

16/17

ANNUAL REPORT

PARKING AND TRANSPORTATION SERVICES



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DIRECTOR’S LETTER

It was another successful year for UT Austin Parking and Transportation Services (PTS). Building on past momentum, our various units moved forward in effective and efficient ways. We were especially proud of our Fleet division which was recognized as one the “100 Best Fleets”. We have a great crew led by Carl Bottoms and Brett Mayes. Our administrative staff, Guyanne Crump and Gina Adams are both top notch and juggle multiple duties successfully. Our mechanics are second to none; Richard Quiroz, Jason Donnellis, Bobby Whitmire, Hector Galvez, Dennis Rylander, Ross McClure, and Elida Ruiz could work anywhere they wanted and we feel fortunate they have chosen to work for UT Austin.

The entire unit is led by Assistant Director Mark Kaligian who provided the leadership and direction to move the shop forward. It was truly a team effort that resulted in national recognition. Mark exemplifies leadership of our management team by wearing two hats. In addition to the award winning Fleet department, he also leads our enforcement group. He has helped transition this group from being primarily focused on protecting parking spaces for our permits holders to a more ambassador based group who are eager to provide customer focused services.

Our maintenance team under Assistant Director Paul Muscato, began a long-term project of converting our garages to LED lighting which not only is improving the lighting quality in the garages but also will result electrical usage savings. Better lighting for cheaper prices

cannot be beat. This is a 100% in-house project which will save the department over \$100,000 in installation fees.

The university expanded its garage parking by welcoming the Health Center Garage (HCG) which will be the first medical center based parking garage on the UT Austin campus. In addition to supporting the devolving medical center, this garage played an important role in event parking which again was very successful. Assistant Directors Amanda Harkrider, Dennis Delaney, and Linsey Duett all played important roles in garage and event operations and have been instrumental in getting HCG launched successfully.

PTS continued with a very strong transportation program under the leadership of Assistant Director Blanca Gamez. Shuttle operations, our award winning bicycle program, carpools and our walk program remain strong. PTS continues to work Student Government in supporting the SURE Walk program and even welcomed celebrity SURE Walk cart driver Matthew McConaughey.

Finally, I would be remiss in not mentioning Assistant Director Gloria Collins who is not only responsible for this Annual Report but all the annual reports PTS has issued. She leads an incredible graphics team and ensures that our messaging is timely and informative. From our webpage to campus wide messaging PTS can always count on clear and concise messaging and graphics to help spread our message to the campus and beyond.

Team work, out of the box thinking, hard work and vision are all part of what led to success for UT Austin PTS in 2016/17. While individuals and groups of individuals like those listed here all played an important role in our success it was every employee that sealed the deal. Our front line cashiers in the garages, our Parking Enforcement staff, event staff, maintenance, and even the temporary staffing we used all combined to ensure that as a department continued to be successful. Much like Henry Ford said, “If everyone is moving forward together, then success takes care of itself.” In 2016/17 PTS moved forward together resulting in another productive year.

Bobby Stone
Director
Parking and Transportation Services
The University of Texas at Austin

Nationally Recognized Fleet



In 2017, the prestigious “100 Best Fleets” recognized PTS’s University Fleet Office (UFO) as a peak performing fleet operation. PTS’s Fleet Office ranked in the top ten of all fleet operations in the nation and number one for university fleet operations in the nation. The criteria for ranking fleet operations were based on problem solving, accountability, and engagement.

Problem solving was demonstrated through use of new ideas and technology like UFO’s CARMA, a web-based application for monitoring fleet vehicles and equipment. UFO also showed resourcefulness, maximizing use of assets, by guiding other university departments to fleet reduction with better vehicle timesharing and options like Zipcar for infrequent needs. While maximizing resource utilization, UFO also minimized environmental impact with fuel options such as E85, propane (LPG), and biodiesel B20.

