The mission of the Department of Parking and Transportation Services (PTS) for The University of Texas at Austin (UT Austin) is to be the national leader in creating the most efficient and respected campus wide parking and transportation, and other services programs in the United States. To meet this mission, the department provides customer focused, environmentally friendly, and economically sound services to the UT Austin community.

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 in order to serve all those who use the UT Austin facilities.

PTS 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 under the direct supervision of the Associate Vice President for Human Resources. For the 2003-2004 academic year (AY03/04), PTS had 77 full-time and 36 part-time employees. PTS main offices are located in the Trinity Garage at 1815 Trinity, at the corner of Trinity and MLK, and in addition, each garage has its own office.

By providing mobility and access, PTS helps support the goals of teaching, research, and community service for the university. Through the core values of communication, adaptability, professionalism, integrity, and teamwork, PTS believes that it moved closer to its mission in AY03/04. This Annual Report is intended to provide a better insight into our organization and to help guide you through each of the sub-units of our department: surface and garage parking, enforcement, alternative transportation, and services.

Bob Harkins, Ed.D.
Director,
Parking and Transportation Services
**Financial Overview**

**Expenses FY03-04**
- Debt service: 44%
- Salaries/benefits: 29%
- Operating/miscellaneous: 17%
- Capital expenses: 5%
- Transfers to reserves: 4%
- Administrative charge: 1%

**Detail of Operating Expenses at 17%**
- Other: 4%
- Contract services: 3%
- Utilities: 6%
- Maintenance: 7%
- Credit card charge: 4%
- Revenue generation: 3%
- Duplicating & printing: 18%

**Revenue FY03-04**
- Permits: 13.63%
- Daily parking: 53.50%
- Citations, miscellaneous, & meters: 32.87%
parking
One of the primary functions of PTS is to provide parking for faculty, staff, students, and visitors. Spaces are divided between surface lots and parking garages. There were approximately 14,750 parking spaces on campus in AY03/04 which remained relatively unchanged from the previous year.

University supported construction projects necessitated some changes in parking and vehicular movement. To minimize parking and transportation disruptions, extensive meetings were held as each project entered the planning stage. The parking losses were:

- Parking along 24th Street from Speedway to San Jacinto was closed for the renovation of the Power Plant Expansion renovation project. Displaced permit holders were relocated to temporary locations.
- In the spring of 2004, the university acquired Manor Tower and 33 additional spaces were added to the overall parking inventory.
- In late May, the eastern section of lot F11 was closed permanently for the construction of the Gregory Gym Aquatics Complex.
- Due to the impending closure of Speedway at MLK for the construction of the Blanton Museum of Art, a new Bus Hub was created along 23rd Street, between San Jacinto and Robert Dedman Drive.
- Lot 58, an A parking lot, north of the San Jacinto Garage, was closed for the Chilling Station 4 renovation project.
PTS offers permits for faculty, staff, students, and visitors. Daily parking options are available in any of the university garages or at the parking meters located across campus. PTS also offers departmental parking options as well as various parking choices for official university events. The coordination of parking for the university was handled through the PTS main administrative office or through one of the offices located in each garage. The main parking office is responsible for the issuance of surface parking permits, citation billing and payments, coordination with a collection agency, the citation appeal process, vehicle registration, and the coordination of campus events. Garage offices process daily parking fees, sell garage permits, and in some instances, surface permits, coordinate with enforcement for boots, and process citation payments.

<table>
<thead>
<tr>
<th>Office Locations and Hours of Operation</th>
<th>Parking &amp; Transportation Services (PTS)</th>
<th>Cashier hours 7:45 a.m. - 4:45 p.m., M-F</th>
<th>Office hours 8:00 a.m. - 5:00 p.m., M-F</th>
</tr>
</thead>
<tbody>
<tr>
<td>brazos garage (brg)</td>
<td>210 E. MLK Blvd.</td>
<td>Operational hours 24 hours, 7 days/week</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>manor garage (mag)</td>
<td>2017 Robert Dedman Dr.</td>
<td>Operational hours 6:00 a.m. - 11:00 p.m., M-Sat</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>san antonio garage (sag)</td>
<td>2420 San Antonio St.</td>
<td>Operational hours 6:00 a.m. - midnight, 7 days/week</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>san jacinto garage (sig)</td>
<td>2401 San Jacinto Blvd.</td>
<td>Operational hours 6:00 a.m. - 10:30 p.m., M-F</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>speedway garage (swg)</td>
<td>105 E. 27th St.</td>
<td>Operational hours 6:00 a.m. - 11:00 p.m., M-F</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>trinity garage (trg)</td>
<td>1815 Trinity</td>
<td>Operational hours 6:00 a.m. - 11:00 p.m., M-F</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td>27th street garage (tsg)</td>
<td>109 W. 27th St.</td>
<td>Operational hours 6:00 a.m. - 11 p.m., M-F</td>
<td>Office hours 7:45 a.m. - 7:00 p.m., M-F</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Surface permits constitute a large portion of all permits issued by PTS. PTS sold 19,712 surface parking permits in AY03/04, compared to 19,385 for AY02/03, which represents an increase of approximately 1%. All F permits were available through the renewal process or via the wait list and could be renewed online or in the main office. Manor Garage and Trinity Garage had F permits available for immediate purchase throughout the entire year. Additionally, PTS offered F permits for faculty or staff for purchase at the PTS main office or online throughout the year.

