

RESPONSES FROM THE DECEMBER 2011 PARKING FACILITY SURVEY

Liberty Square:

- Elevators aren't always working and are slow to respond. I notice staff picking up trash, but I think the elevator floors could be cleaned more regularly.
- I am concerned about safety in the structure, especially in the evenings and when not crowded with people around and people hanging in alley.

South Ashley:

- Very nice/ well kept parking facility.
- Staff is always very friendly.
- Teri and Cathy are the greatest!! Restaurants often have garbage in/ around alley.
- In general all the downtown parking facilities are clean and safe and the surface lots are always kept attractively landscaped. This is important and means a lot- the appearance counts as well as the good service.
- The past few months the entrance on William has not been open in the mornings. Very inconvenient and annoying. I don't pay \$12-\$13 a day to be inconvenienced because your employees can't get their job done timely!
- Very nice people!
- Please don't get rid of all the surface parking lots.

Maynard:

- I would like to see cameras installed. This would heighten security and reduce vandalism. I have had my car "keyed", scratched and a side mirror knocked completely off. This is not good!!
- Much improved but 4th & William was filthy on 12-15. It's interesting that you don't ask about satisfaction regarding parking fees!
- Lower level parking needs to be made available earlier than 10:00am, particularly in the winter months.
- Everyone is great. Sometimes garage feels unsafe/ gross elevators.
- Maynard St elevator is out of order more often than would be expected. Lighting might be better in some areas.
- Cashier is not nice. Complained to me about how much trouble it is to break \$20.00 bill (for parking that cost almost \$10). Have been given the wrong change 3 times in 2 months. (Always shorted by a dollar or the change was wrong.)
- The staff receiving payments is very helpful.
- Never have a problem with garage. Park there 1-2 times per month. Clean, tidy, staff always pleasant.

- Stairwell could use more frequent cleaning. Elevator is Borders alley is erratic & floor is deteriorating.

Ann & Ashley:

- Too many SUV's parked in "compact only" spots.
- As parking garages go it's pretty clean and staff is friendly. But it's a parking garage so 3's are pretty good.
- I would like to see a presence of employees monitoring the structure consistently. The structure is clean and well lit but security is still an issue with little to no presence of security or employee personnel in the mornings.
- Uncomfortable with vagrants, loiterers in stairwells & within facility. Appreciate the "quick" in and out with pass card.
- It gets really crazy at 5pm because people who have to wait to pay block out everybody. I think the entry and exit doors on Ashley Street side should be switched and ramp going up should be made ramp going down so people can continue to go down that ramp from 1st floor and exit to Ashley side from that side. It will make a huge difference. Also it will decrease chances of accidents because of the crossing and traffic in entry and exit doors at Ashley.
- Daily sweep/ clean stairways, landings, gardens. Weekly (weather permitting) wash stairways, landing gardens.
- Good.
- Staff does not enforce reserved parking spots. Customers must call to tow, which seems like it should be employee's responsibility. No discouragement for vagrants congregating in reserved parking area or smoking in stairwell.

Fourth & Washington:

- The fluorescent fixtures in the basement are awesome- why aren't they in the rest of the garage?
- Very clean and nice art work on ground floor at curved wall on the southeast corner.
- Please clean more. And take care of the awful smell on floor 4. Staff is super.
- I parked in 1 of the garages- looked in the other for my car. An employee found me wandering- checked my parking ticket and drove me to the garage and to my car. Super service.
- Keith seems very polite and professional. Thanks!
- The cost is outrageous. For those of us that park downtown, it's a nightmare. I avoid parking in the structure at all cost.
- The floor in the elevator is nearly destroyed.
- The staff is very good. Always helpful and friendly.
- The elevator is often dirty. Can't believe the stairs are rusting already – slow response- should have been cleaned and painted more than a year ago. Should have spent the money for stainless steel on stairs.

Fifth & Huron:

- Additional signs for the spots on the North advising this is paid parking. I often get City Hall visitors parking and extra signs might help. Thanks!

