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## 2009 SURVEY RESULTS

In the fall of 2009 a survey was conducted to determine the desires, concerns and opinions of the campus population regarding the services that Parking and Transportation Services offers. The survey was conducted via the internet by sending a campus-wide request to permit holders and non-permit holders alike. The survey questions were designed to provide demographic information, transportation modes, desired parking locations and methods, frequency, and bus transportation usage.

1.

Are you currently a:		
Answer Options	Response Percent	Response Count
Faculty/Staff Member	77.7%	526
Student	22.0%	149
Visitor	0.1%	1
Vendor/Contractor	0.1%	1
<b><i>answered question</i></b>		<b>677</b>
<b><i>skipped question</i></b>		<b>1</b>

2.

What is your gender?		
Answer Options	Response Percent	Response Count
Male	34.7%	233
Female	65.3%	438
<b><i>answered question</i></b>		<b>671</b>
<b><i>skipped question</i></b>		<b>7</b>

3.

Do you live on campus?		
Answer Options	Response Percent	Response Count
Yes	1.3%	9
No	98.7%	664
<b>answered question</b>		<b>673</b>
<b>skipped question</b>		<b>5</b>

4.

What is your primary means of transportation when coming to campus?		
Answer Options	Response Percent	Response Count
Automobile	95.0%	644
Bus	0.4%	3
Bike	0.7%	5
Motorcycle	0.4%	3
Walk	1.0%	7
Carpool	1.8%	12
Other	0.3%	2
Does not apply	0.3%	2
<b>answered question</b>		<b>678</b>
<b>skipped question</b>		<b>0</b>

5.

Do you park primarily:		
Answer Options	Response Percent	Response Count
On campus	95.1%	639
Off campus	3.0%	20
Does Not Apply	1.9%	13
<b>answered question</b>		<b>672</b>
<b>skipped question</b>		<b>6</b>



9.

What area of campus would you most like to park?		
Answer Options	Response Percent	Response Count
Northeast (Cottage Grove Parking Garage and immediate vicinity)	18.2%	123
Northwest (Free Lot and parking close to sports fields and IGI)	5.2%	35
Southeast (Primarily lots along Maryland Parkway including the visitor lot)	26.0%	175
Southwest (Thomas and Mack Lots)	19.7%	133
Central (Lots close to Lied Library and along Harmon Avenue to the west)	23.0%	155
Indifferent	2.1%	14
Does Not Apply	5.8%	39
<b>answered question</b>		<b>674</b>
<b>skipped question</b>		<b>4</b>

10.

Have you ever used the Parking and Transportation Services' Motorist Assistance Program?		
Answer Options	Response Percent	Response Count
Yes	9.0%	61
No	91.0%	615
<b>answered question</b>		<b>676</b>
<b>skipped question</b>		<b>2</b>

11.

If so, for what purpose was it used?		
Answer Options	Response Percent	Response Count
Locked out of the vehicle	50.8%	31
Vehicle would not start	41.0%	25
Low Tire	8.2%	5
<b>answered question</b>		<b>61</b>
<b>skipped question</b>		<b>617</b>

12.

Have you ever used the campus shuttle "The Ride"?		
Answer Options	Response Percent	Response Count
Yes	23.4%	157
No	76.6%	514
<b>answered question</b>		<b>671</b>
<b>skipped question</b>		<b>7</b>

13.

If so, do you ride it regularly?		
Answer Options	Response Percent	Response Count
Yes	11.5%	30
No	88.5%	230
<b>answered question</b>		<b>260</b>
<b>skipped question</b>		<b>418</b>

14.

If you are a regular shuttle passenger, please provide us with your frequency of use:		
Answer Options	Response Percent	Response Count
Once per week	27.0%	10
Twice per week	35.1%	13
Three times per week	8.1%	3
Daily	29.7%	11
<b>answered question</b>		<b>37</b>
<b>skipped question</b>		<b>641</b>

15.

<b>If you are a shuttle passenger, at what bus stop do you "get on" the shuttle?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Free Lot	30.2%	29
Library	22.9%	22
Campus Services Building	24.0%	23
Student Services Area	5.2%	5
Tropicana Parking Garage	2.1%	2
Lots around the Thomas and Mack Center	15.6%	15
<b>answered question</b>		<b>96</b>
<b>skipped question</b>		<b>582</b>

16.

<b>If you are a shuttle passenger, at what bus stop do you "get off" the shuttle?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Free Lot	15.6%	15
Library	50.0%	48
Campus Services Building	12.5%	12
Student Services Area	12.5%	12
Tropicana Parking Garage	1.0%	1
Lots around the Thomas and Mack Center	8.3%	8
<b>answered question</b>		<b>96</b>
<b>skipped question</b>		<b>582</b>

17.

<b>How satisfied are you with the services provided by the campus shuttle?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Definitely Satisfied	7.4%	26
Satisfied	16.9%	59
Somewhat Satisfied	8.6%	30
Somewhat Dissatisfied	3.2%	11
Dissatisfied	1.4%	5
Definitely Dissatisfied	4.0%	14
Does Not Apply	58.5%	204
<b>answered question</b>		<b>349</b>
<b>skipped question</b>		<b>329</b>

18.

The shuttle drivers are courteous and helpful when I utilize the service?		
Answer Options	Response Percent	Response Count
Definitely Agree	20.5%	68
Agree	19.0%	63
Somewhat Agree	2.4%	8
Somewhat Disagree	0.3%	1
Disagree	0.3%	1
Definitely Disagree	1.2%	4
Does not apply	56.3%	187
<b><i>answered question</i></b>		<b>332</b>
<b><i>skipped question</i></b>		<b>346</b>