

Greetings!

I am pleased to share responses to the first CampusParc customer satisfaction survey. The survey was initiated by CampusParc to gather a baseline of information on the OSU parking system so that we can determine what is working well and what should be our focus for service improvement.

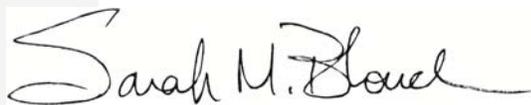
As a reminder, CampusParc is responsible for all university parking operations, including management of the permit system; parking and motorist assistance; special events parking management; parking enforcement; university valet service (effective Jan. 2014); and parking facility maintenance, including major repairs and renovations.

The university establishes policy for the parking system, including the types of permits and availability, the rules and regulations governing the parking system, and all parking space allocation. While we understand that these are important issues for our customers, since CampusParc does not set the parking policies, related questions were not included in this survey.

It is CampusParc's desire to provide you with a quality parking experience. The Lease Agreement calls for us to provide services "equal or better" than were provided before. Absent historical data to help measure the prior service levels, we initiated this survey as a starting point. We are interested in your perceptions on the safety and cleanliness of our facilities, and your thoughts on the interactions with our staff. Regular surveys will follow as we work toward achieving excellence, providing choices within the parameters established by the university, and ensuring that our customers receive value for their money.

For those of you who participated in this survey – I thank you! For those who have yet to provide input, we would welcome your comments at any time through our Customer Service Center at osuinfo@campusparc.com or through future survey efforts.

Warm regards,



Sarah M. Blouch
President

CampusParc Parking Experience Survey

June 2013

CampusParc – Parking Experience Survey

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CampusParc – Parking Experience Survey

Executive Summary

The Office of Institutional Research and Planning administered the CampusParc - Parking Experience Survey in April 2013. Of the 4900 faculty, staff, and students invited to participate, a total of 891 responded to the survey. Response rates were as follows: Faculty (27%), Staff (37%), and Students (5%).

Overall Experience

Overall, respondents were satisfied with their overall parking experience and interactions with customer service staff. All items on the survey were correlated with the overall parking experience question.

CampusParc – Ohio State’s Parking Partner

A majority of faculty, staff and students were aware that CampusParc is the parking partner for The Ohio State University, though students are somewhat less likely to be aware.

Respondent Category	Aware	Not Aware
Faculty	79%	21%
Staff	83%	17%
Student	68%	32%

Students who were not aware that CampusParc is OSU’s parking partner rated their overall parking experience higher than those who were aware. We found no such relationship for either faculty or staff.

Garage and Surface Lots

- The three garages most frequently selected for faculty were Neil Avenue, Arps, and 9th Avenue East. The top three garages for staff were 9th Avenue East and West and 12th Avenue. The garages selected varied by college.
- The three surface lots most frequently selected for faculty were North Academic, Ag. Campus and West Campus. The top three surface lots for staff were Medical Center, North Campus, and West Campus. The top three for students were North Academic, West Campus, and Ag. Campus.
- Satisfaction with time to exit was lowest among the respondents who frequently parked in Ohio Union North and Tuttle Park Place.
- Satisfaction with elevators was lowest among respondents who frequently parked in Neil Avenue and Northwest.
- Respondents were highly satisfied with signage for both garages and surface lots.
- Respondents were less satisfied with cleanliness in garages and safety in surface lots.
- Compared to other sections of the survey, the number of respondents for the “Personnel in the Field” items was low. Therefore, we did not attempt to draw conclusions based on these data.

CampusParc – Parking Experience Survey

Preface

- Throughout this document, numbers of responses for each category are noted in parentheses.
- The threshold to report responses by category was higher than 10 in tables and higher than 5 in graphs.
- Throughout this document the following abbreviations were used:

Abbreviation	Description
ASC	Arts and Sciences
BUS	Fisher College of Business
DEN	College of Dentistry
EHE	College of Education & Human Ecology
ENG	College of Engineering
FAES	College of Food, Agriculture, and Environmental Science
HS	Office of Health Sciences
MED	College of Medicine
NUR	College of Nursing
OAA	Office of Academic Affairs
Ofc. ES&UD	Office of Enrollment Services & Undergraduate Education
Ofc. SL	Office of Student Life
OSUMC	OSU Medical Center

Note

In follow-up conversations with CampusParc, significant snowfalls and garage construction were mentioned as circumstances that might be associated with lower satisfaction with garage cleanliness. While statistical validation of these hypotheses is unlikely, it will still be useful going forward to include information about weather conditions and garage construction work in this report.

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Overall Experience

The number and percentages of respondents is included in the table below.

Overall Experience			
	Excellent	Neutral	Poor
Faculty (290)	57%	29%	15%
Staff (394)	52%	34%	14%
Student (110)	56%	25%	18%

Appendix A contains the comments for the overall parking experience divided by garage and surface lot respondents.

Analysis for Question 1

Are you aware that CampusParc is the parking partner for The Ohio State University?

Responses by years of service at OSU

There were 33 faculty respondents for which the years of service was not available, and 15 staff respondents for which the years of service was not available.

Are you aware that CampusParc is the parking partner for The Ohio State University?			
Faculty			
Years of Service	Aware	Not Aware	# Responses
less than 1	60.87%	39.13%	46
1 to less than 2	66.67%	33.33%	27
2 to less than 5	76.36%	23.64%	55
5 or more	85.16%	14.84%	155
Staff			
Years of Service	Aware	Not Aware	# Responses
less than 1	77.14%	22.86%	70
1 to less than 2	80.85%	19.15%	47
2 to less than 5	83.87%	16.13%	93
5 or more	83.81%	16.19%	210

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Responses by college affiliation

While the numbers are too small to report for most colleges, the chart below indicates that the College of Medicine, Medical Center, and Office of Health Sciences have somewhat large percentages of faculty and staff that were aware that CampusParc is OSU’s parking partner.

Are you aware that CampusParc is the parking partner for The Ohio State University?			
Faculty	Aware	Not Aware	# Responses
OSUMC / HS	73%	29%	100
BUS	75%	25%	12
ASC	79%	21%	82
FAES	82%	18%	17
EHE	88%	13%	24
DEN	88%	13%	16
ENG	90%	10%	21

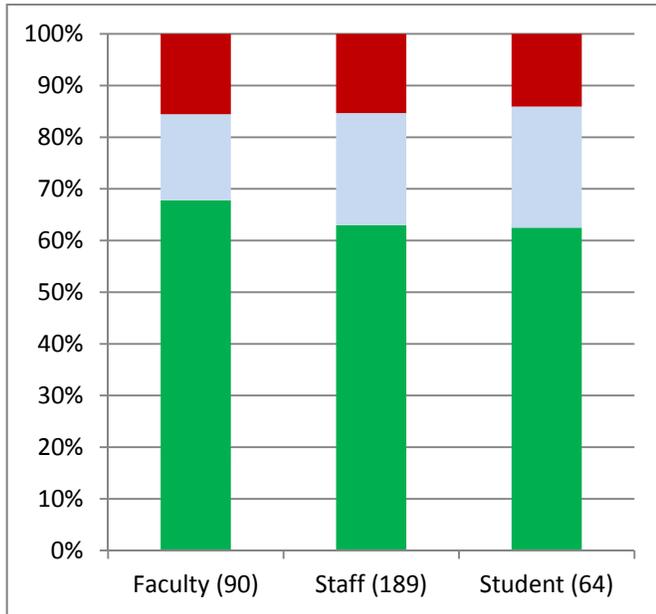
Are you aware that CampusParc is the parking partner for The Ohio State University?			
Staff	Aware	Not Aware	# Responses
EHE	71%	29%	14
OSUMC / HS	79%	21%	310
ASC	85%	15%	13
Ofc. ES&UD	92%	8%	12
OAA	92%	8%	13
Ofc. SL	100%	0%	13

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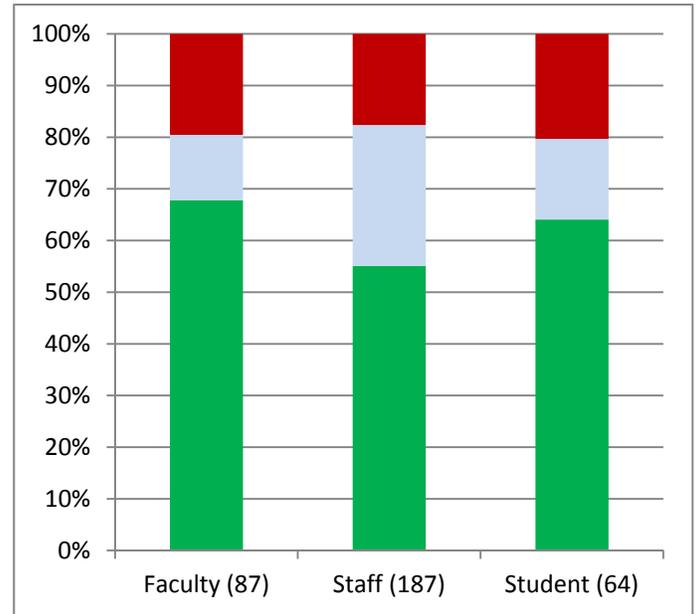
Customer Service

Interactions with customer service staff (in person at Bevis Hall or phone interactions)

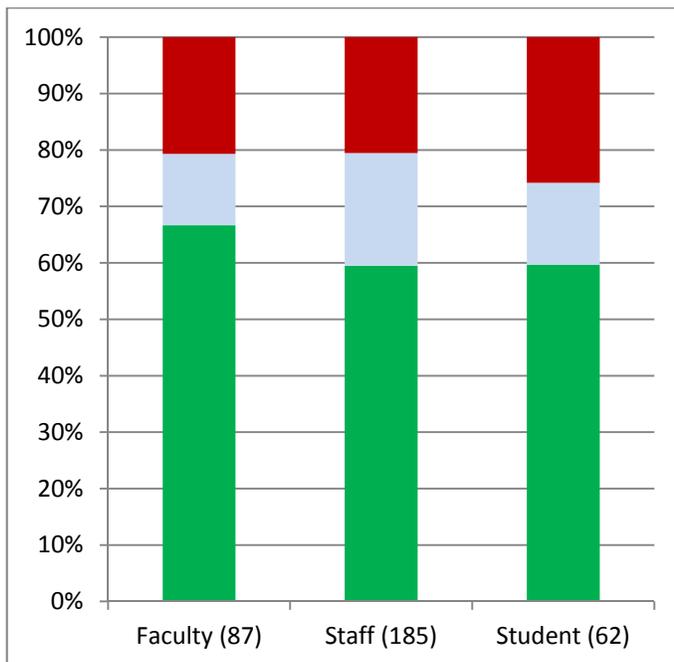
Professionalism



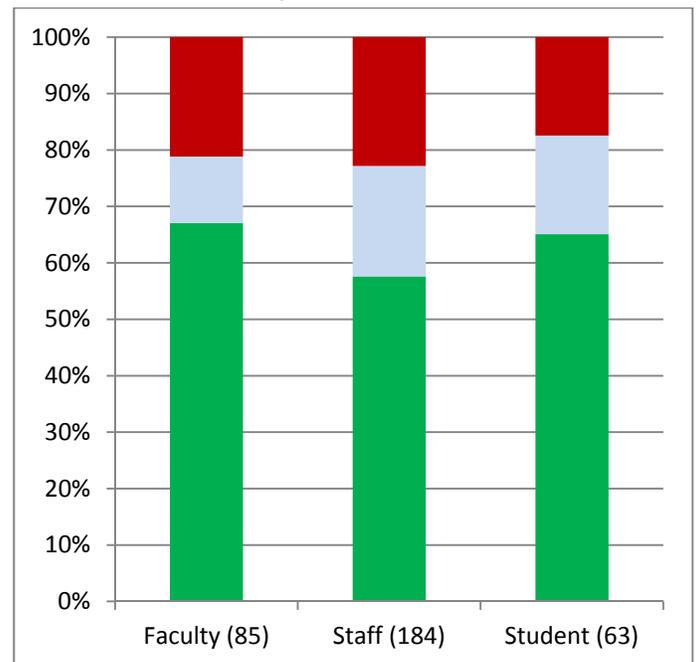
Provided accurate and reliable information



Took time to listen and understand my needs



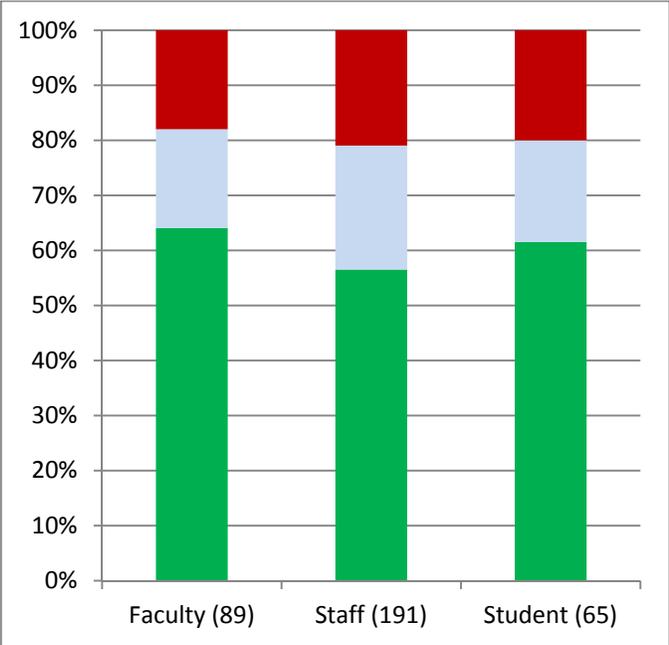
Ability to provide comprehensible answers to questions



■ Poor
 ■ Neutral
 ■ Excellent

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Overall interaction



■ Poor ■ Neutral ■ Excellent

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Analysis by Garage

Which garage do you most frequently park in?				
	Faculty	Staff	Student	Total
11th Avenue Garage	11	13	2	26
12th Avenue Garage	11	30	1	42
9th Avenue East Garage	22	31	1	54
9th Avenue West Garage	9	22	2	33
Arps Garage	37	18	9	64
Lane Avenue Garage	9	11	2	22
Neil Avenue Garage	51	22	3	76
North Cannon Garage	20	15		35
Northwest Garage	18	9		27
Ohio Union North Garage	10	5	2	17
Ohio Union South Garage	7	5	4	16
SafeAuto Hospitals Garage	8	3		11
South Campus Gateway Garage	1	3	5	9
South Cannon Garage	4	4		8
Tuttle Park Place Garage	13	7	5	25
Other / Don't know the garage name	5	2	4	11
Total	236	200	40	476

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Responses by college affiliation

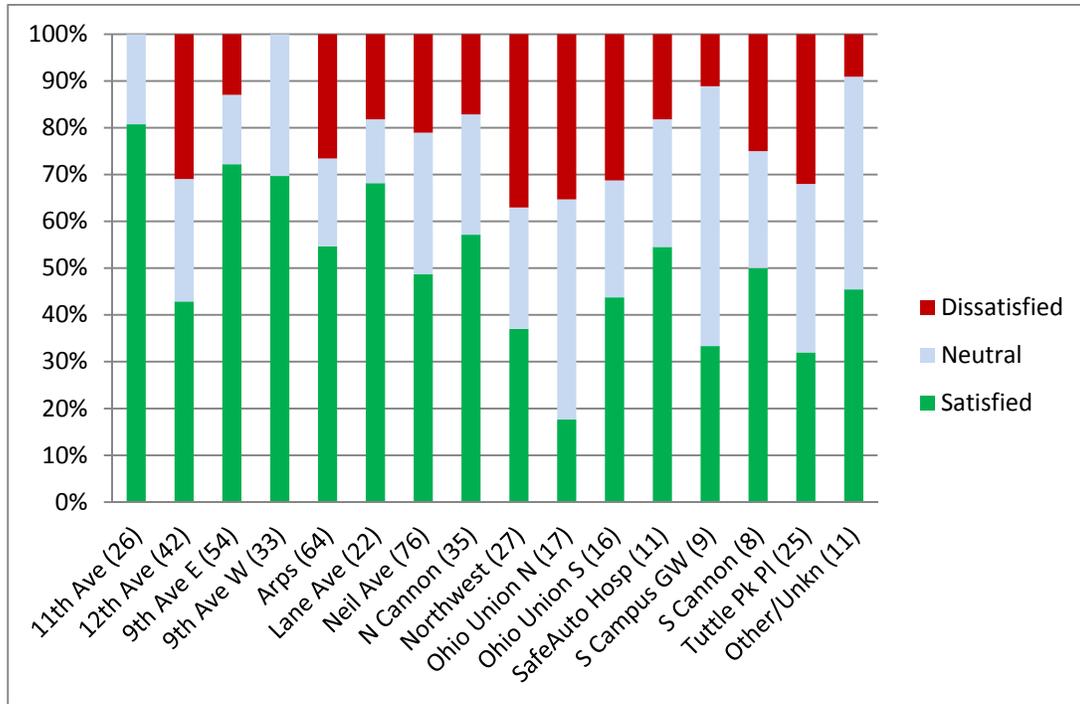
The colleges and offices included in the table below are the ones for which the number of responses received was higher than 10.

