P&TS responsibilities include permit sales, event parking, parking enforcement, parking ticket appeals, campus street signage, wayfinding, and transportation programs.

**STRENGTHS**
- Accessible to Customers
- Provides Effective Advice, Guidance
- Responds to Requests in Timely Manner

**IMPROVEMENT OPPORTUNITIES**
- Moving in a Positive Direction
- Facilitates Problem Resolution
- Understands My Needs & Requirements

**Mean Scores**
- Understands Customer Needs: 3.08
- Accessible to Customers: 3.51
- Responsive to Requests: 3.49
- Provides Effective Advice & Guidance: 3.43
- Resolves Problems Effectively: 3.26
- Effectively Uses Website: 3.58
- Knowledgeable Staff: 3.70
- Helpful Staff: 3.78
- Assisted Parking Service: 3.33
- Event/Guest Service: 3.31
- Off-Site Parking Program: 3.41

Overall Satisfaction: 3.08

Respondents: 2,604

Moving in a Positive Direction to Meet Customer Needs: 3.33
2020 Administration & Finance Customer Satisfaction Survey
Parking and Transportation

Parking and Transportation responsibilities include permit sales, event parking, parking enforcement, parking ticket appeals, campus street signage, way-finding, and transportation programs (i.e. carpool, bus passes).

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2020 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Parking and Transportation, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.35</td>
<td>3.40</td>
<td>3.08</td>
<td>-0.32</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.36</td>
<td>3.41</td>
<td>3.08</td>
<td>-0.28</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, OR in-person)</td>
<td>3.68</td>
<td>3.73</td>
<td>3.51</td>
<td>-0.17</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>3.64</td>
<td>3.72</td>
<td>3.49</td>
<td>-0.15</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.59</td>
<td>3.68</td>
<td>3.43</td>
<td>-0.16</td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>3.50</td>
<td>3.60</td>
<td>3.26</td>
<td>-0.34</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Parking and Transportation information and services</td>
<td>3.70</td>
<td>3.80</td>
<td>3.58</td>
<td>-0.22</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>3.83</td>
<td>3.91</td>
<td>3.70</td>
<td>-0.13</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>3.89</td>
<td>3.96</td>
<td>3.78</td>
<td>-0.11</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.47</td>
<td>3.52</td>
<td>3.33</td>
<td>-0.15</td>
</tr>
<tr>
<td>11</td>
<td>Assisted Parking Service (stacked parking: when lots are full, vehicles are directed to park in drive aisles)</td>
<td>3.54</td>
<td>3.53</td>
<td>3.33</td>
<td>-0.21</td>
</tr>
<tr>
<td>12</td>
<td>Availability of 3-hour parking spaces in Faculty/Staff lots and Student Parking Lot D</td>
<td>3.40</td>
<td>3.43</td>
<td>3.11</td>
<td>-0.29</td>
</tr>
<tr>
<td>13</td>
<td>Event or guest parking, and Parking’s follow-through providing event service (permits, signs, reserved parking, etc.)</td>
<td>3.44</td>
<td>3.31</td>
<td>-0.13</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Experience using the Off-site Parking Program (off-site permit, off-site facility, and shuttle service)</td>
<td>3.41</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Background
- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition

### Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

- Extremely Satisfied: 13% (340)
- Very Satisfied: 22% (569)
- Somewhat Satisfied: 34% (854)
- Not Very Satisfied: 20% (497)
- Not at all Satisfied: 11% (273)

Mean: 3.08
Standard Deviation: 1.18

Change from prior year is statistically significant.