



— ANNUAL REPORT —



The University of Texas at Austin
Parking and Transportation Services

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Enforcement and Citations



Food for Fines

In April 2018, partnering with Student Government, PTS launched the pilot program Food for Fines. This program provided the opportunity for those with qualified parking citations to pay them off through donations of 40-oz. plastic jars of peanut butter. All donations went to the new Campus Food Pantry, helping students with hunger and food insecurity needs. Within just over two weeks of the program, the community came together to donate 160 jars of peanut butter and resolve nearly 100 citations.

Ambassadors

Parking Enforcement Attendants are often tasked with the unpopular responsibility of issuing citations. They provide consistent coverage for surface lots, streets, and garages to protect parking spaces for community members with disabilities and those paid for by permit holders, but this is not their only focus. They also serve as ambassadors for critical entry points to campus, providing directions and assistance. One example is Mike Shaw, previously recognized by student and faculty groups for his outstanding service, visitors like BJ Black appreciate him as well:

Mike carefully modulated his instructions with a degree of friendliness, professionalism, and efficacy that is unparalleled in all my experience in 42 years walking this Earth. I say without hyperbole that his were the best overall directions I've received from anyone, anywhere, for any reason, period.

In short, Mike is the Michelangelo of parking directions. Though his trade is humble, he is simply the best there is and I'm ecstatic to have encountered him today. Thanks to him for expertly shepherding this confused out-of-towner.

Enforcement also became more involved in PTS functions like event setup and signage. These valuable team members often work late into the night placing cones and barricades for events that bring value to the community like Explore UT, Texas Relays, marathons, and football. They report on signs that are missing, necessary lot repairs, damaged equipment, and any trends that might be causing visitors confusion.



Employee Engagement

Enrichment and Development

Mike Shaw’s enthusiasm in the enforcement arena would provide useful department-wide, as he teamed up with administrative associate Marcy Drapes to implement new enrichment programs at PTS. The Brown Bag Lunch aimed at lessons that could apply to life and on the job, improving customer service: “Life is 10% what happens to you and 90% how you respond.” Motivational Monday included inspirational emails sent to all employees with messages like “Happy Monday! It’s gonna be an awesome week!” and “Stay positive, work hard, make it happen.” Mobile with Mike was an opportunity to teach employees how to have Texas Spirit across campus. Shadowing Mike, an employee could see how to greet people, engage with the public, and represent the university with enthusiasm. Another fun way to engage employees was through the Snack Attack. Mike and Marcy made surprise visits to areas of PTS that are often more isolated like single-cashier garages and brought them some healthy snacks and spoke with them about their jobs.



Morale and Team Building

PTS activities were a way to have fun, build morale, and remind employees they were all part of one team. Some of these were centered around holidays like the Thanksgiving Soup and Sandwich Potluck held at the East Campus Garage/Maintenance Breakroom. There was also the “Songs of the Season,” where PTS employees got to go caroling at the Main Building. Another was the holiday office space decorating contest with decorating supplies and treats provided. There was also an Employee Appreciation Lunch as well as a Secret Santa gift exchange in December. Then in early January, PTS held the first annual White Elephant Gift Exchange. Employees were encouraged to bring their holiday gift cast-offs to make a coworker laugh. In the spring, PTS held the Spring Fling Wing Ding Cook Off, serving up the best chicken wings by PTS resident chefs. PTS also participated in the annual Poker Walk, a great way to motivate physical activity as participants traversed a one-mile hike around campus, gathering poker chips along the way to win prizes. PTS kept the ball rolling for physical fitness by introducing the office to Fit-Chairs and Compact Striders from a mini-grant from HealthPoint Wellness. This program allowed employees to check out equipment, so they could be physically active while at their desks.

Communication

Several new systems were put in place this year to improve internal communication. The newsletter was brought back after a two-year hiatus. This time, the focus was on content and readability. An easy submission process for content was added as well to get more people involved. PTS started a Wiki to house training materials and resources, making these easier to keep updated. The Wiki also had a functionality the departmental server could not by allowing employees access to it from anywhere on campus on any smart mobile device. PTS also started holding Employee Engagement meetings with at least one representative chosen from each group of PTS: administrative staff, enforcement, maintenance, fleet, cashiers, supervisors, second/third shift, events, and assistant directors. The engagement group first looked at the most recent Employee Engagement surveys for PTS, discussed the results, and offered feedback to the director. Some of the accomplishments of the group included development of standard

operating procedures, bridging communication gaps between various branches of the department, better and more timely department-wide communication when changes occur, standardized and recurrent training, better uniforms, garage offices cleaned and painted, and cashier meetings.

