

**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 findings)? |
| Visitor | Feeling of safety and security? | Convenience to destination? | Ease of signing up for a monthly permit? |
| | 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? | Ease of navigation/maneuverability? | Condition of facility (clean, well lit, way findings, informational signage)? |
| | Feeling of safety and security? | Convenience to destination? | Ease of paying your parking fee? |
| | Cost of parking? | How long will your visit be today (< 1 hour, 1-2, 2-3, 3-4, or > 4 hours) | How many blocks is it to your initial destination? (1, 2, 3, 4 or >4) |

Business Questionnaire

| | |
|---|--|
| 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: | 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 <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:

FY10 Baseline Value: **3.44**

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

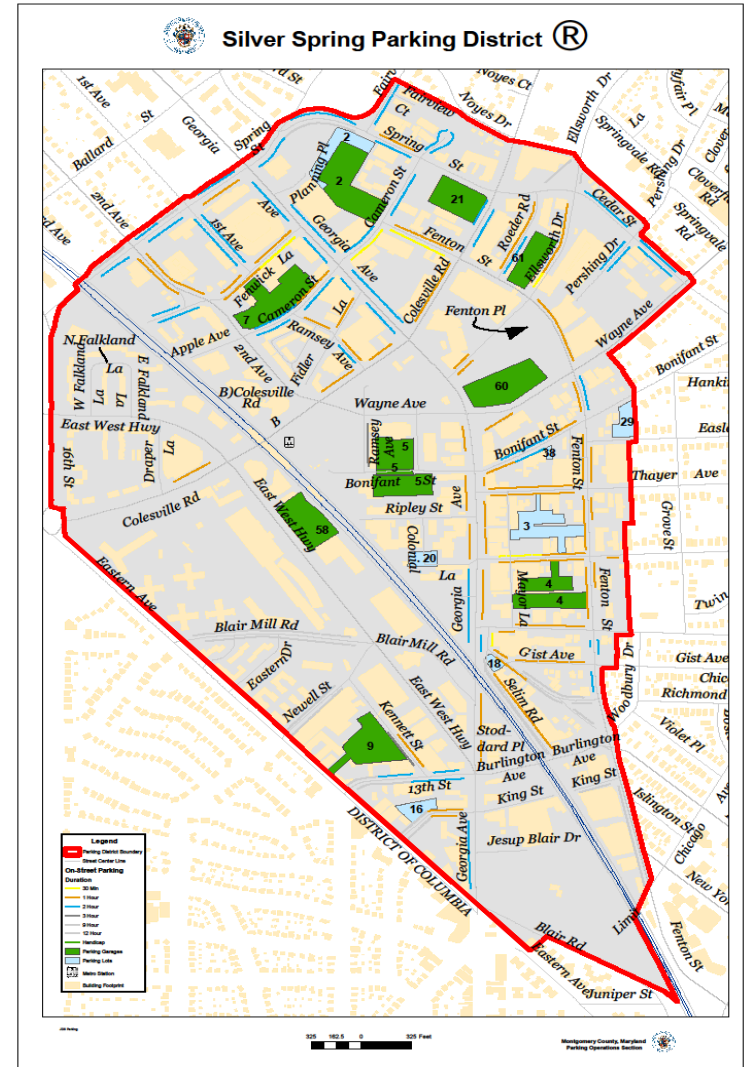
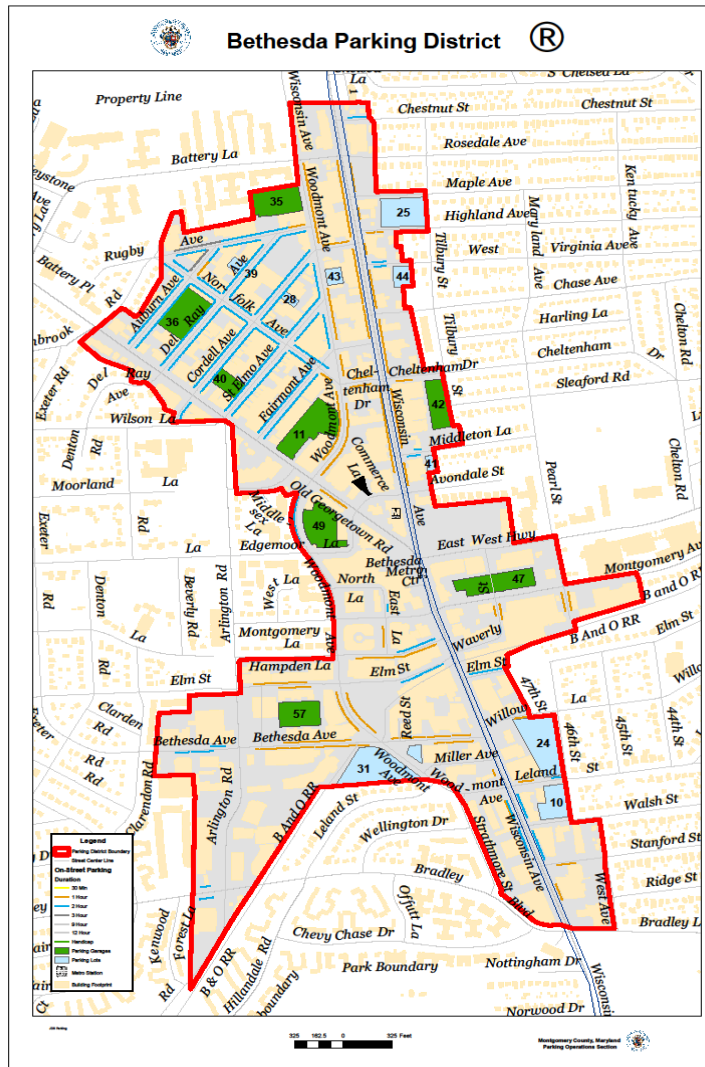