UFO excelled in the accountability necessary for a successful fleet operation

including the use of documented metrics and performance evaluations such as vehicle acquisitions, disposals, and age, work orders, and dispensed fuel. UFO accountability also included quick turnarounds on work orders and minimal additional repairs or rework necessary. They were also able to demonstrate competitive pricing and benchmarking that they shared with consumers.

Engagement enhanced UFO on both a departmental and employee level including performance recognition and celebration of successes for both the team and individuals. UFO also implemented a program for career development through evaluations, goal setting, and training. Not only is an engaged staff more productive, it allows for collaboration. UFO demonstrated a high trust culture, where employees were comfortable sharing ideas through every level of the organization. This level of trust and collaboration ensures that the best ideas rise to the top when problem solving, which benefits the university as a whole.

Organizations like UFO and the 100 Best Fleets Program promote pride in the industry. UFO also serves as an example to other fleet operations throughout the nation of ways to increase productivity and operational effectiveness.



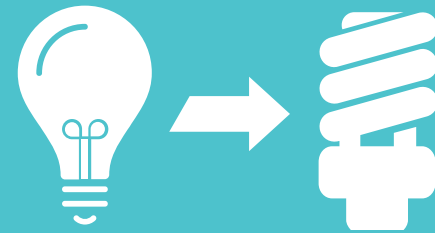
2017 winners of The 100 Best Fleets



A Balanced Parking Program

PTS continues to address the overarching trend of decreased surface parking with creative solutions to best balance the needs of the university community. Although Lot 80 returned to the parking inventory with 150 student parking spaces, it replaced what was once a larger lot. Lot 103 and 104 on the east side of IH-35 also closed as part of the East Campus Master Plan to build a new tennis facility and multilevel parking garage. Those two lots alone had over 600 spaces. These lost spaces were more than made up for with the construction of the Health Center Garage (HCG). As part of the new Dell Medical School, HCG opened in early September at the corner of 15th Street and Trinity Street with over 1,100 spaces. To maximize HCG's utilization as well as offer more options for those displaced from east campus lots, PTS offered discounted student HCG permits.

Along with adding a garage to the parking inventory, PTS installed LED lights throughout seven garages. The new lighting was more environmentally friendly, reduced energy costs, and provided brighter garages addressing safety concerns of the university community. PTS was able to complete the job in house by hiring a master electrician, purchasing a lift, and using the aid of maintenance workers and technicians. In total, 2,668 fixtures were replaced.



Lot and garage changes made it more important than ever for PTS to ensure they were maximizing space utilization. Focus was placed on monitoring the number of spaces that could reasonably be offered in restricted lot locations and garages. In addition to making more waitlist offers to fill locations, PTS restructured the waitlist system to better serve those on it. Waitlist participants had always had the option to be on a waitlist for up to three different locations ranked in order of their preference. Over the years, most third choice waitlist requests were declined when offered. This led to inflated waitlists and delayed offers to those who might actually be interested in a location. To streamline the process and increase offer acceptance, PTS made two changes. The number of locations a customer could waitlist for was reduced from three to two. Additionally, if a customer did not accept a waitlist offer, they would be dropped from all waitlists, ensuring they were on lists they only had interest in accepting.



Another parking change that PTS instituted to better serve the community was an expansion of the time allowed at parking meters. During the day, only up to 45 minutes of parking was allowed at a meter.

Given the size of the campus and the limited surface parking, it could be a challenge to complete even a short-term task in this time. PTS decided to allow up to two hours of parking at a meter during the day, giving the community more options for parking and better access across campus.

Parking enforcement has also changed with the landscape. With fewer surface parking areas to protect, PTS continues to develop the role of the parking enforcement officer as an ambassador, welcoming guests to campus, while protecting spaces faculty, staff, and students have paid to access. One of the ways PTS has developed enforcement staff is through new university employee presentations. PTS enforcement officers are able to make a first impression by giving a crash course Parking 101, teaching new hires to the university about their parking options and ways to avoid citations. Enforcement is also provided access to customer service training that focuses on good communication, how to deescalate a stressful encounter, and maintaining calm under stress. They have also worked to identify flashpoints, which are scenarios that are more likely to bring about confrontations. By identifying these flashpoints, PTS can minimize the risks of confrontation. This achieved by working with other departments in advance of an event, providing clear directives to enforcement how to address particular patrons to help guide them, and providing tools such as signage, for example. The more enforcement can anticipate the needs of the community, the better they will be served.





