



15/16

Annual Report

Parking & Transportation Services
Parking Organization of the Year

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About PTS

Parking & Transportation Services is a self-funded auxiliary department of The University of Texas at Austin. We are responsible for the management of over 15,000 parking spaces on campus, including 10 parking garages and more than 50 surface parking lots, and we strive to satisfy the multiple daily requirements of 100,000 staff, faculty, students, and visitors.

Range of Recognition



In 2016, the International Parking Institute (IPI) recognized The University of Texas at Austin's Parking and Transportation Services (PTS) as the Parking Organization of the Year. IPI has members in more than 50 countries and is the world's largest and leading association of professionals in parking. An IPI award establishes UT-Austin as a top tier organization throughout the global parking industry. This report is a look back on PTS's achievements in recent years that led to this distinction.

IPI also recognized PTS employees for their contributions to the university and the industry as a whole in 2016. Assistant Director Blanca Gamez was named the inaugural winner of the Emerging Leader award, enhancing the reputation of the

university and providing validation to the direction of the alternative transportation program. Bicycle Coordinator Jeremy Hernandez was also recognized as the Parking Staff Member of the Year for his outstanding work with the BikeUT program.

The League of American Bicyclists recognized UT-Austin as a Bicycle Friendly University. Thanks to the numerous amenities and services offered by BikeUT, the League deemed UT-Austin a welcoming place for bicyclists that provides safe accommodations for bicycling and makes it convenient for people of all ages and abilities. UT-Austin was the first university in Texas to achieve this distinction. This elevated the university's status with the bicycle community, demonstrating that encouragement of bicycling as a valid transportation option is a high priority on campus.

PTS also received distinction within the University Operations portfolio, which includes 22 service departments and around 2,000 employees. Each year, University Operations honors a handful of employees with the SLICE award, recognizing those that demonstrate service, leadership, innovation, creativity, and excellence. Over the past five years, PTS had seven winners, making up nearly 1/3 of SLICE winners within the entire portfolio. In 2015, PTS



had three SLICE winners from a diverse talent pool: Carlton Brand, supervisor for cashier operations, Guyanne Crump, administrative associate for university fleet operations, and Jeremy Hernandez, bicycle coordinator.



Target of Training

In recent years, PTS has put more focus on training, beginning with orientation for new employees. The first step to achieving a comprehensive orientation program was to appoint one employee to develop this program and oversee its execution. Administrative associate Marcy Drapes developed orientation materials that include an overview of campus facilities, a brief on each division of PTS, what each does and how they are related to each other, key figures of university administration, the organizational structure of PTS and the university as a whole, HR policies, university guidelines, and even a tour of PTS facilities. This training fosters a sense of team and pride to be part of an upper echelon university.



Another achievement PTS had in the realm of training was with university events. PTS took advantage of the Disney Institute leadership and quality service training offered through the university's Athletics Department. This training was instrumental

in PTS bringing "Texas Hospitality" to football fans and elevated its customer service in events throughout the year. PTS further expanded event training by issuing packets to staff for large-scale events so each employee had clear instructions on what their job was for each event as well as who they could contact for issues and questions.



Customer service was not only a focus for event employees, parking enforcement had an emphasis on customer service training as well. PTS mandated continuing education for all parking enforcement. Each member of the enforcement team is required to take at least one customer service or communication class for each evaluation period. These classes focus on dealing with stress, handling unhappy customers, and other scenarios enforcement might encounter in the field.

Specialized training and professional development have also become staples of PTS operations. Everything from cash handling training for cashiers and supervisors to advanced purchasing for administrative staff to ASE requirements and certifications for vehicle maintenance technicians are part of the training PTS takes part in. As part of professional development, staff also attend conferences for the networking, training, and opportunity to represent the university. These conferences include safety organizations,

the International Parking Institute, Texas Parking and Transportation Association, Association for Commuter Transportation, American Public Transportation Association, NAFA: Fleet Management Association, T2 Parking Management Software, and design workshops. PTS has also participated in site visits to other universities to share ideas and evaluate how to improve operations.

The final piece of training is internal. With a department of 100 full-time staff throughout 8 divisions of PTS, it is important to feel like part of a larger team. PTS introduced the Cast a Shadow Program, which allows

employees to gain job experience and knowledge about a particular position within the PTS organization by observing trained and experienced employees. For example, a citation appeals officer can shadow an enforcement officer in the field to better understand the issues people are encountering that lead to citations. The goal is to build relationships within PTS, create a greater sense of connection, and empathy for fellow coworkers. It engenders a culture of belonging to PTS. A byproduct of this program is an increase in communication at all levels.

