



Parking Services
UNIVERSITY OF COLORADO **BOULDER**

FY 2024

Parking Services Annual Report



Mission

To provide solutions to access the University of Colorado Boulder campus.

Vision

To provide the best first and lasting experience.

Department Norms

Be accountable.

Be cooperative.

Be respectful.

Empower each other.

Be communicative.

Be engaged.

Be forward.

Be honest.

Be a leader.

Be understanding.

Build trust.

Be accessible.

Be diverse.

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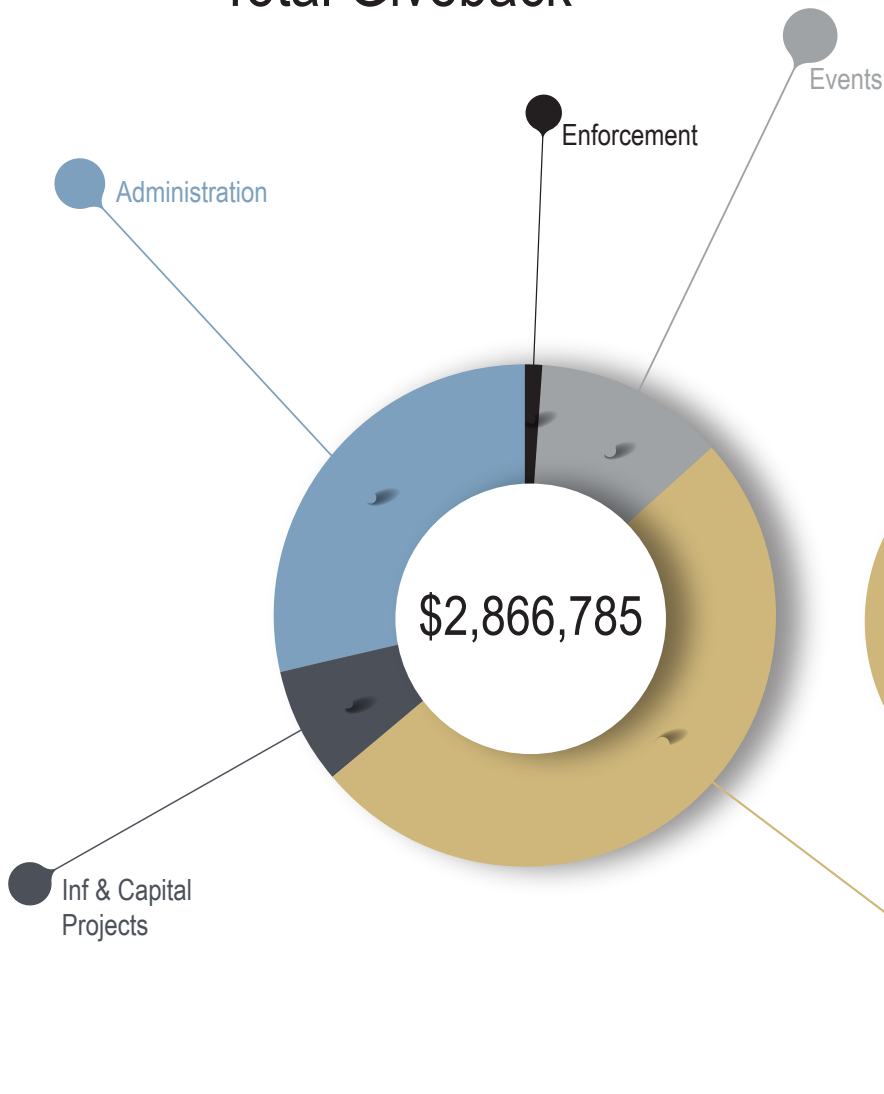
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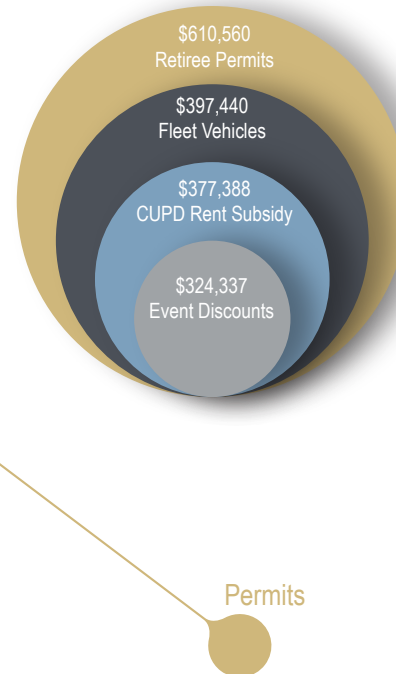
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Total Giveback



Top Giveback Categories



STRATEGIC INITIATIVES ACHIEVED



Culture

- Cross-training throughout department
- 90% fully staffed
- Entire dept active on Teams
- Implementation of “Bulletin” system for information sharing
- Unit SOPs updated and shared on Teams
- Min 85% attendance at staff meetings
- Idea Submission Form implemented
- Defined 5 goal rating on all PMPs