There was an average of 3,338 F permits, 1,537 R permits, 1,472 S permits, and 762 N access cards issued per semester in the seven garages. The F, R, and S permit levels remain consistent year after year while the N access card sales showed an increase of 141% over last year, the inaugural year for N access cards.

Students were eligible for either a surface C permit or a garage R or S permit depending on their qualifications. All students were eligible to purchase C permits, which were sold on an annual basis but could be purchased throughout the year at a prorated cost. Any student living in UT Austin housing could purchase an R permit, which was offered either by the semester or for a 9-month term (September – May.) Students who did not live in UT Austin housing had the ability to purchase S permits, which were offered either by the semester or for a 12-month term (September - August).

### Faculty/Staff Parking Permits

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>f (surface)</td>
<td>Faculty/staff surface parking</td>
<td>$381</td>
</tr>
<tr>
<td>f (garage)</td>
<td>Faculty/staff garage parking</td>
<td>$324</td>
</tr>
<tr>
<td>a</td>
<td>Surface parking</td>
<td>$108</td>
</tr>
<tr>
<td>d</td>
<td>Faculty/staff disabled parking</td>
<td>$108</td>
</tr>
<tr>
<td>m</td>
<td>Motorcycle parking</td>
<td>$50</td>
</tr>
</tbody>
</table>

### Student Parking Permits

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>r</td>
<td>Ut dorm residence garage parking</td>
<td>$616</td>
</tr>
<tr>
<td>s</td>
<td>Commuter student garage parking</td>
<td>$540</td>
</tr>
<tr>
<td>c</td>
<td>Student surface parking</td>
<td>$89</td>
</tr>
<tr>
<td>d c</td>
<td>Student disabled parking</td>
<td>$89</td>
</tr>
<tr>
<td>n access</td>
<td>Night horn garage access</td>
<td>$50</td>
</tr>
<tr>
<td>m</td>
<td>Motorcycle parking</td>
<td>$50</td>
</tr>
</tbody>
</table>
The S permit was issued through a renewal system first, then through processed transfers, and finally through an open sale if spaces remained available. Manor and Trinity garages had S permits available throughout the year.

For those eligible for R permits, they were issued through a random draw process with the first draw held in the spring for returning students and subsequent draws held in the summer after dorm assignments were made. Just over 1,400 students entered the R draw and all of these students were offered an R permit. Throughout the year, R permits remained available in both the Trinity and Manor Garages.

To enhance student parking options and to increase night-time occupancy rates in parking facilities, PTS developed two night-time parking options. N access cards were issued to anyone affiliated with UT Austin and allowed users night and weekend garage parking, which helped reduce congestion on the streets and in the surface lots.

The C+ permit combines the C permit with N access and allows students C permit parking and access from 5 p.m. to 4 a.m. in all seven university operated garages. One hundred seventy-one C+ permits were sold during AY03/04. Permit sales are expected to continue to increase as more students become aware of the benefits.

The availability of permits through a Web-based purchase application resulted in improved customer service. This application allowed customers to make payments over the Internet using a credit card or payroll deduction (if applicable), rather than having to visit the PTS office to purchase a permit. For AY03/04, PTS sold 49% of all permits over the Web. Multiple locations were available for those that chose to purchase permits in person.
In order to maximize utilization of the parking spaces while still preserving availability, PTS maintained at least 95% occupancy rate of spaces on campus.

**Lot Utilization Surveys**

Several programs were implemented to achieve the lot occupancy in AY03/04. For instance, PTS conducted lot utilization surveys throughout the year that allowed for the distribution of available permits through the wait list system. The surface F wait list averaged 410 listings per month. PTS made a total of 428 surface F permit offers during AY03/04. In August, 830 people were on a garage F wait list. For the year, the garages offered 859 garage spaces from the wait list.

