

**Department of Transportation (DOT)
Division of Parking Services
FY11 Parking Survey Analysis**

FY11 DOT Parking Survey Overview

- **Purpose:** Gauge the current performance of the public parking system from customers' perspective/opinion
- **Audience:** Permit Holders, Visitor/Transient Parkers, Business Owners
FY11: Permit Holders 1178; Visitor Parkers 962; Business Owners 79; On Street 108
(FY10: Permit Holders 870; Visitor Parkers 937; Business Owners 98; On Street 102)
- **Time of Day:** 7:00AM-12:00PM & 3:00PM-7:00PM (parkers)
11:00AM-7:00PM (business owners)
- **Dates Administered:** November 15-18, 2011
- **Methodology:** Contractor personnel circulated through each parking district and each block between 7:00AM and 7:00PM during a typical weekday in an effort to meet and interview representative business owners/managers.



DOT FY11 Parking Survey Analysis



Business Parking Customer Service Survey	
Business Information	
Address (Block) _____	
Type of Business Office <input type="checkbox"/> Retail <input type="checkbox"/> Restaurant <input type="checkbox"/> Other <input type="checkbox"/>	
Please check one: Owner <input type="checkbox"/> Tenant <input type="checkbox"/>	
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 a typical day _____	
Busiest day(s) of the week:	
Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/>	
Busiest time of day:	
Before 9am <input type="checkbox"/> 9am-11am <input type="checkbox"/> 11am-1pm <input type="checkbox"/> 1pm-5pm <input type="checkbox"/> After 5pm <input type="checkbox"/>	
Do you provide parking for your employees? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do you provide parking for your customers/visitors? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your employees or customers park in a Montgomery County parking space and if so where?	
Employees : Ou-St _____, Surface Lot _____, Garage _____	
Customers/Visitors : Ou-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 <input type="checkbox"/>	
b. They believe that the parking facility/space was safe and secure <input type="checkbox"/>	
c. They believe that parking enforcement is fair <input type="checkbox"/>	
d. The parking space/facility was in good condition (clean, well lit, clear signage) <input type="checkbox"/>	
e. The parking facility was easy to navigate/maneuver within <input type="checkbox"/>	
f. Parking rates are fair <input type="checkbox"/>	
Employee Surveys:	
a. Their parking space is conveniently located <input type="checkbox"/>	
b. They believe that the parking facility/space was safe and secure <input type="checkbox"/>	
c. They believe that parking enforcement is fair <input type="checkbox"/>	
d. The parking space/facility was in good condition (clean, well lit, clear signage) <input type="checkbox"/>	
e. The parking facility was easy to navigate/maneuver within <input type="checkbox"/>	
f. Parking rates are fair <input type="checkbox"/>	

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:

FY11 Baseline Value: **3.41** (FY10 Baseline Value: **3.44**)

The FY11 baseline value is the average of facility overall satisfaction scores found on slides 12 and 14



FY11 DOT Parking Survey General Findings

Business Survey (Employees and Customers)

- 83% of business survey averages were up from FY10. Montgomery Hills, Bethesda, and Silver Spring saw consistent increases.
- Weekends are the busiest time of week for all districts, while lunchtime and evenings are the busiest time of day.

Visitor and Permit Holder Satisfaction

- An increasing percent of visitors and permit-holders report parking more than 1 block from their destination, but the majority (60% of permit-holders & 52% of visitors) park within 1 block.
- Facilities 35, 11, & 7 were at the top of the pack among both visitors and permit-holders, while 31, 60, & 55 were at the bottom of the pack for both groups.

