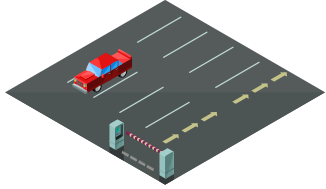


# CALGARY PARKING AUTHORITY'S 2019 CUSTOMER SATISFACTION SURVEY RESULTS

## OUR TOP QUESTIONS

96%

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



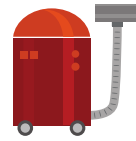
95%

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



95%

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



+4% from 2018!

92%

are satisfied w/ their **ParkPlus Cell Phone Account**.



## MY PARKING APP

92%

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

+4% from 2018!

84%

prefer to manage their parking sessions via the MyParking app. (+4% from 2018!)

69%

agree or strongly agree **CPA provides better technology solutions** than other parking companies in YYC.



MyParking is rated **4.4 & 4.6 out of 5.0 stars** on the App Store & Google Play. (up from 1.7 & 1.8 in 2018)

## CUSTOMER SERVICE



76% agree CPA has **excellent customer service**.

72% agree CPA is **easy to get a hold of**. (-1% from 2018)

74% agree CPA does a good job **quickly responding to requests & concerns**. (-1% from 2018)

	LOTS	PARKADES
Overall Experience	96%	95%
Cleanliness	97%	96%
Ease of Access	96%	96%
Safety	93%	90%

Satisfied & very satisfied customers.

With the exception of Safety (-2%) **every other metric** in lots & parkades **increased in 2019**.



## LOTS & PARKADES



**Pay machine usage** by ParkPlus Account holders **declined 13%** since last year.



In the past year, **17% parked exclusively w/ CPA**. +3% from 2018!



80% agree CPA provides **innovative, tech-based solutions**.



95% rate CPA services as **very good or good**. +4% from 2018!

## CORPORATE REPUTATION

77% of Monthly Contract holders view CPA favourably.

+7% from 2018!



71% of ParkPlus Account holders view CPA favourably.

+9% from 2018!



\*A total of 4,356 CPA customers participated in this survey: 3,923 ParkPlus Cell Phone Account holders & 433 Monthly Contract holders.