

Virginia Tech
Office of Transportation

**Parking and Alternative Transportation
Customer Survey**

June 2004

Provided by Center for Survey Research



Status Relationship to Virginia Tech					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Faculty	455	24.8	24.8	24.8
	Staff	470	25.6	25.6	50.4
	Student	910	49.6	49.6	100.0
	Total	1835	100.0	100.0	

q1 Do you commute to the Virginia Tech campus (using any means of transportation)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, from within Blacksburg	984	53.6	53.6	53.6
	Yes, from outside Blacksburg	574	31.3	31.3	84.9
	No, I live on campus	275	15.0	15.0	99.9
	Prefer not to answer	2	.1	.1	100.0
	Total	1835	100.0	100.0	

q2 What means of transportation do you use most often to come to and go from Virginia Tech?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Personal vehicle of your own or of someone else	1202	65.5	77.1	77.1
	Carpool with others	53	2.9	3.4	80.5
	Blacksburg Transit (BT)	212	11.6	13.6	94.1
	Bike	33	1.8	2.1	96.2
	Walk	56	3.1	3.6	99.8
	Other	2	.1	.1	99.9
	Prefer not to answer	1	.1	.1	100.0
	Total	1559	85.0	100.0	
Missing	System	276	15.0		
Total		1835	100.0		

q3 What is your second most frequent means of transportation to and from Virginia Tech?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Personal vehicle of your own or of someone else	690	37.6	44.2	44.2
	Carpool with others	293	16.0	18.8	63.0
	Blacksburg Transit (BT)	246	13.4	15.8	78.8
	Bike	99	5.4	6.3	85.1
	Walk	164	8.9	10.5	95.6
	Other	9	.5	.6	96.2
	Prefer not to answer	59	3.2	3.8	100.0
	Total	1560	85.0	100.0	
Missing	System	275	15.0		
Total		1835	100.0		

q4 How often did you carpool with someone else coming to the Virginia Tech campus in the past year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	688	37.5	44.1	44.1
	A couple/few times during the past year	472	25.7	30.3	74.4
	About once per month	59	3.2	3.8	78.2
	A couple/few times per month	106	5.8	6.8	85.0
	About once per week	54	2.9	3.5	88.5
	A couple/few times each week	88	4.8	5.6	94.1
	More than a few times each week	84	4.6	5.4	99.5
	Prefer not to answer	8	.4	.5	100.0
	Total	1559	85.0	100.0	
Missing	System	276	15.0		
Total		1835	100.0		

q5 Did you buy a Virginia Tech Carpool Permit in the past year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	6.2	7.3	7.3
	No	1284	70.0	82.4	89.7
	Not familiar with this program	157	8.6	10.1	99.7
	Prefer not to answer	4	.2	.3	100.0
	Total	1559	85.0	100.0	
Missing	System	276	15.0		
Total		1835	100.0		

q6 How would you rate the Carpool Program?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	39	2.1	2.8	2.8
	Good	187	10.2	13.4	16.2
	Fair	105	5.7	7.5	23.7
	Poor	82	4.5	5.9	29.5
	Prefer not to answer	985	53.7	70.5	100.0
	Total	1398	76.2	100.0	
Missing	System	437	23.8		
Total		1835	100.0		

Q7 Please indicate the benefits of Virginia Tech's Carpool Program that are of interest to you.						
	Not Chosen		Chosen		Total	
	Count	%	Count	%	Count	%
Conveniently located carpool-only parking spaces	1394	76.0%	441	24.0%	1835	100.0%
Less expensive permit fees	1365	74.4%	470	25.6%	1835	100.0%
A set number of free daily parking permits	1540	83.9%	295	16.1%	1835	100.0%
Other benefit	1808	98.5%	27	1.5%	1835	100.0%
I would not use the Carpool Program/not interested in the benefits	1061	57.8%	774	42.2%	1835	100.0%
Prefer not to answer	1614	88.0%	221	12.0%	1835	100.0%

q8 How long does it take you to walk to a Blacksburg Transit (BT) bus stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5 minutes	873	47.6	47.6	47.6
	6-10 minutes	259	14.1	14.1	61.7
	11-15 minutes	99	5.4	5.4	67.1
	Greater than 15 minutes	324	17.7	17.7	84.8
	Don't know/not familiar with BT bus stops	245	13.4	13.4	98.1
	Prefer not to answer	34	1.9	1.9	100.0
	Total	1834	99.9	100.0	
Missing	System	1	.1		
Total		1835	100.0		