Creative Transportation Solutions

PTS has recognized the university as a 24/7 operation for many years. There are community members who have obligations, such as studio/lab work or scheduled shifts, that may require they access campus in the evenings or weekends on a regular basis. There are also students and staff who use mass transit in their daily commute but need access to campus occasionally after buses have stopped running to study or work. The needs of those only bringing their cars during this time were addressed with parking programs such as low-cost weekend/evening permits and extended and discounted evening/weekend metered parking.

In the summer of 2016, PTS further enhanced the community's ability to access campus in the evenings with



the addition of SURE Walk. SURE Walk provides courtesy escorts to students and staff walking home, around campus, or to their transportation late at night. It was available 10 p.m. – 2 a.m., seven days a week. Formerly a volunteer-only program, SURE Walk struggled with being understaffed and meeting consistent response times. SURE Walk's first year of fully staffed services was 2016/2017. The volume of SURE Walk requests was even greater than anticipated with 16,169 requests in its first full year.

PTS expanded SURE Walk to include cart and vehicle service beginning in October

and extended service to 7 p.m. – 2 a.m. beginning in November. Extended hours were put in place to adapt to seasonal light conditions as well as the greater needs of the community. Carts and vehicles allowed SURE Walk to service a larger volume of students more quickly and provide greater operational flexibility during poor weather conditions. During this period, they even had a surprise guest, Matthew McConaughey, to help promote the benefits of SURE Walk. The award-winning actor and university alumnus volunteered as a SURE Walk escort, providing cart rides to students for the evening.

Another area of transportation PTS continued to focus on was bicycles. The award-winning PTS BikeUT program continued their work to make roadways on campus more bicycle friendly. Roadway

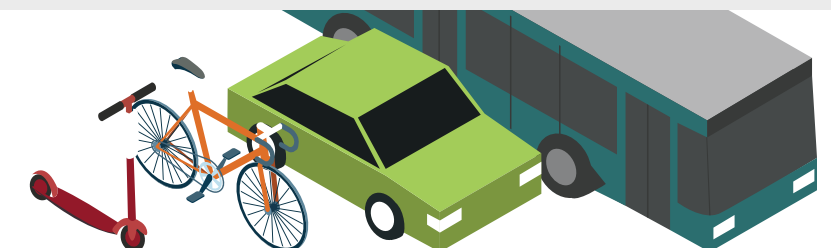


markings, called sharrows, were added to indicate cyclists and motorists alike should share the lane of traffic.

Visually, sharrows have two chevrons and a bicycle symbol. These serve as a reminder for all those on the road to travel with extra caution. They also help cyclists know where they should safely position themselves on the road to be most visible to those around them. Last year, they were added along San Jacinto Blvd, the primary north/south corridor through campus. This year, they were added to both the east and west traveling lanes of Clyde Littlefield Dr, the east and west lanes of 23rd Street, and the north and south lanes of Robert Dedman Dr.

PTS continued to operate one of the largest shuttle systems in the country with 10 routes. The shuttle system provided an easy way for students, faculty, and staff to access campus at no charge with a valid UT photo ID. They also had no-charge access to the city's Capital Metro mainline bus service with more than 70 routes. Shuttle and mainline combined provided over 5 million rides to students, staff, and faculty in 16/17.

The carpool program continued to offer incentives to those sharing their commute including reserved spaces, reduced permit fees, and complimentary garage parking. A total of 753 university members comprising 341 carpools participated in the carpool program in 16/17. PTS continues to seek ways to help both the university and the city in reducing traffic congestion and curb vehicle pollution.