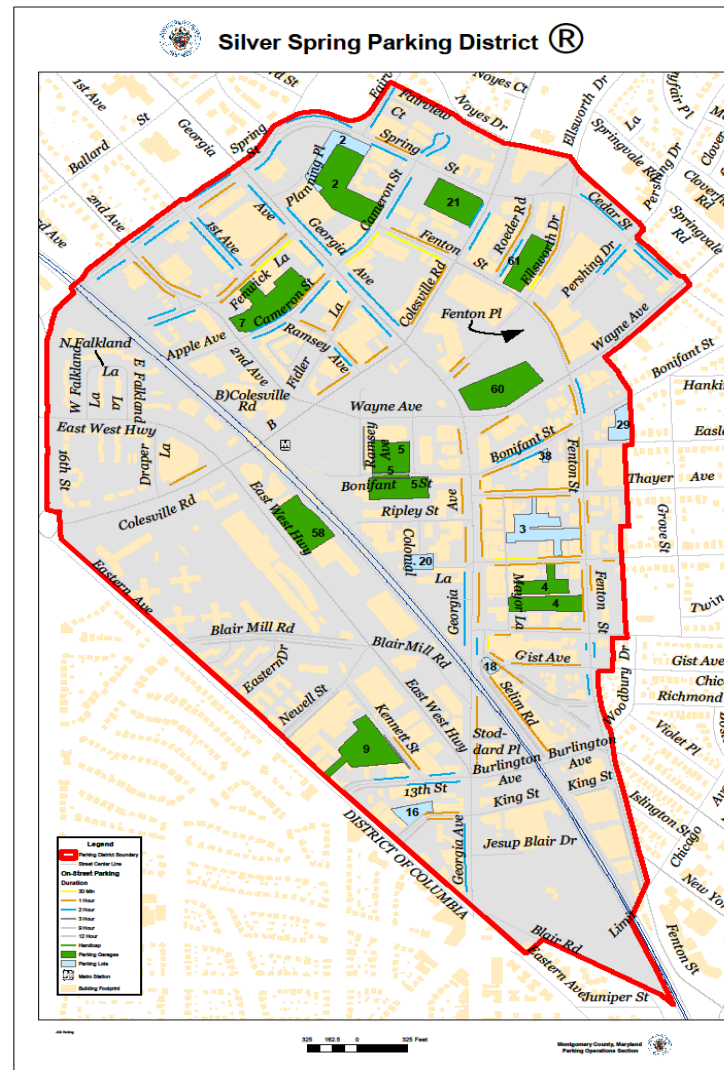
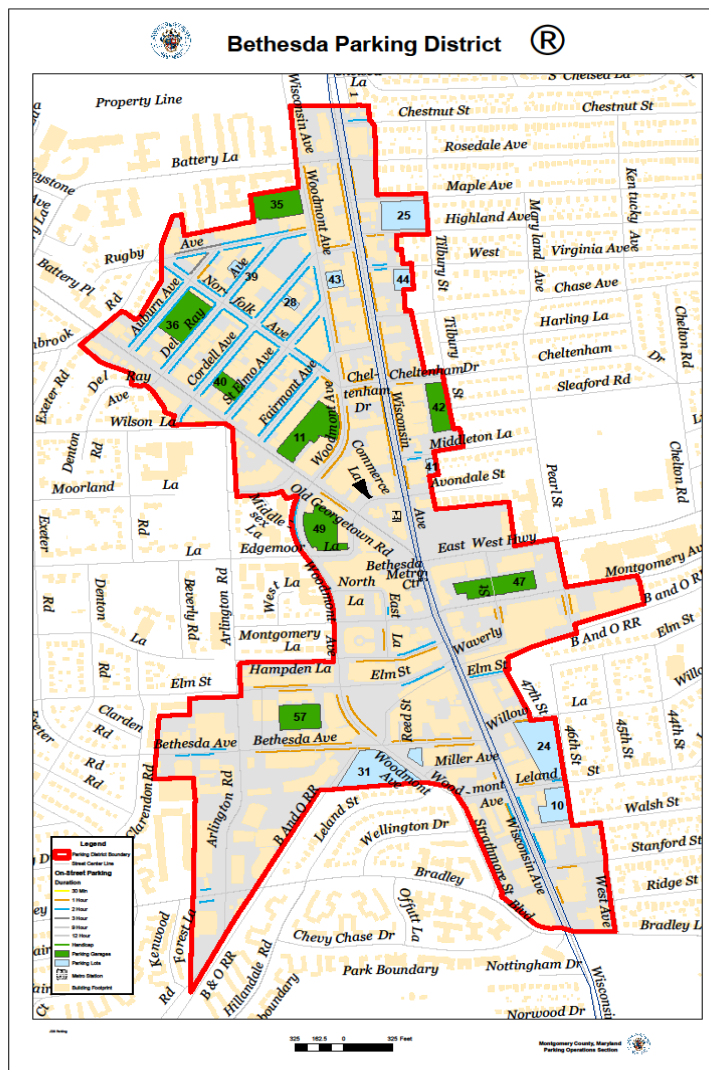