Triumphs of Transportation

BICYCLES

Some of the most significant triumphs for PTS's transportation programs have been with BikeUT, whose efforts led The League of American Bicyclists to recognize UT-Austin as a Bicycle Friendly University.



For BikeUT, getting more of the community on bicycles has always been a priority. One of the ways BikeUT has accomplished this is through support of the Orange Bike Project. Staffed by student volunteers, the Orange Bike Project offers bicycles for rent by the day or semester. Another way BikeUT has successfully got more of the community on bicycles is through the bicycle auction, which allows

community members on a budget the opportunity to purchase a bicycle. Bikes that are abandoned on campus are sold at auction after proper legal notification. PTS's bike auction has become a highly anticipated event, attended by people throughout the entire Austin community. Bike auction proceeds increased by 88% within the last five years. These funds are used to support the bike program, primarily in bicycle rack purchases.

Bicycle racks and lockers are some of the most important amenities that encourage bicycling. Funds from the bike auction, along with grants and other PTS funds, are used to purchase bicycle racks. Over the past five years, PTS installed more bicycle racks across campus, increasing bike parking by 45%. Additionally, PTS made using the bicycle lockers in garages around campus easier with online bicycle locker renewals. PTS also provided convenient

rack parking outside the stadium at the Game Day Bike Corral to make access to football games easier for bicyclists.

Keeping bicycles on the road also incentivizes bicycling as a form of transportation. With the addition of an on-campus bike hub, The Kickstand, PTS has a centralized location to offer bicyclists access to tools and supplies to help them fix up their ride. PTS and Orange Bike Project also run a community bike shop on the northwest side of campus where bicyclists can access tools and information to keep their bikes riding smoothly. To offer further convenience, PTS has added bicycle fixit stations across campus, allowing bicyclists the ability to work on their bikes for free 24/7.

Often cited on surveys as one of the reasons people are hesitant to ride bicycles more, road safety is a concern on and around campus. PTS introduced a Safe Cycling Campaign to increase bike safety that includes an online Traffic Skills Class, online best practices for riding on and around campus, and signage on bike racks throughout campus with safety tips. PTS also added 39 new sharrows symbols along San Jacinto Blvd, which is the main north-south route through campus, heavily traveled by both motorists and bicyclists. Sharrows are a roadway marking that indicates cyclists and motorists alike should share the lane of traffic, a good reminder for all those on the road to travel with extra caution.

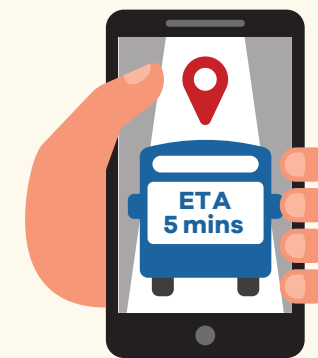
When someone chooses a bicycle as a means of transportation it reduces pollution, traffic, parking space demands, and the strain on other modes of transportation. To show appreciation for those who ride their bike and make access to campus easier for the entire community, PTS began celebrating Bike to UT Day. Bike to UT Day happens every May with festivities



including free breakfasts and raffle entries for those who ride through any campus entry point on their bike in the morning. Then snacks, safety flyers, registration information, giveaways, and various campus groups with an appreciation for cyclists all table as part of the central afternoon event. This past year, the event was even attended by Austin city mayor Steve Adler.

BUSES

Last year, Capital Metro and the university instituted a new-swipe-to-ride policy that requires any faculty, staff, or student to swipe their current UT ID cards to ride fare free on shuttle and mainline buses. This initiative has resulted in more accurate ridership counts. University students, staff, and faculty took a combined 5.7 million rides on the UT Shuttle and Capital Metro mainline system last year. Along with overseeing the UT Shuttle contract, PTS provides 60% of the funding for the contract that allows faculty and staff to ride Capital Metro buses at no charge to board.



Over the past year, PTS worked diligently with Capital Metro to install GPS tracking technology on all shuttle buses. The technology allows riders to receive real-time arrival information on their specific shuttle routes through the Capital Metro App. Not only did this app increase the convenience of bus service, it promoted safety by minimizing the time a rider needed to wait at the bus stop at night. PTS marketed the app through multiple channels. The app was embraced quickly throughout the community with 77% of respondents aware

of the app in the most recent shuttle survey.

