

2010

Parking & Transportation Services

Annual Report

Colorado
University of Colorado at Boulder

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Contact Information

Main Campus

Parking Services	Academic year: 8 a.m. to 5 p.m.
1050 Regent Drive, 502 UCB	Summer: 7:30 a.m. to 4:30 p.m.
Boulder, CO 80309-0502	
303-492-7384	

East Campus

Transportation Services	Academic year: 8 a.m. to 5 p.m.
3205 Marine Street, 443 UCB	Summer: 7:30 a.m. to 4:30 p.m.
Boulder, CO 80309-0443	Garage (year-round): 7 a.m. to 4:00 p.m.
03-492-7152	Closed: Noon to 1:00 p.m.

www.colorado.edu/pts

Parking & Transportation Services

About PTS

Parking & Transportation Services (PTS) is a division of the CU-Boulder Department of Public Safety with two service operations.

Parking Services on Main Campus is home to parking administration, business, events, facilities, and field operations. Parking manages 7,396 of 11,179 vehicle spaces in all locations of the Boulder campus, and 259 motorcycle spaces. The 7,396 figure represents 80% of campus parking facilities. Of the parking spaces managed by PTS, 85% represent long-term permit parking (6,281 spaces). Parking has 38 full-time, nine variable, and 98 hourly employees.

Transportation Services, located on East Campus, administers all programs related to CU-owned vehicles including the Buff Bus student shuttles. The faculty/staff Eco Pass, bicycle, car share, and vanpool programs are also organized within Transportation Services. The transportation operation has 16 full-time positions, three variable positions, and 38 student positions including 24 student bus drivers.

Our Mission

Our mission is to support the university by maximizing campus access. We are a customer-oriented team of professionals dedicated to providing innovative solutions and options to meet our community's transportation needs. Our success depends upon supporting and investing in our workforce, meeting our fiscal responsibilities as a self-funded university business and planning for a sustainable future.

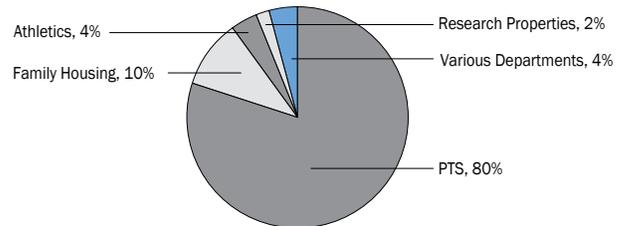
Our Vision

We understand and respond to the campus community's transportation needs. In crafting locally appropriate solutions to optimize campus

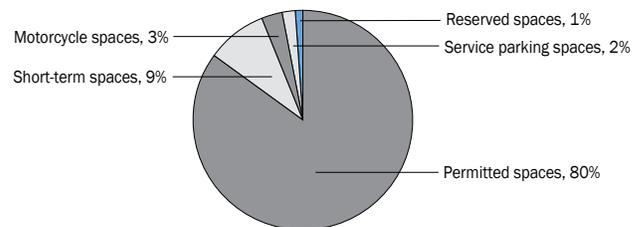
access, we draw upon industry best practices. We lead among campuses in promoting transportation options and business practices that minimize our impact on the environment.

Our Strategic Approach

PTS provides a wide range of program options to help individuals access the campus. Transit, parking, fleet, bicycle, carpool, and car share programs reflect the expectations of our customers and serve their transportation needs. Work and accomplishments of the past year are aligned in this report with PTS' seven strategic issue areas. Those issues are sustainability, evolving customer expectations, information technology, campus growth and development, communication, work environment, and organization structure.



PTS controls 80% of the parking supply on campus.



The distribution of parking among the 7,396 spaces controlled by PTS is illustrated in the above graph.

Sustainability

We need to understand and minimize our environmental impact. By virtue of the work we do, PTS is in a unique position to support and enhance CU's sustainability practices.

Sustainability has taken a front row seat for all of Colorado state government with an executive order issued by Governor Bill Ritter. By the end of FY 2012 (baseline 2006) the University of Colorado will achieve a 20% reduction in energy consumption in all facilities, a 20% reduction in paper use, and a 25% reduction in petroleum consumption by state vehicles while increasing energy efficiency of the fleet.

All new fleet purchases within the University of Colorado system (with the exception of UCCS) must comply with the state bid process and with the Department of Energy regulations. An important regulation states that 75% of new fleet purchases be for vehicles that use alternative fuels. When the University of Colorado opted out of state fleet management two years ago, the fleets of CU-Boulder, CU-Denver and Anschutz campuses were centralized in Boulder. Purchasers of university vehicles must coordinate with Transportation Services and the Procurement Service Center.



