

**Department of Transportation (DOT)
Division of Parking Services
FY10 Parking Survey Analysis**

FY10 DOT Parking Survey Overview

- **Purpose:** Gauge the current performance of the public parking system from customers' perspective/opinion
- **Audience:** Permit Holders, Transient Parkers, Business Owners
 - Permit Holders 870; Transient Parkers 937; Business Owners 98; On Street 102
- **Time of Day:** Between 11AM and 7PM
- **Dates Administered:** October 22nd, 23rd, 26th, and 29th, 2009
- **Methodology:** Contractor personnel circulated through each parking district and each block between 11AM and 7PM during a typical weekday in an effort to meet and interview representative business owners/managers.



FY10 DOT Parking Survey Questionnaire

Pedestrian Questionnaire

POINT OF ACCESS QUESTIONNAIRE		LOCATION _____		
"Excuse me sir/madam, I'm doing a survey for the Montgomery County. May I ask you 10 quick questions regarding your visit here today?"		SURVEYOR'S NAME _____		
WHAT IS THE PURPOSE OF YOUR VISIT?	Unless otherwise noted please rate each question using the following scale: 1. Poor 2. Fair 3. Good 4. Excellent 5. No Opinion			
	Employee/Permit Holder		Visitor/Transient Parking	
Employee	Availability of parking?	Ease of navigation/maneuverability?	Condition of facility (clean, well lit, way finding)?	Feeling of safety and security?
Visitor	Ease of parking?	Convenience to destination?	Cost of parking?	How do you purchase/renew your parking permit (walk-in, mail, or both)?
	How many blocks is it to your final destination? (1, 2, 3 or >4)	Availability of parking?	Condition of facility (clean, well lit, way finding, informational signage)?	Feeling of safety and security?
	How long will your visit be today (< 1 hour, 1-2, 2-3, 3-4, or > 4 hours destination)? (1, 2, 3 or >4)	Ease of navigation/maneuverability?	Convenience to destination?	Ease of paying your parking fee?
		How do you purchase/renew your parking permit (walk-in, mail, or both)?	How many blocks is it to your initial destination? (1, 2, 3 or >4)	

Business Questionnaire

Business Parking Customer Service Survey

Business Information

Address (Block) _____

Type of Business: Office Retail Restaurant Other

Please check one: Owner Tenant

Type of Business: _____

Average number of employees on a typical day: _____

Employees' average length of stay on a typical day: _____

Customers' average length of stay on an atypical day: _____

Busiest day(s) of the week:
Sun Mon Tues Wed Thurs Fri Sat

Busiest time of day:
Before 9am 9am-11am 11am-1pm 1pm-5pm After 5pm

Do you provide parking for your employees? Yes No

Do you provide parking for your customers/visitors? Yes No

Do your employees or customers park in a Montgomery County parking space and if so where?
Employees: On-St. _____, Surface Lot _____, Garage _____
Customers/Visitors: On-St. _____, Surface Lot _____, Garage _____

**Unless otherwise noted use the following scale to rate each question:
1. Disagree 2. Somewhat Disagree 3. Agree 4. No Opinion**

Customer Surveys:

a. Their parking space is conveniently located

b. They believe that the parking facility/space was safe and secure

c. They believe that parking enforcement is fair

d. The parking space/facility was in good condition (clean, well lit, clear signage)

e. The parking facility was easy to navigate/maneuver within

f. Parking rates are fair

Employee Surveys:

a. Their parking space is conveniently located

b. They believe that the parking facility/space was safe and secure

c. They believe that parking enforcement is fair

d. The parking space/facility was in good condition (clean, well lit, clear signage)

e. The parking facility was easy to navigate/maneuver within

f. Parking rates are fair



DOT Division of Parking Services Headline Performance Measure

Headline Measure:

Average Overall Customer (Permit Holder/ Visitor) Satisfaction with Montgomery County Parking Facilities

Description:

This measure reports the average customer satisfaction rating for both permit holders and visitor parkers along the following scale (1. Poor; 2. Fair; 3. Good; 4. Excellent) for Montgomery County Parking Facilities

Current Data:

FY10 Baseline Value: **3.44**

The FY10 baseline value is the average of facility overall satisfaction scores found on slides 10 and 12

