University Fleet Operations: Better, Bigger, FASTER

The Kickstand: UT’s First One-Stop Shop for Everything Bicycle

As Business Grows, So Goes IT!

Learn more about PTS inside!
I am pleased to present the seventh Parking and Transportation Services (PTS) annual report Mobile. Defined as moving or capable of moving readily, the ability of changing quickly from one condition to another, mobile readily defines the challenges that we faced during the 2008/2009 academic year. Economic constraints changed the habits of many of those associated with the university and this required PTS to adapt. Shuttle service and alternative transportation became a main focal point, as many looked for low-cost transportation options to and from campus. Permit sales were flat, requiring PTS to work efficiently and with a close eye to budget but always keeping a strong customer focus. As a 100% self-funded university auxiliary department, we face economic challenges but through strategic planning and hard work, we will continue to offer the same level of service the campus has come to expect and deserves.

This service is made possible by the extraordinary employees that we are privileged to have on staff: people like Assistant Director Jeri Baker, who works with customers and staff to successfully coordinate day-to-day activities of the department; Linsey Duett, who coordinates parking for countless complicated events and construction projects across campus; Dennis Delaney, who manages the nine university garages including the garage associated with 1616 Guadalupe and the AT&T Executive Education and Conference Center; Charlie Smith, who tirelessly works with enforcement to protect the spaces that our permit holders deserve; Blanca Juarez, who has done an outstanding job coordinating and expanding our alternative transportation program; Mark Kaligian, who has worked tirelessly to transition the fleet department from Facility Services to PTS; Dick Levan, who keeps the computers going while working side by side with TRECS; Jamie Woods, who keeps my tie straight and me pointed in the right direction; and finally, Gloria Collins, whose talents and hard work have helped make this and most of our annual reports possible.

It is my privilege to be associated with these individuals and all of those that work beside them. They truly represent what is great about this university through their dedicated service and diligent work ethic. None of what we have accomplished and will accomplish could ever occur without them and this is their story for 2008/2009.

Bobby Stone
Director of Parking & Transportation Services
The University of Texas at Austin
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In general, about 75,000 individuals such as faculty members, staff, students, and visitors come to campus each day. The university has about 15,000 parking spaces and this disparity between supply and demand creates a need to establish and properly enforce the rules and regulations on this campus. The primary reason for issuing citations on this campus is to protect the spaces that our community members have purchased. In AY 08/09, PTS wrote 61,648 citations. Of these, 9,789 were appealed, which is 15.9% of the citations written. This means that over 84% of those that received citations felt they were either deserved or did not feel the need to appeal the citation. For the 9,789 appeals received, 99.7% were answered within 12 days with an average number of days of 8.6 to get a reply. Once the appellant received the decision of the appeals officer, if they are still dissatisfied with the results, they have the opportunity to request a second appeal. Of the 9,789 appeals, only 387 appellants requested the second appeal. This is less than 1% (0.63%) of the overall citations written and 3.9% of the appeals received.

PTS will continue to uphold the rules and regulations of this campus and protect the limited supply of spaces for the university community. By reading and following signs posted on campus, citations can be avoided and parking can be a pleasant experience. However, for those receiving a citation, the options are to pay or appeal it within 12 days, which will prevent additional fines and potential vehicle immobilization (boots).
For 2008-2009, the Appeals Panel affirmed the decision of the Appeals Officer and stated the citation was valid (either upheld or said valid but reduce) about 70% of the cases. A breakdown of the panel shows the following:

<table>
<thead>
<tr>
<th>Faculty members for 2008/2009 voted:</th>
<th>Staff members for 2008/2009 voted:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>54.0%</strong> uphold</td>
<td><strong>61.3%</strong> uphold</td>
</tr>
<tr>
<td><strong>18.0%</strong> reduce</td>
<td><strong>18.0%</strong> reduce</td>
</tr>
<tr>
<td><strong>27.9%</strong> dismiss</td>
<td><strong>21.0%</strong> dismiss</td>
</tr>
</tbody>
</table>

Student members for 2008/2009 voted:

<table>
<thead>
<tr>
<th>Members average for 2008/2009 voted:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>34.2%</strong> uphold</td>
</tr>
<tr>
<td><strong>12.9%</strong> reduce</td>
</tr>
<tr>
<td><strong>52.9%</strong> dismiss</td>
</tr>
</tbody>
</table>

On the PTS Web site, there is a page on how to avoid citations. The most important piece of advice is to read and follow the posted signs. The top five reasons people receive citations, which account for almost 90% of all citations, are the following:

| 5 | 7.4% time violation               |
| 4 | 9.8% improper parking method     |
| 3 | 10.1% parking in AT ALL TIMES space |
| 2 | 20.7% overtime meter             |
| 1 | 41.5% no valid permit            |
Does late-night studying leave you stranded?

Most shuttles stop running around 11 p.m. but the library closes at 2 a.m.