Q9 What could the Blacksburg Transit (BT) do to serve you better?						
	Not Chosen		Chosen		Total	
	Count	%	Count	%	Count	%
Buses running more frequently	1270	69.2%	565	30.8%	1835	100.0%
Additional bus stops or destinations	1520	82.8%	315	17.2%	1835	100.0%
More space/less crowding on bus	1641	89.4%	194	10.6%	1835	100.0%
Other	1781	97.1%	54	2.9%	1835	100.0%
Don't know/not familiar enough with BT services to answer	1553	84.6%	282	15.4%	1835	100.0%
Nothing, I am satisfied with the current services of BT	1509	82.2%	326	17.8%	1835	100.0%
Nothing, I would not ride the bus	1474	80.3%	361	19.7%	1835	100.0%
Prefer not to answer	1786	97.3%	49	2.7%	1835	100.0%

q10 While on the Virginia Tech campus, what means of transportation do you use most often to get from building to building?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	1595	86.9	87.0	87.0
	Bike	21	1.1	1.1	88.2
	Drive and park	171	9.3	9.3	97.5
	Ride Blacksburg Transit (BT)	16	.9	.9	98.4
	Other	22	1.2	1.2	99.6
	Prefer not to answer	8	.4	.4	100.0
	Total	1833	99.9	100.0	
Missing	System	2	.1		
Total		1835	100.0		

Q11 Do you feel safe as a pedestrian on campus?						
	Not Chosen		Chosen		Total	
	Count	%	Count	%	Count	%
Yes	463	25.2%	1372	74.8%	1835	100.0%
No, because motor vehicles do not stop for pedestrians in crosswalks	1578	86.0%	257	14.0%	1835	100.0%
No, because there are too many motor vehicles on campus	1675	91.3%	160	8.7%	1835	100.0%
No, because it feels unsafe at night	1749	95.3%	86	4.7%	1835	100.0%
No, because there are not enough sidewalks where I need to walk	1787	97.4%	48	2.6%	1835	100.0%
No, because bicycles ride on the sidewalks	1673	91.2%	162	8.8%	1835	100.0%
No because (Please specify reason)	1766	96.2%	69	3.8%	1835	100.0%
Prefer not to answer	1809	98.6%	26	1.4%	1835	100.0%

q12 How would you rate the bike racks, shared paths, bike trails and bike lanes at Virginia Tech?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	110	6.0	6.0	6.0
	Good	449	24.5	24.5	30.5
	Fair	293	16.0	16.0	46.5
	Poor	88	4.8	4.8	51.3
	Not familiar with bike facilities	858	46.8	46.8	98.1
	Prefer not to answer	35	1.9	1.9	100.0
	Total	1833	99.9	100.0	
Missing	System	2	.1		
Total		1835	100.0		

q13 How often did you ride a bike to the Virginia Tech campus in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	103	5.6	5.6	5.6
	Sometimes	130	7.1	7.1	12.7
	Rarely	196	10.7	10.7	23.4
	Never	1400	76.3	76.3	99.7
	Prefer not to answer	5	.3	.3	100.0
	Total	1834	99.9	100.0	
Missing	System	1	.1		
Total		1835	100.0		

q14 How safe did you feel when riding a bike on the Virginia Tech campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very safe	83	4.5	19.1	19.1
	Somewhat safe	225	12.3	51.7	70.8
	Somewhat unsafe	80	4.4	18.4	89.2
	Very unsafe	23	1.3	5.3	94.5
	Prefer not to answer	24	1.3	5.5	100.0
	Total	435	23.7	100.0	
Missing	System	1400	76.3		
Total		1835	100.0		

q15 How often did you park on the Virginia Tech campus in the past year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	1310	71.4	71.4	71.4
	Sometimes	190	10.4	10.4	81.8
	Rarely	165	9.0	9.0	90.8
	Never	166	9.0	9.1	99.8
	Prefer not to answer	3	.2	.2	100.0
	Total	1834	99.9	100.0	
Missing	System	1	.1		
Total		1835	100.0		

