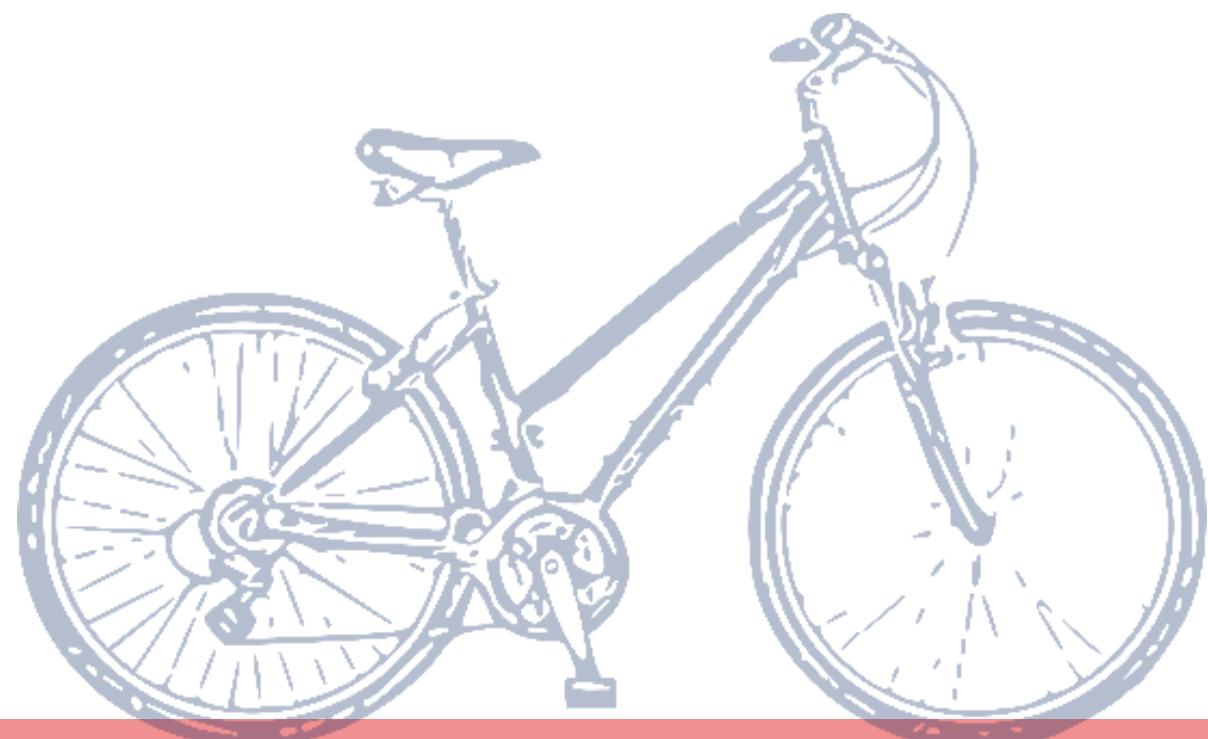
Friendliness of bike shop staff