Tracy Calvin takes a break from bike programs to work on the annual Eco Pass renewal process.

The International Parking Institute (IPI), a professional organization that provides educational and technical services to the transportation industry, recognized the University of Colorado at Boulder in 2010 with its Award of Excellence for Sustainability in Parking and Transportation.

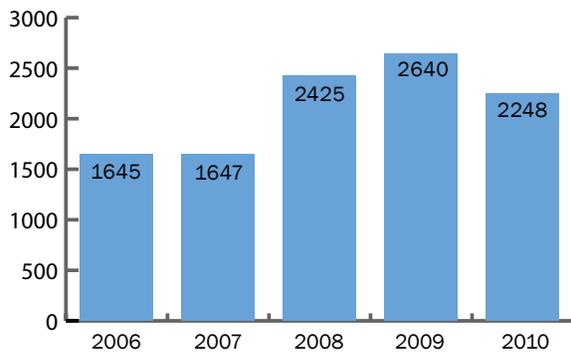
This award recognized PTS' efforts since the 1990's that have resulted in 81% of CU-Boulder's faculty, staff and students arriving by means other than driving alone. CU-Boulder offers a variety of innovative transportation demand management options ranging from a faculty/staff transit pass to car share memberships; from extensive bicycle programs to student bus services during high demand times day and night; and from a 22-bus transit fleet running on biodiesel fuel to renovations within older parking structures to reduce energy consumption.

Bike Programs

"We make it so easy!" is the best thing about campus bike programs says Tracy Calvin, PTS coordinator for bike programs. Tracy adds that "employees and students can buy, bring, rent, borrow, fix, and park bikes" thanks to the programs offered jointly by the CU Environmental Center and PTS.

In the past several years, PTS and the Environmental Center have each contributed \$150,000 toward bike rack replacement. They worked with Facilities Management to determine placement for new bike racks. Housing & Dining Services has also upgraded bike parking in housing areas. These projects are meant to improve bike parking supply and to discourage incorrect parking. The census taken in spring 2010 indicates that there are 9,775 bike parking spaces on campus, very close to the number of vehicle parking spaces on campus.

To increase bike registrations, we expect to be able to offer online registration soon. Currently, 33% of bicycles parked on campus are registered, which is 1,800 out of 5,500 bikes on campus on a surveyed day. By putting registration online, we would also like to eliminate the labor and paper waste that bike registration generates.



The number of bikes registered over the past five years totals 10,605, a yearly average of 2,121 newly registered bikes.

2010 Campus Commuter Survey

A survey conducted by the sustainable transportation partnership between PTS and the Environmental Center in 2010 results in a picture of travel modes used by students, faculty and staff on two single days in winter and spring 2010. When compared to a similar survey conducted in 2008, results are very similar except for an increase in transit ridership in students who live off-campus. Among students it is interesting to note that although 75% report having a vehicle available to them, only 24% drive alone to campus and only 20% have a campus parking permit.



Bikes park at new bike racks outside the new Center for Community building.

Faculty/Staff	2008	2010
Bused	26%	24%
Walked	4%	6.5%
Drove Alone	45%	47%
Biked	9%	7%
Carpooled/vanpooled	9%	8.4%
Other*	7%	7.1%

Off-campus Students	2008	2010
Bused	32%	39%
Walked	18%	18%
Drove Alone	25%	24%
Biked	14%	14%
Carpooled/vanpooled	2%	3%
Other*	9%	2%

* Didn't come, worked at home, skated, motorcycled

Transportation mode use for 2008 and 2010 according to two Campus Commuter surveys.

Bike registration is required for bikes parked on campus but the most compelling reason for a bike owner to register a bike is that if stolen and recovered, only a registered bike can be returned to its owner.

From cruisers to mountain bikes, Buff Bikes are free for two-day rentals. Semester rentals cost a \$100 security deposit and a \$20 administrative fee; a semester rental can be renewed for \$10. Word of mouth keeps Buff Bikes in use constantly.

Electric Charging Station

A pilot program is underway west of the Wolf Law building. To meet the needs of owners of hybrid vehicles, especially the new generation of hybrids, an electric charging station was installed as a partnership among the School of Law, Facilities Management and PTS. The charging station will be fully operational once some back office details are satisfied. Discussions have already begun about where to place additional charging stations.