Community

- Removed all single-space parking meters
- Department codes for occasional employee parking implemented
- Expanded Lime E-scooter program
- Service/Loading/Parking distinction for service vehicles
- Employee waitlists implemented
- Logoed vehicle access eliminated from Service/Loading spaces



Business

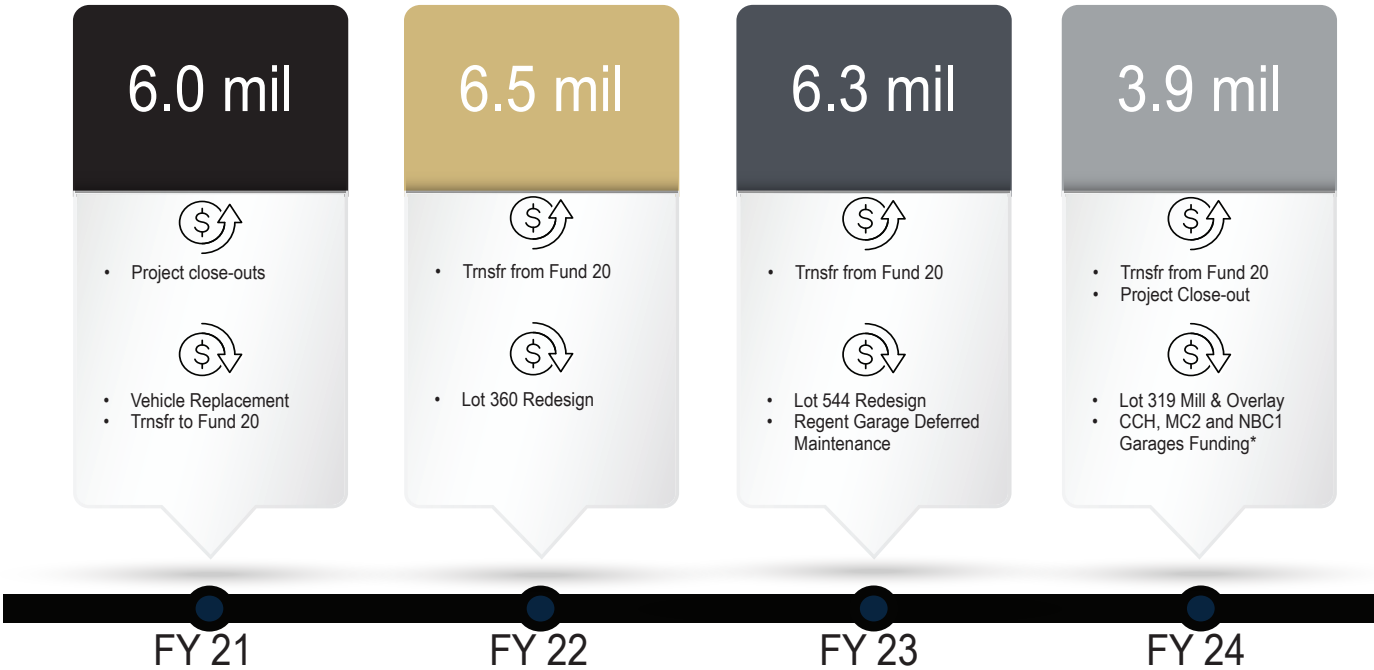
- ADs engaged on a quarterly basis to review revenues and expenses
- Billing/Event/Facilities aging report
- 5-10 year Parking proforma
- Automated payroll transfers
- Employee permit sales moved online
- Department visitor solution implemented
- \$14 million gross revenue

PARKING FINANCIALS

Be accountable. Be respectful.

Renewal & Replacement Fund Balance (Fund 78)

F78 balance would have been \$7.4 mil. Transferred \$3.5 mil to make the Conference Center Hotel Garage a reality.

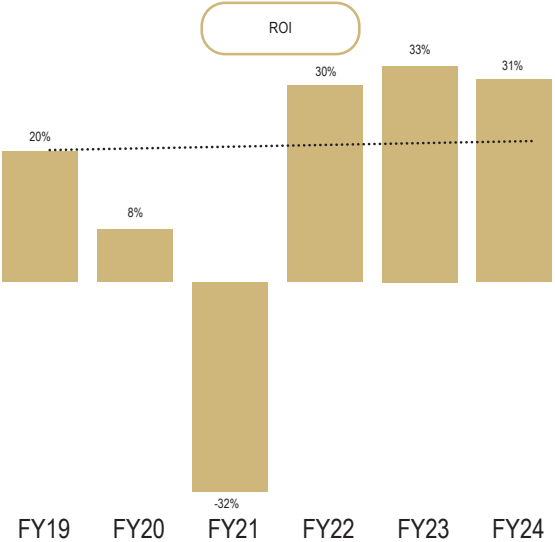
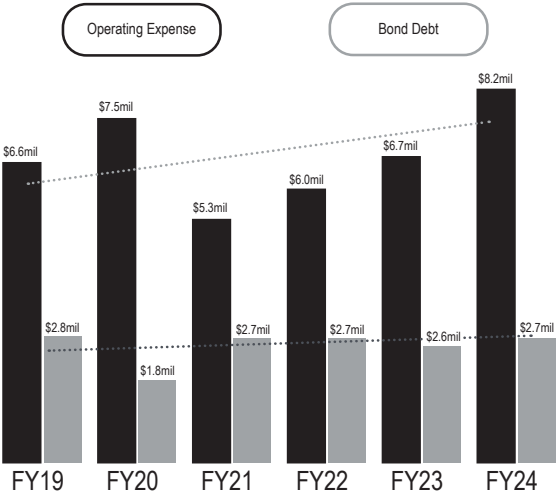