OTHER TRANSPORTATION



Another service that proved useful to community members at night was the SURE Walk program. Beginning in the summer of 2016, PTS began overseeing this

program that provides courtesy escorts to students and staff walking home late at night. PTS worked with Student Government to expand service to operate on weekends and during the summer, a first for this longstanding program. SURE Walk now operates seven days a week and is fully staffed and functional.

Ride share was also brought to campus in recent years. PTS partnered with Zipcar to place cars on campus that could be reserved by the hour or the day, eliminating the need for personal vehicles. The car share service has grown into one of the top programs for universities. After Zipcar's success at UT-Austin, the city also partnered with Zipcar, expanding the areas university affiliates can access vehicles.

Electric vehicle ownership was also encouraged in recent years with the addition of charging stations. PTS teamed up with Austin Energy and ChargePoint to bring charging stations to main campus and Pickle Research Campus. Introducing the campus community to new eco-friendly technologies served current electric vehicle owners while inspiring other single occupancy vehicle drivers to consider more environmentally friendly options.

Vehicle Inventory

Equipment Class	# of Units			Avg. Age in Years		
	AY 13/14	AY 14/15	AY 15/16	AY 13/14	AY 14/15	AY 15/16
Passenger Cars	40	38	30	6.97	6.42	6.72
Heavy Duty Trucks	15	15	15	9.83	8.18	14.60
Sport Utility Vehicles	97	96	99	7.93	7.90	7.82
Cargo Vans	73	74	80	10.19	10.26	11.33
Light Duty Trucks	157	158	158	9.96	10.18	10.94
Light/Medium Trucks	91	91	90	11.75	11.75	11.72
Medium Duty Trucks	30	30	30	12.81	12.90	14.10
Mini-Vans	67	61	66	11.26	11.20	11.18
Buses <15 Passengers	1	0	1	11.00	0.00	10.00
Buses >29 Passenger	1	1	1	19.42	20.00	21.00
Total	572	567	570	10.04	10.03	10.66

Auto Shop Work Orders

	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Preventative Maintenance	1,909	2,138	2,276	1,879	2,157
Other	2,177	2,738	1,589	2,085	1,901

Dispensed Fuel

	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Unloaded Gas (gallons)	141,605	131,365	146,209	144,097	155,806
Diesel/Biodiesel (gallons)	35,253	41,750	37,765	38,854	39,072
Propane (gallons)	1,106	1,075	1,444	1,230	1,000
Ethanol E85 (gallons)	53,520	62,718	62,507	59,919	60,001

Cart Inventory

	#			Average Age (yrs)		
	AY 13/14	AY 14/15	AY 15/16	AY 13/14	AY 14/15	AY 15/16
Gas	131	135	154	6.78	6.94	5.94
Diesel	14	15	15	6.23	6.93	7.90
Electric	198	204	212	4.75	6.20	6.63
Other	0	0	0	0	0	0

Vehicle Acquisitions & Disposals

		AY 12/13	AY 13/14	AY 14/15
Vehicles	Acquisitions	30	21	19
	Disposals	24	30	8
	Net	6	-9	11
Carts	Acquisitions	26	18	29
	Disposals	11	6	2
	Net	15	12	27
Total	Acquisitions	56	39	48
	Disposals	35	36	10
	Net	21	3	38

