

18/19

ANNUAL REPORT



The University of Texas at Austin
Parking and Transportation Services

Contents

EDITORIAL	4
-----	-----
TRANSPORTATION	4
-----	-----
FLEET	6
-----	-----
PARKING	7
-----	-----
DEPARTMENT INITIATIVES	10

STATISTICS	12
-----	-----
PARKING	12
-----	-----
FINANCIAL	14
-----	-----
FLEET	16
-----	-----
TRANSPORTATION	18
-----	-----
BIKE AUCTION	19



Transportation

ELECTRIC SCOOTERS

PARKING

PTS developed parking areas for electric scooters including over 20 designated scooter box parking areas.

PERMITS

PTS cultivated relations with transportation companies and created a commercial scooter permit system. In its initial year, PTS permitted five companies to operate on campus: Bird, Lime, Jump, Lyft, and Spin.

PARKING

PTS's parking enforcement attendants enforced new electric scooter parking regulations to maintain campus sidewalk accessibility. They wrote over 1,500 scooter citations and generated over \$80,000 in fees.



BICYCLES

STORAGE

PTS opened the secure indoor bicycle storage facility located on the lower level of the East Campus Garage (ECG). Storage is free to ECG permit holders and \$60 annually for other university affiliates.

LANES

In partnership with the Austin Transportation Department, PTS added the first protected, dedicated bike lanes on campus along Clyde Littlefield Drive from Interstate 35 to Robert Dedman Drive. Road improvements were also made to Manor Road from East Dean Keeton Street to Interstate 35.

AUCTION

PTS held a bike auction on September 27 on the lower level of the East Campus Garage. A total of 230 abandoned and donated bikes were auctioned off, and PTS made more than \$15,000 to put towards the BikeUT program.

BIKE TO UT DAY

In recognition of Earth Month, PTS hosted Bike to UT Day on April 17 to recognize all cyclists for using active transportation and for their part in reducing pollution and congestion within the university community and Austin. PTS parking enforcement attendants offered cyclists a free, light breakfast at various entry points into main campus and Pickle Research Center.

AFTER-HOURS TRANSPORTATION

UT NIGHT RIDES

PTS finalized an agreement with Lyft to provide UT Night Rides services and successfully rebranded the program from SURE Ride to UT Night Rides. UT Night Rides provided over 100,000 rides, a growth of 87%.

SURE WALK

Sure Walk provided over 20,000 accompanied walks/rides to the community and added two new vehicles to the program including an electric cart and Dodge Caravan.



BUSES

RIDERSHIP

The UT Shuttle system provided nearly two million rides throughout its ten routes. University affiliates also utilized fare-free Capital Metro mainline rides more than 2.6 million times. An additional 13,000 university passengers used the E-Bus for fare-free, safe rides to downtown on weekend evenings.

ROUTES

Capital Metro tested detours for Route 670 (Crossing Place) to improve efficiency and avoid Interstate 35 corridor delays.



Fleet

RECOGNITION

100 BEST FLEETS

For the third consecutive year, University Fleet Operations (UFO) was named to the “100 Best Fleets,” ranking 49th out of 38,000 eligible fleets on the “100 Best Fleets in the Americas” list. UFO was the highest ranked university on the list.

LEADING FLEETS

Also for the third consecutive year, UFO made Government Fleet Magazine’s “Leading Fleets” list, which includes the 50 best government and 25 notable fleets. UFO had the distinction of being the only college or university on the list.

ALTERNATIVE FUEL

UFO continued to promote the use of alternative fuels, increasing them to more than 27% of dispensed fuel for university vehicles.



Parking

EAST CAMPUS GARAGE AWARD

The newly constructed East Campus Garage (ECG) was the recipient of the Award of Excellence from the Texas Parking and Transportation Association. With 2,000 spaces on seven levels, ECG provides parking solutions to serve university growth east of I-35. Protected bike storage and a dedicated bus pick-up/drop-off zone with future expansion capability for a transit center also establish ECG as a transit hub for the east side of campus.

SAN ANTONIO GARAGE RAMP PROJECT

In response to deteriorating traffic conditions around the San Antonio Garage (SAG), PTS constructed an additional ramp that allowed drivers to bypass the San Antonio St. exit and drive around to the Nueces St. exit. The new ramp configuration allows for more efficient exits, better traffic flow, and reduced congestion.