The new electric charging station is located west of Wolf Law.

Maintenance Recycling

PTS continues to recycle routinely. In the vehicle maintenance area, recycling results are: 916 quarts of antifreeze, 46 batteries, 281 quarts of lubrication fluid, 2,093 quarts of oil, 84 tires, and 1,577 quarts of transmission fluid.

Energy Consumption

PTS has worked purposefully to reduce energy consumption and the costs associated with energy use since 2006. We continue to see good results from having installed highly efficient fluorescent fixtures and daylight-harvesting photocells in the two original parking structures, Euclid Autopark and Regent Autopark, in 2008. We have also reduced energy consumption in our offices and workspaces. The following chart lists energy use and the costs between 2007 and 2010. We are using 15% less energy today than in 2007 and spending 17% less.

	2007	2008	2009	2010
Regent AutoPark	777,911 kWh \$89,771	779,925 kWh \$89,980	646,748 kWh \$70,194	664,837 kWh \$75,193
Police/Parking Building	76,677 kWh \$8,849	76,875 kWh \$8,869	63,748 kWh \$6,919	65,531 kWh \$7,412
Euclid AutoPark	330,624 kWh \$38,154	342,144 kWh \$39,473	280,512 kWh \$30,445	279,939 kWh \$31,661

Energy used in kilowatt hours and its cost.

Eco Pass Program

An Interview with David Cook

The CU faculty/staff Eco Pass is in its thirteenth year of providing CU faculty, staff, and eligible retirees bus and light rail service including Local, Regional and Express service. While most services are free, some are offered at low cost.

The Eco Pass can be used as the only means of commuting daily or it can be used alternately with driving, carpooling or even walking or biking. All employees have the Eco Pass whether they use transit or not. It is in each employee's hands as an incentive to try transit because studies show those with a bus pass in hand are several times more likely to use transit as those who do not have a pass. David Cook, Eco Pass administrator, answered a few questions about the program.

Who is eligible?

All CU-Boulder faculty and staff who are full and part-time continuing employees (classified staff, professional exempt employees, and faculty with permanent appointments) and who work with a 20% of full-time or greater percentage appointment are eligible. CU System employees are eligible. Retirees with an active work appointment on the Boulder campus or as a system employee are also eligible for the Eco Pass program. Temporary employees (six-month appointment) are not eligible.

How is Eco Pass funded?

At its inception, Eco Pass funding was shared among general fund (49%), PTS (30%) and auxiliaries (21%). The paradigm has changed, and in 2010 funding sources are auxiliaries (21%), general fund (7.5%), and PTS (71.5%). The CU System reimburses PTS for its employees' Eco Passes. The RTD contract represents about 8.6% of the PTS budget.

Can we measure the effectiveness of employees having an Eco Pass?

Surveys conducted before implementation of Eco Pass indicate that 12–13% of employees used transit for their daily commute, and after one year, that number increased to 18%. Surveying done in the past few years has indicated that 26% of CU's faculty and staff routinely use transit.



David Cook, coordinator of the faculty/staff Eco Pass, stands by a car share vehicle.

Lease Program

An interview with Sharon Lehman

Transportation Services manages the fleet of vehicles used by departments on the CU-Boulder, CU-Denver and Anschutz campuses. Transportation also offers a program which leases vehicles to campus departments for official business away from the university. Among many administrative duties, Sharon Lehman coordinates the lease program.

What does the lease program do for CU-Boulder?

It's a way for individuals or campus departments to accomplish business, attend meetings or conferences, or do field work without the use of personal vehicles. The university insures only qualified persons and university vehicles on official campus business in case of an accident.

How do you spend your time with the lease program?

There are literally thousands of individuals to keep track of in terms of their qualifications to drive our vehicles, and yes, we keep the records. The authorization form we need lists each person in a department who may reserve and/or drive a vehicle and contact information.

Anyone 25 or younger who drives a university vehicle must have taken the Defensive Driving Course (DDC). We offer it twice a week, it takes four hours, and it is free. Incidentally, this is offered to all university employees even if they do not drive university vehicles. People of any age who want to drive a 15-passenger van must take a three hour individualized course to be certified to drive the vehicle. Again, there is no charge to the department. I also coordinate all fleet lease reservations which let us know who is requesting a vehicle, what kind of vehicle they want, how it will be paid for, who will drive it, when they need it and for how long. I process the request, confirm it

and issue a reservation number.