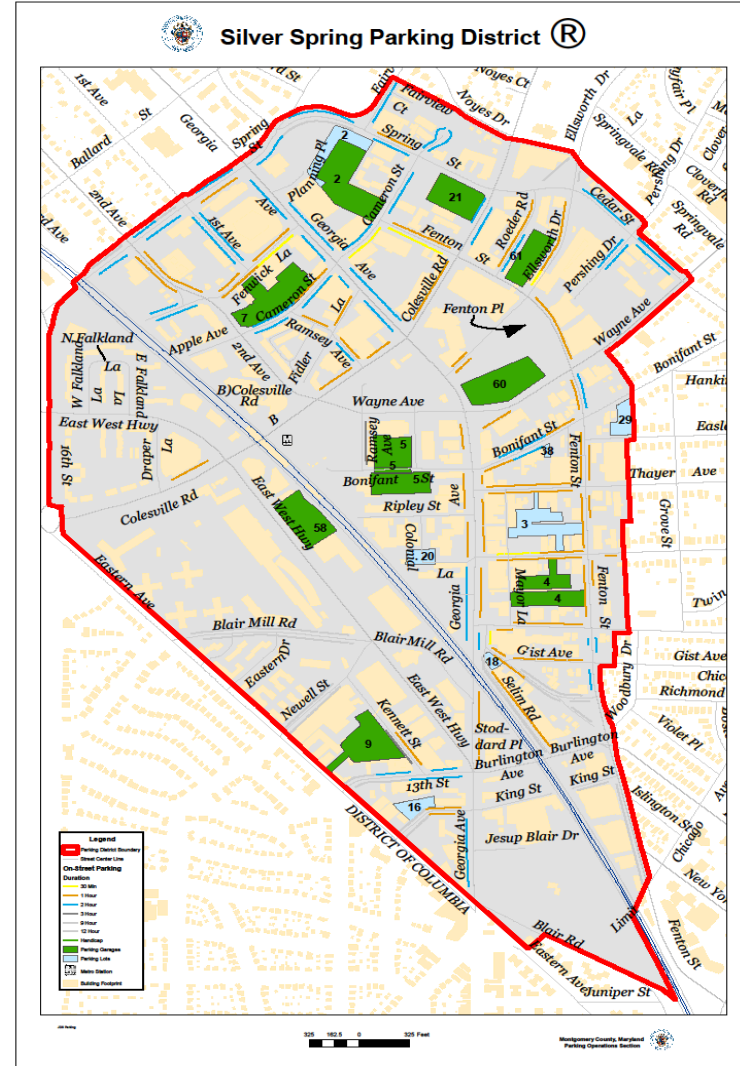
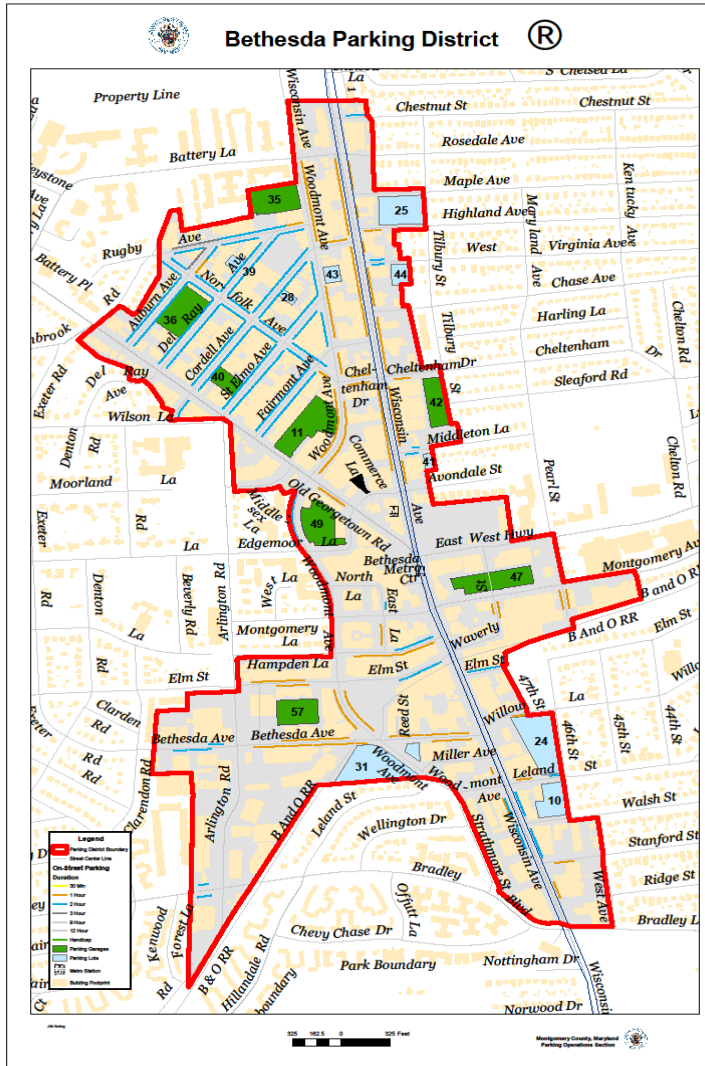


FY10 DOT Parking Survey General Findings

- All parking districts have similar overall satisfaction ratings
- Proximity to destination is an important determinate in parking facility utilization as 88% of permit holders and 84% of visiting parkers used facilities within two blocks of their destination.
- Proximity to destination also has an impact on overall satisfaction with the facility
- Parking facilities 35 and 58 are the lowest rated facilities from both permit holders and visiting parkers
- Pay-On-Foot payment methods are preferred (at a statistically significant level) to other payment systems
- Pay-by-Space is the least preferred payment method
- Occupancy over 50% negatively impacts facility satisfaction ratings
- “Below Grade” facilities rate lower in customer satisfaction than facilities designed “Above Grade”



Bethesda and Silver Spring Parking District Maps



Key:

Bethesda

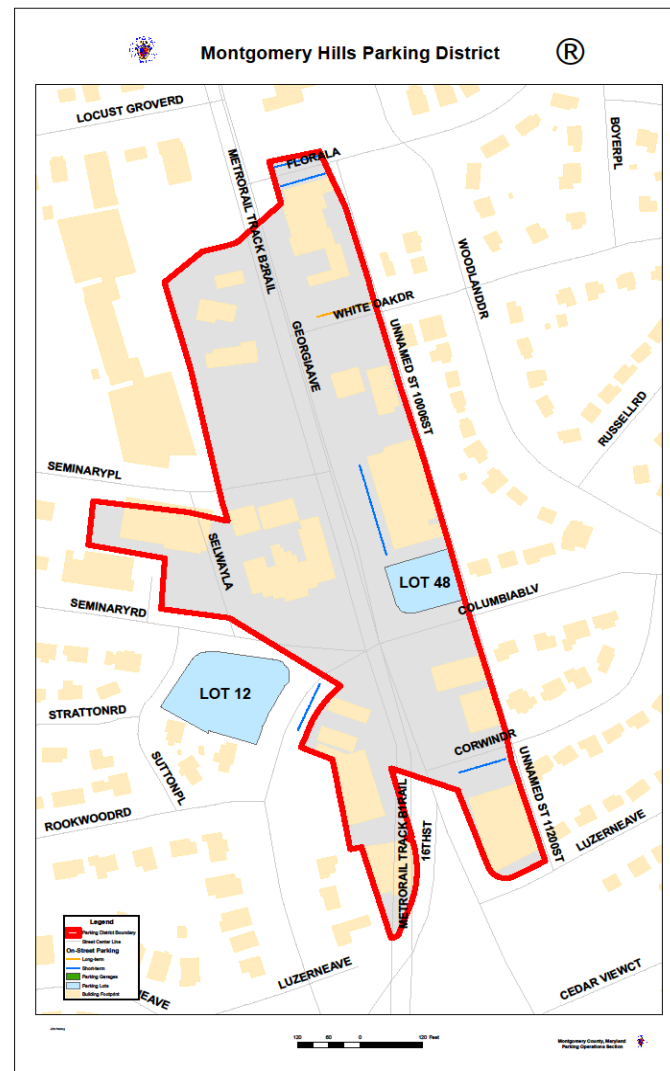
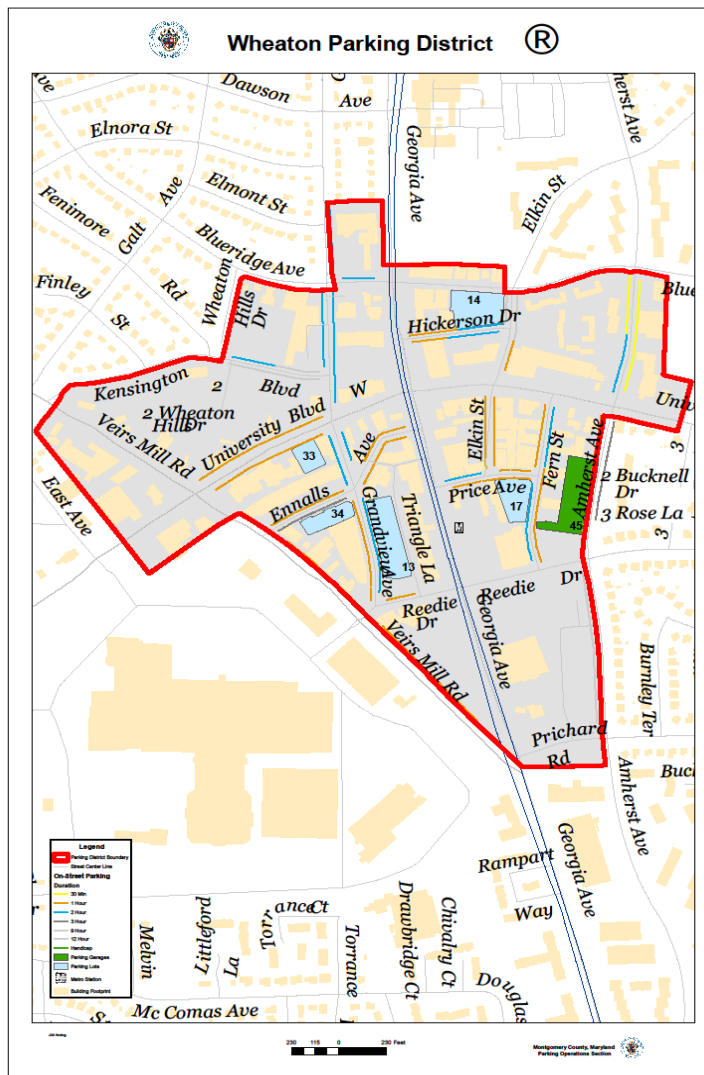
Silver Spring

Wheaton

Montgomery Hills



Wheaton and Montgomery Hills Parking District Maps



Key:

Bethesda

Silver Spring

Wheaton

Montgomery Hills



FY10 DOT Parking Survey: Snapshot of Business Survey Data

Satisfaction Rating of Owner Perception (1= Disagree; 2=Somewhat Disagree; 3= Agree)

		Convenient Location	Safe Facility	Fair Enforcement	Facility Condition	Easy Maneuverable	Fair Rates
Bethesda	Customer	1.94	2.48	1.52	1.97	1.88	1.75
	Employee	2.03	2.35	1.66	2.16	2.13	1.88
Silver Spring	Customer	2.21	2.52	1.83	2.24	2.21	1.83
	Employee	2.22	2.52	1.78	2.44	2.38	2.00
Wheaton	Customer	2.27	2.36	1.64	2.55	2.41	1.86
	Employee	2.09	2.14	1.68	2.41	2.36	1.27
Montgomery Hills	Customer	1.77	2.15	1.85	2.31	2.31	1.92
	Employee	1.50	1.67	1.17	1.75	1.75	1.58

Busiest Day

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Bethesda	5%	18%	5%	14%	11%	23%	25%
Silver Spring	13%	13%	8%	8%	13%	21%	24%
Wheaton	13%	5%	8%	10%	10%	21%	33%
Montgomery Hills	23%	15%	0%	0%	8%	15%	38%

Busiest Time

	Prior 9 AM	9-11 AM	11AM-1 PM	1-5 PM	After 5 PM
Bethesda	8%	19%	39%	11%	22%
Silver Spring	6%	24%	27%	21%	21%
Wheaton	7%	14%	14%	28%	38%
Montgomery Hills	6%	6%	31%	31%	25%



