

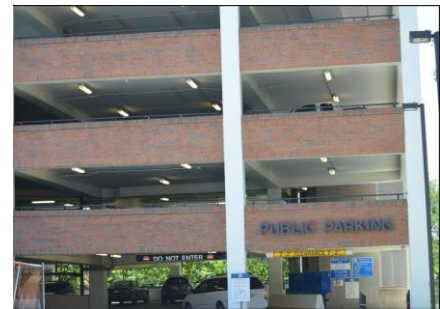


Parking Lot Districts (PLDs) FY18 Customer Satisfaction Survey

Department of Transportation (DOT)
Parking Management Division

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Major Changes to FY18 Survey

Since 2009, MCDOT Parking Management Services has partnered with CountyStat to administer a customer satisfaction survey every other year. In preparation for the fall 2017 survey, MCDOT asked CountyStat for options to revise the survey questions and methodology as the prior results, while helpful in understanding overall satisfaction, were not useful in determining operational changes that could improve customer service. Based on review of the old survey, CountyStat and MCDOT made the following changes:

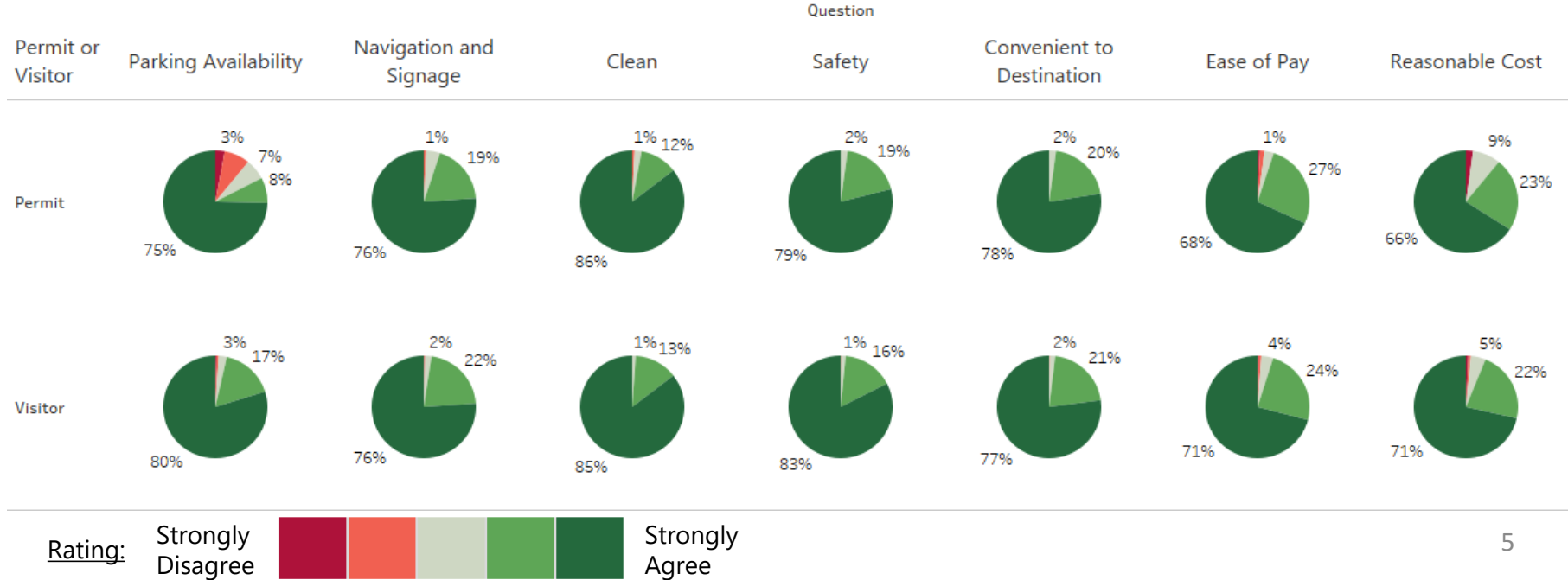
- Change the rating scale from a 4 point scale ranging from poor to excellent to a 5 point satisfaction scale from strongly disagree to strongly agree with a neutral option in the middle. The goal with the change was to better determine strength of satisfaction.
- Eliminate the business survey. The business survey was mostly capturing first-floor, public facing businesses and was largely one employee's interpretation of employer and employee satisfaction. By eliminating this survey, resources could be focused on increasing the response rate for the customer survey.
- Removed 3 questions (blocks to destination, purchase method for monthly permit, and length of stay for visitors) from the customer service survey. The questions were not deemed as valuable to MCDOT and by shortening the survey potentially getting more customers to take the survey.

With these significant changes to the survey and the PLD boundaries, the FY18 results are **not** comparable to prior years' scores. FY18 represents a new baseline for the PLD surveys.

