

**Gateway Arch National Park
Employee Viewpoint Task Force
Assessment of Employee Parking
September 18, 2018**



Employee Viewpoint Survey Results: Parking

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Employee Viewpoint Survey Results: Parking

Purpose

Collect feedback related to employee parking at Gateway Arch National Park with the goal of working toward and/or implementing solutions.

Methodology

1. After identifying themes from the 2017 Employee Viewpoint Survey, the Employee Viewpoint Task Force selected employee parking as the first set of questions for employee feedback.
2. Ten (10) questions were created to assess the current parking experience and inform the Task Force of possible solutions/recommendations.
3. Data collection was completed via an online survey and the distribution of paper surveys.
4. A total of 212 responses were received out of 330 **(64%)** total employees from the Arch Café, Bi-State Development, Jefferson National Parks Association, National Park Service, and Photogenic.
5. The paper and online surveys were combined and analyzed in order to provide a summary report.

Sampling Procedure

Online Survey:

Responses were collected via an online survey on Survey Monkey. A personalized URL was distributed to employees via email.

Paper Surveys:

A paper version of the survey was made available to those with limited computer access and returned via mail.

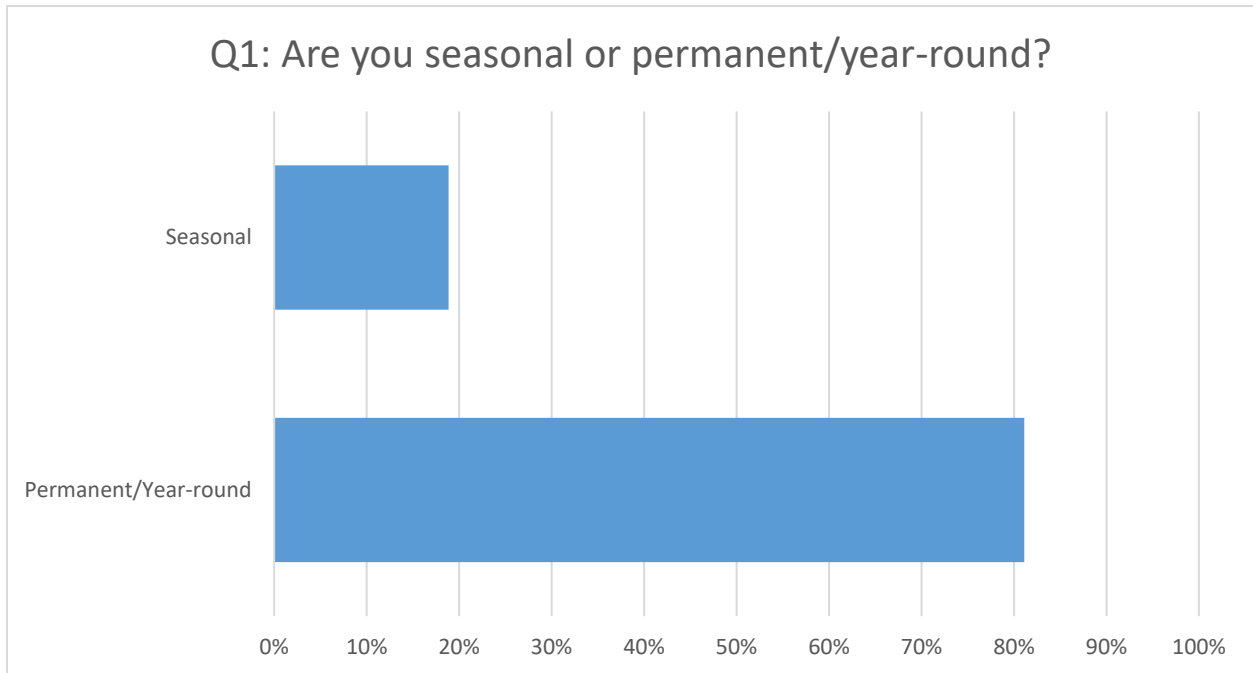
Findings

1. Based on the responses, 71% of respondents indicated full-time employment status (with NPS accounting for 47% of FT) while 29% of respondents indicated part-time status (with BSD accounting for 23% of PT).
2. Of the respondents, 74% indicated they drive a car to work. Based on the estimate of 330 total employees (across all partners), 245 employees drive to work (330 X 74%). Additionally, public transit is used by 16% of respondents.
3. With regard to parking location, 26% of respondents park on the Riverfront Levee, while 14% park in the Old Cathedral lot, 8% in Kiener West, and 7% in Stadium East.
4. Of the respondents, 31% indicated they pay daily to park, with 19% paying \$1-\$6 daily, and 21% pay monthly to park, with 12% paying \$49 or more monthly.
5. When asked how much they are willing to pay for parking, 28.3% of respondents indicated they would pay \$1-\$6 daily, while 10.5% indicated they would pay \$35-\$40 monthly.