Community Involvement

While PTS has been a long-time contributor to programs like Longhorn Halloween, Orange Santa, and Hearts of Texas, PTS found even more ways to give back to the community this past year. In late August, PTS donated to the Seats and Feets effort, a drive to help displaced Houstonites with much needed socks and underwear. There was also the PTS School Supply Drive to help ease the burden of all the supply costs parents incur each time they send their kids back to school. The Food for Fines program mentioned above was another way to give back to the community and help feed students in need.



Parking



Award-Winning Garage

At the International Parking Institute (IPI) Conference, PTS received the 2018 Award of Excellence for best design of a parking facility with 800 or more spaces for the new Health Center Garage (HCG). Located at the corner of 15th and Trinity Streets, HCG opened in September 2016 with over 1,100 spaces, primarily to serve the area surrounding the new Dell Medical School. HCG has a unique design, including a large clearance for emergency vehicles and a wide turnaround/ drop-off area.



East Campus Garage

With the closure of Longhorn Lots 103 and 104, over 600 surface spaces were lost on the east side of campus. The construction of the new East Campus Garage (ECG) more than made up for this loss with approximately 1,200 spaces. ECG opened in late August 2017 at 1200 E. Martin Luther King Jr. Blvd. across from UFCU Disch-Falk Field. To maximize ECG’s utilization as well as offer more options for those displaced from east campus lots, PTS offered discounted ECG permits at a rate of \$280 for the year or \$165 for a semester, more than half off compared to some garage permits.



License Plate Recognition

PTS has used License Plate Recognition (LPR) for years in surface parking lots and on streets to help find bootable vehicles, those with four or more outstanding citations or one citation over 120 days past due. This past year, LPR began to be an important part of garage operations as well. PTS began to transition to the use of registered license plates to verify permit status in garages. This method was much more efficient and effective to the manual one of the past. Communication, including emails, signage, and permit agreements, encouraged permit holders to register and update their license plate information to avoid future citations.

Permit Purchase Confirmations

Permit holders also saw an upgrade in the online permit purchase process. Upon purchase online through My Parking Profile, a receipt was emailed to the new permit holder with their future permit's number, valid and expiration dates, method of payment, balance paid, and a reference code. A confirmation email followed as well, informing permit holders of how to generate their QR code to access the garage, where their permit will be mailed, and regulation reminders.

Garage Access Equipment

In the spring, PTS began transitioning all of the garage access equipment from McGann to T2 Systems. The new readers allowed users to scan bar and QR codes as well as read toll tags. This new equipment replaced the former proximity and swipe card readers. It allowed for permit holders to register their toll tags, no longer needing to roll down their windows to access the garage and pull out a permit or card to swipe, and providing a seamless transition to the new year for those renewing their permits with no need to switch out access credentials. The new equipment was an improvement for event operations as well. Event permits could be purchased online with a QR code event attendees could scan right off their phone to open the gate. It also allowed garage debit card users real-time additions to their balances online with no manual process involved for PTS cashiers.

Orientation Operations

As most incoming students are housed in Jester Center for Freshman Orientation, it can be a busy time for the nearby Brazos Garage (BRG). Parents and incoming students are dropping off and picking up for three days per week nearly every week throughout the summer. It can be disruptive to BRG permit holders as well as city traffic within the area. PTS got an early start on improving operations for orientation by encouraging parents and students to buy their orientation parking online in advance to shorten the lines upon their arrival. Detailed information was also provided online about busy traffic patterns and how to best avoid them with suggested departure times. BRG permit holders were provided alternative parking locations and given as much notice as possible about disruptions. Perhaps the biggest changes to operations for orientation were to traffic flow and reserved parking areas. Temporarily opening Jester Circle down to 21st Street diverted traffic from Martin Luther King Jr Blvd. (MLK), the street most congested by orientation. Additional staff were added to the entry points of BRG to quickly direct everyone where they needed to go. Areas of the garage were barricaded off for quick drop-off and pickup. These changes prevented traffic from backing up on MLK during orientation for the first time in recent memory and showed a true collaborative spirit throughout the department from those answering the phones, attending planning meetings, making signage, creating web pages, directing traffic, setting up equipment, and selling permits.