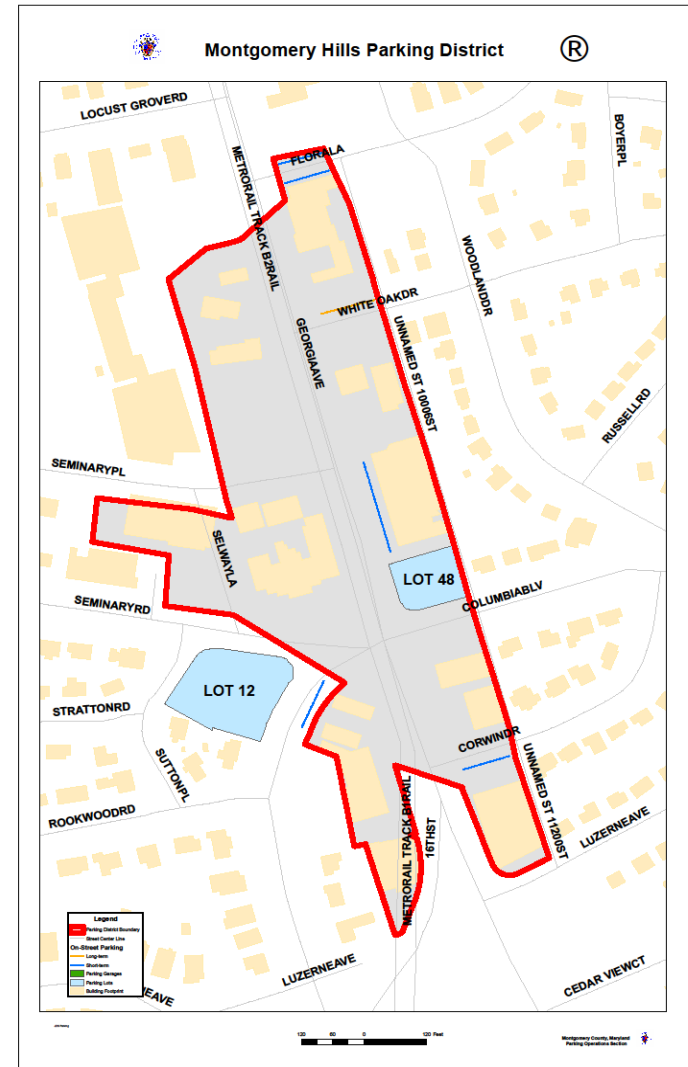
FY11 DOT Parking Survey General Findings

Impact of Facility Characteristics

- Among permit-holders, lower occupancy rates generally correlate with higher availability ratings; there is weaker correlation for visitors.
- Among visitor parkers, below grade facilities were generally rated below average. However, when accounting for all parkers (visitors and permit holders), facilities below grade actually rated higher than those above grade.
- Satisfaction with parking costs had the lowest average of all categories, for all parking groups. Actual rates had little correlation with satisfaction levels.
- Pay ease and cost of parking ratings were above average for pay-by-space facilities, average for cashier facilities, and at or below average for pay-on-foot facilities. Ratings varied for metered facilities.
- Increasing distance from destination correlates with decreasing satisfaction levels among all parkers, except when parkers are 4+ blocks away.







Snapshot of Business Survey Data (1 of 2)

Customer and Employee Ratings

		<u>Convenient Location</u>	<u>Safe Facility</u>	<u>Fair Enforcement</u>	<u>Facility Condition</u>	<u>Easy Maneuverable</u>	<u>Fair Rates</u>
Bethesda	Customer (41)	2.0	2.8 ↑	1.9 ↑	3.0 ↑	2.5 ↑	2.1 ↑
	Employee (36)	2.0	2.9 ↑	2.0 ↑	3.0 ↑	2.5 ↑	1.9
Silver Spring	Customer (45)	2.1 ↓	2.8 ↑	1.9	3.0 ↑	2.5 ↑	2.1 ↑
	Employee (25)	2.7 ↑	2.6	2.2 ↑	2.9 ↑	2.8 ↑	2.1 ↑
Wheaton	Customer (11)	2.1 ↓	2.8 ↑	1.9 ↑	2.6	2.0 ↓	2.6 ↑
	Employee (5)	1.7 ↓	2.8 ↑	1.6 ↓	2.4	2.5 ↑	2.8 ↑
Montgomery Hills	Customer (9)	2.7 ↑	2.9 ↑	2.0 ↑	2.5 ↑	2.5 ↑	2.7 ↑
	Employee (6)	3.0 ↑	3.0 ↑	2.3 ↑	2.5 ↑	2.8 ↑	2.7 ↑

(↓ indicates 5+% decrease from FY10; ↑ indicates 5+% increase from FY10)

Generally, employees were just as satisfied or more satisfied than customers with each of the parking factors. 83% of scores improved from FY10.



Sample size listed in parentheses

1= Disagree; 2=Somewhat Disagree; 3= Agree

Snapshot of Business Survey Data (2 of 2)

Busiest Day and Time

	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
Bethesda	7%	7% ↓	9%	9% ↓	12%	23%	33% ↑
Silver Spring	4% ↓	12%	7%	9%	13%	29% ↑	26%
Wheaton	9%	9% ↑	4%	9%	4% ↓	35% ↑	30%
Montgomery Hills	10% ↓	16%	13% ↑	13% ↑	6%	19%	23% ↓

	<u>Prior 9AM</u>	<u>Prior 9AM</u>	<u>10AM-1PM</u>	<u>1-5PM</u>	<u>After 5PM</u>
Bethesda	3% ↓	23%	30% ↓	20% ↑	23%
Silver Spring	0% ↓	14% ↓	26%	20%	40% ↑
Wheaton	11%	21% ↑	11%	26%	32% ↓
Montgomery Hills	5%	10%	38% ↑	29%	19% ↓

(↓ indicates 5+ percentage point decrease from FY10; ↑ indicates 5+ percentage point increase from FY10)



