Parking and Transportation Services

ANNUAL REPORT

October 2003

Parking & Transportation Services

ECS Office of the Vice President for EMPLOYEE AND CAMPUS SERVICES

The University of Texas at Austin

Letter from the Director

October 2003

To The Members of the UT Community:

We are pleased to present to you our Annual Report for September 1, 2002 to August 31, 2003 (FY 02-03).

Parking and Transportation Services (PTS) is a self-funded auxiliary service of The University of Texas at Austin (UT Austin) that functions as a part of the Employee and Campus Services (ECS) portfolio. PTS continues with its vision to become the national leader of quality campus parking services that are customer focused, economically sound, and environmentally friendly.

UT Austin is located in the heart of the city of Austin, Texas. We are a landlocked academic institution with limited parking options to serve an average of 70,000 people daily. The challenge to provide mobility and access for the campus is met by balancing supply and demand in an equitable manner to serve all those who use the UT Austin facilities.

This Annual Report is intended to provide better insights into our organization. The department appreciates the support of the UT community as we journey together toward top quality transportation and parking services.

Sincerely,

Bob Harkins, Ed.D.

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1.0 GENERAL

1.1 Background

The Department of Parking and Transportation Services (PTS) for The University of Texas at Austin (UT Austin) is an auxiliary service that is fully self-funded by fees charged for services rendered. The Department functions as a part of the Employee and Campus Services portfolio. It is under the direct supervision of the Associate Vice President for Human Relations.

PTS has been operational since 1951. Initially, the Parking Office was part of the UT Austin Police Department (UTPD) until it was reorganized as a separate department called Parking and Traffic. In 2000, the department was renamed Parking and Transportation Services to more fully represent the various functions and roles carried out by the department. In November of 2002, the Department relocated from the Service Building on 24th Street to the Trinity Parking Garage (MLK Boulevard and Trinity Street).

1.2 PTS Mission Purpose and Values

a. Mission

To be the national leader in creating the most efficient and respected campus wide parking, transportation, and other services programs in the United States

b. Purpose

To provide quality services that are customer focused, environmentally friendly, and economically sound

c. Core Values

With communication, adaptability, professionalism, integrity, and teamwork, PTS is committed to meeting its mission and serving the UT Austin community.

1.3 Parking System Organization

The PTS organization has four divisions: Surface parking, Garages, Enforcement, and Services. For FY 02-03, PTS had 85 full-time, 25 part-time, and 72 student employees on payroll throughout the year.

1.4 Annual Report Objectives

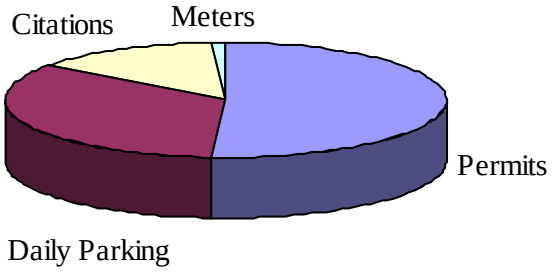
This report is designed to highlight the accomplishments of PTS for FY02-03 by:

- Demonstrating the department's necessity to balance our revenues and expenses in a fiscally responsible manner to meet the needs of a self-funded department while fully servicing our customer base.
- Providing an overview of how the Department manages the campus parking inventory through the issuance of permits, maintenance of metered sites, and coordination of garages for various parking requirements ranging from the everyday to special events.
- Providing an overview of the Department's Maintenance section.
- Outlining the Department's desire to enforce parking regulations in a fair and equitable manner from the issuance of citations through a multi-layered appeals process.
- Providing information about the Department's coordination of a variety of administrative services, including the Capital Metro-UT Shuttle, Texas Express, E-bus, vanpools, carpools, bicycles, and pedestrian programs.
- Demonstrating the Department's need to coordinate vending in many locations across campus.
- Developing and refining management initiatives and communication techniques.

2.0 FINANCIAL OVERVIEW

PTS gained 85% of its revenue from parking permit sales and parking fees paid at the garages for daily parking. Other sources of revenue included citations and meters.