Parking Inventory

Type	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Surface					
A	984	865	924	915	996
C	865	554	554	707	699
ADA	414	411	377	349	365
F	1,580	1,472	1,443	1,350	1,433
F99	17	20	19	19	19
M Zones	28	26	28	28	25
O	58	62	56	60	57
Longhorn**	2,025	2,663	2,094	2,092	843
Loading Zone	214	206	184	180	177
Meters	54	46	42	42	50
Official Visitor	470	573	346	326	74
Other	389	373	527	505	735
U	325	362	354	364	415
Total	7,423	7,633	6,948	6,937	5,888
Garage					
ADA	101	160	160	160	185
U	36	53	125	86	151
5-Min	43	35	35	31	21
Standard	7,979	7,987	7,956	7,957	8,999
Total	8,159	8,235	8,276	8,234	9,356
Total Spaces	15,582	15,868	15,224	15,171	15,244

**available for use to any UT Permit holder



Permit Sales

Type	AY 14/15	AY 15/16	AY 16/17
Student			
C	3,638	3,344	2,992
C+	1,828	2,260	2,148
D	104	116	0
M	543	625	741
N	432	462	387
N+	1,814	1,869	1,910
R	1,586	1,386	1,582
S	3,887	2,922	3,497
T	-	-	142
TD	39	45	-
Subtotal	13,871	13,029	13,399
Faculty/Staff			
A	5,223	5,453	5,914
AN	253	269	263
AN+	141	190	183
D	319	333	0
F (Garage)	5,779	6,256	6,161
F (Surface)	1,815	1,794	1,832
F21	110	91	101
F99	21	24	25
M	459	398	378
N	334	289	243
N+	369	376	397
O	78	82	84
T	-	-	838
TD	431	412	-
Sub-total	15,332	15,967	16,419
Other			
D	14	22	0
E	547	469	539
FDP	236	222	234
M (non-affiliates)	32	37	25
N (non-affiliates)	63	63	61
N+ (non-affiliates)	121	136	134
T	1,016	1,009	186
TD	39	45	0
V	198	211	231
VIP	324	312	305
VSP	3,570	9,296	7,759
Sub-Total	6,160	11,822	9,474
Total	35,363	40,818	39,292

Financial Highlights

	AY 14/15	AY 15/16	AY 16/17
PTS Revenue	\$16,508,599	\$17,279,461	\$18,435,601
PTS Operating Expenses	\$8,892,218	\$7,685,946	\$9,284,971
Debt Service	\$6,560,805	\$6,549,153	\$6,385,910
Funds for Reserves	\$2,000,000	\$1,485,000	\$885,000

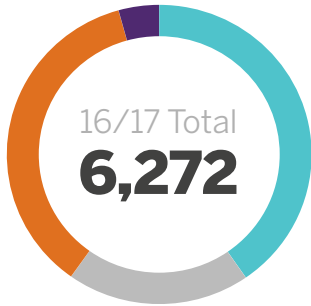
Citations



	AY 14/15	AY 15/16	AY 16/17
Paid or Resolved	34,522	34,508	37,829
Unpaid or Unresolved	2,459	2,805	2,643
Total	36,981	37,313	40,472