FY10 DOT Parking Survey: Parker Characteristics

Permit Parker Characteristics

How do you purchase/renew your parking permit?				
Mail	Walk-In	Both	n/a	Total

How many blocks is it to your final destination?				
One	Two	Three	>Four	Total

Garage	148	126	7	303	584	439	149	42	56	686
Lot	33	23	4	69	129	127	23	4	4	158
Total	181	149	11	372	713	566	172	46	60	844
Percent	25.4%	20.9%	1.5%	52.2%		67.1%	20.4%	5.5%	7.1%	

Visitor Parker Characteristics

How many blocks is it to your initial destination?				
One	Two	Three	>Four	Total

Garage	430	127	73	66	696
Lot	172	47	8	5	232
Total	602	174	81	71	928
Percent	64.9%	18.8%	8.7%	7.7%	


Proximity to destination is an important determinate in parking facility location. 88% of permit holders and 84% of visiting parkers used facilities within two blocks of their destination.



FY10 DOT Parking Survey: Permit Holder Satisfaction

Garage/ Lot	Availability	Navigation	Facility Condition	Safety and Security	Destination Convenience	Sign-up Ease	Cost of Parking	Overall
2	3.46	3.32	3.18	3.29	3.59	3.32	2.91	3.30
3	3.29	3.53	3.12	2.65	3.76	3.43	2.38	3.17
7	3.70	3.36	3.25	3.20	3.66	3.13	2.98	3.33
11	3.79	3.75	3.68	3.76	3.88	4.00	2.89	3.68
12								
13	3.54	3.58	3.68	3.36	3.73	3.65	2.88	3.49
14								
25	3.82	3.64	3.61	3.89	3.50	2.77	3.07	3.47
31	3.15	3.15	3.45	3.90	3.70	3.80	2.43	3.37
35	3.16	3.00	3.16	2.95	3.53	2.42	2.58	2.97
42								
45	3.79	3.72	3.69	3.57	3.79	3.24	3.06	3.55
48								
49	3.76	3.69	3.81	3.74	3.80	2.63	3.43	3.55
57	2.95	3.05	3.59	3.77	4.00	3.90	2.83	3.44
58	1.67	2.57	2.33	2.81	3.71	2.75	2.76	2.66
60	3.80	3.90	3.87	3.70	3.90	3.50	2.89	3.65
55	3.94	3.92	3.98	3.91	3.93	3.02	3.17	3.69
Average	3.49	3.52	3.53	3.52	3.79	3.35	2.96	3.45

 = Population Sample Too Small

 = Avg. Rating Lower at a Statistically Significant Level

 = Avg. Rating Higher at a Statistically Significant Level



FY10 DOT Parking Survey: Permit Holder Facility Rankings

Rank		1	2	3	4	5	6	7	8	9	10
Garage	Lot	12	48	55	11	60	42	45	13	49	14
Average Satisfaction		3.94	3.91	3.69	3.68	3.65	3.58	3.55	3.55	3.55	3.47

Rank		11	12	13	14	15	16	17	18
Garage	Lot	25	57	31	7	2	3	35	58
Average Satisfaction		3.47	3.44	3.40	3.35	3.30	3.17	2.97	2.66


Parking District	Montgomery Hills	Wheaton	Bethesda	Silver Spring
Average Satisfaction	3.93	3.53	3.44	3.29



FY10 DOT Parking Survey: Visitor Satisfaction

Garage/ Lot	Availability	Navigation	Facility Condition	Safety and Security	Destination Convenience	Pay Ease	Cost of Parking	Overall
2	3.47	3.36	3.20	3.27	3.59	2.96	3.19	3.29
3	2.94	3.47	2.56	2.94	3.50	3.28	2.72	3.06
7	3.14	3.05	2.94	2.95	3.42	2.99	2.74	3.03
11	3.78	3.83	3.67	3.89	3.94	3.89	3.50	3.79
12	4.00	4.00	3.92	4.00	3.96	3.94	3.94	3.97
13	3.57	3.59	3.42	3.23	3.71	3.77	3.32	3.52
14	3.60	3.90	3.83	3.76	4.00	3.53	2.87	3.64
25								
31	2.76	3.10	3.26	3.87	3.69	3.04	1.51	3.03
35	3.21	3.08	3.06	2.95	3.32	2.82	2.65	3.01
42	3.28	3.35	3.33	2.85	3.53	3.55	3.45	3.33
45	3.84	3.79	3.66	3.42	3.74	3.29	3.13	3.55
48	4.00	4.00	3.95	3.97	4.00	4.00	4.00	3.99
49	3.75	3.55	3.68	3.62	3.58	3.18	3.12	3.50
57	3.33	3.18	3.57	3.65	3.92	2.96	2.61	3.32
58								
60	3.79	3.66	3.79	3.78	3.84	3.68	3.24	3.68
55	4.00	3.83	3.94	3.85	3.97	2.82	2.91	3.62
Average	3.46	3.49	3.42	3.49	3.68	3.35	3.02	3.42

 = Population Sample Too Small

 = Avg. Rating Lower at a Statistically Significant Level

 = Avg. Rating Higher at a Statistically Significant Level



FY10 DOT Parking Survey: Visitor Facility Rankings

Rank		1	2	3	4	5	6	7	8	9	10
Garage	Lot	48	12	11	60	14	55	45	13	49	25
Average Satisfaction		3.99	3.97	3.79	3.68	3.64	3.62	3.55	3.52	3.50	3.41