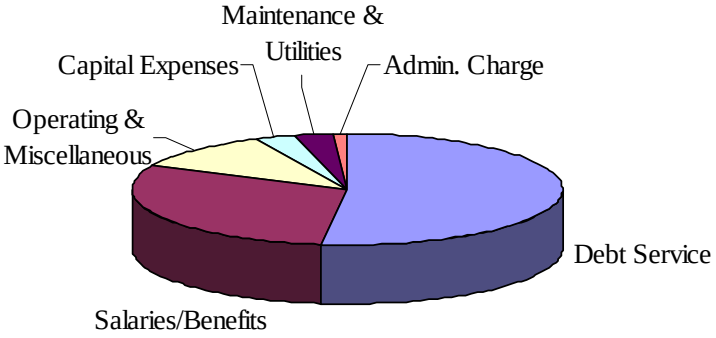
Revenue



Revenue	
Permits	51%
Daily Parking	34%
Citations	14%
Meters	1%

The Department's largest expense is debt service, which represented 52% of our expenses in FY 02-03. This expense will continue to increase as more garages are built to cover the loss of surface parking on this intercity campus. Other operational expenses were salaries, general operational, maintenance, and administration.

Expenses



Expenses	
Debt Service	52%
Salaries/Benefits	30%
Operating & Miscellaneous	11%
Capital Expenses	3%
Maintenance & Utilities	3%
Admin. Charge	1%

3.0 PARKING INVENTORY

3.1 Historical Summary

In 1996, UT Austin adopted a Campus Master Plan, which presented a vision and organization for the future. This plan is very important to PTS because it mandates a more pedestrian friendly campus, with limited vehicular parking and access to the core campus.

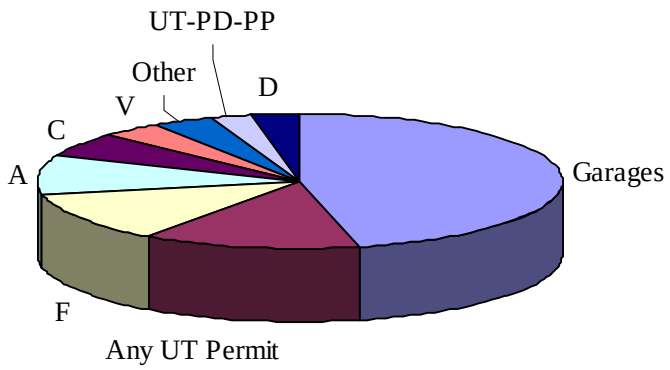
3.2 Parking Inventory

There are approximately 14,787 parking spaces on the UT Austin campus. During the past three years, there has been a significant shift in the nature of parking on campus because of the construction of new buildings on surface parking lots. The University is committed to maintaining approximately 14,500 parking spaces.

Special needs were addressed by UT Austin with ADA spaces, meter spaces, and UT Vehicle spaces. UT Austin provided 338 surface spaces and 104 garage spaces for persons with disabilities. In the American Disabilities Act Parking Study, conducted by Walker Parking Consultants in August 2002, it was determined that "This quantity exceeds the number of required spaces by the Texas Accessibility Standards." PTS had seventeen parking meters in locations serving special areas of campus. All parking meters were limited to thirty minutes for 50 cents. PTS assisted departments by providing "UT Vehicle" spaces in garages and on surface lots for official UT vehicles.

Parking Inventory		
Space Type	**Total Spaces**	**ADA Spaces within Type**
Surface Parking	7,843	338
Garage Parking	6,944	104
Totals	**14,787**	**442**

Physical Inventory of Parking Spaces



Parking Inventory	
Garages (includes R – resident student, S – commuter student, F – faculty/staff, V, D)	46.26%
Any UT permit	13.54%
F (Faculty)	12.04%
A (Faculty/Staff)	9.16%
C (Student)	6.04%
V (Visitor)	3.82%
Other	3.51%
UT–PD–PP (UT vehicle – Police Department – Physical Plant)	2.64%
D (Disabilities)	2.99%

3.3 Parking Losses FY 02-03

Construction Project Parking Losses			
		Spaces Lost	
Project	**Location**	***Permanent***	***Temporary***
Blanton Museum of Art	F57 and "A" Lot 67	323	0
Power Plant Extension	24th Street (F16)	40	0
Frank Erwin Center	Lot 108	0	50
Benedict-Batts-Mezes Renovation	Service Drive	0	20
Power Plant Expansion	Lot "A" 58	138	0
Wet Lab	F31	90	0

4.0 MAINTENANCE

PTS has its own internal maintenance staff under the direction of the Enforcement Division allowing the Department to save on maintenance and cleaning of parking space inventory. The maintenance staff is responsible for daily cleaning of garages, painting of crosswalks, curbs, and parking lot striping. Maintenance is also responsible for all garage and surface lot signage. Large-scale preventative maintenance which involves structural, electrical, or sealing work for garage restoration is outsourced. Through the efforts of the maintenance staff, PTS is able to fully utilize all parking inventory in the most efficient way possible.