 Paid or Resolved
 Unpaid or Unresolved

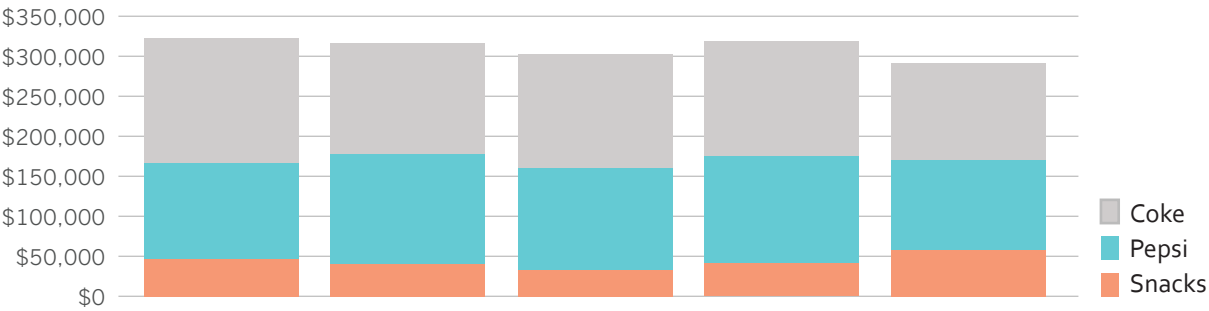
Appeals



 Upheld
 Reduced
 Warning
 Voided

	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Upheld	2,768	2,598	2,173	2,397	2,533
Reduced	1,783	1,497	1,098	1,289	1,219
Warning	2,625	1,868	1,959	2,203	2,250
Voided	127	114	95	206	270
Total	7,303	6,077	5,325	6,095	6,272

Vending Royalties



	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Coke	\$154,385	\$137,975	\$140,208	\$143,210	\$122,488
Pepsi	\$48,072	\$43,113	\$38,688	\$43,204	\$54,145
Snacks	\$120,719	\$140,761	\$121,536	\$135,686	\$112,605
Total	\$323,176	\$321,849	\$300,431	\$322,100	\$289,238



Fleet Vehicle Inventory

Equipment Class	# of Units	Avg. Age in Years
AY 16/17		
Passenger Cars	30	7.04
Heavy Duty Trucks	13	11.46
Sport Utility Vehicles	108	9.31
Cargo Vans	80	12.59
Light Duty Trucks	167	11.19
Light/Medium Trucks	83	12.61
Medium Duty Trucks	31	10.97
Mini-Vans	60	11.71
Buses <15 Passengers	0	0.00
Buses >29 Passenger	1	22.70
Total	573	11.09

AY 15/16		
Passenger Cars	30	6.72
Heavy Duty Trucks	15	14.60
Sport Utility Vehicles	99	7.82
Cargo Vans	80	11.33
Light Duty Trucks	158	10.94
Light/Medium Trucks	90	11.72
Medium Duty Trucks	30	14.10
Mini-Vans	66	11.18
Buses <15 Passengers	1	10.00
Buses >29 Passenger	1	21.00
Total	570	10.66

AY 14/15		
Passenger Cars	38	6.42
Heavy Duty Trucks	15	8.18
Sport Utility Vehicles	96	7.90
Cargo Vans	74	10.26
Light Duty Trucks	158	10.18
Light/Medium Trucks	91	11.75
Medium Duty Trucks	30	12.90
Mini-Vans	64	11.20
Buses <15 Passengers	0	0.00
Buses >29 Passenger	1	20.00
Total	567	10.03

Vehicle Acquisitions & Sales

		AY 13/14	AY 14/15	AY 15/16
Vehicles	Acquisitions	21	19	31
	Disposals	30	8	26
	Net	-9	11	5
Carts	Acquisitions	18	29	45
	Disposals	6	2	17
	Net	12	27	28
Total	Acquisitions	39	48	76
	Disposals	36	10	43
	Net	3	38	33

Cart Inventory

	# of Units			Avg. Age in Years		
	AY 14/15	AY 15/16	AY 16/17	AY 14/15	AY 15/16	AY 16/17
Gas	135	154	175	6.94	5.94	3.58
Diesel	15	15	16	6.93	7.90	4.48
Electric	204	212	227	6.20	6.63	3.96
Other	0	0	0	0.00	0.00	0.00