FOOD FOR FINES

PTS and Student Government teamed up again for the Food For Fines program, allowing students, faculty, and staff to pay off qualified parking citations through donations of canned pineapple. Running from April 18 through May 3, all donations went to the UT Outpost to help improve student access to nutritious foods. PTS collected 238 cans of pineapple for 66 citations, totaling nearly \$3,000 in citation fees.



PERSONS WITH DISABILITIES

PERMIT CONVERSIONS

In response to the evolving needs of campus, those wishing to park in spaces designated for persons with disabilities were required to convert to a D permit, rather than holding a standard student or staff permit and displaying ADA credentials. While the display of ADA credentials was still required with D and temporary D permits, this allowed those with temporary disabilities to manage their status solely through the Texas Department of Motor Vehicles.

GARAGE PARKING

To address diminishing surface parking, D permit holder parking options opened up to allow parking in all garages, except for the Conference Center Garage. Garage access was granted by scanning a QR code on the back of the permit and enforced by license plate recognition (LPR) technology.



GATES

PTS replaced the hydraulic bollards on Speedway at 21st and 24th Streets with gate arms. This change allowed for better maintenance and repair of access control devices as well as the ability to better assist drivers remotely with 24/7 assistance. Emergency vehicles had transponders on their vehicles that automatically raised the gates. Qualified non-emergency vehicles had limited access, scheduled around class times.

KIOSK RENOVATION

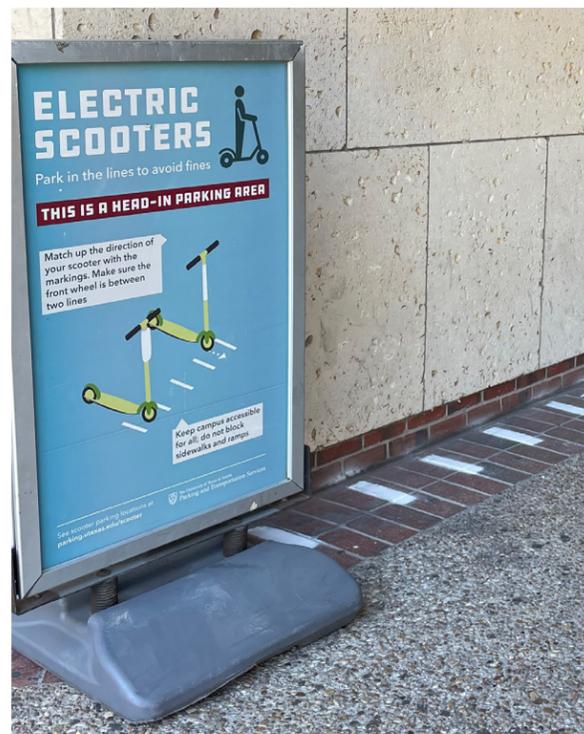
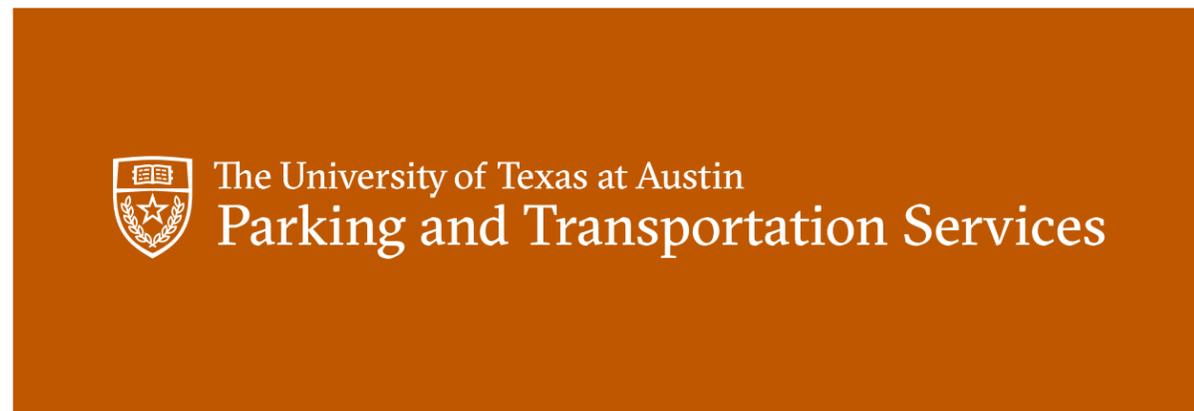
The kiosk at 24th Street and Whitis Avenue was removed and renovated. This kiosk serves as the gateway to the Main Building and is often the first impression for university guests. It was important to modernize it and give it a visual identity that matched the rest of campus.



