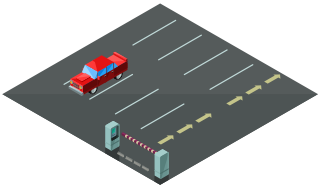


CALGARY PARKING AUTHORITY'S 2020 CUSTOMER SATISFACTION SURVEY RESULTS

92%

are satisfied w/ their overall experience @ a **CPA surface lot**.



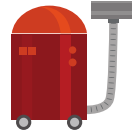
92%

are satisfied w/ their overall experience @ a **CPA parkade**.



80%

agree CPA provides **good quality of services**.



88%

are satisfied w/ the **ParkPlus pay machines**.



MYPARKING APP

91%

are satisfied w/ the **MyParking app**.

72%

agree or strongly agree the **CPA provides innovative technology-based solutions** for its customers.



89%

prefer to manage their parking sessions via the MyParking app. (+5% from 2019!)

The MyParking app is rated **4.6 & 4.3 out of 5.0 stars** on the App Store & Google Play Store.

CUSTOMER SERVICE



81%

agree CPA staff are **courteous, helpful and knowledgeable**.

72% agree CPA is **easy to get a hold of**.

75% agree CPA does a good job **quickly responding to requests & concerns**. (+1% from 2019)

LOTS PARKADES

Overall Experience	92%	92%
Cleanliness	95%	95%
Ease of Access	95%	95%
Safety	89%	90%

Satisfied & very satisfied customers.



LOTS & PARKADES

