

19/20 ANNUAL REPORT



The University of Texas at Austin
Parking and Transportation Services

Contents

EDITORIAL	4
FLEET	4
PARKING	5
DEPARTMENT INITIATIVES	7

STATISTICS	8
PARKING	8
FINANCIAL	10
FLEET	12
TRANSPORTATION	14
BIKE AUCTION	15



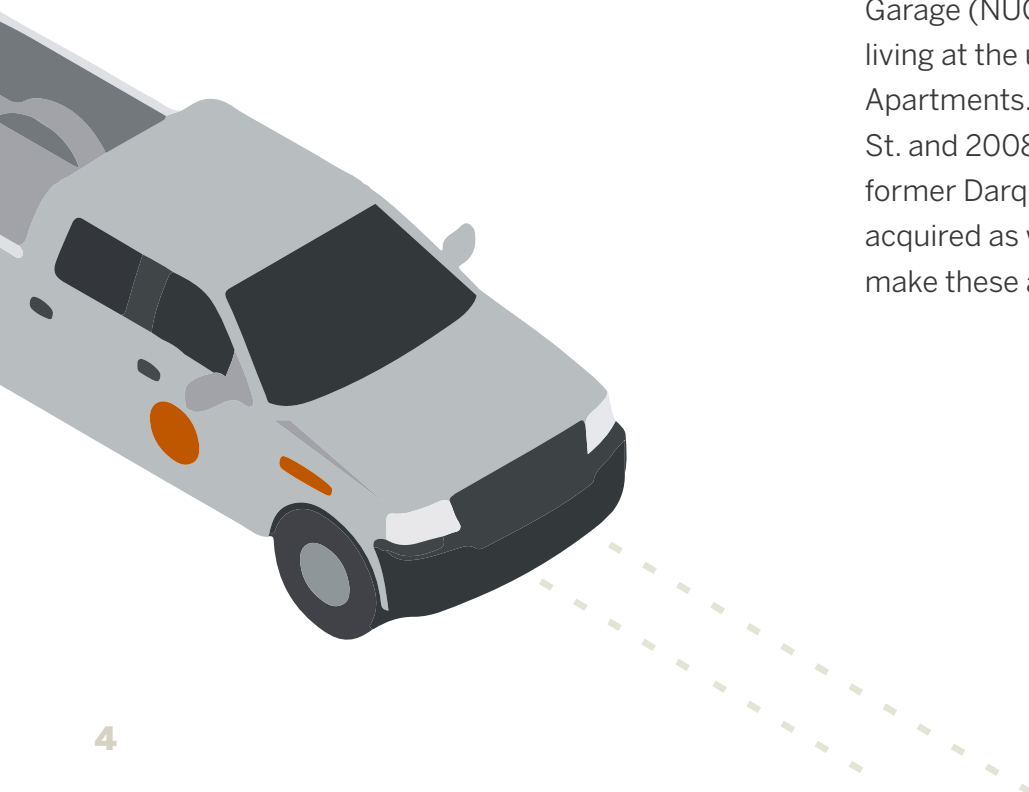


Fleet

RECOGNITION

100 BEST FLEETS

For the fourth consecutive year, University Fleet Operations (UFO) received the prestigious award of being named to the 100 Best Fleets. UFO ranked 65th on the list and, once again, was the highest ranked university on the list.



Parking

ADA SOLUTIONS

The Texas Department of Licensing and Regulation informed the university that any space that is not ADA compliant could no longer be signed for ADA or considered part of PTS's ADA parking inventory. Although not ADA compliant, many of these spaces are close to buildings and have come to be relied upon by the ADA community. To ensure these spaces would continue to be reserved for those with ADA needs, PTS converted them to Special Accommodation spaces, only accessible to D+ permit holders, a new permit type that is only valid with the display of ADA credentials.

NEW PARKING

PTS added several new locations to its parking inventory including the Nueces Garage (NUG), serving resident students living at the university's 2400 Nueces Apartments. The lots at 2007 Guadalupe St. and 2008 Whitis Ave., including the former Darque Tan lot and the SP+ lot, were acquired as well. PTS installed a meter to make these accessible to the public.

