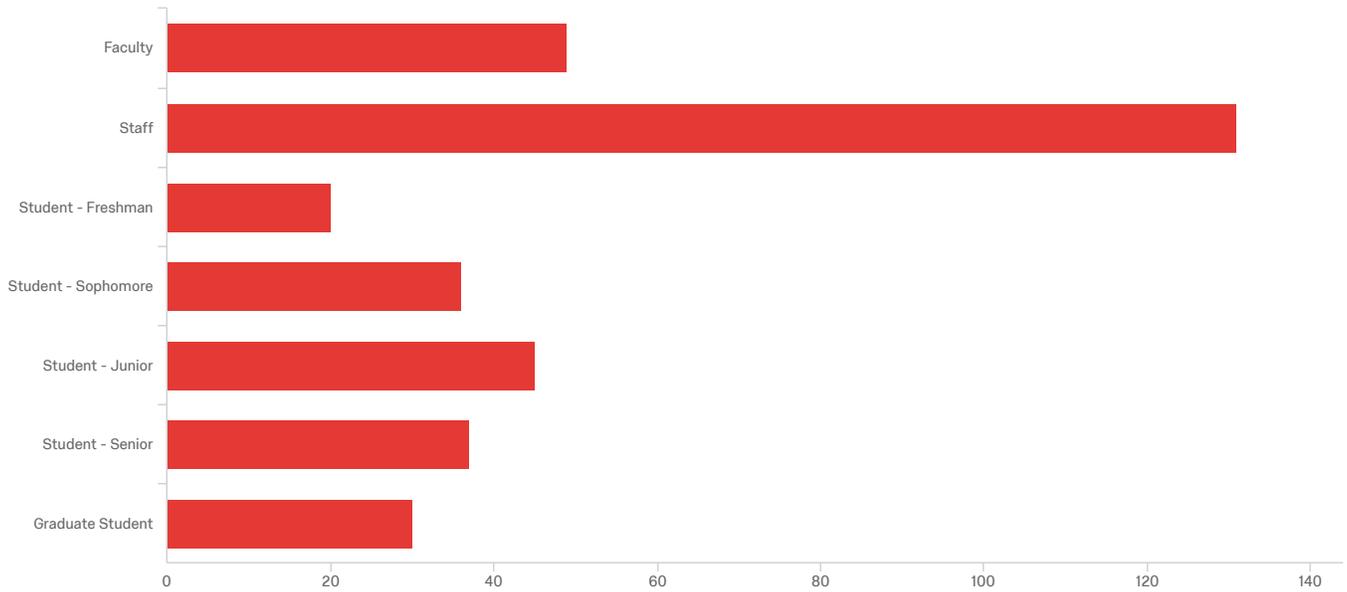


# Default Report

DPT Customer Satisfaction Survey

July 10, 2018 10:54 AM CDT

Q1 - Please select your classification.

