



Parking Services  
UNIVERSITY OF COLORADO BOULDER

# FY23

## Parking Services Annual Report

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To provide the  
best first and  
lasting  
*experience.*



mission

We provide  
solution to  
*access* the  
University of  
Colorado  
Boulder  
Campus.

mission



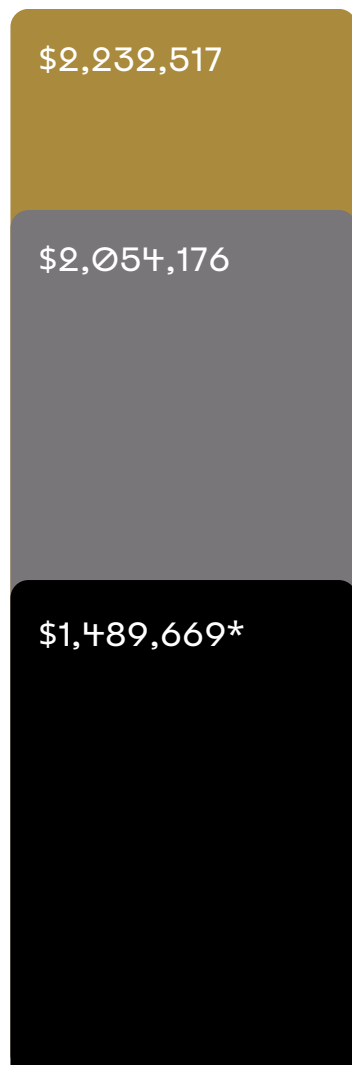


# Giveback

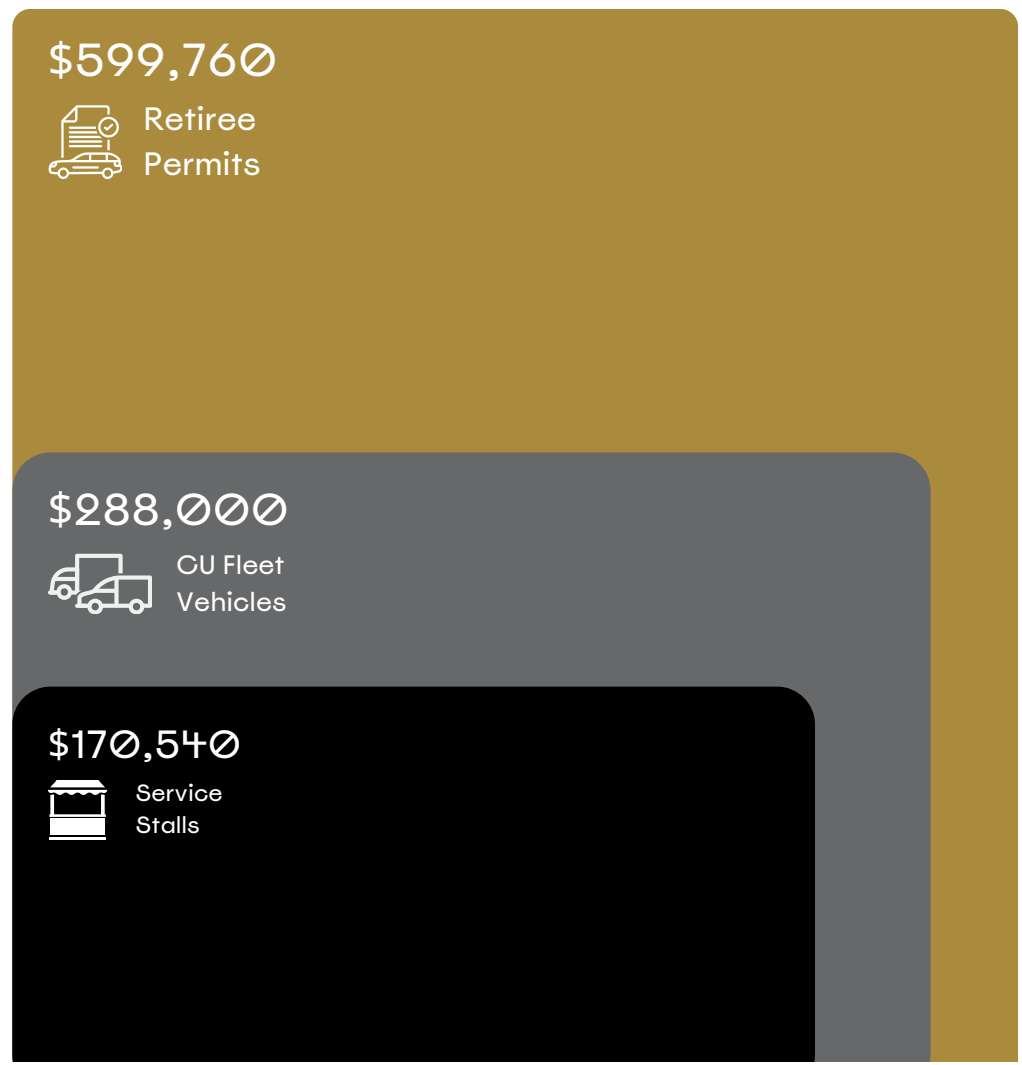
Be accountable, Be respectful

## Total Giveback

■ FY21 ■ FY22 ■ FY23



## Top 3 Giveback Categories

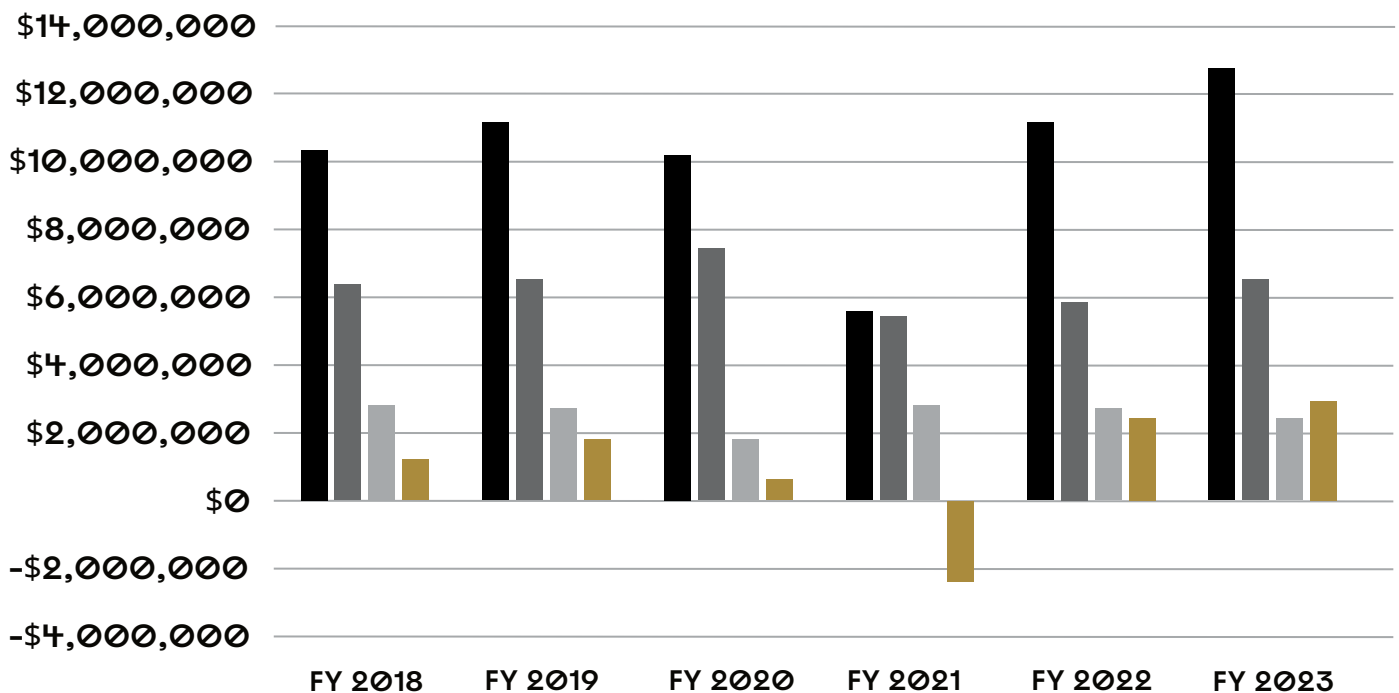


\*Includes \$25,380 in COVID-19 parking for critical services employees