Which garage do you most frequently park in? (rounded percentages of 15% or greater are highlighted)																	
Faculty & Staff	11th Avenue Garage	12th Avenue Garage	9th Avenue East Garage	9th Avenue West Garage	Arps Garage	Lane Avenue Garage	Neil Avenue Garage	North Cannon Garage	Northwest Garage	Ohio Union North Garage	Ohio Union South Garage	SafeAuto Hospitals Garage	South Campus Gateway Garage	South Cannon Garage	Tuttle Park Place Garage	Other / Don't know the garage name	#
ASC		3%			34%		16%	3%	15%	9%	9%				10%		67
EHE					56%		25%				3%				13%	3%	32
DEN	25%	6%	6%				56%					6%					16
ENG					5%		15%		55%	5%					15%	5%	20
OSUMC / HS / MED	7%	17%	21%	14%			15%	15%				5%		4%		2%	203
NUR	10%	10%	80%														10
BUS						80%	7%								7%	7%	15

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Overall satisfaction is greatest for those who park in the 9th Avenue East, Lane Avenue and South Campus Gateway garages. There is a moderate, and statistically significant, correlation between overall satisfaction and satisfaction with exit time.

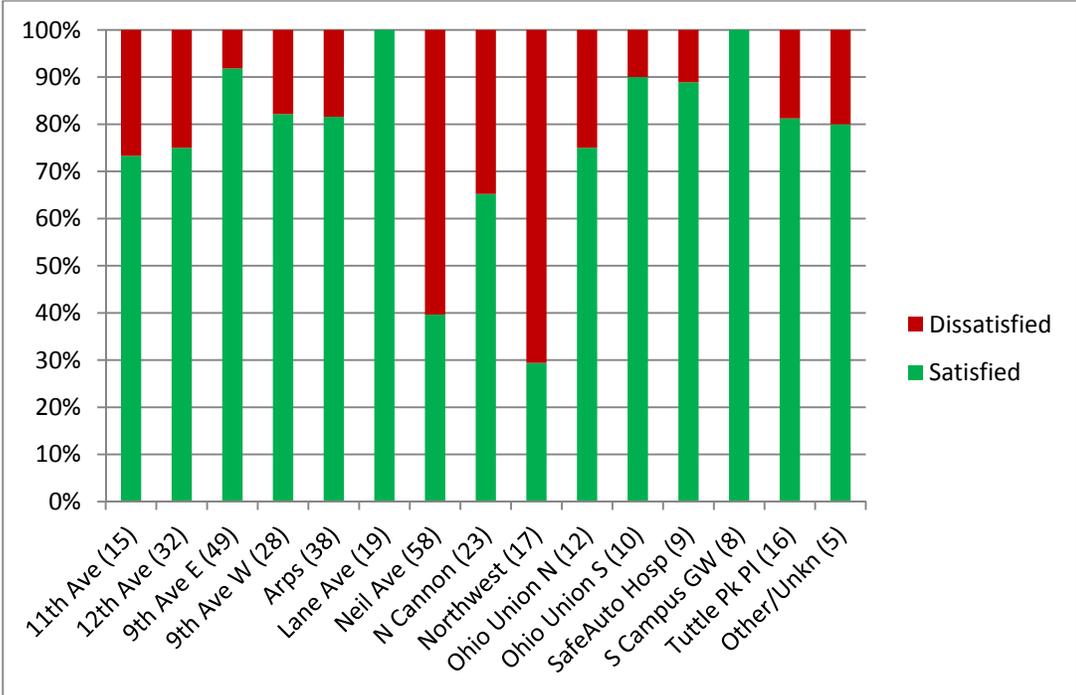
Are you satisfied with the time it takes you to exit the garage?



Which garage do you most frequently park in?	3 - 4 PM weekdays	4 - 5 PM weekdays	5 - 6 PM weekdays	6 - 7 PM weekdays	Total
12th Avenue Garage	1	1	3		5
9th Avenue East Garage	1	2	3	2	8
Arps Garage	1	7	3	7	18
Lane Avenue Garage	1	2	2		5
Neil Avenue Garage	2	2	11	3	18
North Cannon Garage		1	4	2	7
Northwest Garage	1	5	6		12
Ohio Union North Garage	1	3	5	1	10
Ohio Union South Garage	2	2	2		6
SafeAuto Hospitals Garage		1			1
South Campus Gateway Garage					0
South Cannon Garage		1	1	1	3
Tuttle Park Place Garage	4	1	3	2	10
Other / Unknown			1		1
Total Number by Exit Times	14	28	44	18	104
Percent by Time of Exit	13%	27%	42%	17%	100%

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Are the elevators of this facility in satisfactory conditions?



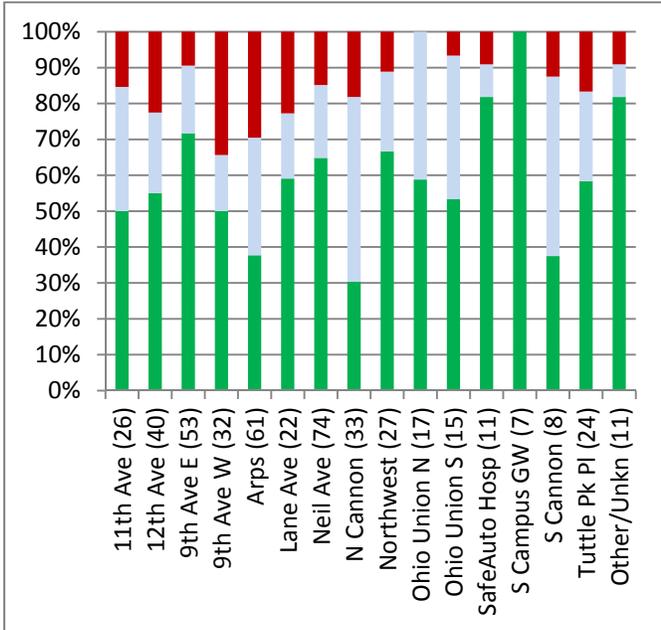
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Cleanliness

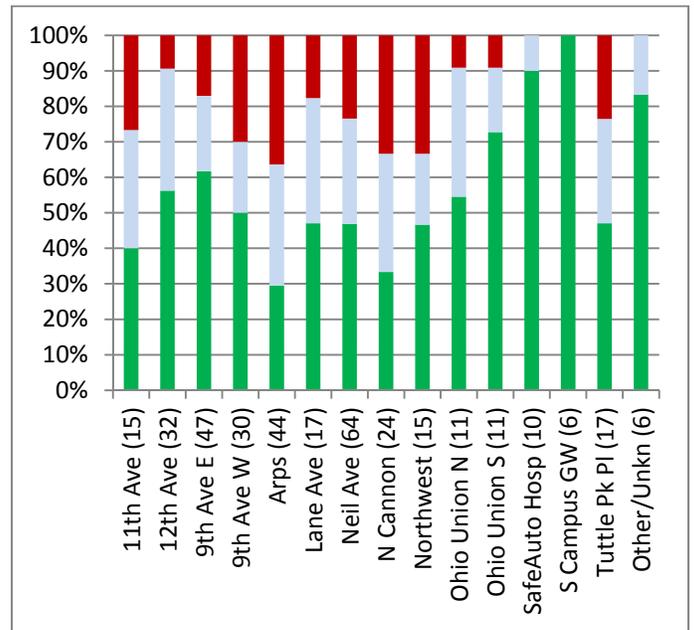
Judgments about various aspects of cleanliness in the parking garages are highly correlated. The charts below show very similar patterns.

How clean were the following?

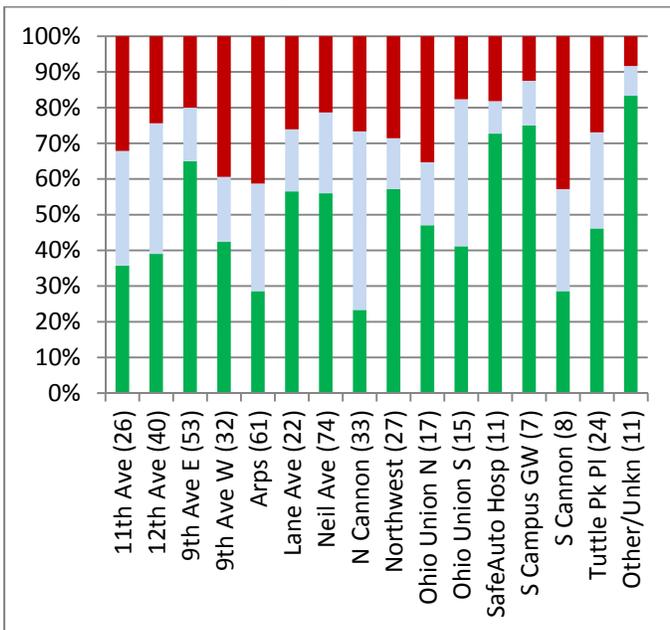
Floors / pavement



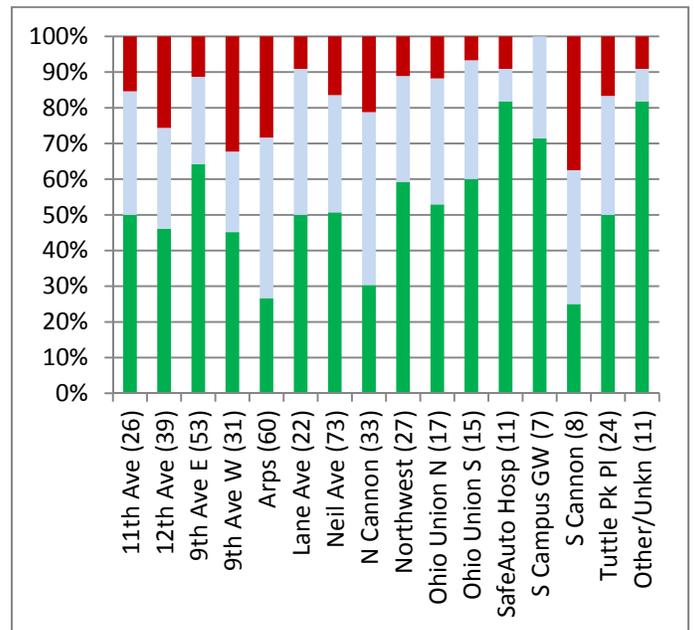
Garage elevators



Garage stairwells



Overall cleanliness



■ Dirty
 ■ Neutral
 ■ Clean

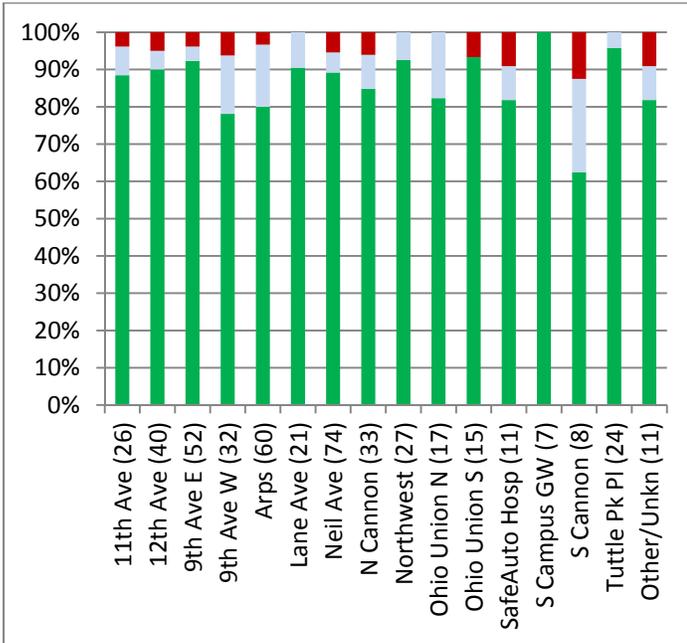
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Signage

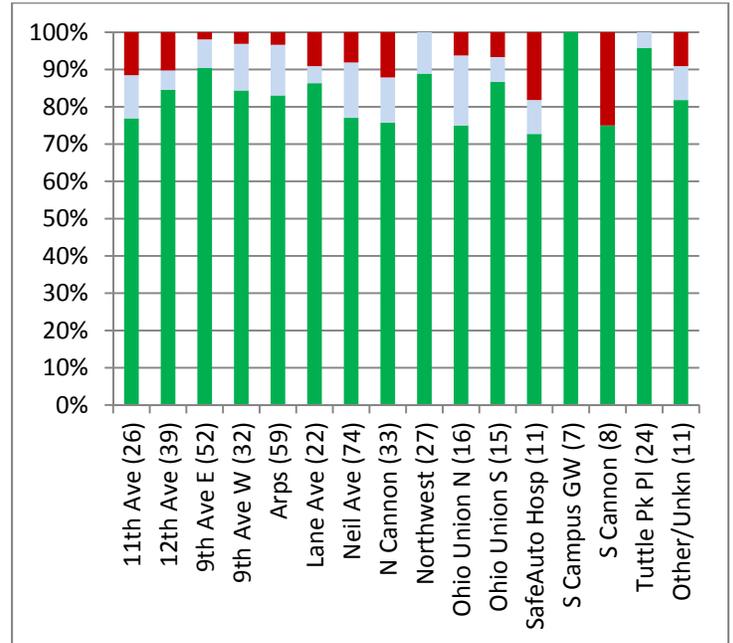
Responses to the four questions about signage were very positive, and were also highly correlated. Again, this pattern is easily visible in the graphs below.

How easy was it to?