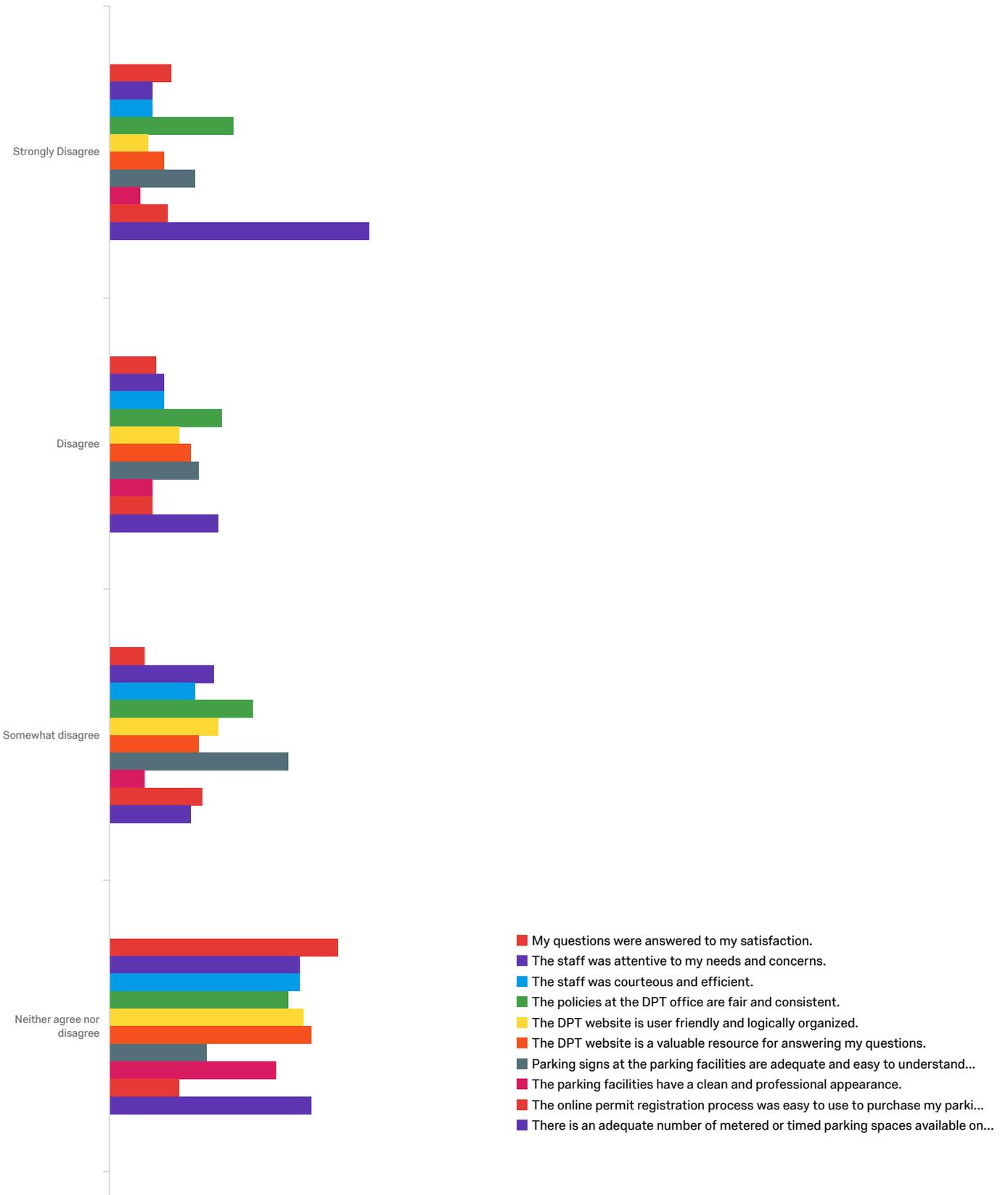


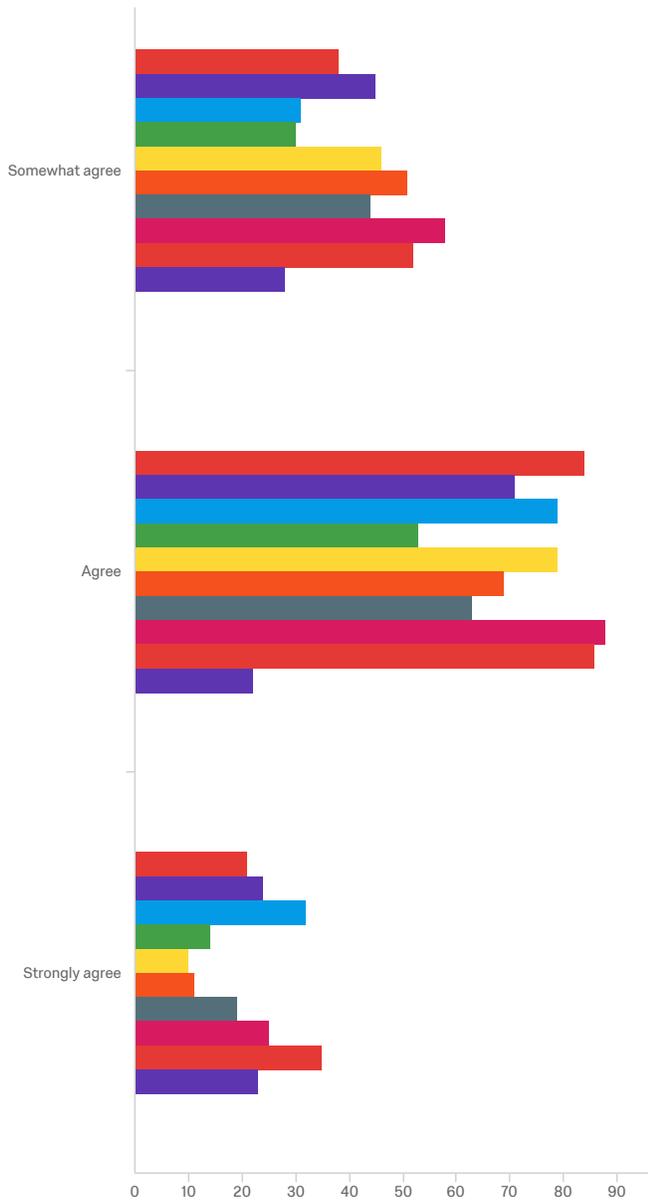
#	Field	Choice Count
1	Faculty	14.08% 49
2	Staff	37.64% 131
3	Student - Freshman	5.75% 20
4	Student - Sophomore	10.34% 36
5	Student - Junior	12.93% 45
6	Student - Senior	10.63% 37
7	Graduate Student	8.62% 30
		348

Showing Rows: 1 - 8 Of 8

### Q3 - How would you rate your experience with the Department of Parking and

Transportation (DPT) in all of the following areas/situations:

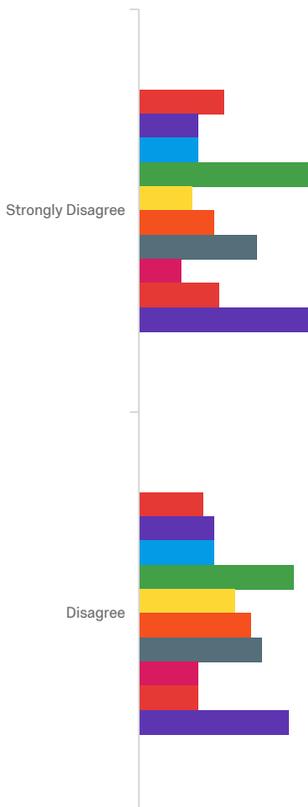


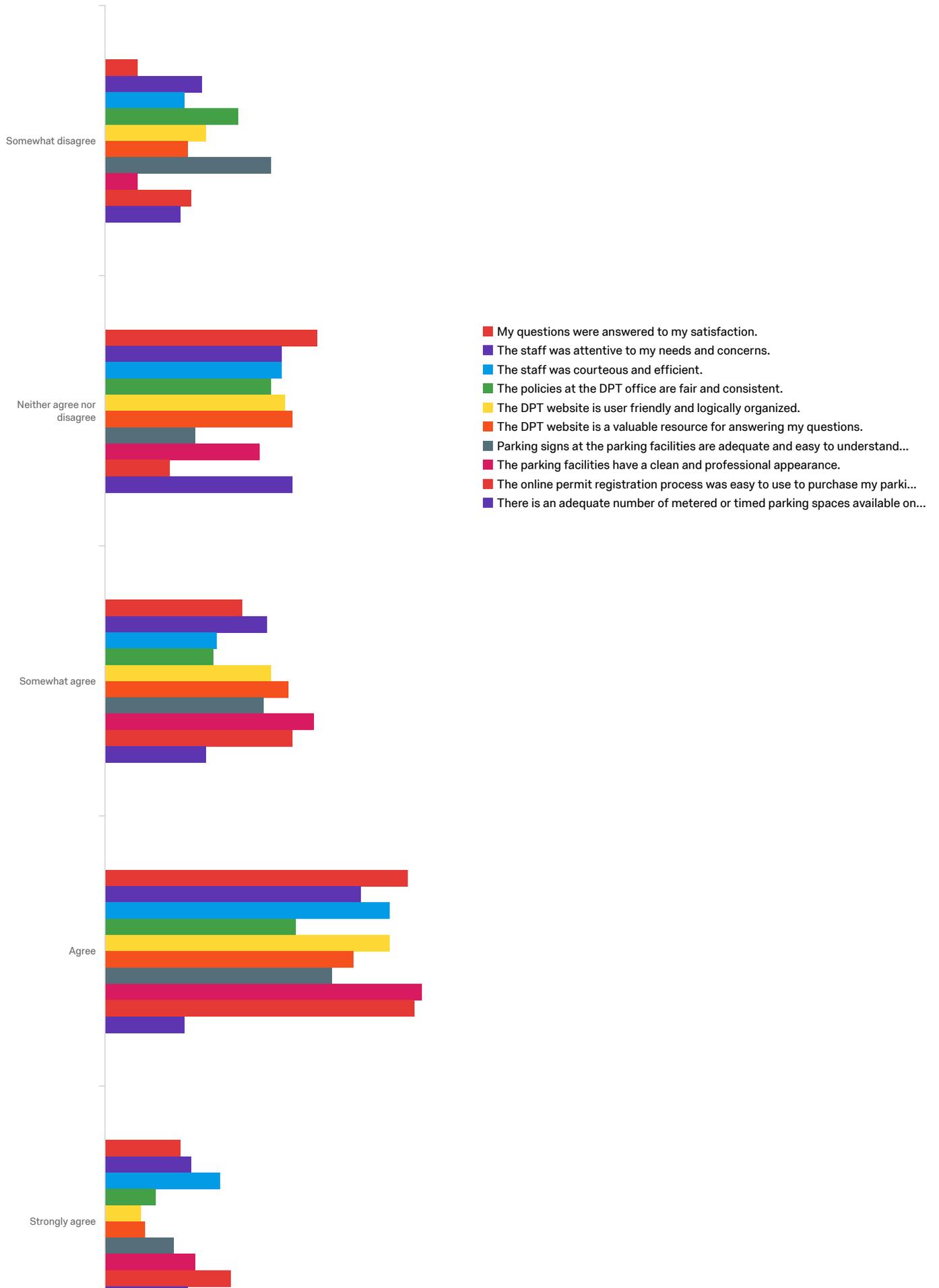


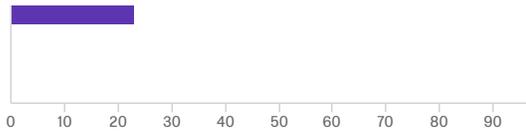
#	Field	Strongly Disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
1	My questions were answered to my satisfaction.	6.69% 16	5.02% 12	3.77% 9	24.69% 59	15.90% 38	35.15% 84	8.79% 21
2	The staff was attentive to my needs and concerns.	4.56% 11	5.81% 14	11.20% 27	20.33% 49	18.67% 45	29.46% 71	9.96% 24
3	The staff was courteous and efficient.	4.62% 11	5.88% 14	9.24% 22	20.59% 49	13.03% 31	33.19% 79	13.45% 32
4	The policies at the DPT office are fair and consistent.	13.28% 32	12.03% 29	15.35% 37	19.09% 46	12.45% 30	21.99% 53	5.81% 14

5	The DPT website is user friendly and logically organized.	4.15%	10	7.47%	18	11.62%	28	20.75%	50	19.09%	46	32.78%	79	4.15%	10
6	The DPT website is a valuable resource for answering my questions.	5.81%	14	8.71%	21	9.54%	23	21.58%	52	21.16%	51	28.63%	69	4.56%	11
7	Parking signs at the parking facilities are adequate and easy to understand.	9.09%	22	9.50%	23	19.01%	46	10.33%	25	18.18%	44	26.03%	63	7.85%	19
8	The parking facilities have a clean and professional appearance.	3.31%	8	4.55%	11	3.72%	9	17.77%	43	23.97%	58	36.36%	88	10.33%	25
9	The online permit registration process was easy to use to purchase my parking permit.	6.22%	15	4.56%	11	9.96%	24	7.47%	18	21.58%	52	35.68%	86	14.52%	35
10	There is an adequate number of metered or timed parking spaces available on campus.	27.80%	67	11.62%	28	8.71%	21	21.58%	52	11.62%	28	9.13%	22	9.54%	23