Employee Viewpoint Survey Results: Parking

Answered: 212

Skipped: 0

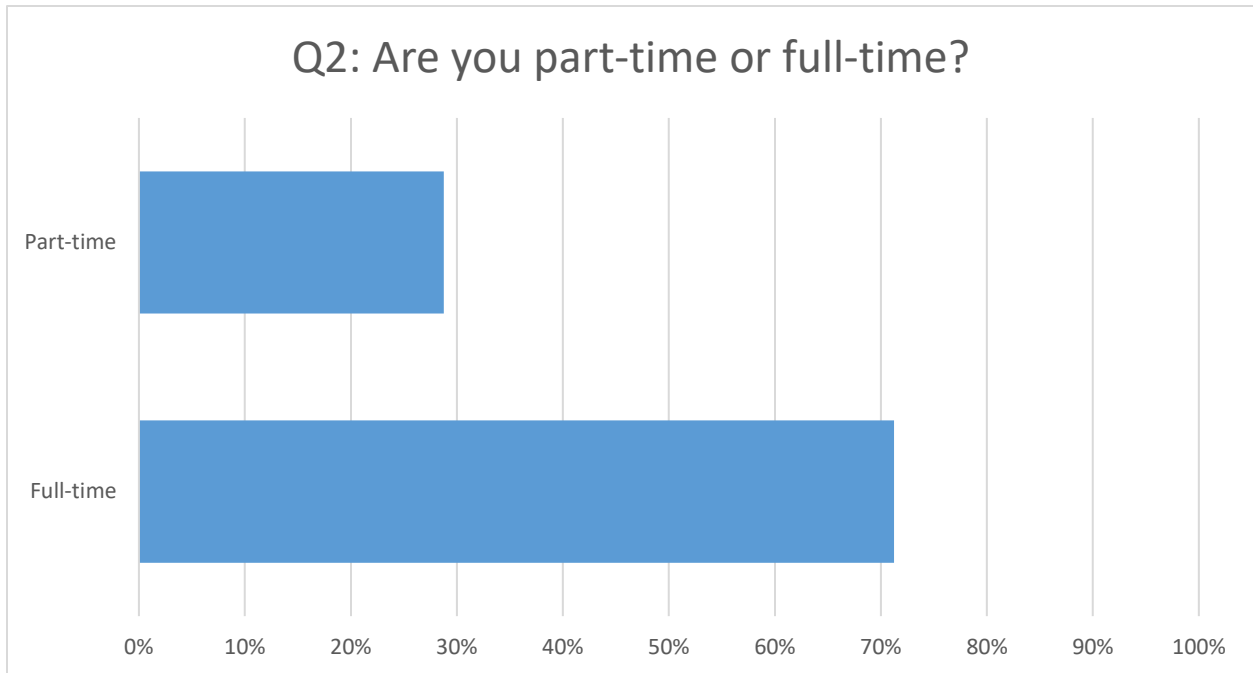


ANSWER CHOICES	RESPONSES	
Seasonal	18.87%	40
Permanent/Year-round	81.13%	172
TOTAL		212

Employee Viewpoint Survey Results: Parking

Answered: 212

Skipped: 0



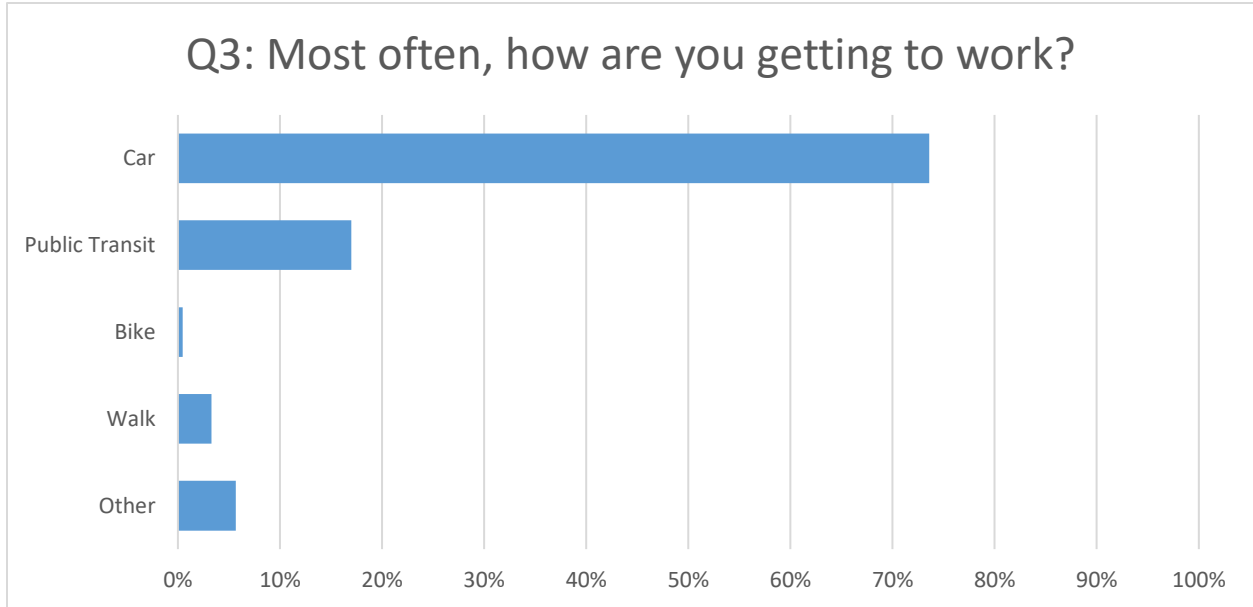
ANSWER CHOICES	RESPONSES	
Part-time	28.78%	51
Full-time	71.22%	151
TOTAL		212

Row Labels	Full-time	Part-time
Arch Cafe	1.46%	0.00%
BSD	9.76%	22.93%
JNPA	11.22%	3.90%
NPS	47.32%	1.46%
Photogenic	1.46%	0.49%
Grand Total	71.22%	28.78%

Employee Viewpoint Survey Results: Parking

Answered: 212

Skipped: 0



ANSWER CHOICES	RESPONSES	
Car	73.58%	156
Public Transit	16.98%	36
Bike	0.47%	1
Walk	3.30%	7
Other (please specify)	5.66%	12
TOTAL		212

Row Labels	Arch Cafe	BSD	JNPA	NPS	Photogenic	Grand Total
Car	1.0%	16.6%	13.7%	41.0%	2.0%	74.1%
Public Transit	0.5%	10.2%	1.5%	3.9%	0.0%	16.1%
Bike	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
Walk	0.0%	1.0%	0.0%	2.4%	0.0%	3.4%
Other	0.0%	4.4%	0.0%	1.5%	0.0%	5.9%
Grand Total	1.5%	32.7%	15.1%	48.8%	2.0%	100.0%