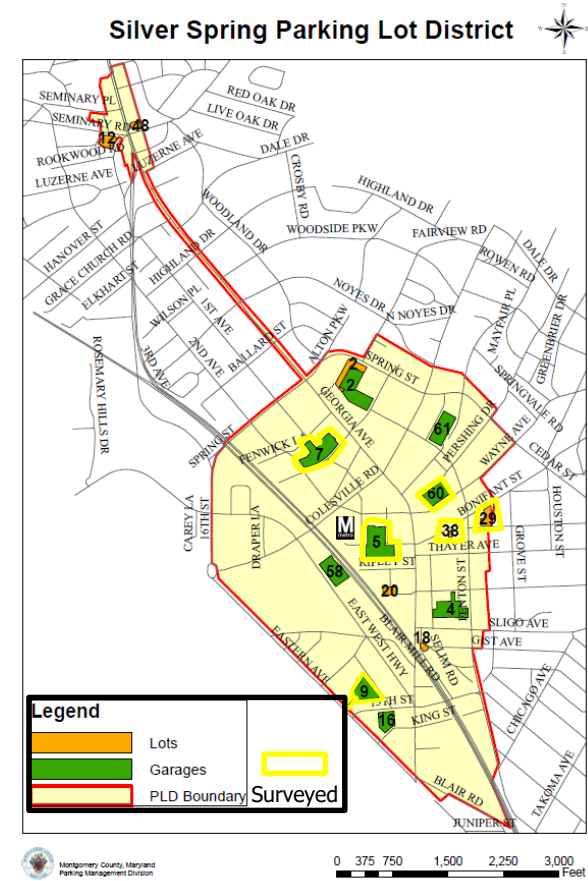
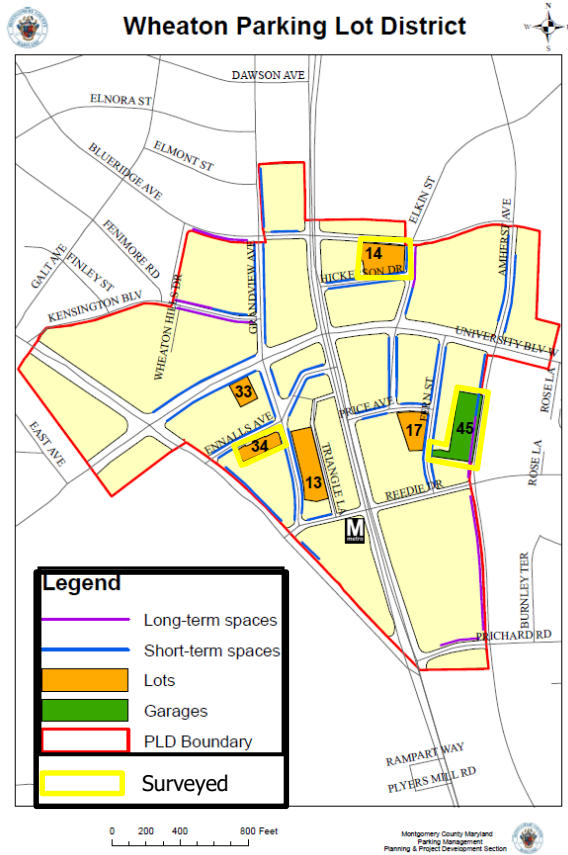
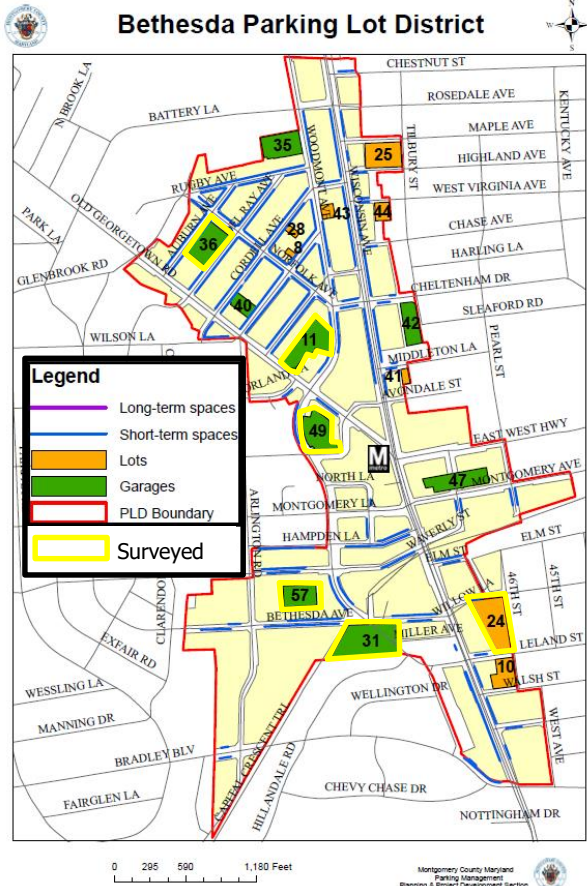
- **Purpose:** Gauge the current performance of the public parking system from the customers' perspective
- **Audience:** Permit Holders and Visitor/Transient Parkers
 - A breakdown of audience by year is on page [10](#)
- **Survey Period:**
 - **Parkers:** Weekdays from 7AM-12PM and 3PM-7PM for the weeks of 11/6 and 11/13 for selected parking facilities and Silver Spring on-street parking. The week of 11/27 was used for Bethesda and Wheaton on-street parking.
- **Methodology:** Similar to prior years, contractor personnel circulated through each parking district and each block during the time periods listed above during a typical weekday in an effort to meet and interview a representative sample of permit/visitor parkers. Parking lots and garages surveyed, as shown on page 6, were selected to get a sample of the PLD's varying payment methods, above/below grade, and hourly rates.

FY18 DOT Parking Survey General Findings

- Overall satisfaction with the Parking Lot District’s facilities was high with an average rating of **4.7 out of 5** for both permit and visitor parkers.
- The majority of respondents strongly agreed (5 out of 5) for all 7 questions asked.
- The lowest satisfaction for permit parkers was parking availability with 83% agreeing or strongly agreeing for a score of 4.4/5.0. For visitors, the lowest satisfaction was for reasonable cost compared to private facilities with 93% agreeing or strongly agreeing for a score of 4.6/5.0.



Parking District Maps – Bethesda, Wheaton, Silver Spring



OLD DOT Parking Survey Questionnaire

Pedestrian Questionnaire

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

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 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

NEW DOT Parking Survey Questionnaire

Date: _____
 Day: _____
 LOCATION: _____
 SURVEYOR'S NAME: _____

POINT OF ACCESS QUESTIONNAIRE

"Excuse me sir/madam, I'm doing a survey for the Montgomery County,

May I ask you 7 quick Questions' regarding your visit here today ?"

Garages/Lots: Pedestrian Questionnaire Summary

Unless otherwise noted please rate each question using the following scale:

1. Strongly Disagree 2. Somewhat Disagree 3. Neither Agree nor Disagree 4. Somewhat Agree 5. Strongly Agree

Q1: Are you a Permit Holder ? Yes No

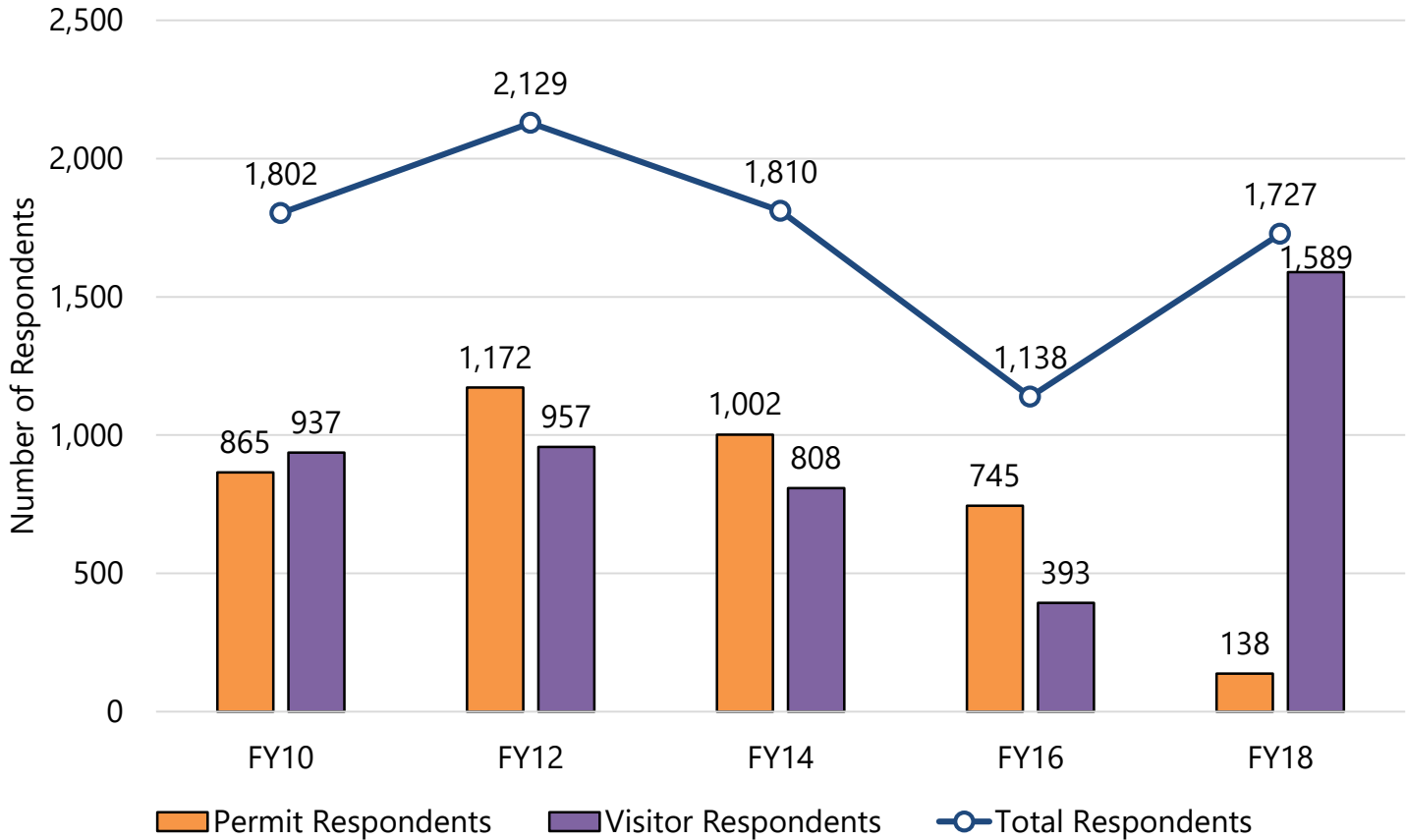
<i>Parking in the facility was readily available</i>	<i>The facility is easy to navigate and the signage is clear</i>	<i>The facility is clean and well-lit</i>	<i>I feel safe and secure in the facility</i>	<i>The facility is in a convenient location to my destination</i>	<i>If Q1 is yes, then: It was easy to pay for my monthly permit</i>	<i>If Q1 is no, then: It was easy to pay my parking</i>	<i>The cost was reasonable compared to private facilities</i>



Pedestrian Survey Results

Response Rate

Number of Survey Respondents by Year



The number of survey responses increased 52% from FY16, but was the second-lowest since the survey began. The FY18 survey had a significant drop in permit respondents despite conducting the survey at similar times of day and time of year as past surveys.

NOTE: Respondent count excludes "street" parkers for FY10 and FY12 since their responses were not used in calculating the average satisfaction score for those years.




Pedestrian Survey Results


Permit Parkers Overview

FY18 Permit Holder Satisfaction by PLD – Average Score

<u>Parking District</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Ease of Payment</u>	<u>Reasonable Cost</u>	<u>Overall</u>
Bethesda	4.2	4.7	4.8	4.8	4.8	4.6	4.2	4.6
Silver Spring	4.6	4.8	4.8	4.7	4.7	4.6	4.7	4.7
Wheaton	4.5	4.7	4.8	4.9	4.9	4.9	4.6	4.8
Average	4.4	4.7	4.8	4.8	4.8	4.6	4.5	4.7

Permit parkers were highly satisfied with every aspect surveyed. No area surveyed for the three parking lot districts fell below 4 (agree). Bethesda permit parkers satisfaction with the cost compared to private facilities was lower compared to the other two parking districts.