Solution? If you need to study late or you just need regular evening access to campus, try one of the new low-cost permits offered by PTS:

**PERMIT N**

<table>
<thead>
<tr>
<th>where and when you can park</th>
</tr>
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<tbody>
<tr>
<td>Longhorn Lots and spaces available to “Any UT Permit” weeknights between 5:45 p.m. and 7:30 a.m. and all day on weekends from Friday at 5:45 p.m. to Monday at 7:30 a.m. (unless otherwise indicated by signs - Note: some Longhorn Lots have no parking between 4 a.m. and 6 a.m.)</td>
</tr>
</tbody>
</table>

**$36/YR**

**PERMIT N+**

<table>
<thead>
<tr>
<th>where and when you can park</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anywhere/time an “N” permit may park + any university garage* weeknights between 5 p.m. and 4 a.m. and all day on weekends from Friday at 5 p.m. to Monday at 4 a.m.</td>
</tr>
</tbody>
</table>

**$60/YR**

*excludes the Conference Center Garage

For commute options, see Parking & Transportation Services Presents

Buy your permits online at www.utexas.edu/parking
Happy Parkers in University Garages
By Dennis Delaney | Parking Manager | Garages

The university parking garages underwent several major changes this past year. A huge overhaul of its payment systems, the completion of a major renovation to the San Antonio Garage, and the integration of the university’s newest garage at the AT&T Executive Education and Conference Center were all improvements made to the parking garage system on campus.
Payment System Overhaul

The Payment Card Industry (PCI), including MasterCard and Visa, requires banks, online merchants, and Member Service Providers (MSPs) to protect cardholder information by adhering to a set of security standards. The PCI security standards are made up of two large components of rules: MasterCard’s Site Data Protection (SDP) program and Visa’s Cardholder Information Security Program (CISP).

The challenge is an ever changing set of PCI rules and updates that require equipment to be quickly upgradable either with hardware or software solutions. University garage equipment was purchased in the late 90’s running Windows 95. As PCI compliancy requires Windows XP or newer so all of the equipment had to be upgraded with new hardware as the old hardware either could not meet the requirements for the latest software or had proprietary parts that did not have Windows XP drivers available.

A timeline was created in order to ensure that the university garages were compliant to protect PTS customers’ information. New registers, equipment, and software had to be purchased, programmed, installed, and tested in a very short timeframe. Ensuring that the garages were PCI compliant was an extremely expensive, but necessary cost of doing business.

Before upgrading any fee computers (commonly referred to as cash registers), PTS needed to decide to either continue to use dial-up or improve the overall performance of the system by switching to broadband. PTS opted to upgrade to a credit card server system that utilized broadband versus dial-up to speed up transaction and improve customer service. Previously credit card transactions could take up to 30 seconds to process. The new credit card server is state-of-the-art and is fully PCI compliant. Credit card transactions now average around four seconds per transaction, a significant time savings for those standing in line.

Next, PTS upgraded one register per garage with the exception of the Brazos Garage where two machines were upgraded in August and September 2008. The new registers run on Windows XP. The fee computers have PC-based operation for advanced functionality and user friendliness. They have the ability to perform automatic parking fee calculations for tickets up to a year old. After establishing the success of the first round of fee computers, PTS installed the second round of fee computers over the winter break in December 2008.

The last major hurdle was replacing the antiquated self pay machines, or Pay Stations. These were running Windows 95 or earlier. None of the PCs inside the Pay Stations could be upgraded to run Windows XP as the processing boards inside the machine were proprietary and only worked with the older operating system. As of result, PTS successfully traded in the older units for credit and upgraded all of the pay stations on campus to the newer machines. The new automatic pay station is designed as a fast pay-processing unit and is perfect for large-scale 24-hour operations such as the Brazos Garage. A large easy-to-read 15-inch flat panel color display and lighted guidance system leads users through easy-to-follow transactions enhanced with screen prompts and voice announcements. Transactions are faster and easier for the user, virtually eliminating long lines and delays.

Lastly, in an attempt to further provide better customer service, PTS installed four pay-in-the-lane machines in four different garages on campus. The pay-in-the-lane machines are similar to the pay-on-foot central pay stations already in the garages, but are positioned at an exit to allow a person who has passed all other points of payment to pay and minimizes the delay in traffic. It prevents those customers from backing up and returning to the cashier office or the pay-on-foot central walk-up pay stations. PTS has one machine in each of the following garages: San Jacinto Garage, Manor Garage, Trinity Garage, and the Conference Center Garage. In the coming year, PTS hopes to expand
the pay-in-the-lane program to all nine university garages.

**San Antonio Garage Expansion Project**

In May 2007, the process to expand the San Antonio Garage was initiated. The San Antonio Garage Expansion Project is unique in the fact that most garage expansion projects are horizontal expansions and not vertical expansions. In 1992 when the San Antonio Garage was first built, it was designed with the flexibility to add more floors to the garage sometime in its lifetime. As the campus grew and the available surface parking lots were replaced by academic buildings, it became apparent that the plans to add more parking to the San Antonio Garage would provide a solution.