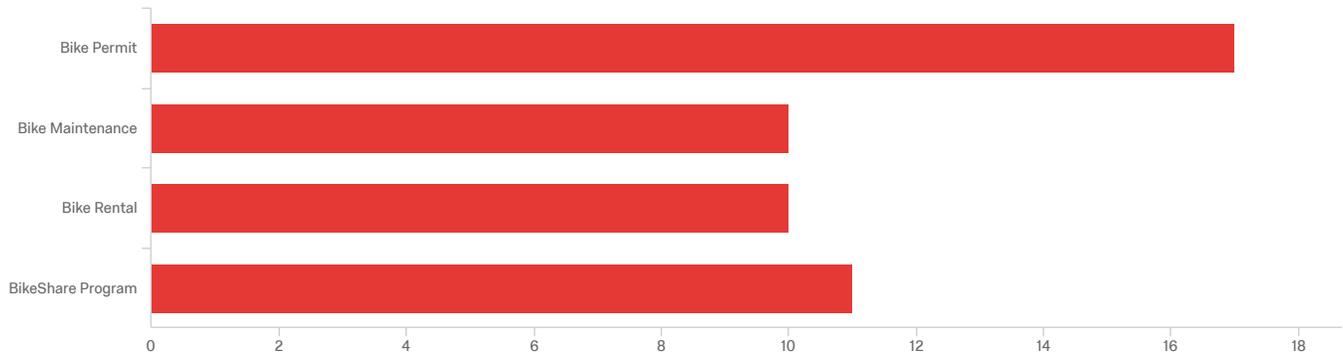
Showing Rows: 1 - 10 Of 10







Q4 - Have you ever used any of DPT's biking services or programs? Please check all that apply.



#	Field	Choice Count
1	Bike Permit	35.42% 17
2	Bike Maintenance	20.83% 10
3	Bike Rental	20.83% 10
4	BikeShare Program	22.92% 11
		48

Showing Rows: 1 - 5 Of 5

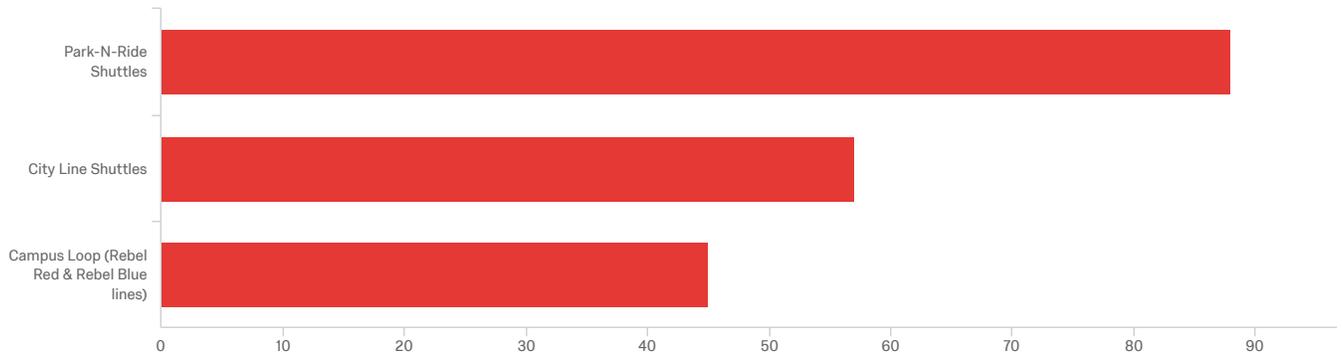
Q5 - How would you rate your experience with the following conditions regarding DPT's bike services and programs?



1	The ease of access of information regarding bike services	12.12%	4	27.27%	9	18.18%	6	15.15%	5	18.18%	6	3.03%	1	6.06%	2
2	The friendliness of the Bike Shop staff	39.39%	13	12.12%	4	12.12%	4	33.33%	11	0.00%	0	0.00%	0	3.03%	1
3	The cleanliness of the Bike Shop facility	33.33%	11	12.12%	4	15.15%	5	33.33%	11	3.03%	1	0.00%	0	3.03%	1
4	The permit policy for bicycles on campus	18.18%	6	18.18%	6	15.15%	5	33.33%	11	9.09%	3	3.03%	1	3.03%	1
5	The maintenance protocols for bicycles	18.18%	6	9.09%	3	12.12%	4	48.48%	16	3.03%	1	3.03%	1	6.06%	2
6	The number of bike lanes to ease bicycle transportation around campus.	15.15%	5	6.06%	2	6.06%	2	30.30%	10	12.12%	4	15.15%	5	15.15%	5

Showing Rows: 1 - 6 Of 6

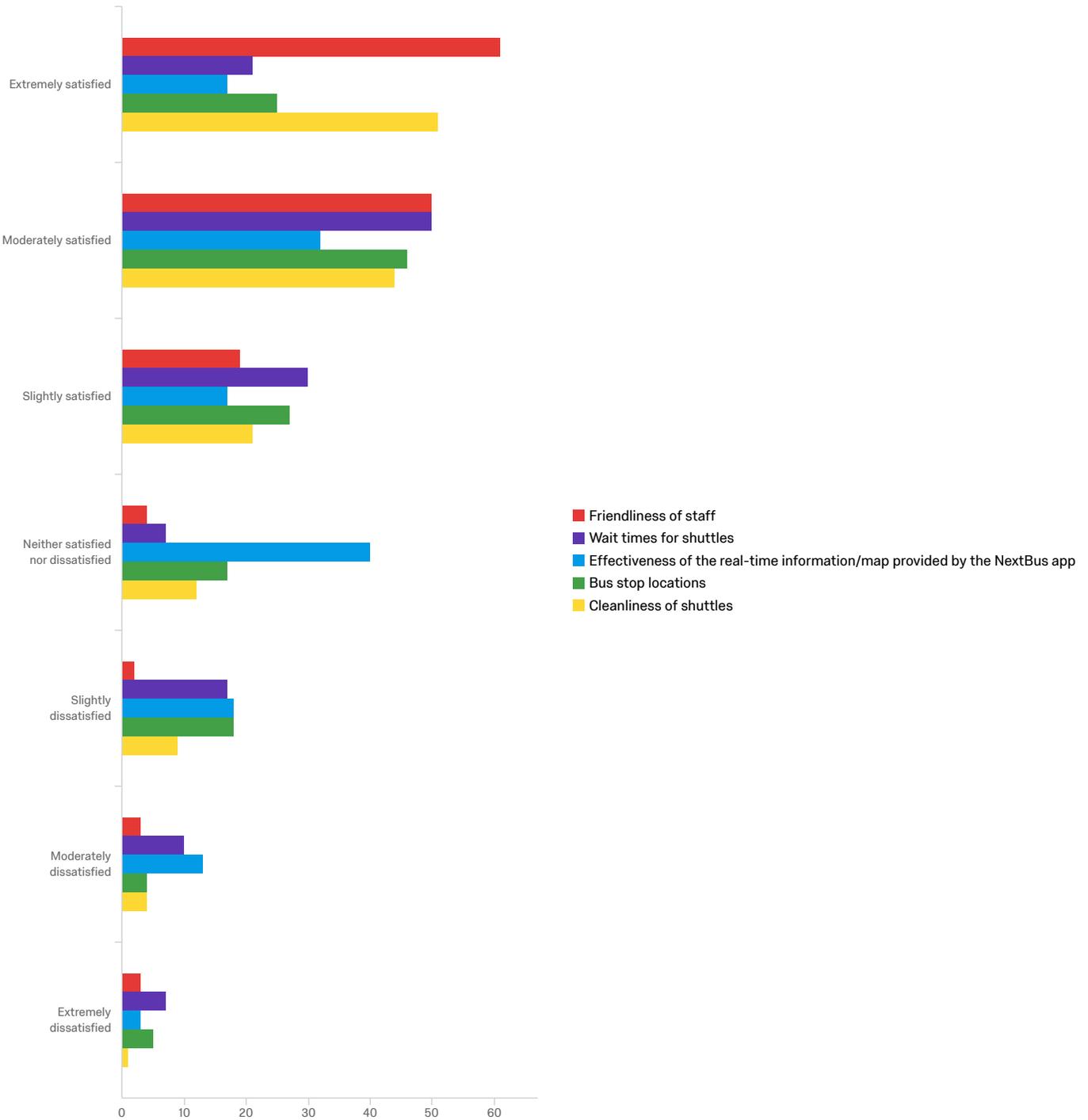
Q6 - Have you ever used the Oxford University Transit (OUT) service? Please check all that apply.



