Customer Distribution

- Faculty: 14%
- Staff: 38%
- Sophomore: 10%
- Junior: 13%
- Senior: 11%
- Graduate: 9%
- Freshman: 6%

348 Responses
Rate your experience with the Department of Parking and Transportation (DPT) in all of the following areas/situations:

- The staff was attentive to my needs and concerns
  - Agree: 58%
  - Neutral: 20%
  - Disagree: 22%

- The staff was courteous and efficient
  - Agree: 59%
  - Neutral: 21%
  - Disagree: 20%

- The policies at the DPT office are fair and consistent
  - Agree: 41%
  - Neutral: 19%
  - Disagree: 40%

- There is an adequate number of metered or timed spaces available on campus
  - Agree: 30%
  - Neutral: 22%
  - Disagree: 48%

- My questions were answered to my satisfaction
  - Agree: 60%
  - Neutral: 25%
  - Disagree: 16%
70% Agree
Parking facilities on campus have a clean and professional appearance.

52% Agree
Parking signs at the parking facilities are adequate and easy to understand.

The DPT website is a valuable resource for answering my questions.

The online permit registration process was easy to use to order my permit.
Biking

USAGE OF BIKE SERVICES OR PROGRAMS

- BikeShare: 23%
- Bike Rentals: 21%
- Bike Maintenance: 21%
- Bike Permit: 35%

48 of 348 responded to this inquiry.
Rate your experience with the following conditions regarding DPT’s bike services and programs:

- **Ease of access of information regarding bike services**
  - Satisfied: 57%
  - Neutral: 15%
  - Dissatisfied: 28%

- **Friendliness of bike shop staff**
  - Satisfied: 63%
  - Neutral: 33%
  - Dissatisfied: 4%

- **Number of bike lanes to ease bicycle transportation**
  - Satisfied: 25%
  - Neutral: 31%
  - Dissatisfied: 44%
Maintenance protocols for bicycles

- Satisfied: 40%
- Neutral: 48%
- Dissatisfied: 12%

Permit policy for bicycles on campus

- Satisfied: 52%
- Neutral: 33%
- Dissatisfied: 15%

Cleanliness of the Bike Shop facility

- Satisfied: 60%
- Neutral: 33%
- Dissatisfied: 7%
Transit

**SHUTTLE USAGE**
190 of 348 responded to this inquiry.
71% are satisfied with the wait times of the out shuttles.

Friendliness of staff:
- Satisfied: 91%
- Neutral: 3%
- Dissatisfied: 6%

Cleanliness of the shuttles:
- Satisfied: 82%
- Neutral: 8%
- Dissatisfied: 10%

Effectiveness of the information and map provided by the NextBus app:
- Satisfied: 47%
- Neutral: 29%
- Dissatisfied: 24%

Bus stop locations:
- Satisfied: 69%
- Neutral: 11%
- Dissatisfied: 20%