The project’s budget was $8.2 million and was to be completed in April of 2009. The project returned $811,000 back to the university and was completed on time. The project added two levels and 326 spaces to the garage. The capacity of the San Antonio Garage is now at 1,052. These spaces allowed PTS to make a significant number of waitlist offers that have reduced the waitlist from over 500 names to less than 50 names.

The lighting in the garage was switched from expensive high-pressure sodium fixtures to more efficient fluorescent fixtures that have increased not only the lighting levels, but also provide a better color rendition to the eye that allows for people to see more details than the orangetinted lighting of the older fixtures. Additionally, lighting fixtures were added to the perimeter interior on the first floor to allow more lighting on the pedestrian pathways outside of the garage. Given the increased height of the San Antonio Garage, a lighting protection system was installed to prevent damage to internal systems of the garage and to protect from fire damage. Lastly, the elevator towers were expanded with better ventilation and a high-efficiency transparent window film was installed to reduce the heat in the elevators caused by the east facing glass front.

The project returned $811,000 back to the university

**Conference Center Garage**

The newest garage on campus is the Conference Center Garage that forms the foundation of the AT&T Executive Education and Conference Center. It is located at the corner of University Avenue and 20th Street. This garage officially opened on August 3, 2008 with an initial group of guests that checked into the Guest Center portion of the complex for an Executive Education MBA intensive program. This garage is the only university garage built underground as well as the first to utilize valet service. There are a total of 521 spaces in the garage with 22 spaces reserved for valet and 23 spaces reserved to meet LEED Certification. The LEED Certification project is to recognize building projects that meet the highest green building and performance measures. The Conference Center Garage is the only garage on campus that was designed to meet the requirement for Silver LEED Certification. The garage is very eco-friendly. The garage utilizes special motion-activated lighting increasing light intensity in areas where movement was detected. Once movement has subsided, the light will reduce its power consumption to the previous level. Additionally, special plumbing fixtures were installed to reduce water usage in the bathroom.

In addition to the lighting and plumbing fixtures, the garages garnered four points towards the LEED certification. These points were awarded for dedicated carpool spaces and hybrid vehicle spaces, bicycle racks installed throughout the garage, and the multiple bus stops located within two miles of the facility.

This year has been extremely busy in the garages with the many projects to improve customer service and provide more parking to the university community. The activity in the garages to improve will continue. PTS goals for the upcoming 2009-10 academic year are to implement some new parking programs, renovate the Guadalupe Garage, and modernize the elevators at the San Jacinto Garage.
Located just north of Gregory Gym lies a sleek and urban graphically designed trailer cleverly named The Kickstand.
increase cycling
on campus as a
primary mode of trans-
portation, PTS also decided to
purchase high-security Cycle-
Safe® lockers which were placed
in seven of the nine parking
garages on campus, additional
Cora bicycle racks to be placed
around the campus, tool kits,
and air pumps which were
available at seven of the parking
garages on campus as well as at
the Kickstand.

As of 2008, PTS took the next
step in the bicycle plan and
incorporated the sale of bicycle
accessories such as helmets,
patch kits, chain lubricant, tire
tubes, safety lights, helmets,
U-locks, air pumps, and water
bottles. With the sales of these
accessories, the bike program
has made over $11,000 in funds
to help support and further
expand the program. As of last
year, The Kickstand also added
an annex located at the Main
PTS Office, where a cyclist can
stop by and purchase bicycle ac-
cessories, register their bicycle,
or use a pump when the hub is
closed or they find themselves
on the opposite end of campus.

The Kickstand is staffed Mon-
day through Friday from 10 am
to 2 pm and typically provides
service to between 10 and 20
customers per day at its main
location along Speedway Plaza
in the bicycle and pedestrian
shared pathway. The Kick-
stand approximately averages
between 10 and 15 in-person
bicycle registrations per day,
which has increased
the overall in-person registrations by 100 to 200 during the
beginning of each school semes-
ter. Due to the convenience of
registration offered at the hub,
paper registrations increased by
50% in AY 08/09.

The idea of a mobile one-stop
bicycle shop and its annex has
proven to be a success and is
widely popular amongst cyclists
on campus. In the future, The
Kickstand hopes to expand its
scope of services to include a
bicycle repair staff and a perma-
nent in-house fixed location.
University Fleet Operations: Better, Bigger, FASTER

By Mark Kaligian | Fleet Operations Manager
For many years, Fleet Management served PTS and the university in the capacity of information recording and reporting. The staff’s primary responsibilities were to receive new vehicles, record the original information (birth certificate), and compile reports for the State Office of Vehicle Fleet Management (OVFM) and other state and federal agencies. Within the past year, it has transitioned to include new functions of maintenance and repair and software to facilitate these operations.

This data then had to be sorted, compiled, and uploaded into the state fleet management software called Fleet Anywhere (which later became Fleet Focus).