**Summer F Permit Program**

Another program implemented to help maintain the 95% occupancy rate of spaces on campus was the Summer F Permit Program. This program, in its second year of operation, proved to be successful in maintaining occupancy during the summer months. The program allowed current F garage/surface permit holders to purchase an F permit for close-in lots for the summer only. AY03/04 saw a 62% increase in summer F permit sales over the previous year.

“Thank you for opening up the F surface parking each summer on a temporary basis. I have been able to take advantage of this special benefit over the last few years and it is great. I just wanted you to know that each year this process is a positive experience, and speaks well of the level of customer service that your unit offers.”

Debra Madden
Administrative Services Officer
College of Pharmacy
The University of Texas at Austin
Daily parking customers include faculty, staff, students, visitors, and those attending special events. The rates were unchanged for AY03/04 and remained competitive with parking fees in the university and downtown areas.

To encourage turnover of spaces and to provide convenient short-term parking, the garages continued to offer the first thirty minutes of parking at no-charge.

This benefit allowed anyone easy, no-charge access to all the garages on campus so that they could drop off a book at the library, turn in an assignment, or any other short-term activity at no cost to them.

PTS had 41,232 vehicles park for less than thirty minutes in the garages.

Reduced rate parking was offered in all garages during the evening hours. The number of customers taking advantage of this program increased by 25%. It allowed parking from 5:45 p.m. until close or midnight, depending on the location, for anyone who utilized the garage except during special events. The evening rate provided parking for a flat fee of $3, which represented a 60% reduction in the normal parking fee.

**Daily paid parking rates - 2003-04**

<table>
<thead>
<tr>
<th>Time</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30 minutes</td>
<td>No Charge</td>
</tr>
<tr>
<td>31-59 minutes</td>
<td>$3</td>
</tr>
<tr>
<td>1 hour - 1 hour and 59 minutes</td>
<td>$5</td>
</tr>
<tr>
<td>Over 2 hours</td>
<td>$7</td>
</tr>
</tbody>
</table>

**Special garage evening parking rate**

ALL garage parking is only $3 for tickets pulled after 6 p.m.* until close

* Additional fees may be charged for events

**Departmental parking**

Departments also had several options regarding daily parking. Validation stamps, encoders, event access cards, and paper validations were all used by departments for garage daily parking. With rates starting at 72% off the normal rate, PTS was flexible in helping departments with official guest parking while maintaining principles of sound economics. Departmental garage parking options were used by 102,969 official guests representing an increase of 58%.

PTS also developed the Visitor Scratch-Off Permit (VSP) as a surface parking option for UT Austin departments. The VSP provided close-in, short-term parking for a limited number of visitors. The VSP was valid for one day and could only be purchased by university departments at a rate of $1 each. For AY03/04, PTS sold 7,590 VSP(s) as compared to 6,833 in AY02/03. Departments were encouraged to limit the number of VSP permits issued on any day and informed that events with more than 4 visitors should be coordinated through the PTS Events Coordinator.

**Meter parking**

In addition to daily parking in the garages, PTS also provided short-term meter parking across campus. During AY03/04, PTS had 17 meters located in strategic areas on campus to meet the needs of those individuals requiring short-term parking. Metered parking was limited to 30 minutes at a cost of 50¢.
Event parking is one area that ties the entire department together. A full-time Special Events Coordinator works closely with the surface, garage, and enforcement staff to organize all available parking on campus.

The main objective for PTS is to balance the parking needs of the entire university community and to provide the highest quality parking services to the campus.

PTS accomplished this by coordinating with event sponsors to arrange parking for 1,667 events with 882,637 attendees while maintaining the availability and flexibility of parking on campus.

Parking Enforcement provided 22,000 hours of event parking support during AY03/04. The event staff placed cones and barricades for events, protected reserved parking resources, and assisted event attendees with parking and directions to the event venue. PTS was responsible, along with other agencies, for parking and traffic control during all home sporting events. Event parking support was provided for such venues as the Erwin Center, Performing Arts Center, Hogg Auditorium, Bass Concert Hall, and other locations across campus. PTS worked with events that ranged from only a few guests to several thousand on a regular basis.

To meet the growing demand of events across campus, additional personnel were required. To attain additional event guards, 40 student event guard positions were posted in early August. All needed employees were hired and trained prior to the onset of AY04/05. The increase in personnel will allow PTS to maintain a high level of customer service even as events continue to expand.