5.0 PARKING UTILIZATION

5.1 Overview

The UT Austin parking system serves the needs of students, staff, faculty, and visitors with seven parking garages situated around the perimeter of the main campus and 60 surface parking lots. Parking is available by permit, daily parking, departmental parking, and for special events.

5.2 Permits

a. Students

Students have a wide variety of options based on convenience and cost.

Student Parking Permits		
Permit Type	**Description**	**Cost**
"R"	UT Dorm Residence Garage Parking	$ 616
"S"	Commuter Student Garage Parking	$ 540
"C"	Student Surface Parking	$ 80
"DC"	Student Disabled Parking	$ 80
"NH" Access	Night Horn Garage Access	$ 50
"M"	Motorcycle Parking	$ 40

b. Faculty/Staff

Faculty/staff also have a wide variety of options based on convenience and cost.

Faculty/Staff Parking Permits		
Permit Type	**Description**	**Cost**
"F" Surface	F/S Parking	$ 381
"F" Garage	F/S Garage Parking	$ 324
"A"	Surface Parking	$ 108
"D"	F/S Disabled Parking	$ 108
"M"	Motorcycle Parking	$ 40

5.3 Daily Parking

Daily garage parking is open to anyone coming to campus. For customer convenience, the first thirty minutes is fee free and 45,000 customers took advantage of this garage parking benefit. For those who park longer, the maximum rate per entry was $7. Over 560,000 people used the garages for daily parking during the FY02-03.

5.4 Departmental Parking

PTS offers two specific discounted parking options for departmental use. Scratch-off permits are available for surface parking while validation stamps are available for garage parking.

Departmental Parking		
Type	**# Sold**	**Value**
Garage Validation Stamps	23,000	$ 46,000
Scratch-off Permits	6,833	$ 6,833

5.5 Special Event Parking

PTS offers an array of parking options for the local, state, national, and international events sponsored by UT Austin. In FY 02-03, PTS implemented an online Event Parking Request Form, which sponsors may complete and submit online.

Special Event Parking		
Lot	**# Events**	**Guests Served**
Other lots	677	531,127
Garages	323	70,150
F11	69	19,014
F20	39	5,469
F16	26	1,400
F15	12	340
Totals	**1,146**	**627,505**

6.0 ENFORCEMENT AND APPEALS

6.1 Overview

The PTS Enforcement Division manages enforcement efforts on campus as well as large scale events. With internal control of the parking enforcement assistants,

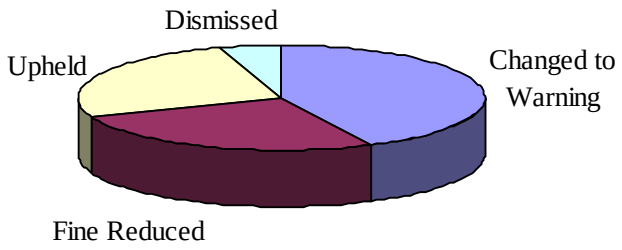
kiosk, and relief guards, Enforcement has been able to more efficiently organize shifts to meet the needs of the campus.

A sign-making plotter was purchased to create signage to supplement event parking and street/lot closures. This addition has resulted in cost savings and increased efficiency. Enforcement radios were upgraded, allowing all enforcement traffic to stay off the UTPD frequency. Event channels enable all law enforcement officers, parking guards and emergency services to communicate with State and City agencies.