Rank		11	12	13	14	15	16	17	18
Garage	Lot	42	57	2	3	7	31	35	58
Average Satisfaction		3.33	3.32	3.29	3.06	3.03	3.03	3.01	2.75

Parking District	Montgomery Hills	Wheaton	Bethesda	Silver Spring
Average Satisfaction	3.98	3.57	3.34	3.24



FY10 DOT Parking Survey: Facility Ranking Comparison of Permit Holder and Visitor Parkers

	1	2	3	4	5	6	7	8	9	10
Permit Holder	12	48	55	11	60	42	45	13	49	14
Visitor	48	12	11	60	14	55	45	13	49	25

	11	12	13	14	15	16	17	18
Permit Holder	25	57	31	7	2	3	35	58
Visitor	42	57	2	3	7	31	35	58

Key:

Bethesda

Silver Spring

Wheaton

Montgomery Hills



FY10 DOT Parking Survey: Parking Facility Characteristics

Facility #	PLD	Short-term Rate	Long-term Rate	Garage/Lot	Above or Below Grade	Peak Occupancy (Average FY 09)	Payment System	Credit Card Payment	Year Built
2	Silver Spring	\$ 0.75	\$ 0.50	Garage	Above	51%	Meter	No	1972
3	Silver Spring	\$ 0.75	\$ 0.50	Lot	Above	70%	Meter	No	
7	Silver Spring	\$ 0.75	\$ 0.50	Garage	Above	84%	Pay-by-Space	Yes	1966/1974
11	Bethesda	\$ 1.00	\$ 0.65	Garage	Above	67%	Pay-on-Foot	Yes	1970/1981
12	Montgomery Hills	\$ 0.25	\$ 0.25	Lot	Above	24%	Meter	No	
13	Wheaton	\$ 0.50	\$ 0.50	Lot	Above	69%	Meter	No	
14	Wheaton	\$ 0.50	\$ 0.50	Lot	Above	77%	Meter	No	
25	Bethesda	\$ 1.00	\$ 0.65	Lot	Above	55%	Meter	No	
31	Bethesda	\$ 1.00	\$ 0.65	Lot	Above	99%	Meter	No	
35	Bethesda	\$ 1.00	\$ 0.65	Garage	Above	77%	Meter	No	1965
42	Bethesda	\$ 1.00	\$ 0.65	Garage	Below	54%	Meter	No	2003
45	Wheaton	\$ 0.50	\$ 0.50	Garage	Above	52%	Pay-by-Space	Yes	1990
48	Montgomery Hills	\$ 0.25	\$ 0.25	Lot	Above	64%	Meter	No	
49	Bethesda	\$ 1.00	\$ 0.65	Garage	Below	97%	Cashier	Yes	1991
57	Bethesda	\$ 1.00	\$ 0.65	Garage	Above	95%	Meter	No	1990
58	Silver Spring	\$ 0.75	\$ 0.50	Garage	Below	97%	Meter	No	1993
60	Silver Spring	\$ 0.75	\$ 0.50	Garage	Above	62%	Pay-on-Foot	Yes	2004
55	Silver Spring	\$ 0.75	\$ 0.50	Garage	Above	43%	Meter	No	1982



Facility Satisfaction Rankings by Occupancy

Permit Holders

Garage/ Lot	Availability	Overall Average	Occupancy (FY09 Average)
55	3.94	3.69	62%
11	3.79	3.68	67%
60	3.8	3.65	97%
49	3.76	3.55	97%
45	3.79	3.55	52%
13	3.54	3.49	69%
25	3.82	3.47	55%
57	2.95	3.44	43%
31	3.15	3.37	99%
7	3.7	3.33	84%
2	3.46	3.3	51%
3	3.29	3.17	70%
35	3.16	2.97	77%
58	1.67	2.66	95%

Visitor Parkers

Garage/ Lot	Availability	Overall Average	Occupancy (FY09 Average)
48	4	3.99	64%
12	4	3.97	24%
11	3.78	3.79	67%
60	3.79	3.68	97%
14	3.6	3.64	77%
55	4	3.62	62%
45	3.84	3.55	52%
13	3.57	3.52	69%
49	3.75	3.5	97%
42	3.28	3.33	54%
57	3.33	3.32	43%
2	3.47	3.29	51%
3	2.94	3.06	70%
31	2.76	3.03	99%
7	3.14	3.03	84%
35	3.21	3.01	77%

= Avg. Rating Lower at a Statistically Significant Level
 = Avg. Rating Higher at a Statistically Significant Level



Impact of Occupancy on Satisfaction: All Parkers

Availability of Parking

Occupancy Rate	Average	N	StdDev	Difference	p-value
26-50	3.944444	235	0.247544		
51-75	3.653061	934	0.612538	-0.291383	0.0000
76-100	3.228487	697	0.940119	-0.424574	0.0000

Feeling of Safety

Occupancy Rate	Average	N	StdDev	Difference	p-value
26-50	3.906667	235	0.334344		
51-75	3.488172	934	0.759844	-0.418495	0.0000
76-100	3.445104	697	0.790423	-0.043068	0.1342

Ease of Navigation

Occupancy Rate	Average	N	StdDev	Difference	p-value
26-50	3.908297	235	0.344596		
51-75	3.623656	934	0.619281	-0.284641	0.0000
76-100	3.276878	697	0.853543	-0.346778	0.0000

Convenience to Dest.