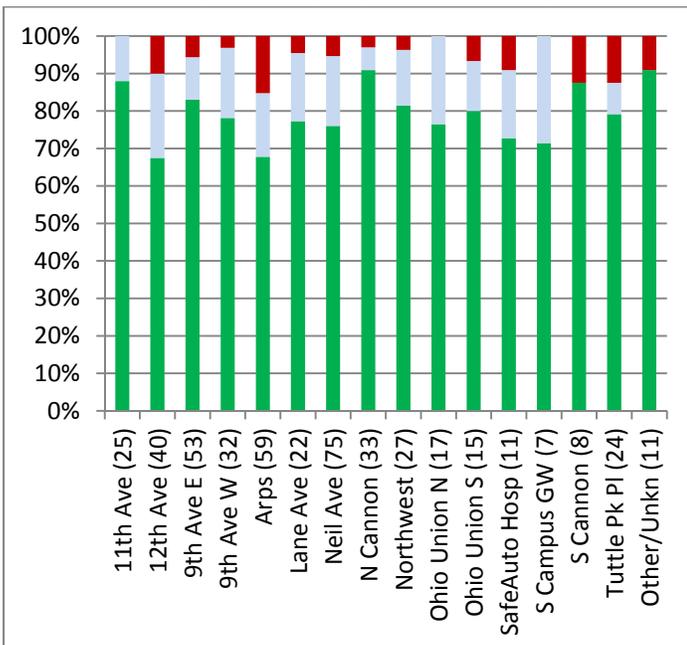
Locate the entrance to the garage



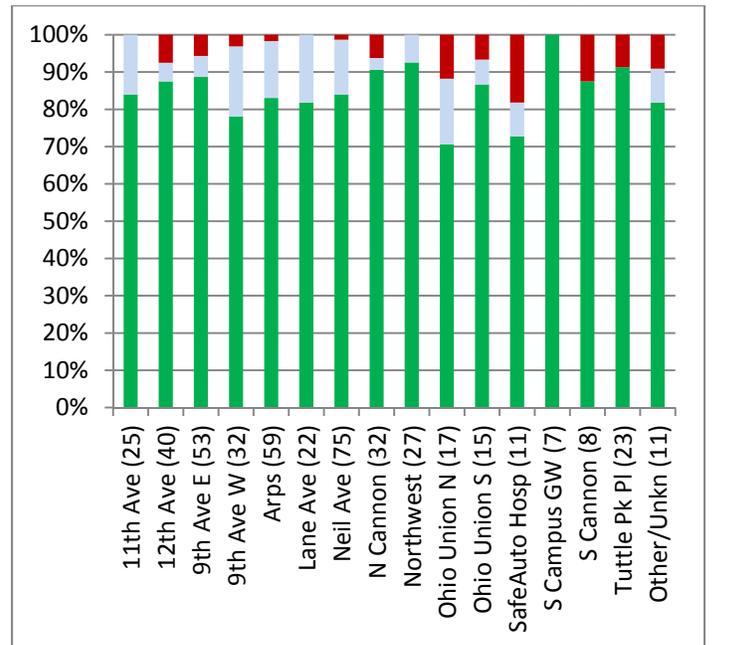
Find your way to the elevator/stairways



Navigate the garage while driving



Locate the vehicle exits from the garage



■ Hard
 ■ Neutral
 ■ Easy

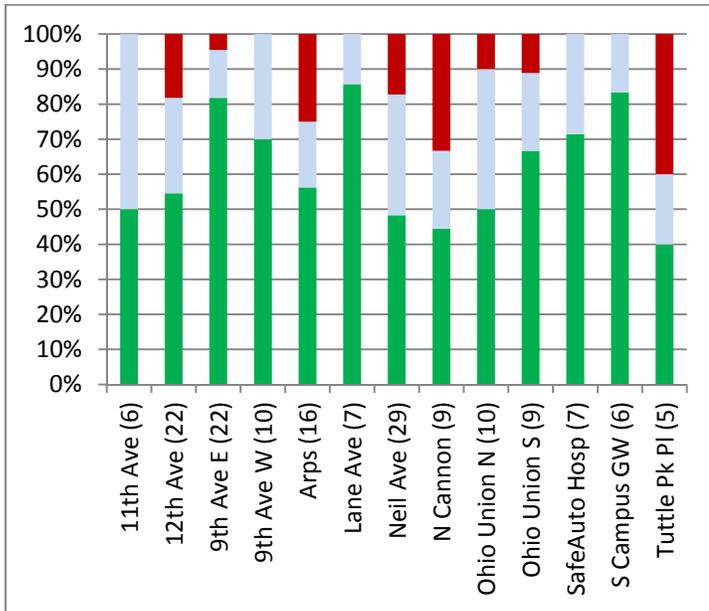
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Personnel

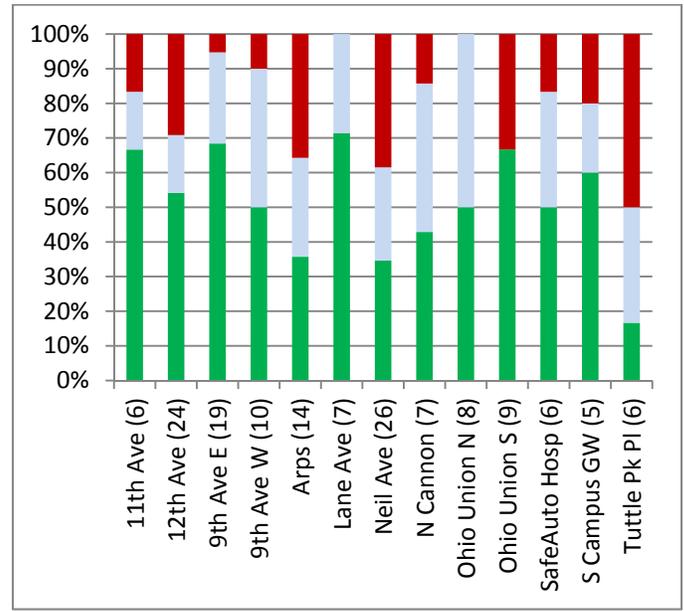
Feedback about employees working in the field was positive, and again, all of the questions in this area were highly correlated. Response rates tended to be lower for these questions; data are not included for garages that received fewer than five responses.

Interaction with employees working in the field:

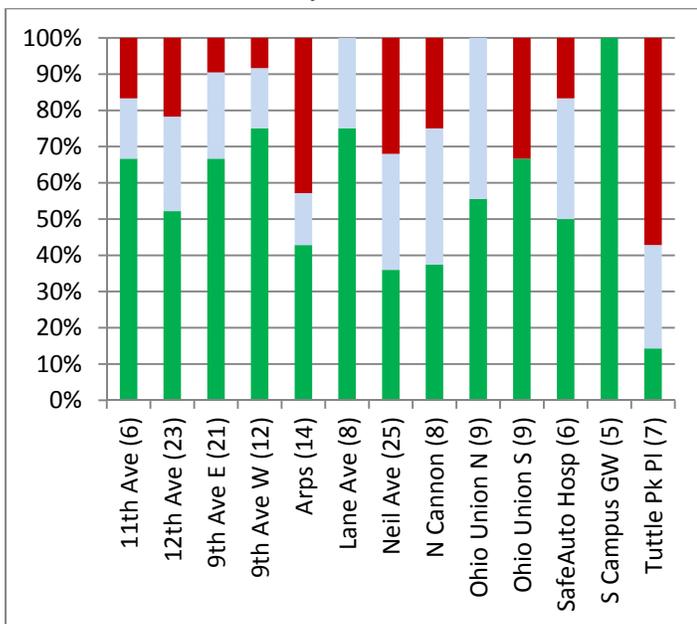
Professional appearance



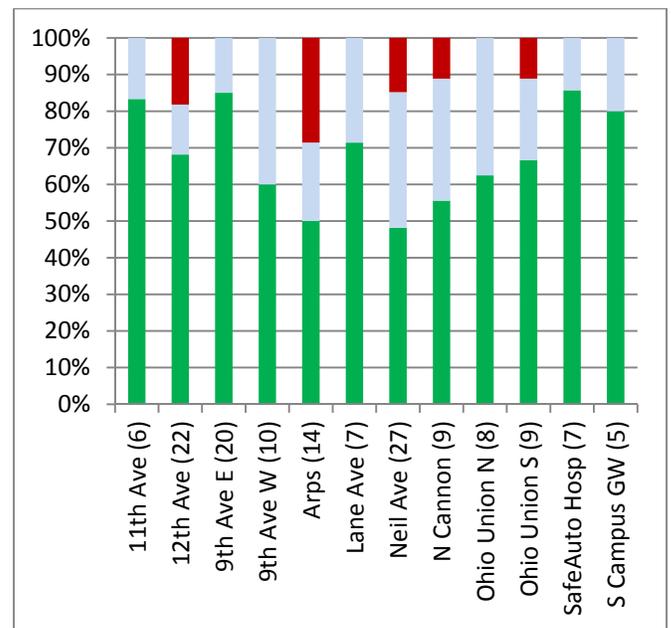
Promptness



Helpfulness



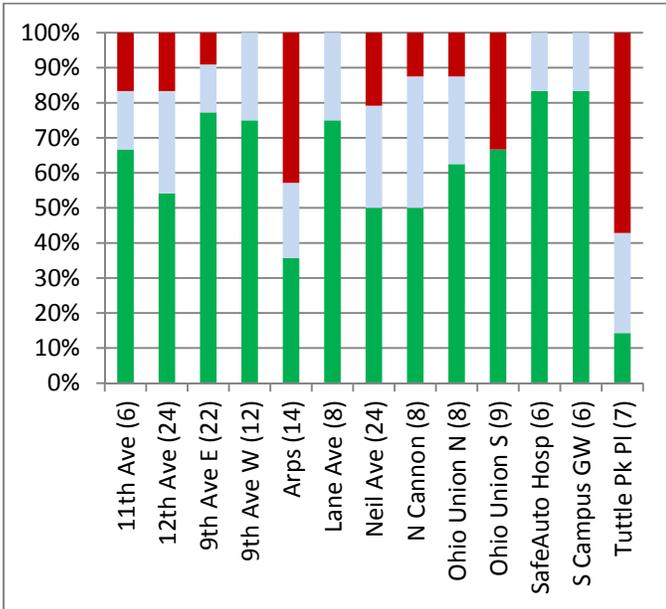
Cleanliness



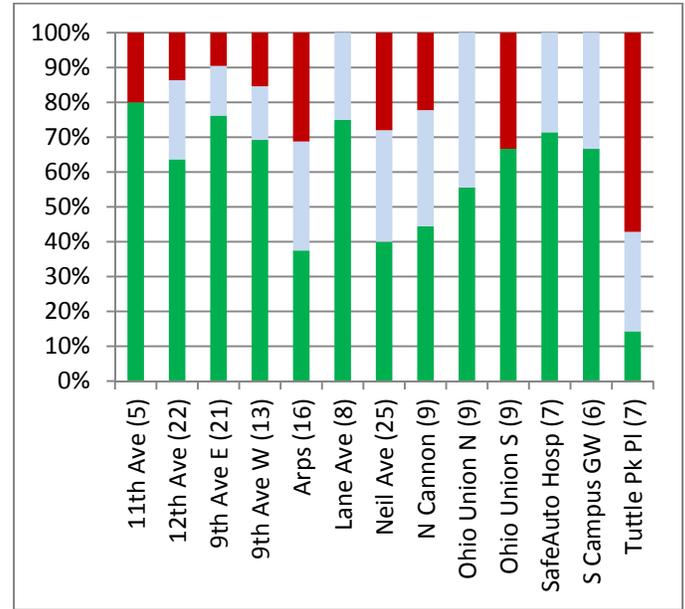
■ Poor
 ■ Neutral
 ■ Excellent

CampusParc – Parking Experience Survey

Politeness



Overall interaction



■ Poor
 ■ Neutral
 ■ Excellent

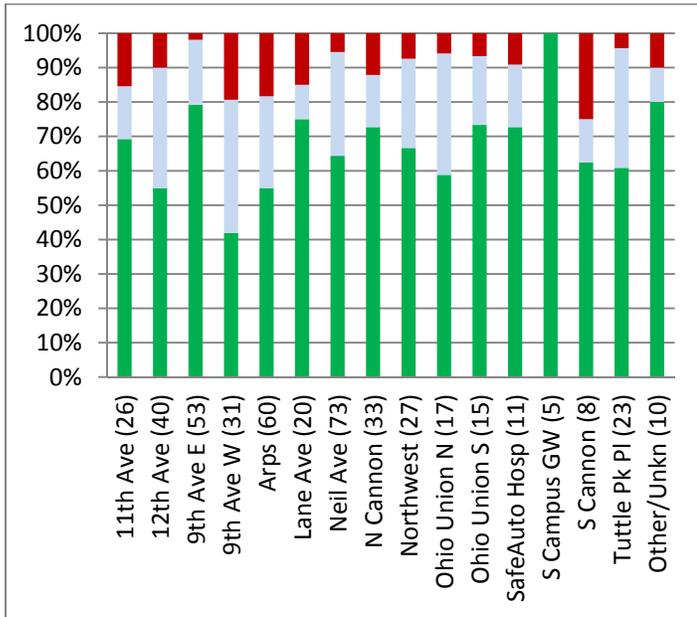
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Safety

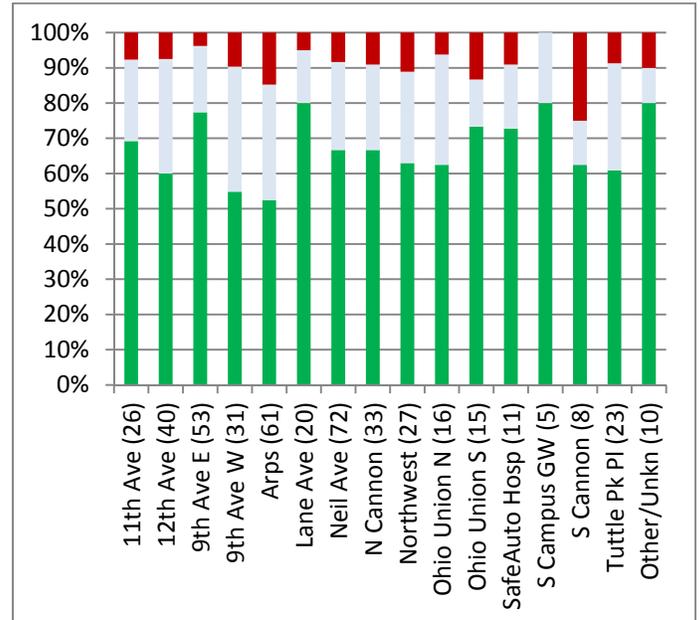
Respondents who felt unsafe to any of the above questions were asked to provide comments by responding to question: “Why did you feel unsafe?” Those comments are included in Appendix B.

