



Congratulations to **Caitlin Simonse**, 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:

- 1,461 people completed surveys—a 30% increase over last year.
- 23% of participants were self identified as faculty/staff, 35% as resident students, and 42% as commuter students. (Less than 1% were visitors.)
- Overall ratings of Welcome Center & Parking Services were consistent to last year's survey results in most areas.
- Of those surveyed, 62% of resident students, 59% of commuter students and 46% of faculty/staff purchased their parking permit online, a substantial increase among all demographics over last year.
- For faculty, staff, and commuters, the most important driver of overall satisfaction is ease of finding a parking space and for resident students it is both distance between lots and destination, and affordability.
- Faculty, staff, and commuters rated the ease of finding a parking space lower than they did last year, while residents rated it slightly higher.
- Shuttle services are the most desired transportation alternative among all user groups and convenience and cost savings are important persuasion factors for using other forms of transportation.
- Users of the Bike Borrowing Program reported high satisfaction with this transportation alternative.

Below are responses to some survey comments:

**Comment:** Why do I have to pay to park?

**Response:** Welcome Center & Parking Services is a self-supporting operation, receiving no funds from any entity. Funds received from permit sales and fines are used to maintain, enhance, and operate our programs.

**Comment:** How will parking be affected by SERC construction?

**Response:** With a shortfall of approximately 400 parking spaces for the 2010-11 academic year, parking will be a challenge. Many options have been considered and the College is working on a solution with minimal disruption in mind. Stay tuned for more details this spring.

**Comment:** I am interested in carpooling. Can your office assist me in finding others that are interested too?

**Response:** Absolutely! Sign up for our Rideshare Program at [basc1.com/parking](http://basc1.com/parking). This free, online database will help match you and others traveling to and from similar destinations. This tool can be used to establish regular ridesharing relationships or one-time rides. Plus, members will receive free coupons to Jiffy Lube and Northside. If a regular carpool group is formed, apply for a Carpool Permit to take advantage of premium parking spaces around campus.

**Comment:** I have trouble finding a parking space on campus.

**Response:** The closest parking spaces fill quickly in the mornings. If you arrive on campus after 10 am, it's best to park in lots T or V near Tuttle Athletic Complex. These lots are within a short 10-minute walk to most buildings.

**Comment:** I love how we can borrow bikes.

**Response:** We love that we can offer this great program in collaboration with Residential Life & Learning Communities. Thanks also to BSG for giving funds to provide two more bikes. This program will resume in the April — check it out!

**Comment:** Invest in a parking garage.

**Response:** It would add convenience if a perfect site could be identified, but a parking garage would increase rates substantially (hundreds of dollars per month).

**Comment:** I have a permit, but received a ticket for parking at a meter.

**Response:** Meters are intended for visitors with short-term parking needs. Many evening-only students also choose to use meter parking in lieu of purchasing a permit. Regardless, meters need to be fed the appropriate fee until 6:30 pm, Monday - Thursday and until 3 pm on Friday, whether or not you have a permit. Depending on the location, some meters have a two-hour maximum. Be sure to read the time on the face of the meter. Do not feed coins too quickly as that can cause the meter to malfunction. Report malfunctioning meters to 395-PARK.

**Comment:** I did not purchase a permit and there are occasions I need to bring my car to campus. Options?

**Response:** We allow commuter students to purchase three day passes per semester. If your needs extend beyond that, you may park on a Village street, use a metered space, or park at the Park 'n Ride. Also, become a member of the Rideshare Program and post your riding needs. If you live close by, check out our Bike Borrowing Program. Resident students may purchase passes for two consecutive weeks at a cost of \$2 per day. For extenuating circumstances, contact our office.

**Comment:** It seems you are ticket happy.

**Response:** Enforcement is the most undesirable part of our job. We work very hard at educating our parkers on how to avoid a citation. Appeals are reviewed by independent officers not employed by our office and the opportunity to meet in person with an appeals officer is available. If you have suggestions on how to improve the fairness of this program, complete an Appeals Feedback Form at [basc1.com/parking](http://basc1.com/parking).