

## Parking Services Customer Satisfaction

### Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		San Bernardino		San Marcos	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Availability of emergency phones	3.28	3.28	3.12	3.28	3.13	3.28	3.59	3.28
Q- Citation Appeal Process	2.73	2.73	2.59	2.73	2.58	2.73	3.02	2.73
Q- Cleanliness Parking lots & structures	4.11	4.11	3.88	4.11	4.38	4.11	4.07	4.11
Q- Directional signs	3.70	3.70	3.55	3.70	3.85	3.70	3.70	3.70
Q- Ease obtaining day or short permit	3.40	3.40	3.15	3.40	3.69	3.40	3.37	3.40
Q- Lighting	3.43	3.43	3.17	3.43	3.48	3.43	3.63	3.43
Q- Obtaining annual permit	3.61	3.61	3.27	3.61	3.78	3.61	3.79	3.61
Q- Parking information Availability	3.22	3.22	3.01	3.22	3.37	3.22	3.28	3.22
Q- Parking lot conditions	3.67	3.67	3.59	3.67	3.67	3.67	3.74	3.67
Q- Parking staff	3.33	3.33	3.02	3.33	3.51	3.33	3.47	3.33
Q- Personal safety	3.50	3.50	3.28	3.50	3.64	3.50	3.59	3.50