 = Below Average Rating at a Statistically Significant Level

 = Above Average Rating at a Statistically Significant Level

FY18 Permit Holder Satisfaction by PLD –

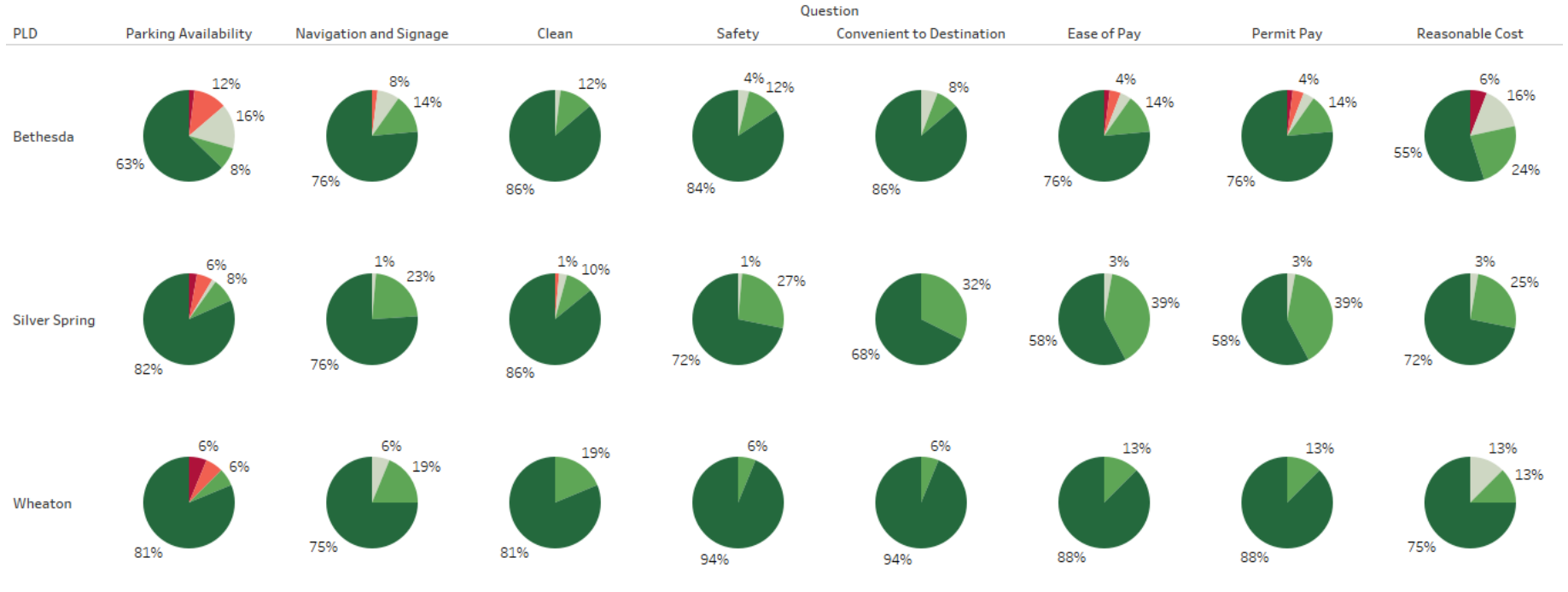
% Agree or Strongly Agree

<u>Parking District</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Ease of Payment</u>	<u>Reasonable Cost</u>	<u>Overall</u>
Bethesda	71%	90%	98%	96%	94%	90%	78%	88%
Silver Spring	90%	99%	96%	99%	100%	97%	97%	97%
Wheaton	88%	94%	100%	100%	100%	100%	88%	96%
Average	83%	95%	97%	98%	98%	95%	89%	93%

Permit parkers were highly satisfied with every aspect surveyed. Only Bethesda’s parking availability and reasonable cost fell below 80% agree or strongly agree.

- = Below Average Rating at a Statistically Significant Level
- = Above Average Rating at a Statistically Significant Level

FY18 Permit Holder Satisfaction by PLD - Chart



Rating:



FY18 Permit Holder Satisfaction by Facility – Average Score

<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>
Garage 9	3.7	5.0	4.9	4.9	5.0	4.9	4.8	4.7
Garage 36	4.5	4.8	4.8	4.8	4.7	4.5	4.3	4.6
Garage 7	4.9	4.6	4.7	4.5	4.5	4.4	4.7	4.6
Garage 11	N/A – Only locations with 15 or more survey responses are shown							
Garage 31								
Garage 45								
Garage 49								
Garage 5								
Garage 57								
Garage 60								
Lot 14								
Lot 29								
Lot 34								
Average	4.4	4.7	4.8	4.8	4.8	4.6	4.5	4.7

Key: Bethesda Silver Spring Wheaton

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

FY18 Permit Holder Satisfaction by Facility – % Agree or Strongly Agree

<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>
Garage 9	65%	100%	94%	94%	100%	100%	94%	92%
Garage 36	78%	94%	100%	94%	89%	89%	83%	90%
Garage 7	100%	100%	94%	100%	100%	100%	100%	99%
Garage 11	N/A – Only locations with 15 or more survey responses are shown							
Garage 31								
Garage 45								
Garage 49								
Garage 5								
Garage 57								
Garage 60								
Lot 14								
Lot 29								
Lot 34								
Average	83%	95%	97%	98%	98%	98%	89%	93%

Key:

Bethesda

Silver Spring

Wheaton



= Below Average Rating at a Statistically Significant Level



= Above Average Rating at a Statistically Significant Level



Pedestrian Survey Results

Visitor Parkers Overview

FY18 Visitor Holder Satisfaction by PLD – Average Score

<u>Parking District</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Ease of Payment</u>	<u>Cost of Parking</u>	<u>Overall</u>
Bethesda	4.8	4.8	4.9	4.9	4.8	4.7	4.6	4.8
Silver Spring	4.6	4.7	4.8	4.8	4.7	4.6	4.6	4.7
Wheaton	4.6	4.6	4.7	4.7	4.6	4.6	4.5	4.6
Average	4.7	4.7	4.8	4.8	4.8	4.6	4.6	4.7

Visitors had similarly high satisfaction as permit holders with an overall satisfaction rating of 4.7 out of 5. No area surveyed for the three parking lot districts fell below 4 (agree). The Wheaton PLD was below average on 4 out of 7 survey areas.

- = Below Average Rating at a Statistically Significant Level
- = Above Average Rating at a Statistically Significant Level

FY18 Visitor Holder Satisfaction by PLD –

% Agree or Strongly Agree

<u>Parking District</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Ease of Payment</u>	<u>Cost of Parking</u>	<u>Overall</u>
Bethesda	98%	98%	99%	99%	100%	97%	94%	98%
Silver Spring	90%	97%	98%	98%	95%	92%	93%	95%
Wheaton	94%	96%	95%	95%	96%	91%	93%	94%
Average	95%	97%	99%	98%	98%	95%	93%	97%

Visitors had similarly high satisfaction as permit holders with an overall satisfaction rating of 4.7 out of 5. No area surveyed for the three parking lot districts fell below 90% agree or strongly agree. The Wheaton PLD was below average on 4 out of 7 survey areas.