Parker Characteristics

		How many blocks is it to your final destination?					How do you purchase/renew your parking permit?			
		1	2	3	4+	Total	Mail	Walk-In	Both /N/A	Total
Permit Holders	Garage	622	231	87	90	1,030	323	185	98	606
	Lot	71	21	17	9	118	30	42	26	98
	Total	693	252	104	99	1,148	353	227	124	704
	Percent	60% ↓	22% ↑	9% ↑	9% ↑	100%	50% ↑	32% ↑	18% ↓	100%
Visitors	Garage	335	142	79	150	706				
	Lot	162	57	14	8	241				
	Total	497	199	93	158	947				
	Percent	52% ↓	21% ↑	10% ↑	17% ↑	100%				

(↓ Indicates a decrease from FY10; ↑ indicates an increase from FY10)

Visitors and permit holders alike are most likely to park within 1-2 blocks of their destination. However, visitors are more likely to park farther away (4+ blocks) from their destination.



Permit Holder Satisfaction

<u>Garage/ Lot</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Sign-up Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>
42	3.91	3.89	3.91	3.80	3.85	3.77	3.51	3.80
35	3.85	3.85	3.75	3.77	3.86	3.74	3.70	3.79
7	3.74	3.65	3.72	3.66	3.83	3.68	3.27	3.65
45	3.81	3.74	3.77	3.58	3.45	3.51	3.53	3.63
11	3.75	3.81	3.75	3.83	3.90	3.43	2.56	3.58
58	3.60	3.65	3.66	3.40	3.72	3.38	2.64	3.44
49	3.61	3.48	3.59	3.54	3.71	3.22	2.27	3.34
55	3.08	3.18	3.58	3.20	3.28	3.20	2.77	3.18
60	3.58	3.18	3.31	3.19	3.37	3.08	2.57	3.18
31	3.00	3.23	3.31	3.02	3.06	2.48	2.54	2.95
48	N/A – not enough data*							
25								
14								
13								
12								
3								
2								
Average	3.59	3.57	3.64	3.50	3.60	3.35	2.94	3.45

*Only locations with 15 or more survey responses were included

■ = Below Avg Rating at a Statistically Significant Level
■ = Above Avg Rating at a Statistically Significant Level



Permit Holder Facility Rankings

	1	2	3	4	5	6	7	8	9
(FY10 Rank)	(1)	(6)	(17)	(14)	(7)	(4)	(11)	(18)	(9)
Garage/Lot	12	42	35	7	45	11	25	58	49
Average Satisfaction	4.00	3.80	3.79	3.65	3.63	3.58	3.47	3.44	3.34

	10	11	12	13	14	15	16	17
(FY10 Rank)	(10)	(5)	(3)	(2)	(13)	(15)	(8)	(16)
Garage/Lot	14	60	55	48	31	2	13	3
Average Satisfaction	3.25	3.18	3.18	3.06	2.95	2.93	2.87	2.50

Parking District	Montgomery Hills	Wheaton	Bethesda	Silver Spring	All Districts
Average Satisfaction	3.53	3.25	3.49	3.15	3.33



Visitor Satisfaction

<u>Garage/ Lot</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety and Security</u>	<u>Destination Convenience</u>	<u>Pay Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>
12	4	4	4	4	4	4	4	4
35	3.69	3.68	3.65	3.69	3.67	3.44	3.39	3.6
11	3.77	3.64	3.71	3.72	3.89	3.51	2.86	3.59
7	3.7	3.64	3.64	3.62	3.65	3.41	3.2	3.55
25	3.71	3.83	3.32	3.68	3.78	3.38	2.49	3.45
2	3.32	3.64	3.45	3.27	3.59	3.33	3.1	3.39
49	3.5	3.65	3.54	3.72	3.69	3.45	2.05	3.37
42	3.35	3.27	3.29	3.39	3.35	3.18	3.2	3.29
55	3.28	3.28	3.5	3.4	3.38	3.08	3	3.28
31	2.67	3.07	3.62	3.48	3.29	2.92	2.83	3.12
48	3.14	3.09	3.11	3.2	3.24	3	3	3.11
60	3.54	3.34	3.23	2.79	3.16	2.84	2.79	3.1
13	3.26	3.35	2.87	3.04	3.65	3	2.52	3.1
58	N/A – not enough data*							
45								
14								
3								
Average	3.46	3.50	3.46	3.46	3.56	3.27	2.96	3.38

*Only locations with 15 or more survey responses were included

■ = Below Avg Rating at a Statistically Significant Level
■ = Above Avg Rating at a Statistically Significant Level



Visitor Facility Rankings

	1	2	3	4	5	6	7	8	9
(FY10 Rank)	(2)	(7)	(17)	(3)	(15)	(5)	(10)	(13)	(9)
Garage/Lot	12	45	35	11	7	14	25	2	49
Average Satisfaction	4.00	3.68	3.60	3.59	3.55	3.52	3.45	3.39	3.37