Transportation

B-Cycle

In February, PTS partnered with Austin’s B-cycle to provide free memberships to all currently enrolled students. This membership allowed students access to 24-hour, on-demand bicycles at kiosks throughout the city including 11 locations in and around main and west campus. Faculty and staff were eligible for a 50% discount off memberships. In recognition of Earth Month, PTS hosted a UT B-Cycle Miles Challenge in April. The challenge was to hit 200,000 miles by April 30th, having just hit 121,400 miles the previous six weeks. Students were encouraged to use their free membership to check out a bike and ride towards active transportation and reduced carbon emissions.

Electric Scooters

The past year saw an influx of electric scooters on campus, notably those from LimeBike and Bird. While PTS did not oversee a scooter program, they worked with the City of Austin on plans for how to manage scooters on campus in the future. One of the primary concerns was unsafe obstructions to pedestrian and ADA pathways. In April, PTS developed some basic safety rules and parking guidelines such as restricting scooter operation to areas where bicycle traffic is permitted, operating at low speeds and yielding in the presence of pedestrians, parking at bike racks and not blocking pedestrian pathways, ADA ramps, stairs, and doorways.



Bicycle Events

Bicycles are an integral part of reducing congestion and pollution on and around campus. In 2017-18, PTS had the highest active registration count of bicycles that it has had in four years, but still looked for ways to get more people on bicycles. One way to get more people on bicycles is to provide them at a low cost. The PTS Fall Bike Auction was held October 11th in the lowest level of the San Jacinto Garage. Bidders could get a bicycle for as low as \$5. The bicycles are donated or abandoned with proceeds going back into the BikeUT program for amenities like more bicycle racks. There were 250 bikes sold at auction for more than \$12,000. PTS also held Bike to UT Day on April 18th. This was an event to recognize cyclists for using active transportation and for their part in reducing pollution and congestion. PTS offered light breakfasts to cyclists at various stations on main campus and the Pickle Research Center and had giveaways and prizes at the Office of Sustainability’s Earth Month event.

Bicycle Lane

PTS partnered with the Austin Transportation Department (ATD) to improve streets surrounding campus for safer travel. On-street parking along Clyde Littlefield Dr., between Red River and Robert Dedman Dr., was removed to make way for a bicycle lane. A new bicycle lane was added along Manor Rd., between E. Dean Keeton St and Interstate 35, and Clyde Littlefield Dr., between Interstate 35 and Robert Dedman Dr. These improvements made roadways safer for both cyclists and pedestrians.

Buses

The shuttle bus system is a vital component of the university transportation puzzle. Students, faculty, and staff enjoy fare-free access to all UT Shuttle and Capital Metro mainline bus routes. More than 2.5 million rides were provided by the university shuttle system and nearly 2.7 million rides were provided by Capital Metro mainline routes last year. PTS constantly seeks to improve the shuttle system, working in conjunction with the UT Shuttle Bus Committee and Capital Metro to analyze route and schedule improvements. The goal is to minimize cost increases by reducing the most underutilized services. Some of the changes made for the 2017-18 year included doubling the number, from three to six, of high-frequency mainline routes serving the university, transitioning the Red River (653) route to a mainline route (10), and eliminating the mainline MetroAirport (100) route.



After-Hours Transportation

Safety was also at the forefront of further developing after-hours transportation options. Between 8 p.m. (7 p.m. in the fall/winter) and 2 a.m., SURE Walk provided company to those on campus walking home or to their transportation. Two SURE Walkers accompanied the requester on their walk or provided a complimentary cart or car ride, depending on the service area. In its second full year, SURE Walk provided 33,000 walks, up 104% from the previous year. In September, PTS partnered with Lyft to launch a new program to add to after-hours transportation options called SURE Ride. SURE Ride offered faculty, staff, and students a free Lyft home. Operating from 11 p.m. to 4 a.m., students, faculty, and staff could use their ride credits to get from main campus to a residential location mirroring the areas served by popular UT Shuttle routes, which typically do not operate after 11 p.m. In its inaugural year, SURE Ride provided 54,374 rides.