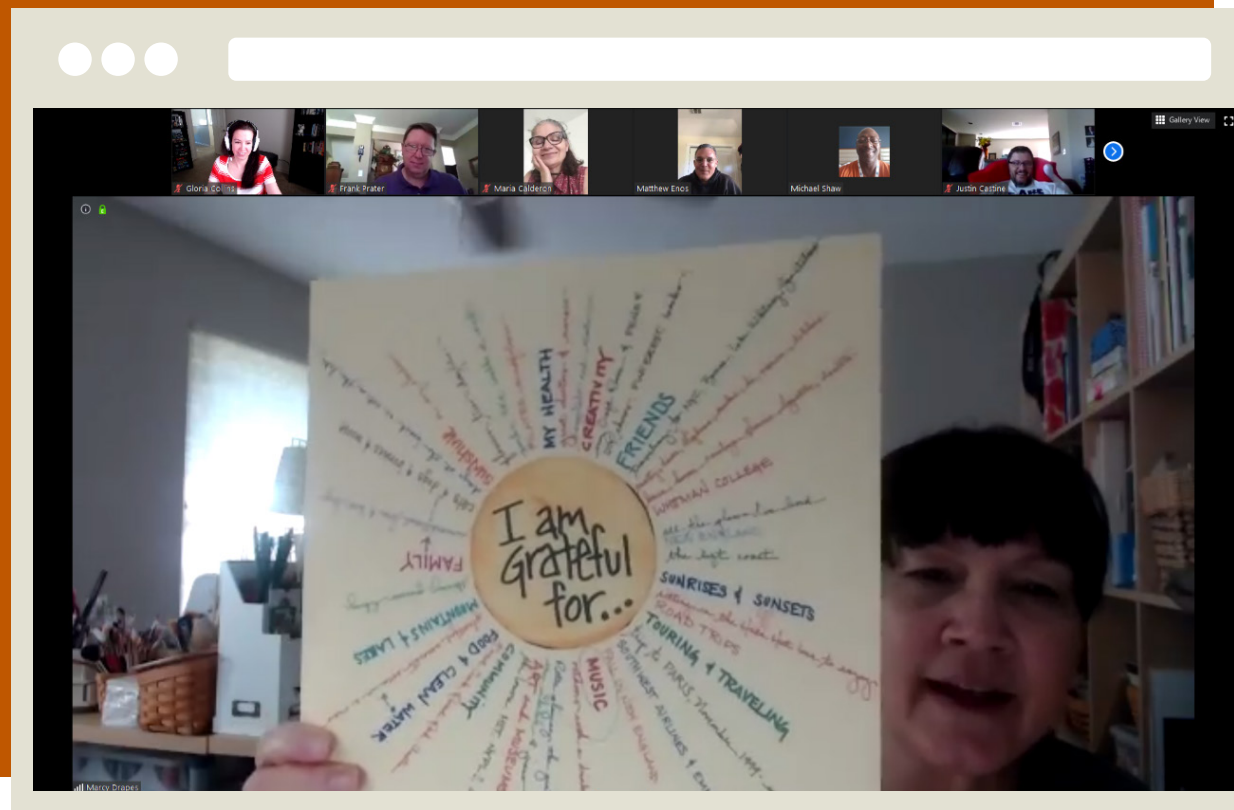


PARKING PORTAL ENHANCEMENTS

A couple new options were added to My Parking Profile including the "Upgrade My Permit" section, which allows permit holders to see what other permits are available, exchange their current permit for one of those options, or get a new permit of the same type if they have lost their permit. Green on the Go permits were also added to the "Cars" tab so carpool members could generate a QR code for garage access and see their balance of remaining uses.

PERMIT REIMBURSEMENTS

Permit holders were not expected to pay for parking while the university was in remote status due to COVID-19 unless they continued to park on campus. Permits purchased prior to March 13, 2020 were reimbursed, or payroll deduction was paused, depending on the payment method, for the remaining balance of the 2019-20 academic year. Reimbursed permit holders were given the chance to renew their permit for the fall, but not required to in order to maintain their location. PTS processed thousands of permit reimbursements during this time including \$1.2 million in student permit reimbursements alone.