# Parking Financials

## Six-year History

■ Revenue ■ Operating Expenses ■ Bond Debt ■ Net Income



## R&R Fund Balance





# Lot Inventory

Permit 9,250



Visitor 1,517



Motorcycle 303



Service 227



Loading 157

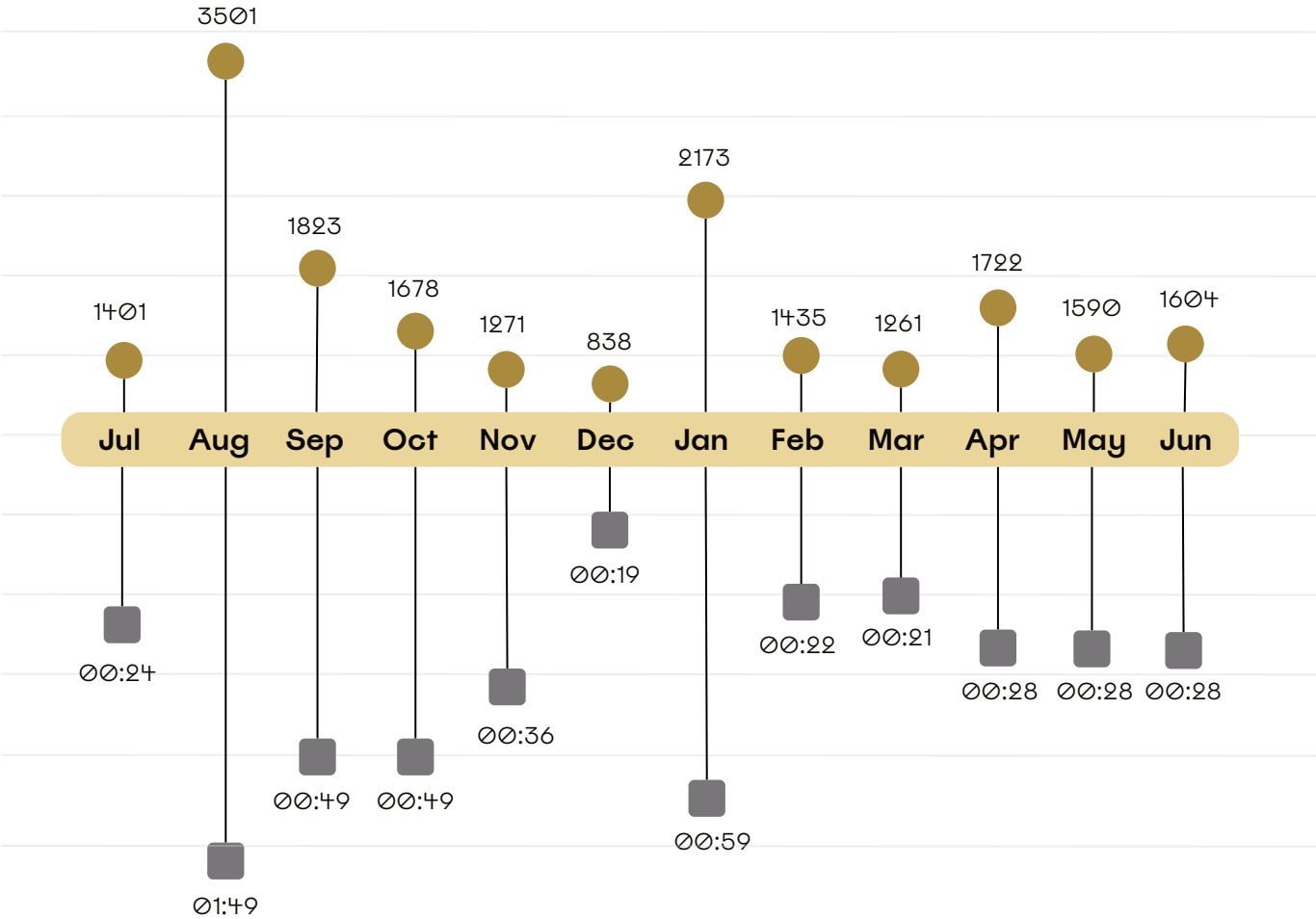