In the garage, pre-paid event parking provided for collection of fees at the entrance when traffic is generally spread out over a greater period. At the completion of the event, the gates were opened allowing for quick exits and no long lines created by guests waiting to pay. Excluding football, 92,407 customers parked in a garage for some type of special event. This represented an increase of 3% over AY02/03.
The total number of citations issued for AY03/04 was 59,651, down from 62,615 the previous year.

PTS believes the decline resulted from better signage, broader dissemination of information, and a more customer focused approach to citations.

Rules, regulations, and other information regarding citations, their prevention, and proper appeal procedures were available through our Web site and various brochures distributed across campus. In addition, PTS staff attended various outreach programs, such as orientation, to inform the university community about parking options.

For those who did receive citations, two options, payment or appeal, were available to resolve the citation. Payment of citations were accepted by mail, in person, and, for the first time, through a Web-based payment system. For AY03/04, 66.1% of citations issued were paid. For those wishing to file an appeal, multiple methods were offered by PTS.

If an individual received a citation and believed they had grounds for an appeal, the citation could be appealed within twelve calendar days from the date of issuance. In AY03/04, 11,915 of all citations issued were appealed, which was down from AY02/03. PTS offered five methods by which to appeal a citation: UT Direct (online appeal form), e-mail, fax, mail, or in-person appointment. For citations issued in AY03/04, 19% were appealed. Of these:

- 18% of appeals resulted in the reduction of the fine
- 53% of appeals were reduced to a warning and the fine was waived
- 26% of all appeals were denied, leaving the fine at the original amount
- 3% were of citations appealed were voided

If an appellant was dissatisfied with the PTS appeal decision, the citation could be presented to the Appeals Panel. This panel consists of members of the faculty, staff, and student body who are not affiliated with PTS. The panel is the final decision making body for appeals. Only 1.6% of all AY03/04 appealed citations were referred to the panel for further review. Of those, 71.9% were upheld as valid.
Several new programs and improvements to PTS operating systems were developed and implemented. The garage operational computer system was upgraded to a server-based system and this gave PTS the flexibility to manage all garage locations from a single desktop or from each individual facility. This upgraded system allowed us to put several new programs or pieces of equipment into place that helped the department provide better service to the UT Austin community. Some of these upgrades included the proximity garage access card readers, the “UT Share Pass”, and the use of “event cards” for parking guests during some instances.

**proximity card reader**

Proximity (Prox) Card Readers were installed at all of the entrances and exits in the garages. These readers were used to identify garage permit holders upon entry and exit. The prox readers replaced the original insert readers in all of the garages. These readers gave PTS the flexibility to issue multiple types of entry/exit cards for the garages allowing for the expansion of services.

Prox cards were offered to all garage permit holders in a no-charge exchange program during the fall semester. Those not wishing to change cards were allowed to continue with their original swipe card. The prox card allowed the user to “wave” the card in the general proximity of the reader to open the gate. These were a greater convenience for the customer since contact did not have to be made with the actual reader. This not only speeds up the entry or exit time for the customer but is also operationally sound since the lack of actual contact with the equipment means that the card and the equipment are less likely to fail from repeated use or wear.

**event card**

Another innovation PTS was able to offer to its customers was the use of an event card for single or multiple day events. The event card is a disposable magnetic striped card that works in the prox card readers. Once the card was activated, it worked in any or all of the seven university garages. For participants of the summer conferences, PTS utilized the event card exclusively. Cards were offered at a daily, weekly, or monthly rate and were either paid for by the conference sponsor or the individual participant, depending on the needs of the customer.

The event cards were successfully used for New Student Orientation, with 5,892 students and parents parking at the Brazos garage while attending orientation. Orientation event cards were offered to the students at $25 for the 4 day session. By using the event card, the students had unlimited access to the Brazos Garage and were not required to visit the office each time they needed to leave the garage. Since the cards are disposable, the orientation students were not required to return the card at the end of their orientation session, which resulted in a staffing savings for the garages.
The server system and the prox card readers also gave PTS the technology needed to introduce the UT Share Pass. The UT Share Pass is a debit card made available to faculty and staff members that provides a low-cost parking alternative for those customers who occasionally bring their vehicle on campus. The UT Share Pass allows the customer to pre-purchase a set amount of parking so the daily fee is taken off of their account with each use of the card. The UT Share Pass was implemented with the coordination of the UT Staff Counsel and in conjunction with the Alternative Transportation Coordinator within PTS.

“What an excellent idea! This should be perfect for those who are able to use Cap. Metro services most of the time, but sometimes just have to bring their car! Kudos for coming up with such a practical service for faculty and staff!”

