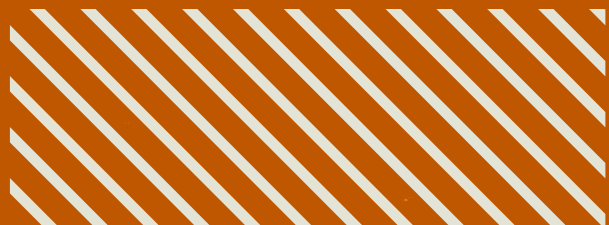




The University of Texas at Austin  
Parking and Transportation Services

# 20 21

## ANNUAL REPORT



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Miguel Gutierrez Jr./The Texas Tribune

## Campus Resources

### COVID-19 TESTING

In the summer of 2020, PTS partnered with University Health Services (UHS) to establish a COVID-19 testing site at 27th Street Garage (TSG). To convert TSG to a testing site, the office was cleared of paperwork, non-essential equipment, and furniture. The carpet was replaced with non-porous flooring. Spaces near the office were also converted to no-charge COVID-19 Testing spaces, allowing patients to get tested without leaving their vehicles and to limit public exposure. With the help of Technology Resources (TRECS), a wireless network was also set up for UHS staff needs.

### VACCINE HUB

The university became a hub for vaccine distribution to the general public in early February, averaging 2300-2500 vaccines per day. Vaccines were given in Gregory Gymnasium (GRE). PTS offered no-charge parking to vaccine recipients and additional staffing support for the large crowds at the nearby Brazos Garage. PTS also provided four carts to shuttle vaccine recipients with mobility impairments between the garage and GRE. Hub operations continued at GRE through May, when they were transferred to the Health Discovery Building, as this location suited reduced traffic.

### MOBILE FOOD PANTRY

Although there are campus resources for students facing hunger and food insecurities, after hearing from employees, PTS became aware that staff needed resources amidst the pandemic as well. Coordinating with the Central Texas Food Bank, PTS hosted a Mobile Pantry event on October 10, open to all university staff, students, and faculty in need. The event was held in Lot 118, just north of the Frank Erwin Center, and was largely operated as a vehicle drive-through pickup to help ensure social distancing. This

event resulted in 250 families receiving a 20-pound box of nutritious food and a bag of health-related items. Food items included milk, potatoes, cantaloupe, mozzarella cheese, frozen chili, eggs, and sour cream. Health-related items were personal protective equipment to help keep families safe during the pandemic. Transforming health care went beyond the doctor's office to creating a sense of community and offering resources during a health crisis.

# MOBILE FOOD PANTRY

**SATURDAY, OCT. 10  
8-11 A.M.**







# Parking

## GARAGE REOPENINGS

In preparation for the fall 2020 semester, the parking garages were some of the first buildings to reopen on campus after the spring 2020 COVID-19 closure. Tasked with designing, printing, and installing hundreds of signs over the course of a few weeks, these signs included one-way stairways, elevator and room capacity limits, ways to avoid in-person transactions, COVID-19 symptoms and when to stay home, and reminders to wash hands and disinfect work stations. Sheeting barriers were also installed throughout garage offices, so cashiers could maintain social distance. PTS garages began staggered reopenings on June 15, 2020.



## FLEXIBLE PERMIT OPTIONS

To minimize the spread of COVID-19 during the Thanksgiving holidays, the university planned the fall 2020 semester to end in-person instruction on November 25 with students taking final exams online from December 7 to 16. As in the previous year with permit refunds issued to those not using their parking during the COVID-19 closure, PTS adjusted parking options to the needs of the community once again. While most permits are normally only offered on an annual basis, PTS made the decision to offer surface, hybrid, and permits for students with disabilities (C, C+, D, and D+) for the fall (Aug. 18 - Nov. 24), winter (Nov. 25 - Jan. 13), and spring (Jan. 14 - May 23) alongside annual options. With permit prices adjusted to the number of days they were valid, students could select their permit based on their specific needs without paying excess fees. Student garage R and S permit prices were also adjusted to account for the shortened fall semester with a winter permit option also added for these permits. PTS was able to adjust quickly to evolving needs by requiring license plate registrations with permit purchases and using self-print dashboard permits instead of traditional vendor-produced permits.