Department Initiatives

NEW BRANDING

From transportation to parking programs, new branding was seen across PTS. Notably, PTS transitioned to a new department logo to align with the university's recent branding efforts. SURE Ride was rebranded as UT Night Rides with a new logo, signs, web and digital presence. PTS also launched electric scooter parking and safety campaigns. Annual events like Food For Fines, Bike to UT Day, and the bike auction also got new branding to renew public interest.



EMPLOYEE ENGAGEMENT

DEPARTMENT EVENTS

PTS held department-wide events for team building and morale including the White Elephant Gift Exchange, Holiday Door Decorating Contest, Halloween Costume Contest, Pumpkin Decorating Contest, and the Round Rock Express Tailgate and Game Night.

GIVING BACK

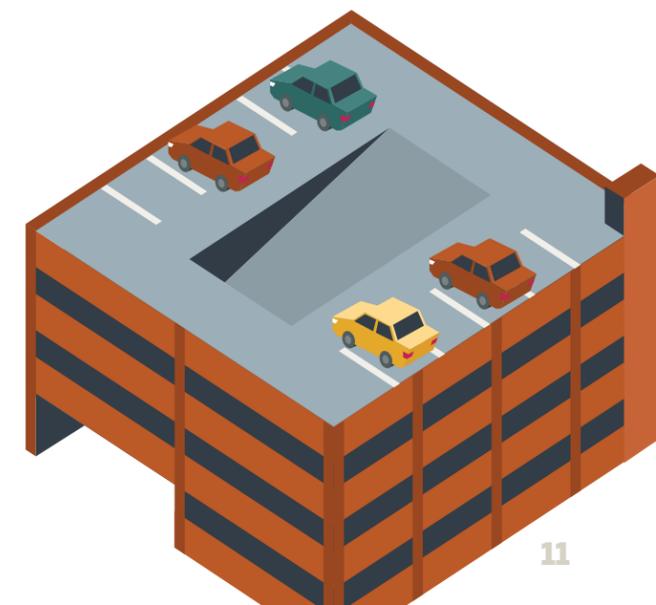
PTS ran a gift card drive for teens of families in the university community for Orange Santa, collecting and delivering 34 gift cards with \$10 balances. PTS also had another successful school supply drive for children of PTS employees and participated in the university Hearts of Texas campaign.

EMPLOYEE FEEDBACK

Based on feedback from the university's employee engagement survey of PTS, PTS took initiatives in addressing employee concerns about training, resources, and office conditions. To address office conditions, renovations began with the older cashier offices, which were painted and re-floored.

TRAINING AND RESOURCES

PTS opened a new training room and began rolling out individual and group training in addition to new employee training. PTS also developed a more comprehensive program for entry level position training. Based on employee feedback, PTS expanded the PTS Wiki to include more standard operating procedures, brought back the internal newsletter, and added Microsoft Teams to all employee desktops.



Parking Inventory

Type	AY 16/17	AY 17/18	AY 18/19
Surface			
A	996	899	819
C	699	688	694
ADA	365	403	354
F	1,433	1,328	1,245
F99	19	19	21
M Zones	25	25	26
O	57	59	57
Longhorn**	843	948	1,055
Loading Zone	177	172	163
Meters	50	63	60
Official Visitor	74	88	79
Other	735	270	244
U	415	871	866
Total	5,888	5,833	5,683
Garage			
ADA	185	212	277
U	151	138	77
5-Min	21	21	22
Standard	8,999	10,847	11,083
Total	9,356	11,218	11,459
Total Spaces	15,244	17,051	17,142

