



Volume 5, Issue 2

PARK Roanoke's Newsletter©

www.PARKRoanoke.com

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SPECIAL EDITION

2016 Annual Parker Survey Response and Results

Thank you for participating in the 2016 parker survey. We have carefully reviewed and considered all feedback and responses. PARK Roanoke is here to serve you in a kind and courteous way. Participation in the survey and general feedback makes us better!

The survey asked for feedback on our service delivery to you and on the care of the facilities within the PARK Roanoke system. Here is what you told us about our services:

	Satisfied	Dissatisfied
How satisfied are you with the professionalism of PARK Roanoke onsite staff?	95.92%	4.08%
How satisfied are you with the service and assistance you receive from the attendants?	94.89%	5.11%
How satisfied are you with the knowledge and professionalism of management and office staff?	94.89%	5.11%
How satisfied are you with the overall appearance and cleanliness of the garage or lot where you park?	75.26%	24.74%
How satisfied are you with the helpfulness of signage displayed in the garage or lot where you park?	91.75%	8.25%
How satisfied are you with the administrative services from PARK Roanoke?	89.59%	10.41%



	Yes, currently own	Yes, will be purchasing in the next 12 months	Considering	No, not at this time
Do you own or have you considered purchasing an all-electric vehicle?	1.03%	1.03%	11.34%	86.60%

In terms of the physical garages and lots, we received a wide range of comments and suggestions. We have a five year working capital plan that is intended to guide the care of our facilities which vary in age and condition. Projects to assure preventive maintenance/repairs are funded from the reserves in the Parking Fund. The Parking Fund is not taxpayer supported. Below are prevalent comments from the survey:

- Church Avenue Garage elevators, 1st St side: a complete modernization is prepared for 2017. PARK Roanoke's intent is to continue to assess and upgrade elevators on a priority basis at all locations.

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Special Edition

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- Upgrading lighting at garages, whether it being adding additional lighting or converting to low-energy, brighter LEDs.
- Encouraging parkers to slow down in the garages. The speed limit is 5 MPH, we have added additional signage and will continue working to foster a safe parking environment.
- Camera strategy is underway. We recognize this as an important step in our operation and we are currently gathering additional information and working towards developing procurement for cameras.
- Re-striping of lines in spring 2017 and utilization of "Compact" spaces in garages. Many of our parkers noted the "Compact" spaces and yes, a lot has changed since those designations were made. PARK Roanoke is comfortable with vehicles parking in "C" spaces and end type spaces, as long as your vehicle does not affect the neighboring space(s) or the visibility of other drivers in the garage.

PARK Roanoke will coordinate timelines and keep parkers at locations up to date as projects move forward. We also wanted to take the opportunity to note some of the progress made recently in our parking system:

- Market Garage - completed new wayfinding signage, pressure washed interior, replaced access revenue equipment, installed new pay on foot station, re-stripped spaces, upgraded elevator interiors
- Center in the Square - converted to LED lighting throughout
- Gainsboro Lot, Higher Education Center Lot, and Market Lot – installed new automated pay stations that offer flexible payment options
- Tower Garage – installed new sprinkler system
- Elmwood Park Garage – performed extensive painting, lighting upgrades, and small structural repairs

Again, thank you for your time and feedback. We continue to appreciate the positive responses from our monthly newsletters! Have other comments? There is no need to wait for the next survey - visit our website www.PARKRoanoke.com/feedback or email us at parking@parkroanoke.com

The PARK Roanoke Team

*Thank you for Parking with Us.
We are here to serve you!*