*\$650k for NBC1,
\$1.6mil for MC2,
\$3.5mil for CCH

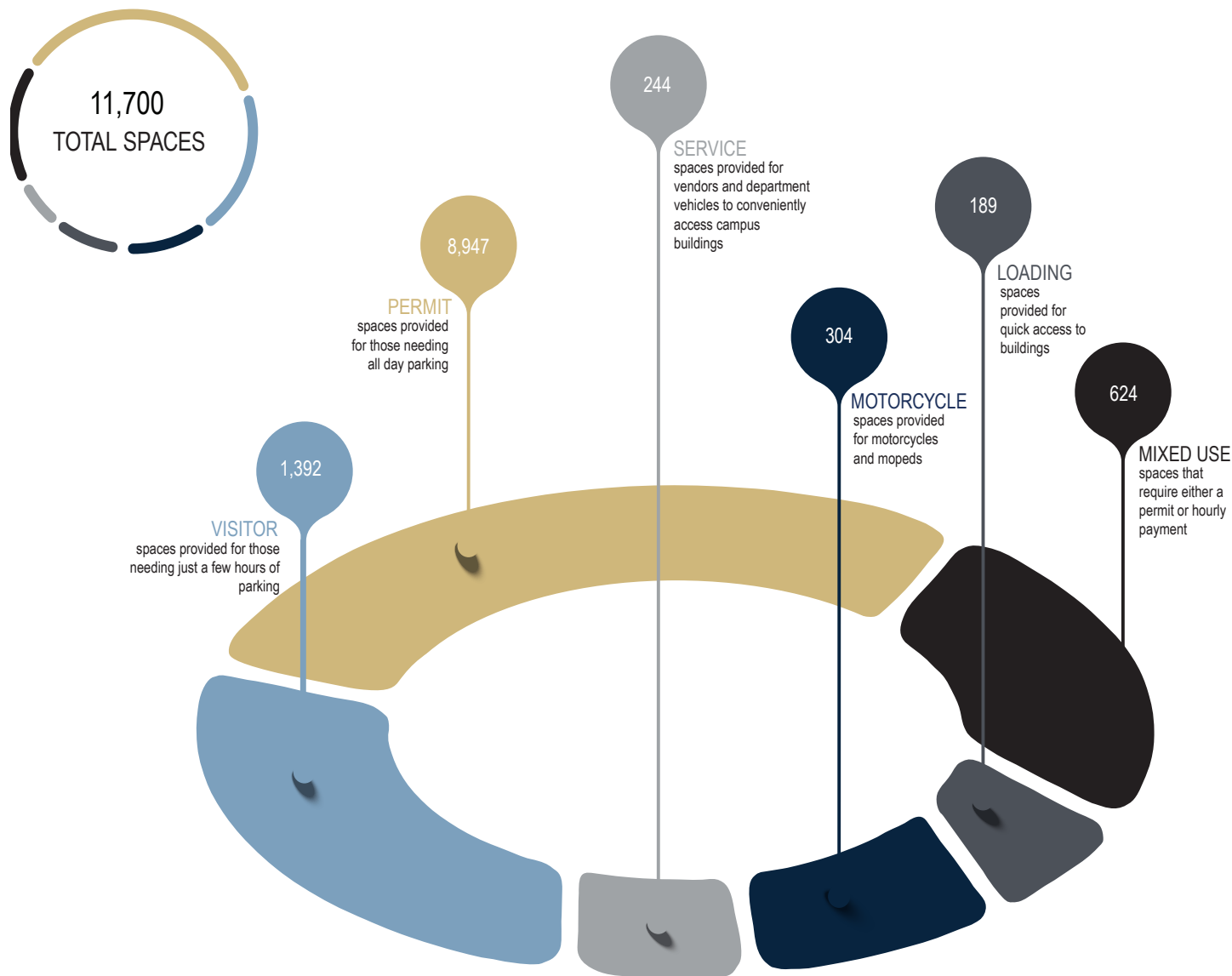
PARKING FINANCIALS

our Innovation, our Stewardship

Six-year History

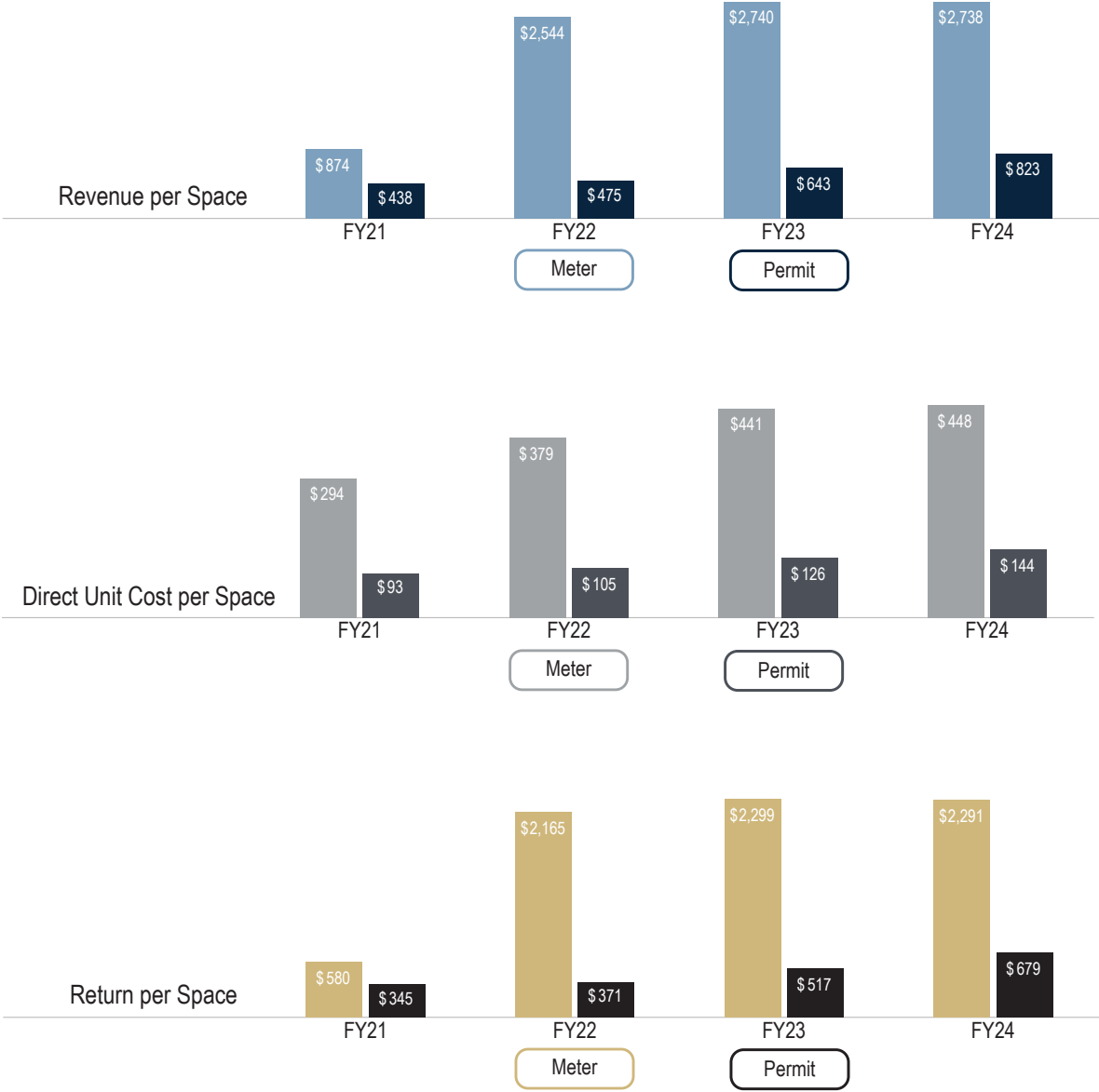


PARKING LOT INVENTORY



INFRASTRUCTURE AND CAPITAL PROJECTS

our Innovations, our Stewardship



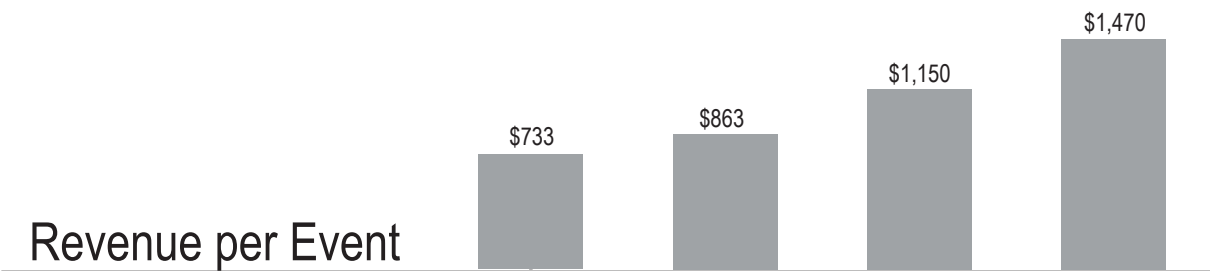