- = Below Average Rating at a Statistically Significant Level
- = Above Average Rating at a Statistically Significant Level

FY18 Visitor Holder Satisfaction by PLD - Chart



Rating:



FY18 Visitor Satisfaction by Facility – Average Score

<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>
Garage 60	4.7	4.9	5.0	4.8	4.9	4.7	4.8	4.8
Lot 29	5.0	4.9	4.9	5.0	4.8	4.7	4.4	4.8
Wheaton Street	4.5	4.9		5.0		4.9	4.7	4.8
Garage 9	4.6	4.8	4.9	4.9	4.8	4.7	4.8	4.8
Garage 36	4.9	4.8	4.9	4.9	4.9	4.5	4.7	4.8
Garage 31	4.7	4.7	4.9	4.9	4.8	4.8	4.7	4.8
Garage 11	4.9	4.8	4.8	4.8	4.7	4.7	4.7	4.8
Lot 14	4.9	4.7	5.0	5.0	4.8	4.6	4.5	4.8
Garage 57	4.8	4.7	4.9	4.8	4.8	4.6	4.6	4.8
Garage 49	4.8	4.7	4.8	4.9	5.0	4.7	4.4	4.7
Lot 24	4.9	4.9	4.8	4.8	4.6	4.7	4.4	4.7
Lot 38	3.8	4.9	4.9	5.0	4.6	4.6	5.0	4.7
Lot 34	4.7	4.7	4.5	4.8	4.5	5.0	4.4	4.6
Bethesda Street	4.2	4.6		5.0		4.7	4.6	4.6
Garage 5	4.8	4.7	4.8	4.6	4.5	4.4	4.6	4.6
Garage 7	4.7	4.6	4.7	4.6	4.6	4.5	4.6	4.6
Garage 45	4.5	4.5	4.6	4.5	4.6	4.5	4.5	4.5
Silver Spring Street	4.2	4.5		4.8		4.6	4.3	4.5
Average	4.7	4.7	4.8	4.8	4.8	4.6	4.6	4.7

Key:

Bethesda

Silver Spring

Wheaton

= Below Average Rating at a Statistically Significant Level

= Above Average Rating at a Statistically Significant Level

FY18 Visitor Satisfaction by Facility – % Agree or Strongly Agree

<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>
Garage 60	93%	99%	100%	94%	100%	91%	96%	96%
Lot 29	100%	100%	100%	100%	95%	95%	82%	96%
Wheaton Street	93%	100%		100%		100%	93%	97%
Garage 9	84%	97%	97%	99%	94%	92%	95%	94%
Garage 36	98%	99%	99%	99%	99%	96%	95%	98%
Garage 31	99%	97%	100%	99%	100%	98%	97%	98%
Garage 11	97%	98%	99%	99%	99%	97%	96%	98%
Lot 14	100%	100%	100%	100%	100%	89%	94%	98%
Garage 57	98%	99%	99%	99%	100%	97%	98%	99%
Garage 49	96%	92%	97%	100%	100%	95%	79%	94%
Lot 24	100%	99%	100%	100%	99%	98%	82%	97%
Lot 38	60%	96%	100%	100%	88%	92%	100%	91%
Lot 34	95%	100%	95%	100%	95%	100%	91%	97%
Bethesda Street	81%	97%		100%		100%	94%	94%
Garage 5	100%	100%	98%	98%	92%	89%	95%	96%
Garage 7	100%	98%	100%	99%	96%	93%	94%	97%
Garage 45	91%	92%	94%	91%	94%	89%	92%	92%
Silver Spring Street	79%	92%		99%		95%	83%	89%
Average	95%	97%	99%	98%	98%	95%	93%	97%

Key:

Bethesda

Silver Spring

Wheaton

Below Average Rating at a Statistically Significant Level

Above Average Rating at a Statistically Significant Level



Pedestrian Survey Results

Satisfaction compared to Facility Occupancy

Occupancy: Facility Satisfaction Rankings Table

Permit Holders			
Garage/ Lot	Availability	Overall Average	Occupancy FY18
Garage 9	3.7 / 65%	4.7 / 92%	31%
Garage 36	4.5 / 78%	4.6 / 90%	64%
Garage 7	4.9 / 100%	4.6 / 99%	78%
Average	4.4 / 83%	4.7 / 93%	

Visitor Parkers			
Garage/ Lot	Availability	Overall Average	Occupancy FY18
Garage 60	4.7 / 93%	4.8 / 96%	59%
Lot 29	5.0 / 100%	4.8 / 96%	89%
Wheaton St	4.5 / 93%	4.8 / 97%	N/A
Garage 9	4.6 / 84%	4.8 / 94%	31%
Garage 36	4.9 / 98%	4.8 / 98%	64%
Garage 31	4.7 / 99%	4.8 / 98%	52%
Garage 11	4.9 / 97%	4.8 / 98%	57%
Lot 14	4.9 / 100%	4.8 / 98%	74%
Garage 57	4.8 / 98%	4.8 / 99%	82%
Garage 49	4.8 / 96%	4.7 / 94%	66%
Lot 24	4.9 / 100%	4.7 / 97%	70%
Lot 38	3.8 / 60%	4.7 / 91%	96%
Lot 34	4.7 / 95%	4.6 / 97%	49%
Bethesda St	4.2 / 81%	4.6 / 94%	N/A
Garage 5	4.8 / 100%	4.6 / 96%	38%
Garage 7	4.7 / 100%	4.6 / 97%	78%
Garage 45	4.5 / 91%	4.5 / 92%	34%
SS St.	4.2 / 79%	4.5 / 89%	N/A
Average	4.7 / 95%	4.7 / 97%	