	10	11	12	13	14	15	16	-
(FY10 Rank)	(11)	(6)	(16)	(1)	(8)	(4)	(18)	(14)
Garage/Lot	42	55	31	48	13	60	58	3
Average Satisfaction	3.29	3.28	3.12	3.11	3.10	3.10	2.61	-

Parking District	Montgomery Hills	Wheaton	Bethesda	Silver Spring	All Districts
Average Satisfaction	3.56	3.43	3.41	3.18	3.36



Facility Ranking: Permit Holders and Visitor Parkers

	1	2	3	4	5	6	7	8	9
Permit Holders	12	42	35	7	45	11	25	58	49
Visitors	12	45	35	11	7	14	25	2	49

	10	11	12	13	14	15	16	17
Permit Holders	14	60	55	48	31	2	13	3
Visitors	42	55	31	48	13	60	58	3



Key:

Bethesda

Silver Spring

Wheaton

Montgomery Hills

Parking Facility Characteristics

Facility	Short-Term Rate	Long-Term Rate	Garage/Lot	Above / Below Grade	Total Spaces	Peak Occupancy		Payment System	Credit Card Payment?	Year Built
						(FY09)	(FY12)			
2	\$0.75	\$0.50	Garage	Above	1357	51%	68%	Meter	No	1972
3	\$0.75	\$0.50	Lot	Above	150	70%	57%	Meter	No	-
7	\$0.75	\$0.50	Garage	Above	1383	84%	80%	Pay-by-Space	Yes	1966/1974
11	\$1.00	\$0.65	Garage	Above	1108	67%	56%	Pay-on-Foot	Yes	1970/1981
12	\$0.25	\$0.25	Lot	Above	67	24%	22%	Meter	No	-
13	\$0.50	\$0.50	Lot	Above	159	69%	60%	Meter	No	-
14	\$0.50	\$0.50	Lot	Above	107	77%	57%	Meter	No	-
25	\$1.00	\$0.65	Lot	Above	129	55%	55%	Meter	No	-
31	\$1.00	\$0.65	Lot	Above	279	99%	93%	Meter	No	-
35	\$1.00	\$0.65	Garage	Above	496	77%	82%	Meter	No	1965/1971
42	\$1.00	\$0.65	Garage	Below	345	54%	42%	Meter	No	2003
45	\$0.50	\$0.50	Garage	Above	-	52%	53%	Pay-by-Space	Yes	1990
48	\$0.25	\$0.25	Lot	Above	36	64%	60%	Meter	No	-
49	\$1.00	\$0.65	Garage	Below	999	97%	81%	Cashier	Yes	1991
55	\$0.75	\$0.50	Garage	Above	1661	43%	41%	Meter	No	1982
58	\$0.75	\$0.50	Garage	Below	1147	97%	99%	Meter	No	1993
60	\$0.75	\$0.50	Garage	Above	1694	62%	63%	Pay-on-Foot	Yes	2004



Facility Satisfaction Rankings by Occupancy

Permit Holders			
<u>Garage/ Lot</u>	<u>Availability</u>	<u>Overall Average</u>	<u>Occupancy (FY12)</u>
58	3.60	3.44	99%
31	3.00	2.95	93%
35	3.85	3.79	82%
49	3.61	3.34	81%
7	3.74	3.65	80%
2	3.50	2.93	68%
60	3.58	3.18	63%
13	3.00	2.87	60%
48	3.23	3.06	60%
3	3.22	2.50	57%
14	3.64	3.25	57%
11	3.75	3.58	56%
25	3.83	3.47	55%
45	3.81	3.63	53%
42	3.91	3.80	42%
55	3.08	3.18	41%
12	4.00	4.00	22%

Visitor Parkers			
<u>Garage/ Lot</u>	<u>Availability</u>	<u>Overall Average</u>	<u>Occupancy (FY12)</u>
58	2.25	2.61	99%
31	2.67	3.12	93%
35	3.69	3.60	82%
49	3.50	3.37	81%
7	3.70	3.55	80%
2	3.32	3.39	68%
60	3.54	3.10	63%
13	3.26	3.10	60%
48	3.14	3.11	60%
3	-	-	57%
14	3.83	3.52	57%
11	2.67	3.12	56%
25	3.71	3.45	55%
45	3.77	3.68	53%
42	3.35	3.29	42%
55	3.28	3.28	41%
12	4.00	4.00	22%

■ = Below Avg Rating at a Statistically Significant Level
■ = Above Avg Rating at a Statistically Significant Level



Impact of Occupancy on Satisfaction (All Parkers)

Availability of Parking					
Occupancy	Average	N	StdDev	Difference	p-value
<50%	3.571984	257	0.709639		
50-75%	3.604087	783	0.672122	0.032102	0.261925
76-100%	3.713700	1219	0.905684	0.141715	0.002871

Feeling of Safety					
Occupancy	Average	N	StdDev	Difference	p-value
<50%	3.591440	257	0.712887		
50-75%	3.415816	784	0.841488	-0.175623	0.000534
76-100%	3.689967	1216	0.781535	0.098527	0.023932