Department Initiatives

REMOTE LEARNING

During the university's online model for the spring semester 2020, PTS used this time to train employees on a variety of topics with a robust schedule of online classes and resources including LinkedIn Learning, UTLearn, UT Leadership Talks, Center for Professional Education training, and Human Dimensions of Organizations webinars. Some of the training topics included grammar, writing, cash handling, stress management, customer service, listening skills, goal setting, career advancement, communication, business etiquette, time management, Microsoft Teams, ethics, and resilience. After training, employees completed assignments to demonstrate what they had learned. Employees also completed a host of individualized training tailored to their job duties. While remote, employees were kept engaged with one another through social opportunities such as the Pantry Challenge, Music Monday Luncheon, Virtual Brunch, Online Scavenger Hunt, Good News Coffee Hour, virtual shadowing and cross-training, daily movement challenges, and the PTS employee blog.

EMPLOYEE ENGAGEMENT

Before the 2020 COVID-19 pandemic closure, PTS hosted several in-person events for its employees for team and morale building including a Halloween costume contest, holiday gift exchange, and an off-site Bingo night.

FACILITY UPGRADES

The PTS maintenance team took on several large projects in addition to their daily duties. They converted the 27th Street Garage lights to LED, making the garage brighter and more energy efficient. They installed electrical plug covers to secure outlets throughout the garages. They restriped and signed lots at the university's Lake Austin Center and Brackenridge Field Laboratory. They also converted all parallel and sloped ADA spaces to Special Accommodation spaces for D+ permit holders.



Parking Inventory

Type	AY 17/18	AY 18/19	AY 19/20
Surface			
A	899	819	698
C	688	694	144
ADA	403	354	358
F	1,328	1,245	1,257
F99	19	21	17
M zones	25	26	26
O	59	57	58
Longhorn**	948	1,055	1,220
Loading Zone	172	163	173
meters	63	60	37
Official Visitor	88	79	79
other	270	244	570
U	871	866	933
Total	5,833	5,683	5,570
Garage			
ADA	212	277	279
U	138	77	172
5-min	21	22	30
standard	10,847	11,083	11,563
Total	11,218	11,459	17,614
Total Spaces	17,051	17,142	17,142

**available for use to any UT Permit holder

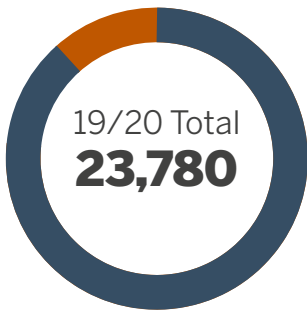
Permit Sales

Type	AY 17/18	AY 18/19	AY 19/20
Student			
C	2,894	2,797	2,498
C+	2,072	1,705	1,451
D	-	194	88
D+	-	-	116
M	766	741	554
N	319	328	396
N+	1,584	1,634	1,095
R	1,708	1,887	1,662
S	4,328	4,111	4,265
T	59	247	15
Sub-total	13,730	13,644	12,140
Faculty/Staff			
A	5,887	5,698	7,325
AN	287	299	384
AN+	211	169	197
D	-	405	343
D+	-	-	233
F (garage)	6,964	7,278	8,216
F (surface)	1,925	1,845	1,854
F21	83	75	101
F99	25	25	32
M	378	354	358
N	296	348	314
N+	479	403	312
O	90	96	111
T	442	571	193
Sub-total	17,067	17,566	19,973
Other			
D	-	6	11
D+	-	-	10
E	478	471	419
FDP	250	244	256
M (non-affiliates)	19	15	13
N (non-affiliates)	63	75	103
N+ (non-affiliates)	107	127	482
T	136	102	153
V	235	207	229
VIP	345	332	324
VSM	-	-	571
VSP	3,274	5,462	2,330
Sub-total	4,907	7,041	4,901
Total	35,704	38,251	37,014