Employee Viewpoint Survey Results: Parking

OTHER (PLEASE SPECIFY) – EXAMPLES

Summer-Metro Winter--Car

Dropped off

Car to casino, metro to courthouse

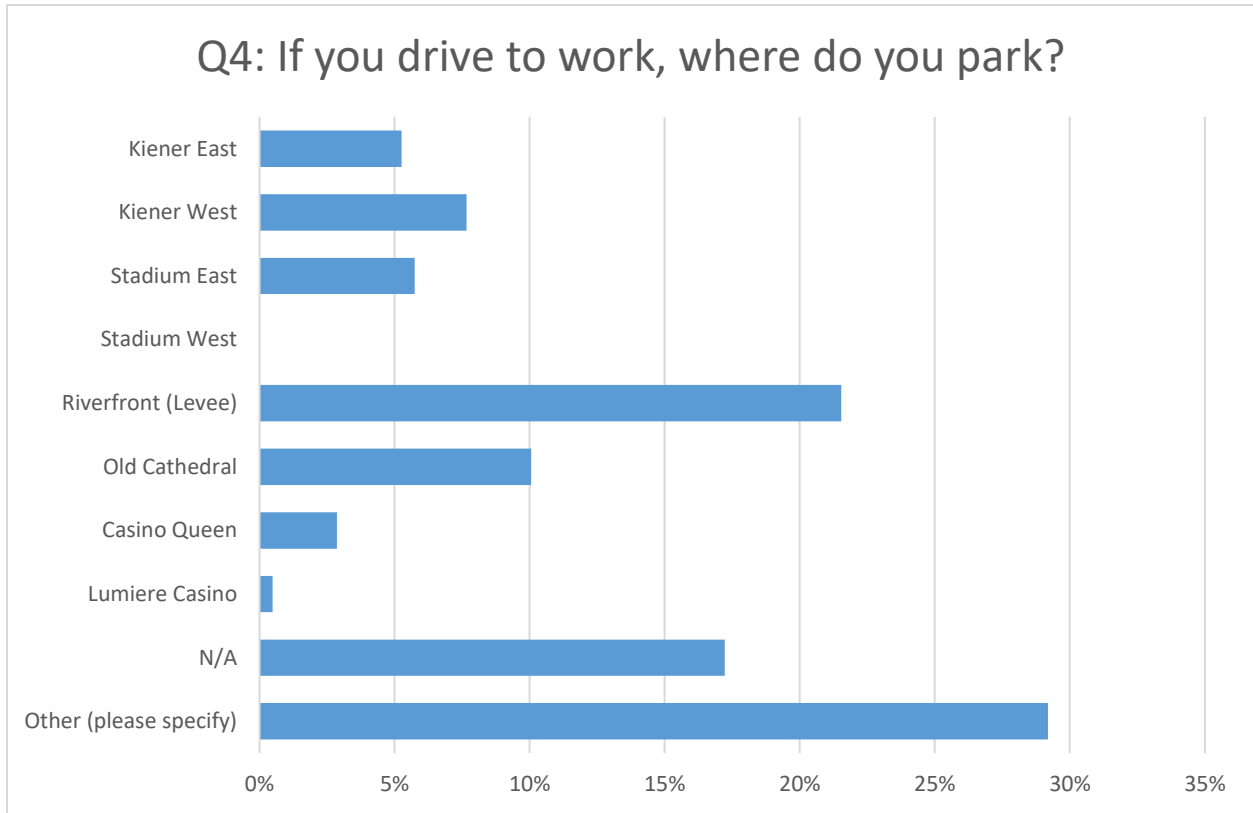
Early work schedule/must use metro/and drive

Carpool

Employee Viewpoint Survey Results: Parking

Answered: 209

Skipped: 3



ANSWER CHOICES	RESPONSES
Kiener East	5.26% 11
Kiener West	7.66% 16
Stadium East	5.74% 12
Stadium West	0.00% 0
Riverfront (Levee)	21.53% 45
Old Cathedral	10.05% 21
Casino Queen	2.87% 6
Lumiere Casino	0.48% 1
N/A	17.22% 36
Other (please specify)	29.19% 61
TOTAL	209

Employee Viewpoint Survey Results: Parking

OTHER (PLEASE SPECIFY) – EXAMPLES

Street Parking/Metered Parking

Riverfront (Levee) and Old Cathedral

Kiener East and Riverfront

Poplar Street

Mansion House

Wherever I can find a space

Grounds Maintenance, Ranger Station, Adjacent Streets

Row Labels	Arch Cafe	BSD	JNPA	NPS	Photogenic	Grand Total
Any open spot	0.0%	0.0%	0.0%	0.8%	0.0%	0.8%
Casino Queen	0.0%	1.2%	0.0%	2.5%	0.0%	3.7%
Cerre & Broadway Lot	0.0%	0.0%	0.4%	0.8%	0.0%	1.2%
Field House Lot	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%
Gratiot Lot	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%
Grounds Maintenance Bldg	0.0%	0.0%	0.4%	1.6%	0.0%	2.1%
Kiener East	0.0%	2.9%	0.0%	2.9%	0.0%	5.8%
Kiener West	0.0%	4.1%	0.0%	3.7%	0.0%	7.8%
Laclede's Landing	0.0%	0.0%	0.0%	1.6%	0.0%	1.6%
Levee	0.8%	9.1%	6.2%	7.8%	1.6%	25.5%
Lumiere	0.0%	0.4%	0.0%	1.2%	0.0%	1.6%
Mansion House	0.0%	0.0%	0.0%	2.1%	0.0%	2.1%
Memorial Drive	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%
Old Cathedral	0.0%	1.2%	2.1%	10.7%	0.0%	14.0%
Poplar Street	0.0%	0.0%	0.0%	2.9%	0.0%	2.9%
Ranger Station	0.0%	0.0%	0.0%	0.8%	0.0%	0.8%
shop	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%
Soulard	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%
South of Grounds	0.0%	0.0%	0.0%	1.2%	0.0%	1.2%
Stadium East	0.0%	0.0%	4.9%	2.1%	0.0%	7.0%
Street Parking/Meters	0.0%	0.8%	0.0%	3.3%	0.0%	4.1%
N/A	0.4%	9.1%	2.1%	4.1%	0.0%	15.6%
Grand Total	1.2%	28.8%	16.9%	51.4%	1.6%	100.0%