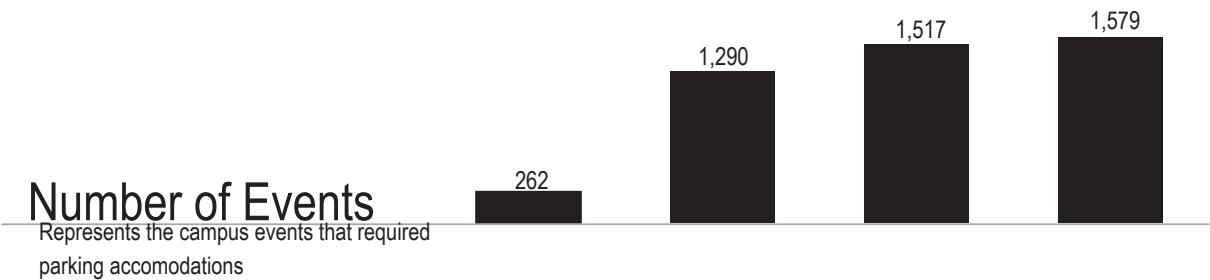
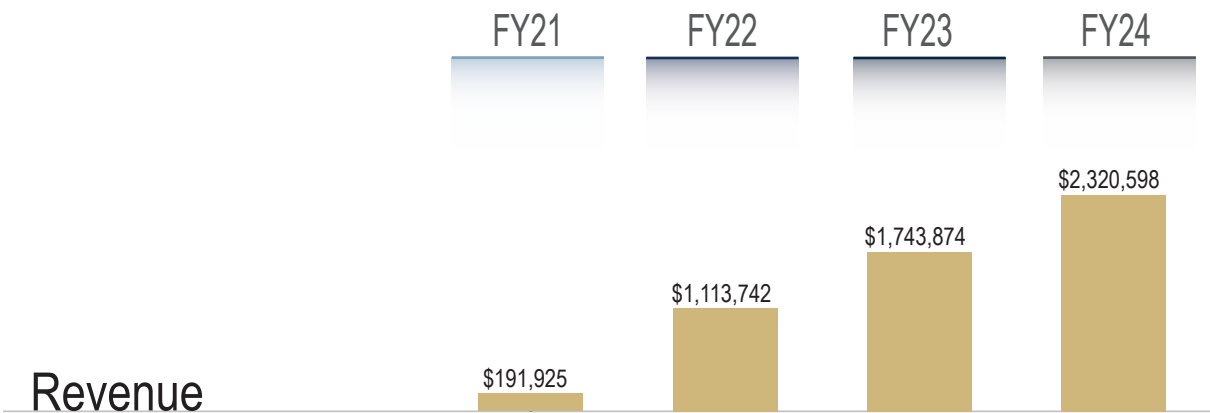
ENFORCEMENT

Be accountable. Be respectful.

	FY21	FY22	FY23	FY24
<div></div>				
Notifications				
Includes warnings and balance-due tickets	32,479	51,815	50,195	61,165
<div></div>				
Time Spent Actively Enforcing				
Active enforcement hours/Total paid hours	79%	81 %	81%	81%
<div></div>				
Notifications per Hour				
Avg notifications per hour of active enforcement	4	8	7	6
<div></div>				
Warnings				
Provided as an educational opportunity	20,020	25,827	23,779	28,440
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Tickets				
Balance-due notifications	12,459	25,988	26,416	32,725