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

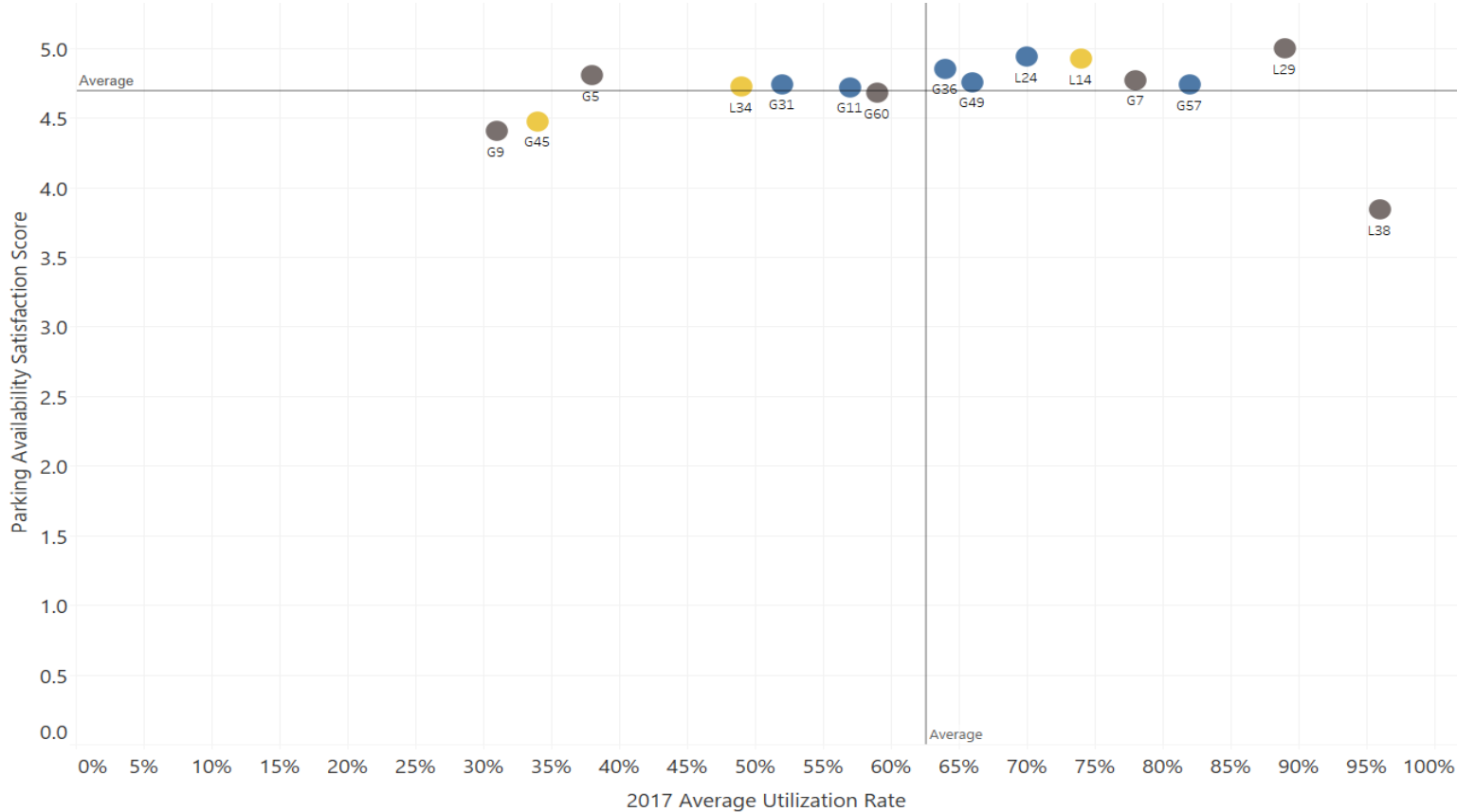
Key:

Bethesda

Silver Spring

Wheaton

Occupancy: Facility Satisfaction Rankings Chart



Key:

Bethesda

Silver Spring

Wheaton

Satisfaction vs. Occupancy for Select Questions

Across all parking districts and survey respondents, facilities in the 50-75% occupancy range were rated higher than lower and higher utilized facilities. The <50% facilities were brought down by Garage 9 in Silver Spring posting a below average score. The 76%+ facilities were brought down by Lot 38 in Silver Spring which had the lowest satisfaction score of 3.8 for availability.

Availability of Parking

Occupancy	Average	N	StdDev	Difference	p-value
<50%	4.6	254	0.7		
50-75%	4.8	838	0.5	0.2	0.00
76-100%	4.7	376	0.6	0.1	0.06

Feeling of Safety

Occupancy	Average	N	StdDev	Difference	p-value
<50%	4.7	254	0.5		
50-75%	4.9	838	0.4	0.2	0.00
76-100%	4.8	376	0.4	0.1	0.02

Ease of Navigation

Occupancy	Average	N	StdDev	Difference	p-value
<50%	4.7	254	0.6		
50-75%	4.8	838	0.5	0.1	0.01
76-100%	4.7	376	0.5	0.0	0.30

Convenience to Destination

Occupancy	Average	N	StdDev	Difference	p-value
<50%	4.6	254	0.6		
50-75%	4.8	838	0.4	0.2	0.00
76-100%	4.7	376	0.5	0.1	0.00

Facility Condition

Occupancy	Average	N	StdDev	Difference	p-value
<50%	4.7	254	0.5		
50-75%	4.9	838	0.3	0.2	0.00
76-100%	4.8	376	0.4	0.1	0.00

- = Avg. Rating Lower than <50% Occupancy at a Statistically Significant Level
- = Avg. Rating Higher than <50% Occupancy at a Statistically Significant Level



Pedestrian Survey Results

Satisfaction compared to Facility Grade

Above/Below Grade:* Facility Satisfaction Rankings

Permit Holders					
Garage/Lot	Navigation	Facility Condition	Safety and Security	Overall	Above or Below Grade
G9	5.0 / 100%	4.9 / 94%	4.9 / 94%	4.7 / 92%	Above
G36	4.8 / 94%	4.8 / 100%	4.8 / 94%	4.6 / 90%	Above
G7	4.6 / 100%	4.7 / 94%	4.5 / 100%	4.6 / 99%	Above
Average	4.7 / 95%	4.8 / 97%	4.8 / 98%	4.7 / 93%	

Visitor Parkers					
Garage/Lot	Navigation	Facility Condition	Safety And Security	Overall	Above or Below Grade
G60	4.9 / 99%	5.0 / 100%	4.8 / 94%	4.8 / 96%	Above
G9	4.8 / 97%	4.9 / 97%	4.9 / 99%	4.8 / 94%	Above
G36	4.8 / 99%	4.9 / 99%	4.9 / 99%	4.8 / 98%	Above
G31	4.7 / 97%	4.9 / 100%	4.9 / 99%	4.8 / 98%	Below
G11	4.8 / 98%	4.8 / 99%	4.8 / 99%	4.8 / 98%	Above
G57	4.7 / 99%	4.9 / 99%	4.8 / 99%	4.8 / 99%	Below
G49	4.7 / 92%	4.8 / 97%	4.9 / 100%	4.7 / 94%	Below
G5	4.7 / 100%	4.8 / 98%	4.6 / 98%	4.6 / 96%	Above
G7	4.6 / 98%	4.7 / 100%	4.6 / 99%	4.6 / 97%	Above
G45	4.5 / 92%	4.6 / 94%	4.5 / 91%	4.5 / 92%	Above
Average	4.7 / 97%	4.8 / 99%	4.8 / 98%	4.7 / 97%	

= Below Average Rating at a Statistically Significant Level
 = Above Average Rating at a Statistically Significant Level
 *Only showing garages

Impact of Grade on Satisfaction – All Parkers & Garages

For parking garages, the 3 below grade facilities were slightly higher rated than the 7 above ground garages for facility condition, feeling of safety, and convenience to destination. However, the differences were only 0.1 and 0.2 points.