FY10 DOT Parking Survey General Findings

- 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

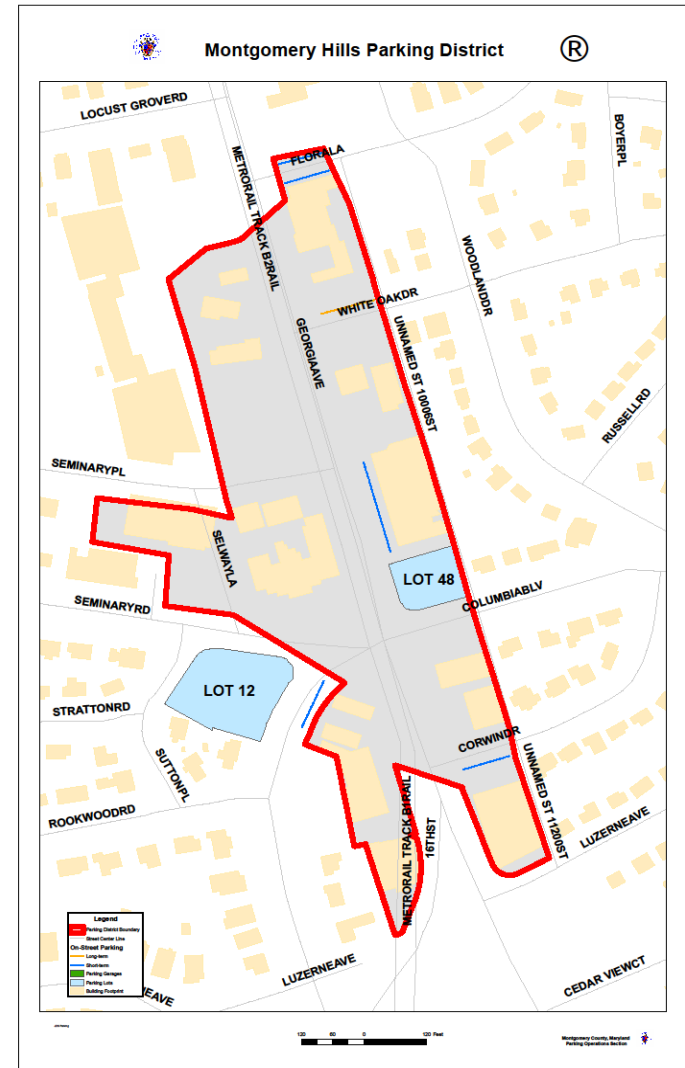
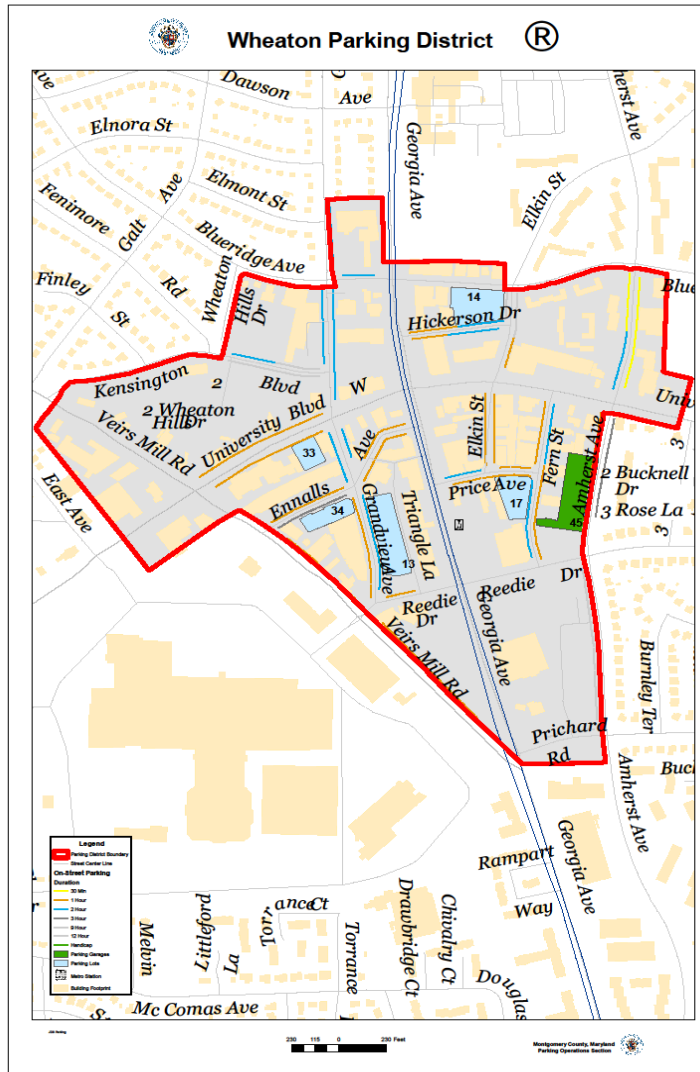
Silver Spring

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

| Cost of Parking | | | | | |
|-----------------|---------|------|---------|------------|---------|
| Occupancy Rate | Average | N | StdDev | Difference | p-value |
| 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 |

| Ease of Payment | | | | | |
|-----------------|---------|------|---------|------------|---------|
| Occupancy Rate | Average | N | StdDev | Difference | p-value |
| 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

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

| Cost of Parking | | | | | |
|-----------------|----------|------|----------|------------|---------|
| Credit Card | Average | N | StdDev | Difference | p-value |
| 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 |

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 |

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 |

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 |

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 |

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 |

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 |

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 |

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 |

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 |

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 |

| 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 |

| 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 |

| 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 |

| 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 |

| 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