**available for use to any UT Permit holder

Permit Sales

Type	AY 16/17	AY 17/18	AY 18/19
Student			
C	2,992	2,894	2,797
C+	2,148	2,072	1,705
D	-	-	194
M	741	766	741
N	387	319	328
N+	1,910	1,584	1,634
R	1,582	1,708	1,887
S	3,497	4,328	4,111
T	142	59	247
Sub-total	13,399	13,730	13,644
Faculty/Staff			
A	5,914	5,887	5,698
AN	263	287	299
AN+	183	211	169
D	-	-	405
F (garage)	6,161	6,964	7,278
F (surface)	1,832	1,925	1,845
F21	101	83	75
F99	25	25	25
M	378	378	354
N	243	296	348
N+	397	479	403
O	84	90	96
T	838	442	571
Sub-total	16,419	17,067	17,566
Other			
D	-	-	6
E	539	478	471
FDP	234	250	244
M (non-affiliates)	25	19	15
N (non-affiliates)	61	63	75
N+ (non-affiliates)	134	107	127
T	186	136	102
V	231	235	207
VIP	305	345	332
VSP	7,759	3,274	5,462
Sub-total	9,474	4,907	7,041
Total	39,292	35,704	38,251

Financial Highlights

	AY 16/17	AY 17/18	AY 18/19
PTS Revenue	\$18,435,601	\$19,114,075	\$22,559,827
PTS Operating Expenses	\$9,284,971	\$10,548,382	\$11,847,050
Debt Service	\$6,385,910	\$7,750,106	\$10,617,401
Funds for Reserves	\$1,260,000	\$970,000	\$-

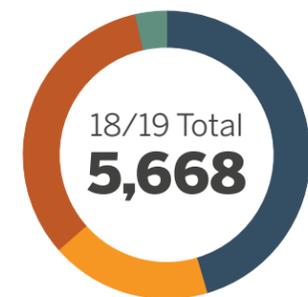
Citations



	AY 16/17	AY 17/18	AY 18/19
Paid or Resolved	38,046	32,147	31,039
Unpaid or Unresolved	2,426	2,593	2,852
Total	40,472	34,740	33,891

■ Paid or Resolved
■ Unpaid or Unresolved

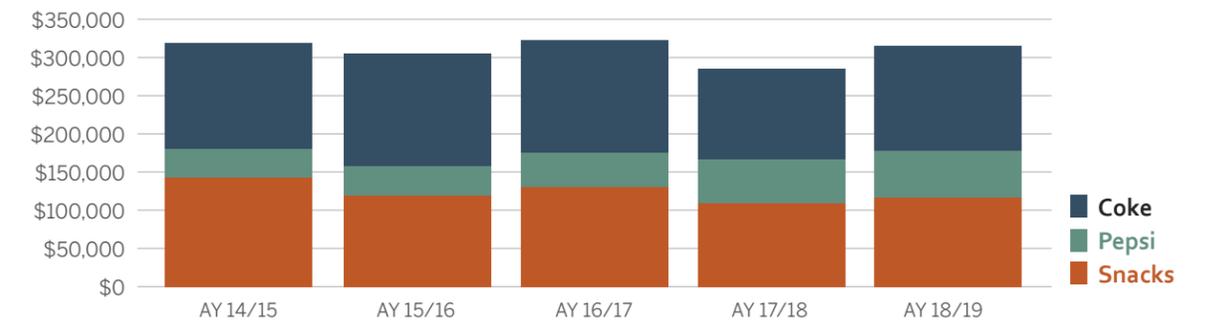
Appeals



■ Upheld
■ Reduced
■ Warning
■ Voided

	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Upheld	2,173	2,397	2,533	2,716	2,643
Reduced	1,098	1,289	1,219	1,079	812
Warning	1,959	2,203	2,250	1,969	1,976
Voided	95	206	270	208	237
Total	5,325	6,095	6,272	5,972	5,668

Vending Royalties



	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Coke	\$140,208	\$143,210	\$122,488	\$136,471	\$138,519
Pepsi	\$38,688	\$43,204	\$54,145	\$57,414	\$55,476
Snacks	\$121,536	\$135,686	\$112,605	\$121,364	\$136,001
Total	\$300,431	\$322,100	\$289,238	\$315,249	\$329,996



Fleet Vehicle Inventory

Equipment Class	# of Units	Avg. Age in Years
AY 18/19		
Passenger Cars	34	7.08
Heavy Duty Trucks	13	12.63
Sport Utility Vehicles	106	10.29
Cargo Vans	90	11.18
Light Duty Trucks	169	11.18
Light/Medium Trucks	81	13.15
Medium Duty Trucks	32	14.22
Mini-Vans	60	11.87
Buses <15 Passengers	0	0.00
Buses >29 Passenger	1	0.00
Total	586	11.30