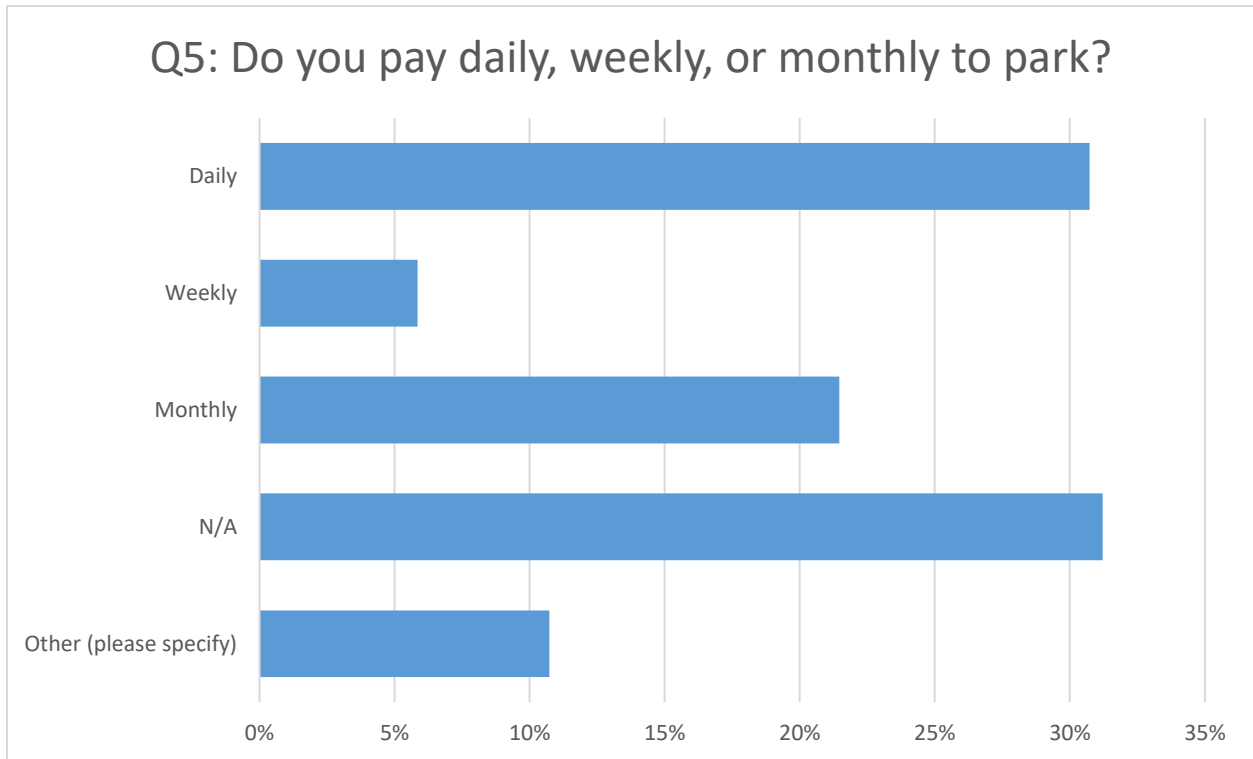
Employee Viewpoint Survey Results: Parking

Row Labels	Kiener East	Kiener West	Stadium East	Levee	Old Cathedral	Casino Queen	Lumiere	N/A	Other	Grand Total
Full-time	3.83%	6.22%	5.74%	10.53%	10.05%	1.44%	0.48%	6.22%	26.79%	71.29%
Arch Cafe	0.00%	0.00%	0.00%	0.00%	0.48%	0.00%	0.00%	0.48%	0.00%	0.96%
BSD	0.00%	0.00%	0.00%	0.96%	0.00%	0.00%	0.00%	0.48%	0.00%	1.44%
BSD	1.44%	3.83%	0.00%	1.91%	0.48%	0.00%	0.00%	1.44%	0.48%	9.57%
JNPA	0.00%	0.00%	4.31%	1.91%	0.00%	0.00%	0.00%	0.48%	4.31%	11.00%
NPS	2.39%	2.39%	1.44%	4.31%	8.61%	1.44%	0.48%	3.35%	22.01%	46.41%
Photogenic	0.00%	0.00%	0.00%	1.44%	0.00%	0.00%	0.00%	0.00%	0.00%	1.44%
(blank)	0.00%	0.00%	0.00%	0.00%	0.48%	0.00%	0.00%	0.00%	0.00%	0.48%
Part-time	1.44%	1.44%	0.00%	11.00%	0.00%	1.44%	0.00%	11.00%	2.39%	28.71%
BSD	1.44%	0.96%	0.00%	8.13%	0.00%	1.44%	0.00%	9.09%	0.96%	22.01%
JNPA	0.00%	0.00%	0.00%	1.91%	0.00%	0.00%	0.00%	0.96%	0.96%	3.83%
NPS	0.00%	0.48%	0.00%	0.48%	0.00%	0.00%	0.00%	0.00%	0.48%	1.44%
Photogenic	0.00%	0.00%	0.00%	0.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.48%
(blank)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.96%	0.00%	0.96%
Grand Total	5.26%	7.66%	5.74%	21.53%	10.05%	2.87%	0.48%	17.22%	29.19%	100.00%

Employee Viewpoint Survey Results: Parking

Answered: 205

Skipped: 7



ANSWER CHOICES	RESPONSES	
Daily	30.73%	63
Weekly	5.85%	12
Monthly	21.46%	44
N/A	31.22%	64
Other (please specify)	10.73%	22
TOTAL		205

Employee Viewpoint Survey Results: Parking

OTHER (PLEASE SPECIFY) – EXAMPLES

Daily when the Cathedral doesn't allow parking.

Pay to park when I can't get on the Old Cathedral lot

Have to pay to park when Old Cathedral lot is unavailable.