q16a Agreement: I can usually find a parking space when I need one at Virginia Tech.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	308	16.8	18.5	18.5
	Somewhat Disagree	361	19.7	21.6	40.1
	Somewhat Agree	598	32.6	35.8	75.9
	Strongly Agree	375	20.4	22.5	98.4
	Prefer not to answer	27	1.5	1.6	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16b Agreement: It takes me more than five minutes to find a parking space at Virginia Tech.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	235	12.8	14.1	14.1
	Somewhat Disagree	354	19.3	21.2	35.3
	Somewhat Agree	445	24.3	26.7	62.0
	Strongly Agree	566	30.8	33.9	95.9
	Prefer not to answer	69	3.8	4.1	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16c Agreement: Overall, the parking lots at Virginia Tech are clean.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	29	1.6	1.7	1.7
	Somewhat Disagree	94	5.1	5.6	7.4
	Somewhat Agree	584	31.8	35.0	42.4
	Strongly Agree	907	49.4	54.3	96.7
	Prefer not to answer	55	3.0	3.3	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16d Agreement: The signs related to parking on campus are helpful in locating a space.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	167	9.1	10.0	10.0
	Somewhat Disagree	354	19.3	21.2	31.2
	Somewhat Agree	703	38.3	42.1	73.3
	Strongly Agree	384	20.9	23.0	96.3
	Prefer not to answer	61	3.3	3.7	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16e Agreement: The university does a good job with removing snow from the lots in winter.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	298	16.2	17.9	17.9
	Somewhat Disagree	360	19.6	21.6	39.4
	Somewhat Agree	588	32.0	35.2	74.7
	Strongly Agree	368	20.1	22.0	96.7
	Prefer not to answer	55	3.0	3.3	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16f Agreement: I feel safe in the parking lots at Virginia Tech.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	58	3.2	3.5	3.5
	Somewhat Disagree	141	7.7	8.4	11.9
	Somewhat Agree	622	33.9	37.3	49.2
	Strongly Agree	778	42.4	46.6	95.8
	Prefer not to answer	70	3.8	4.2	100.0
	Total	1669	91.0	100.0	
Missing	System	166	9.0		
Total		1835	100.0		

q16g Agreement: Generally I have to walk for longer than 15 minutes from parking at Virginia Tech to my destination on campus.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	601	32.8	36.0	36.0
	Somewhat Disagree	500	27.2	30.0	66.0
	Somewhat Agree	324	17.7	19.4	85.4
	Strongly Agree	192	10.5	11.5	96.9
	Prefer not to answer	51	2.8	3.1	100.0
	Total	1668	90.9	100.0	
Missing	System	167	9.1		
Total		1835	100.0		

q16h Agreement: A new parking deck/garage is needed at Virginia Tech.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	192	10.5	11.5	11.5
	Somewhat Disagree	206	11.2	12.4	23.9
	Somewhat Agree	403	22.0	24.2	48.0
	Strongly Agree	756	41.2	45.3	93.3
	Prefer not to answer	111	6.0	6.7	100.0
	Total	1668	90.9	100.0	
Missing	System	167	9.1		
Total		1835	100.0		

q16i Agreement: In general, there is too much traffic from cars on campus.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	86	4.7	5.2	5.2
	Somewhat Disagree	322	17.5	19.3	24.5
	Somewhat Agree	653	35.6	39.1	63.6
	Strongly Agree	552	30.1	33.1	96.7
	Prefer not to answer	55	3.0	3.3	100.0
	Total	1668	90.9	100.0	
Missing	System	167	9.1		
Total		1835	100.0		

q16j Agreement: There should be more traffic signals and traffic signs (stop signs etc.) on the Virginia Tech campus.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	303	16.5	18.2	18.2
	Somewhat Disagree	540	29.4	32.4	50.5
	Somewhat Agree	436	23.8	26.1	76.7
	Strongly Agree	328	17.9	19.7	96.3
	Prefer not to answer	61	3.3	3.7	100.0
	Total	1668	90.9	100.0	
Missing	System	167	9.1		
Total		1835	100.0		

q16k Agreement: In general, parking permits at Virginia Tech are reasonably priced.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	320	17.4	19.2	19.2
	Somewhat Disagree	326	17.8	19.5	38.7
	Somewhat Agree	585	31.9	35.1	73.8
	Strongly Agree	376	20.5	22.5	96.3
	Prefer not to answer	61	3.3	3.7	100.0
	Total	1668	90.9	100.0	
Missing	System	167	9.1		
Total		1835	100.0		

q17 Have you ever called or visited the Parking Services office at Virginia Tech?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1528	83.3	83.3	83.3
	No	249	13.6	13.6	96.9
	Don't know/can't remember	53	2.9	2.9	99.8
	Prefer not to answer	4	.2	.2	100.0
	Total	1834	99.9	100.0	
Missing	System	1	.1		
Total		1835	100.0		

q18 How many times have you called or visited the Parking Services office in the past year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	163	8.9	10.7	10.7
	1 time	553	30.1	36.2	46.9
	2-3 times	662	36.1	43.3	90.2
	4-10 times	132	7.2	8.6	98.8
	More than 10 times	15	.8	1.0	99.8
	Prefer not to answer	3	.2	.2	100.0
	Total	1528	83.3	100.0	
Missing	System	307	16.7		
Total		1835	100.0		