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

Vehicle Acquisitions & Sales

		AY 16/17	AY 17/18	AY 18/19
Vehicles	Acquisitions	31	22	34
	Disposals	26	22	21
	Net	5	0	13
Carts	Acquisitions	45	21	60
	Disposals	17	0	20
	Net	28	21	40
Total	Acquisitions	76	43	94
	Disposals	43	22	41
	Net	33	21	53

Cart Inventory

	# of Units			Avg. Age in Years		
	AY 16/17	AY 17/18	AY 18/19	AY 16/17	AY 17/18	AY 18/19
Gas	175	160	189	3.58	3.42	3.60
Diesel	16	16	18	4.48	4.62	4.53
Electric	227	249	254	3.96	3.68	5.12

Auto Shop Work Orders

	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Preventative Maintenance	1,879	2,157	2,624	2,121	2,839
Other	2,085	1,901	1,391	2,145	1,571

Dispensed Fuel

	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Unleaded Gas (gallons)	144,097	155,806	158,388	154,285	149,820
Diesel/Biodiesel (gallons)	38,854	39,072	35,868	37,495	38,858
Propane (gallons)	1,230	1,000	1,733	2,422	4,232
Ethanol E85 Gallons	59,919	60,001	61,220	64,306	68,176
Dyed Diesel				3,581	4,147

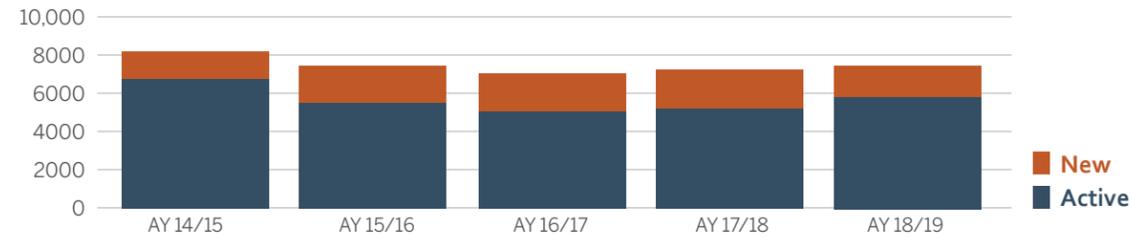
Transportation Ridership

	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Shuttles	3,979,287	3,490,355	2,571,682	2,523,576	1,943,884
Mainline	2,254,868	2,217,988	2,581,758	2,669,113	2,617,592
E-bus	155,470	41,814	107,183	20,754	13,082
Sure Walk	-	141*	16,169	33,000	20,346
Night Rides	-	-	-	54,374	101,515
Scooters	-	-	-	-	779,669

*Began in Summer 2016

Carpools	367	353	341	341	250
Members	904	938	753	753	511

Bike Registration

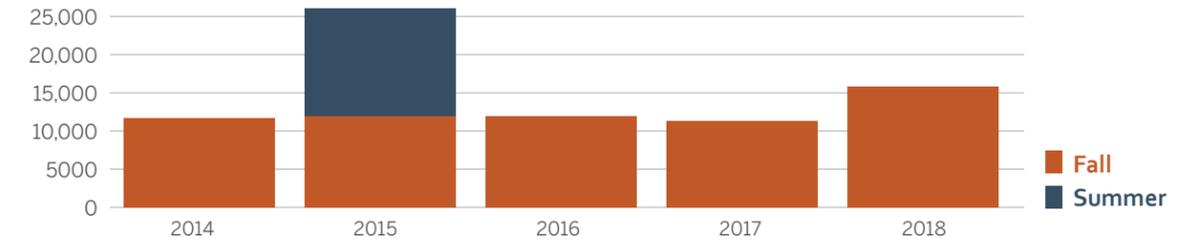


	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
New	1,855	1,959	2,007	1,623	1,294
Active	7,416	7,020	7,225	7,444	6,883

Bike Parking

	AY 14/15	AY 15/16	AY 16/17	AY 17/18	AY 18/19
Lockers	64	64	64	64	64
Racks	535	551	551	551	*
Total Capacity	6,723	6,947	6,947	6,947	*

Bike Auction



	# for Auction	# Sold	High Bid	Average Sales Price	Total Sales
2018	230	230	\$330	\$66	\$15,177
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



ANNUAL REPORT 18/19



The University of Texas at Austin
Parking and Transportation Services