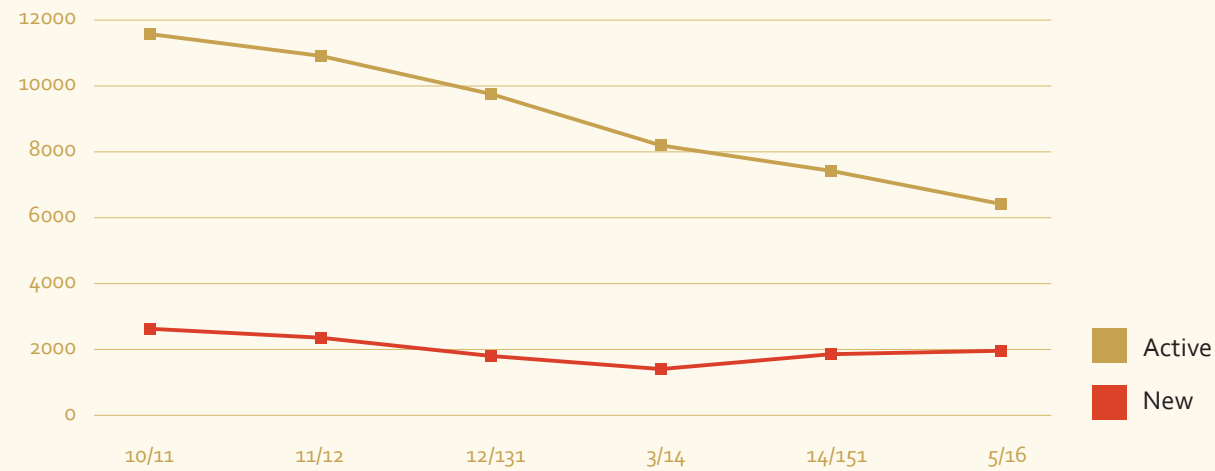
Ridership

	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Shuttles	5,144,021	4,954,515	4,421,026	3,979,287	3,490,355
Mainline	2,858,612	3,042,924	2,426,365	2,254,868	2,217,988
E-bus	215,305	205,402	169,326*	155,470	41,814

*we did not start extracting ridership until October

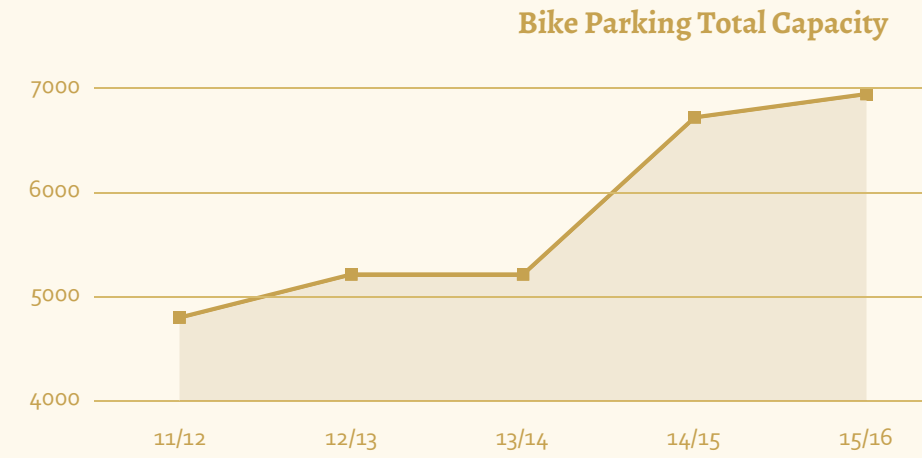
	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Members	1,116	1,186	1,125	904	938
Carpools	430	464	439	367	353

Bike Registration



	AY 10/11	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
New	2,626	2,355	1,802	1,404	1,855	1,959
Active	11,563	10,903	9,750	8,187	7,416	6,411

Bike Parking

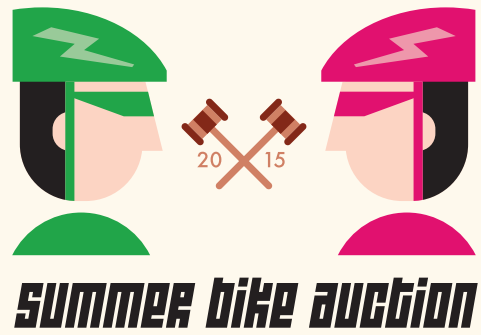
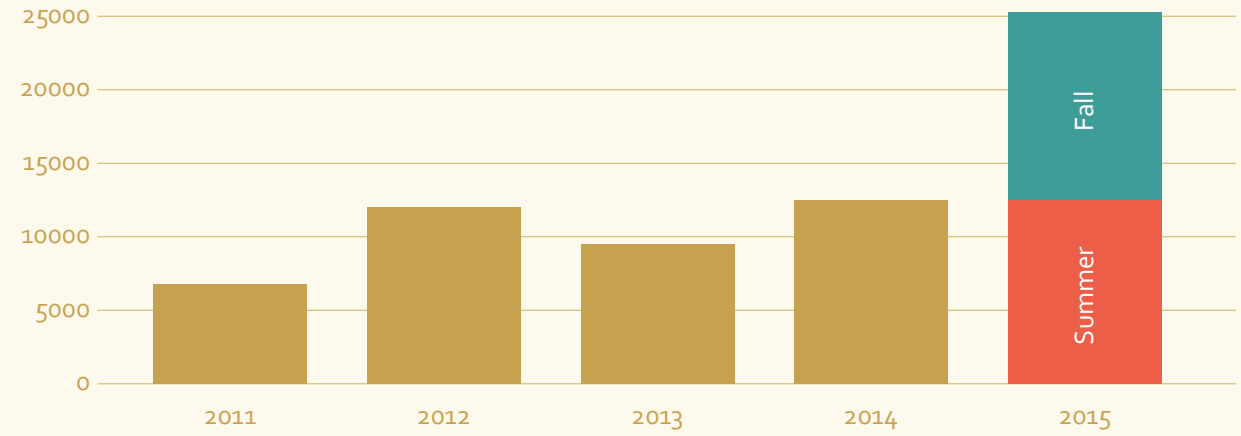