Ease of Navigation					
Occupancy	Average	N	StdDev	Difference	p-value
<50%	3.575875	257	0.608438		
50-75%	3.494253	783	0.709566	-0.081623	0.036872
76-100%	3.706076	1218	0.775961	0.130200	0.001538

Convenience to Destination					
Occupancy	Average	N	StdDev	Difference	p-value
<50%	3.622568	257	0.719128		
50-75%	3.579821	783	0.749050	-0.042747	0.206590
76-100%	3.780428	1216	0.746114	0.157860	0.000746

Facility Condition					
Occupancy	Average	N	StdDev	Difference	p-value
<50%	3.684825	257	0.604252		
50-75%	3.454082	784	0.751624	-0.230743	0.000000
76-100%	3.803938	1219	0.748365	0.119113	0.003007

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



Facility Satisfaction Rankings: Above/Below Grade Level

Permit Holders					
<u>Garage/ Lot</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety and Security</u>	<u>Overall</u>	<u>Above or Below Grade</u>
12	4.00	4.00	4.00	4.00	Above
35	3.85	3.75	3.77	3.79	Above
7	3.65	3.72	3.66	3.65	Above
45	3.74	3.77	3.58	3.63	Above
11	3.81	3.75	3.83	3.58	Above
25	3.83	3.00	3.33	3.47	Above
14	3.73	3.18	3.00	3.25	Above
60	3.18	3.31	3.19	3.18	Above
55	3.18	3.58	3.2	3.18	Above
48	3.08	3.08	3.25	3.06	Above
31	3.23	3.31	3.02	2.95	Above
2	3.5	3.00	3.50	2.93	Above
13	3.00	2.89	2.89	2.87	Above
3	2.80	2.22	2.22	2.50	Above
42	3.89	3.91	3.80	3.80	Below
58	3.65	3.66	3.40	3.44	Below
49	3.48	3.59	3.54	3.34	Below

Visitor Parkers					
<u>Garage/ Lot</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Overall</u>	<u>Above or Below Grade</u>
12	4.00	4.00	4.00	4.00	Above
45	3.69	3.85	3.54	3.68	Above
35	3.68	3.65	3.69	3.6	Above
7	3.64	3.64	3.62	3.55	Above
14	3.83	3.33	3.67	3.52	Above
25	3.83	3.32	3.68	3.45	Above
2	3.64	3.45	3.27	3.39	Above
55	3.28	3.50	3.40	3.28	Above
11	3.07	3.62	3.48	3.12	Above
31	3.07	3.62	3.48	3.12	Above
48	3.09	3.11	3.20	3.11	Above
13	3.35	2.87	3.04	3.10	Above
60	3.34	3.23	2.79	3.10	Above
3	-	-	-	-	Above
49	3.65	3.54	3.72	3.37	Below
42	3.27	3.29	3.39	3.29	Below
58	3.00	3.00	2.5	2.61	Below

= Below Avg Rating at a Statistically Significant Level
 = Above Avg Rating at a Statistically Significant Level



Impact of Above vs. Below Grade on Satisfaction

All Parkers



Availability of parking					
<u>Grade</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
Above	3.557085	1743	0.768223		
Below	4.005814	516	0.860100	0.448728	0.000000

Feeling of Safety					
<u>Grade</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
Above	3.535284	1743	0.809523		
Below	3.747082	514	0.768686	0.211798	0.000000

Ease of Navigation					
<u>Grade</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
Above	3.553069	1743	0.700517		
Below	3.836893	515	0.832580	0.283824	0.000000

Convenience to Destination					
<u>Grade</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
Above	3.630310	1742	0.745625		
Below	3.904669	514	0.725918	0.274359	0.000000

Facility Condition					
<u>Grade</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
Above	3.581995	1744	0.724252		
Below	3.963178	516	0.768684	0.381183	0.000000

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



Facility Satisfaction Rankings by Fee Rates

Permit Holders				
Garage/ Lot	Cost of Parking	Overall	Short- Term Rate	Long- Term Rate
12	4.00	4.00	\$0.25	\$0.25
48	2.55	3.06	\$0.25	\$0.25
45	3.53	3.63	\$0.50	\$0.50
13	2.33	2.87	\$0.50	\$0.50
14	2.18	3.25	\$0.50	\$0.50
7	3.27	3.65	\$0.75	\$0.50
55	2.77	3.18	\$0.75	\$0.50
58	2.64	3.44	\$0.75	\$0.50
60	2.57	3.18	\$0.75	\$0.50
3	1.67	2.5	\$0.75	\$0.50
2	1.00	2.93	\$0.75	\$0.50
35	3.7	3.79	\$1.00	\$0.65
42	3.51	3.8	\$1.00	\$0.65
25	3.09	3.47	\$1.00	\$0.65
11	2.56	3.58	\$1.00	\$0.65
31	2.54	2.95	\$1.00	\$0.65
49	2.27	3.34	\$1.00	\$0.65