#	Field	Choice Count
1	Park-N-Ride Shuttles	46.32% 88
2	City Line Shuttles	30.00% 57
3	Campus Loop (Rebel Red & Rebel Blue lines)	23.68% 45
		190

Showing Rows: 1 - 4 Of 4

Q7 - How would you rate your experience with each of the following conditions regarding the OUT shuttles?



#	Field	Extremely satisfied	Moderately satisfied	Slightly satisfied	Neither satisfied nor dissatisfied	Slightly dissatisfied	Moderately dissatisfied	Extremely dissatisfied
1	Friendliness of staff	42.96% 61	35.21% 50	13.38% 19	2.82% 4	1.41% 2	2.11% 3	2.11% 3

2	Wait times for shuttles	14.79%	21	35.21%	50	21.13%	30	4.93%	7	11.97%	17	7.04%	10	4.93%	7
3	Effectiveness of the real-time information/map provided by the NextBus app	12.14%	17	22.86%	32	12.14%	17	28.57%	40	12.86%	18	9.29%	13	2.14%	3
4	Bus stop locations	17.61%	25	32.39%	46	19.01%	27	11.97%	17	12.68%	18	2.82%	4	3.52%	5
5	Cleanliness of shuttles	35.92%	51	30.99%	44	14.79%	21	8.45%	12	6.34%	9	2.82%	4	0.70%	1

Showing Rows: 1 - 5 Of 5

## Q8 - Do you have any additional comments about your experience with DPT?

Do you have any additional comments about your experience with DPT?

not enough available parking for the number of commuter students

There is not enough parking for every student on campus. Some permits are over sold for not enough parking spots at Martin and Stockard.

Give students free parking. We already pay for school.

DECAL PRICES ARE RIDICULOUS

I encountered several problems with parking permits last year. I am student, but I live on campus and was assigned a residential garage parking pass, which I have no problem with. However, I live and (will be living in) Northgate Apartments, and I would often, for limited amounts of time, park closer to my apartment to unload groceries or something similar to that, because I felt it wasn't necessary to park in the garage and then walk all of my groceries home. To ameliorate this for the coming year, I would suggest that Northgate residents be given residential permits instead of garage ones. I didn't really understand why I was given a garage permit in the first place. It made things harder for my day-to-day activities. Northgate residents are different from dorm residents because we have to do things like unload groceries, etc. I was constantly worrying about getting tickets when parked for only ten or so minutes as I moved groceries or laundry or things like that into my apartment from a closer parking space. I didn't understand why I was given a garage pass when I could have easily parked across the street behind Brown Hall or next to RH1, and people who lived in dorms were given closer parking passes.

Outrageous tickets and steep fines. So glad I don't have to park on campus again.

There needs to be more overflow parking in the garage and open up spaces for RH1 residents in the central lot behind Crosby

At the gold lot, bus drivers tend to leave students at the stop and keep driving with buses that aren't full

I do not feel that it is fair for employees to have to pay as much as we do for parking and then have to arrive to the lot by 7:20 to "maybe" get a spot. I feel if we pay that much money we should be guaranteed a spot.

The OUT buses should run more quickly

not. enough. parking. spaces. I have had to actually miss class on MULTIPLE occasions due to not being able to find a parking space.

Staff should not be forced to purchase a permit to park at their place of employment

It would be nice if you all weren't constantly trying to force us to park off campus, some of us have children and other obligations that mean we need quick access to our vehicles and DO NOT have time to wait on a bus.

More parking for commuters and More Meyer parking

Lack of commuter parking spaces

Please stop taking away parking spaces. Please tow ALL student violators in ALL faculty/staff lots, not just reserved spaces. Us poor employees are just as valuable as the ones who could afford the reserved spaces.

Not really

Quit overseeing passes then ticketing when we can't find spots

There is not enough commuter spots available. It's really hard on students during baseball season because the public and commuters compete for the same limit spots that were suppose to be just for commuters. It seems like with every function that is open to the public that there is not enough parking to accommodate both students who paid a lot to park and the public.

Calls are always quickly answered, response time is very quick, attitudes are polite and caring, from all staff/officers/administrative staff I have encountered in my 20 years as an employee.

Keep up the great work!

Website is very difficult to use and is one of the worst of any department on campus.

DPT has too many different committees and steering groups and so forth, so it is too easy for DPT to pass responsibility for its decisions around. I've been trying to figure out who to talk to about allowing faculty to buy a small number of daily parking passes: I usually bike, but I know that if I buy a year pass, I'll be lazy and drive every day. I would like to be able to drive on rainy days without spending \$10 at one of the parking meters. I've talked with several people at DPT about this, and everyone tells me it's a different committee's responsibility.

Repeals process needs major improvement

need to make parking easier and more accessible for students since parking permits cost so much and we are students of the University. Many of my fellow classmates had issues with their car being towed or being issued a citation, but they were on campus because they were studying for the many tests we have in pharmacy school. There should be more benefits to our parking permits as students since we pay the university tuition on top of the permits to park on campus.

Not enough faculty parking near center of campus. Consider not permitting freshmen to bring cars to campus and designating some of interior parking for faculty.

OLE MISS PARKING SUCKS ASS!!!!!!!!!!!!!!!!!!!!!! YALL LITERALLY ARE THE WORST AND MOST RUTHLESS PEOPLE IN THE WORLD. I PAY \$40,000A YEAR TO GO TO SCHOOL AT OLE MISS AND I THINK MY CAR CAN BE IN FRONT OF MY DORM FOR 5 FREAKING MINUTES WHILE I CARRY HEAVY THINGS AND GROCERIES TO MY CAR OVERALL YOUR DEPARTMENT IS EASILY THE WORST THING TO HAPPEN TO OLE MISS!!!! THERE ALSO NEEDS TO BE MORE PARKING SO MAYBE YALL COULD GET IT TOGETHER AND GET YOUR HEAD OUT OF THE GUTTER AND FIX IT

Better parking system needed, potentially a better system as far as commuter parking should be instituted. Many of the parking locations are bottlenecked at times and cause issues with getting to classes on time, despite leaving rather early for class

Stop charging students to park on their own campus

WE NEED MORE PARKING SPOTS!!! That are FREE!!! Parking is absolutely ridiculous on compus.

I think you're doing a fantastic job, in spite of the many complaints that are wrongfully leveled at you. We're all on the same team and I appreciate the work that you do for the team!

Marcus the bus driver deserves a shout-out!! He used to drive gold line for a couple years. I had park and ride and would talk to him every day, and the following year I bought a commuter pass but NEVER USED IT because I missed talking to Marcus every morning so I just kept taking park and ride anyway!! He's so great! Tell him Claire says hi!

It would be helpful if all staff/faculty had assigned parking spaces and pay more each year for the space.

It is unacceptable to pay for a parking pass and not have sufficient parking near your building. I think people should be assigned lots close to their work building and ONLY those can park in the area. Even Ms. State has parking related to your workplace!

The cost of buying a parking pass are unethical. Most grad students can't afford to buy one. If you made the rate reasonable, you would not only provide an actual service to students, but you would also bring in more revenue.

Over two decades at this campus, and every year it gets worse.