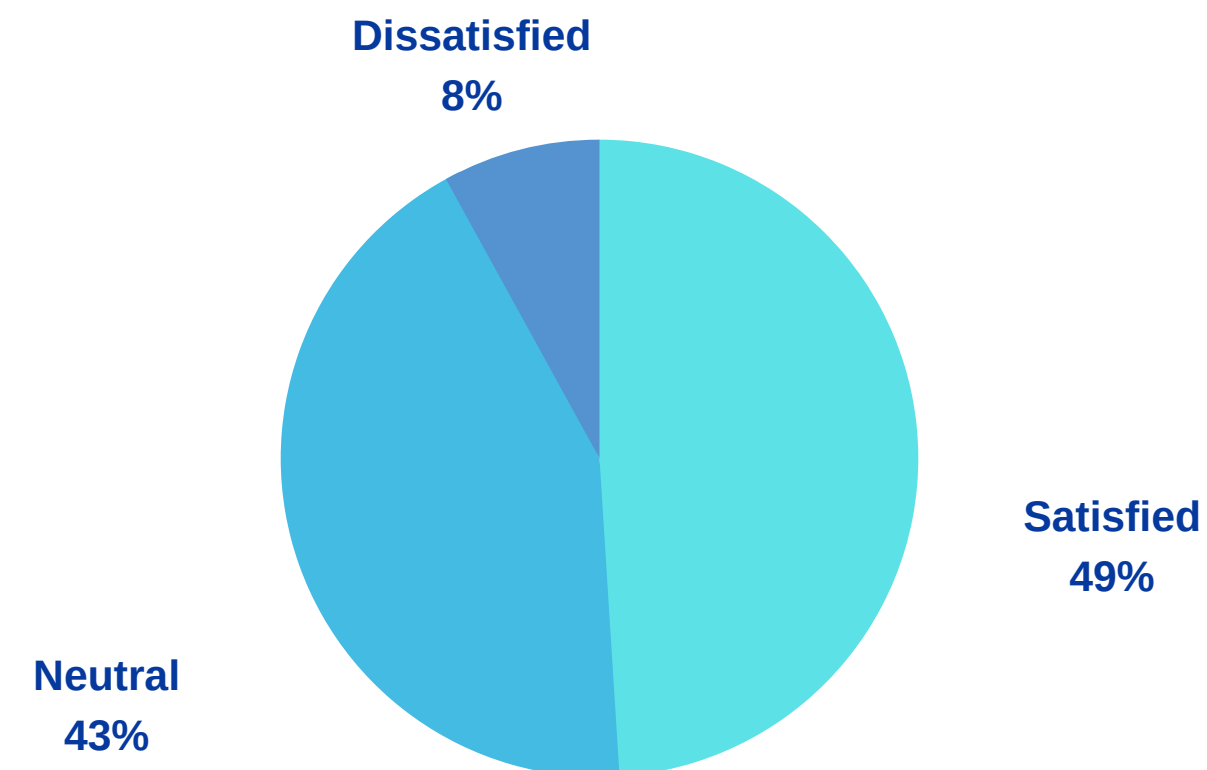
Number of bike lanes to ease bicycle transportation



