

2016 Carleton Satisfaction Survey for Employees

Parking

	% Using Service	Number of Users
	54.1%	448

Mean of Responses

	Parking		
	N	Avg.	Std. Dev.
My overall experience with the Parking Office	443	7.4	2.5
Understanding of my needs and requirements	429	7.3	2.6
The office is accessible to customers via telephone	337	7.2	2.6
The office is accessible to customers via voice mail, e-mail and web	371	7.2	2.6
Requests are responded to in an appropriate time	401	7.1	2.6
Ease of obtaining/renewing a parking permit	379	7.7	2.5
Fairness of the enforcement of parking rules and regulations	368	7.2	2.8
Professional, courteous and helpful staff	435	7.6	2.5
Clarity of information presented	431	7.2	2.5
Condition of the parking lots	438	6.9	2.4

Percentage of Responses

	Parking		
	Low	Med.	High
My overall experience with the Parking Office	14.2%	27.5%	58.2%
Understanding of my needs and requirements	16.8%	25.2%	58.0%
The office is accessible to customers via telephone	14.8%	29.7%	55.5%
The office is accessible to customers via voice mail, e-mail and web	14.8%	30.2%	55.0%
Requests are responded to in an appropriate time	16.0%	29.9%	54.1%
Ease of obtaining/renewing a parking permit	12.7%	19.8%	67.5%
Fairness of the enforcement of parking rules and regulations	18.5%	22.8%	58.7%
Professional, courteous and helpful staff	13.1%	25.3%	61.6%
Clarity of information presented	15.5%	28.8%	55.7%
Condition of the parking lots	16.4%	36.3%	47.3%

Source: Carleton Satisfaction Survey for Employees, 2016

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.