It concerns me that such a high payment is required for faculty/staff to simply go to work.

Y'all give the university a bad name by sucking up every penny from the students and visitors. No where near enough parking spaces for commuters, and because of this it causes several wrecks around the first couple of weeks of classes. Y'all are just awful.

DPT has a tough job trying to keep all the categories of parkers happy.

It's too expensive.

There is no parking and only one stop on campus for the yellow line. Parking this year is the WORST it has ever been. I have to leave my house an hour before my class starts just to find a spot, I'd say it's easier to use the bus but now the yellow line only goes to the student union and not the observatory. Extremely difficult to get to Campus this semester and parking desperately needs to be fixed before fall semester starts. Or, don't sell so many passes this year to freshmen.

Fix parking for commuters

Faculty need to be able to park at various times in the day, not only at 7:15 a.m. Also, faculty teaching evening courses or serving on the Faculty Senate find it very difficult to find a parking place on campus because students take all of the close-to-campus parking places. Very unfair!

Faculty and Staff parking permit costs are extremely too much!!!! Ridiculous to have to pay that much to park.

The commuters take all the metered spots near my building, so when an actual visitor needs a space they still have difficulty finding parking. It doesn't matter though, b/c the meters are generating money while pushing the staff further and further from their offices. There needs to be meters for cars that do not have a parking permit so actual visitors can find a place to park. Also the fact that a staff member making \$13/hr has to work for two days to pay to come to work is not right.

Curious as to why non-faculty vehicles are allowed to park in the faculty lot (Band Lot) next to the Music Building before 5PM on weekday baseball games. This is an ongoing issue, yet no ticketing or monitoring of the situation seems to take place.

It would be nice if you could remove vehicles from the list when applying for a permit.

There's not nearly enough fair and close parking for students, especially commuters. It was better using park & ride due to poor commuter parking that would have me late for classes. UM charges way too much to have to deal with that. Thanks.

Glad to see how quickly the unsafe plan to only let people nose in to spaces was retracted with community feedback last year. Happy with the system. Get admin to institute a car-sharing program, especially for dorm residents! Incentivize and convince! Save resources and ease congestion!

There are 12 empty parking places behind the law school, that although reserved for Service, are never in use. I understand reserving them for Service, but they're never used by anyone. There has to be a better solution than wasting parking places.

move student parking away from central campus to make more space for faculty/staff. do not allow first-year students to park on central campus.

The bus system should be expanded to go down County Road 1056, 102, and not stop just before the airport, people live in these communities as well.

lower parking decal cost, stop taking faculty/staff parking for meter parking

There are too few faculty/staff parking spots on campus. It is impossible to find parking after 8am. Faculty/Staff should be allowed to park in metered parking if no other spot is available without paying the metered parking fees.

The Department is fine. The parking spaces available for staff are not!

no

It is a mess

There are not enough parking lots for faculty/staff. People in buildings closest to parking lot should be given priority. There should be designated parking spaces for f/s based on location of building to lot.

We need more faculty and staff parking . I have to get to work 45 minutes early if I want to park anywhere close to my building.

Seems inefficient for a campus with not enough spaces to reserve spaces all the time for employees with money to pay for them. They sit open and unused, while people circle parking lots looking for spaces.

The bus staff tends to get VERY close to hitting students even when students are in crosswalks. I feel as though the university transit should not take precedence over students walking in crosswalks.

Sometimes the bus drivers can be a little moody.

If you're going to build a parking garage, make it accessible to more than just freshmen who already live on campus. The new parking garage is sitting there half full when commuter students have nowhere to park.

The shuttle service to the Old Taylor Road lot is VERY slow in the afternoons around 4pm. I use both park and ride shuttles and the wait time for the Jackson Avenue lot is never as long as for OTR. Also, in the winter the buses seem to warm which encourages germs.

I feel that the fine for not posting your faculty permit is too high. For all of the hundreds of times I come to work, leave campus, return to campus, etc. and remember to post my permit, then each time I forget because it is raining and I am trying to bundle everything while still in my car and getting an umbrella deployed, or the parking configuration has changed and when I am trying to figure out where I can park, and if there's spots, and I just forget, I have to pay \$55. And the parking people are very thorough in that NOT ONCE did I forget to post my permit and I did not get a ticket. \$25 is a nice slap on the wrist to not forget to hang my permit, but \$55 is a true punishment. It hurts my feelings and makes me feel that as a faculty member who comes to work every day, goes out to lunch, and comes back to work, that I am just being used as a revenue generator. I am handicapped and work at Guyton. With the removal of two spots, and the destruction of the tennis lot, parking has become a premium, where I am now having to park at distances that are difficult for me. It is becoming an every day annoyance, and then to get a \$55 ticket just rubs salt in the wound- and honestly, it makes me wonder how much longer I am going to be able to work here because if I cannot reasonably get into my building then I don't know how I can keep working. I LOVE my job, and it used to work well for me and my disabilities, but it is quickly becoming problematic. Hunh. Well it seems that my annoyance is with a "little" more than just the amount of the fine. If you would like further discussion of these issues, I am Renee Cunningham, Assistant Professor of Mathematics Education, office 336 Guyton. reneec@olemiss.edu.

Not that you all care, but it's ridiculous what you all charge for parking permits and there needs to be more spots available for staff and students. Like, why would you make the parking by the tennis courts near fraternity row all for their housing? Half of the time those spots don't even get used. And quit trying to get rid of your workers, by buying some new expensive technology that checks for license plates or permit. It makes no sense to try and tell people how they park, either.

The website should include information about holiday parking rules. If it does not include these rule such as on Easter when there was no school on that Friday, then students should not get tickets for information left out of the website. Also think about finals week parking. There should be information on the website about students being able to move their cars to unpack their dorms. For example, a student that has a percent for garage parking, but lives in RCSouth, should be able to move their cars and park in the RCSouth lot during finals week, so that move in will be possible. Consider revising or updating the rules for there are only simple common sense rules on the included on the website now that does not give any information about the important events students what to know about.

Parking is awful.

Parking availability for faculty/staff is really poor. If it continues, there shouldn't be as many faculty/staff permits sold. Each year there are less and less f/s spots available and no way to alleviate the burden/congestion. Also, it's ridiculous that the campus will triple ticket individuals for any infraction - it's a scheme to get more money for the university. One shouldn't get a ticket for illegal parking, wrong parking pass and then wrong parking lot all at once. If someone parks in a wrong lot one ticket should be enough (maybe even reorganize your ticket reasons to account for it).

Regular parking fee is rather expensive, especially for staff. Reserve parking fee is very expensive for faculty and staff.

Not enough Faculty and Staff parking in the areas where it's needed

Much more parking needed for faculty/staff!!!!

Parking permits for commuters too expensive. Some of us like myself have two jobs and commute 30 minutes and at various times of the day after paying a lot for a permit it is still difficult to find a place to park. Shouldn't ever have to be late to class because it takes an Additional 20 minutes to find a parking spot

Most of the bronze route drivers are so nice and greet you and tell you to have a good day as you exit--which is honestly the most pleasant thing. I love how nice they are and they're so easy to chat with if you're the only one on the bus. I loved the guy that retired, he was the sweetest, like everyone's grandpa. His replacement that he trained is great too. There's a real sense that they enjoy their jobs. But there's one driver, a younger black woman with short hair, and she was so nice in the beginning but over the past couple of months she's changed. She seems constantly annoyed and doesn't respond to greetings, thank you's, or well wishes. She'll also drive off as you're walking up to the bus. I've been feet from the door as she's taken off. Also y'all need to keep 3 buses running at all times. Inevitably when only 2 are running, they're back to back and I miss both and have to wait 15-20 min for one to loop back around.

Thank you!

Not enough commuter parking

We pay enough in tuition. Quit charging us ridiculous amounts to try and park on campus when you can't even get a spot half the time

Extremely upset by the number of unreasonable tickets received.