Intermittently pay at riverfront

Only when at riverfront

As needed/necessary

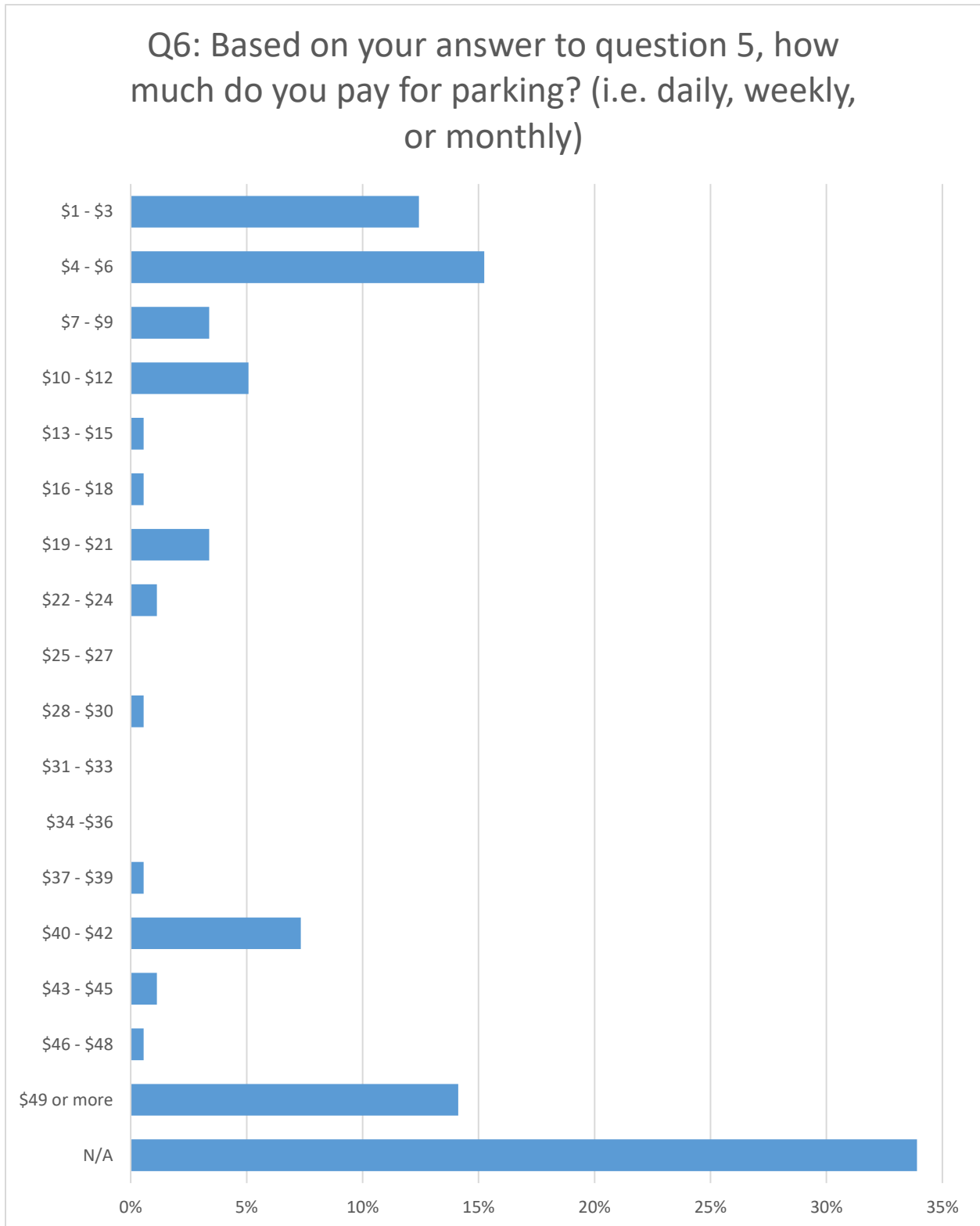
Member @ Casino - free parking

Free parking

Employee Viewpoint Survey Results: Parking

Answered: 202

Skipped: 10



Employee Viewpoint Survey Results: Parking

ANSWER CHOICES	RESPONSES	
\$1 - \$3	12.38%	25
\$4 - \$6	13.86%	28
\$7 - \$9	3.47%	7
\$10 - \$12	7.43%	15
\$13 - \$15	0.50%	1
\$16 - \$18	0.50%	1
\$19 - \$21	2.97%	6
\$22 - \$24	0.99%	2
\$25 - \$27	0.00%	0
\$28 - \$30	0.50%	1
\$31 - \$33	0.00%	0
\$34 - \$36	0.00%	0
\$37 - \$39	0.50%	1
\$40 - \$42	6.44%	13
\$43 - \$45	1.49%	3
\$46 - \$48	0.99%	2
\$49 or more	14.36%	29
N/A	33.66%	68
TOTAL		202