How safe/secure did:

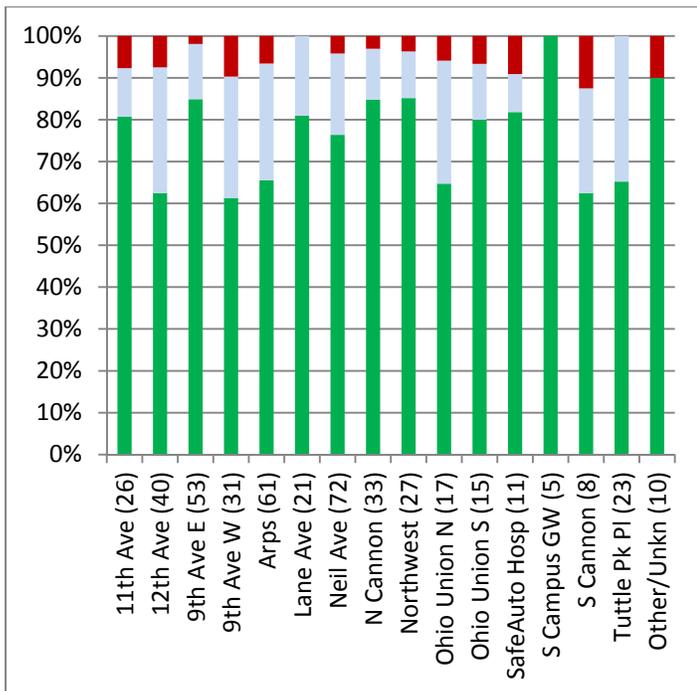
The facility/lot lighting make you feel



You feel walking within the facility/lot



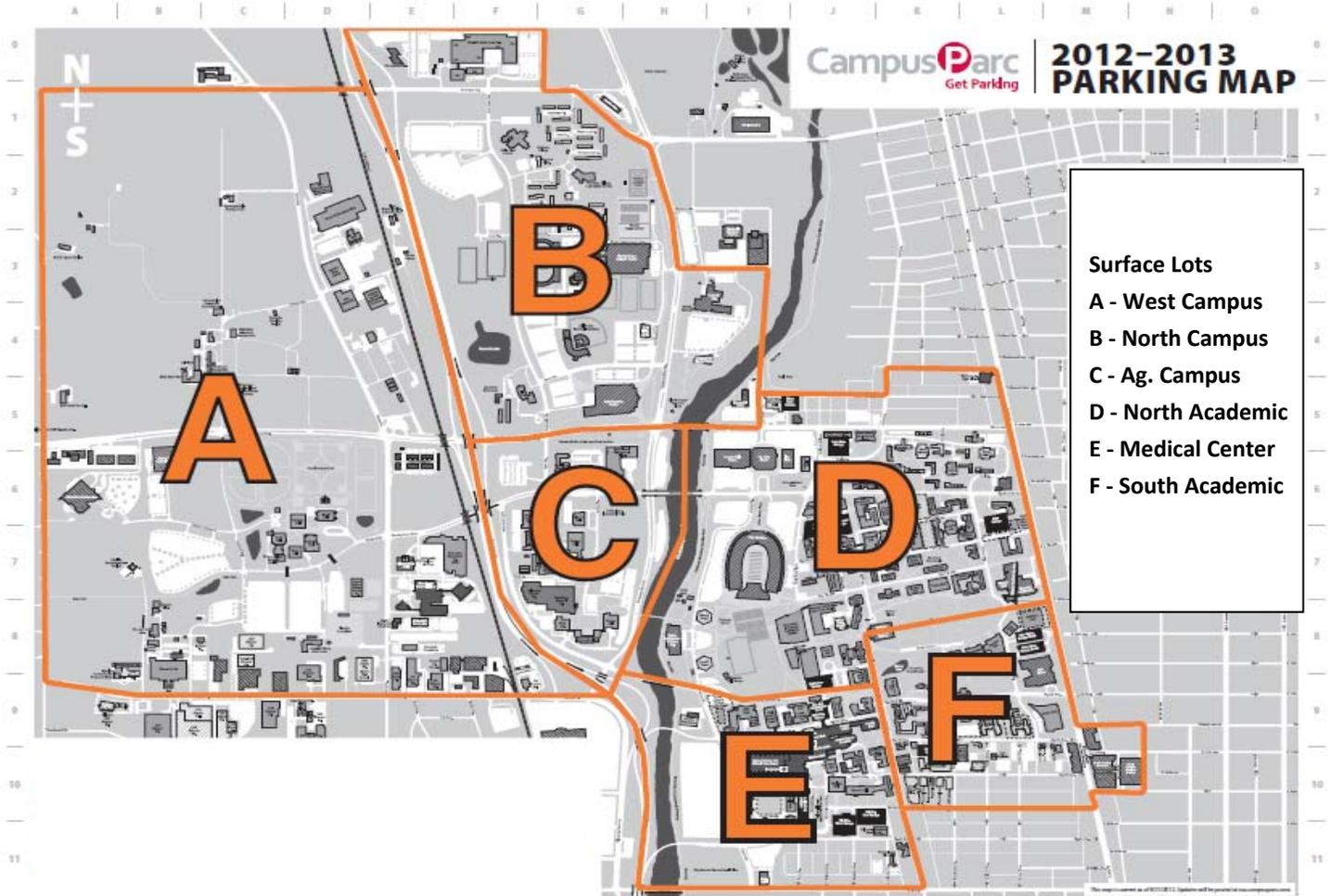
You feel leaving your vehicle in the facility/lot



■ Unsafe
 ■ Neutral
 ■ Safe

Analysis by Surface Lot

The following map was used to identify the surface lots.



Which surface lot you most frequently park in?				
	Faculty	Staff	Student	# Responses
West Campus	11	32	22	65
North Campus	8	38	4	50
Ag. Campus	10	13	10	33
North Academic	15	17	25	57
Medical Center	3	45	5	53
South Academic	2	3	5	10
Other Surface Lots	4	10	3	17

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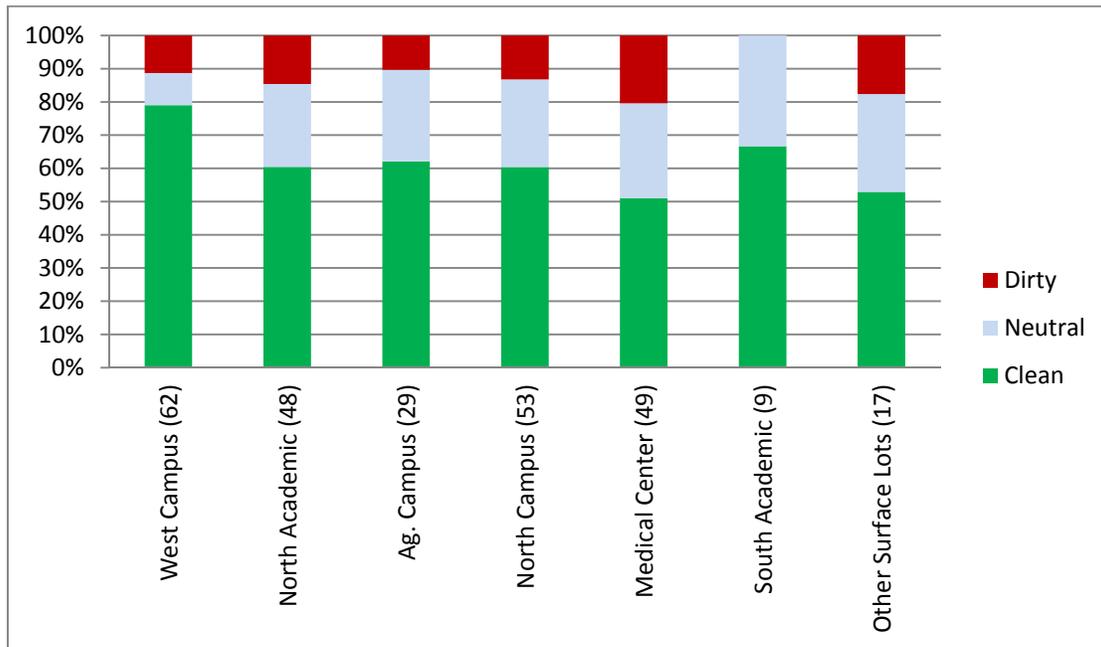
Responses by college affiliation

The colleges and offices included in the table below are the ones for which the number of responses received was higher than 10.

Which surface lot you most frequently park in? (rounded percentages of 15% or greater are highlighted)								
Faculty & Staff	West Campus	North Campus	Ag. Campus	North Academic	Medical Center	South Academic	Other Surface lots	Total
ASC	42%	5%		37%	11%		5%	19
FAES	10%	15%	55%	20%				20
OSUMC / HS / MED	13%	33%	3%	4%	39%	1%	6%	112

Cleanliness

Experience with overall cleanliness of the surface parking lot.

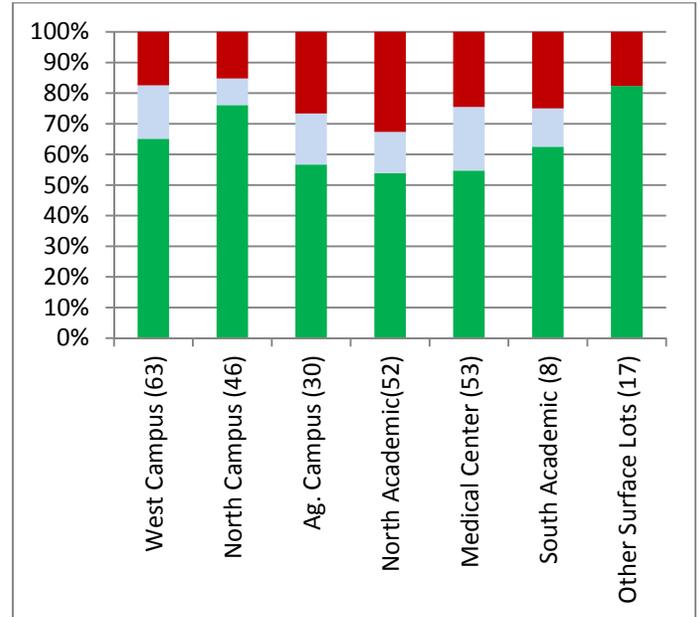
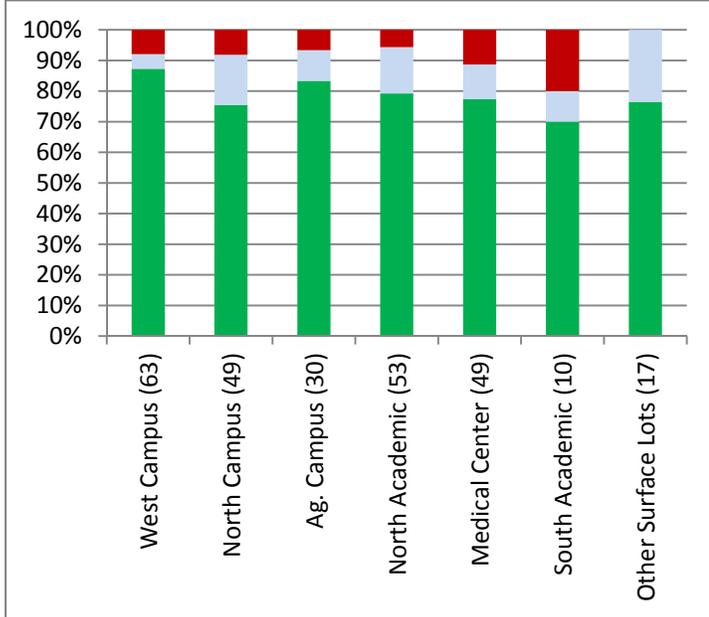


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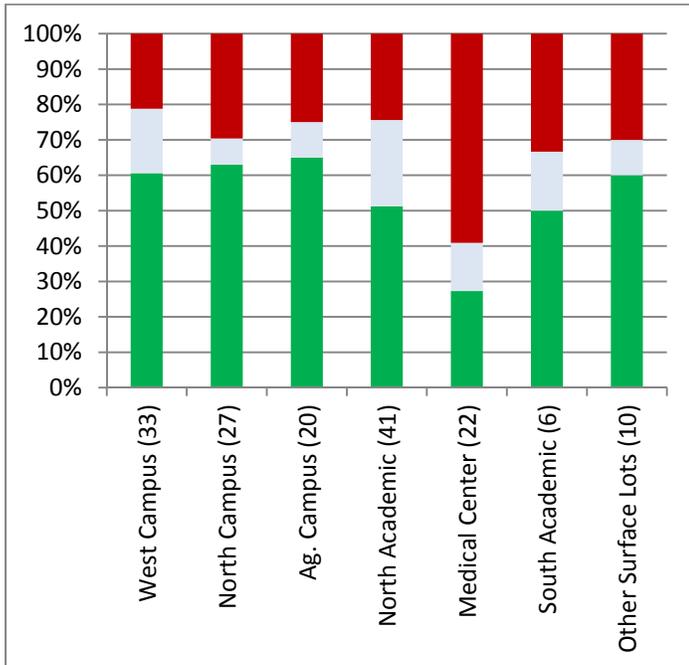
Signage

How easy was it to?

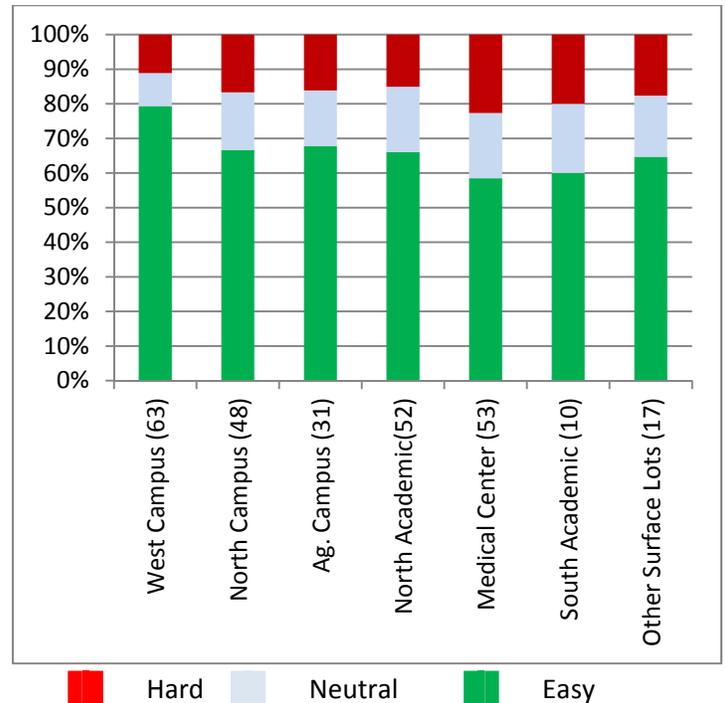
Locate the entrance to the surface lot



Locate a pay machine or find information on how to park legally without a permit



Navigate through the surface lot after you parked



■ Hard
 ■ Neutral
 ■ Easy

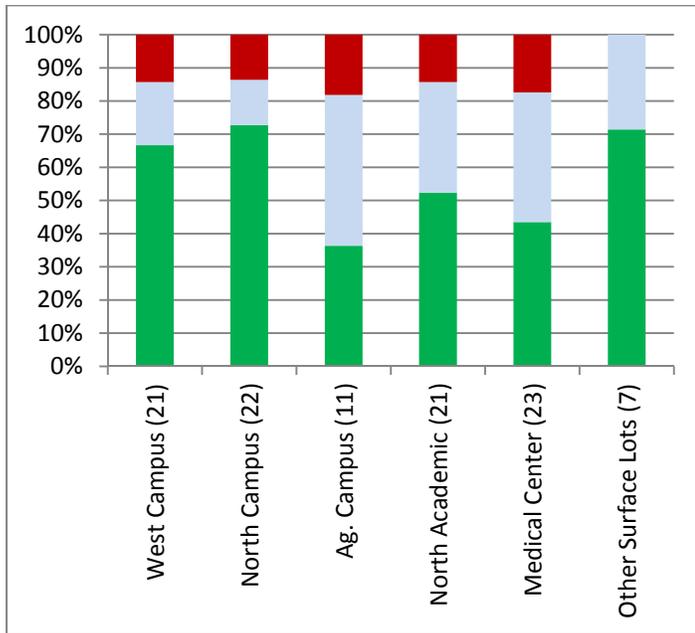
Locate the parking spaces that correspond to your parking permit type