	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Lockers	64	64	64	64	64
Racks	554	582	582	535	551
Total Capacity	4,802	5,216	5,216	6,723	6,947



	Summer 2015	Fall 2015
# of Bikes Sold	200	250
High Bid	\$400	\$240
Average Bid	\$62	\$51
Total Sales	\$12,482	\$12,786

Bike Auction Total Sales



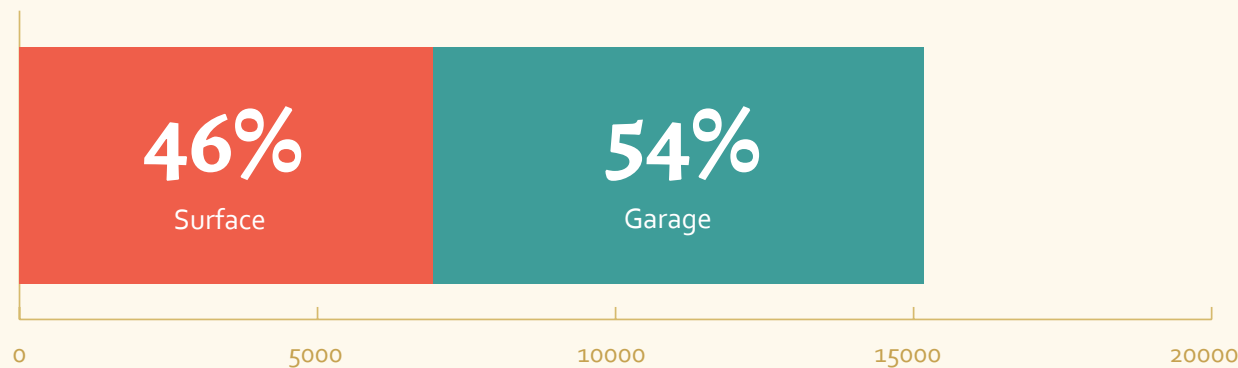
	2011	2012	2013	2014	Summer 2015	Fall 2015
# for Auction	162	176	213	117	200	250
# Sold	156	169	207	117	200	250
High Bid	250	325	265	400	400	240
Average Bid	43	71	44	90	62	51
Total Sales	6,800	11,994	9,491	12,471	12,482	12,786



Parking Inventory

Type	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Surface					
A	1,038	984	865	924	915
C	865	865	554	554	707
ADA	440	414	411	377	349
F	1,605	1,580	1,472	1,443	1,350
F99	19	17	20	19	19
M Zones	29	28	26	28	28
O	59	58	62	56	60
Longhorn**	2,000	2,025	2,663	2,094	2,092
Loading Zone	214	214	206	164	180
Meters	54	54	46	42	42
Official Visitor	479	470	573	346	326
Other	409	389	373	527	505
U	440	325	362	354	364
Sub-total	7,651	7,423	7,633	6,948	6,937
Garage					
ADA	101	101	160	160	160
U	36	36	53	125	86
5-min	43	43	35	35	31
Standard	7,979	7,979	7,987	7,956	7,957
Sub-Total	8,159	8,159	8,235	8,276	8,234
Total	15,810	15,582	15,868	15,224	15,171

