

CALGARY PARKING AUTHORITY'S 2021/2022 CUSTOMER SATISFACTION SURVEY RESULTS

OUR TOP QUESTIONS

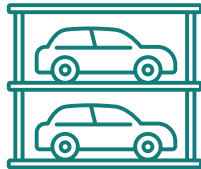
94%

are satisfied with their overall experience at a **CPA surface lot**.



94%

are satisfied with their overall experience at a **CPA parkade**.



90%

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



89%

are satisfied with the **ParkPlus pay machines**.



MYPARKING APP

90%

are satisfied with the **MyParking app**.



67%

MyParking is rated **4.6 out of 5.0 stars** on the Apple App Store.



agree CPA provides **innovative technology based solutions** for its customers.



CUSTOMER SERVICE

74%

are **satisfied with their most recent contact** with CPA.



66%

of monthly contract holders view the CPA to have **good or very good service value**.

LOTS PARKADES

	LOTS	PARKADES
Overall Experience	94%	94%
Cleanliness	97%	94%
Ease of Access	96%	96%
Safety	92%	92%

Satisfied & very satisfied customers.



LOTS & PARKADES