6.2 Appeals

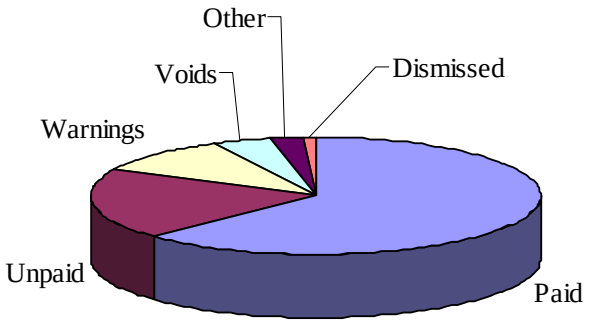
The PTS Appeals Officer reports directly to the Surface Parking Manager and renders decisions on all first level appeals submitted within 12 days of the date of the citation. In addition, an independent appeals panel also exists for those that are dissatisfied with the original appeal decision.

Citation Appeals



Citation Appeals	
Decision	**Number**
Changed to Warning	5,188
Fine Reduced	3,231
Upheld	3,131
Dismissed	603
Total Appeals	**12,153**

Citation Breakdown



Citation Breakdown	
Paid	39,340
Unpaid	12,185
Warnings	6,471
Voids	2,497
Other	1,519
Dismissed	603
Total Citations	**62,615**

7.0 ALTERNATIVE TRANSPORTATION

7.1 UT Shuttle System

a. Overview

The UT Shuttle System is recognized as the largest university shuttle system in the country. Capital Metropolitan Transportation Authority (Capital Metro) provides transportation services for the UT Austin campus under a nine-year contract (September 1, 1995, through August 31, 2004), entered into by Capital Metro and the U.T. System Board of Regents. The FY02-03 contract called for a service cost of $5,209,250 ($33.50 per shuttle service hour). A total of 155,500 hours of shuttle service are provided, which includes 4,500 hours of shuttle service between the Pickle Research Campus (PRC) and the main UT campus.

Transportation services provided through the contract include:

- Student use of all Capital Metro mainline bus services (with a valid UT ID card)
- 15 UT shuttle routes (eleven radial, three circulator, one inter-campus)
- UT shuttle radial routes generally ran from 6:45 a.m. until 11:30 p.m., Monday through Friday with limited service on Sunday
- UT shuttle circulator routes generally ran from 6:45 a.m. until 1:00 a.m. Monday through Friday, with limited service on Sunday
- Nine unique UT shuttle service level schedules during registration, fall/spring classes, final exams, and summer session
- Approximately 290 days of service per year, for a total of 155,500 hours of service
- University brand recognition on all UT shuttle buses

b. Equipment/Vehicles

There were 87 buses in the UT Austin fleet. Each vehicle is equipped with an ADA-compliant wheelchair ramp and appropriate chair securing/safety equipment, which will allow up to two passengers in wheelchairs to be on board at any given time.

c. Ridership

There were 7,784,804 passenger boardings on UT Shuttles for the year.

d. Shuttle Bus Customer Satisfaction Survey

During two weeks in March 2003 over 9,100 surveys were gathered online and in person on the UT Shuttle routes. The questionnaire solicited answers to questions about the operation, levels of service, frequency of use, convenience, and future considerations. Results showed the majority of those surveyed agreed that the UT shuttles are safe and clean, drivers are courteous and well behaved, seats are available, hours of service are adequate, the correct destinations are served; and information about the service is available. Improvements made as a result of the survey feedback were a more effective incorporation of mainline routes in shuttle brochures and the PTS website as well as the installation of more shelters at high-use stops.

7.2 Faculty/Staff Transit Service

Each year PTS funds are allocated to Capital Metro for faculty/staff transit service. This program entitles UT faculty and staff members to utilize Capital Metro transit services at no charge with a valid UT ID. There were over 1,000 daily passenger boardings on Capital Metro main line buses.

7.3 Additional Transit Services

a. E-Bus

The Eating and Entertainment Bus was formed in the fall of 2002 as a joint venture by the Austin Police Department, the UT Student Government, PTS, and Capital Metro. The E-Bus is a fare free, evening transit service that provides transportation to Austin's entertainment district during weekend evenings (Thursday - Saturday from 8:30 p.m. – 3:30 a.m.). Total ridership was 38,983 passengers.

b. Texas Express

Beginning in the fall of 2002, weekend charter bus service was provided to Dallas and Houston with departure from Jester Center, and carried over 2,000 passengers for FY 02-03. Weekend ridership averaged 76 passengers.

c. Final Four Flyer

As an extension of the Texas Express service, charter transportation was provided for 64 Longhorn fans to New Orleans, LA for the men's NCAA basketball tournament, in which the Longhorns competed.