Availability of parking					
Grade	Average	N	StdDev	Difference	p-value
Above	4.7 / 93%	817	0.7		
Below	4.7 / 98%	581	0.5	0.0	0.07

Feeling of Safety					
Grade	Average	N	StdDev	Difference	p-value
Above	4.7 / 97%	817	0.5		
Below	4.9 / 99%	581	0.4	0.2	0.00

Ease of Navigation					
Grade	Average	N	StdDev	Difference	p-value
Above	4.7 / 97%	817	0.5		
Below	4.7 / 97%	581	0.6	-0.0	0.26

Convenience to Destination					
Grade	Average	N	StdDev	Difference	p-value
Above	4.7 / 97%	817	0.5		
Below	4.8 / 100%	581	0.4	0.1	0.00

Facility Condition					
Grade	Average	N	StdDev	Difference	p-value
Above	4.8 / 98%	817	0.4		
Below	4.9 / 99%	581	0.4	0.1	0.00

- = Avg. Rating Lower than Above Grade at a Statistically Significant Level
- = Avg. Rating Higher than Above Grade at a Statistically Significant Level



Pedestrian Survey Results

Satisfaction compared to Hourly Rates

Parking Rates: Facility Satisfaction Rankings Table

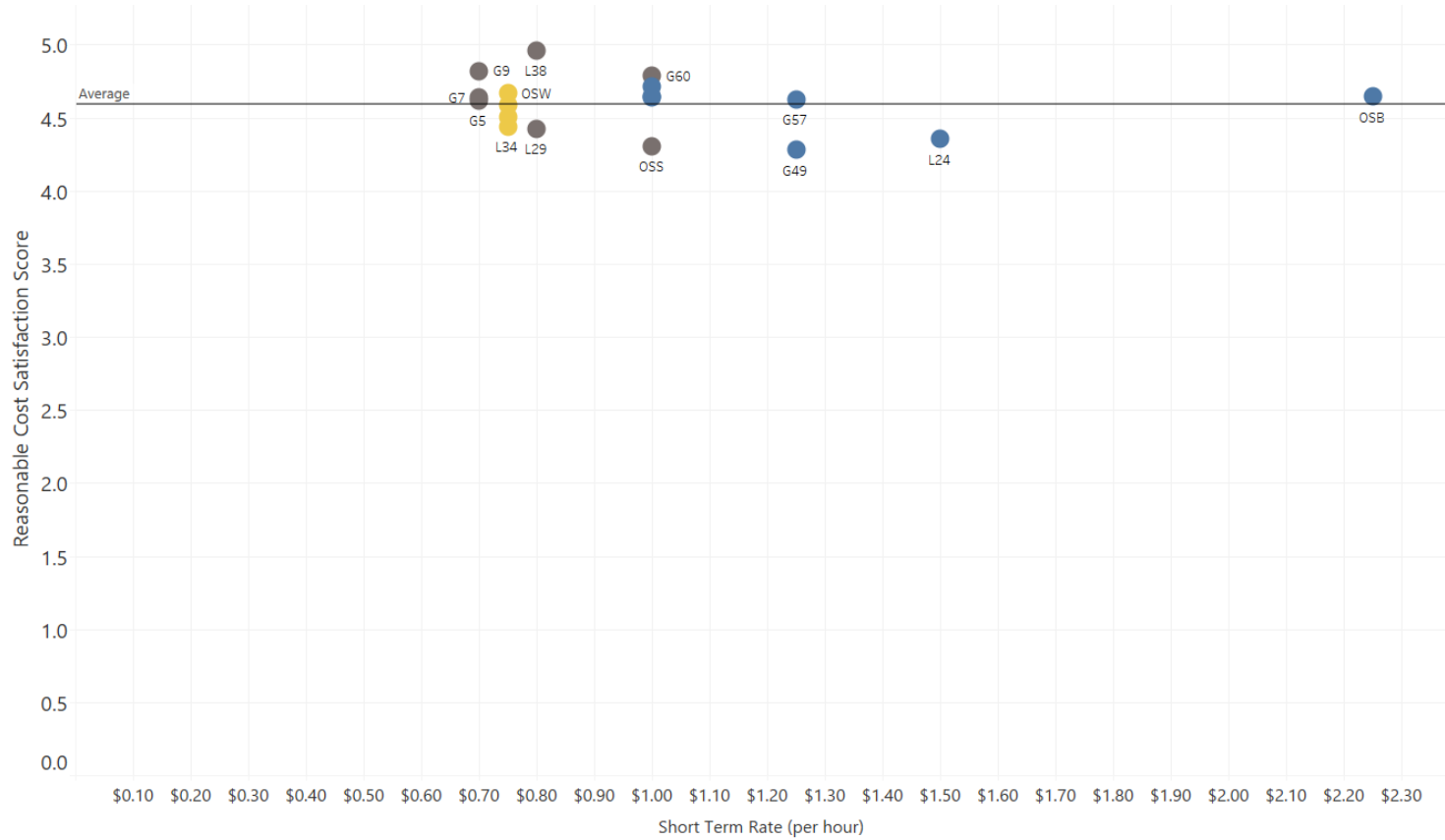
Permit Holders			
Garage/Lot	Cost of Parking	Overall	Short Term Rate
Garage 9	4.8 / 94%	4.7 / 92%	\$0.70
Garage 36	4.3 / 83%	4.6 / 90%	\$1.00
Garage 7	4.7 / 100%	4.6 / 99%	\$0.70
Average	4.5 / 89%	4.7 / 93%	