## OCCASIONAL PARKING

Another need PTS identified during the university's hybrid model, with students and staff having a mix of in-person and remote learning/working, was occasional parking. To address this need, PTS launched the Student Parking Perks program in the fall. This program was a low-cost parking alternative for non-dorm resident students who needed occasional access to the university garages. It offered the opportunity for substantial discounts from the regular garage hourly rate. The Occasional Parking Program for Employees (OPPE) was also launched in the fall, providing faculty and staff the ability to park in participating garages for just \$5 per day with the ability to enter and exit the garage throughout the day at no additional cost. OPPE was also offered as a way to hold the space for faculty and staff who had permits prior to the COVID-19 closure. They could purchase \$10 of OPPE credits to allow them to renew their permit for the following year. PTS was able to make waitlist offers and adjust garage and lot utilization based on the number of permit holders and OPPE program participants.



## A PERMIT GARAGE ACCESS

PTS provided garage access to A permit holders on a space-available basis, so they could have greater flexibility for the spring semester and summer sessions. In addition to the standard A permit and Longhorn Lot spaces, A permit holders had access to the following garages at no additional cost: Manor, San Antonio, San Jacinto, Speedway, Trinity, and 27th Street. A permit garage access was both a PTS and university initiative to help staff, who were returning to campus after the COVID-19 closure and hybrid model, meet evolving needs.







## ONLINE BICYCLE AUCTIONS

For the last 15 years, PTS has publicly auctioned off donated and abandoned bicycles found on campus through an annual bicycle auction. Bicycle auctions functioned to get more of the community on bicycles, reducing pollution and car congestion around campus, by offering an affordable option to purchase bicycles. The funds generated from the auction also went into the BikeUT program to purchase amenities for the cycling community like bicycle racks, tools, and self-repair stations.

PTS bicycle auctions have always drawn large crowds of hundreds of people in a concentrated space, which was not practical during the COVID-19 pandemic. To enable social distancing, PTS teamed up with the university's

Surplus Property (SP) to auction bicycles online through SWICO Auctions, an online auction management company. Moving the auction to an online system provided convenience and safety for participants and allowed PTS and SP to hold auctions throughout the year. PTS and SP were also able to signal boost the event through their respective social media channels with PTS using their large Twitter following and SP using their Facebook presence to reach a previously untapped audience. Three auctions were held throughout the year, in November, February, and May, typically lasting around 10 days each. These were huge successes with 345 bicycles auctioned off bringing in over \$22K.



## ONLINE ORIENTATIONS

Due to ongoing concerns of COVID-19, the university decided it was in the best interest of incoming students and their families to transition Student and Family Orientation from on-campus to an online format. PTS directed its event parking vendor, Parkmobile, to issue refunds to those who had already secured orientation parking. PTS also adapted to the online format, creating a 4-minute video presentation that students could watch at their convenience and virtual handouts. PTS also gave 13 presentations via Zoom throughout orientation that included a short presentation during which PTS representatives answered questions in chat throughout, followed by a question-and-answer session through live video. Online orientation presentations saw a much greater turnout than in-person presentations given in years past. Whereas in-person orientations were routinely given to audiences of 12 or less, the online format had as many as 111 attendees in a given session.



## UNIVERSITY FLEET ACHIEVEMENTS

PTS's University Fleet Operations (UFO) were some of the first to return to campus for work in person after the COVID-19 closure. They continued their mission and were recognized for their achievements even amidst challenging times. UFO was named to the "100 Best Fleets in North America" for the fifth year in a row by the NAFA Fleet Management Association. They were also recognized as a "Leading Fleet" for the fifth year in a row at the Government Fleet Expo & Conference (GFX). The Fleet Assistant Director, Mark Kaligian, was also nominated as Vice-Chair of the local Clean Cities Coalition, Lone Star Clean Fuels Alliance. UFO also began the process of transitioning the university to an electric fleet thanks to two grants awarded for electric vehicle charging infrastructure.