Gwen Barton
Professional Development and Community Engagement Program
Vice Provost & Coll of Graduate Studies
The University of Texas at Austin

Another improvement was the beginning of the installation of digital cameras throughout the garages. Scheduled to be completed during AY04/05, each garage will be equipped with a digital camera system as an outstanding tool to manage the garages by giving a visual check on the availability of parking on the roof and ensuring accurate operation of the entrance and exit gates. The server-based system is set up to allow access to the system from remote client locations. When the entire system is operational, a client location will be installed at UTPD, giving them an opportunity to utilize the captured images in the course of their work.

Throughout AY03/04, PTS remained committed to meeting the parking needs of the university community. Innovations to processes and procedures were implemented to enhance the sale and distribution of permits, citation payment and appeals, as well as campus wide events. These advances demonstrated the department’s commitment to communication, professionalism, and customer focused services and were the result of hard work, dedication, and coordination with the enforcement division of PTS.
enforcement
The Parking Enforcement subdivision of PTS provides many valuable services to the university community. In addition to parking enforcement, they also manage the guards that staff the kiosks at the entrances to campus, perform maintenance for all PTS garages and surface lots, provide support services for special events on campus, and assist customers with vehicle problems. The duties carried out by enforcement must be performed on a regular basis in order to place a value on parking permit purchases, increase safety and aesthetics, and to ensure appropriate access to campus.

**Parking Enforcement**

In AY03/04, PTS focused on increased customer service and consistent enforcement throughout campus. While citations are issued as a means of protecting permitted spaces, they also provide an educational tool for those parking on campus. During AY03/04, 6% of the citations issued in the field were warnings which required no further action by the customer, but rather served as a reminder of rules and regulations.

Another customer focus section under the realm of enforcement is the Longhorn Auto Assistance Program (LAAP) that provides two no-charge services: key assists and battery assists.

During AY03/04, 881 customers were assisted with battery jump-starts, while 700 vehicles were unlocked for those customers who had locked their keys in their cars.

These two programs illustrated the department’s desire to establish customer focused services that are beneficial to the entire university community.
“I just wanted to tell you how much I have appreciated Dan (Rosas - G007) being at his guard station because he truly represents the best as a UT employee.”

Linda Brown
Graduate Student
Curriculum and Instruction
The University of Texas at Austin

The campus kiosks served as a gateway to the university community. PTS operated ten kiosks, which were strategically located at the entrances to campus. Eight of the kiosks are located on the main campus, while two are situated at the Pickle Research Campus.

Customer service skills were vital to the success of the kiosk guards as they are often the first point of contact with the university.

The duties of each kiosk guard was to greet visitors and university affiliates to the campus, give directions, provide campus maps, as well as guide them to the appropriate parking areas.

Based on increased vigilance, the campus administration developed a strategic plan for periods when the nation goes on increased alert. When the university experienced these alert periods, the kiosk hours were extended until 7 p.m. The diligence and extra hours worked by these employees demonstrated dedication to task and commitment to the UT Austin community.

The kiosks also proudly participated in Longhorn Halloween and Orange Santa programs by serving as a drop-off location for candy and gifts. Enforcement also developed and initiated an Orange Santa hat sale program. Orange Santa hats were sold from parking garages and PTS main offices.
**maintenance**

The PTS maintenance staff provided critical services for the department that affected the university as a whole. Their role was to assure that each of the seven parking garages and all surface parking lots were maintained, painted, and cleaned routinely. During AY03/04 the schedule for painting the curbs on campus was revamped to better meet the needs of the campus community. Rather than painting the curbs prior to spring graduation only, curbs were painted biannually to maintain the positive image of the campus.

Other duties performed that enhanced the overall impression of the university community include signage and lot maintenance. The maintenance staff was responsible for the installation and upkeep of all parking signage on campus. They also worked on minor lot repairs and coordinated with other entities for larger lot projects. Three surface lots, 41, 80 and 108, were resurfaced and restriped during AY03/04. The consistent maintenance of lots and signage helped reflect a positive image to all users.

In the garages, the maintenance staff was responsible for cleaning the facilities on a daily basis. This included the operation of 7 Tenet sweepers to clean the deck areas of the garages. Additionally, routine equipment repair such as gate replacements were carried out by the maintenance staff. Other duties included the general cleaning of stairwells and surrounding areas, as well as all seven garage offices. PTS maintenance staff played a vital role in keeping the garages well maintained and presentable to the university community.