Q20 For what reason(s) did you call or visit the Parking Services office?						
	Not Chosen		Chosen		Total	
	Count	%	Count	%	Count	%
To ask about obtaining a parking permit	1152	62.8%	683	37.2%	1835	100.0%
To ask about appealing a parking ticket	1320	71.9%	515	28.1%	1835	100.0%
To ask about visitor parking	1550	84.5%	285	15.5%	1835	100.0%
To ask about special events parking	1758	95.8%	77	4.2%	1835	100.0%
Other (Please specify reason)	1565	85.3%	270	14.7%	1835	100.0%
Prefer not to answer	1782	97.1%	53	2.9%	1835	100.0%

q21a Agreement: The staff at Parking Services treated me in a courteous manner.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	66	3.6	4.3	4.3
	Somewhat Disagree	110	6.0	7.2	11.5
	Somewhat Agree	482	26.3	31.6	43.1
	Strongly Agree	813	44.3	53.3	96.4
	Prefer not to answer	55	3.0	3.6	100.0
	Total	1526	83.2	100.0	
Missing	System	309	16.8		
Total		1835	100.0		

q21b Agreement: The staff at Parking Services was knowledgeable about the issues related to my reason for calling/visiting.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	61	3.3	4.0	4.0
	Somewhat Disagree	134	7.3	8.8	12.8
	Somewhat Agree	436	23.8	28.6	41.3
	Strongly Agree	836	45.6	54.8	96.1
	Prefer not to answer	59	3.2	3.9	100.0
	Total	1526	83.2	100.0	
Missing	System	309	16.8		
Total		1835	100.0		

q21c Agreement: The staff helped me in a timely fashion.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	65	3.5	4.3	4.3
	Somewhat Disagree	111	6.0	7.3	11.5
	Somewhat Agree	476	25.9	31.2	42.7
	Strongly Agree	825	45.0	54.1	96.8
	Prefer not to answer	49	2.7	3.2	100.0
	Total	1526	83.2	100.0	
Missing	System	309	16.8		
Total		1835	100.0		

q21d Agreement: The staff treated me in a professional manner.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	65	3.5	4.3	4.3
	Somewhat Disagree	115	6.3	7.5	11.8
	Somewhat Agree	445	24.3	29.2	41.0
	Strongly Agree	847	46.2	55.5	96.5
	Prefer not to answer	54	2.9	3.5	100.0
	Total		1526	83.2	100.0
Missing	System	309	16.8		
Total		1835	100.0		

q21e Agreement: The staff seemed attentive to my needs.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	88	4.8	5.8	5.8
	Somewhat Disagree	162	8.8	10.6	16.4
	Somewhat Agree	458	25.0	30.0	46.4
	Strongly Agree	764	41.6	50.1	96.5
	Prefer not to answer	54	2.9	3.5	100.0
	Total		1526	83.2	100.0
Missing	System	309	16.8		
Total		1835	100.0		

q22 How would you rate Virginia Tech's Motorist Assistance Program (MAP), a program that lets you call to have your vehicle unlocked or jumpstarted?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	109	5.9	5.9	5.9
	Good	134	7.3	7.3	13.3
	Fair	11	.6	.6	13.9
	Poor	10	.5	.5	14.4
	Not familiar with this program	1536	83.7	83.8	98.2
	Prefer not to answer	33	1.8	1.8	100.0
	Total		1833	99.9	100.0
Missing	System	2	.1		
Total		1835	100.0		

q23 How would you rate Virginia Tech's Commuter Alternatives Program (CAP)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	115	6.3	6.3	6.3
	Good	189	10.3	10.3	16.6
	Fair	48	2.6	2.6	19.2
	Poor	27	1.5	1.5	20.7
	Not familiar with this program	1392	75.9	75.9	96.5
	Prefer not to answer	64	3.5	3.5	100.0
	Total	1835	100.0	100.0	

q24 Are you familiar with the Office of Transportation's newsletters called "The Transportation and Parking Update" and "Moving Forward?"					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, and find them informative	421	22.9	23.0	23.0
	Yes, don't think they are useful	185	10.1	10.1	33.0
	No	1178	64.2	64.2	97.3
	Prefer not to answer	50	2.7	2.7	100.0
	Total	1834	99.9	100.0	
Missing	System	1	.1		
Total		1835	100.0		

q25 Would you like to receive a copy of the newsletters in the future?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, electronically	467	25.4	28.3	28.3
	Yes, in campus mail	267	14.6	16.2	44.5
	No	867	47.2	52.6	97.1
	Prefer not to answer	47	2.6	2.9	100.0
	Total	1648	89.8	100.0	
Missing	System	187	10.2		
Total		1835	100.0		