Reorganization

A Parking Industry Leader Retires

In December 2017, a leader of the parking industry retired. Dr. Bob Harkins had overseen parking and transportation at the university for 17 years. In that time, he moved divisions to PTS: enforcement from the University of Texas Police Department and the University Fleet Office from Facilities Services. He saw six garages open, the department move from an 80-employee operation to 100 employees, and dozens of new programs develop: Texas Express, Longhorns Express, E-Bus, UT Share Pass, Orange Bike Project, URide 24/5, SURE Walk, SURE Ride, and Longhorn Auto Assistance, among others. He grew in his role, moving from Director of PTS to AVP of Campus Safety and Security overseeing five departments: Emergency Preparedness, Fire Prevention Services, Environmental Health and Safety, the University of Texas Police Department, and Parking and Transportation Services.

Campus Services

Throughout Dr. Harkins university career, Dr. Pat Clubb served as the Vice President for University Operations, overseeing most of the university's administrative departments as well as PTS, 22 in all. With her retirement in December 2016, just the year before, a restructure was in order. In January 2018, PTS was transitioned under Associate Vice President Marla Martinez as part of the Campus Services portfolio. PTS joined eight other departments and facilities under Campus Services to support faculty, staff, and students in their professional and individual needs.

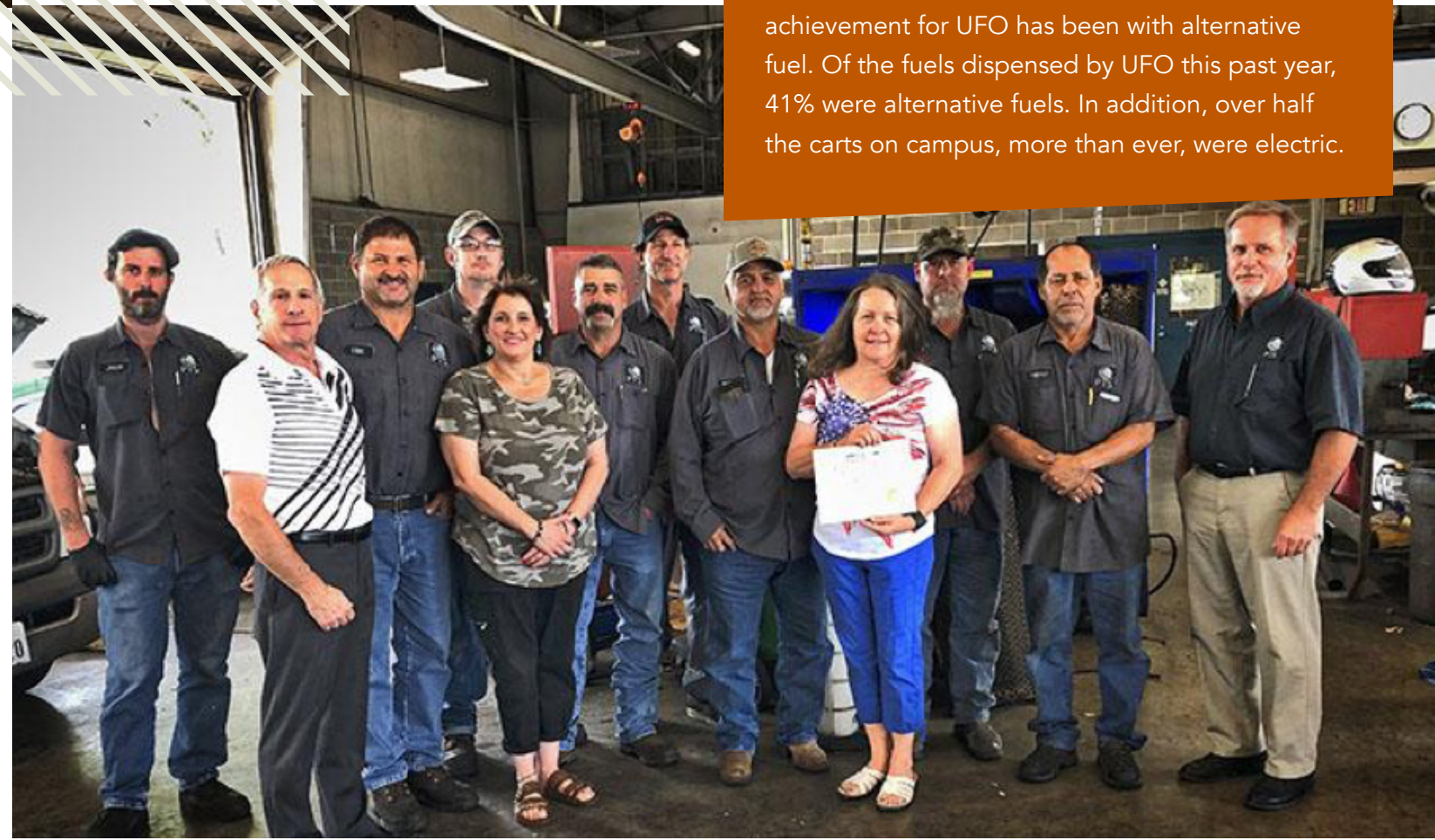
New Positions

As PTS continued to grow with more garages and programs, several focused in the evening, it became clear that operations were 24/7. A consistent PTS presence was needed on campus at all times. With SURE Walk's increased popularity, it could not just be managed by part-time students and PTS admins working late into the night. In September of 2017, PTS hired two full-time SURE Walk Coordinators for a 7:30 p.m.