What kinds of vehicles are available?

Options range from hybrids to SUVs, and from electric vehicles to 15-passenger vans.



Sharon Lehman coordinates the lease vehicle program.

And if a department has long-term needs?

Long-term leases are available and in those cases, the department pays monthly and mileage rates that include fuel. Transportation pays for insurance and vehicle maintenance. The department is responsible for the care of that vehicle, for cleaning it, checking fluid levels and for having it serviced by Transportation Services.

It sounds like a very tedious system for you.

The really exciting news is that we are this close to having an online system in place for reservations, confirming authorizations, self-service pick-up with what we call a "Key Valet", and scanned mileage reads. What I will miss is the interaction with so many people I have come to know and enjoy from all over campus. What customers will get, though, is an efficient, reliable process, and they will be able to pick up and return their vehicles even when we are not in the office.

How long have you been associated with CU?

Two years. My family returned from a military assignment overseas, we chose Boulder as our home and here I am. I work with wonderful people in my office and throughout campus. In two short years I feel I have formed good relationships, and I thoroughly enjoy the interaction including the occasional practical jokes—nice ones—we play on each other here in the office.

Evolving Customer Expectations

We help our customers understand the services we provide, and we adjust services and programs as customer expectations and behaviors change.



One of the 17 Buff Buses.

The Buff Bus

Buff Buses provide over one million rides for residential students every year. The shuttles operate between 7 a.m. and midnight Monday through Friday and from 10 a.m. until 11:40 p.m. on Saturday and Sunday. For the first time this year, two bus routes from Williams Village cover the entire campus.

The Colorado Loop (blue dots on following map) travels west on Colorado Avenue to 18th Street, along Euclid, Broadway and Regent Drive

back to Colorado Avenue in the counterclockwise direction and then to Williams Village. The Regent Loop (gold dots) travels from Colorado Avenue to Regent Drive, Broadway, Euclid, 18th Street and Colorado in the clockwise direction and then back to Williams Village. The additional coverage started in 2010, and it adds easy access to the business school, the Kittredge area, and the Center for Community for all students. The College Inn route brings residents from College Inn to campus in the morning hours for access to dining halls.

Late night service is sponsored by the Environmental Center. Late night service covers Boulder from the Table Mesa area to Pearl Street, 29th Street, Main Campus, and Williams Village. Special requests are accommodated at the driver's discretion between midnight and 3 a.m. Thursday through Saturday nights.

When they are not servicing students, Buff buses are also available for airport and local transport and as bus charters for campus departments for field trips and conference groups meeting at CU.



Maps of the two Buff Bus Routes.

New PTS Services

New online services became available in 2010. Students, faculty, and staff may view and edit vehicle information associated with permits. Those customers can also pay or appeal citations online.

Citation Appeals

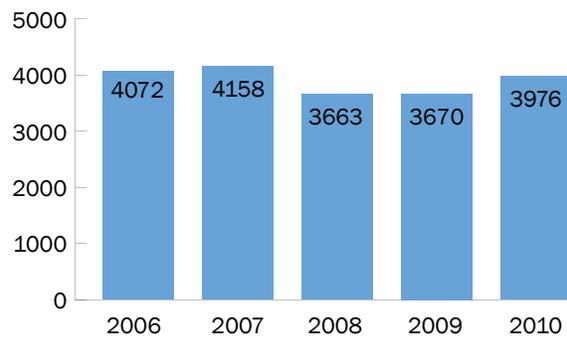
The citation appeal program has been an integral part of PTS' business services for many years. It is a two-tiered program offering two opportunities to be heard if one wishes. The first appeal level consists of a written statement that is viewed and ruled on by law students hired only for this purpose. Appeal personnel make a ruling considering statements of the appellant, specifics of the regulations, any available photographs that have been filed by field operations officers, and any other extenuating circumstances such as insufficient signs. If the appellant is unsatisfied with the ruling, he may opt for an oral appeal hearing. For this purpose PTS hires a local attorney, and the appellant has the opportunity to restate or improve his argument in person. The oral appeal is the final step of the process.

In a typical five-year period appealed citations are denied 45% of the time and granted 25% of the time. Approximately 30% of appealed citations are voided administratively outside the appeals process.