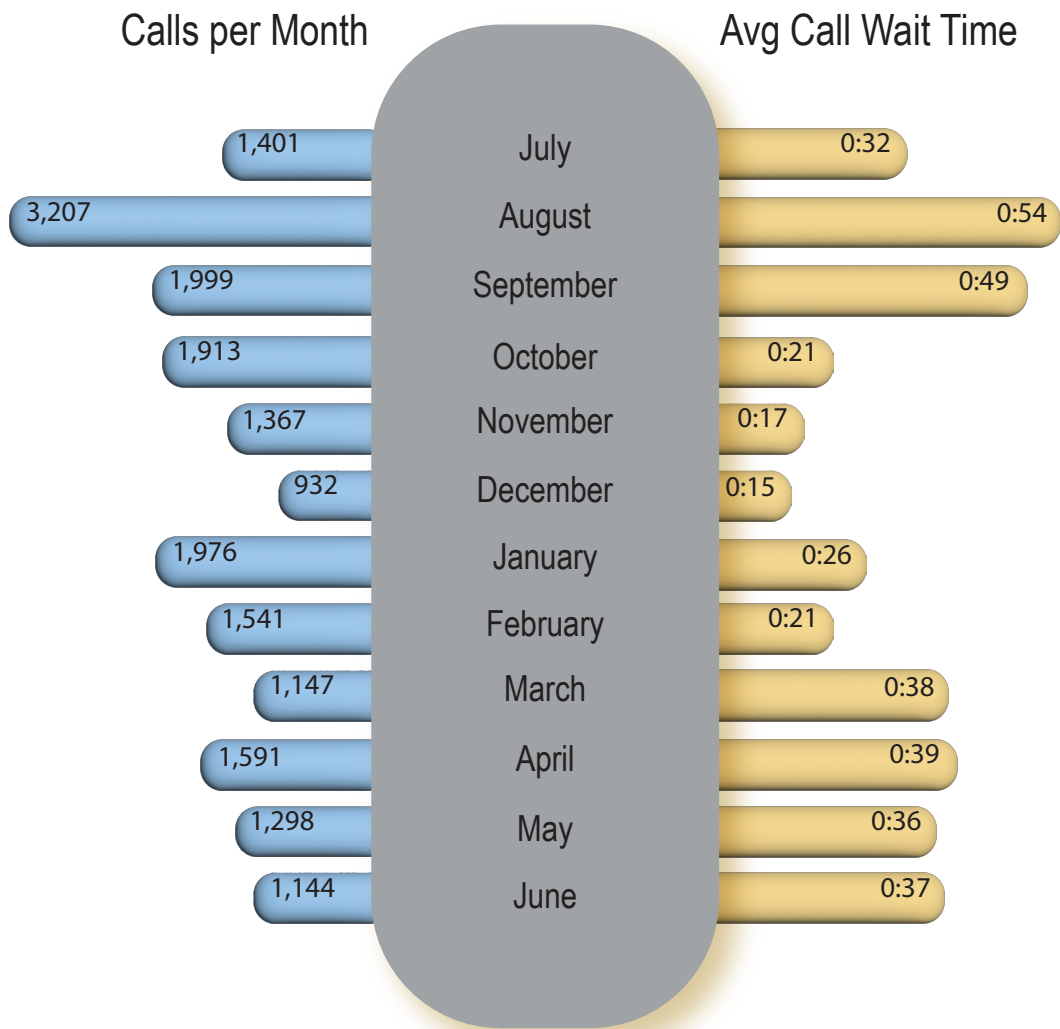
EVENTS

our Customers, our Partners



CUSTOMER SERVICE

Be communicative. Be respectful.

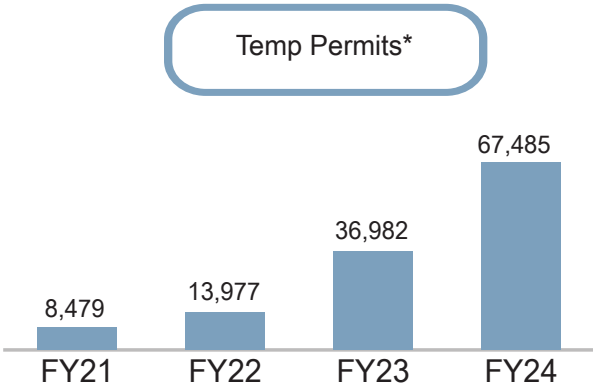
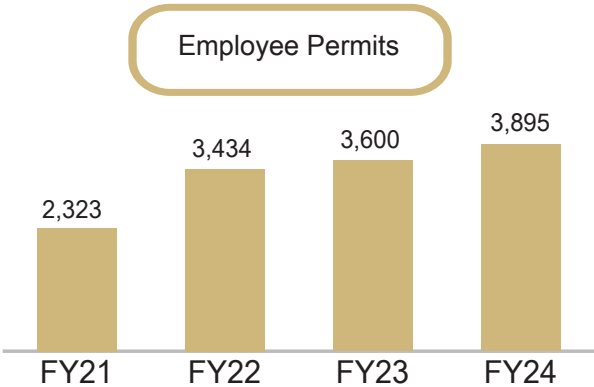