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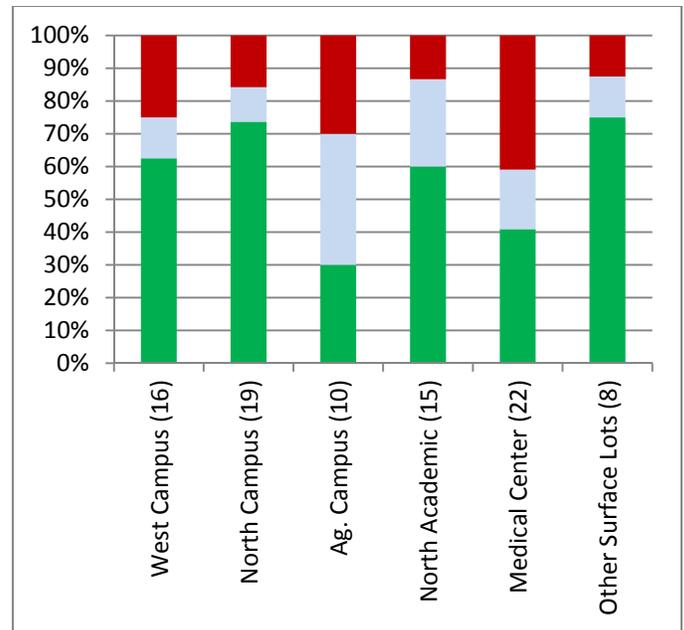
Personnel

Interaction with employees working in the field:

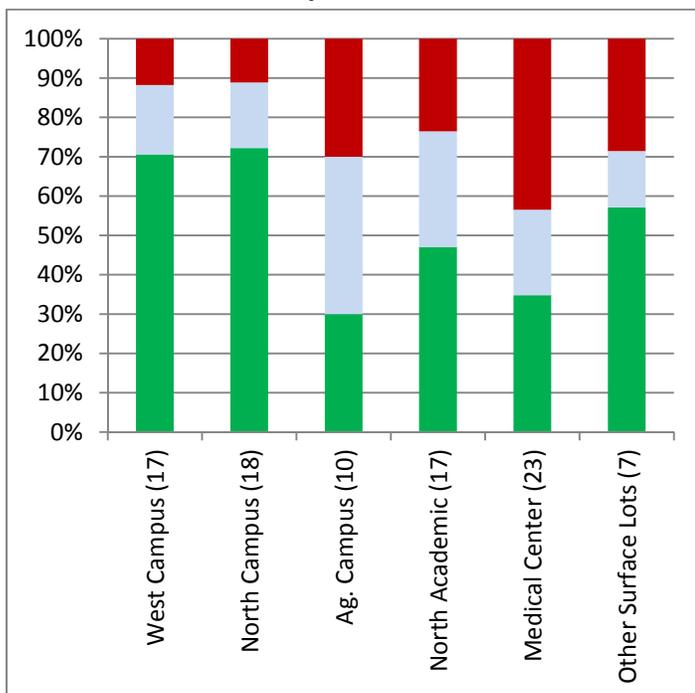
Professional appearance



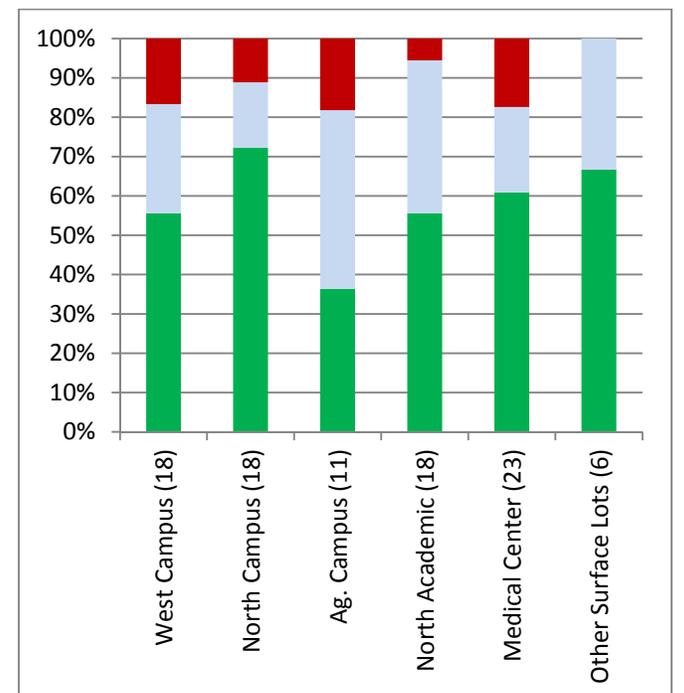
Promptness



Helpfulness



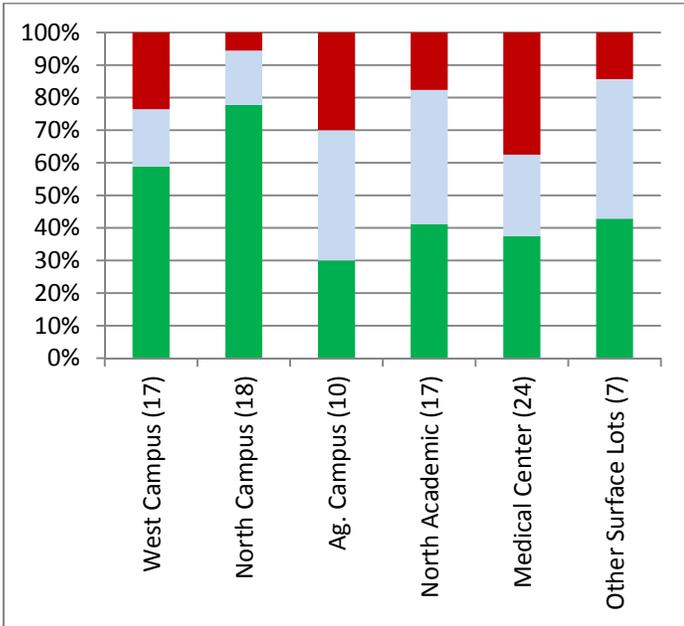
Cleanliness



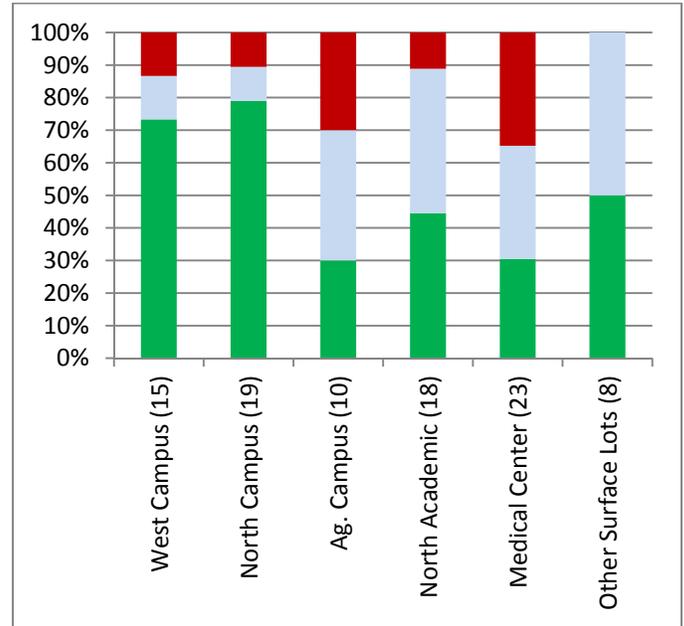
■ Poor
 ■ Neutral
 ■ Excellent

CampusParc – Parking Experience Survey

Politeness



Overall interaction



■ Poor
 ■ Neutral
 ■ Excellent

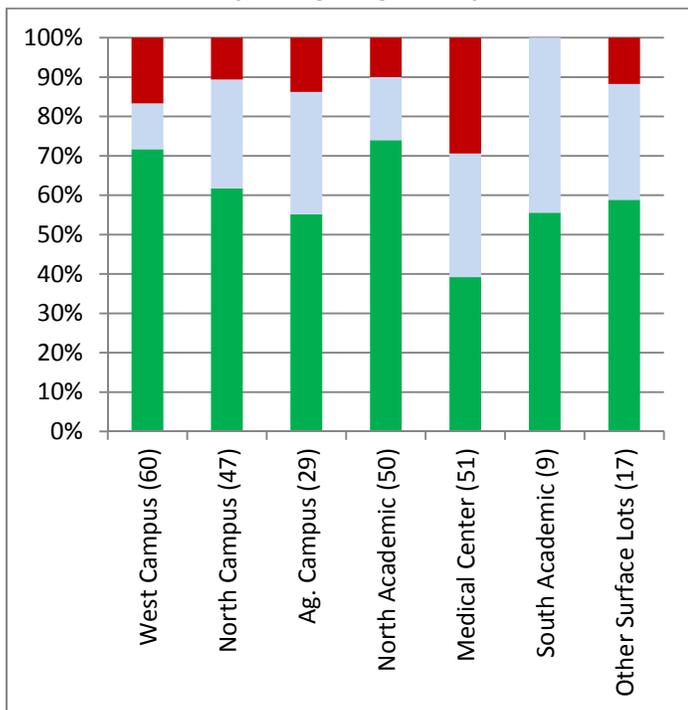
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Safety

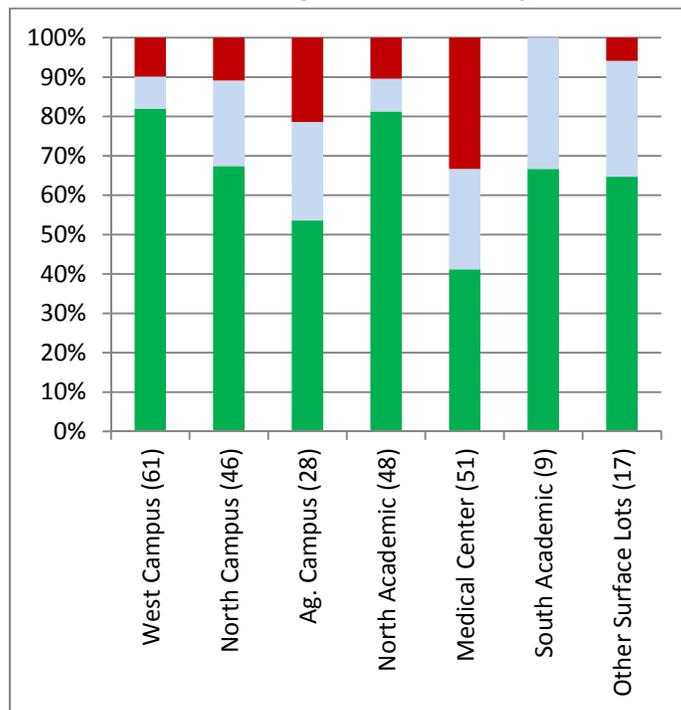
Respondents who felt unsafe to any of the above questions were asked to provide comments by responding to question: “Why did you feel unsafe?” Those comments are included in Appendix B.

How safe/secure did:

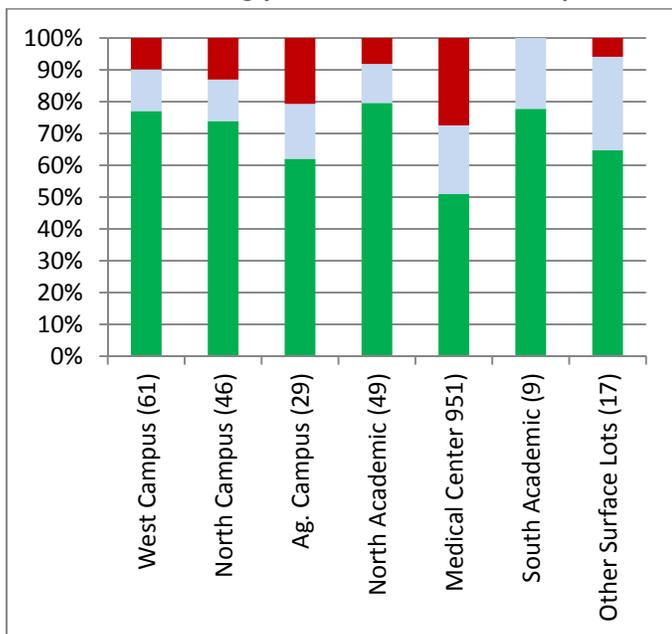
The facility/lot lighting make you feel



You feel walking within the facility/lot



You feel leaving your vehicle in the facility/lot



■ Unsafe
 ■ Neutral
 ■ Safe

CampusParc – Parking Experience Survey

Appendix A

Responses to question: “What one thing could be done to improve the overall parking experience?” by garage and surface lot.

Note: Responses are listed alphabetically by garage and surface lot.

Responses by Garage
11th Avenue Garage
Better lighting in the garage and color code the elevator....the floors are identified by color, not number
cleaner- better lighting and signage
don't let the student's park on the first 2 floors of the garage.
finding a parking spot after 10 am is a genuine hassle and the fact that because I'm in research I had to buy an A pass to park on central campus
Give warnings before tickets for staying parked in residence hall loading docks
Improve ability to directly exit 9th ave exit instead of driving around garage
Paying before entering your car rather than at the exit point has been very helpful in speeding exit.
Refrain from charging or towing family when they are here to pick up/drop off their students at the beginning/end of terms/breaks. It's bad business in my opinion.
security
Since I only use the 11th Ave. Garage, I have no complaints except it is often full by midmorning
So far, I really never see any of the CampusParc personnel in the garage I park in. The Bevis staff has always been very accomodating when I talk to them. thank you
The card readers in the Gateway garage are never working!
The cost of parking is far too high.
The only problem I've seen so far is slow snow removal from the top floors of garages, which can severely reduce the number of parking spaces available.
12th Avenue Garage
12th ave garage needs better signs marking ways to maneuver since it is a 2 way drive. large trucks and SUV's should not be aloud to park on the end spots beacuse you can't see on coming traffic coming around the corners
able to get out later than 8am. 8:30 would make a huge difference. Give report to many people in the am. Hard to get out on time.
allow CX lot holders to park on campus from 230p-morning. Also, more busses in the morning and afternoon for those trying to use the rediculous lot six miles off campus. You should make it free if its that far and convinient for you.
Better communication with MC schedule. Switched from CX lot to A due to inconsistancies in pick up times.
Change exit time for BE pass to 9am instead of 8am. It is very hard to get out of parking garage by 8am if pt is having issues in the morning and having to give report on up to 5 patients to different nurses.
Change he parking pass times for the BE pass to 8am or 8:30am. So people that cant clock out until 7:30am actually have time to get to the garage an not get stuck in there becuase they missed the time deadline to be out the garage.
Create more parking options for medical center faculty that do not require us to walk far from the hospital and our offices
Fix the elevators, sometimes don't work