## Parking Inventory

Type	AY 18/19	AY 19/20	AY 20/21
Surface			
A	819	698	769
C	694	144	144
ADA	354	358	361
F	1,245	1,257	1,389
F99	21	17	19
M zones	26	26	25
O	57	58	59
Longhorn**	1,055	1,220	1,215
Loading Zone	163	173	173
meters	60	37	37
Official Visitor	79	79	80
other	244	570	658
U	866	933	1,061
Total	5,683	5,570	5,295
Garage			
ADA	277	279	292
U	77	172	161
5-min	22	30	27
standard	11,083	11,563	11,349
Total	11,459	12,044	11,829

Total Spaces	17,142	17,614	17,124
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\*\*available for use to any UT Permit holder

## Permit Sales

Type	AY 18/19	AY 19/20	AY 20/21*
Student			
C	2,797	2,498	1,981
C+	1,705	1,451	779
D	194	88	30
D+	-	116	52
M	741	554	138
N	328	396	161
N+	1,634	1,095	271
R	1,887	1,662	3,062
S	4,111	4,265	2,495
T	247	15	55
Sub-total	13,644	12,140	9,024
Faculty/Staff			
A	5,698	7,325	4,475
AN	299	384	231
AN+	169	197	112
D	405	343	136
D+	-	233	126
F (garage)	7,278	8,216	3,919
F (surface)	1,845	1,854	925
F21	75	101	60
F99	25	32	25
M	354	358	211
N	348	314	144
N+	403	312	116
O	96	111	63
T	571	193	120
Sub-total	17,566	19,973	10,663
Other			
D	6	11	1
D+	-	10	9
E	471	419	302
FDP	244	256	145
M (non-affiliates)	15	13	8
N (non-affiliates)	75	103	38
N+ (non-affiliates)	127	482	41
T	102	153	63
V	207	229	198
VIP	332	324	187
VSM	-	571	193
VSP	5,462	2,330	440
Sub-total	7,041	4,901	1,625
Total	38,251	37,014	21,312

\* Offered C, C+, D, and D+ by semester due to COVID-19; added new Nueces Garage for R permits

## Financial Highlights

	AY 18/19	AY 19/20	AY 20/21
PTS Revenue	\$22,559,827	\$15,916,249	\$14,249,688
PTS Operating Expenses	\$11,847,050	\$11,505,061	\$10,541,479
Debt Service	\$10,617,401	\$9,455,846	\$5,048,730
Funds for Reserves	\$-	\$2,615,943	\$-

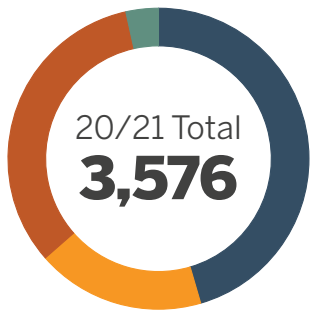
## Citations



	AY 18/19	AY 19/20	AY 20/21
Paid or Resolved	31,039	22,091	20,640
Unpaid or Unresolved	2,852	1,689	2,152
Total	33,891	23,780	22,792

■ Paid or Resolved  
■ Unpaid or Unresolved

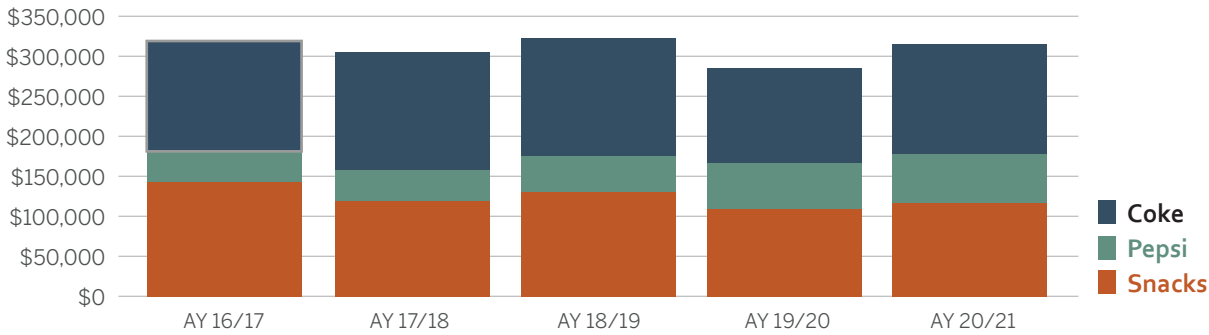
## Appeals



■ Upheld  
■ Reduced  
■ Warning  
■ Voided

	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Upheld	2,533	2,716	2,643	1,579	1,435
Reduced	1,219	1,079	812	573	849
Warning	2,250	1,969	1,976	1,258	1,214
Voided	270	208	237	147	78
Total	6,272	5,972	5,668	3,557	3,576

