2016 Annual Report
Be communicative. Be respectful.
Be accountable.
# Mission
CU Boulder Parking and Transportation Services provides solutions to access the University of Colorado Boulder campus.

# Vision
To provide the best first and lasting experience.

## Features

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<tr>
<th>Financials</th>
<th>Customer Service and Permits</th>
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<td>FY2016 financial reports revenue, expense and growth</td>
<td>Pac-12 monthly permit rate comparative analysis of permits by lot revenue per space</td>
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<thead>
<tr>
<th>E-Commerce</th>
<th>Infrastructure and Capital Projects</th>
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<td>Overview of online transactions</td>
<td>Revenue and expense for facilities operations and maintenance</td>
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<th>Communications</th>
<th>Sustainability and PTS Contributions</th>
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<tr>
<td>Citations, voids, warnings, customer education, number of events and revenue</td>
<td>Social media gains, external communications, and marketing strategy</td>
<td>Alternative options for transportation to and around campus; FY2016 contributions to campus</td>
</tr>
</tbody>
</table>
Financials

Gains in the financial year 2016

2016 Financials

<table>
<thead>
<tr>
<th></th>
<th>Revenue</th>
<th>Expenses</th>
<th>Total Net Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>$9,294,425</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>$3,256,855</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2015 Financials

<table>
<thead>
<tr>
<th></th>
<th>Revenue</th>
<th>Expenses</th>
<th>Total Net Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>$7,059,383</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>$2,762,887</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Revenue Increase 7.4% from FY 2015

Total Net Income

Expense Decrease 1.6% from FY 2015
In FY2014 Parking and Transportation Services paid off a 25 year bond debt. That pay-off and hard work by the staff turned the operation from a net loss to a net gain resulting in a 55% increase in net income from FY2012 to FY2016.
E-Commerce

T2/Flexport reportings for the fiscal year 2016.

More Transactions in FY2016

From FY2015 to FY2016 Parking Services created easily accessible links on the PTS website which enables customers to file appeals and make payments for permits and citations through the online, e-commerce site. Additionally, a small processing fee was implemented to file an in-person appeal. This ease of access created an increase of 5,800 online transactions over FY2015, and allowed customers to access their accounts 24/7.

Transactions by Activity

Parking Services customers are able to log into their parking permit account through the PTS e-commerce (third-party) website to complete vehicle updates, payments and edit personal account information.

All emails issued to parking permit holders are sent to the email address recorded within the e-commerce site. If customers notify PTS that they aren’t receiving important email alerts, they are requested to verify that their email address, on record, is correct. This accounts for the higher number of email updates and processes that permit holders completed in FY2016.
# Customer Support

## FY2015

<table>
<thead>
<tr>
<th>Total Written Citations</th>
<th>Warnings Written</th>
<th>Voids</th>
</tr>
</thead>
<tbody>
<tr>
<td>40,609</td>
<td>823</td>
<td>5,011</td>
</tr>
</tbody>
</table>

Customer Support Program

## FY2016

<table>
<thead>
<tr>
<th>Total Written Citations</th>
<th>Warnings Written</th>
<th>Voids</th>
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<tr>
<td>43,133</td>
<td>2,770</td>
<td>6,122</td>
</tr>
</tbody>
</table>

Customer Support Program

Revenue by enforcement is up 3.1%

## Events

Scheduled event parking for the fiscal year 2016.

## FY2015

- Events: 1,712

## FY2016

- Events: 1,495

Revenue up $88,594
Human Resources

HR reportings for the fiscal year 2016.

2015-2016 Turnover Rate

- Bookstore: 10.5%
- Athletics: 20.0%
- PTS: 11.8%
- University (approx.): 12.0%

406 Years

PTS Employee Service

22 Positions
new to PTS in FY2016

16 Positions
new or existing filled in FY2016

(Charts and images are not transcribed as they are not feasible in text format.)
The “Monthly Permit Rate Comparison” chart lists faculty/staff and students’ 2016 monthly parking permit fees for Pac-12 universities with similar land-locked parking properties and indicates the University of Colorado Boulder is the least expensive of the eight universities listed.
Infrastructure and Capital Projects

Infrastructure reportings for the fiscal year 2016.

FY2016 Expense

A breakdown of the labor hours for the field operations team.
Communication
PTS social media reportings for the fiscal year 2016.

Social Media Outreach
Gains from FY2015

Facebook
65% Increase in posts

Twitter
54% Increase in posts

Emails*
24% Increase
*To permit holders

50% increase in on-campus tabling events

84 CU Boulder Today articles in 2016

1,500 More PTS Maps distributed in 2016
Sustainability

Sustainability program reportings for the fiscal year 2016.

New Sustainability Projects
Creating sustainable transportation options to make students and employee’s commute simpler.

Manage over 8,700 EcoPasses

Debuted “Bike Commuter eNews”
Issued to 800+ students/faculty/staff in 2016

18 Guaranteed Rides Home
Provided to employees using sustainable transportations

New Employee maps
created for targeted outreach and communications to faculty/staff

PTS Contributions

$1,737,902 Total PTS contribution to CU Boulder campus

Includes: GAIR, no-charge parking spaces, vanpool subsidy and permits, no-charge event parking and transportation expenses