In an effort to address routine preservation concerns with the garages, a systematic maintenance program was instituted which put all university garages on a five to seven year upkeep rotation. Walker Parking Consultants conducted a thorough examination of the San Jacinto and Brazos Garages and made recommendations for general upkeep and repairs in order to keep the garages in good working order. In coordination with Physical Plant, planned repair work is scheduled to be completed during AY04/05.

**summary**

Enforcement was responsible for a wide variety of customer focused services. Not only were they responsible for citations, boots, and vehicle assistance, but they also coordinated the maintenance section of PTS. Their teamwork helps the department pursue economically sound practices while providing essential support and services to the UT Austin parking community.
alternative transportation
In addition to parking, PTS also provides mobility and access to the university campus through a variety of transportation services, known as the UT Share program.

As the university moves towards a pedestrian friendly campus, these transportation services reflect the university’s efforts to reduce congestion and curb vehicle pollution in the Austin area by encouraging members of the UT community to do their SHARE and SHARE the ride to campus.

UT Share transportation programs include: UT Shuttles, Capital Metro Mass Transit, E-Bus, West Campus Football Shuttles, Longhorn Stampede, Texas Express, Event Transportation, Carpools, Vanpools, and Biking.

capital metro

Capital Metropolitan Transportation Authority (Capital Metro) provided transportation services for the UT Austin campus community including:

- Student, faculty, and staff use of all Capital Metro mainline bus services (with a valid UT ID card)
- 16 UT shuttle routes (twelve radial, three circulator, one inter-campus)
- Radial UT shuttle routes generally ran from 6:45 a.m. until 11:30 p.m., Monday through Friday with combined limited service on weekday evenings and Sundays
- Circulator UT shuttle routes generally ran from 6:45 a.m. until 1:00 a.m. Monday through Friday, with limited service on Sunday
- Unique UT shuttle service level schedules during registration, fall/spring classes, final exams, and summer sessions
- Approximately 225 service weekdays for the year for a total of 155,500 hours of service
- University branding on all UT shuttle buses
The most notable UT Shuttle change for the AY03/04 was the new Lakeshore route, which was added to serve the additional development of student oriented housing in the Riverside area. The resources needed to create the new route came from the NR and PL routes.

The UT Shuttle System is recognized as the largest university shuttle system in the country. During fall and spring class days, there were 73 buses in service during the morning peak hours, 55 buses in service after 5 p.m., and 10 buses in service after 7 p.m. On weekends there was generally no Saturday service and combined routes ran on Sundays.

The vehicles used for the UT Shuttle system are owned by Capital Metro and operated under contract by ATC/Vancom of Texas. For AY03/04, there were 87 buses in the UT Austin fleet. The fleet includes 25 thirty-five foot low-floor New Flyer transit coaches manufactured in 1998, 30 forty-foot low-floor Gillig transit coaches manufactured in 1999, and 32 forty-foot low-floor Gillig transit coaches manufactured in 2000. 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.

UT Shuttle System ridership for the AY03/04 was 7,475,698, which represented student routes and the PRC inter-campus route. The Capital Metro mainline bus system provided access to many different parts of the Austin area, including Austin-Bergstrom International Airport. Capital Metro estimates that university faculty and staff members account for in excess of 2,000 passenger trips per day.

The student shuttle contract cost the university $5,159,670 ($33.50 per shuttle service hour). Transportation services are primarily funded by a mandatory per semester student fee of $52.33 per full-time student.
e-bus

The E-Bus continued to be a successful program, providing late night transportation service from West Campus to and from Austin’s entertainment district, Thursday - Saturday from 8:30 p.m. – 3:30 a.m. Service was added to the Riverside areas during AY03/04. UT students, faculty, and staff may ride the E-Bus at no charge by presenting a UT ID upon entering the bus. Without a UT ID, the charge is 50¢ each way. The cost of providing service was split 50/50 between the university and Capital Metro with the total annual cost to the university being $67,872.99. Total ridership was 99,904 passengers, averaged 679 boardings per evening, and resulted in an approximate cost to the university of 68¢ per passenger.

“Without the E-Bus, I would still come downtown, I would still drink, and I would be less safe. I would drive home.”