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Fix the system so my parking pass works EVERY weekend. For some reason it works during the week but not the weekend days. Last weekend it worked--this morning it didn't (again!)
having an attendant on site to slow the speed limit of others
I park at 11pm, I am a 3trd shift worker and sometimes it is a little creapy walking through the garage at night. I appreciate the increased lighting! I would also recommend a change of 9am garage lock time for A pass and other users, due to meeting and such I sometimes do not leave the hospital until after 8am please consider adjusting this time to 9am or 830am, that would help a lot of the night shift workers greatly. Thanks
I pay a lot of money for my permit and it is terrible that it is so difficult to find a parking space. I have an "A" permit. I should not have to be late to work and meeting due to parking.
I rhink parking attendants should be dressed uniformly with logo shirts , jackets, or sweatshirts
I work night shift and having to end my shift and be out of the garage at 0800 is stressful and not appropriate when dealing with patients whos care may exceed past the 0800 time
Make hangtag readers easier to use. Some are too low,others you almost have to get out of your car to scan the hangtag.
North 12th avenue garage has had parts of it blocked off for no parking; yet no work is being done. This is taking spots away. North 12th Avenue garage is very dirty.
One way to enter and one way to exit. Little unsafe when turn corner to exit and see cars coming toward you. Little scary with cars parked on both side of parking garage and incoming and outgoing cars .
Parking should have been kept with the university as the staff surveys and open forums suggested. NONE of the staff wanted parking to be outsourced and the university continued without regard for the opinion of the staff. People in my department have been ticketed in the visitor garages where we were aloud to park because of call. We had to fight with campusparc for almost a year to be able to park in front of the hospital for EMERGENCY call cases. I needed more space to type my complaints.
Significantly dislike having to go to my supervisor for a pass to exit when I cannot get out of work and out of the garage by 0800
Since CampusParc took over they have closed the top floors of the 12th/Cannon & 10th/Cannon garages & there is NO visible work being done on them & they continue to keep eliminating the parking for the employees. One of the elevators in the Neil garage has been "out of service" for months. I have seen nothing but the parking situation deteriorating since CampusParc took over & I hear it is just going to get worse. BAD NEWS FOR US!!!
The machines are not user friendly and I have had more than one time come across another visitor who had problems using the machines (for payment).
There is less and less space for employees to park in. I understand that it is crucial for patients to have parking spots, but I pay near 1,000 dollars a year to circlce through 3 garages a day searching for parking spot. I'm often forced to pay for patient parking in the 10th and Cannon garage because there are no spots to be found in applicable employee badge parking garages. I've heard numerous of my coworkers complain about this.
To be more prompt on repairs. For example, one floor in the 12th ave gargage has been blocked out for monthes due to peeling off of some road surface. But no repair has been done.
Too expensive! Nothing about the garage has changed except the ticket system and the price. Why does parking for 2.3 hours count the same as parking for three hours? :(
very difficult to find parking near the work place. For example: 12th Avenue. Near BRT, pharmacy building, Bioscience bldg, CCC etc. People work near that area should get some kind of priority.
when I have to leave late because a staff meeting after night shift, do not try to charge me 30 dollars. I pay 600/ year allready

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9th Avenue East Garage
Best response time when there is a garage problem
Clean the stairwells. They are filthy!
Clear trash and dirt from the stairwells. Oh, and reduce fees, if possible.
easier to call if people get stuck at a gate
Elevator floor much dirtier than in the past, stairwells in need of a good scrubbing, 9th avenue west needs to have the blue "P" removed from the building so visitors are not trying to park and back out of those entrances
It takes too long to exit the garage if someone needs to pay. I have to put my hang tag less than an inch from the device to activate the gate. I would park in the 9th avenue west garage but the lighting is too dark and I do not feel safe.
keep up the good work
Make night shift available to get out of the garage at a later time.
Make sure the badge reader works at all times; cheaper prices - parking is extremely high priced.
More garage parking
more trash cans - one at each floor elevator maybe
Motorcycle parking for hospital visitors to the hospital. they have ask me multupal times
open the cannon garage back up :)
Please provide a back-up person to answer calls when call volume is high. I tried to help a patient whose ticket did not work, and when I called the help number for her, there was no answer. In desperation (after 10 minutes), I finally used my hang tag to let her out, which only caused problems when I tried to exit later the same day.
Please repaint the spots. It's very difficult to see parking spots as the paint has faded so much.
please see comments prior to this; also, poeple park across 2 slots and I never see a ticket given to them
power wash the surface of garage and stairwells. they are FILTHY!!
Provide a few more Handicapp parking spots on the 1st Floor of 9th Avenue East Garage - there are only 2 on 1st floor
Provide better parking/storage solutions for bikes and smaller vehicles such as scooters or motorcycles.
Reliable keycard performance.
signs to navigate and not to navigate
So far so good
The first and second floors are taken up by Valet parking, while paying employees are relegated to floors three and higher. I think the valet folks should use the upper floors. Also it would be nice to reinstate freeparking on holidays
The stairwells frequently have vomit on the stairs. Also, it is highly annoying that so much staff parking space is now reserved for Valet and when I park in the staff/visitor garage I am the de facto information center since there are no staff, maps, or information around.
Ticket the illegally parked cars or trucks that take up two spaces.
we need a place for east employees/ managers to park when we must attend meetings on campus/ meeters or garage passes, we are usually there for 1-2 hours
When I phone you from the gate because there is a problem I don't expect to be told to go to another garage and try my pass there. The problem was not the pass but the gate.
when I use a \$20, don't give me one dollar coins for change.
When I work night shift, I sometimes cannot get out of the 12th ave garage. I pay for an A pass.
9th Avenue West Garage
App showing likelihood of finding available parking spaces (full, almost full, etc)

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Clean it up - the garage is disgusting - old trash and dirt there since the winter.
fewer handicap spots in 9th ave. west garage; make sure elevators are always working; salt frequently in snowy/icy weather conditions
Fix the pot hole at 660 Ackerman it's out of control.
Get people to park inside the yellow lines. I see a half-dozen people take up two spots every day, and it can be very difficult to find an empty spot.
Have space available any time I come to work
I feel bad for hospital visitors who must navigate the ever changing parking situations of 9th Ave (switching which garage is for patient parking), the terrible kiosks at exit, and the difficulty of maneuvering through the 9th Ave East garage.
improve safety. allow employees to park closer to OSUWMC main entrances
Increase staff parking by decreasing, not eliminating, valet spaces. Seem to have way too many empty spaces.
need parking closer to the hospital entrances for EMPLOYEES that have handicaps or minor/ temporary handicaps
Pricing is expensive. The time night employees have to be out of the garage, 8am causes many nurses to be rushed getting out of work and in the end affects patient care. Just something to pass along.
problem with finding.space in the garages even though i have an A pass
signage in the west 9th ave is a little confusing - are the spots on the 3rd floor east really for the valet, or is that a leftover?
The amount of handicap parking in this garage is probably excessive given that it is not particularly handicap accessible nor is it that close to the hospital complex.
The parking garages are FILTHY!!! I cannot believe the difference in how they look since CampusParc took over.
There are a lot of problems with the conduct of the valet employees. They regularly drive the wrong direction in the garage or otherwise disregard the right of way.
We should have a 2 hr window before we are locked out of garage. I dont attend some meetings because i can only use garage at certain times. I would replace you as a custodian.
Arps Garage
add an exit
Arps garage needs another entrance where drivers don't need to cross so many crosswalks.
As staff I have 3 exits from garage but when evening classes end a very long line of pay by the hour parkers makes it impossible to get out. The booth is never manned and the auto pay seems to be very slow for people to use.
Better lighting and cleaner garages.
better lighting and signage
better lighting, more reliable elevators
Check more frequently to determine that components of system are working properly (for instance, that tag readers are working)
clean the stairs - as in pressure clean them. Fix the holes in the floor.
Clearer signage so people do not continue to go the wrong way.
cost
DECREASE THE COST OF A YEAR LONG PARKING PASS
Event parking for the Arts is terrible. I have spent over 45minutes waiting to exit the garage after concerts/events. This has happened at Arps and both Union Garages. Either collect fees when cars enter, or have designated parking for those of us who pay the annual fee, and are required to attend these events as part of our work assignment. It seems that the old system worked fine, and this is a huge drop in customer service and has discourage peolpe from attending

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these events
Fees reduced
fix the leaking ceilings; add more lighting; add more emergency pulls
have easily accessible exit for people with passes to avoid long lines due to congestion when exiting
Have living person man the checkout booth.
I teach in the evenings. I experienced several times when the exit gate would not open for cars in front of me. There were no garage staff in the garage booths. I had to sit & wait for approximately 15 minutes all 3 time before someone came to deal with the situation. Very frustrating!!
If an elevator is out of order, put a sign that's visible before people enter the garage.
if I leave my pass in another car, I would like to be able to use a sign with my number in my car window without being charged
It is a pedestrian nightmare. It is quite dangerous to use the entrance (the one opening from Ramseyer Hall) and cross into the accessible parking on the mail level because of where cars come down the ramp.
Just keep that elevator working! I have a suitcase full of children's books when I teach.
Lower the price!
Make it cheaper, especially for those of us who walk/bike much of the time, and avoid long queues of cars getting in and especially out of the garage.
Make it possible for people leaving an event to get out more quickly. With only 1 downramp, things can get very congested, especially if there is no attendant on duty and someone doesn't have correct change or know how to operate the payment register (or whatever it's called).
more exits
Not be so inconvenient, expensive, and have better gates that work.
Patrol meters and parking areas so fellow employees don't park for free while others pay. Happens alot. All shifts.
Please don't close ARPS garage!
provide a second entrance to the Arps garage
Significantly reduce the unnecessary number of disability parking (1/2 of them on the 2nd floor parking space). They are rarely used.
Stop increasing the number of disability parking spaces in Arps Garage. There has always been ample parking for disabled individuals for more than a decade. The increased number of disability parking spots on the second level of Arps Garage is quite unnecessary as the first floor is never filled to capacity in those designated spots.
Take away the handicapped parking you added in Arps this semester and that no one uses
The "one way" signage is very small. For the half the semester I was driving the wrong way. I parked from 5:30-8:30 pm and I never saw a live person in the booth. I wish the garage opened to visitors before 4 pm if space permitted it.
The downspouts within the garage seem to be clogged, so they overflow during every rainfall, though I guess it doesn't affect my parking.
The stairwells get gross and stay gross for what feels like several weeks at a time. I remember walking past someone's torn off fingernail on the stairs every day for almost a month over the winter. Ugh. Cigarette butts also accumulate and are gross.
Lane Avenue Garage
Decrease the price
Have "long term" parkers park their cars on the upper floors (there are cars parked on the bottom levels that have been there all semester). FIX LIGHTS!

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have more staff when lines back up for exit.
improve the exits--there is always a backed up traffic jam to get out of the garage at around 5 pm
Lane Ave garage cleanliness is an issue
Staff the booths during peak exit hours to speed exit
When there are special events, provide clear signage and prompt towing to prevent visitors from taking all the parking spots, friendlier attendants at the garage, etc.
When you rent the spaces out for "special" events, assign them to the top decks of the parking garage. Tell them, at the time of purchase, they need to park on decks 5 through 8. I use the parking garage every day, and I end up parking on levels 6 or 7 because you sell spaces during special events. Take care of you primary customer first.
Neil Avenue Garage
1. routinely reconcile the number of spots that are full with the outdoor signs that state if lot is full or open. This never matches up and cause you to find spots when not full or it is full when states there are spots. 2. Parking costs are too high, specifically for university wages/salaries being lower than equivalent positions. 3. There is not enough parking for A passes. Often the lots are full and you have to park in B lots, which for the cost is unacceptable.
Be more responsive to staff reporting problems with elevators and cleanliness of garages. Improve lighting in garage. Have a staff person in each garage instead of waiting for problem reports.
Better coordination of closures and detours; recognition of the need for staff to direct traffic at highly congested areas.
Better snow removal process for the top level.
Clean the stairwell of garage to remove smokers and butts
decrease price to for staff to park in garage. have staff or security presence at night in case of emergency
Equipment & gates are constantly broken, huge jam ups, elevator not working for months with no improvement in sight. TERRIBLE
fix and clean the elevator.
Fix broken stuff promptly
Fix the elevator
Fix the elevator in Neil Ave garage-it has been down for months!
Fix the elevator in the Neil Avenue parking lot
Fix the elevator that's been out of service for more than 1 month! (Neil Ave Garage)
Full signs are never updated promptly during rush hours. If we pay money to park, it should be clear where we can actually find a spot. It takes sometimes more time to find a parking spot driving around full garages than my commute to campus. Unacceptable!
Having attendants -- too many times there are malfunctions which cause long lines. Also repair the damn elevator, it's been broken for over 2 months!!!
I have had MULTIPLE problems getting out of the Neil Ave. garage in the evenings. Sometimes up to 15 minutes. Improve the machines that handle that.
I know this might not be under your control - but the parking policies are crazy annoying. I've accidentally gotten stuck in the parking lot multiple times. Even if you don't set the policy, I think it's your responsibility to clearly post the policy, and be understanding if people mess up initially (and don't give them huge fines).
increase speed of non-pass transactions (one slow payer can back up entirety of Neil Garage).
Make one of the exits for parking pass holders exclusively. Often there is are long lines to exit when people are paying at both of the exits.

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<p>Many times the garage signs indicate spaces are available whether none are. I find it awfully frustrating to drive up 6 levels, to find no spaces (when the sign says spaces exist).</p>
<p>More A permit parking on campus. Since the 12th avenue south garage was closed for staff, there is less available parking.</p>
<p>Need to remove snow, not block off the top floor of the Neil Ave garage when it snows. Ice must be removed from the roof level. There were numerous days this past winter when the snow was not removed from the roof level, melted during the day, and froze at night making the arrival in the AM treacherous due to ice. The snow must be removed from the roof level, not pushed up against the circumference. The elevator in the Neil Ave garage has not worked for months. There remains limited parking</p>
<p>Neil Avenue garage often fills by 9:30am: takes a lot of time to go up and down and to another lot when that happens. Fix please.</p>
<p>One of the two elevators in Neil Ave Parking Garage has been out of order for over six weeks now. I don't understand why it takes that long to make repairs. Stickers on the door telling me you know don't make it any better. If this is the level of service we can expect this deal won't last long.</p>
<p>One time when swipe cards were not working in garage no response despite several calls for over 30 minutes while post-call, this is not acceptable. Otherwise no problems.</p>
<p>People leaving who pay with cash really slow down the exit lines at the end of the day - it would be good to have a "badge only" line.</p>
<p>Pick up truck and other large vehicles parked in first spot of line makes turning difficult. Too much money to park. price is ridiculous</p>
<p>Properly plow and salt the top floor of the parking garage in a timely and effective manner. Closing of 1/6 of the limited garage is not acceptable</p>
<p>Provide more parking lots. At noon time the garage is full</p>
<p>quit shutting down garage gates and elevators apparently randomly. Neil Av garage has had elevator "out of commission" for a month now. i've also seen staff blocking one entry/exit lane as "out of order" and then removing the block... in the case of entrance, my vehicle will only maneuver through the one lane and if it's closed, have to figure out a way to go to lowest level and turn around in order to go up. also, staff block off the roof level of the garage when there's snow,</p>
<p>Signage on exit does not indicate well which lanes are for staff or visitor - can create confusion. We rarely see attendants and therefore delays exit when help is needed.</p>
<p>snow removal is a huge problem -- many fell during past winter, especially on inclines on roof level -- fix elevator and fix gate problems during peak exit hours</p>
<p>Some way(s) of telling us that if parking spaces exist, then where those spaces are.</p>
<p>Stop allowing Football parking in the garages where employees pay an outrageous amount to park there and there are no spots available during the afternoon. If I am paying \$700+ a year for parking I shouldn't have a problem finding a parking spot. Also the same should be made for K Garage. I had families express the extreme frustration of not having a place to park on game days because because "Football goers" have taken all the spots.</p>
<p>The cost for parking is too expensive. The other day I parked from 1125 to 1135... It was \$5, that's ridiculous and it makes the parking services seem like a scam and makes me, as a customer, forget about all the work you put into making the garage clean and safe.</p>
<p>the elevator in the Neil garage has been out for months, is it really broken? this is a new facility. the maintenance during the winter months was HORRIBLE. sidewalks not cleared and when they were it was done sloppily. What's it going to take to bring it back to the level it should be?</p>
<p>The simplest thing would be better signage indicating the floor numbers near the stairwells and elevators.</p>

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Ticket people that park in NON Parking Spaces every day! Stop people from Smoking near the stairs on Neil Ave Garage!!!!!!!!!!!!
too many smokers; throwing butts all over the place.
When CampusParc was not in charge, an issues with elevators were fixed within 24-28 hours. The fact that the elevator has been down for months seems inexcusable. I prefer to use the stairs but the fact that the elevator has been out of order makes me feel like CampusParc does not care and is not interested in maintaining a safe and welcoming facility.
North Cannon Garage
Better effort needs to be made to cut down the time that faculty spend looking for a parking spot. The sign which says "Full" or "Available" is dysfunctional. This needs to be fixed ASAP. Also, two floors in the North and South Cannon Garage (either in part or full) have been cordoned off for repairs - these need to be completed during weekends. The amount of time students and faculty circle the campus looking for a parking spot results in considerable loss of productivity - please remedy this.
Both the North and South Cannon garages are in disrepair and dilapidated. Why is it taking so long to fix it?
bought \$700 dollar hang tag to park in North or South Cannon, then South Cannon spaces limited, then South Cannon spaces eliminated, then North Cannon spaces limited due to structural damage - garage full by mid morning
do not feel an adequate job was done to remove snow/ice this winter. Also, do not like that visitors do not interact with a person and instead have to use an automated system to exit parking area.
Elevator floor in North Cannon garage feels like it's deteriorating. There's a depression in the floor.
Follow the trickle down rule, any A parking spots eliminated the same number of B spots should be eliminated then the same number of C spots eliminated on down the line.
Having the option of an AVI device would reduce in/out time. Fix garage parking surfaces to provide more parking spaces. also update signage on whether Faculty/Staff spaces are FULL
I am dissatisfied with the availability of parking. With making the South cannon garage available to patients only, it is very difficult to park in the North Cannon garage. Only other option is 9th ave, which is not ideal for where my work is actually located.
increase amount of parking, there is NEVER anywhere to park
It is much like the basement near distribution; filthy and in need of paint. Disney's underground tunnels and garages shine! Hire english speaking employees and insist that they wear uniforms with identity tags
Make it easier to find parking in middle of day?
More A level parking spaces as finding parking has become increasingly difficult
more parking availability; there is a severe shortage on the hospital campus. if i leave for clinic and come back it often takes 20-30 mins to find a spot.
More spaces!!
Not enough parking space available for employees!!!
Parking is way too expensive. When I come to campus later in the morning it is very difficult to find a convenient spot. For the amount that I have to pay for parking every year, I should have a guaranteed parking place every hour of the night or day.
plow the snow on the upper level of Neil Ave garage in winter.
Security rounds and/or security cameras in the garages. Change of light at 12th & Cannon, to allow less back-up on 12 & more cars to get out of North Cannon garage.
signage exiting the North Cannon garage (left lane for left turns, right lane for right turns) would be HELPFUL. Most people use both lanes to turn left, and I turn right....so am delayed exiting the garage. Thanks.

