

**CTC Parking Customer Survey Results
2010**

Preferred Lot	Total # Respondents	% of Respondents
Cousins	90	57.3%
Rt 1	39	24.8%
Cousins, Rt 1 in winter.	13	8.3%
Rt 1, but would use Cousins if permitted.	4	2.5%
No Response	7	4.5%
Other	4	2.5%
Total	157	100.0%

Reason to use Rt 1	Total # Respondents	% of Respondents
No reason to use Rt 1	32	20.4%
Bad weather	28	17.8%
Bad weather, high tides.	6	3.8%
Bad weather, better plowing.	5	3.2%
Would use if bus left later.	3	1.9%
Must use Rt 1 bc summer resident.	5	3.2%
No Response	54	34.4%
Other	24	15.3%
Total	157	100.0%

Snow Removal Cousins	Total # Respondents	% of Respondents
Excellent	2	1.3%
Good	36	22.9%
Fair	22	14.0%
Poor	24	15.3%
No Response	66	42.0%
Other	7	4.5%
Total	157	100.0%

Snow Removal Rt 1	Total # Respondents	% of Respondents
Excellent	33	21.0%
Good	36	22.9%
Fair	9	5.7%
No Response	79	50.3%
Total	157	100.0%

Fare Collection	Total # Respondents	% of Respondents
Works well.	91	58.0%
Works fine.	5	3.2%
Electronic ticketing.	5	3.2%
No response	42	26.8%
Other	14	8.9%
Total	157	100.0%

Freight	Total # Respondents	% of Respondents
Works well.	15	9.6%
Much improved since construction.	13	8.3%
Need more carts.	13	8.3%
Bus drivers should explain freight process to visitors.	10	6.4%
Would like to board boat before freight in poor weather.	5	3.2%
No response	72	45.9%
Other	29	18.5%
Total	157	100.0%

Leave Key?	Total # Respondents	% of Respondents	TOTAL % "No"
Yes	54	34.4%	53.5%
No	61	38.9%	
No, bc car was not treated well.	3	1.9%	
No, but would if for plowing purposes.	4	2.5%	
No, didn't know that was possible.	12	7.6%	
No, never been asked.	4	2.5%	
Other	19	12.1%	
Total	157	100.0%	

Pay for snow removal?	Total # Respondents	% of Respondents	TOTAL % "Yes"
No	46	29.3%	33.1%
Yes	14	8.9%	
Yes, \$5	9	5.7%	
Yes, \$10	5	3.2%	
Yes, if optional	19	12.1%	
Yes, but shouldn't cost anything	5	3.2%	
No response	36	22.9%	
Other	23	14.6%	
Total	157	100.0%	

Designated Spots?	Total # Respondents	% of Respondents
No	38	24.2%
No, this would cause political problems	6	3.8%
Yes, commuters	45	28.7%
Yes, handicapped	10	6.4%
No response	35	22.3%
Other	23	14.6%
Total	157	100.0%

Rate Structure	Total # Respondents	% of Respondents
Works well.	18	11.5%
Daily rate too expensive.	18	11.5%
Add hourly rate.	3	1.9%
Monthly rate.	6	3.8%
Weekly rate.	7	4.5%
No response.	65	41.4%
Other	40	25.5%
Total	157	100.0%

Bus Service	Total # Respondents	% of Respondents
Works well.	66	42.0%
Excellent.	5	3.2%
Service depends on driver.	11	7.0%
Bus leaves too early.	10	6.4%
No response.	58	36.9%
Other	7	4.5%
Total	157	100.0%