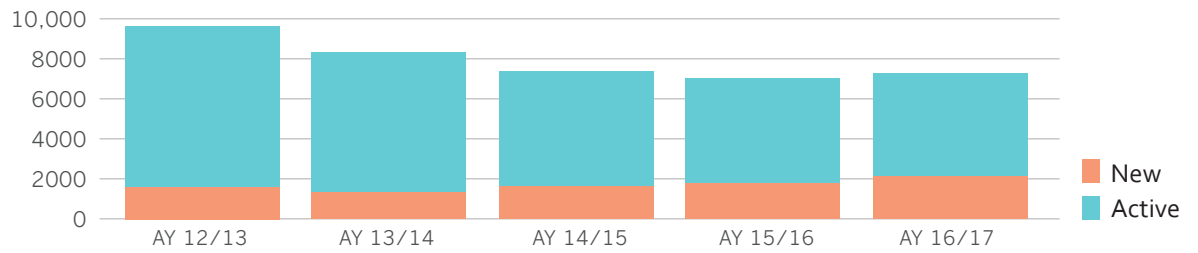
Auto Shop Work Orders

	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Preventative Maintenance	2,138	2,276	1,879	2,157	2,624
Other	2,738	1,589	2,085	1,901	1,391

Dispensed Fuel

	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Unleaded Gas (gallons)	131,365	146,209	144,097	155,806	158,388
Diesel/Biodiesel (gallons)	41,750	37,765	144,097	39,072	35,868
Propane (gallons)	1,075	1,444	1,230	1,000	1,733
Ethanol E85 Gallons	62,718	62,507	59,919	60,001	61,220

Bikes



	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
New	1,802	1,404	1,855	1,959	2,007
Active	9,750	8,187	7,416	7,020	7,225

Transportation Ridership

	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Shuttles	4,954,515	4,421,026	3,979,287	3,490,355	2,571,682
Mainline	3,042,924	2,426,365	2,254,868	2,217,988	2,581,758
E-bus	205,402	205,402	155,470	41,814	107,183
Sure Walk	-	-	-	141*	16,169

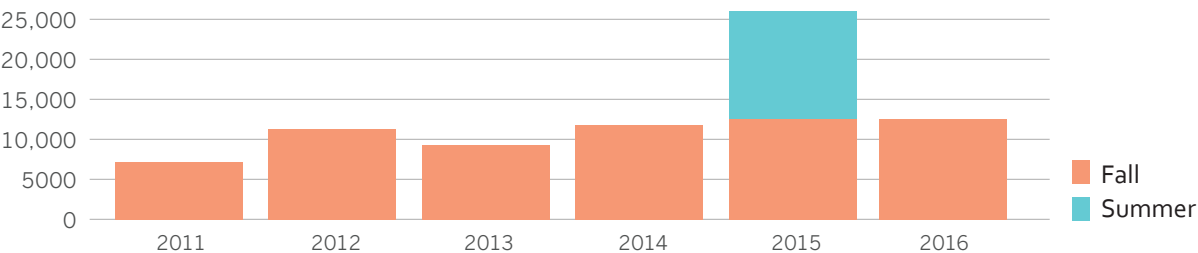
*Began in Summer 2016

Carpools	341	353	367	439	464
Members	753	938	904	1,125	1,186

Bike Parking

	AY 11/12	AY 12/13	AY 13/14	AY 14/15	AY 15/16	AY 16/17
Lockers	64	64	64	64	64	64
Racks	554	582	582	535	551	551
Total Capacity	4,802	5,216	5,216	6,723	6,947	6947

Bike Auction



	# for Auction	# Sold	High Bid	Average Sales Price	Total Sales
2016	250	250	\$240	\$51	\$12,786
FALL 2015	250	250	\$240	\$51	\$12,786
SUMMER 2015	200	200	\$400	\$62	\$12,482
2014	117	117	\$400	\$90	\$12,471
2013	213	207	\$265	\$44	\$9,491
2012	176	169	\$325	\$71	\$11,994
2011	162	156	\$250	\$43	\$6,800
2010	161	138	\$300	\$60	\$8,260
2009	199	177	-	\$67	\$11,802
2008	180	180	-	\$39	\$6,967
2007	165	137	\$250	\$27	\$4,401
2006	150	135	\$280	\$42	\$5,654
2005	83	65	\$150	\$27	\$1,802



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Parking and Transportation Services | Phone: 512-471-PARK
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The University of Texas at Austin
Financial and Administrative Services