-4:00 a.m. shift including weekends and holidays. There was also the new SURE Ride program and two garages now operating offices 24/7. In July 2018, PTS created four new manager positions to be the voice of PTS in the evenings and on weekends, hiring three internal candidates Abraham Vasquez, Kendra Eslinger, and Shawn Quinlan and one external candidate, Justin Castine.

Fleet

Recognition and Achievements

Once again, PTS's University Fleet Office (UFO) was recognized by the 100 Best Fleets. Every year, the Leading Fleet Awards, sponsored by the Government Fleet magazine, takes applications and judges various Fleet Operations around the country. They were 5th place for university fleet operations in the entire nation and 81st place for ALL fleet operations in the nation. They were recognized for their high level of performance in the Fleet community, competitiveness and efficiency, future planning, and overcoming challenges. One of the long-term goals of UFO has always been to reduce the university fleet and run it more efficiently. This past year, they accomplished this, netting the fewest vehicles for the university within the last three years. Another achievement for UFO has been with alternative fuel. Of the fuels dispensed by UFO this past year, 41% were alternative fuels. In addition, over half the carts on campus, more than ever, were electric.



Parking Inventory

Type	AY 15/16	AY 16/17	AY 17/18
Surface			
A	915	996	899
C	707	699	688
ADA	349	365	403
F	1,350	1,433	1,328
F99	19	19	19
M Zones	28	25	25
O	60	57	59
Longhorn**	2,092	843	948
Loading Zone	180	177	172
Meters	42	50	63
Official Visitor	326	74	88
Other	505	735	270
U	364	415	871
Total	6,937	5,888	5,833
Garage			
ADA	160	185	212
U	86	151	138
5-Min	31	21	21
Standard	7,957	8,999	10,847
Total	8,234	9,356	11,218
Total Spaces	15,171	15,244	17,051