Financial Highlights

	AY 17/18	AY 18/19	AY 19/20
PTS Revenue	\$19,114,075	\$22,559,827	\$15,916,249
PTS Operating Expenses	\$10,548,382	\$11,847,050	\$11,505,061
Debt Service	\$7,750,106	\$10,617,401	\$9,455,846
Funds for Reserves	\$970,000	\$-	\$2,615,943

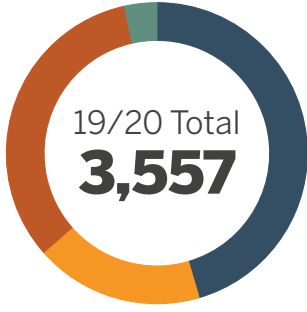
Citations



	AY 17/18	AY 18/19	AY 19/20
Paid or Resolved	32,147	31,039	22,091
Unpaid or Unresolved	2,593	2,852	1,689
Total	34,740	33,891	23,780

- Paid or Resolved
- Unpaid or Unresolved

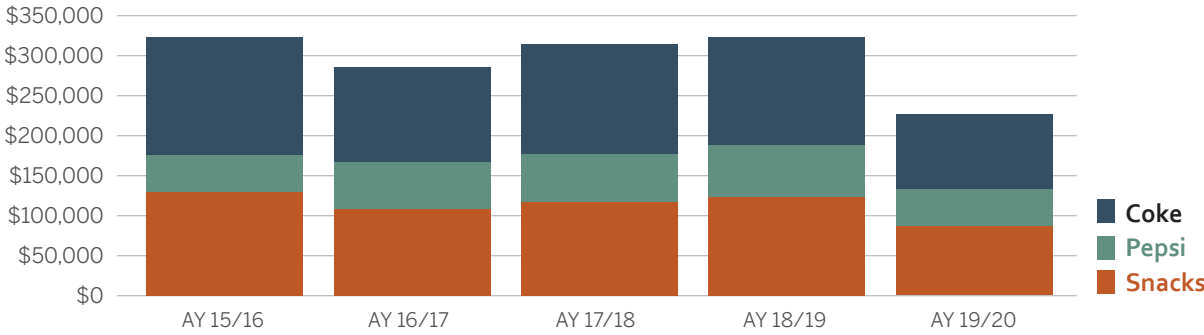
Appeals



- Upheld
- Reduced
- Warning
- Voided

	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Upheld	2,397	2,533	2,716	2,643	1,579
Reduced	1,289	1,219	1,079	812	573
Warning	2,203	2,250	1,969	1,976	1,258
Voided	206	270	208	237	147
Total	6,095	6,272	5,972	5,668	3,557

Vending Royalties



	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Coke	\$143,210	\$122,488	\$136,471	\$138,519	\$91,442
Pepsi	\$43,204	\$54,145	\$57,414	\$55,476	\$42,935
Snacks	\$135,686	\$112,605	\$121,364	\$136,001	\$86,928
Total	\$322,100	\$289,238	\$315,249	\$329,996	\$221,305



Fleet Vehicle Inventory

Equipment Class	# of Units	Avg. Age in Years
AY 19/20		
Passenger Cars	29	8.08
Heavy Duty Trucks	13	13.63
Sport Utility Vehicles	102	10.31
Cargo Vans	90	12.18
Light Duty Trucks	162	12.10
Light/Medium Trucks	81	14.13
Medium Duty Trucks	32	15.22
Mini-Vans	56	12.50
Buses <15 Passengers	1	14.23
Buses >29 Passenger	1	12.78
Total	567	12.13

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

Vehicle Acquisitions & Sales

		AY 17/18	AY 18/19	AY 19/20
Vehicles	Acquisitions	22	34	25
	Disposals	22	21	40
	Net	0	13	-15
Carts	Acquisitions	21	60	40
	Disposals	0	20	29
	Net	21	40	11
Total	Acquisitions	43	94	65
	Disposals	22	41	69
	Net	21	53	-4