State and federal regulations and PTS Fleet Management’s role in overseeing compliance made the assimilation of the university automotive shops a natural step. Created by OVFM, the State Vehicle Fleet Management Plan identified 72 data elements for each vehicle that had to be reported monthly. The plan also included Preventative Maintenance (PM) requirements and directed other use and care requirements for state-owned fleets. As the PTS fleet staff was so intricately involved in reporting, they naturally became the liaison for compliance and regulatory issues between the individual vehicle contacts and the regulatory agencies. Other policies established by federal agencies, like the Department of Energy’s Energy Policy Act, directed the types of vehicles that had to be purchased for alternative fuels.

Eventually, the complexity of the state and federal regulations and the potential penalties that came with non-compliance thrust the PTS fleet staff into a specialist role and fleet management became more “watchdog” than liaison. As such, it made sense for PTS Fleet Management to be housed at the automotive shops, where they could monitor compliance. Gradually, PTS fleet specialists began to act as “service writers”, greeting the shop customers and writing up work orders for PMs and other repairs. As fleet staff continued to be more involved in the day-to-day activities of the automotive shop, it seemed natural that the best way to serve the university was to move the responsibility for the management of the shops under PTS Fleet Management.

This past year, PTS Fleet Management began the process of transitioning the automotive shops from Facilities Services to PTS. In April 2009, new fleet software (FASTER) was purchased. Fleet Management changed their name to University Fleet Operations to better define their role and the process of migrating all the fleet and equipment data from DEFINE and FAMIS to FASTER began. Simultaneously, the state purchased new fleet software from Agile Assets, so University Fleet Operations had to learn two new fleet software systems while continuing to operate redundant systems in DEFINE and FAMIS. Effective September 1, 2009, the PRC and Manor Road automotive shops were officially transferred to University Fleet Operations. Currently, all fleet and equipment records have been consolidated in FASTER.

FASTER will provide a variety of management reports to improve fleet efficiency while controlling costs. It will be instrumental in developing purchasing standards and life cycle models to maximize return on investment. The Service Center will allow customers to schedule maintenance, view real time status of their vehicles, and allow historical records and invoices to be printed. In short, FASTER allows University Fleet Operations to proactively manage the fleet more efficiently and cost effectively than ever before.
Staffing the small booths sitting in the middle of the road at campus entry points may seem like a simple, mundane job.
All it takes to disprove this notion is to stand in the kiosk and observe the interactions guards have with campus visitors passing through. Being a kiosk guard is a difficult job to perform. The guard must have a strong customer service-oriented personality, as they are the first point of contact for visitors entering campus. They must present a positive image as the “official greeter” of the university. The kiosk guard is a vital part of the PTS enforcement team. Their primary duty is to inform campus visitors of their parking rights. Visitors are either directed to a parking garage or issued a temporary permit along with a map to find their parking space. Everyone’s visit to campus begins and ends with parking. With this in mind, kiosk guards aid visitors in avoiding a citation so their visit to campus does not end on a sour note.

Kiosks are located at each main entrance of campus: the main gate at 24th St. and Whitis Ave., North San Jacinto Blvd., East 23rd St., South San Jacinto Blvd., and West 21st St. There are also three active kiosks at the Pickle Research Center campus located on the northwest side of Austin.

Kiosk guards serve departments throughout campus by taking care of their “official visitors”. An official visitor is someone that is preannounced by a departmental contact such as a dean or the administrative assistant to a dean or vice president. Kiosk guards have their name and are expecting their arrival. Upon arrival, a kiosk guard greets the guest, issues them a parking permit, and provides a map with instructions on how to get to their destination.

Unfortunately, not all visitors are “official visitors”. The inability to issue a parking permit to a visitor that is not official can be frustrating to some. When they are directed to a garage, where they have to pay for parking, they may see the kiosk guard as a nuisance. Although kiosk guards are there to assist, they also have to enforce the parking rules and regulations. Some visitors will refuse to stop at a kiosk or acknowledge the kiosk guard. Kiosk guards take these negative interactions as part of the job and remain professional. They have the option to write violators a citation for failure to heed a parking enforcement attendant’s instructions.

More often than not, the encounters kiosk guards have with visitors are positive. Most visitors are very appreciative of the service kiosk guards provide. Kiosk guards not only assist with directions on campus but also with directions all around Austin for out-of-town guests. The kiosks have Austin maps to provide and most kiosk guards are native to Austin and can give directions to major points of interest within the city.

As a visitor stops at the main gate, they will encounter Mr. John Henry Garza. John has lived in Austin since Custer was a Corporal. He is 83 years old and genuinely loves people. John speaks several languages and uses them occasionally with international guests. Silverio Martinez works at the South San Jacinto Blvd. kiosk. Silverio brings his knowledge of the city of Austin to visitors by being a long-time resident and a former City of Austin ticket writer. Manny Escareno, stationed at the North San Jacinto Blvd. kiosk, retired from the US Air Force Security Police. Manny brings tactfulness in dealing customers, such as making his customers feel welcome by always telling them to “have a safe and fun visit to the university”. Dan Rosas, at the East 23rd St. kiosk, operated and owned his own printing and press shop before retiring. Dan is enjoying his second career by still being able to assist and interact with people. E.J. Upton, at the West 21st St. kiosk, enjoys learning new languages, being fluent in Spanish, and having a working knowledge of several other languages. E.J. likes to surprise his customers with his linguistics talent.

