Another year has come and gone at UT Parking and Transportation Services (PTS) and we are excited about sharing what we were able to accomplish. We continue to push our Green on the Go program, which is aimed at various alternative transportation services available to students, faculty, and staff on campus. Our bike program was one of only two university programs recognized by The League of American Bicyclists.

All of our division added exciting programs and made customer centered advances over the last year. Our Fleet division continues to expand by bringing in outside business allowing us greater financial flexibility. University business is also continuing to grow and fleet developed several new programs for better reports and information. In the garages, we expanded the capability of the staffed garage offices to offer a variety of PTS products and services in locations spread across campus.

The event team continued to build and develop our Click and Park service, which allows customers to purchase event parking via the web at a discounted price. This was expanded to sell temporary permits for surface lot parking between semesters. Our maintenance staff continued to provide the high level service we have some to expect by expanding their abilities to meet the needs of PTS. Enforcement continued to help provide value to the permits that faculty, staff, and students purchased by citing those without permits. They also provided stellar services at the entrances to campus via the kiosks where they interact daily with students, visitors, staff, and faculty.

Without that hard work of the PTS staff we would be unable achieve any of the accomplishments I have outlined above. I dedicate this report to each of them as small thank-you for their service and hard work.

Bobby Stone
Director
Parking and Transportation Services
The University of Texas at Austin
Green on the Go, PTS’s alternative transportation program, has long been a proponent for finding alternatives to the single-occupancy motor vehicle. The program encourages riding UT Shuttles, Capital Metro routes, and other buses, and offers incentives for car sharing, carpooling, vanpooling, and biking. This past year, the main area of growth for Green on the Go came from the BikeUT program, which added a host of new services for the thousands of bicyclists on campus each day.

**GREEN AND ORANGE UNITE TO RENT BIKES**

After several years of operating out of the Guadalupe Garage, the student group, The Orange Bike Project (OBP), officially became a part of PTS this past year. OBP is a community bike shop where students can volunteer, learn, and work on their own bikes. The shop volunteers answer questions or wield tools to get bikes up and ready to go. A new bicycle rental program was launched this past year as part of OBP. The purchase of 12 rental bicycles was made possible through a Green Fee grant awarded to the OBP student organization in 2012. PTS partnered with the student group to bring the first of its kind daily rental bicycle program to the UT community. New Giant© Escape City commuter style bicycles could be rented by the day or the week with prices starting at $5 for a 24-hour rental plus $2 for each additional day. For $15, a bicycle could be rented for a full seven days. Each rental included a U-lock and helmet.

**FOR THOSE ABOUT TO BIKE, WE SALUTE YOU**

PTS and the university Green Fee Committee hosted the largest campus celebration of bicycling to date with the annual Bike to UT Day held this past May. As part of PTS’s initiative to encourage bicycling, Bike to UT Day was a chance to recognize cyclists for their part in reducing pollution and congestion. The festivities began early, with kiosk guards offering free breakfasts to commuting cyclists on their way into campus. Cyclists also got a chance to enter a raffle for over $100 in prizes as they were greeted. In the afternoon, bike recognition continued with a celebration at Gregory Plaza. The PTS bike team handed out free pizza, tote bags, neon t-shirts, bike lights, maps, and even a keg of root beer. Along with free food and giveaways, the plaza was lined with various campus groups, all with an appreciation for cycling in common. PTS hopes to continue the celebration each year, getting more people on bikes and rewarding regular commuters for making our roadways and environment a little more friendly.

**PTS RACKS UP BIKE PARKING**

This past year, with the help of Green Fee funding, PTS was able to add 28 new bike racks across campus. Over 5,200 bikes can now be parked on campus racks at any given time, increasing bike parking capacity by 9%. Outside of daily parking, PTS launched the Game Day Bike Corral to provide football parking for bicyclists. Fans were encouraged to avoid the hassle of car parking and take their bikes to the game with rack parking just across from the stadium on the lawn just west of the LBJ fountain.

**KEEPING RIDES ON THE ROAD**

PTS not only set the goal to get more bikes on the road but to keep them there as well. This past year, it was easier than ever for a bicyclist on campus to fix up their bike. Along with adding the Orange Bike Project for access to tools, PTS expanded The Kickstand’s hours. The Kickstand, the university bike hub, is a place to register bikes, buy biking supplies, rent locks, and use air pumps or other tools. It went from operating four hours per weekday to six hours per weekday. For 24/7 access to necessary tools, pumps were added to convenient rack locations throughout campus along with a fix-it station on Speedway Plaza.
PTS’s University Fleet Operations receives, inspects, inventories, and creates a maintenance schedule for all university owned vehicles, trailers, carts, and equipment. Once the vehicles and equipment are prepared and deployed for departmental use, Fleet provides mechanical repairs and fueling services. This year, Fleet added payment, fuel, and reporting options, leading to greater convenience for its customer base.

Fuel Station Takes Maiden Voyage
In February 2013, Fleet installed card readers and printers at the Manor Road fuel station, opening it up to State of Texas-issued Voyager credit cards. The ability to accept Voyager cards brought new state agency customers. After integrating it into FASTER fleet software for tracking and billing, and then marketing the service to state agencies, Fleet was able attract $67,000 worth of fuel and maintenance purchases from Voyager cards in just seven months.

Here on Alternative Fuel Island
Along with an influx of new state agency customers, who by law are required to use alternative fuels when available, Fleet bolstered its fuel options. Following last year’s conversion of one of the fuel tanks from unleaded gasoline to E85, Fleet continued upgrades to the fuel station. The upgraded station now boasts a separate “alternative fuel” island that serves up E85, propane, and diesel fuels. New signs and color-coded fuel fobs made it easier than ever to get the right fuel into the right vehicles.

Adding Fuel to the Buyer
Outside of university vehicles, PTS sought out information about the fuels used by commuters on campus. All PTS customers that purchased permits were asked to go in and select the fuel type on their vehicle through My Parking Profile. This new field was added to help the university more accurately reflect its carbon footprint and to anticipate needs for electrical charging stations.

C.A.R.M.A. Learns to Talk F.A.S.T.E.R.
CARMA, Fleet’s interface for inventory and billing, was enhanced this year. CARMA is a web-based customer interface to FASTER, which provides data on all vehicles and equipment including year, make, model, color, VIN or serial number, license plate, purchase date, purchase order number, contact, pictures, past fueling, maintenance, and invoices. This year, user-friendly reporting capabilities were added so that each department can download fuel and maintenance costs within given date ranges. This new feature allows departments to better manage their fleet resources and save PTS valuable staff resources.

FLEET FUELS UP FOR CUSTOMER CONVENIENCE