**available for use to any UT Permit holder

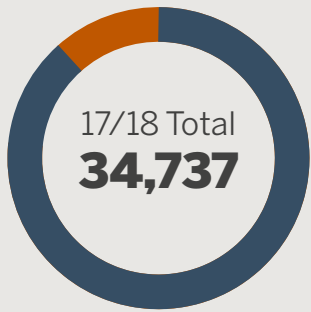
Permit Sales

Type	AY 15/16	AY 16/17	AY 17/18
Student			
C	3,344	2,992	2,894
C+	2,260	2,148	2,072
D	116	0	-
M	625	741	766
N	462	387	319
N+	1,869	1,910	1,584
R	1,386	1,582	1,708
S	2,922	3,497	4,328
T	-	142	59
TD	45	-	-
Subtotal	13,029	13,399	13,730
Faculty/Staff			
A	5,453	5,914	5,887
AN	269	263	287
AN+	190	183	211
D	333	0	-
F (Garage)	6,256	6,161	6,964
F (Surface)	1,794	1,832	1,925
F21	91	101	83
F99	24	25	25
M	398	378	378
N	289	243	296
N+	376	397	479
O	82	84	90
T	-	838	442
TD	412	-	-
Sub-total	15,967	16,419	17,067
Other			
D	22	0	-
E	469	539	478
FDP	222	234	250
M (non-affiliates)	37	25	19
N (non-affiliates)	63	61	63
N+ (non-affiliates)	136	134	107
T	1,009	186	136
TD	45	0	-
V	211	231	235
VIP	312	305	345
VSP	9,296	7,759	3,274
Sub-Total	11,822	9,474	4,907
Total	40,818	39,292	35,704

Financial Highlights

	AY 15/16	AY 16/17	AY 17/18
PTS Revenue	\$17,279,461	\$18,435,601	\$19,114,075
PTS Operating Expenses	\$7,685,946	\$9,284,971	\$10,548,382
Debt Service	\$6,549,153	\$6,385,910	\$7,750,106
Funds for Reserves	\$1,485,000	\$1,260,000	\$970,000

Citations



	AY 15/16	AY 16/17	AY 17/18
Paid or Resolved	34,508	37,829	30,593
Unpaid or Unresolved	2,805	2,643	4,144
Total	37,313	40,472	34,737

■ Paid or Resolved
■ Unpaid or Unresolved

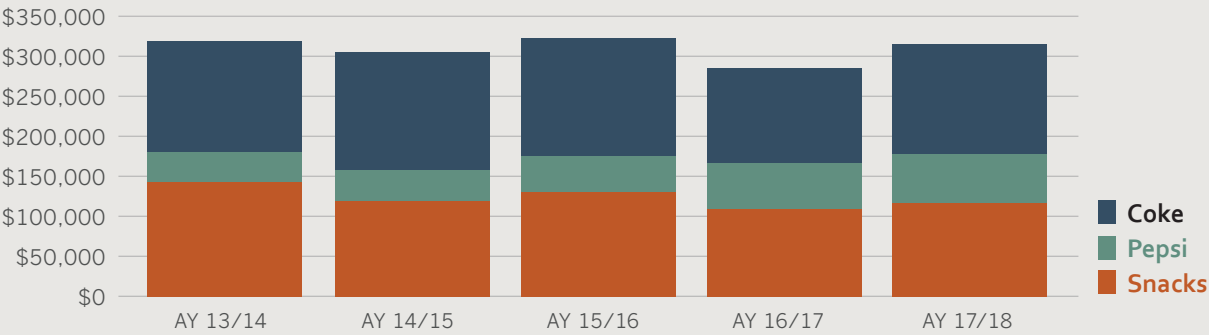
Appeals



■ Upheld
■ Reduced
■ Warning
■ Voided

	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Upheld	2,598	2,173	2,397	2,533	2,716
Reduced	1,497	1,098	1,289	1,219	1,079
Warning	1,868	1,959	2,203	2,250	1,969
Voided	114	95	206	270	208
Total	6,077	5,325	6,095	6,272	5,972

Vending Royalties



	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Coke	\$137,975	\$140,208	\$143,210	\$122,488	\$136,471
Pepsi	\$43,113	\$38,688	\$43,204	\$54,145	\$57,414
Snacks	\$140,761	\$121,536	\$135,686	\$112,605	\$121,364
Total	\$321,849	\$300,431	\$322,100	\$289,238	\$315,249



Fleet Vehicle Inventory

Equipment Class	# of Units	Avg. Age in Years
AY 17/18		
Passenger Cars	27	6.01
Heavy Duty Trucks	13	11.68
Sport Utility Vehicles	103	9.19
Cargo Vans	78	12.08
Light Duty Trucks	169	11.17
Light/Medium Trucks	84	12.70
Medium Duty Trucks	30	13.85
Mini-Vans	59	11.48
Buses <15 Passengers	0	0.00
Buses >29 Passenger	1	22.92
Total	564	11.12