Visitor Parkers				
Garage/ Lot	Cost of Parking	Overall	Short- Term Rate	Long- Term Rate
12	4.00	4.00	\$0.25	\$0.25
48	3.00	3.11	\$0.25	\$0.25
45	3.69	3.68	\$0.50	\$0.50
14	2.83	3.52	\$0.50	\$0.50
13	2.52	3.10	\$0.50	\$0.50
7	3.20	3.55	\$0.75	\$0.50
2	3.10	3.39	\$0.75	\$0.50
55	3.00	3.28	\$0.75	\$0.50
60	2.79	3.10	\$0.75	\$0.50
58	2.25	2.61	\$0.75	\$0.50
3	-	-	\$0.75	\$0.50
35	3.39	3.60	\$1.00	\$0.65
42	3.20	3.29	\$1.00	\$0.65
11	2.83	3.12	\$1.00	\$0.65
31	2.83	3.12	\$1.00	\$0.65
25	2.49	3.45	\$1.00	\$0.65
49	2.05	3.37	\$1.00	\$0.65

= Below Avg Rating at a Statistically Significant Level
 = Above Avg Rating at a Statistically Significant Level



Facility Satisfaction Rankings by Payment System

Permit Holders				
<u>Garage/ Lot</u>	<u>Sign-up Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>	<u>Payment System</u>
12	4.00	4.00	4.00	Meter
42	3.77	3.51	3.80	Meter
35	3.74	3.70	3.79	Meter
7	3.68	3.27	3.65	Pay-by-Space
45	3.51	3.53	3.63	Pay-by-Space
11	3.43	2.56	3.58	Pay-on-Foot
25	3.45	3.09	3.47	Meter
58	3.38	2.64	3.44	Meter
49	3.22	2.27	3.34	Cashier
14	3.30	2.18	3.25	Meter
55	3.20	2.77	3.18	Meter
60	3.08	2.57	3.18	Pay-on-Foot
48	3.00	2.55	3.06	Meter
31	2.48	2.54	2.95	Meter
2	3.00	1.00	2.93	Meter
13	2.67	2.33	2.87	Meter
3	3.00	1.67	2.50	Meter

Visitor Parkers				
<u>Garage/ Lot</u>	<u>Pay Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>	<u>Payment System</u>
12	4.00	4.00	4.00	Meter
45	3.62	3.69	3.68	Pay-by-Space
35	3.44	3.39	3.60	Meter
7	3.41	3.20	3.55	Pay-by-Space
14	3.33	2.83	3.52	Meter
25	3.38	2.49	3.45	Meter
2	3.33	3.10	3.39	Meter
49	3.45	2.05	3.37	Cashier
42	3.18	3.20	3.29	Meter
55	3.08	3.00	3.28	Meter
31	2.92	2.83	3.12	Meter
11	2.92	2.83	3.12	Pay-on-Foot
48	3.00	3.00	3.11	Meter
13	3.00	2.52	3.10	Meter
60	2.84	2.79	3.10	Pay-on-Foot
58	2.50	2.25	2.61	Meter
3	-	-	-	Meter

■ = Below Avg Rating at a Statistically Significant Level
■ = Above Avg Rating at a Statistically Significant Level





Impact of Payment System on Satisfaction (All Parkers)

Cost of Parking					
Payment	Average	N	StdDev	Difference	p-value
Pay-by-Space	2.75	452	1.13281		
Meter	3.2716	486	0.94394	0.521605	0.0000
Pay-on-Foot	3.14301	916	1.7147	0.393013	0.0000
Cashier	2.42903	310	1.19049	-0.320968	0.0001

Ease of Payment					
Payment	Average	N	StdDev	Difference	p-value
Pay-by-Space	3.78289	456	1.20576		
Meter	3.74743	487	0.84612	-0.035462	0.3017
Pay-on-Foot	3.45427	984	0.98304	-0.328626	0.0000
Cashier	3.7415	294	1.13034	-0.041398	0.3167

Cost of Parking					
Credit?	Average	N	StdDev	Difference	p-value
Yes	2.873397	1248	1.130604		
No	3.143013	916	1.714695	0.269616	0.000017

Ease of Payment					
Credit?	Average	N	StdDev	Difference	p-value
Yes	3.759095	1237	1.058259		
No	3.454268	984	0.983041	-0.304826	0.000000

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



Impact of Proximity to Destination on Satisfaction (All Parkers)

Feeling of Safety					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.683176	1272	0.722418		
2	3.524008	479	0.764639	-0.159168	0.000041
3	3.343137	204	1.031476	-0.180871	0.000003
4+	3.450382	262	0.911516	0.107244	0.000050
Blank	3.225000	40	1.143263	-0.225382	0.005887

Ease of Payment					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.742606	1251	0.984325		
2	3.548729	472	1.059663	-0.193877	0.000278
3	3.305000	200	1.135085	-0.243729	0.000000
4+	3.515385	260	1.011399	0.210385	0.000464
Blank	3.078947	38	1.363255	-0.436437	0.001453

