Open Forum:
Visitors

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Data Collection Methods
1. Questionnaire to UMD Departments
2. Online Student Voice Survey—95 responses

Data Topics
Awareness, Satisfaction, Parking Inquiries, Alternative Transportation Inquiries, Resources, Logistics/Internal Processes, Demographics, and Frequency (quantitative level of interaction with DOTS).

TRENDS
- Visitors visit campus either 1 to 3 times (42.11%) or 10 or more times (35.79%) per year.
- The Alumni Association and Athletics bring significant Visitors to campus.
- Visitors typically park in unrestricted lots or in meter spaces. Rarely are they given permits in advance.
- Overall, there is positive reception to Pay Station usage.
- 32.36% of Visitors have used the Shuttle-UM system, over 70% were satisfied.
- Visitor visits to the department website are split between yes and no (“Yes” visit the website between 1 and 3 times).
- Open-ended feedback from the survey suggested an interactive parking map and online bundle pack purchase on more than one occasion.
- 41.67% of respondents have received at least 1 parking citation while visiting.
- Overall, visitors stated that Special Events staff members are courteous and professional.

Survey Questions (sample)
- What was your overall experience with the electronic pay station for metered parking?
- In the past year, approximately how many times have you used the Shuttle-UM system? What did you enjoy about your Shuttle-UM experience?
- In the past year, approximately how often have you visited www.transportation.umd.edu?
- When attending a special event on the UMCP campus, have you interacted with members of the Special Events section or other university parking staff?
- How would you rate the courtesy and professionalism of these staff members?
- After completing this survey, is there anything related to our department that you would like to bring to our attention that you did not see in this survey?
- If you were the Director of Transportation, what developments would you make to the department?