Registering each vehicle parked on campus to an associated parking permit is important because some of the parking lot enforcement at CU is done with license plate recognition technology. License plate recognition matches a plate to the database of permit holders in real time. PTS uses this technology to improve efficiencies in the enforcement operation. Parking officers spend much less time patrolling parking lots on foot in areas where the technology can be used. The technology also has the unexpected benefit of easily locating vehicles parked with outstanding citations sometimes well over \$100 in accumulated fines.



Jerod Nye is our PTS faculty/staff permit coordinator.



The number of student permits sold 2006–2010.



The number of faculty/staff permits sold 2006–2010.

An Interview with Steve Charter

PTS' Field Operations Manager, Steve Charter, works with a team of enforcement officers who cover the campus from 8 a.m. until midnight each day.

Although sometimes people think all you do is write parking tickets, I know there is more that you and your team do. Would you talk about that?

We are a team of five full-time classified staff. We do write parking citations, and occasionally we call for the tow of a vehicle with unpaid citations in excess of \$100. Enforcement activity accounts for about half of our time. We have increased efficiency now with the use of license plate recognition technology mounted on two vehicles.

We also remove bicycles from handrails intended for people with difficulty walking and from bike racks when the bikes are abandoned. Sometimes we receive complaints about safety issues when bikes are parked inside buildings, and we remove those bikes. We also have administrative tasks to do like trying to contact the owner of a bicycle we had to move. We assist police with traffic control during large events like high school graduations and football games. As the supervisor, I have evaluation, training, briefing, bike release and scheduling responsibilities too. And I try to spend about 20% of my time actually in the field to see first hand what the current conditions are.

The "closure booth" is located on Colorado Avenue near the stadium. That booth is staffed by five student employees during the academic year from 9:00 a.m. until 4:45 p.m. Those students provide information and generally keep traffic from going into the 18 Street/Colorado Avenue corridor of campus for pedestrian safety.



Donna Reilly, Roger Wisehart, Molly MacGregor, Steve Charter, and Kevin Anderson make up the Enforcement section. Chris Sallie is not pictured.

People complain about how easy it is to get a ticket on campus. What is your response to that?

There is limited availability of parking space on campus and there is a cost associated with it for everyone. Most people who park regularly buy a parking permit and park where they are authorized to park. People who park occasionally pay meters or buy temporary permits. If everyone did those things, we would not have much to do about half the time. It's challenging to manage a system like ours in which demand exceeds supply most of the time, and we owe it to our customers to do our best to assure that parking space is there when they need it.

How many citations were written last year?

We wrote 38,300 citations last year, and we also wrote over 1,000 warnings without citation. We realize that easily 25% of the campus population is new each year and the campus gets many visitors. Early in each semester and during periods when many visitors are on campus, we spend time educating people about ways to avoid citations. We design and put fliers on vehicles and often have the opportunity to talk to people.

Information Technology

PTS will understand and respond appropriately to technological opportunities and challenges.

The focus of Parking and Transportation's Information Technology section has been to improve network security, to upgrade networks, to increase efficiency and speed, and to reduce operating costs.

The IT section of PTS researched and implemented an automated vulnerability scanning device that operates proactively and calls potential threats to our attention. Transportation Services network was upgraded for greater speed with creation of VLANs to split users and servers into two separate systems. The Department of Public Safety implemented UltraBac software, high-performance backup utility applications and tape libraries for the police, parking and transportation operations.

PTS also implemented a thin client/Terminal Services VDI solution for transportation. Some desktops in PTS are now centralized to connect to one server in an effort to save energy and increase efficiency in maintenance and support. The expectation is to have approximately a 70/30 split within PTS of desktops that are centralized and those that are not. IT also virtualized 14 servers running several different processes for PTS to minimize power usage and maximize efficiency.

Our web-based work order system for IT, communications services, and building maintenance has been in place for over a year. In the past year, IT resolved 1500 helpdesk requests. Yearly upgrades of work stations continues at the rate of 25% annually. And IT continues with development of online services for improved customer services.

Planning and purchasing occurred last year for an access and revenue control (ARC) system. We chose T2 Systems ARC solution after much con-



Brad McKendry, the PTS IT Manager, fixes a server part.

sideration. The system is now installed at Euclid Auto Park, CU's visitor attendant-operated lot and also at nearby lot 204. ARC represents part of the T2 Flex unified solution that integrates access control, revenue control and a monitoring system with T2 Flex enforcement and permit functionality. The Revenue Control system processes transient parkers who pay with each visit through a ticket dispensing system. It manages ticket dispenser, cashier stations, automated pay stations, exit cashier stations and exit verifier activity. Soon to be implemented in parking lot 204, the T2 Flex Access Control system will process permit parkers with credential read technology and database administration. Although mostly invisible to the customer, the technology improves reliability, speeds transaction times, and improves information tracking. For the first time, customers can access lot 204 hands-free.