I understand that your task is nearly impossible and there are probably very few individuals that do not have complaints. Please know that I truly appreciate all that you are trying to do. On that note, I believe there is not adequate parking for faculty/staff. Due to lack of parking, I am not able to run errands (work or personal) during a lunch hour. I work on one of the far ends of campus and several times, the only parking I could locate was at the water tower - all the way across campus. I was very late coming back to work, even though I gave myself, what I thought was more than enough time, in case I had to walk. I feel this is unacceptable. Students are consistently parked in the faculty/staff lot near to and behind my building. I don't mind walking in the least if lots are filled with faculty/staff, but when I have to search for parking and there are students (and their fast food garbage) parked in those parking lots, I feel that this is completely unacceptable. I listen to students laughing about all the parking tickets they have gotten and will continue to get - running into the thousands of dollars - because they don't want to walk too far to class. Needless to say, I get very frustrated when hearing that. Also, one day I was "not allowed" to park in a commuter parking lot - 2 lots to be exact - due to a baseball game and I couldn't find any parking - even at the water tower. I was extremely late for work, then questioned for being late. There were 2 empty parking lots and I was not allowed to park in any of them. I have to rely on the commuter parking lots also because, again, if I have to run an errand, leave at lunch or I can't find faculty/staff parking, I have to find a commuter parking space. Just a thought . . . the university basically insists that freshman live on campus, and live the campus experience. I think the university does a great job of accommodating student needs. With that said, I feel the freshman do not need vehicles on campus. There are shuttles, buses, friends, we are close enough to the square . . . . I understand that we are here for the students, but this campus can not run without its faculty/staff. Again, I certainly don't mind walking, but when I do due to a sporting event or students in faculty/staff parking. Thank you for allowing the university community an avenue to voice concerns.

There need to be more commuter spots

Communication within the DPT department could be better. When I have questions, I receive a different answer from each person, and sometimes, the information given one week is different the next - and that's come from the same person before. There needs to be consistency and clear communication. How should staff know the rules and proper procedures when the own DPT staff don't?

There are not enough parking places for faculty. The paid slots are typically empty, but still unavailable.

There aren't enough handicap spaces for using the library or Johnson Commons.

My only comment would be that DPT should be located at a more easily accessed space....especially for visitors to the campus.

MORE.PARKING.

I am "low tech" and have a basic cell phone so I appreciate the face-to-face or phone interactions. I do notice the students who use their phones for everything including bus routes and times.

THERE IS A DEFINITE NEED FOR BATHROOM FACILITIES (PORT-A-POTTIES) AT THE TAYLOR PARK N RIDE LOTS. THERE ARE BATHROOM FACILITIES THAT REMAIN LOCKED?????? WHY??????

Overall, everyone is very nice and helpful. I really like that your office hours start at 7:30 AM.

Serious lack of handicapped parking places!!

No

No

Ole Miss DPT needs to reevaluate parking ticket services. The policy that if you try to appeal your ticket and it gets denied so your ticket amount goes up is absolutely unneeded and unnecessary. It just feels like another way to try and get more money out of the students of Ole Miss. Also, commuter lots are completely oversold and the fact that this is a thing is ridiculous. We should sell the right amount of commuter tickets per parking spots we have.

Bronze line younger woman has a major attitude problem. Very rude. Will not wait for you... even if you're right beside the bus.

There needs to be more parking around the circle for students during the school day and possibly needs to be a bus running between the track parking lot and campus.

More 30 minute parking behind Crosby

There are not enough parking spaces for everyone.

## Q9 - Do you see any areas for improvement in parking and transportation on campus?

Please explain.

Do you see any areas for improvement in parking and transportation on campu...

more commuter parking

More parking spaces and free parking

Decals cost too much for there to be limited parking.

Have Bronze Line come through the Hub rather than its current route.

You should put a flag of the color of the bus on the side of the bus so people could see what bus they are waiting on from far off and not waste their time waiting

Cheaper parking, a less vindictive staff

MAKE MORE SPOTS OR GIVE OUT LESS PARKING PASSES IM SICK OF DRIVING FOR 45 MINUTES TRYING TO FIND A SPOT BEFORE CLASS

I do not know where to start on how to improve the parking except quit taking the spaces away or open up more expensive parking spaces again. Also the Permit needed signs are way too small for people to notice.

Stop taking away student parking to make more staff parking

Nope. As long as y'all have people that WANT to give students a ticket while we pay thousands already to go to Ole Miss, it's never going to change. If you really want to improve it, make more parking.

More convenient parking locations.

More parking for students and make it affordable. OUT does not route through my residence area and it's extremely inconvenient to pay over \$100 for a parking spot and it's not even guaranteed

I don't know that there is anymore available space for parking but I do think it would be feasible to not charge so much for parking since we are not guaranteed a spot.

There are not enough parking places for all the permits purchased

Cut the number of cars on campus by prohibiting freshmen and other campus residents from having cars parked on campus or require off campus parking of their vehicles. Get rid of hang tags entirely. They block windshields and are a hazard.

more parking spaces

Yes. For the amount of money paid, it seems that the university would take into account the population of the staffing/faculty community and the number of spaces available as well as the distance to get to your building. It is very frustrating having to pay as much if not more than the students and can not even park next to the building you work in or have to wake up two hours early in order to make it to work, just to race everyone for a parking place when you do not have to be at work yet and can not work yet (no overtime).

Stop taking away regular spots to make more room for reserved spots that normal employees cant afford or replacing them with metered spots. The metered spots appear empty most of the time.

People park around the Turner Center for early morning work outs or swimming. They do not clear the parking area before 7:30 each morning so the staff and faculty do not have may spaces to choose .

freshman shouldnt bring cars

More parking for commuters. A parking garage for commuter. Bronze bus running both ways. Not just one way.

The parking garage would be easier to navigate if the end spaces were reserved for compact cars only. When large pickup trucks park on the corners, it makes it difficult to see and navigate around them.

Garage should be open to commuters. Less faculty parking

See previous comment. We're paying an exorbitant amount of money for the privilege of being able to come to our jobs as it is, it shouldn't be so difficult to find a parking space given that fact.

More close parking for commuters.

More parking spaces available

I suggest adding a parking garage near the baseball field.

The commuter lot behind the new residential parking garage doesn't feel very safe. Freshman have nearly run over me driving too fast out of the parking garage. This should be monitored more closely.

I understand the need for parking tickets and am appreciative of the leniency for first-time offenses, but a parking hang tag, while preferable, occasionally gets knocked off. If we are instructed to remove them while driving, more grace should be allowed. There should be a way for a vehicle to be looked up in the system if parked in a hang-tag designated lot rather than automatically be given a ticket if the hang tag is not present.

Parking for graduate instructors besides commuter/park-and-ride

The number one issue right now is ADA parking/access with the buildings associated with the School of Education. Currently under construction, there have been statements made that there will no longer be handicap parking in front of the building. We have many elderly employees and employees with handicaps that cannot walk the distance from a parking lot to the building.

Need to increase parking citation fees to balance decreasing permit fees. No reason to punish people following parking guidelines by raising employee parking permit fees every year despite less spaces available and is following parking regulations.

staff parking should be assigned near the building we work in parking tags should be assigned to a designated spot, number then and assign to one person per space don't over sell spots for staff put up a scan gate at staff lots so students cant get in, you have to swipe your badge to get in make students park in garage and give some of the resident parking around burns, minor, pittman to staff close by even Ms State gives parking spaces close to your work site to staff I don't mind paying for a spot but I DO mind paying and not being assured a spot near my work place

MORE PARKING

Add more spots!!!

Increased faculty parking closer to office/classroom buildings. This is being pushed further and further out.

Bike lanes and bike accessible paths need to be prioritized. Getting around the south part of campus involves a lot of dodging through parked cars in parking lots.

More parking with better signs to distinguish parking areas

Lower the prices of the parking decals

Yes, there should be better signage as to what permits can park where since there is so much construction that goes on, on campus-- it is hard to keep up with all of the changes. There should be more benefits for student parking permits since we are students of the university and many of us need to be on campus for certain school events going on and for studying.

Stop shutting down public use of roads in the interior of campus.