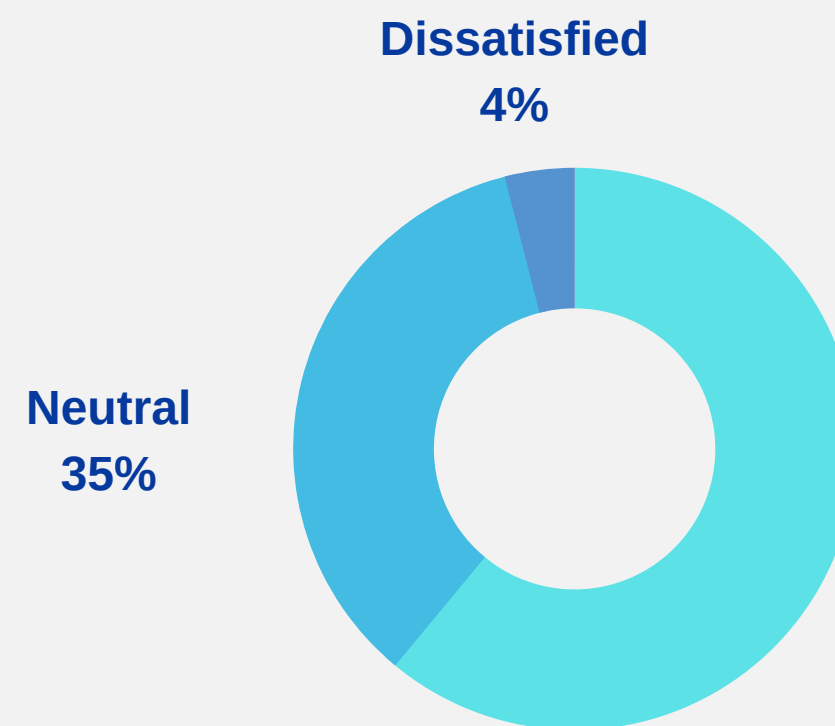
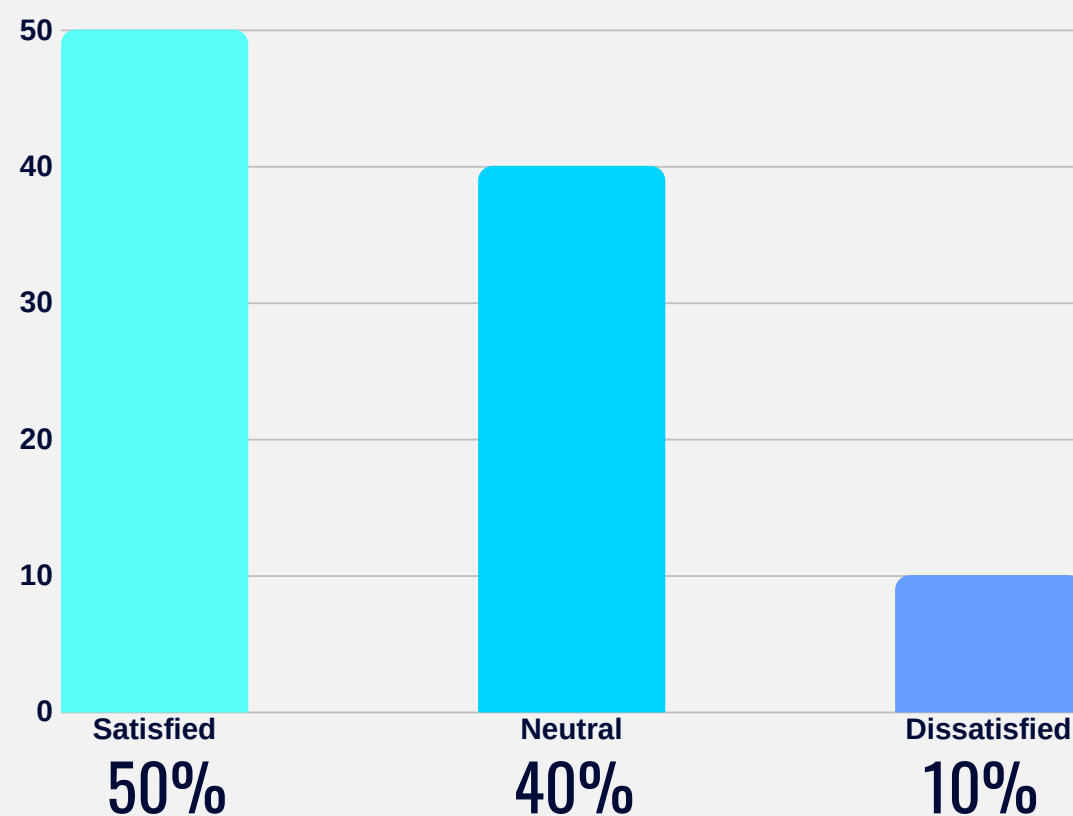
Biking