Campus Growth and Development

PTS will respond proactively and appropriately to campus growth and development.

Campus Construction

Construction cranes standing above the trees hint at the amount of growth taking place on the campus. In the past year the Institute of Behavioral Sciences, Center for Community, and Williams Village II construction projects affected parking lots. Large new buildings generally result in a loss of parking resources at least temporarily, and in the case of the above three large projects, PTS realized a net decrease of several hundred spaces. On the positive side, the parking lot east of Regent Hall where the Center for Community stands was replaced by an underground parking garage with approximately 100 additional spaces.



The underground parking garage entrance at the new Center for Community.

Parking Construction

It has been 20 years since CU-Boulder last built parking structures (Euclid Autopark and Regent Autopark). In 2010 a two-level 368-space underground parking garage and a 50-space surface lot were completed as part of the Center for Community, a central location for dining facilities and offices housing many student services. Permit parking for faculty and staff and student commuters

is accommodated within the garage during the work week. Daily visitor parking is provided in the surface lot. For students and visitors without cars, bus stops and a significant amount of bicycle parking and pathways are nearby. The garage will also be used during events held at Coors Events/Conference Center and Folsom Field.

Garage parkers will feel safe and comfortable in the underground space. It is LED illuminated 40% of capacity, painted bright colors with clear way-finding signs on columns throughout. It also features emergency telephones, an elevator and three outside stairways. Special accommodations include ADA spaces, pre-installation work for electric vehicle charging stations, carpool and low emission vehicle stalls. The garage is controlled by gates ensuring available space for permit holders.

Pedestrian Safety

In an active cycling community like Boulder's, providing safe riding and pedestrian environments for increasing numbers of people can be challenging. In spring 2010 a pedestrian safety committee submitted a report to campus administrators with recommendations for a pedestrian mall in the most heavily traveled corridor on campus. A three-pronged approach will be taken to make improvements from the standpoints of infrastructure, messaging and regulations.

The pedestrian-only area will be enhanced with visual cues, seating areas and landscaping. Messages will be consistent and positive. Regulations will be reviewed and revised for greater consistency with rules within the entire city. Right now, differences between city and campus regulations confuse some bicyclists. You may review a draft of the pedestrian safety committee's report on our website at <http://www.colorado.edu/pts/commuting/safety.html>.

Events Program

An Interview with Sam Patterson

PTS events coordinators work with departments and private individuals to meet the needs of those attending over 2,000 events each year. They create traffic and parking plans, and work with the UC Police Department and other police agencies to provide security and safety during the event. Some events are relatively small and others are very large. Until recently this has been a manual, paper-intensive process but things are changing.

What exactly is EMS Professional?

EMS Professional is an event planning software program we recently acquired to make our job much more efficient. It is a comprehensive management tool to track everything from initial customer contact to final settlement of the bill. EMS is easy to use, saves time and resources, improves communication and is flexible and customizable. There is also the possibility of integration with other campus users such as the UMC, Recreation Center, and Wolf Law. Event personnel were surprised to learn the print costs of our manual, paper-driven system. Soon the process will be nearly paper-free, and eventually the new system will allow customers to plan events online. We will be able to send confirmations that include maps generated electronically rather than manually as we do it now.

Any other changes to your business?

In the past year we contracted out our equipment management for events of more than 2,000 people. The vendor uses his own equipment and does all the set-up and take-down of barricades, highway signs, power units, barriers, etc. This represents cost efficiencies for PTS by eliminating the need for annual inventory updates and overtime expenses for PTS.



Meghan Camacho, Sam Patterson, Krisy Keelick, and Sissy Hedrick have fun on the job.

You work more closely with the UCPD when planning events than in the past, right?

We do. Security has been elevated everywhere since 9/11, and university campuses are no exception. All event workers are trained to be aware of their surroundings, and we follow many of the best practices established by the federal government. It is in everyone's best interest for us to have a visible, well planned event zone for large events. Vehicles have limited access at various perimeters. Large signs advise the crowd that they are "Entering Event Controlled Area." We are expected to assess a perceived threat, participate in crowd management and assist in the case of emergency. People appreciate that their safety is a concern. We want them to be able to enjoy the event they came to see.