Total Spaces 11,454

# Customer Service

Be communicative, Be respectful

● Calls per Month    ■ Average Time per Month

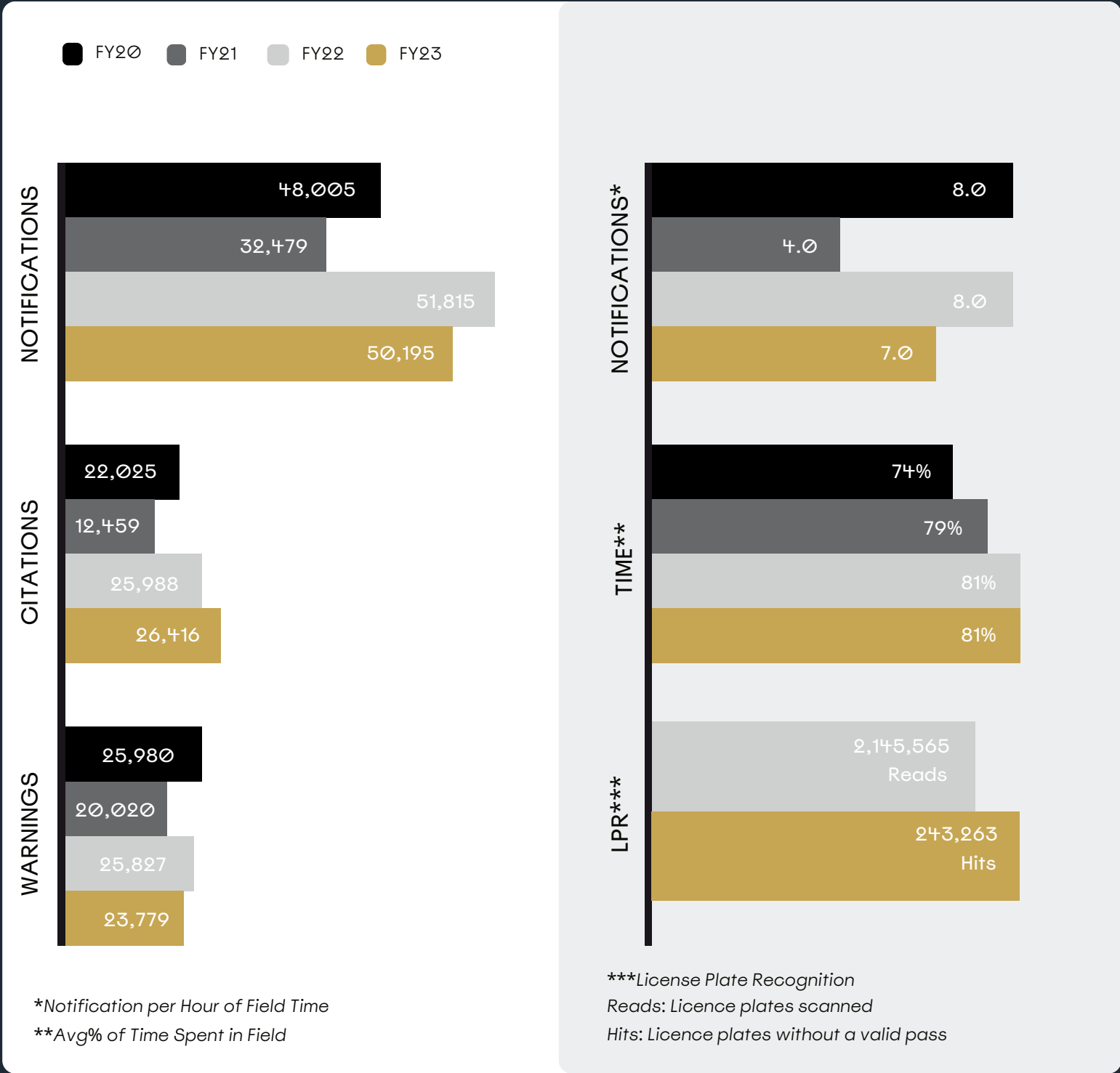


\*Average Call Wait Time for FY23: 0m39s



# Enforcement

Be respectful, Be accountable



# Events

Community (our Customers, our Partners)