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There needs to be more staff parking. I shouldn't stressed out on a daily basis coming to work not sure if I will find a parking space. Especially with the new building getting close to finish. You add more and more parking for visitors but what about the staff actually taking care of the patients?
Time to find parking due to insufficient number of parking spaces after South Cannon became vsitor parking
walkway to buildings that is heated or tunnel system
We really need more parking spots. If I am not here by 8:30 or 9 am, I end up parking in the surface lots, which sucks for someone who is paying for an "A" permit.
With the N Cannon garage specifically, it's a terribly flawed design with pillars every 3 spaces making spaces very narrow and I've observed several damaged vehicles as a direct result. Lighting is poor and overall condition is poor. Signage to elevators is minimal, and location inconvenient. I didn't realize there were elevators for several months. However, I also use the Neil garage, which I have no complaints with.
Northwest Garage
Better lighting
Cleaner garage (Northwest)
coordinate with road traffic at rush hours for quick exit of the parking lots
Disappointed that the garage elevator in the Northwest garage is broken.
Faster exit from garages that require public to pay
Fees for A and B should be tied to OSU pay, not emplyment status.
hard to get out of garage during rush hour
have had the gates not work several times while trying to exit the garages
I depend upon the elevator because I use a large, heavy, roll-around book bag. On too many occasions the elevator is out of service.
I don't generally leave at 5:00, but on the occasion that I do, it is difficult to get out of the garage.
Improve the time to exit the Northwest Garage in the evening.
Improve traffic control and exit times from Northwest Garage at the afternoon peak hours, around 5PM
Plow the top floor of the Northwest garage, fix the elevators, and get more lighting in there.
Pls ensure the ONLY elevator in the garage is in good working order with minimal downtime whenever possible.
the traffic flow switches between the 2nd and 1st floor. hard to see when backing up. hard to find empty spaces because the traffic flow does not visit all of the spaces.
Ohio Union North Garage
Add a second exit from the Ohio Union North Garage.
Allow exit into High Street. Let faculty part in the S. Union garaga.
Change not in dollar coins
cleanliness
exit both sides of North Union Garage.
Improve lighting and ambience of garage in evening hours
Improve the options for exiting the garage - especially between 4-6PM and any of the class change times. Three suggestions: 1) provide an exit to High St (like the Union South Garage) 2) provide traffic control at the College Rd exit during peak times 3) put a traffic light in at College & 12th
Make the one-way signs in the Union North Garage more prominent. Their meaning is clear (to me) but I have encountered too many people going the wrong way.

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More parking availability and flexibility for those "visitors" who are actually students or employees who choose not to drive full time.
the only exit from the Union North lot is onto the busiest street on campus. It is almost impossible to turn left and to turn right forces you to go all the way to Woodruff and takes 10-120 minutes. Please allow traffic to exit onto High Street (or do something to make it easier to actually get out of campus).
The parking lot is far too expensive to use . I am a faculty member and ride my bicycle to campus even in the rain or snow because the cost of the lost is prohibitive. It would be helpful to get a faculty discount. I would still like to ride my bicycle during nice weather, but would like the option to park in the lot without having to pay \$10+ per day I am on campus.
Ohio Union South Garage
fairer prices
Find a way to move the student population away from the garage exits
have someone on site more often
Improve Customer Service among other things that I will not take time out of my day to write in this ridiculous box. Hold a meeting, announce it, and I am sure MANY people will come to voice their opinions.
Provide clear instructions for customers paying by credit card. How & where to insert card, etc.
staff are not service oriented, they have conversations with other people while i wait to pay so i can leave
Stop relying so heavily on automated payment--it slows stuff down. It seems like the exit payment machines are always malfunctioning and require a person to be there anyway. Create jobs, not technology!
The prices are outrageous, and there should be monthly payment plans so that I don't go broke each semester having to pay the whole price at one time.
The solar pay-per-park meters take so long to process (at least at the ARC, the only lot I use them at.) It sometimes takes 3-4 minutes if the application has to start up.
too expensive!! not enough visitor parking in Neil garage
OTHER / Don't know the garage name
It's really expensive if you park for a little over an hour it's \$5.00 and that adds up quick.
Larger spaces to avoid damage to car by other car doors and cars exiting.
Lower the prices
machines that give change in coins should also take coins
SafeAuto Hospitals Garage
Disappointed with parking at Buckeye Village; new restrictions make it very difficult to find parking as a faculty member (to engage in / organize international student activities). I would much prefer if parking were restored to previous status in this area.
EP parking is great, but parking spot lines and directions need fixing for the current entrance
ESPECIALLY AT SAFE AUTO GARAGE....utilize attendants instead of automated machines.....many hospital visitors find it very difficult to reach out of car to make a machine transaction.
honor prior parking coupons
More parking spots
Parking should be discounted or free for employees coming to camous for meetings
South Campus Gateway Garage
Clean the stairwells, the handrails are GROSS and there has been food laying on the stairs for days.
Reduce cost of parking permits
South Cannon Garage

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<p>First and foremost, if you charge outrageously expensive fees for parking focus on providing sufficient parking spaces for employees and visitors, parking should be safe and clean. the only thing that appears to matters to you is prosecuting, and penalizing staff who park no perfectly or slightly touches one line of the parking space, you got plenty of personnel around trying to catch the smallest possible violation but don't have anybody at the booths to help a driver in trouble. Poor service!!</p>
<p>Have more A spots available for staff in prime locations for hospital</p>
<p>more faculty parking - there should be more than adequate physician parking available as we provide direct patient care, and frankly there is much less than adequate physician parking available</p>
<p>Stop closing the garage that I need to park in :)</p>
<p>There wasn't any signage in the 12 ave garage when it first opened. I hope that has been fixed. Why can't we make the patient garages like Riverside - there is a flat rate to park in the garage and NO TICKET to exit. It's stressful enough for our patients, why not make SOMETHING easy.</p>
<p>Tuttle Park Place Garage</p>
<p>1) more surface spots and 2hr parking spots for A tags. There are many times that I'd need to park close to a building for a meeting and then need to leave and there aren't any close to my building. 2) the parking ticket rates are ridiculous for the amount of money we pay to park. I strongly feel that the rates need to be reduced,</p>
<p>elevators are always broke (fix this!), more spaces, and more survallience cameras with all the violence going on on Campus</p>
<p>Have attendants working in the garage.</p>
<p>Have staff on duty during prime times. They are needed when there are problems exiting, to help visitors pay, etc.</p>
<p>less expensive options, parking is very expensive in the Tuttle garage which is the only close one to my building where I teach. The surface lots are always full, so the garage is the only options and it is expensive</p>
<p>Lower prices.</p>
<p>na</p>
<p>Price</p>
<p>put people back into the booths</p>
<p>Speed up exit for paying customers by having them validate their tickets at machines located somewhere other than the vehicle exit.</p>
<p>Stoplight at intersection of tuttle and the side street between KSA and the faculty garage</p>
<p>The elevator at the Tuttle Park Place garage is down often. This can and does create an issue for those parked on higher levels (such as myself).</p>
<p>The elevator is often out of service in the Tuttle Park Garage, so if you have to park on the 3rd level and have difficulty with stairs, it is an unpleasant experience. Also, the elevator is frequently full of water puddles when it rains. It would also be helpful to resurface the stairs to smooth them out by the elevator. The bottom steps should also be painted a different color than the other stairs for safety purposes. Thank you</p>
<p>When I used to park in this garage last year (and in any garage for that matter) there was someone there in the pay booths to take my money upon exit and it was always a quick departure. This year I have have several instances where the line would back up to the third floor because there is no one in those booths causing me to be late to work. There is absolutely no reason the service should have gone from very good last year to horrible this year.</p>

CampusParc – Parking Experience Survey

Responses by Surface lot
Other Surface lots
Enforce handicap parking spaces
have as many parking spaces then you sell permits
More parking spaces! It's hard to find a lot near campus that isn't filled up.
New lines need to be painted on the surface lots at Martha Morehouse. It is very hard to see where we should be parking.
Our parking lot has A LOT of pot holes. I don't even like walking in it when it rains because I have to puddle jump and driving in it has to be hard on my car. I had one interaction at the Bevis Hall location and it wasn't great but I do not think it is reflective of overall service. I enjoy the efficiency of the garages and the services that are provided in high traffic times when big events are taking place at the Union.
Parking repairs and snow removal. (I have no idea if this is your responsibility or not). Treacherous walking from car to building during the winter ...seemed to take forever to clear and salt the lot
remove the metal pole (covered with orange cone) at the entrance to lot 1121 kinnear lot (KRC)
West campus parking should be available at the ARC rec center. 2 hour limits would need to be in place for those spots.
West Campus
Assure me that CampusParc is not going to raise annual rates a lot over the next 10 years.
Better pedestrian lanes across the large West Campus lot.
clean the snow
Clear snow towards a grassy area or portion of the lot that will not take up parking spaces (small PRSM lot)
continued sidewalk around the corner of "A" parking and Carmack 4 bus stop.
easier access to information to where one can park at what times
I don't understand how a "pass" printed on piece of paper for the 4-H Center can allow those to park in "A" spots!
If you work at an OSU facility that requires you to park in a parking lot, I feel that all employees should get a parking pass so we don't have to pay every time we work.
Improve lighting in dark conditions.
increase # spots, often takes forever to find a spot
Increase in lighting, fixing the potholes, clearing the snow in a manner that allows for easy movement in the parking (both walking ad driving),
It bothers me that I pay for parking, but have to give up a closer spot to the shuttle to non paying patrons when OSU hosts events (I park at buckeye lot)
lower fees
Make every lot west of 315 a West Campus lot.
make the parking types more distinct to drivers--maybe a colored strip on space to indicate it's designation for those who miss the rather small signs. It is a payment hierachy after all.. you can always park below your rating..
More C parking and less A
No real problems
One elevator has been out in Neil Avenue garage for months. The one elevator in Tuttle Garage also has been out of order on occasion.
Permit prices, cleaning up especially after heavy snowfall
Personnel were not really willing to answer my questions. Maybe they were just having a stressful day, but they were very short with me.

CampusParc – Parking Experience Survey

Realize patients are customers and OSUWMC business. Treat them as such. Priority is resolution not just collect fine. Better line markers and space delineation.
reduce prices; add WA spaces
Snow removal especially in the West lots needs to improve.
The hourly rates on the main campus are high -- for the limited occasions when I have to park there before 4:30 p.m. I don't mind paying extra, but the recent large increase in rates applied to all, even those who have permits for other lots, seems out of line. (I have a WA sticker.)
The pay systems on campus are slow and there is no information listed that allows one to speak to a human being! Very frustrating when one is pressed for time.
The people at Bevis Hall could be friendlier. They generally behave as if they are bored out of their minds.
The plowed snow on the surface lot is piled up against the sidewalk, making it inaccessible except at one place.
West campus busses only that make a very short route to get students from west campus to central campus faster and more easily than the North Express
Work at Martha Morehouse Tower.
North Campus
All surfaces need maintenance, I have also seen elevators not working
Basketball game parking
Better salt in the winter. I park in the Buckeye Lot and several mornings it was treacherous! Especially the walk way up to Fred Taylor Drive from parking lot.
Cover the pit and add some type of surveillance--I've never seen video cameras nor security officers.
empty trash cans at buckeye lot!!!!
Ensure that I can actually park in an "A" space like what I'm paying for
FIX THE POTHOLE! I park in west lot at 660 Ackerman and it is TERRIBLE! So many potholes, it is dangerous to drive through the lot to park. Drainage also continues to be a huge problem. Please resurface this lot asap! Thank you.
Fixing the pot holes in the surface lots. I feel that the money I am spending on the lots should always be in good condition
have someone in the Tuttle Park Place Parking Garage, it is not attended when there is a problem
I park at the Buckeye Village lot. The way that the lot is maintained has nothing to do with CampusParc - this is OSU territory. I don't have anything good to say about CampusParc because of the way the Buckeye Village residents were surprised by the ridiculous parking fees for next year. It's a good thing that CampusParc retracted the fees but who knows what surprise we will get next year.
I park in the buckeye lot and leave in the evening at 11:30 pm. I find with different bus drivers will arrive at the medical center at different times. This gets frustrating. Med center employees clock out on the half hour so a good time for the bus to come would be 11:35pm
I park in the Buckeye Lot every day and ride the CABS bus to the Medical Center. Honestly, the waiting area for the bus has recently been smelling like urine - strongly. I overheard a number of people comment on it as well as attempt to notify someone in transportation but nothing has been done so far.
I really hate the parallel parking on W. 17th Ave. I prefer the old diagonal strips for parking.
I was unhappy with the clearing of snow in the Buckeye Lot. The area where I normally parked was not cleared and that resulted in a very slippery surface. I have since started parking in another area of the lot due to my concerns regarding snow removal. The trash cans are not being emptied regularly. The one in the shelter is usually overflowing at 10 am.
Improve organization during sport events

CampusParc – Parking Experience Survey

Make repairs as soon as possible. The lots have been deteriorating to the point of having to avoid craters for fear of damaging my cars suspension and tires.
more frequent/faster shuttles or affordable parking closer to my building
More parking options
paving lot b...lots of holes to go around when exiting and entering parking
Please, please, fix the pothole so the Med Center shuttle can come to the door of Ackerman again. and fix the pothold in the A parking section - it is huge.
Pot holes within the driving areas.
repair pot holes
Resurface the lot. There are big holes and cracks.
Snow removal - parking lot was very icy, spaces not useable due to snow not removed, snow not removed in a timely manner, gravel covering some of the spaces
Surface lot repavement. There are extreme potholes in the lots at the Ackerman complex which causes lots of standing water to navigate while walking in the lots. Also, snow removal was not as good with Campus Parc as it was last winter. It was very treacherous walking through the lots in the snow.
the black top is coming up and holes are EVERYWHERE! unnecessary for the money EACH of us pay EACH check to park. Fix the holes! Fix the ackerman turn around PLEASE!!!! Why hasn't it been fixed properly?
The two improvements I feel could be made are 1) better maintaining the lots in the winter months (not cleared, extremely slippery therefore posing a safety risk) and 2) the potholes - could cause damage to a vehicle or person should they step into one.
Ag. Campus
Better lighting.
Better snow removal is needed and snow placed somewhere other than the parking spaces would be helpful if at all possible.
Discontinue practice of ticketing vehicles parked on surface lots outside of normal 8-5 business hours.
I honestly think OSU should be a car-free campus, and make it more bus, pedestrian, and cyclist friendly
If you're going to issue a \$6 fine to someone you know has a hangtag for not displaying that hangtag, sending out multiple pieces of paper mail through the post office with instructions to go online to pay is nonsensical and wasteful.
let us park in the garage on the holidays; pave the PIT
Lower the cost.
Lower the prices, and allow people to park in all surface lots sooner (3 instead of 4) and allow overnight parking in more lots.
More affordable parking permits.
More specific permits. For example, the veterinary college students get a regular C pass to use in their lot. There are more of us than there are spots, and then undergraduates with a C pass can park there too. We have a REAL reason to be in that lot, and there's nothing worse than being called in for an emergency and being late to that emergency because there's no spots available. Not to mention we are there all hours of the night, and the lot isn't very well lit.
Providing more interaction with the university community would make it easier to facilitate communication.
reduce the number of vehicles on campus - reduce the number car commuters. I will soon be biking to campus
Snow removal is an issue in surface lots. Persons working events could be more polite and presentable. Defining where parking starts and responsibility for grounds begins is a conflict with respect to sidewalks, doorways, grass along lots, etc.
The prices are way too high.