Cart Inventory

	# of Units			Avg. Age in Years		
	AY 17/18	AY 18/19	AY 19/20	AY 17/18	AY 18/19	AY 19/20
Gas	160	189	178	3.42	3.60	4.17
Diesel	16	18	17	4.62	4.53	5.43
Electric	249	254	252	3.68	5.12	6.10

Auto Shop Work Orders

	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Preventative Maintenance	2,157	2,624	2,121	2,839	1,812
Other	1,901	1,391	2,145	1,571	1,992

Dispensed Fuel

	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Unleaded Gas (gallons)	155,806	158,388	154,285	149,820	155,094
Diesel/Biodiesel (gallons)	39,072	35,868	37,495	38,858	39,279
Propane (gallons)	1,000	1,733	2,422	4,232	3,255
Ethanol E85 Gallons	60,001	61,220	64,306	68,176	70,583
Dyed Diesel			3,581	4,147	4,244

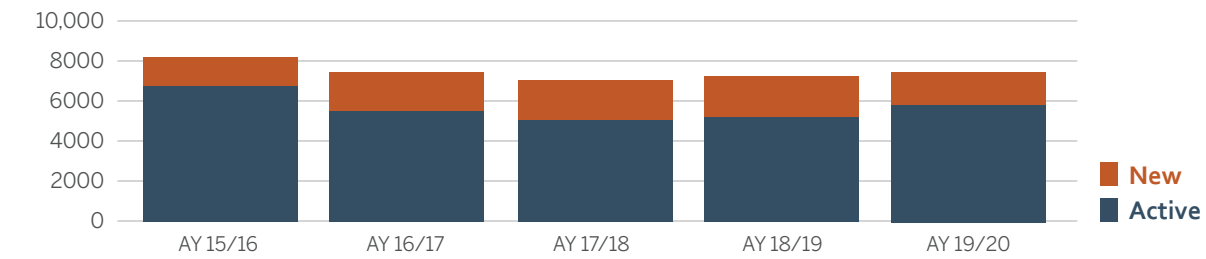
Transportation Ridership

	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Shuttles	3,490,355	2,571,682	2,523,576	1,943,884	1,357,882
Mainline	2,217,988	2,581,758	2,669,113	2,617,592	2,033,994
E-Bus	41,814	107,183	20,754	13,082	-
Sure Walk	141*	16,169	33,000	20,346	11,867
Night Rides	-	-	54,374	155,889	11,320
Scooters	-	-	-	779,669	-

*Began in Summer 2016

Carpools	353	341	341	250	246
Members	938	753	753	511	322

Bike Registration

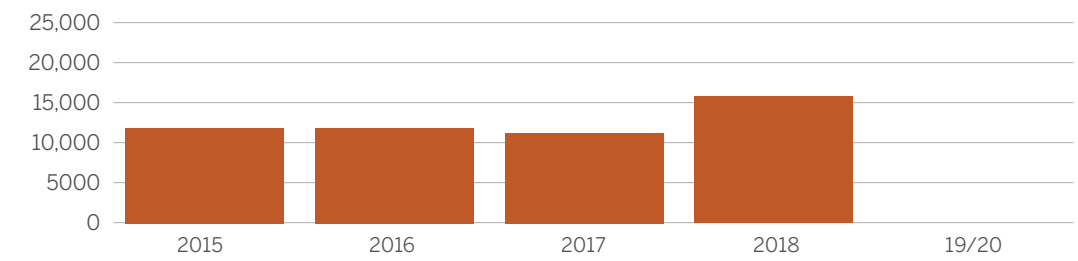


	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
New	1,959	2,007	1,623	1,294	1,023
Active	7,020	7,225	7,444	6,883	5,947