■ FY20 ■ FY21\* ■ FY22 ■ FY23

Revenue

\$1,208,453

\$191,925

\$1,113,742

\$1,743,874

Revenue  
Per Event  
(Avg.)

\$812

\$733

\$863

\$1,150

Number  
of Events

1,488

262

1,290

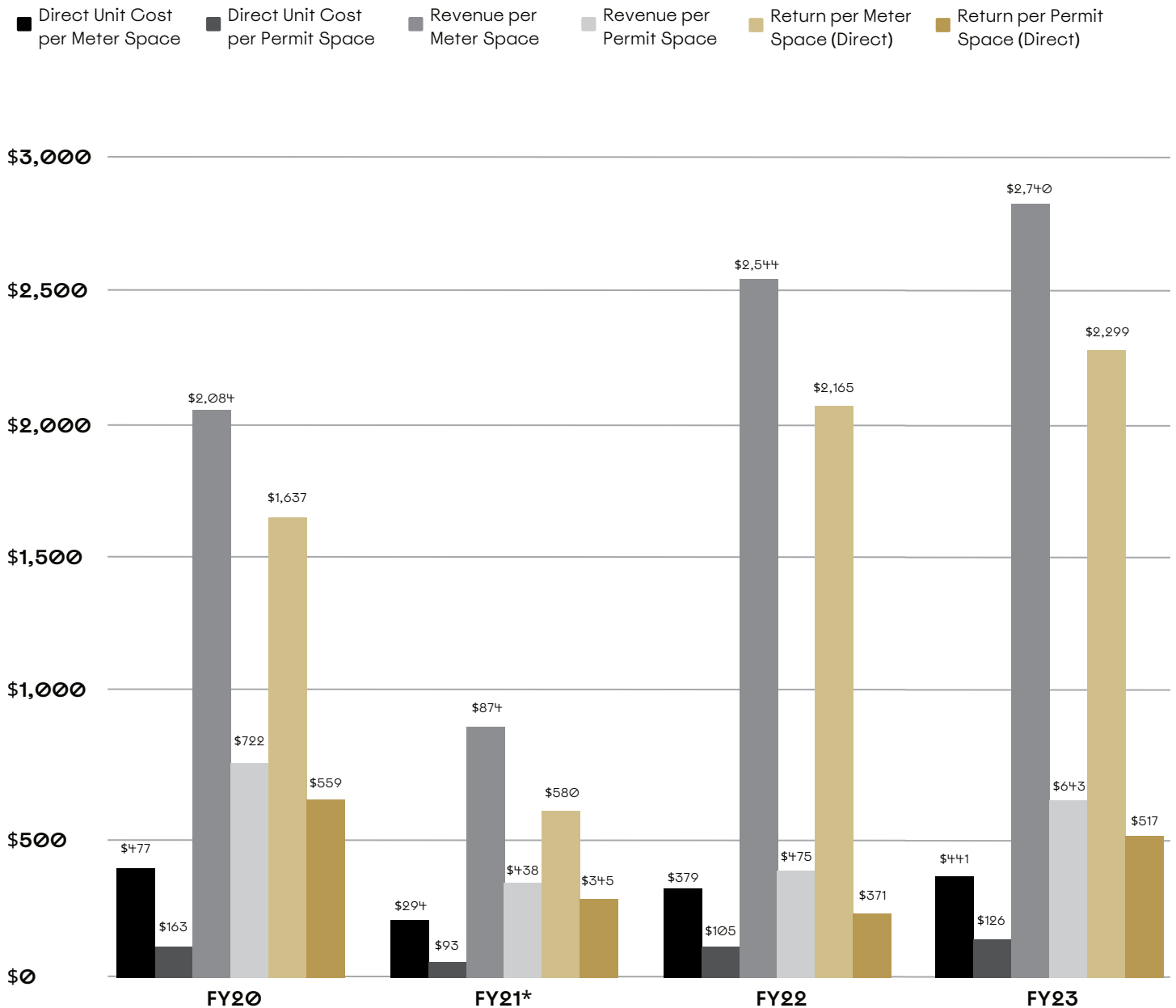
1,517

*\*FY21 impacts due to COVID-19 remote learning*