The daily life of a kiosk guard is unpredictable but rewarding. PTS kiosk guards enjoy helping the university community and all visitors. The main goal of a kiosk guard is to have all visitors leave their kiosk with a good impression of the university.
As Business Grows, So Goes IT!

By Dick Levan | Information Technology Manager

The main achievement in Information Technology over the past year has been in staffing and organization. The IT team has grown to four members — led by a PTS manager. Three software developers now focus exclusively on automating and streamlining business processes. For desktop, hardware, and network support, PTS also houses a full-time Systems Administrator from the staff of Technical Resources for University Operations (TRecs). As a member of the TRecs Server Team, the Systems Administrator ensures that PTS networks and technology meet all the standards shared by the many departments in University Operations.

PTS’s full integration into the technical environment designed and maintained by TRecs enables PTS to draw on a broader range of support services. This economy of scale means PTS now gets more and better support at a lower cost. And by utilizing the TRecs staffing rotation for nights and weekends, PTS now has access to prompt service at any time, 24/7. The economies of scale achieved by greater cooperation with TRecs result in cost savings at every level of technical support — from hardware installation to networking and security, from resolving user issues to monitoring the latest developments in technology.

IT projects during the last year added several new tools for developing PTS business. The PTS online application, My Parking Profile, now offers a link to the popular What I Owe website, allowing students more flexibility in payment options, including funds through financial aid. Daily electronic processes exchange citation balances and payments between PTS and two collection agencies. Event workers and garage staff now use handheld electronic devices to take payments for parking for concerts, athletic games and special events. Eligibility criteria for 22,000 parking permits is checked several times a year. The PTS Fleet office now manages UT vehicles using a new information system and database.
The PTS event team consists of three full-time supervisors, two part-time supervisors, 67 university employees within the University Operations portfolio, and 59 students. While most events only require a portion of PTS staff, large-scale events such as football require all 130 employees.

The responsibility of PTS employees is to approve electronic requests for event parking arrangements, process permits for reserved spaces, guard parking lots that are reserved for guests, cashier at public pay lots, and set up cones, barricades, and signs relating to specific events. PTS event staff have the capability of creating the signs within the PTS office, which can often be a time-consuming process. PTS created around 500 signs within AY 08/09. PTS staff are also responsible for providing positive customer service to guests of the university and representing PTS and the university in a professional manner when guarding lots.

An approximate total of 1,620 events were approved in AY 08/09 as compared to 1,500 events approved in AY 07/08, resulting in an increased revenue of $250,000. With this revenue, PTS was able to purchase event handhelds. These devices allow more convenient payment options for the customer outside of the previous option of cash only. With the addition of credit card and pre-paid online parking options, it has provided faster transaction times resulting in less wait time for the customer to enter the lot.

Like the enhanced payment options realized in AY 08/09, future event parking projects will focus on the customer service goal of increasing customer convenience. PTS is working on improving and expanding online sales as a pre-paid parking option for all events across campus versus a select number. Not only will this provide better customer service at a reduced rate, it will provide a more secure work environment for PTS employees by reducing cash handling.
Like many departments under the University Operations portfolio, PTS serves a broad customer base across campus. PTS has always persisted in developing creative solutions and services to meet the diverse needs of its customer base yet for all these efforts, services would go underutilized without customer awareness. To provide information on parking and transportation options for accessing campus, PTS employs a large array of communication strategies to reach a widespread audience comprised of students, faculty, staff, visitors, contractors, and vendors.

While all other forms of communication used by PTS target a specific audience, the PTS Web site is unique in that it is for every group. Any individual with access to the Internet can get information on their options for traveling to and parking on campus. The majority of the content on the Web site is only updated every few years. However, permit information, garage rates, bus routes and schedules, alternative transportation incentives, event parking options, rules and regulations, and maps are updated annually while announcements are updated throughout the year. Within the past five years, Web site pageviews have increased more than 80% and have maintained at around 3.2 million per year within the last two years. As a comprehensive source of information, the Web site continues to be the most reliable tool to reaching all members of the PTS customer base.

In AY 08/09, PTS added another communication tool to disburse information similar to announcements found on the PTS homepage. PTS began using two twitter accounts, one for general parking and transportation information at utaustinparking and the other for cyclists on campus at bikeut. This has proven to be a convenient option for audiences on the go.

Targeting a more specific audience of faculty, staff, and students, PTS e-mail is considered an official form of communication by the university. Some e-mail is sent out to all university members while others are sent only to affected groups of permit holders and those practicing particular modes of alternative transportation. In AY 08/09, 91% of those surveyed on the PTS university-wide e-mail list agreed that the information provided via e-mail was accurate and adequately informed them of events on campus. Additionally, within the past few years, PTS has transitioned from paper citation billing to the more ecological option of e-mail billing whenever an e-mail address is available in the database.