Occupancy Rate	Average	N	StdDev	Difference	p-value
26-50	3.931915	235	0.375025		
51-75	3.737297	934	0.567102	-0.1946176	0.0000
76-100	3.659259	697	0.668971	-0.078038	0.0065

Facility Condition

Occupancy Rate	Average	N	StdDev	Difference	p-value
26-50	3.974138	235	0.184283		
51-75	3.541442	934	0.665218	-0.432696	0.0000
76-100	3.345643	697	0.7874	-0.195799	0.0000

 = Avg. Rating Lower at a Statistically Significant Level Compared to Lowest Occupancy Group



Facility Satisfaction Rankings: Above Grade Versus Below Grade Level

Permit Holders

Garage/Lot	Navigation	Facility Condition	Safety and Security	Overall	Above or Below Grade
55	3.92	3.98	3.91	3.69	Above
11	3.75	3.68	3.76	3.68	Above
60	3.9	3.87	3.7	3.65	Above
45	3.72	3.69	3.57	3.55	Above
49	3.69	3.81	3.74	3.55	Below
13	3.58	3.68	3.36	3.49	Above
25	3.64	3.61	3.89	3.47	Above
57	3.05	3.59	3.77	3.44	Above
31	3.15	3.45	3.9	3.37	Above
7	3.36	3.25	3.2	3.33	Above
2	3.32	3.18	3.29	3.3	Above
3	3.53	3.12	2.65	3.17	Above
35	3	3.16	2.95	2.97	Above
58	2.57	2.33	2.81	2.66	Below

Visitor Parkers

Garage/Lot	Navigation	Facility Condition	Safety and Security	Overall	Above or Below Grade
48	4	3.95	3.97	3.99	Above
12	4	3.92	4	3.97	Above
11	3.83	3.67	3.89	3.79	Above
60	3.66	3.79	3.78	3.68	Below
14	3.9	3.83	3.76	3.64	Above
55	3.83	3.94	3.85	3.62	Above
45	3.79	3.66	3.42	3.55	Above
13	3.59	3.42	3.23	3.52	Above
49	3.55	3.68	3.62	3.5	Below
42	3.35	3.33	2.85	3.33	Below
57	3.18	3.57	3.65	3.32	Above
2	3.36	3.2	3.27	3.29	Above
3	3.47	2.56	2.94	3.06	Above
31	3.1	3.26	3.87	3.03	Above
7	3.05	2.94	2.95	3.03	Above
35	3.08	3.06	2.95	3.01	Above

■ = Avg. Rating Lower at a Statistically Significant Level
■ = Avg. Rating Higher at a Statistically Significant Level



Impact of Above Grade Versus Below Grade on Satisfaction: All Parkers

Availability of Parking

Grade	Average	N	StdDev	Difference	p-value
Above	3.571516	1656	0.714478		
Below	3.369919	253	0.988376	-0.2015972	0.0009

Feeling of Safety

Grade	Average	N	StdDev	Difference	p-value
Above	3.552147	1656	0.726195		
Below	3.4125	253	0.833811	-0.1396472	0.0058

Ease of Navigation

Grade	Average	N	StdDev	Difference	p-value
Above	3.553035	1656	0.70891		
Below	3.453441	253	0.778822	-0.0995937	0.0277

Convenience to Dest.

Grade	Average	N	StdDev	Difference	p-value
Above	3.75046	1656	0.566681		
Below	3.663968	253	0.707421	-0.0864922	0.0317

Facility Condition

Grade	Average	N	StdDev	Difference	p-value
Above	3.54284	1656	0.684668		
Below	3.45935	253	0.780093	-0.0834901	0.0537

■ = Avg. Rating Lower at a Statistically Significant Level Compared to Above Grade Facilities



Facility Satisfaction Ratings by Fee Rates

Permit Holders

Garage/Lot	Cost of Parking	Overall	Short-Term Rate	Long-Term Rate
55	3.17	3.69	\$0.75	\$0.50
11	2.89	3.68	\$1.00	\$0.65
60	2.89	3.65	\$0.75	\$0.50
49	3.43	3.55	\$1.00	\$0.65
45	3.06	3.55	\$0.50	\$0.50
13	2.88	3.49	\$0.50	\$0.50
25	3.07	3.47	\$1.00	\$0.65
57	2.83	3.44	\$1.00	\$0.65
31	2.43	3.37	\$1.00	\$0.65
7	2.98	3.33	\$0.75	\$0.50
2	2.91	3.3	\$0.75	\$0.50
3	2.38	3.17	\$0.75	\$0.50
35	2.58	2.97	\$1.00	\$0.65
58	2.76	2.66	\$0.75	\$0.50

Visitor Parkers

Garage/Lot	Cost of Parking	Overall	Short-Term Rate	Long-Term Rate
48	4	3.99	\$0.25	\$0.25
12	3.94	3.97	\$0.25	\$0.25
11	3.5	3.79	\$1.00	\$0.65
60	3.24	3.68	\$0.75	\$0.50
14	2.87	3.64	\$0.50	\$0.50
55	2.91	3.62	\$0.75	\$0.50
45	3.13	3.55	\$0.50	\$0.50
13	3.32	3.52	\$0.50	\$0.50
49	3.12	3.5	\$1.00	\$0.65
42	3.45	3.33	\$1.00	\$0.65
57	2.61	3.32	\$0.75	\$0.50
2	3.19	3.29	\$0.75	\$0.50
3	2.72	3.06	\$0.75	\$0.50
31	1.51	3.03	\$1.00	\$0.65
7	2.74	3.03	\$0.75	\$0.50
35	2.65	3.01	\$1.00	\$0.65