Employee Viewpoint Survey Results: Parking

Row Labels	Arch Cafe	BSD	JNPA	NPS	Photogenic	Grand Total
Daily	0.5%	7.8%	2.9%	17.6%	2.0%	30.7%
\$1 - \$3	0.5%	3.9%	1.5%	4.4%	0.0%	10.2%
\$4 - \$6	0.0%	1.5%	0.5%	5.4%	1.5%	8.8%
\$7 - \$9	0.0%	1.0%	0.0%	1.5%	0.0%	2.4%
\$10 - \$12	0.0%	0.5%	1.0%	0.5%	0.0%	2.0%
\$16 - \$18	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$19 - \$21	0.0%	1.0%	0.0%	1.0%	0.0%	2.0%
\$22 - \$24	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%
\$37 - \$39	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$40 - \$42	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$43 - \$45	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$46 - \$48	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$49 or more	0.0%	0.0%	0.0%	1.5%	0.0%	1.5%
N/A	0.0%	0.0%	0.0%	1.0%	0.0%	1.0%
Weekly	0.5%	2.9%	1.5%	1.0%	0.0%	5.9%
\$1 - \$3	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
\$4 - \$6	0.0%	2.0%	0.0%	0.0%	0.0%	2.0%
\$7 - \$9	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
\$10 - \$12	0.5%	0.0%	1.0%	1.0%	0.0%	2.4%
\$19 - \$21	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
Monthly	0.0%	7.3%	5.9%	7.8%	0.0%	21.0%
\$4 - \$6	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
\$19 - \$21	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
\$22 - \$24	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
\$28 - \$30	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
\$40 - \$42	0.0%	5.4%	0.0%	0.5%	0.0%	5.9%
\$43 - \$45	0.0%	0.0%	0.0%	1.0%	0.0%	1.0%
\$46 - \$48	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
\$49 or more	0.0%	0.5%	4.9%	6.3%	0.0%	11.7%
N/A	0.5%	11.7%	2.4%	16.1%	0.0%	30.7%
\$1 - \$3	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
\$10 - \$12	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
N/A	0.5%	11.7%	2.4%	14.1%	0.0%	28.8%
(blank)	0.0%	0.0%	0.0%	1.0%	0.0%	1.0%
Other	0.0%	2.4%	2.4%	4.9%	0.0%	9.8%
\$1 - \$3	0.0%	0.5%	0.5%	0.0%	0.0%	1.0%
\$4 - \$6	0.0%	0.5%	0.0%	1.5%	0.0%	2.0%
\$7 - \$9	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
\$10 - \$12	0.0%	0.0%	1.0%	1.0%	0.0%	2.0%
\$13 - \$15	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
\$49 or more	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
N/A	0.0%	1.0%	0.0%	2.0%	0.0%	2.9%
(blank)	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
(blank)	0.0%	0.5%	0.0%	1.5%	0.0%	2.0%
\$10 - \$12	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
N/A	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
(blank)	0.0%	0.5%	0.0%	0.5%	0.0%	1.0%
Grand Total	1.5%	32.7%	15.1%	48.8%	2.0%	100.0%

Employee Viewpoint Survey Results: Parking

Answered: 151

Skipped: 61

Q7: Based on your answer to question 5, what is the maximum you are willing to pay for parking? (i.e. daily, weekly, or monthly)

RESPONSE SUMMARY

\$0	18.54%	28
\$1 - \$3 (daily)	15.89%	24
\$4 - \$6 (daily)	12.58%	19
\$35 - \$48 (monthly)	9.93%	15
\$19 - \$24 (monthly/weekly)	7.95%	12
\$10 - \$12 (daily/weekly)	6.62%	10
\$61 - \$75 (monthly)	5.96%	9
\$49 - \$60 (monthly)	5.30%	8
\$25 - \$34 (monthly)	4.64%	7
\$91 and up (monthly)	4.64%	7
\$76 - \$90 (monthly)	3.97%	6
\$7 - \$9 (daily)	1.99%	3
\$13 - \$18 (daily/weekly)	1.99%	3