Fourth & William:

- Steps are uneven on William St. side. Dirty and when it rains or snows wet & slippery.
- Reliability of card reader is sometimes a problem. Have to wait for gate to open.
- Stairs dirty & unsafe environment.
- Power wash the stairwell. Would like more responsive access gates. Sometimes need to swipe several times. Steps are uneven- out of code.
- Cleaner stairwells.
- Please clean stairwells. Why are speed bumps still in place?
- Need to clean the urine stains in stair towers. Power wash?
- Elevators way too slow. Stairwells dirty on upper floors. Too much constant construction.
- Elevators are slow so usually take the stairs.
- Uneven stairs in stairwell. Extremely slow elevators.
- Very unsafe. Too much crime.
- Why can't we park on "1"? We are the ones here every day spending money in this City and all you do is write tickets.
- Very well maintained building. Everyone is well dressed and happy.
- Fred is the friendliest employee. He always has a smile and says hello.
- Clean the stairwells more often. Possibly invest in stairwell cameras.
- Have observed numerous people urinating by their cars or in the stairwell. Especially around 6:30am and 4pm.
- Stairwells are always dirty- stairs and wall of stairwell. Seems like a lot of structural work was done. Great. Trash seems to be checked often. Great. Just mop and maintain stairwell and it will also be great.
- Williams Ave. stairwell uneven. Cleanliness of stairwells below 3rd floor needs to be improved.
- Stairwells are sometimes not very clean.
- Some staff members are friendly and some aren't so friendly. Stairwell usually is dirty and smelly. Please wash front elevator. Hardly ever works and is so slow. Stairwell is unsafe and uneven. Gate access sensor is unreliable. Please salt stairs and driveway much better in winter.
- All ok. Could we buy a multiple use card at a reduced rate per hour?
- Please clean the stairway regularly. Sometimes it is very dirty.
- The attendant was very courteous and impressive.
- I've been parking in this structure since 1977- except for 3-4 yrs. It is maintained very well and the employees are great.

- 4th Street stairs can collect trash. Elevators are slow and am not sure of how they're programmed- seem to have been skipped once or twice. The same visitors park for a week or 2 at a time in choice locations, right next to elevators on floors 4 and 5; their car never moves despite signs to the contrary.

First & Huron:

- Favorite parking lot.
- Can the steep ramp into the lot be tapered better?
- The woman who works during day is excellent, nice & friendly.
- Rita is awesome!
- Staff is very friendly and quick! I use this parking structure every morning and never have any issues. Thanks!
- Rita has checked me out of the lot several times- she's wonderful! Courteous, friendly, accurate, attentive, cheerful!
- Icy at exit near Washington & 1st (near yellow post) at times due to melting & refreezing.
- I use the lot during the day. Landscaping is lovely and Rita is wonderful- nice, professional, friendly.
- I use this parking lot at least once every week and the staff is great!
- Keep prices low please!!!
- Once in a great while there's a problem with traffic flow- no ones fault. Staff always pleasant.
- Rita is a joy to see as I leave. The landscaping containers (summer) are beautiful.

Forest:

- Staff attitude not bad but how enthusiastic can you really be about working in a booth. I'm satisfied. Keep up the good work.
- Overall, I have had great experiences with the parking facility staff. In particular, Tawanda has always been friendly, helpful and provided excellent service. She makes me feel welcome and is a friendly face at the end of a long day! I really appreciate this!
- My only concern in for my safety early morning and late at night. Are there cameras to monitor the structure? Could emergency alarms be placed throughout?
- Tawanda is usually the staff member who assists me when I use this parking structure. She is very professional and brightens my day with her smile and pleasant demeanor.
- The staff is unfriendly. Usually there on their cell phones or eating while waiting on you. The prices are outrageous.
- Everybody is very nice but sometimes they look board or not happy. But I probably would be too sitting in a booth by myself. Merry Christmas. Great parking structure. Prices a little too high for college students though.