

e-Park Pay Station e-Advisory Questionnaire

Note: A total of 68 questionnaires were turned in from mo-day-year to mo-day-year. A summary of comments follows:

1. Did you find the pay station easy to use?

Total Respondents	68	100.00%
Positive	51	75.00%
Negative	12	17.65%
Neutral	5	7.35%

Comments

- 31 responded, "Yes"
- More complicated than a regular meter
- Yes; I could see where an elderly person could be confused at how to use the meter
- No, a trip hazard near Palio restaurant
- Yeah, not too bad; a regular meter seems easier to use
- Yes, but still more complicated than a regular parking meter
- For the most part, when all else fails read the instructions
- Yes, just follow instructions 3
- Used it several times, like it
- Don't like it
- Pretty simple
- Used it several times-it's easy
- 2 responded "so-so"
- 2 responded "K"
- No-Directions aren't clear or precise
- Mostly yes
- Absolutely not. I have to wait in line! Also, if the meter has time already paid, how would I know? Seems "scheisty"
- Station #0031 has no pamphlets or holder; When prompt says [OK] -[OK] should be larger and in green to match the button. If a transaction times out after coins have been inserted, the default should be to complete the transaction especially since coins aren't returned. Someone might walk away after inserting coins assuming they're done. In fact, the transaction is cancelled and their money is kept. This could also be a problem if someone begins inserting coins and then leaves to find more change. I've witnessed this. Someone's balance could be reduced by someone else accidentally (or intentionally) entering their space number. The old expiration time would presumably be replaced by a new one.
- Yes, no problem
- Yes, did not have any difficulties 2
- Yes, no troubles
- Yes, third time using the machine
- Yes-though adding time could be easier
- Very easy to use

- Yes – had no difficulties
- No – was unable to add more time without assistance
- NO!!!
- Confusing the 1st time, helpful to watch others use it
- Not the 1st time, but that's because someone wasn't there at that time to explain it; by chance with an explanation today – it was much easier
- No, not that easy; little complicated, something you could figure out eventually but at first not that easy
- Absolutely, especially after having the advisor there yesterday
- Complicated, too many steps
- Would not pay with a card
- Yes-familiar with the system (a similar one exists in Chicago)

2. Do you find the ability to pay with a credit card useful?

Total Respondents	68	100.00%
Positive	55	82.09%
Negative	5	7.46%
Neutral	8	10.45%

Comments

- It will be ...
- 17 responded "Yes"
- Very Good!!
- Wouldn't accept card (VISA)
- Yes, if I owned a credit card
- Sure, I wouldn't use it
- I liked the credit option
- Yes, but I will still stick with change
- Always use change 2
- Yea, don't usually have change
- Yes, but didn't use it; generally use change
- Used change
- Don't have one
- Yes, I use both card and coins
- Good idea, but probably won't use it
- Yea, it's convenient if you don't have change
- Awesome
- It's nice
- 3 responded – "Not Applicable" (N/A)
- No response
- It should take currency as well as credit cards; it won't tell what credit cards can be used – won't accept AMEX
- Not relevant