TOTAL

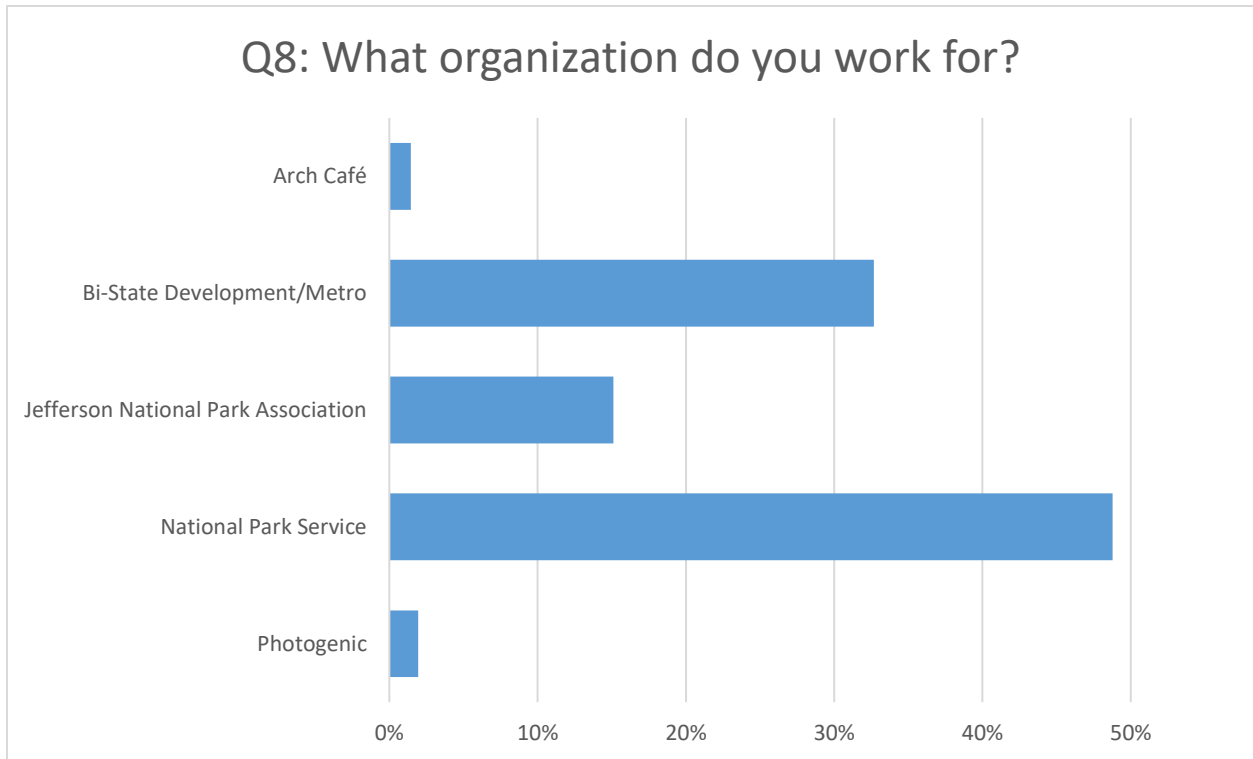
151

Row Labels	Arch Cafe	BSD	JNPA	NPS	Photogenic	Grand Total
Zero	0.0%	1.3%	3.9%	11.8%	0.7%	17.8%
\$1 - \$3	0.7%	5.9%	4.6%	5.3%	0.7%	17.1%
\$4 - \$6	0.7%	4.6%	1.3%	4.6%	0.0%	11.2%
\$7 - \$9	0.0%	0.0%	0.0%	2.0%	0.0%	2.0%
\$10 - \$12	0.0%	3.9%	1.3%	2.0%	0.0%	7.2%
\$13 - \$18	0.0%	0.7%	0.7%	0.7%	0.0%	2.0%
\$19 - \$24	0.0%	3.9%	0.7%	3.3%	0.0%	7.9%
\$25 - \$34	0.7%	2.6%	0.0%	0.7%	0.7%	4.6%
\$35 - \$48	0.0%	3.9%	0.0%	5.9%	0.7%	10.5%
\$49 - \$60	0.0%	1.3%	0.7%	3.3%	0.0%	5.3%
\$61 - \$75	0.0%	0.7%	3.9%	1.3%	0.0%	5.9%
\$76 - \$90	0.0%	0.7%	0.0%	1.3%	0.0%	2.0%
\$91 and up	0.0%	0.0%	0.7%	5.9%	0.0%	6.6%
Grand Total	2.0%	29.6%	17.8%	48.0%	2.6%	100.0%

Employee Viewpoint Survey Results: Parking

Answered: 205

Skipped: 7

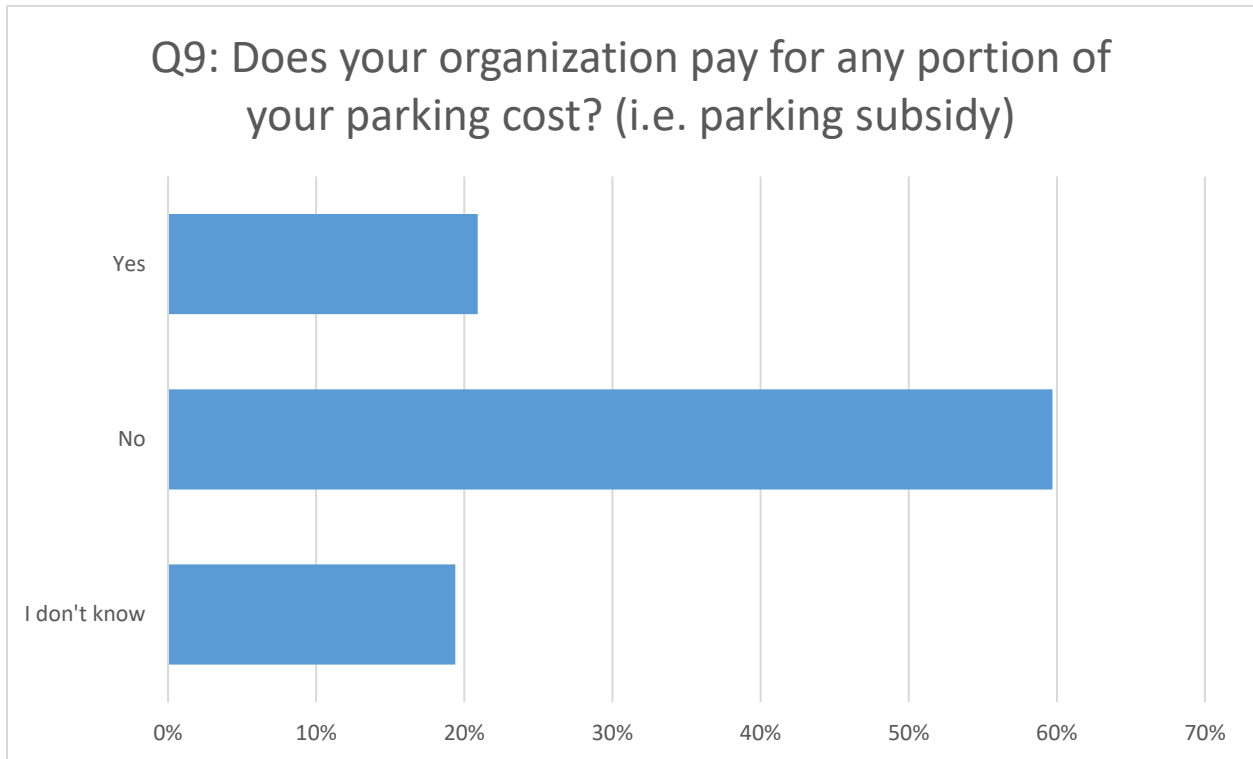


ANSWER CHOICES	RESPONSES
Arch Cafe	1.46% 3
Bi-State Development/Metro	32.68% 67
Jefferson National Park Association	15.12% 31
National Park Service	48.78% 100
Photogenic	1.95% 4
TOTAL	205