Maintenance protocols for bicycles



Permit policy for bicycles on campus



Cleanliness of the Bike Shop facility

41%

Park-N-Ride Shuttles

28%

City Line Shuttles

30%

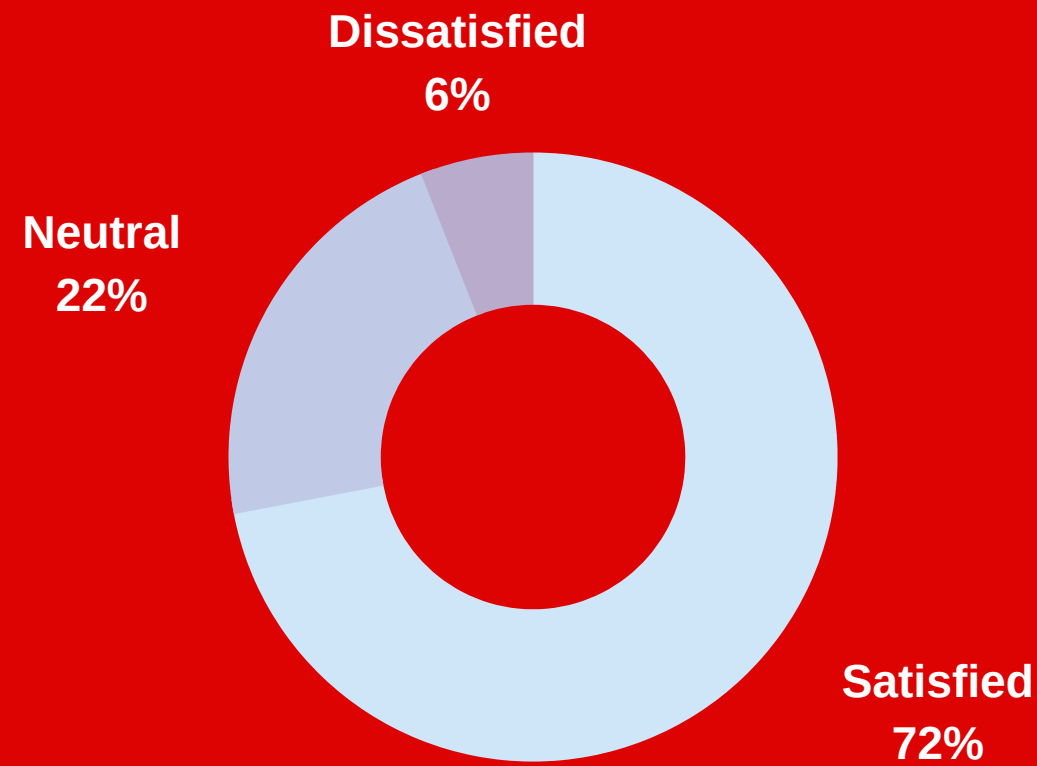