## Vending Royalties



	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Coke	\$122,488	\$136,471	\$138,519	\$91,442	\$45,210
Pepsi	\$54,145	\$57,414	\$55,476	\$42,935	\$73,038
Snacks	\$112,605	\$121,364	\$136,001	\$86,928	\$25,666
Total	\$289,238	\$315,249	\$329,996	\$221,305	\$143,915





## Fleet Vehicle Inventory

Equipment Class	# of Units	Avg. Age in Years
AY 20/21		
Passenger Cars	28	9.09
Heavy Duty Trucks	13	14.63
Sport Utility Vehicles	100	11.29
Cargo Vans	88	13.05
Light Duty Trucks	157	12.88
Light/Medium Trucks	82	15.24
Medium Duty Trucks	32	16.28
Mini-Vans	50	11.93
Buses <15 Passengers	1	15.23
Buses >29 Passenger	1	13.78
Total	552	12.94

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

## Vehicle Acquisitions & Sales

		AY 18/19	AY 19/20	AY 20/21
Vehicles	Acquisitions	34	25	28
	Disposals	21	40	21
	Net	13	-15	7
Carts	Acquisitions	60	40	7
	Disposals	20	29	13
	Net	40	11	-6
Total	Acquisitions	94	65	35
	Disposals	41	69	34
	Net	53	-4	1

## Cart Inventory

	# of Units			Avg. Age in Years		
	AY 18/19	AY 19/20	AY 20/21	AY 18/19	AY 19/20	AY 20/21
Gas	189	178	167	3.60	4.17	4.38
Diesel	18	17	16	4.53	5.43	6.33
Electric	254	252	250	5.12	6.10	7.08

## Auto Shop Work Orders

	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Preventative Maintenance	2,624	2,121	2,839	1,812	1,989
Other	1,391	2,145	1,571	1,992	1,833

## Dispensed Fuel

	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Unleaded Gas (gallons)	158,388	154,285	149,820	155,094	119,234
Diesel/Biodiesel (gallons)	35,868	37,495	38,858	39,279	30,375
Propane (gallons)	1,733	2,422	4,232	3,255	983
Ethanol E85 Gallons	61,220	64,306	68,176	70,583	55,497
Dyed Diesel		3,581	4,147	4,244	2,112



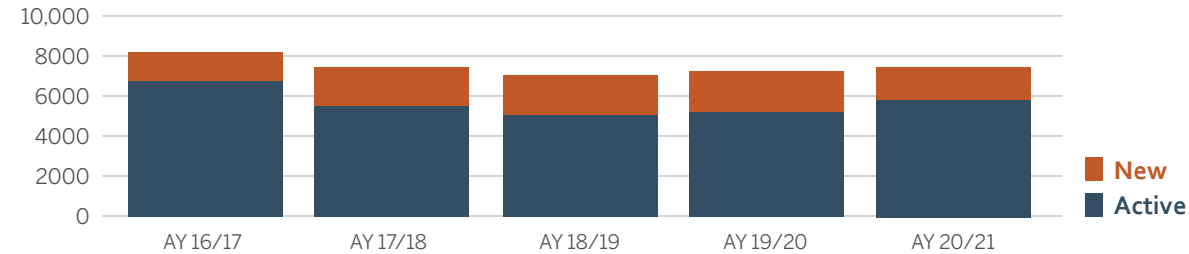
**Transportation Ridership**

	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Shuttles	2,571,682	2,523,576	1,943,884	1,357,882	311,120
Mainline	2,581,758	2,669,113	2,617,592	2,033,994	502,063
E-bus	107,183	20,754	13,082	-	-
Sure Walk	16,169	33,000	20,346	11,867	1,054
Night Rides	-	54,374	155,889	11,320	4,651
Scooters	-	-	779,669	-	-

