Open Forum: Faculty/Staff

Team Members:
Karen Pennington, Leader
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Data Collection Methods

1) Focus Groups for Parking Coordinators
   - 2 sessions — December 6 and December 12, 2011
   - Facilitator: Mark Brimhall-Vargas
   - Invited personally via telephone, 12 attendees total
     Combination of good, average and struggling coordinators

2) Survey through Student Voice
   Via email, 33 questions, Date Range: May 4-11, 2012
   Total Respondents: 1,541 / Total Complete: 1,483
   Percent Complete: 96.24%

3) Spanish Survey available to Staff (paper copy only)
   - Facility Management
   - Dining Services
   - Resident Facilities

Data Topics for Focus Groups
Knowledge/Information, Customer Service — DOTS,
Customer Service — Parking Coordinators, Satisfaction,
Training, Alternatives

Data Topics for Survey
Awareness, Satisfaction, Alternative Transportation, Appeals,
Demographics, Interaction w/DOTS, Communication w/Parking
Coordinators, Parking Citations, Customer Services, Suggestions

TRENDS
- 98% of the Faculty/Staff respondents have an Annual permit (90% had it before DOTS implemented LPR).
- Only 2 respondents have a Carpool permit; 10 respondents park in unrestricted lots after 4PM; and 6 respondents use Bundle Packs.
- Coordinators conveyed the need for a dedicated Parking Coordinator website, and more communication from DOTS about changes before they happen.
- 59% find out about DOTS services and updates through their Coordinator; 1/3 find out through the DOTS website; and almost 1/3 find out through direct communication with DOTS (via phone, email, visit).
- 56% of respondents offered suggestions for improvement.
- 50% are aware of paying citations online, mail or at DOTS. Only 1/3 are aware of the DOTS drop box.
- 34% are unaware of alternative transportation initiatives.
- 25% of Faculty/Staff do not know who their Departmental Transportation Coordinator is.
- 18% feel that their coordinator moderately effectively communicates info on motorized scooter regulations; almost half are unable to judge.
- 15% contact DOTS about parking registration BEFORE working with their Coordinator.
- 7% think PG County is responsible for citation reviews.
- 4% of people don’t know about any DOTS services, lowest is bike gear.
- Coordinators mentioned they receive good customer service from Deborah Wiley, Stephany Cotton and Alexis Thompson.