Visitor Parkers			
Garage/ Lot	Cost of Parking	Overall	Short Term Rate
Garage 60	4.8 / 96%	4.8 / 96%	\$1.00
Lot 29	4.4 / 82%	4.8 / 96%	\$0.80
Wheaton St	4.7 / 93%	4.8 / 97%	\$0.75
Garage 9	4.8 / 95%	4.8 / 94%	\$0.70
Garage 36	4.7 / 95%	4.8 / 98%	\$1.00
Garage 31	4.7 / 97%	4.8 / 98%	\$1.00
Garage 11	4.7 / 96%	4.8 / 98%	\$1.00
Lot 14	4.5 / 94%	4.8 / 98%	\$0.75
Garage 57	4.6 / 98%	4.8 / 99%	\$1.25
Garage 49	4.4 / 79%	4.7 / 94%	\$1.25
Lot 24	4.4 / 82%	4.7 / 97%	\$1.50
Lot 38	5.0 / 100%	4.7 / 91%	\$0.80
Lot 34	4.4 / 91%	4.6 / 97%	\$0.75
Bethesda St	4.6 / 94%	4.6 / 94%	\$2.25
Garage 5	4.6 / 95%	4.6 / 96%	\$0.70
Garage 7	4.6 / 94%	4.6 / 97%	\$0.70
Garage 45	4.5 / 92%	4.5 / 92%	\$0.75
SS St	4.3 / 83%	4.5 / 89%	\$1.00
Average	4.6 / 93%	4.7 / 97%	

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

Key: Bethesda Silver Spring Wheaton

Parking Rates: Facility Satisfaction Rankings Chart



None of the lots or garages surveyed averaged below 4 (agree) for reasonable costs compared to nearby private facilities.

Satisfaction with the cost of parking was not correlated with the short term hourly rates. Lots 38 and 29 in Silver Spring are blocks apart and both \$0.80 per hour, but had 0.5 point difference.

Key:

- Bethesda
- Silver Spring
- Wheaton



Pedestrian Survey Results

Satisfaction compared to Payment System

Facility Satisfaction Rankings by Payment System

Permit Holders				
Garage/Lot	Sign-up Ease	Cost of Parking	Overall	Payment System
Garage 9	4.9 / 100%	4.8 / 94%	4.7 / 92%	Pay-by-Space
Garage 36	4.5 / 89%	4.3 / 83%	4.6 / 90%	Meter
Garage 7	4.4 / 100%	4.7 / 100%	4.6 / 99%	Pay-by-Space
Average	4.6 / 98%	4.5 / 89%	4.7 / 93%	

Visitor Parkers				
Garage/Lot	Pay Ease	Cost of Parking	Overall	Payment System
Garage 60	4.7 / 91%	4.8 / 96%	4.8 / 96%	Pay-on-Foot
Lot 29	4.7 / 95%	4.4 / 82%	4.8 / 96%	Meter
Wheaton St.	4.9 / 100%	4.7 / 93%	4.8 / 97%	Meter
Garage 9	4.7 / 92%	4.8 / 95%	4.8 / 94%	Pay-by-Space
Garage 36	4.5 / 96%	4.7 / 95%	4.8 / 98%	Meter
Garage 31	4.8 / 98%	4.7 / 97%	4.8 / 98%	Pay-on-Foot
Garage 11	4.7 / 97%	4.7 / 96%	4.8 / 98%	Pay-on-Foot
Lot 14	4.6 / 89%	4.5 / 94%	4.8 / 98%	Meter
Garage 57	4.6 / 97%	4.6 / 98%	4.8 / 99%	Meter
Garage 49	4.7 / 95%	4.4 / 79%	4.7 / 94%	Cashier
Lot 24	4.7 / 98%	4.4 / 82%	4.7 / 97%	Meter
Lot 38	4.6 / 92%	5.0 / 100%	4.7 / 91%	Meter
Lot 34	5.0 / 100%	4.4 / 91%	4.6 / 97%	Meter
Bethesda St.	4.7 / 100%	4.6 / 94%	4.6 / 94%	Meter
Garage 5	4.4 / 89%	4.6 / 95%	4.6 / 96%	Meter
Garage 7	4.5 / 93%	4.6 / 94%	4.6 / 97%	Pay-by-Space
Garage 45	4.5 / 89%	4.5 / 92%	4.5 / 92%	Pay-by-Space
SS St.	4.6 / 95%	4.3 / 83%	4.5 / 89%	Meter
Average	4.6 / 95%	4.6 / 93%	4.7 / 97%	

= Below Average Rating at a Statistically Significant Level

= Above Average Rating at a Statistically Significant Level

Key:

Bethesda

Silver Spring

Wheaton

Impact of Payment System on Satisfaction – All Parkers

Cost of Parking					
Payment	Average	N	StdDev	Difference*	p-value
Meter	4.6	791	0.7		
Cashier	4.3	82	1.2	-0.3	0.02
Pay-by-Space	4.6	333	0.7	0.1	0.03
Pay-on-Foot	4.7	521	0.6	0.1	0.00

Ease of Payment / Ease of Sign-up					
Payment	Average	N	StdDev	Difference*	p-value
Meter	4.6	791	0.6		
Cashier	4.7	82	0.8	0.1	0.22
Pay-by-Space	4.6	333	0.7	0.0	0.16
Pay-on-Foot	4.8	521	0.5	0.2	0.00

*Compared to metered facilities

Cost of Parking**					
Credit?	Average	N	StdDev	Difference	p-value
Yes	4.6	1,349	0.7		
No	4.6	378	0.7	0.0	0.37

Ease of Payment**					
Credit?	Average	N	StdDev	Difference	p-value
Yes	4.6	1,349	0.6		
No	4.6	378	0.7	0.0	0.40

Note: The credit card "yes/no" field is based on the **ability to use a credit card in the facility.

- = Avg. Rating Lower than Meter at a Statistically Significant Level
- = Avg. Rating Higher than Meter at a Statistically Significant Level

Only one facility, Garage 49 in Bethesda, uses a cashier and it had lower satisfaction for cost of parking compared to other methods. It's reasonable cost score was lowest in the Bethesda PLD with 79% of permit and visitor parkers agreeing or strongly agreeing.

Two out of the three pay-by-space facilities surveyed were below average for ease of payment. Pay-on-Foot was the highest rated for ease of payment.

7 facilities surveyed did not accept credit cards. There was no significant difference in cost or payment satisfaction scores for facilities that do not accept credit cards.