Taken from a survey conducted for “Evaluation: Austin Entertainment Bus” by Cyril Dadd, Jamie Dudensing, and Dustin Rynders

west campus football shuttle

Another program that was geared towards West Campus involved football shuttle service for home football game day transportation. In response to a Student Government initiative, Capital Metro added this route. Like the other three football routes Capital Metro provided (Intramural Fields, Barton Creek Mall, and Stubbs), the service was available to the public for $1 each way. West Campus ridership for the six games of the 2003/2004 season was limited and resulted in a 25 percent farebox recovery. Additionally, Longhorn Stampede Charter bus service was provided to Longhorn fans for away football games.

texas express

For those wishing to travel to Houston or Dallas for the weekend, PTS continued to support the Texas Express. The service was operated through Star Shuttle and tickets were available thru Star Tickets outlets, including a new location at the Jester Store. Service was exclusively available to UT students, faculty, staff, and their friends and family. Weekend ridership averaged 77 passengers with 40 to Houston and 37 to Dallas, up slightly from the previous year.
vanpool

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. The program allows 5 to 12 individuals to commute daily to the main campus, the Pickle Research Campus, or the MCC Building in a Capital Metro van.

Vanpool members can save money, save time, extend the life of their vehicle, reduce stress, improve the environment, park in “preferred” parking spaces, receive courtesy parking in a UT garage twice per semester, and receive free enrollment in the guaranteed ride home program which provides reimbursement for four emergency taxi rides home due to personal illness or emergency.

The service is available for $25/month for those commuting within the CMTA service area, and there is an additional charge for every mile traveled outside of the service area. The drivers are enrolled free of charge in exchange for the added responsibility of driving and maintaining the CMTA vanpool vehicle. There were five UT employee Capital Metro vanpools in operation for AY03/04.

carpool

Another ride share opportunity promoted by PTS is the carpool. Carpool members are 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 four emergency taxi rides home due to personal illness or emergency. Carpool registration for AY03/04 continued to show a steady increase.
For those who don’t utilize motorized transportation, PTS offers programs that encourage bicycling.

Each day there are more than 1,000 individuals who use bicycles as their mode of transportation to, from, and/or around the UT campus.

Bicycling is a significant component of the university’s plan to reduce local traffic congestion and air pollution.

PTS worked on improving bicycle parking, safety, awareness, and security. 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.

This was the second year PTS registered bicycles. All students, faculty, and staff who bike on or to campus are asked to register their bicycle with PTS.

Registering bicycles enables the university to quantify and thus meet the needs of the bicycle community, aids in theft prevention and recovery, provides an avenue for communication with bicycle owners, and aids in funding opportunities.

There were 880 bicycles registered with PTS during AY03/04.

**Summary**

Alternative transportation plays an important role for PTS and the UT Austin community. The shuttle system continued to offer a viable way to campus for students, faculty, and staff with expanded service and routes for AY03/04. Vanpools and carpools showed steady growth and provided environmentally friendly transportation options for those who took advantage of the programs. Finally, for those who chose bicycling to campus, advances were made through the installation of new bike racks across campus, while all UT shuttle buses were fitted with racks, making the entire fleet available for the bicycling community. With the movement towards a more pedestrian oriented campus, programs such as UT Share will become even more critical to transportation and movement across campus.
PTS provided the following services to the UT Austin community: creation and distribution of brochures, maps, and publications; coordination of parking committees; support for the annual shuttle surveys; oversight of more than 500 vending machines; and maintenance of the departmental Web site. These services provided vital support to the department as well as UT Austin. By accomplishing many of these tasks in house, PTS has realized a saving that reflected our economically sound approach to operations.

**brochures, campus maps, and publications**

One of the most important functions Services provided was the creation and distribution of various departmental brochures and maps.

PTS provided brochures for faculty/staff, students, and shuttle riders with over 50,000 maps and brochures distributed throughout the UT Austin community.

The student and faculty/staff fold-out brochure included a parking map and information about alternative transportation, parking guidelines, permit fees, and parking tips. Shuttle brochures, which included maps showing bus route information, schedule, and service availability, were distributed to students, faculty, and staff. Other publications included the creation and distribution of over 15,000 visitor maps as well as bicycle brochures that provided registration, placement, and safety tips to those who chose to cycle on campus.

In addition to brochures and maps, PTS also updated and published various reports and manuals in an effort to improve departmental awareness. These publications included *Parking and Traffic Rules and Regulations*, *Permit Manuals*, *Departmental Policies and Procedures Manuals*, and *Numbers That Count* (a quarterly financial report), which were distributed to various entities across campus. In addition, many of these publications were also available on the Web site. These publications provided valuable departmental information to students, faculty/staff, and various committees.
parking committees

While PTS worked with several committees across campus, the primary committee that it supported was the Parking and Traffic Policies Committee. Services helped in the organization of meetings, distribution of minutes, and preparation of documents for this committee. This coordination freed the committees from many of their administrative tasks and allowed them to concentrate on their important agenda.

surveys

PTS strived to remain focused on the customer through the use of surveys. In conjunction with Alternative Transportation, Capital Metro Satisfaction Surveys were distributed, tabulated and analyzed. Surveys were made available online and distributed on individual shuttle routes to obtain the best results. PTS also participated in the collection and result compilation of the City of Austin Survey for Capital Metro.

