



Congratulations to **Danielle Farrelly**, winner of the \$100 Barnes & Noble gift card.
Thanks to everyone who participated in the survey!

Survey Results

Thanks to all who participated in Welcome Center & Parking Services' annual survey in November. We value your feedback and will use the information gathered from this survey in future planning as we seek ways to continue to improve our services. Below are some survey highlights:

- 1,126 people completed surveys—a 4% decrease over last year.
- 23% of participants were self identified as faculty/staff, 37% as resident students, 39% as commuter students, and 1% as visitors.
- Overall ratings of Welcome Center & Parking Services were consistent to last year's survey results in most areas.
- Of those surveyed, 52% of resident students, 47% of commuter students and 40% of faculty/staff purchased their parking permit online, an increase among all demographics over last year.
- 73% of faculty/staff, 63% of resident students and 45% of commuters are aware of the visitor parking policy, representing an increase in awareness in all demographics over last year. And, the 469 people who said they didn't know about the policy, know now!
- Awareness regarding the Motorist Assistance Program (MAP) increased slightly compared to last year with 61% responding that they were aware of the FREE services offered. And, the 435 people who didn't know about these services, know now!
- 60% of those who participated in the new Fast TRAX bike borrowing program rated it either good or very good.

- Ease of finding a parking space ranked as the number one driver of overall satisfaction with Welcome Center & Parking Services.
- The average rating of the ease of finding a parking space was 1.9/3.0 compared to 1.94/3.0 last year.
- An overwhelming, 75% of people either agreed or strongly agreed that they can park within a 5-10 minute walk to class or work.
- In terms of overall satisfaction with Welcome Center & Parking Services, 68% of participants said they were either very satisfied or somewhat satisfied.

Below are responses to some survey comments and findings:

Comment: Improvements are needed in the snow removal process for residential lots.

Response: Facilities and Planning manages the snow removal on campus with funding assistance from Welcome Center & Parking Services. Many challenges are faced when attempting to clear snow from a parking lot that is designated for resident students who typically do not move their cars. These lots can only be completely cleared out during long-term breaks or when the Residential Snow Removal Program is executed. All other times plow vehicles are limited to clearing out the center drives resulting in snow pushed towards the parked cars. It is strongly recommended that drivers carry shovels in their trunks.

Comment: I feel unsafe walking back from V lot.

Response: Students can call the University Police Escort Service at 395-SAFE or by picking up any blue light phone and a police officer or member of the student patrol will escort them to their car or residence hall at any time.

Finding: Of commuters who participated in the survey, 47%

rated the ease of finding a space as hard.

Response: Our parking space audits conducted on a regular basis find that there are always spots available in lots T and V, and most often there are spots in lot D. To save time and avoid frustration, we recommend not waiting for a prime spot in the heart of campus to open up, but rather going straight to one of these lots.

Finding: Many commuters commented on the increased permit prices.

Response: Parking Services is a self-supporting operation, receiving 100% of its revenue from parking fees and fines. To sustain the parking program and current levels of service, as well as plan for future services and capital improvements, the revenues collected from fees and fines must adequately cover expenses—and our expenses have continued to rise.

Parking is a necessity on every campus, and the decision about how to fund this necessity lies with the College. When comparing The College at Brockport to other institutions, it's important to understand that our customers, primarily our student parkers, in a large sense pay for our parking program.

Finding: There was concern primarily among commuters that there are too few parking spaces at or near the library.

Response: We are currently assessing the parking needs in the area near Drake Memorial Library.

Finding: Commuters would like to see more short-term spaces.

Response: The following areas have designated short-term spaces: Allen loop, Lots E, F, G, S, J, MacVicar/McFarlane, Benedict/Dobson, Hartwell Loop, Harmon/Gordon, Harrison, and Tuttle East Loop. We will continue to review and assess the needs.