During certain events on campus, such as dorm moving in day and other times there are a large amount of visitors on campus, being physically present to direct students and parents proper parking areas and not using faculty and staff spaces or blocking spaces.

EVERY FREAKIN WHERE BECAUSE YOU ARE THE WORST EVER

Commuter parking

Yes. The fact that yea you all charge students to be able to park on campus is a serious area of concern

PLEASE OPEN THE PARKING GARAGE FOR EVERYONE!!! Many days I have arrived on campus 20 mins early but I'm late for class because there are no parking spots. We want to see a change in this.

I don't have a good understanding of the bus "arms" that restrict travel on certain streets, so I cannot fully state that this is an area for improvement. The restrictions require that we drive to the opposite side of the campus to access the Lyceum/Circle/Grove area when it's so near to us.

Something needs to be done with the allocation of spots on campus between faculty, staff, and students.

More buses driving on the longer routes

More commuter parking

You have GOT to allow for more parking for staff and faculty. I live about four miles and have to leave my house 45-50 minutes before I have to be at to work in order to park anywhere near my facility. PLEASE consider this. I have to return home occasionally at lunch and am unable to find parking upon my return. I have had to park in a metered spot---I already pay for my decal. I will probably end up leaving my job at Ole Miss because of the dismal parking situation.

Parking on-campus is a nightmare, off-campus parking is a necessity to save time and avoid competing for spots. Add more student commuter parking spots or reduce the price.

There are not enough parking spaces for faculty and staff since the bike lanes have been implemented.

Many. People need to be able to park in the lot closest to their work place. A faculty parking garage behind Stewart would be an excellent idea! A parking garage for staff/faculty with shuttle would be even better!

See previous please.

Disband the Parking and Transportation Office.

Provide more commuter parking spaces or lower the pricing. Don't understand why I'm paying so much for parking that is not available. Provide commuters a bus stop. Walking distance from commuter parking spaces to campus are a far distance apart.

Give every faculty and staff member an assigned spot, even if charging us more.

Restrictions should be removed during exam week and the summer (except for not allowing students to park in faculty/staff spots)

There needs to be a solution to parking during the mid day. I understand selling 2.5 passes per spot, but at times there are actually no spots available around noon some days, or if you are lucky enough to find a spot it is a mile and half walk to get to campus.

Prices seem to be increasing, yet parking spaces are decreasing.

The traffic flow is not that great. If you work on the south side of campus and need to drive to the north side of campus, its a nightmare now. From the south side there is not easy access to University Avenue anymore. Just the whole flow of traffic on campus is not as good as it could be.

More parking spaces for commuters, and less for those who live on campus.

I like the revamp of Sorority Row taking the parallel parking away. I would like to see that on Poole Drive so the students can park on the south side but the parallel parking on the north side of the street is eliminated.

Making the time intervals between busses smaller

It's too expensive.

Get more garages or give stop giving passes to freshmen. Also, improve the yellow line (not the express yellow) route to allow it to go back to observatory as well as the union.

More parking spaces for high traffic times

FIX PARKING FOR COMMUTERS

Faculty parking is inadequate and unfair. We need parking lots with gates for controlled access. We also do NOT need expensive spots for high-paid Business faculty that are often left empty when demand for parking is high.

More metered parking spaces would be beneficial. Also more 30 minute residential parking spots near residential areas would be beneficial.

Getting off campus at 5 p.m.

Parking passes are terribly expensive. If there was a way for them to already be included in tuition, that would be extremely helpful. The university gets a large amount of money from each student, so what money we do have left seems to still be swallowed up by the university in things such as parking passes, random fees. and so on. Also, there just isn't enough parking in general. That cannot be stressed enough.

there should be limited shuttles that run over breaks. Staff are still working even when faculty are gone, and intersession students and faculty should also have shuttle access.

More commuter parking, not enough space AT ALL!

Stop blocking off all the streets without suitable alternatives. Personally, with the closure of Chucky Mullins to Old Taylor road, my commute has increased 10-20 minutes in the morning and 15 at night. If I take another road into campus, that adds mileage and more gas. So basically, it's now costing me at least an extra 30 minutes a day to just COME TO WORK and extra money in gas. (No my department doesn't have flex time.) This is a large pay cut that the administration needs to acknowledge. Worse than the money, is overnight my daily time with my family was slashed. This university does not care about the staff who have to commute from outside of Oxford and (among other things) they make it abundantly clear with parking and transportation policies.

When I sponsor events at the Ford Center or in the Music Building, I have to go to the expense of paying for barricades and hiring security to manage the parking lots. Last year, my event was simultaneous with Great 38 Race. There was a lack of coordination between these events as to which group actually had control rights to the Ford Center lot. I was the one paying for the barricades and security, so I assumed it was my lot. The Great 38 Race people assumed it was all for them. It worked out, but this is a situation that needs to be cleared prior to the day of event. I am not sure how to communicate to all parties.

I'm completely satisfied with parking on campus. Better signs or updated driving routes for campus as construction occurs would help new (and even existing) employees understand how to get from point A to point B quickly.

Better commuter parking & less wait time for bus arrivals plus shorter wait times after loading. Some students have jobs & other obligations. Wait times have made me late several times!

Car sharing mechanism and requirement to participate for campus residents

Extra bus routes. More available parking. Free parking spots.

As a person with a disability I find the inattention to disruption to disability parking spaces during facilities renovation to be VERY frustrating and disrespectful. Spaces are lost or relocated with what seems like little thought given to the impact on persons with disabilities, and signage to let folks know where to find disability parking during the dislocation is nonexistent. I see this as a shared concern of the Parking office, the Facilities office, and University counsel.

See my previous answer.

see previous -- do not allow students to park on central campus in order to create more spots for faculty/staff. especially, do not allow first-year students to park on central campus.

lower cost of parking decal; most staff have big families to provide for

More parking would be nice

Staff have very few spaces in comparison to the actual number of employees here on campus. IT is just sad to me that we as staff members have to come really early to get a spot and can't think of leaving for an appointment (yes, we do have lives outside of Ole Miss) it is very stressful!!

Need more reserved faculty and staff parking places.

Please stop taking away staff parking! It makes it very inconvenient to drive to work and then cannot find parking. And don't say do the park and ride, because one would use up half their lunch hour going to and from wherever they catch the bus and where their car is parked. Not to mention, the inconvenience of going off campus now and not being able to find parking. If one has a doctor's appointment it has to be scheduled for late afternoon, because you are not getting parking back on campus, and by the time one parks and takes a bus you are going to be late, anyway.

Explanations of how to use buses and where to park if buses are used. Are there fees/ Are passes required? Maps about where each bus stops. Can any one park anywhere after 5 pm? Could there be shuttles for sick students and staff to campus clinic?

More parks available to students closer to our classes since we pay so much for permits. Also we need more parking spots period .

More parking available for f/s

Find a way to highlight peak parking times so people can plan ahead whether or not to take the bus. Improve the bus wait time sign at the observatory, it malfunctions way too often.

Freshman should have to park at the JAC and use the out buses . If you take away from your staff with children and an emergency arises then we have additional problems.

The university either needs more student parking spaces, more metered spaces, or sell fewer permits because there are not enough spaces. Also, when graduate students are teaching as the instructor on record, we should qualify for faculty/staff parking, as we are given the responsibilities of faculty (and the Faculty and Staff tabs in My Ole Miss), but none of the benefits. The commuter pass is too expensive for graduate students to buy and yet many of us need to commute to school

Do away with the special reserved spaces for individual purchase.

buses not thinking they have right of way to pedestrians

Make the new parking garage behind the campus police accessible to commuters as well. It's not even half full most of the time.

I wish there were more quick parking spaces around campus. Sometimes I deliver things to other areas before and after I go to my office. It would be helpful if I could park for 5-10 minutes to drop things off or pick things up.

15 to 30 minutes between campus shuttle loop buses makes them basically pointless.