\*Began in Summer 2016

Carpools	341	341	250	246	-
Members	753	753	511	322	-

**Bike Registration**



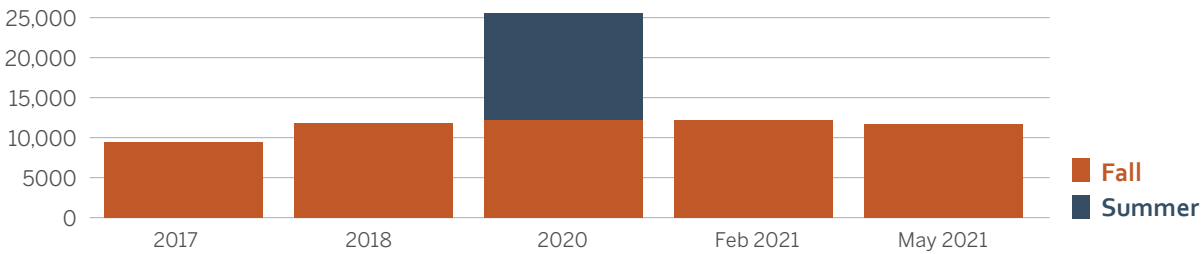
	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
New	2,007	1,623	1,294	1,023	1,415
Active	7,225	7,444	6,883	5,947	5,355

**Bike Parking**

	AY 16/17	AY 17/18	AY 18/19	AY 19/20	AY 20/21
Lockers	64	64	64	80	80
Racks	551	551	*	*	*
Total Capacity	6,947	6,947	*	*	*

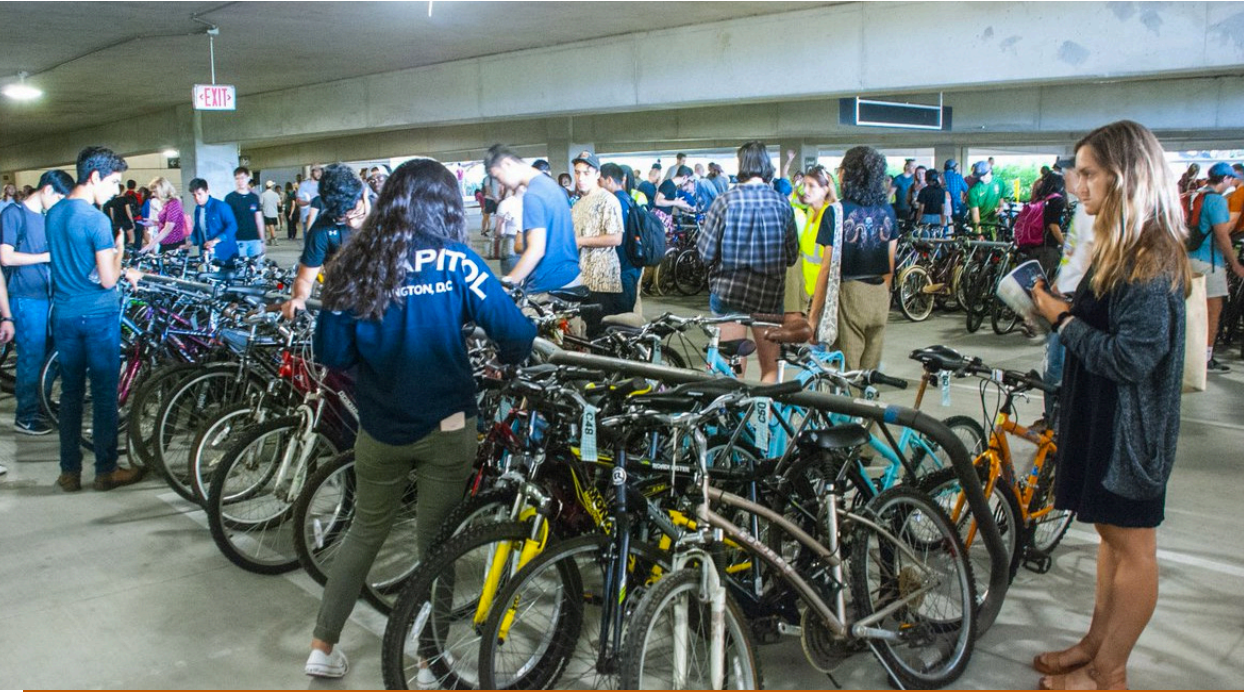
\* unavailable

**Bike Auction**



	# for Auction	# Sold	High Bid	Average Sales Price	Total Sales
MAY 2021*	103	103	\$285	\$56	\$5,728
FEB 2021*	83	83	\$280	\$63	\$5,245
2020*	159	159	\$355	\$69	\$11,065
2018	230	230	\$330	\$66	\$15,177
2017	250	250	\$240	\$48	\$12,122
2016	250	250	\$240	\$51	\$12,786

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







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