■ = Avg. Rating Lower at a Statistically Significant Level

■ = Avg. Rating Higher at a Statistically Significant Level



Facility Satisfaction Rankings by Payment System

Permit Holders

Garage/Lot	Sign-up Ease	Cost of Parking	Overall	Payment System
55	3.02	3.17	3.69	Meter
11	4	2.89	3.68	Pay-on-Foot
60	3.5	2.89	3.65	Pay-on-Foot
49	2.63	3.43	3.55	Cashier
45	3.24	3.06	3.55	Pay-by-Space
13	3.65	2.88	3.49	Meter
25	2.77	3.07	3.47	Meter
57	3.9	2.83	3.44	Meter
31	3.8	2.43	3.37	Meter
7	3.13	2.98	3.33	Pay-by-Space
2	3.32	2.91	3.3	Meter
3	3.43	2.38	3.17	Meter
35	2.42	2.58	2.97	Meter
58	2.75	2.76	2.66	Meter

Visitor Parkers

Garage/Lot	Pay Ease	Cost of Parking	Overall	Payment System
48	4	4	3.99	Meter
12	3.94	3.94	3.97	Meter
11	3.89	3.5	3.79	Pay-on-Foot
60	3.68	3.24	3.68	Meter
14	3.53	2.87	3.64	Meter
55	2.82	2.91	3.62	Pay-on-Foot
45	3.29	3.13	3.55	Pay-by-Space
13	3.77	3.32	3.52	Meter
49	3.18	3.12	3.5	Cashier
42	3.55	3.45	3.33	Meter
57	2.96	2.61	3.32	Meter
2	2.96	3.19	3.29	Meter
3	3.28	2.72	3.06	Meter
31	3.04	1.51	3.03	Meter
7	2.99	2.74	3.03	Pay-by-Space
35	2.82	2.65	3.01	Meter

= Avg. Rating Lower at a Statistically Significant Level

= Avg. Rating Higher at a Statistically Significant Level



Impact of Payment System on Satisfaction Ratings: All Parkers

Occupancy Rate	Cost of Parking			Difference	p-value
	Average	N	StdDev		
Pay-by-Space	2.93651	272	0.96757		
Meter	2.97605	1182	0.96755	0.039546	0.2717
Pay-on-Foot	3.06897	298	0.93494	0.092912	0.0640
Cashier	3.33333	157	0.96005	0.264367	0.0024

Occupancy Rate	Ease of Payment			Difference	p-value
	Average	N	StdDev		
Pay-by-Space	3.11765	272	0.98555		
Cashier	3.14815	157	1.07368	0.030501	0.3852
Meter	3.25761	1182	0.8902	0.109458	0.1107
Pay-on-Foot	3.67442	298	0.6568	0.416813	0.0000

 = Avg. Rating Higher at a Statistically Significant Level Compared Lowest Rated Payment Type

Credit Card	Ease of Payment			Difference	p-value
	Average	N	StdDev		
No	3.257606	1182	0.890199		
Yes	3.332604	727	0.931237	0.0749974	0.0412

Credit Card	Cost of Parking			Difference	p-value
	Average	N	StdDev		
No	2.976054	1182	0.967547		
Yes	3.078035	727	0.962229	0.101981	0.0124

 = Avg. Rating Higher at a Statistically Significant Level Compared to No Credit Card



Impact of Proximity to Destination on Satisfaction: All Types of Parkers

Availability of Parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.585484	1250	0.712473		
2	3.433428	358	0.908742	-0.1520561	0.0018
3	3.453846	131	0.716489	-0.1316377	0.0227
4+	3.511811	138	0.775274	-0.0736728	0.1428

Feeling of Safety					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.58096	1250	0.690321		
2	3.552707	358	0.757392	-0.0282536	0.2629
3	3.387597	131	0.783722	-0.1933632	0.0033
4+	3.155039	138	0.995691	-0.4259214	0.0000

Ease of Navigation					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.589141	1250	0.667089		
2	3.464589	358	0.811507	-0.1245518	0.0039
3	3.450382	131	0.714829	-0.1387593	0.0167
4+	3.351563	138	0.856562	-0.2375785	0.0008

Convenience to Dest.					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.810833	1250	0.492447		
2	3.691429	358	0.611903	-0.1194041	0.0003
3	3.559055	131	0.708828	-0.2517775	0.0000
4+	3.348485	138	0.948964	-0.4623478	0.0000

Facility Condition					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.581452	1250	0.647696		
2	3.463068	358	0.772608	-0.1183834	0.0041
3	3.460938	131	0.686224	-0.1205141	0.0273
4+	3.265625	138	0.873804	-0.3158266	0.0000

Ease of Payment					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.305672	1250	0.901016		
2	3.207692	358	0.91488	-0.09798	0.0365
3	3.345794	131	0.90181	0.0401221	0.3140
4+	3.229358	138	0.929287	-0.0763145	0.1792

Cost of Parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.048458	1250	0.983253		
2	2.902439	358	0.946389	-0.1460191	0.0054
3	3.066116	131	0.882568	0.0176576	0.4147
4+	3.02459	138	0.940047	-0.023868	0.3891

■ = Avg. Rating Lower at a Statistically Significant Level Compared to One Block



Impact of Proximity to Destination on Satisfaction: Permit Holders

Availability of Parking

# blocks away	Average	N	StdDev	Difference	p-value
1	3.685512	566	0.618335		
2	3.598837	172	0.792213	-0.0866752	0.0937
3	3.5	46	0.691215	-0.1855124	0.0389
4+	3.690909	60	0.690484	0.0053967	0.4768

Feeling of Safety

# blocks away	Average	N	StdDev	Difference	p-value
1	3.654255	566	0.66581		
2	3.590643	172	0.724954	-0.063612	0.1523
3	3.391304	46	0.802171	-0.262951	0.0153
4+	3.345455	60	1.004032	-0.3088008	0.0099

Ease of Navigation

# blocks away	Average	N	StdDev	Difference	p-value
1	3.66726	566	0.624482		
2	3.616279	172	0.711947	-0.0509807	0.1989
3	3.5	46	0.691215	-0.1672598	0.0560
4+	3.490909	60	0.836056	-0.1763507	0.0562

Convenience to Dest.