PTS communication is not entirely electronic, however. PTS provides varying forms of printed material to further enable access to parking and transportation information. Along with other media ads such as videoboard stills and public announcements at large-scale sporting events, PTS regularly places print ads in the student newspaper The Daily Texan, the university Visitor Guide, and in the interior of shuttle buses, hands out flyers, and posts signs. The primary focus of this advertising is on encouraging alternative transportation as well as the use of online services for parking needs. Additionally, PTS prints five main brochures, most on an annual basis: Student Parking, Faculty/Staff Parking, Visitor Parking, Shuttle Services, and Bike UT. These are distributed at the PTS main office, university garages, kiosks, and departments around campus. In AY 08/09, two additional flyers were introduced by PTS. Parking 101 was made as a brief overview of some of the rules and regulations and points out the most common issues people face with parking on campus. This was distributed with all permits sold as well as at faculty/staff and student orientations. The other flyer was also distributed at student orientations and served as a flow chart to help new students find the best permit option for them should they choose to bring a car on campus.
With around 13,000 freshmen admitted per year and typical faculty/staff turnover rates, at least 20% of the 75,000 individuals accessing campus daily constitute a new audience each year. Brochures and flyers like those mentioned above are part of PTS's strategy to reach new faculty, staff, and students but direct interaction is also an imperative element of communication. PTS participates in orientations for new students and their parents, gives presentations every week at new employee orientations (NEWO), hosts booths at Longhorn Saturday, Discover UT, Earth Day events, Sustainability Week, and Safety Week, to name a few.

While familiarizing the community with services offered by the department is a vital aspect of PTS operations, obtaining feedback from customers as a metric of the success of these services is equally important. In AY 08/09, PTS had seven major surveys including the annual shuttle survey and each of the following for both the fall and spring semesters: the surface parking, garage parking, and Bike UT surveys. Parking survey responses totaled over 5,100, 41% of which were from students, 57% from faculty or staff, and 2% from visitors or other. Bike UT surveys totaled nearly 1,600, 69% of which were from students, 28% from faculty or staff, and 3% from visitors or other. Shuttle surveys totaled over 8,000, 90% of which were from students and 10% from faculty or staff.

Given that there is only a single parking space for every five individuals accessing campus daily, PTS views alternative transportation as a necessity to getting everyone to and from campus each day. PTS's communication goals for the upcoming year include a more comprehensive marketing scheme promoting alternative transportation. Hence, the plan is to diversify the modes of communication used while unifying the message delivered towards this end.
The PTS maintenance team is in charge of over 50 surface parking lots and nine garages. Along with scheduled cleaning, their duties include sign and pole installation, curb and traffic line painting, bicycle lock cuts for students who lost their keys or for abandoned bicycles, bicycle rack and locker installation and relocation, and making general office repairs.

Within the past year, the PTS maintenance team has undertaken a unique project, enabling PTS to close lots to preserve parking spaces for events. The PTS maintenance team includes two welders, Alberto Garza and Armando Jaramillo. Alberto came to PTS as a welder; Armando had the interest and desire, but was not trained. Armando was sent to Austin Community College for two semesters to take welding classes. This skill set has been utilized this summer to prepare the east university lots for the upcoming event season. Alberto has fabricated swing arm gates to be installed on the entry points of the east lots. The first set was installed at the entry point to Lot 103 off the IH-35 frontage.

For AY 09/10, PTS will continue to add similar gates throughout lots around campus. The second set is being installed on the Comal Street and Leona Street entrances to Lots 110 and 113. Utilizing the unique skill sets of the PTS maintenance staff has improved service and access control to the parking lots for the university’s many events. The artistic design is a great improvement over the yellow poles, cables, and light reflectors this system is replacing. Additionally, by performing the work in-house, PTS has saved money with no need to hire a contractor to fabricate the gates.
Awards

DEPARTMENTAL

Commuter Challenge Champion Employer
Awarded by Commute Solutions for having the highest number of employees participating in alternative transportation in Austin

INDIVIDUAL

SLICE
Awarded by University Operations for demonstrating their core values of service, leadership, innovation, creativity, and excellence

Recipients:
Chelsea Oakes
Dave Kazmirski

Staff Service
Awarded by the university for length of service

30 years of service:
Anita Molis

25 years of service:
Vicki Broussard
Roberta Broussard

20 years of service:
E.J. Upton

15 years of service:
Warren Coffin
Manuel Escareno
Margaret Rogers

10 years of service:
Jeff Byrd
Anthony Perez
Sonya Sanders
PTS Strategic Plan

Goal 1

Provide a reasonably priced, efficiently managed, well-maintained, and safe campus parking system that provides access for the university community and guests.

Objectives
1. Manage university parking resources fairly and equitably.
2. Address the needs of special event parking and construction projects on campus.
3. Ensure that the campus parking rules and regulations are equitably enforced.
4. Ensure full campus accessibility for those with disabilities.
5. Continue with preventative maintenance program for the garages and surface lots.
6. Ensure that the kiosks guards provide a positive first point of contact and information for all visitors to the campus.