**available for use to any UT Permit holder



Permits Sold

Type	AY 13/14	AY 14/15	AY 15/16
Student			
C	5,300	3,638	3,344
C+	1,352	1,828	2,260
D	102	104	116
M	575	543	625
N	487	432	462
N+	1,853	1,814	1,869
R	1,638	1,586	1,386
S	3,550	3,887	2,922
TD	54	39	45
Sub-total	14,911	13,871	13,029
Faculty/Staff			
A	5,225	5,223	5,453
AN	208	253	269
AN+	157	141	190
D	327	319	333
F (garage)	5,818	5,779	6,256
F (surface)	2,117	1,815	1,794
F21	117	110	91
F99	20	21	24
M	456	459	398
N	251	334	289
N+	299	369	376
O	87	78	82
TD	427	431	412
Sub-total	15,509	15,332	15,967
Other			
D	24	14	22
E	575	547	469
FDP	297	236	222
M (non-affiliates)	22	32	37
N (non-affiliates)	54	63	63
N+ (non-affiliates)	99	121	136
T	1,351	1,016	1,009
TD	54	39	45
V	230	198	211
VIP	265	324	312
VSP	2,683	3,570	9,296
Sub-total	5,654	6,160	11,822
Total	36,074	35,363	40,818

Citations



	AY 13/14	AY 14/15	AY 15/16
Paid or Resolved	34,525	34,332	33,560
Unpaid or Unresolved	3,408	2,649	3,753
Total	37,933	36,981	37,313

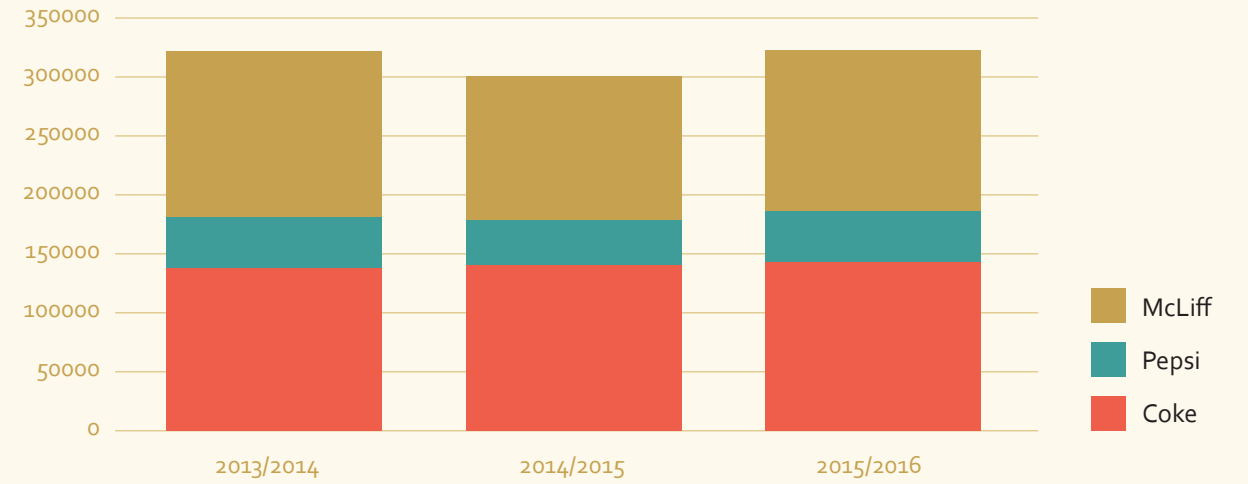
Appeals



- Upheld
- Reduced
- Warning
- Voided

	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16
Upheld	3,474	2,768	2,598	2,173	2,397
Reduced	1,958	1,783	1,497	1,098	1,289
Warning	1,943	2,625	1,868	1,959	2,203
Voided	103	127	114	95	206
Total	7,478	7,303	6,077	5,325	6,095

Vending Royalties



	AY 13/14	AY 14/15	AY 15/16
Coke	\$137,975	\$140,208	\$143,210
Pepsi	\$43,113	\$38,688	\$43,204
McLiff	\$140,761	\$121,536	\$135,686
Total	\$321,849	\$300,431	\$322,100

Financial Highlights

	AY 13/14	AY 14/15	AY 15/16
PTS Revenue	\$16,325,978	\$16,508,599	\$17,279,461
PTS Operating Expenses	\$8,172,890	\$8,892,218	\$7,685,946
Debt Service	\$6,422,083	\$6,560,805	\$6,549,153
Funds for Reserves	\$1,731,005	\$2,000,000	\$1,485,000

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