**VPFA Customer Service Assessment – Results for Parking & Transportation Unit**

**(Campus Services)**

n=105

Problem solving: 67% = very + somewhat satisfied; 11% = neutral; 22% = somewhat + very dissatisfied

Timeliness: 76% = very + somewhat satisfied; 12% = neutral; 13% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 79% = very + somewhat satisfied; 8% = neutral; 16% = somewhat and very dissatsfied

Technical knowledge: 72% = very and somewhat satisfied;  14% = neutral; 13% = somewhat and very dissatisfied

Overall customer satisfaction: 75% = very + somewhat satisfied; 7% = neutral; 18% = somewhat and very dissatisfied 

n = 105

More than five years: 58%
3 years to 5 years: 20%
6 months to 2 years: 15%
Less than 6 months: 7%

n = 105

More than once a week: 2%
About once a week: 2%
A few times during each month: 12%
About once a month: 10%
A few times during the year: 51%
Once a year or less frequenty: 23%