Goal 2

Enhance the University Mass Transit and Alternative Transportation programs.

Objectives
1. Improve the efficiency of the UT Shuttle and other bus transportation options for the university community.
2. Promote and expand UT Share, Vanpool, Carpool, and Pedestrian programs.
3. Efficiently manage the Bike UT program including the bike hub and bike lockers, and increase bike registrations.
4. Establish university fleet operations as an auxiliary operation.

Goal 3

Manage all services and operations safely and efficiently through sound business processes, accurate accountability, and compliance of all resources.

Objectives
1. Ensure that proper revenue control procedures are followed.
2. Ensure that the PTS financial system is fiscally sound.
3. Increase effectiveness and improve vending services.
4. Improve all communications to market all parking, transportation, and service programs and policies.
5. Sustain a high level of service by anticipating and meeting the needs of our customers.
6. Enhance utilization of technology to continuously improve business processes.
7. Implement the parking and transportation aspects of the university Campus Master Plan and all transportation studies.
8. Ensure that all facilities and services are operated safely.

Goal 4

Continue the development of leadership management, diversity, and customer service skills within the department.

Objectives
1. Provide leadership and management training opportunities and evaluate leadership development.
2. Equip employees with the knowledge, skills, and abilities needed to better serve internal and external customers.
3. Continue to advocate diversity within the department through sensitivity in hiring, training, employee development, and emphasis on the value of diversity to the department.

Metrics

The following metrics are used to measure the success of PTS in achieving strategic plan goals and objectives:

- Customer service surveys
- Benchmark surveys
- Expanded services
- Annual structural analysis of garages
- Lighting inventories
- Efficiency
- Utilization
- Compliance
## Financial Highlights

<table>
<thead>
<tr>
<th></th>
<th>FY 06/07</th>
<th>FY 07/08</th>
<th>FY 08/09</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Garage Parking</strong></td>
<td>$7,782,476</td>
<td>$7,883,511</td>
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<td>$4,688,036</td>
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<td><strong>Other-Vending, Events, Misc.</strong></td>
<td>$1,222,537</td>
<td>$1,386,949</td>
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<td>$2,724,090</td>
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<tr>
<td><strong>Salaries &amp; Wages</strong></td>
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<tr>
<td><strong>Wages</strong></td>
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### Permit Sales

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* see “Permit Prices” table for permit type descriptions

### Parking Inventory

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<tr>
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<tr>
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<tr>
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<td>380</td>
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</tr>
<tr>
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<td>7,919</td>
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<tr>
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<td>U</td>
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<td>5-Min</td>
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<tr>
<td>Standard</td>
<td>6,736</td>
<td>7,627</td>
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<tr>
<td>Total</td>
<td>6,917</td>
<td>7,808</td>
</tr>
<tr>
<td>Total Spaces</td>
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** available for use to any UT Permit holder

### Web Site Pageviews

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<tr>
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<th>FY 08/09</th>
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<tbody>
<tr>
<td>Parking</td>
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<tr>
<td>Transportation</td>
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</tr>
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<td>Maps</td>
<td>383,322</td>
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<tr>
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<td>252,500</td>
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<td>Appeals/Citations</td>
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<td>85,529</td>
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<tr>
<td>Fleet</td>
<td>60,085</td>
<td>70,839</td>
</tr>
<tr>
<td>About PTS</td>
<td>56,237</td>
<td>60,104</td>
</tr>
<tr>
<td>Services</td>
<td>46,801</td>
<td>55,681</td>
</tr>
<tr>
<td>Total</td>
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<td>3,209,245</td>
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### Vending Machine Commissions

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<td>Pepsi</td>
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### PTS Staff Statistics

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<th>FY 06/07</th>
<th>FY 07/08</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Total</td>
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<td>3,209,245</td>
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* see “Permit Prices” table for permit type descriptions

### Permits Sold

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<th>FY 07/08</th>
<th>FY 08/09</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>1,157</td>
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<td>14,806</td>
<td>15,727</td>
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** available for use to any UT Permit holder
<table>
<thead>
<tr>
<th>Permit Type</th>
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<td>AN evening shift employee</td>
<td>general evening surface</td>
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<td>F99 dean</td>
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<td>$744</td>
<td>$775</td>
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<tr>
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<td>$444</td>
<td>$464</td>
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<td>M any affiliate</td>
<td>general motorcycle surface</td>
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<td>$138</td>
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<td>$775</td>
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<td>$648</td>
<td>$677</td>
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<tr>
<td>T varies</td>
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<td>varies</td>
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<tr>
<td>S commuting student</td>
<td>garage-specific: summer</td>
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<td>$225</td>
<td>$170</td>
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<td>U university departments with fleet vehicle</td>
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<td>$-</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>V vendor</td>
<td>loading zones, service drives, &amp; loading docks</td>
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<td>$444</td>
<td>$464</td>
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<td>VIP approved V.I.P.s</td>
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<td>one-day surface</td>
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* dependent upon association
** paid by department requesting
## Alternative Transportation