Convenience to Destination					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.803459	1272	0.631500		
2	3.626305	479	0.731978	-0.177154	0.000001
3	3.480392	204	0.906793	-0.145913	0.000000
4+	3.503817	262	0.937708	0.023425	0.000000
Blank	3.282051	39	1.316869	-0.221766	0.006870

Cost of Parking					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.077110	1232	1.596013		
2	2.790287	453	1.054989	-0.286823	0.000010
3	2.688442	199	1.151818	-0.388668	0.000016
4+	3.226190	252	1.122226	0.149080	0.038064
Blank	2.214286	28	1.031258	-0.862825	0.000008

Satisfaction levels decrease as distance from destination increases, except for those parkers who are 4+ blocks away from their destination.

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





Impact of Proximity to Destination on Satisfaction (Permit Holders)

Feeling of Safety					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.705628	693	0.698831		
2	3.527778	252	0.785338	-0.177850	0.000768
3	3.394231	104	1.027942	-0.133547	0.001407
4+	3.464646	99	0.972196	0.070416	0.008656
Blank	3.423077	26	1.137474	-0.041570	0.323399

Ease of Payment					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.976155	671	0.960114		
2	3.763265	245	1.138502	-0.212890	0.004556
3	3.475248	101	1.229586	-0.288018	0.000045
4+	3.673469	98	1.043147	0.198222	0.003367
Blank	3.360000	25	1.380821	-0.313469	0.013508

Convenience to Destination					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.884393	692	0.599990		
2	3.694444	252	0.701371	-0.189949	0.000067
3	3.471154	104	1.014044	-0.223291	0.000026
4+	3.484848	99	1.053310	0.013695	0.000112
Blank	3.384615	26	1.267341	-0.100233	0.022621

Cost of Parking					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.054412	680	1.140361		
2	2.769547	243	1.133806	-0.284864	0.000395
3	2.588235	102	1.237635	-0.466176	0.000170
4+	3.053763	93	1.173675	-0.000648	0.498000
Blank	2.217391	23	1.085295	-0.552156	0.010092

 = Avg. Rating Lower at a Statistically Significant Level
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Impact of Proximity to Destination on Satisfaction (Visitor Parkers)

Feeling of Safety					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.719758	496	0.713572		
2	3.567839	199	0.734552	-0.151919	0.006481
3	3.247312	93	1.038979	-0.320527	0.000013
4+	3.436709	158	0.884643	0.189397	0.000126
Blank	2.857143	14	1.099450	-0.579566	0.001759

Ease of Payment					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.527163	497	0.952377		
2	3.351759	199	0.935757	-0.175404	0.013104
3	3.130435	92	1.040049	-0.221324	0.000332
4+	3.407643	157	0.986807	0.277209	0.091105
Blank	2.538462	13	1.198289	-0.869182	0.001586

Convenience to Destination					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.760563	497	0.635805		
2	3.603015	199	0.750886	-0.157548	0.004541
3	3.494624	93	0.802491	-0.108391	0.001251
4+	3.512658	158	0.872345	0.018035	0.000477
Blank	3.076923	13	1.441153	-0.435735	0.044001

Cost of Parking					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.187633	469	2.150079		
2	2.868132	182	0.930856	-0.319501	0.004114
3	2.822222	90	1.076592	-0.045910	0.007687
4+	3.318182	154	1.088889	0.495960	0.162244
Blank	2.200000	5	0.836660	-1.118182	0.005366

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





Impact of Proximity to Destination on Satisfaction (Street Parkers)

Feeling of Safety					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.277108	83	0.845552		
2	3.178571	28	0.722832	-0.098537	0.275369
3	3.857143	7	0.899735	0.678571	0.049937
4+	3.600000	5	0.547723	-0.257143	0.108848
Blank	0	0	0	n/a	n/a

Ease of Payment					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.144578	83	0.813492		
2	3.071429	28	0.716399	-0.073150	0.325981
3	3.142857	7	0.377964	0.071429	0.495924
4+	3.800000	5	0.836660	0.657143	0.044205
Blank	0	0	0	n/a	n/a

Convenience to Destination					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	3.385542	83	0.677717		
2	3.178571	28	0.722832	-0.206971	0.091656
3	3.428571	7	0.534522	0.250000	0.420793
4+	3.600000	5	0.547723	0.171429	0.201088
Blank	0	0	0	n/a	n/a

Cost of Parking					
<u>Blocks away</u>	<u>Average</u>	<u>N</u>	<u>StdDev</u>	<u>Difference</u>	<u>p-value</u>
1	2.638554	83	0.904977		
2	2.464286	28	1.070899	-0.174269	0.219762
3	2.428571	7	0.534522	-0.209983	0.175483
4+	3.600000	5	0.894427	0.961446	0.009830
Blank	0	0	0	n/a	n/a

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