I know you don't work alone. Tell me about your team.

Our team consists of traffic and events coordinators, Meghan Camacho, Sissy Hedrick and Krisy Keelick. We have worked together for some time and we work many of the events we plan as supervisors of students and contract workers. Some days meld into long nights, but I do rely on this team to do whatever needs to be done.

Communications

PTS will effectively communicate to the campus community about its program and services.

PTS Communications does outreach throughout the year to make new faculty, staff, and students (and their families) aware of the variety of programs offered by PTS.

Twice monthly, PTS Communications presents to staff members as part of their university orientation. Topics discussed are parking permits, Eco Pass and the guaranteed ride home, other transit programs, bicycle programs, the vehicle lease program, and many other PTS services. In nearly a dozen parent information fairs held during new student orientations, PTS presents the same information as well as Buff Bus and car share information to parents and students. A new faculty orientation is also held in late August.

PTS has given free campus parking maps to university members and the visiting public for many years. The parking map is revised annually and more than 20,000 maps are distributed by PTS, the UMC reception desk, Career Services and other departments. Although it is called the parking map, the document also provides Buff Bus route information and general tips for navigating campus.

The PTS website continues to be well used as evidenced by the following chart. Web use has grown, and we are especially pleased to develop parking plans with other departments, link to other web sites and update entries for timely and accurate information. Plans for student move-in, for example, were coordinated among PTS and Housing & Dining Services. Maps indicating how families should enter campus, parking near the desired residence hall, and where to go after unloading are developed and posted every summer for the large student move-in held in August.

Website Statistics	2008	2009	2010
Pageviews for the entire site	348,252	945,353	1,059,262
Pageviews of our Main Campus map	13,577	28,998	46,107
Downloads of Main Campus map	4,934	12,357	19,150
Downloads of the Buff Bus schedule	416	3,658	3,218
Downloads of the previous year's annual report	171	888	570

Work Environment

PTS will be viewed as a quality place of employment; PTS will support efforts to make the workplace positive and rewarding.

Our Team's University Tenure

0-5 Years: Kevin Anderson, Jack Boyers, Jacob Brown, Tracy Calvin, Ross Calvo, Don Corthell, Jerome Cress, R.J. Everett, Sharon Gordon, Paula Hillyard, Carolee Jacobsen, Danette Jones, Sharon Lehman, Ben Lucero, Molly MacGregor, Tyler Maline, Jesseca Mareches, Lauren Miremont, Phyllis Nelson, Sandra Randall, Donna Reilly, Chris Sallie, Art Scibelli, Elizabeth Shaffer, Rich Stebbins, Susannah Storch, Cheryl Valentiner, Bobbie Ward, Anne Williams, Roger Wischart, Sherman Wood, Melissa Yates, Cecil Yeats

6-10 Years: Jolene Brown, Meghan Camacho, Sheryl Carbone, John Cort, Chelsi Davis, Scott Edwards, Carrie Jackson, Liliana Kozlowski, Kristina Keelick, Sunny Maurer, Brad McKendry, Craig Miller, Jerod Nye

11-15 Years: Shauna Atkins, Chris Barker, Steven B. Charter, David Cook, Michael Dublinski, Gary Erb, Nancy Sprague

16-20 Years: Nancy Ariniello, Ava Ector, Sissy Hedrick, Sam Patterson, Carol Scolari, Ann Sondergard, Kelly Speiser, Janet Tingle, Betsy Watts

21-30 Years: Bryan Flansburg, Patricia Hughes, Ray Phillips, Marta Williams

Employee training: Real Colors / Survival Game

The entire PTS team—all 60 or so of us—were invited to participate in two team building programs in the spring. The first called Real Colors, is based on personality theory and is a methodology for helping people understand human behavior. It helps us understand and value the dif-

ferences among people and this was intended to be a team building exercise for our large organization. It was exciting and practical to recognize our own preferred personality style and the styles of others with whom we work.

Building on the first workshop, PTS came together again for an All Staff meeting at which we worked in small groups to plan a strategy for surviving a forest fire. Not all of us would have survived the “fire”, but we all learned more about ourselves and the people we depend on every day.



Chris Sallie enjoys an employee event.



Many PTS employees volunteer to clean up the Boulder Canyon.