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

Vehicle Acquisitions & Sales

		AY 15/16	AY 16/17	AY 17/18
Vehicles	Acquisitions	19	31	22
	Disposals	8	26	22
	Net	11	5	0
Carts	Acquisitions	29	45	21
	Disposals	2	17	0
	Net	27	28	21
Total	Acquisitions	48	76	43
	Disposals	10	43	22
	Net	38	33	21

Cart Inventory

	# of Units			Avg. Age in Years		
	AY 15/16	AY 16/17	AY 17/18	AY 15/16	AY 16/17	AY 17/18
Gas	154	175	160	5.94	3.58	3.42
Diesel	15	16	16	7.90	4.48	4.62
Electric	212	227	249	6.63	3.96	3.68
Other	0	0	0	0.00	0.00	0.00

Auto Shop Work Orders

	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Preventative Maintenance	2,276	1,879	2,157	2,624	2,121
Other	1,589	2,085	1,901	1,391	2,145

Dispensed Fuel

	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Unleaded Gas (gallons)	146,209	144,097	155,806	158,388	154,285
Diesel/Biodiesel (gallons)	37,765	144,097	39,072	35,868	37,495
Propane (gallons)	1,444	1,230	1,000	1,733	2,422
Ethanol E85 Gallons	62,507	59,919	60,001	61,220	64,306
Dyed Diesel					3581

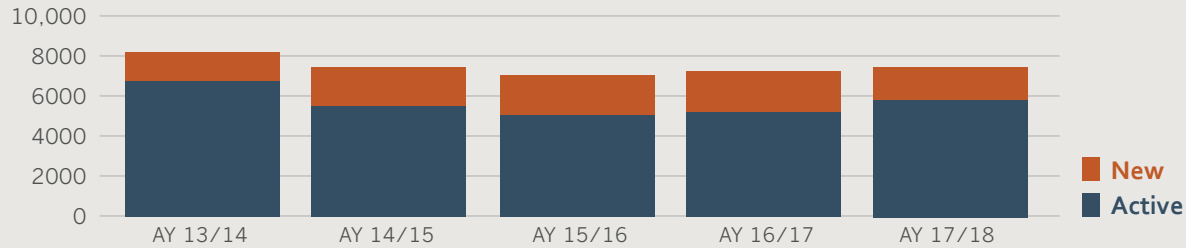
Transportation Ridership

	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Shuttles	4,421,026	3,979,287	3,490,355	2,571,682	2,523,576
Mainline	2,426,365	2,254,868	2,217,988	2,581,758	2,669,113
E-bus	169,326**	155,470	41,814	107,183	
Sure Walk	-	-	141*	16,169	33,000
Sure Ride	-	-	-	-	54,374

*Began in Summer 2016
**we did not start extracting ridership until October.

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

Bike Registration

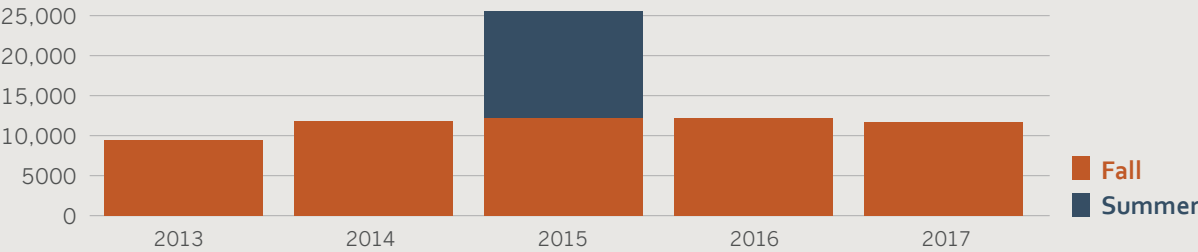


	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
New	1,404	1,855	1,959	2,007	1,623
Active	8,187	7,416	7,020	7,225	7,444

