

# ***Brad's U-Park***



## **We Need Your Help!**

*A lot of parking -- for a lot of money*

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Brad's U-Park has been proud to offer you convenient parking while shopping or working at HighEnd Overpriced Mall. We value all our customers, especially those who choose our services on a regular or daily basis.

A new city bylaw allows us to enforce rules in our lot, including fines for inappropriate driving behavior. In order to improve our services, and to offer you the best possible parking experience, we would like you to complete this survey. Our courteous attendants have helped us prepare a list of the 5 most common complaints we have heard from our customers.

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Here's how to complete this survey:

The 5 common complaints are listed below. Please respond to each complaint in two ways -

- how often you encounter this problem on a scale of 1 (rarely) to 5 (regularly).
- how annoying/irritating the problem is to you on a scale of 1 (not very) to 5 (severe).

It is important that you answer these questions carefully. Your totals will be used to determine the cost of fines for parking lot infractions.

When you are done, click the Print button to print the survey. Hand it to your attendant on your next visit. You may also email us with more comments. Click on the Email button.

Click on the Start button to go to the survey page. Thank you.

Here are the questions. Click the button indicated for a total; click Reset to start over.

Common Complaints	How Often?	How Annoying?
Drivers who stop in the middle of the lane and block traffic while waiting for a parking spot.		
Drivers who park on the lines, taking up two spots.		
Drivers who park too close to adjacent cars so the other driver must grease up with Vaseline to squeeze into his or her car.		
Drivers who ignore the painted lanes and drive diagonally from one end of the lot to another.		
Drivers who stop in front of a mall exit and wait for passengers to arrive, blocking traffic.		
Your total score is:		



*This survey has been sent only to those registered customers who provided us with an email address.  
Thank you for your participation.*