Avg Call Wait Time for FY24 0:32

PERMITS

our Customers, our Partners

\$6.7 mil
Permit Revenue



*includes 1-day, employee & student daily discounted, evening and 5-day permits

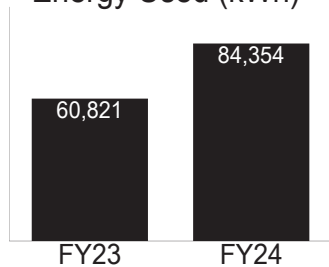
5,183
Student Permits Sold
Fall 2023

2,686
Student Waitlist
Fall 2023

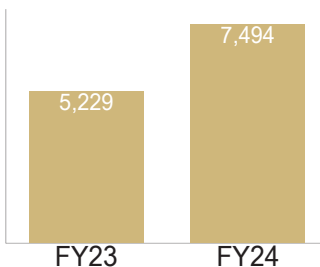
EV CHARGING

our Customers, our Partners

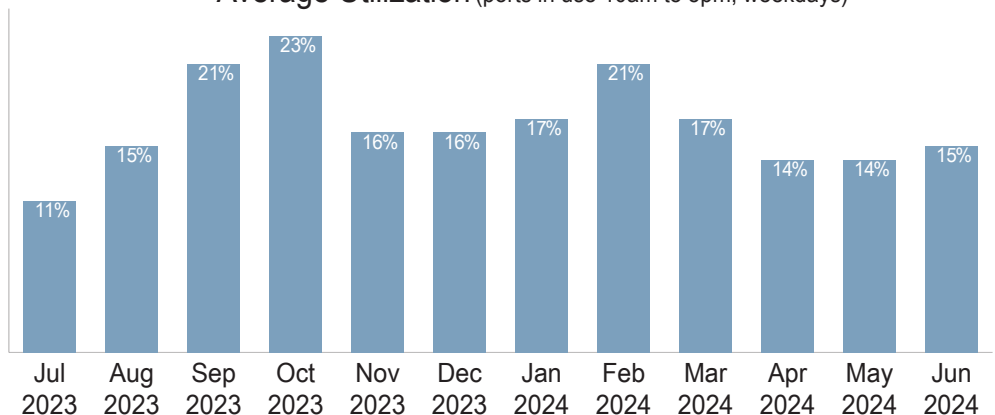
Energy Used (kWh)



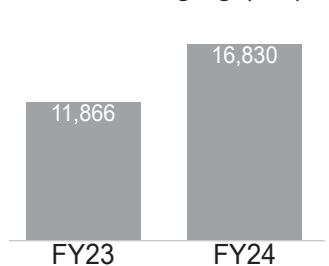
Sessions



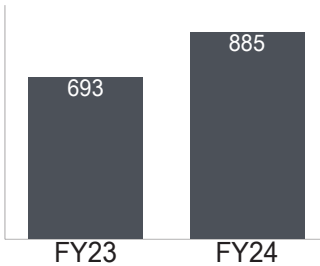
Average Utilization (ports in use 10am to 5pm, weekdays)



Active Charging (hrs)



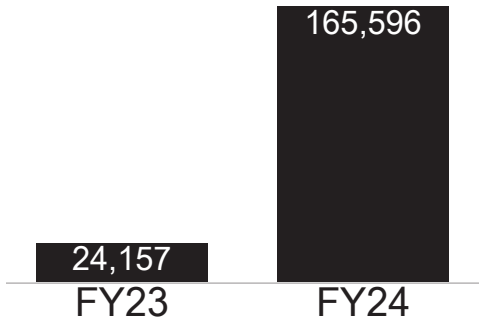
Unique Drivers



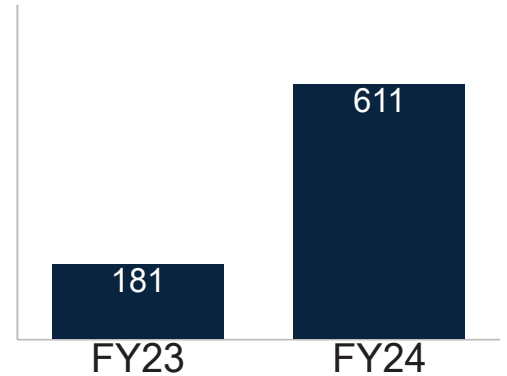
LIME SCOOTERS

Be accountable. Be respectful.

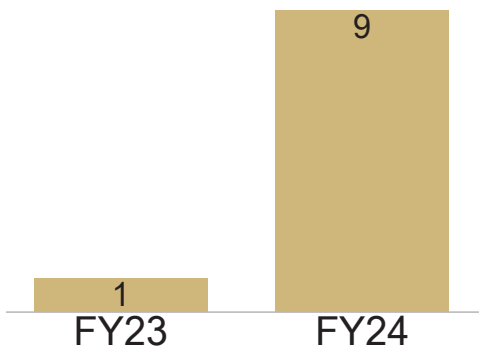
Trips (initiated on campus)



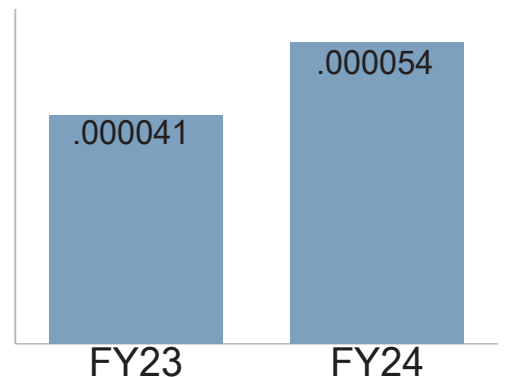
CU Users (colorado.edu email)