Employee Viewpoint Survey Results: Parking

Answered: 201

Skipped: 11

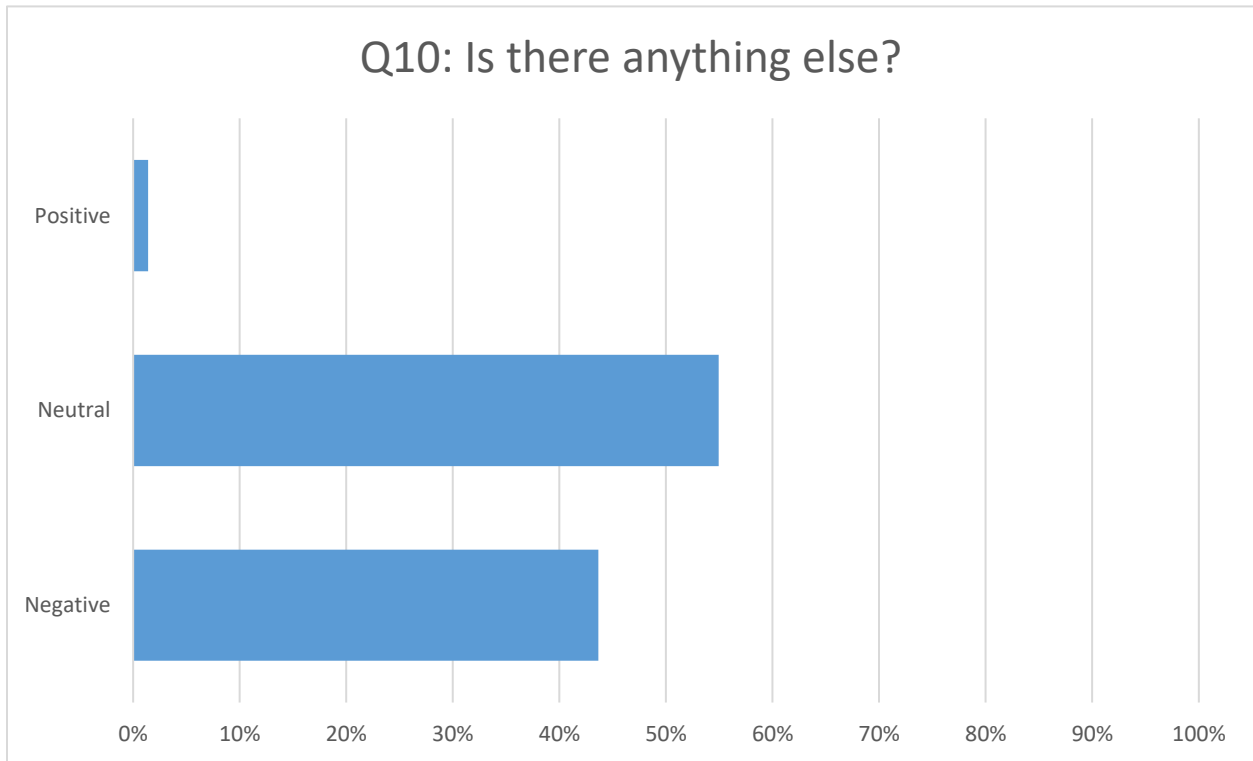


ANSWER CHOICES	RESPONSES	
Yes	20.90%	42
No	59.70%	120
I don't know	19.40%	39
TOTAL		201

Employee Viewpoint Survey Results: Parking

Answered: 71

Skipped: 141



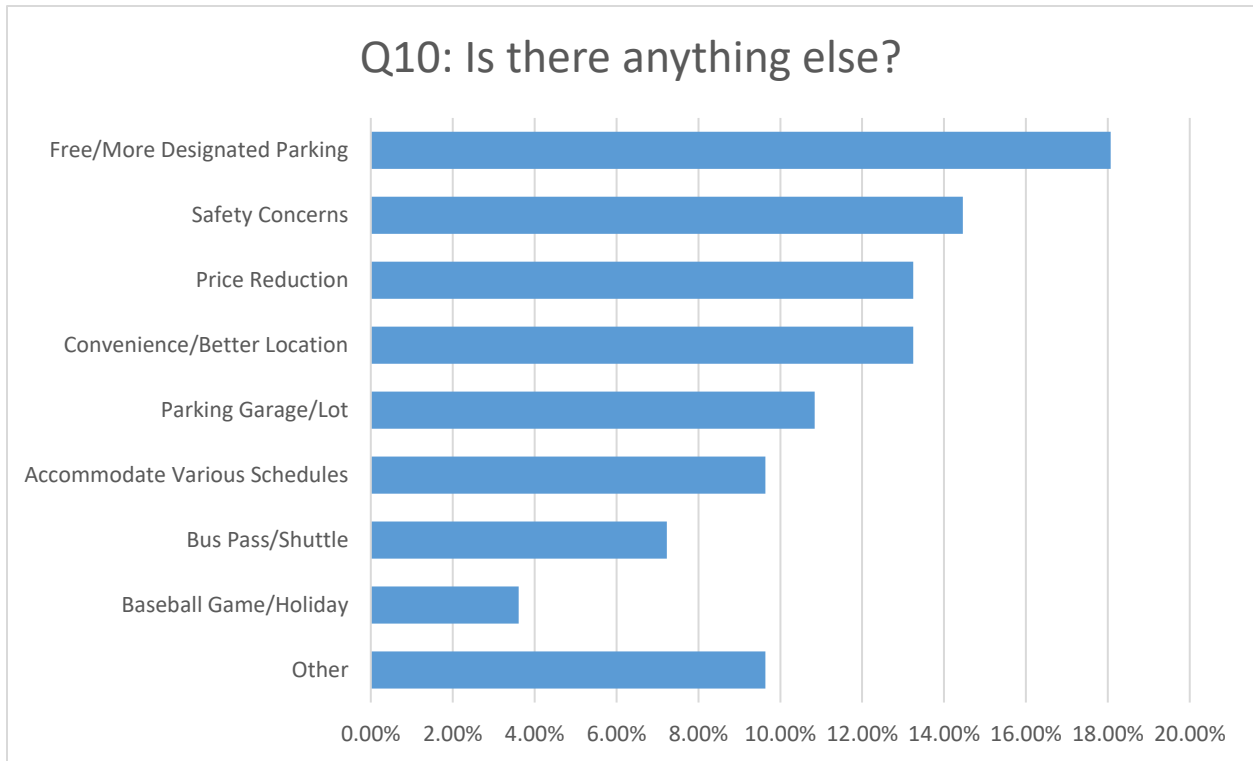
RESPONSE TYPE SUMMARY

Positive	1.41%	1
Neutral	54.93%	39
Negative	43.66%	31
TOTAL		71

Employee Viewpoint Survey Results: Parking

Answered: 71

Skipped: 141



THEMES		
Free/More Designated Parking	18.07%	15
Safety Concerns	14.46%	12
Price Reduction	13.25%	11
Convenience/Better Location	13.25%	11
Parking Garage/Lot	10.84%	9
Accommodate Various Schedules (Overnight, Part-time, etc.)	9.64%	8
Bus Pass/Shuttle	7.23%	6
Baseball Game/Holiday	3.61%	3
Other	9.64%	8
TOTAL		83