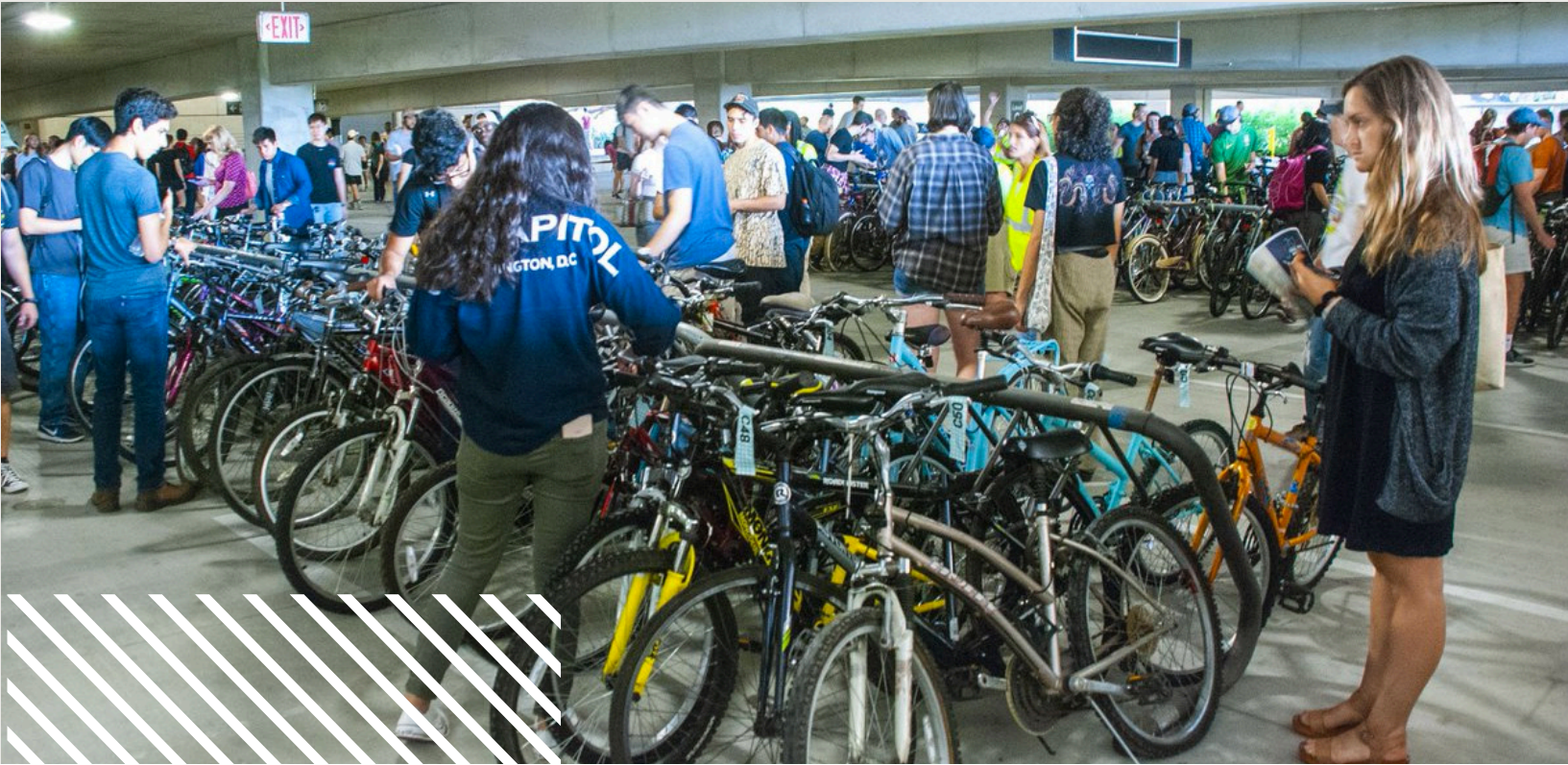
Bike Parking

	AY 13/14	AY 14/15	AY 15/16	AY 16/17	AY 17/18
Lockers	64	64	64	64	64
Racks	582	535	551	551	551
Total Capacity	5,216	6,723	6,947	6,947	6947

Bike Auction



	# for Auction	# Sold	High Bid	Average Sales Price	Total Sales
2017	250	250	\$240	\$48	\$12,122
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



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