Bike Parking

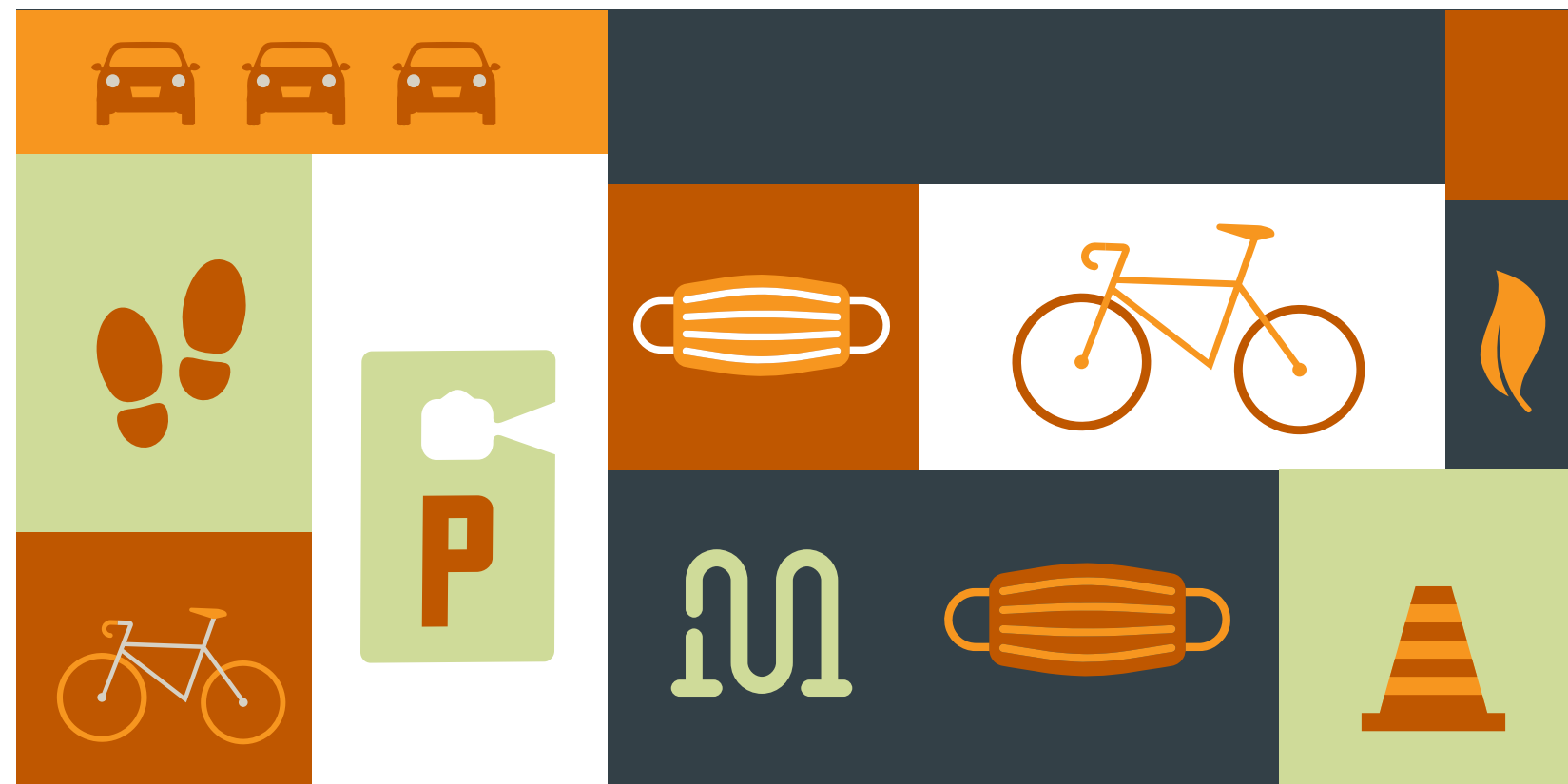
	AY 15/16	AY 16/17	AY 17/18	AY 18/19	AY 19/20
Lockers	64	64	64	64	80
Racks	551	551	551	-	-
Total Capacity	6,723	6,947	6,947	-	-

Bike Auction



	# for Auction	# Sold	High Bid	Average Sales Price	Total Sales
19/20	-	-	-	-	-
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

*Due to COVID-19, no bike auction was held in AY 19/20



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