Supplemental Information

Financial Report

Parking Revenue

Vehicle and Bicycle Permits	\$3,025,914
Meters and Visitor Lot	\$2,472,019
Fines	\$949,105
Events	\$895,256
Reimbursements/Miscellaneous	\$489,192
Total	\$7,828,546

Parking Expenses

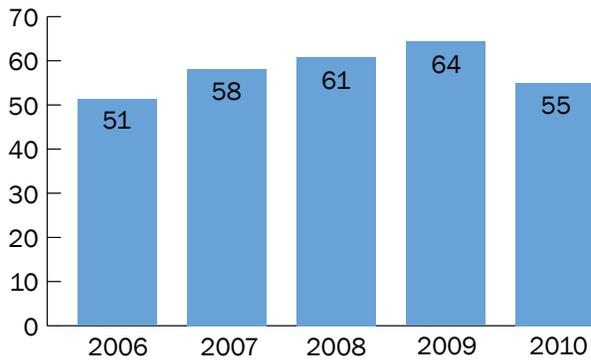
Field Operations	\$1,499,744
Bond Debt	\$1,204,217
Reserve Funds	\$1,082,704
Business Operations	\$761,346
Overhead	\$690,286
Administration	\$654,212
Eco Pass/Bike Registration	\$584,055
Police Recharge/Support	\$542,764
Capital Improvement Projects	\$533,093
University Recharge	\$276,125
Total	\$7,828,546

Transportation Revenue

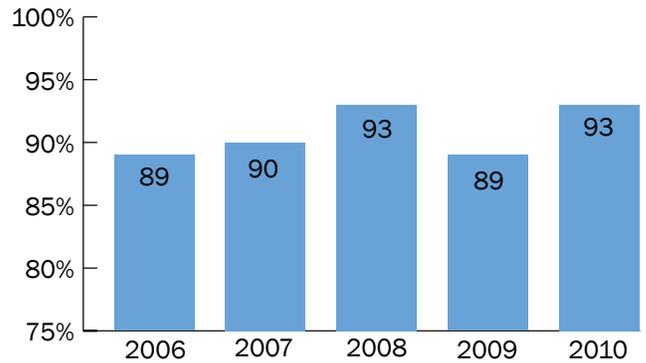
Bus Operations	\$1,588,278
Lease Operations	\$490,336
Garage Operations	\$365,313
Administration	\$119,666
Insurance Recovery	\$34,474
Defensive Driving	\$23,389
Auction Proceeds	\$14,080
Interest	\$653
Total	\$2,636,190

Transportation Expenses

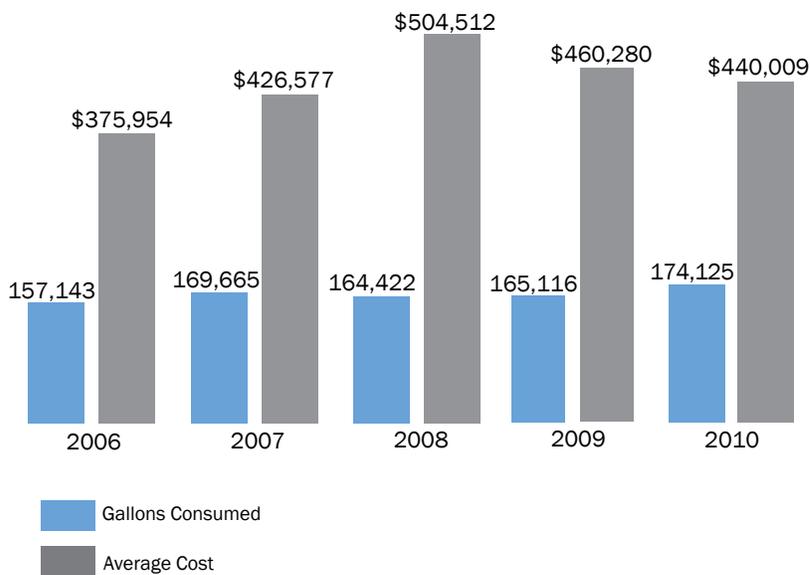
Bus Operations	\$1,008,421
Garage Operations	\$602,562
Lease Operations	\$352,041
Principal/Interest	\$251,685
University Recharge	\$131,049
Administration	\$129,943
Renewal/Replacement	\$71,827
Overhead	\$61,887
Defensive Driving	\$26,187
Capital Improvement	\$1,589
Total	\$2,636,190



The average number of Buff Bus passengers per billable service hour.



An average of 93% of CU's fleet was in good repair and available for use during 2010. This compares well with the national average for fleet availability which is 90%.



Gasoline consumption and cost of the university fleet.