Get rid of the reserved parking spots. Not everyone can afford a reserved spot, and it's discriminating against those who can't. It's frustrating when there are multiple empty reserved slots and absolutely no other open slots. This is especially true in the summer months. Faculty/staff should not have to pay to park at their place of work. The University should provide one parking place per faculty/staff member for free. Having to pay an increasingly high fee to park each year is in essence taking a pay cut, which is ridiculous.

While faculty/staff parking has improved in the past two years I've been on campus, there still is a dire need for more faculty-designated parking. Healthier and more environmentally-friendly transportation options are great and it is good to see the University devoting resources to those. However, the University is also promoting untenured tenure-track faculty to meet high research standards at the R1 level. Research-intensive untenured tenure-track faculty are under high daily stress and pressure to meet the national standards and demands, and spending more than 20 minutes per day on average is just not a sustainable way of life. The University should show that it cares for its tenure-track faculty by providing more accessible, ample, and affordable (cannot pay \$500-700 per semester for designated spaces) parking options on campus. Compared to faculty/staff parking, there is way too much space devoted/reserved for students (residential). I have never seen a more serious campus parking issue than the one I'm experiencing here.

Make sure that handicapped parking is not destroyed.

Add more parking. Quit raising the price of permits. We are not all rich here.

Be more clear. I am always confused on your website.

More parking spots are required.

MORE commuter closer to campus

This has to do with the removal of a parking lot. I work in the ROTC building (Barnard Hall). We had a small parking lot behind our building where all of the ROTC departments parked our Government Owned Vehicles. The location of this parking lot made it easier on our cadets regarding loading/unloading their equipment into the vehicles. This area has been rendered completely useless with the grassless, pig-trailed mudhole that it is now. It would be helpful for this to be back like it was - it's like we took a giant step backwards, because we not only lost the parking spaces, but the cadets lost their outdoor exercise area as well. It served purposes MORE than just being a parking lot. Besides, it's a matter of time before I break an ankle just trying to get a sandwich at the union. Thanks.

Mark the parking spaces bigger. It is extremely hard to get a full size truck into a really small parking space

Decrease the amount of permits sold or increase the amount of spaces for faculty/staff - it doesn't match up - you should be able to get to campus at 730 and find a parking spot within a reasonable walk distance.

More parking spaces!

More parking space for faculty and staff.

Not enough Faculty and Staff parking in the areas where it's needed. The parking garage next to the pavilion was a great addition, but it doesn't much help the faculty and staff who work on the north side of campus.

There needs to be a better way for pick-up and drop-offs without clogging traffic in parking lots. This is particularly a problem with the chapel lot.

Jackson Ave. Center needs to be connected to a very pedestrian-friendly bridge or underground tunnel. Ideally, a nicely landscaped trail leading from the entry point to campus across from the Jackson Ave. Ctr. to the area near Kinnard would be awesome - and would make walking to work something I actually looked forward to! I would not mind parking remotely and walking to my office on campus from Jackson Ave. Ctr. if there were a nice wide walking path and well-lit sidewalks (with emergency/safety phone systems on it for nighttime walking). I teach both early and night classes. The OUT Bus system does not run early and late enough to be useful for transportation to/from campus. Students in my night class, which meets from 5-7:45 pm, have mentioned that they cannot catch the bus to satellite parking. Some started bringing bikes or re-parking their cars after 5 pm (which makes them late to class) in order to get to their cars. Perhaps, again, building attractive, enjoyable walking paths to these satellite parking lots would encourage both exercise and satellite parking use, and would ease the stress, parking-wise, on the center of campus?

Refer to last comment. If we have to pay over one hundred dollars for a parking permit then there should be more parking available

Graduate instructor parking. We're not paid much to teach, but some sort of parking perk would be nice.

Parking Garage located behind Crosby Hall

Increase the number of parking spaces near the central campus not replace them with metered spaces.

Motorcycle Parking is unavailable in enough locations.

More parking spots

Parking is ridiculously expensive- i attended in 2012 and they were half the price they are now. Parking also highly favors the students who live ON campus. I'm a 26 year old, nontraditional, student, I drive in from the outskirts of town for classes. I also like to bring my daughter and husband on campus to use the gym and swim, however, Typically students who live on campus are clogging up Turner Center spots which they could have easily walked to. Many schools don't allow freshman to have their cars on campus or make them park farther out to help those of us who aren't 18 and living a two minute walk from class. How many spots are allocated for all the dorms which could be made available? Students living on-campus could easily make the same trek to their cars that non-traditional students and even staff have to make EVERY DAY to get to class and work.

All

There is not near enough parking for commuters on campus. We pay hundreds of dollars for parking passes that have obviously been oversold on campus and have trouble finding parking on a regular basis. It's not right.

I think tickets should be waived if the person has permission to park but has forgotten to hang up the tag. The tag needs to be taken down to drive safely and it is so very easy to forget to hang the tag back up.

More metered parking, more carpool parking, timed spaces in areas of traffic (15 minute spots outside Honors College, etc.)

Allow commuters to park in the new garage

It's unfair that students are given priority when it comes to parking on campus. There's no reason why a faculty/staff member should have to pay to come to work. Not every student should have the right to park on campus. It's dangerous, inefficient, unsightly, and onerous on the people who work here.

Improve communication; be consistent; lower costs; increase parking spaces.

Yes. Open a parking lot for Aramark employees and residence hall employees offsite. Provide a shuttle so that the workers can get safely to campus.

More parking!

Many improvements lately have been great but handicap parking for certain buildings is still insufficient like near Johnson Commons and the library or near Coulter Hall.

The bus routes are confusing to know when and where the different routes pick up and times. The app is often incorrect.

MORE. PARKING. FOR. FACULTY

Visitor parking is probably the most asked about question. It just takes awhile to figure out where visitors can park.

If we are faculty/staff who use Park & Ride, when we purchase our parking option online we should have the opportunity to request the hang-tag then instead of having to come in for it.

PARKING LOT IN THE HOLE NEXT TO THE TAD PAD HAS A STAIRCASE THAT LEADS TO MUD - TO TAKE YOU TO UPPER PARKING LOT. SHOULD HAVE SIDEWALK OR AT LEAST GRAVEL PATHWAY. ALSO BEHIND THE BAND BUILDING ACROSS THE STREET FROM THE FORD CENTER - SIDEWALKS END INTO MUD. USED TO GET TO BASEBALL FIELDS.

Since you opened staff parking behind Lamar, it's made parking MUCH easier. However, I have a bit of a beef with the parking next to the Sorority and Honors College. There are very few parking places for staff, which I can live with. However, morning after morning I get here early (around 7:30 AM) and find Sorority girls have their cars parked in staff spaces. It's irritating, to say the least. They should be ticketed more frequently. Also, they park their cars on Sorority Circle (not in a space, but along the curb) just to "run in for a minute", making it difficult to back out of a parking space. Perhaps it would be best to either make that lot all student parking or better enforce the parking rules.

More parking for faculty/staff

More parking for handicapped and staff

As a new faculty member, i'd like to see the DPT give a three day pass for parking when HR does the onboarding paperwork for new faculty or staff members. The first day that I was on campus, I had to pay to park until I was able to get to the DPT office to get a permit.

It would be nice if there were more faculty/staff parking options near the Circle.

The biggest concern for faculty, staff and students is that there doesn't seem to be enough parking for everyone. Secondly is that the cost of parking tags for on-campus parking is so high, that it is frustrating to have to drive around to find a space.

more parking spaces for students. Less construction. More metered parking for emergencies

More metered parking, more commuter lot spots, less ridiculous parking tickets

graduate students who teach should be permitted faculty passes for that semester

Yes, students have to park so far out sometimes. And the permit price is way too high. There should also be a bus running between campus and the track parking lot. That is a long walk in the heat or the rain. And I'm curious as to why the parking ticket people can't get out and walk like everybody else. If we have to endure the elements they should too

More 30 minute parking behind crosby!! A lot of times I just want to grab lunch and go back home but can't find a parking spot

More commuter parking spaces could be added in more convenient locations on campus. Students are stressed as it is and finding a parking spot is extremely stressful most of the time, and can also be dangerous.

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**End of Report**