7.4 Vanpools

PTS and Capital Metro cooperatively promote the vanpool program, (administered by Capital Metro), which provides a safe, reliable ride to and from campus for UT commuters. There were 5 Capital Metro vanpools in operation with UT employees.

7.5 Carpools

PTS actively promotes the carpool program to reduce congestion and curb vehicle pollution in the Austin area. Carpool members were offered the following incentives to share the commute with a fellow co-worker or student: reduced permit fees, shared expenses, relaxation, reduced pollutants, courtesy parking in a UT garage twice per semester, and free enrollment in the guaranteed ride home program which provides reimbursement for six emergency taxi rides home due to personal illness or emergency. There were 15 registered UT carpools.

7.6 Bicycles and Pedestrians

Each day more than 1,000 individuals use bicycles as their mode of transportation to, from, and/or around the UT campus. Bicycling is a significant component of University's plan to reduce local traffic congestion and air pollution. Over the year, 35 CORA bicycle racks (with 10 bike capacity) were purchased for installation throughout the UT campus. Some of the racks were placed in high demand areas where there was no existing capacity, and the rest were used to replace improper or damaged racks in high use areas. Additionally bicycle racks (with two-bike capacity) were added to the entire UT shuttle fleet making the system accessible to cyclists.

a. Registration

Bicycle registration was moved at the start of the FY 02-03 from the UTPD to PTS. A UT Bicycle Registration Decal was mailed to all bicyclists who register their bicycle free of charge. There were 351 bicycles registered with PTS during the FY 02-03 academic year and approximately 85% of the bicycles were registered online. Bicycle registration is valid for two years, after which time it may be renewed.

b. Pedestrians – Wayfinding

PTS is continuously moving toward the Campus Master Plan concept of a pedestrian friendly campus with the aforementioned alternative transportation programs to decrease traffic. As a part of the pedestrian wayfinding initiative, the campus "You Are Here" maps were updated at the end of the FY 02-03 academic year. The maps were used at the 21 pedestal locations throughout campus.

8.0 VENDING

8.1 Vending Services

Vending Services maintains over 500 vending machines in the general-purpose buildings on campus. Since 2001, Vending Services has provided an expanded selection of healthier snacks and drinks, upgraded aging vending machines, and created an online assistance for customers requesting repairs and refunds. Proceeds from vending sales support the General Student Scholarship Fund.

9.0 MANAGEMENT INTIATIVES

9.1 Campus Master Plan Implementation

One of the most challenging management initiatives is the implementation of the Campus Master Plan and the transition of the parking system from central surface parking to a remote garage system.

9.2 Revised Communication Methods

PTS improved its use of communications and the web to make the Department more accessible. Information was provided through the departmental website, maps, and brochures.

9.3 Safety and Risk Management Issues

PTS addressed safety issues throughout the campus. The Department participated in studies with UTPD, Physical Plant, and Housing and Food Services to address safety issues, including lighting, trimming of shrubbery, and emergency call boxes.

9.4 Communications / Interdepartmental Relationships

The Director met with each Dean and many chairpersons throughout the year to assess the status of campus parking. Additionally, the Department worked with organizations, committees, and other groups to identify parking issues.

9.5 Benchmarking

PTS participated in the International Parking Institute annual benchmarking and the T2 System benchmarking. Additionally, PTS used the Big 12, Big 10, Pac 10, Big East, and ACC Universities for comparative analysis. Benchmarking surveys are designed to gather data to allow comparisons while protecting the anonymity of participating organizations. The surveys allow an overview of the standards and best practice positions in the industry. Information gathered from these surveys allowed PTS to implement numerous changes.

CONCLUSION

Accomplishments mirror goals to be customer focused, economically sound, and environmentally friendly. PTS staff are focused and motivated toward the vision of becoming a national leader in quality parking campus services. This year, PTS has taken major steps in a new direction to enhance the UT Austin parking experience by establishing user-friendly programs and promoting alternative transportation. The departmental initiatives demonstrate the commitment to the UT community and those who wish to visit the campus.

UT Austin community members are invited to join the journey of commitment. Visitors and guests are invited to participate in the results.