Campus Bus Loop
Rebel Red / Rebel Blue

Transit

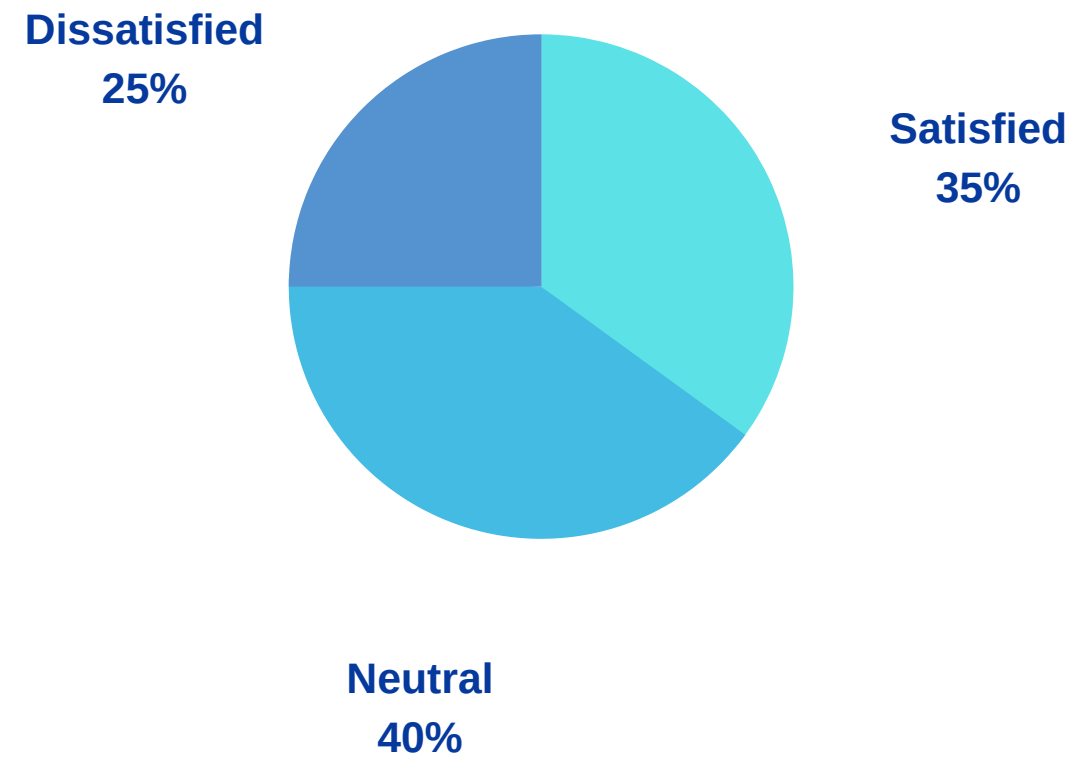
SHUTTLE USAGE



Friendliness of staff

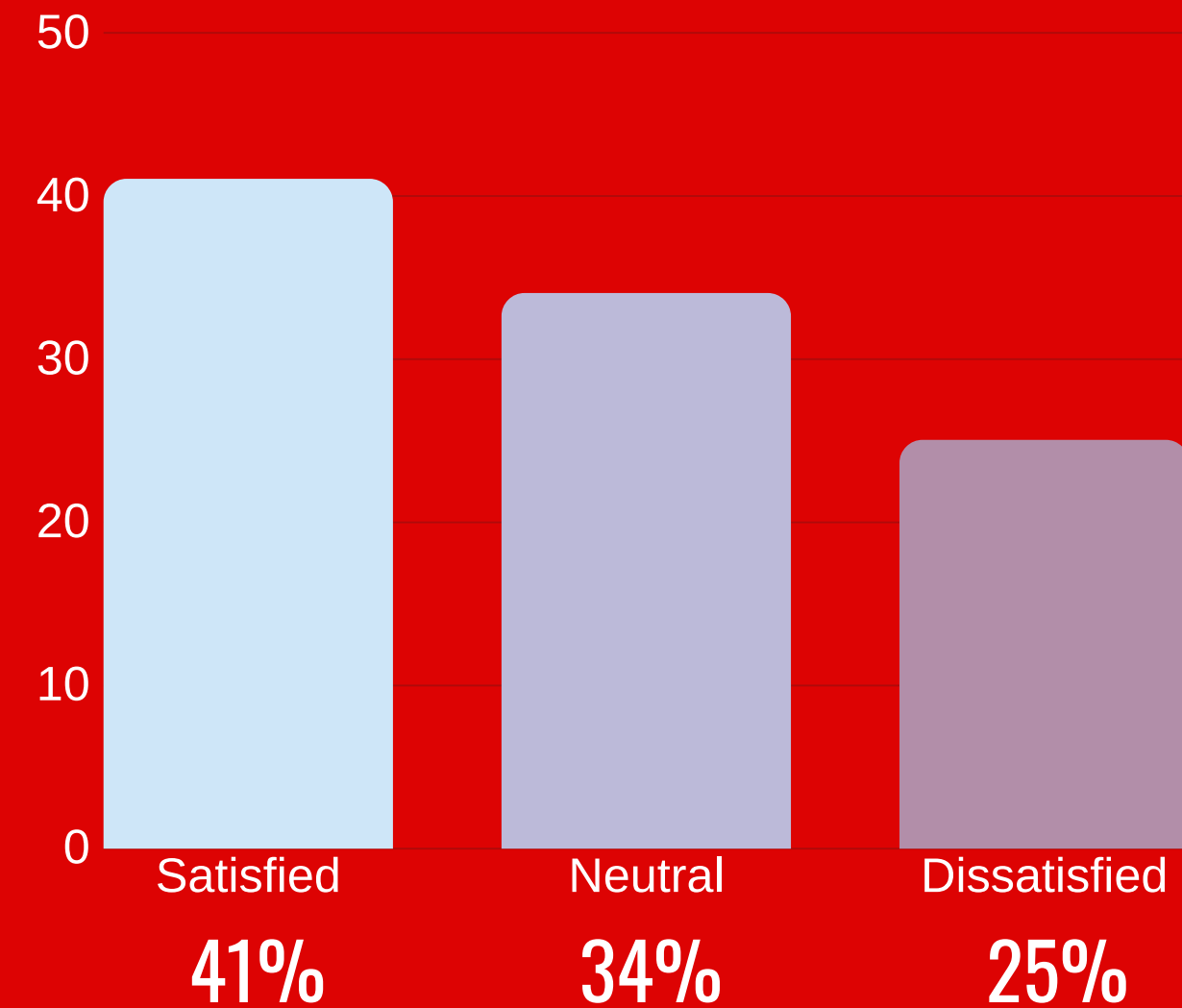