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Way too expensive for parking passes. Employees of the University/Medical Center should receive a discounted pass.
North Academic
Cheaper
clearer signs - got a ticket for parking where sign said it was okay; have heard this from others; signs change without notice; lots not cleared/icy in winter
during the winter - a lot of ice seem to cover the lot which makes walking really dangerous
Email when parking lots will be closed or marked off with cones. More parking would be nice, especially when I pay for a pass and there is no parking spaces left.
Fill the potholes, large cracks etc. on the surface of some lots
Have more parking available.
I am frustrated with the lack of surface parking near the PAES building. It is a challenge everyday to find a parking spot, and the nearest garages are WAY TOO FAR to carry all the supplies I need for class
I feel communication has been poor. The "rules" seem to change regularly. One example is event parking...places we have parked for years are no longer available without paying. Unfortunately, no one communicated this to the attendees. Also, there never seems to be enough staff and the lines to pay & park are very long when attending events.
I stopped parking in Tuttle garage because it takes so long to get out. Cars race through the turns so it is not safe for pedestrians or cars. There needs to be yield signs posted on the turns. Also, in winter, the surface lot handicap spots were not plowed very well nor treated for ice. Once they were used as a place to pile up the snow from the rest of lot, so they were unusable until the huge pile melted.
I understand people want more spaces, but it's difficult to navigate in some of the central lots with a large vehicle.
If the parking people know that my pass is not expired from scanning the licence plate then if I forget to hang it "DON'T FINE ME"!
Increase more parking spaces or control the number of permits
Information could be more clearly stated.
Less expensive
Less pay spaces on Curl Dr, more spaces for faculty and staff who are already paying for their permit
More clearly marked what lots people can park in and where in those lots they can park
More parking spots
My concerns are answered with a "NOT OUR PROBLEM" type of response; I've asked SEVERAL times when the # of disability and B parking spaces will increase in the lot near my office; response "not our offices responsibility". The consumer doesn't care whose responsibility it is but what is being done about it. The lot outside the ROTC bldg has 1 disability space. This is in front of the SAS Student Center housing billing, financial aid, & admissions, leaving a bad view of OSU on all our visitors!
Need handicapped parking closer to Bevis Hall.
Sometimes have to park on surface lot for less than an hour when parking meters not available, wish that shorter options were available.
Spaces are way to small and vehicles end up way to close to each other resulting in dents and scratches.
The early survey question was poorly constructed. I park occasionally on campus in 15-minute zones by a single building, never in a lot or garage. I have no interaction with parking lots or CampusParc employees. Sorry.
The pay and display machines are extremely slow and also can be hard to read in certain lighting conditions.
There are not enough "C" spots. I commute 15 minutes and it takes me 20 mins to find a parking space
Add digital sensors and signposts to tell drivers where open spaces are

CampusParc – Parking Experience Survey

cheaper prices for part timers...I only use my parking pass 1/2 the time since I only work 50%.
DECREASE THE PRICE! We pay WAY to much to park to work
Do not raise fees and add lighting and security to the most difficult locations and those locations requiring going to alone.
during the week days parking is awful if you have to take the shuttle make parking not be such a hassle, at night when I leave sometimes not unitl 3 am walking to the pit is a little far in the middle of the night
easier to find parking
empty trash cans way more often, and supply more trash cans they are always full, there are some bus stops that have lights out and they need replaced
Enable persons who work full-time in a building and have handicapped access have reserved spots....personally, I cannot cary more than ten pounds (lifetime restriction), and I have more metal in my building than some buildings..>LOL! It would be great if I could always rely on a spot...j
Ensure that all lots are surfaced, painted and maintained properly (trash, security, etc.).
fix pot holes
fix the potholes
have more places to park
I think it's ridiculous that my walk from the parking lot takes almost as lime as it does for me to drive from my home to the lot and that when I had a handicapped permit due to a foot injury, I still had to walk several blocks due to the 12th ave garage closure. Why couldn't they have done several levels at a time instead of the whole structure.
I would like for game day parking to start later. I feel it's unfair that when I work friday night and walk out sat am and fans have chairs and food around my car and won't move . there needs to be a place for fans to start parking.
If they were more focused on providing assistance like patrolling the lot, escorting to vechiles, or just plain being visible in the lot at all hours, since we function as a 24 hour facility, and less on writing tickets and booting cars, then the preception of T&P would be much much better.
If you have the BE pass and work night shift, there should NOT be a penalty if you do not clock out by 8 am. We are held over sometimes for a shift change, morning staff meetings, etc., and cannot make it to the garage in time. The time difference can be verified by looking at when the employee clocks out.
improve the surface lots parking abnd have someone stationed late at night for protection
Install pay n park machines in this parking lot.
Lower the cost of monthly parking for starters
Make sure people throughly understand how the system works so they don't come back in the hospital with angry feelings
MORE A SPACES
more accessible parking
More available parking.
More parking available without increasing the price.
More spaces are needed.
More Staff A parking in the adjacent lots to Dodd Hall; ideally put those spots closest to Dodd so we don't have to hike from the far side of "The Pit" or find ANY spot in the small lot across from the front of Dodd. More EP parking spots in Cannon.
next time, scan my Licence plan and you will know that I am an employee and did not deserve a \$50 parking ticket-no one wants to park in the pit any way!

CampusParc – Parking Experience Survey

Please publicize an analysis of how different it is/will be to deal with CampusPac policies & procedures compared to how it was with T&P
Prices for permits are very high- especially A permits where there are not really A surfacespots in the medical center area. Hard to get in and out of the pit- takes a long time to leave in the afternoon
recently parked in a campus garage, there was an event nearby and no one to take \$ from nonpermit cars. I sat in garage for over an hour waiting!! This one experience overshadows any other in my use of your services.
Reopen South Cannon garage to 'A' passes. Add more 'A' spots in Polo lot or allow people to downgrade to 'B' passes.
The employees working in the parking garage should be more helpful and polite. I am speaking of one negative experience I had. Overall my experiences have been positive.
The Pit is full of a lot of potholes; if they could be filled (or even better, if the lot was resurfaced), it would be more beneficial to all cars involved
There are HUGE pot holes at the entrance of the surface lot off of canon drive. Please fill it in so we don't do damage to our cars.
South Academic
Clear snow and ice in timely fashion and return for cleanups post snow.
Get more C parking-it's almost all taken by B passes in the C lots on south campus.
Increase available parking instead of reducing where C permits are allowed.
Make more parking available.
More B Spots.

CampusParc – Parking Experience Survey

Appendix B

Respondents were asked to provide comments if they answer that they felt unsafe to the following question:

Q 15. Safety

Using the scale: 5 = safe to 1 = unsafe; please mark the number that best represents your satisfaction with lighting and safety within the parking facility.

How secure/safe did...

- 1 The facility/lot lighting make you feel
- 2 You feel leaving your vehicle in the facility/lot
- 3 You feel walking within the facility/lot

Note: Responses are listed alphabetically by garage and surface lot.

Responses by Garages
11th Avenue Garage
I had a man approach me recently and get in my face. I believe he was high. Also when I worked nights was approached several times by men asking for money and it was always scary. I think security could be better.
Lighting is poor, frequently there is no one in the garage when I am leaving work.
12th Avenue Garage
As a general rule i don't fell campus is safe and I never see anyone patrolling the garages
very dark
Very dark in the winter months. Lots of construction workers and others cutting through garage at certain times
9th Avenue East Garage
night
poor signs; bad lighting; dirty conditions (beer cans/packs; refuse)
9th Avenue West Garage
Feel the garage for employees should be locked with access by badge. Have called campus police before seeing someone wander around in the garage.
Lighting, no visible security
No security
People drive too quickly, make too tight corners, drive in the wrong direction. For some reason, people either don't understand or can't follow the direcitonal instructions.
the garages are dark. employees must park far away from medical center. I work 6am until MINIMUM 5pm, usually leave at 7pm or later. must park far away for OSUWMC. security gaurds unreliable and result in significant delays walking to my car. there is NO campus security presence on the street. street dark. garages dark. as a female, I feel very unsafe. I have worked in downtons of Chicago and Philadelphia and felt that both had much better security and parking options.
Arps Garage
Garage is dark
I leave after hours a lot when the lots are empty except for my car.
I take a night class - the lighting is dim, and there are too many places for someone to hide without being seen.
in the dark, at night, it's quite isolated.
It is very dark in the lot; if the situation became unsafe, there is not an "out" (limited emergency pulls, etc.)
Overall pretty dim. Dark areas and corners

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People could pop out with a gun unnoticed, shoot, me, take my tuff and leave me for dead.
poor visibility/sight lines to see oncoming cars; areas to exit the garage require walking across driving lanes; garages are poorly lit
stairwells are dark and dirty; lighting; when walk from stairs there is sharp corner out so you can't see and also possibility for someone to be behind the cement wall as you caome out
The garage is not lit very well once the sun goes down.
The lights are quite dim
there are dimly lit areas
To dark
Lane Avenue Garage
dim lighting at night, and only one stairway
Half of the garage is not lit.
Lighting poor / broken
Neil Avenue Garage
Ice on rooftop level this winter. TREACHEROUS.
Poor lighting throughout the garage
very dim lights especially ar night
walk from hospital exit to garage late at night requires walking between buildings and across 2 streets. no security nor attendant at night in case of emergency
North Cannon Garage
On more than one occassion, a group of people were loitering in the staff garage - I did not beleive them to be staff. It was after 5:30pm at night & still dark. In the evening it can be very secluded.
The lighting in the garage is not adequate;folks who are out of uniform lurking with brooms and dustpanso
use in evening, dark, few pedestrians, easy to hide - structural integrity of North and South Cannon worrisome
Northwest Garage
I teach until 8:30 p.m. On several occasions when I have gone to the garage after my evening class, there have been large groups of skateboarders flying down the ramps. On one occasion, a young man urinated directly in front of me. Yuck!
my car has been broken into twice... plus there are notices implying that I should not leave valuables in the car, and that the garage is not liable for damage or theft while my car is in the lot.
Ohio Union South Garage
i get out of class at 7pm & there have been issues on campus
SafeAuto Hospitals Garage
all in all too dark
South Cannon Garage
Dark, dirty, strange people walking, construction all around, nobody at booths, no security officers etc. etc.
I frequently walk at night, and it would be better to have better lighting especially on the outside of the garage
Tuttle Park Place Garage
Lack of roving patrols to ensure vandals/criminals are not in the parking garage.
Too deserted
OTHER / Don't know the garage name
it is usually dark. there is very little lighting if any at all. i park in the garage that is underneath the pharmacy building.

CampusParc – Parking Experience Survey

Responses by Surface Lots
West Campus
I have several marks on my new car because of careless other drivers. The spaces are tight and when they open their car doors they don't care if they hit another car or not.
In winter the parking lot was not plowed in a timely manner, several people slipped this year
Lack of cameras and personnel/security
Not enough lighting throughout the parking lots
The area is very dark and there are no other people around.
There are just so many cars that park where I do and the lot is pretty tight, I just don't want to get hit.
Too dark
North Campus
I do not trust the cops
Miscellaneous robberies and thugs in the campus area.
When parking in "the pit," it is removed from the main buildings, there is no video surveillance, and it is not covered. That means I am not safe from anyone that intends to do me or my car harm, nor am I safe from inclement weather.
Ag. Campus
dark, no security visible
I park far from my building and cross a busy street.
Lack of lighting
Many cars have been broken into in the parking lot by the veterinary college.
Poor (broken) lighting of the sidewalk and major portions of the olentangy lots make it very dark.
There were car break ins and reported robberies in the past.
North Academic
Campus crime lighting
Crime, Spend the money on OSU police instead of a parking company.
The light is not strong enough
There may be an unannounced special event, requiring parking, ultimately resulting in the towing of my already-parked car.
Traffic driving too fast around corners & needs better lighting
Med. Center
at night - alone - not enough visibility bwtween cars to avoid potential lurker
A lot of bad people walk around the campus. Pot holes in the lots!
arrive to work at 10:30 PM
few lights, decrepit appearance, decrepit vehicles
I walk out AT 3AM.... I feel safe when I see a OSU PD officer in lot
Lighting is not the best and OSU police/security are not around
My car has been hit multiple times in the lot
No one ever patrols anytime after 3pm. So there is no one there if something happens or if assistance is needed. And if they are there they are not visible. 2. Multiple cars have been vandalized in my 6 years working for OSU and not one was prevented due to a patrol. 3. Its dark, the lot (pavement) is uneven and never cleaned, trash is everywhere.
No patrolling of lots during shift changes at 11pm, 5am, 6am.

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Not incredibly well lit at night, and I work night shift at the hospital
People are driving very quickly and there is not great visibility of pedestrians or designated space for them, especially where there is a road horizontal through spaces
Potholes and uneven surfaced. I did appreciate walking ramp from street to lot at 12th and cannon was cleared and salted in a timely manner during the winter. Not enough resourses for contacting security or t&P in an emergency. I feel there should be someone on duty on 12th ave and in the lots during evening hours especially from 10:30-midnight. Employees can call for a ride from security, but often have to wait 15-30 minutes and that doesn't help those coming in to work at 11pm.. Perhaps there could be a tower with cameras and someone out there monitoring those cameras so that help can be summoned when needed.
too dark to see and construction debris in area
Too much ice in winter. Drunk students walking around at night. People have dinged and keyed my car.
You have to walk in the areas where cars drive. There isn't extra walking space provided for pedestrians.
Other Surface lots
No security around scary people just walking lots at night
There are no lights!