In an effort to improve vending machines overseen by PTS, an online vending survey was instituted. This survey gathered information about service, selection, machine reliability, appearance, and product costs. The responses provided valuable information and PTS believes it will continue to yield good results in the future.

vending

Using many of the responses from the vending survey, PTS was able to significantly enhance the more than 500 vending machines under the control of the department. PTS administered all machines on campus with the exception of residence halls, athletic facilities, RecSports facilities, and the Frank Erwin Center. Snack, beverage, food, and sundry items were available throughout the UT Austin campus, including Pickle Research and Lake Austin Center. These vending services provided a broad selection of quality products through three vendors – Austin Coca-Cola Bottling Company, Pepsi Bottling Group, and AVS Food Services Inc.

One of the important aspects identified by the vending survey was the operation and appearance of the machines. Many of the older machines were replaced and new machines were added in high volume areas with expanded product variety. Additionally, PTS focused on the appearance of machines located outside of buildings and therefore exposed to the environment. To conserve energy, VendingMisers were added to machines through a City of Austin program. A more direct and prompt response to repairs and refunds was made available to the UT community through the PTS Web site which links directly to the vendors for immediate action. More improvements are on the horizon as PTS continues to serve the vending needs of the university.
**web site**

The Web site was 100% maintained by the service section of PTS. The Web site provides important information about permits, events, parking disruptions, and other details pertaining to the department. The Web site is updated as needed to keep all information current. This effort provided excellent results as Web site hits, or visits, more than doubled in AY03/04.

---

<table>
<thead>
<tr>
<th>Successful hits for:</th>
<th>9/14-21/03</th>
<th>8/30-9/5/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>all pages</td>
<td>35,013</td>
<td>73,923</td>
</tr>
<tr>
<td>shuttle</td>
<td>5,248</td>
<td>5,426</td>
</tr>
<tr>
<td>parking</td>
<td>2,404</td>
<td>4,883</td>
</tr>
<tr>
<td>maps</td>
<td>2,177</td>
<td>4,570</td>
</tr>
<tr>
<td>garage</td>
<td>416</td>
<td>920</td>
</tr>
<tr>
<td>biking</td>
<td>153</td>
<td>281</td>
</tr>
<tr>
<td>carpool</td>
<td>133</td>
<td>196</td>
</tr>
<tr>
<td>vanpool</td>
<td>89</td>
<td>144</td>
</tr>
<tr>
<td>texas express</td>
<td>804</td>
<td>1,735</td>
</tr>
<tr>
<td>avg. hits per day</td>
<td>5,001</td>
<td>10,626</td>
</tr>
<tr>
<td>most hits in one day</td>
<td>6,772</td>
<td>14,777</td>
</tr>
</tbody>
</table>

---

**summary**

Services worked extensively to increase the information flow from our department to the UT community through work on brochures, maps, and the departmental Web site by reporting construction changes, permit opportunities, and changes in enforcement. In addition, committee coordination and work on several surveys also helped provide the department with vital logistical support. Finally, vending services for over 500 machines were administered with funds collected benefiting various student organizations. The wide variety of activities that involved PTS services was essential to the operations of the department and provided significant information and assistance to help meet the needs of the UT community.
Conclusion

Parking & Transportation Services
During the AY03/04, PTS met its goals through effective management and enhanced services and programs. The implementation of the UT Share Pass, the C+ permit, and garage event parking cards increased the parking options available to the UT Austin community. Consistent enforcement, improved signage, and continued educational outreach regarding parking rules and regulations led to better access to lots for those with permits.

The creation of a Bus Hub, improved shuttle routes, and advances in carpooling and bicycle permits demonstrated the department’s continued commitment to alternative transportation.

The PTS Web site allowed for increased services for permit sales, renewals, and citation payments while our focus on better publications provided information on the department’s services to a wider audience.

Finally, vending operations allowed the department to help serve the entire university community through the management of machines whose profits benefited the entire campus.

These advances have all served as milestone markers to meet the strategic goals of the department. PTS will continue to implement creative strategies to ensure that we remain a national leader in quality parking services. The inventiveness PTS utilized throughout AY03/04 demonstrated the department’s dedication to its stakeholders. The PTS staff will continue to explore new technologies and programs to enhance PTS services. PTS looks forward to meeting the challenges of future growth and development of the university community.