Effectiveness of the information and map provided by the NextBus app

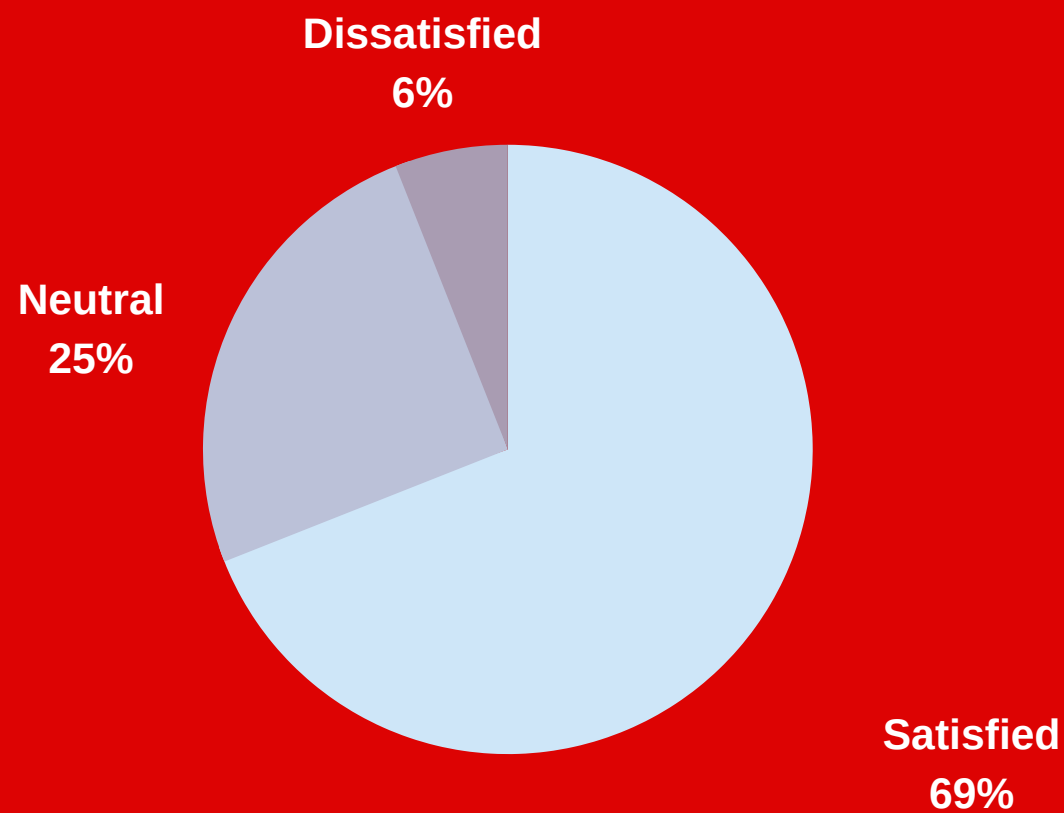


41%

ARE SATISFIED WITH THE WAIT TIMES OF THE OUT SHUTTLES



Cleanliness of the shuttles



Bus stop locations