### Shuttle Ridership
- **2004 | 2005**: 6,905,827
- **2005 | 2006**: 6,522,654
- **2006 | 2007**: 5,264,919
- **2007 | 2008**: 5,330,218
- **2008 | 2009**: 5,466,636

### E-Bus Ridership
- **2004 | 2005**: 108,828 | 35,062
- **2005 | 2006**: 68,379 | 33,888
- **2006 | 2007**: 80,386 | 34,153
- **2007 | 2008**: 104,354 | 36,775
- **2008 | 2009**: 145,402 | 35,498

### Texas Express Ridership
- **2004 | 2005**: 1,381 | 1,293
- **2005 | 2006**: 1,996 | 1,712
- **2006 | 2007**: 2,355 | 1,974
- **2007 | 2008**: 2,652 | 2,278
- **2008 | 2009**: 3,643 | 3,126

### Bike Registration
- **2004 | 2005**: 462
- **2005 | 2006**: 2,141
- **2006 | 2007**: 1,876
- **2007 | 2008**: 3,015
- **2008 | 2009**: 2,955
### Parking Statistics

#### Citations

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<th>Year Range</th>
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<th>Unpaid</th>
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<tbody>
<tr>
<td>2005-2006</td>
<td>43,516</td>
<td>8,512</td>
</tr>
<tr>
<td>2006-2007</td>
<td>57,597</td>
<td>9,340</td>
</tr>
<tr>
<td>2007-2008</td>
<td>44,910</td>
<td>7,808</td>
</tr>
<tr>
<td>2008-2009</td>
<td>37,790</td>
<td>8,455</td>
</tr>
</tbody>
</table>

#### Appeals

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Upheld</th>
<th>Reduced</th>
<th>Voided</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-2006</td>
<td>3,272</td>
<td>3,353</td>
<td>2,966</td>
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<tr>
<td>2006-2007</td>
<td>5,075</td>
<td>5,927</td>
<td>1,821</td>
</tr>
<tr>
<td>2007-2008</td>
<td>3,894</td>
<td>5,161</td>
<td>1,232</td>
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<tr>
<td>2008-2009</td>
<td>3,178</td>
<td>4,577</td>
<td>1,730</td>
</tr>
</tbody>
</table>

### Fleet Statistics

#### No. of Fleet Vehicles

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Vehicles</th>
</tr>
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<tbody>
<tr>
<td>2006-2007</td>
<td>654</td>
</tr>
<tr>
<td>2007-2008</td>
<td>649</td>
</tr>
<tr>
<td>2008-2009</td>
<td>636</td>
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</tbody>
</table>

#### Average Vehicle Age (yrs)

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Average Age</th>
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<tbody>
<tr>
<td>2006-2007</td>
<td>10.3</td>
</tr>
<tr>
<td>2007-2008</td>
<td>9.7</td>
</tr>
<tr>
<td>2008-2009</td>
<td>9.2</td>
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</table>

#### Vehicle Acquisitions

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Acquisitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-2007</td>
<td>33</td>
</tr>
<tr>
<td>2007-2008</td>
<td>50</td>
</tr>
<tr>
<td>2008-2009</td>
<td>33</td>
</tr>
</tbody>
</table>

#### Vehicles Sold

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-2007</td>
<td>34</td>
</tr>
<tr>
<td>2007-2008</td>
<td>27</td>
</tr>
<tr>
<td>2008-2009</td>
<td>43</td>
</tr>
</tbody>
</table>
Ride the Bus — Ideal for your daily commute, all students, faculty, & staff may ride the 14 UT Shuttle and 50+ Capital Metro routes free with their UT ID. Outside of your commute, take advantage of the wide variety of bus services offered by PTS and Capital Metro such as the Texas Express, offering weekend trips to and from Dallas and Houston, the E-Bus, a safe late-night ride downtown, and the Airport Flyer, taking you between campus and the Austin-Bergstrom Airport.

Leave your car and parking worries at home. There are other ways to get to school. Parking and Transportation Services offers alternatives to the single occupancy commute.

For more information on these programs please visit www.utexas.edu/parking

Bike — PTS offers free registration to connect you to your bike to assist in theft recovery and prevent impoundment. At The Kickstand (bike hub) and PTS main office, you can also buy biking supplies; rent locks; use air pumps or other tools; and pick up maps and brochures. Other amenities include commuter showers and bike lockers.

Join a Carpool — It only takes two to start a carpool. Register with PTS and receive the following benefits: reduced permit fees, reserved parking spaces, complimentary garage parking, and automatic enrollment in the Guaranteed Ride Home Program.

Walk — With no permit required and no need to hassle with parking, walking is often the easiest and sometimes fastest way to move around campus. While reducing roadway congestion, you’ll also enjoy reduced stress, heart disease, stroke, and diabetes.

This is the only parking you should be worrying about.