Accidents Reported
On Campus



Accidents per Trip

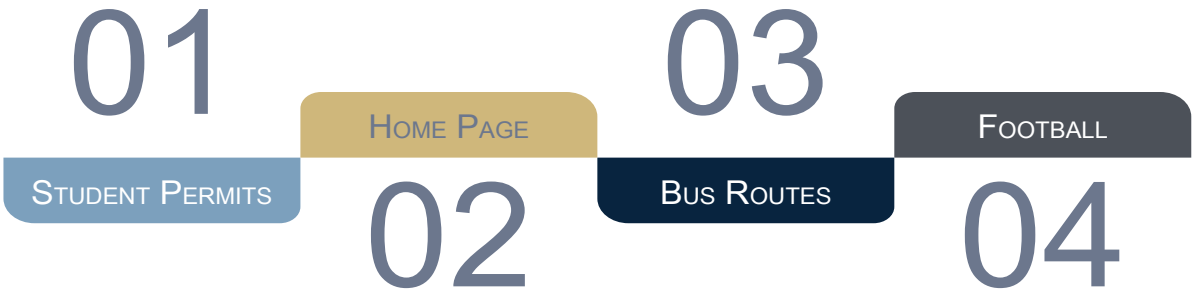


WEBSITE

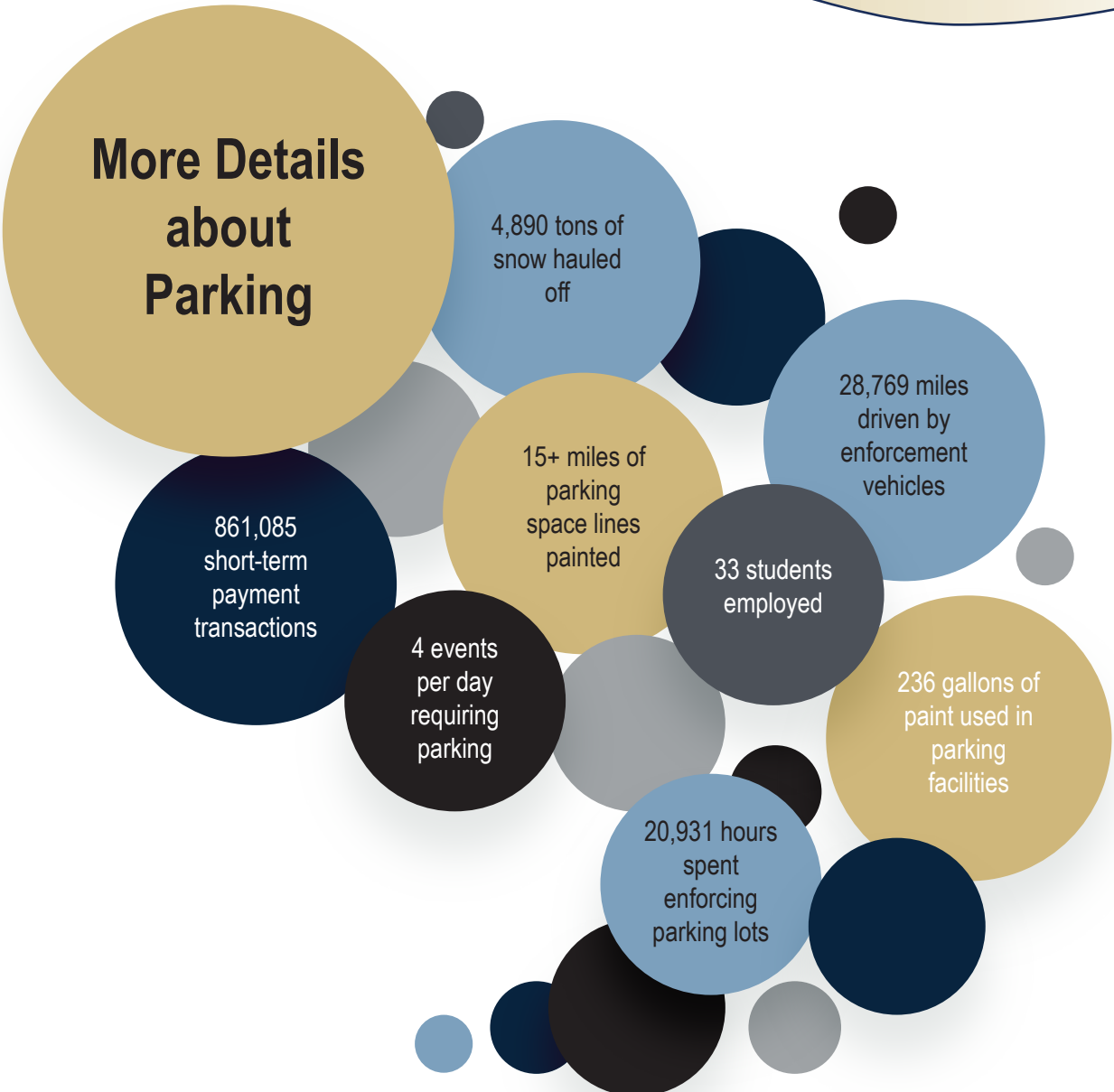
Be accountable. Be communicative.

222,000
Website Visits

TOP VISITED PAGES



0:52
Avg Time Spent on Website









Parking Services

UNIVERSITY OF COLORADO **BOULDER**

www.colorado.edu/parking
(303) 735-PARK