# blocks away	Average	N	StdDev	Difference	p-value
1	3.88057	566	0.407515		
2	3.733728	172	0.602662	-0.1468426	0.0014
3	3.627907	46	0.578309	-0.2526634	0.0018
4+	3.454545	60	0.939231	-0.426025	0.0003

Facility Condition

# blocks away	Average	N	StdDev	Difference	p-value
1	3.722124	566	0.548003		
2	3.54386	172	0.760886	-0.1782642	0.0021
3	3.413043	46	0.747621	-0.3090804	0.0030
4+	3.345455	60	0.927326	-0.3766693	0.0010

Ease of Payment

# blocks away	Average	N	StdDev	Difference	p-value
1	3.23588	566	0.997083		
2	3.139241	172	0.983638	-0.0966399	0.1303
3	3.173913	46	0.936734	-0.0619674	0.3338
4+	3.322581	60	0.908739	0.0867002	0.2432

Cost of Parking

# blocks away	Average	N	StdDev	Difference	p-value
1	3.056497	566	1.013406		
2	2.964286	172	0.888333	-0.0922115	0.1246
3	2.97619	46	0.840676	-0.0803067	0.2700
4+	3.108696	60	0.971328	0.0521985	0.3467

 = Avg. Rating Lower at a Statistically Significant Level Compared to One Block



Impact of Proximity to Destination on Satisfaction: Visitor Parkers

Availability of parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.498322	605	0.778922		
2	3.295858	174	0.979574	-0.202464	0.0061
3	3.475	81	0.693094	-0.023322	0.3897
4+	3.373134	71	0.831862	-0.125188	0.1136

Ease of Navigation					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.508418	605	0.711811		
2	3.325444	174	0.88338	-0.182974	0.0061
3	3.419753	81	0.739327	-0.088664	0.1543
4+	3.238806	71	0.836471	-0.269612	0.0046

Facility Condition					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.447236	605	0.708988		
2	3.402367	174	0.750552	-0.044869	0.2409
3	3.5	81	0.659595	0.0527638	0.2514
4+	3.223881	71	0.794315	-0.223356	0.0117

Feeling of Safety					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.512777	605	0.7091		
2	3.488095	174	0.804092	-0.024682	0.3572
3	3.417722	81	0.761368	-0.095055	0.1438
4+	3.029412	71	0.945856	-0.483365	0.0000

Convenience to Dest.					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.752508	605	0.554215		
2	3.662722	174	0.60639	-0.089786	0.0397
3	3.5125	81	0.779382	-0.240008	0.0037
4+	3.271429	71	0.931283	-0.48108	0.0000

Ease of Payment					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.320755	605	0.864555		
2	3.213018	174	0.894199	-0.107737	0.0791
3	3.3875	81	0.892922	0.0667453	0.2630
4+	3.169014	71	0.955972	-0.151741	0.1007

Cost of Parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.067416	605	0.946578		
2	2.791946	174	1.008579	-0.275469	0.0006
3	3.106667	81	0.909014	0.0392509	0.3582
4+	3.014493	71	0.882722	-0.052923	0.3177

■ = Avg. Rating Lower at a Statistically Significant Level Compared to Difference from One Block



Impact of Proximity to Destination on Satisfaction: Street Parkers

Availability of parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.525641	79	0.733686		
2	3	12	1.044466	-0.525641	0.0463
3	2.5	4	1	-1.025641	0.0215
4+	3.4	7	0.547723	-0.125641	0.2865

Feeling of Safety					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.564103	79	0.675926		
2	3.916667	12	0.288675	0.3525641	0.0009
3	2.75	4	0.957427	-0.814103	0.0465
4+	2.833333	7	1.32916	-0.730769	0.0752

Ease of Navigation					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.641026	79	0.533899		
2	3.25	12	0.753778	-0.391026	0.0416
3	3.5	4	0.57735	-0.141026	0.3162
4+	3.333333	7	1.21106	-0.307692	0.2525

Convenience to Dest.					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.75641	79	0.488462		
2	3.5	12	0.797724	-0.25641	0.1394
3	3.75	4	0.5	-0.00641	0.4900
4+	3.285714	7	1.253566	-0.470696	0.1619

Facility Condition					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.589744	79	0.612338		
2	3.166667	12	1.114641	-0.423077	0.0993
3	3.25	4	0.5	-0.339744	0.0951
4+	3	7	1.264911	-0.589744	0.1111

Ease of Payment					
# blocks away	Average	N	StdDev	Difference	p-value
1	3.485294	79	0.722612		
2	3.583333	12	0.668558	0.0980392	0.3198
3	3.5	4	1	0.0147059	0.4884
4+	3.428571	7	0.786796	-0.056723	0.4270

Cost of Parking					
# blocks away	Average	N	StdDev	Difference	p-value
1	2.842857	79	1.016326		
2	3.454545	12	0.687552	0.6116883	0.0038
3	3.25	4	0.957427	0.4071429	0.2041
4+	2.571429	7	1.272418	-0.271429	0.2915

= Avg. Rating Lower at a Statistically Significant Level Compared to Difference from One Block
 = Avg. Rating Higher at a Statistically Significant Level Compared to Difference from One Block