# Infrastructure and Capital Projects

Be accountable, Be respectful

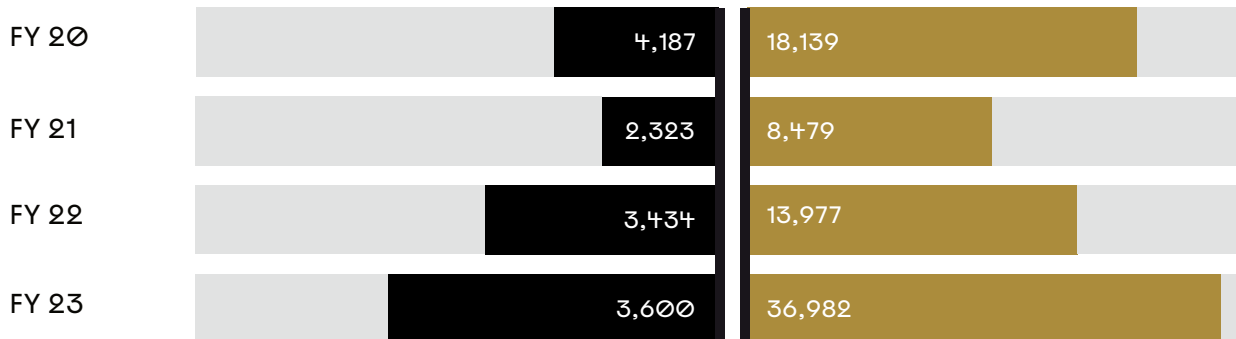


\*FY21 Impacts due to COVID-19 remote learning

# Permits

Community (our Customers, our Partners)

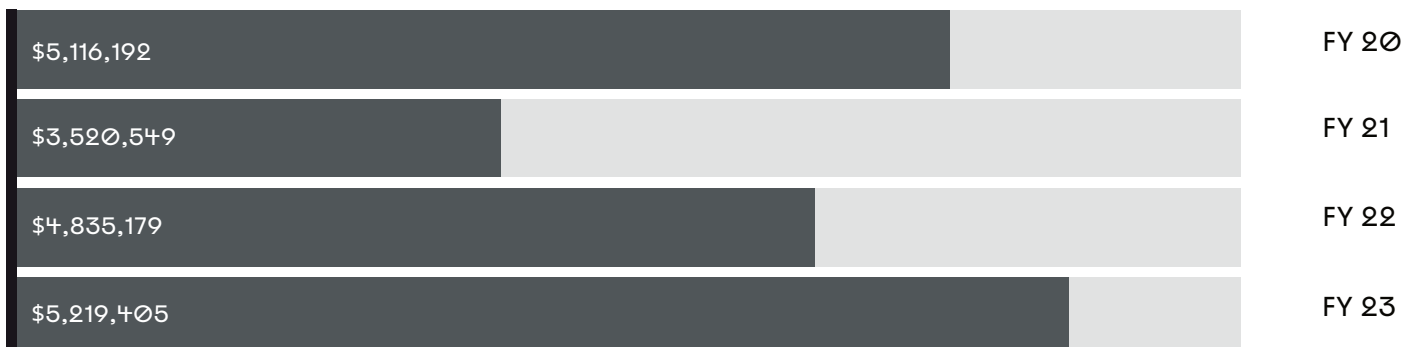
## Employee Permits    Temporary Permits



## Student Permits



## Permit Revenue

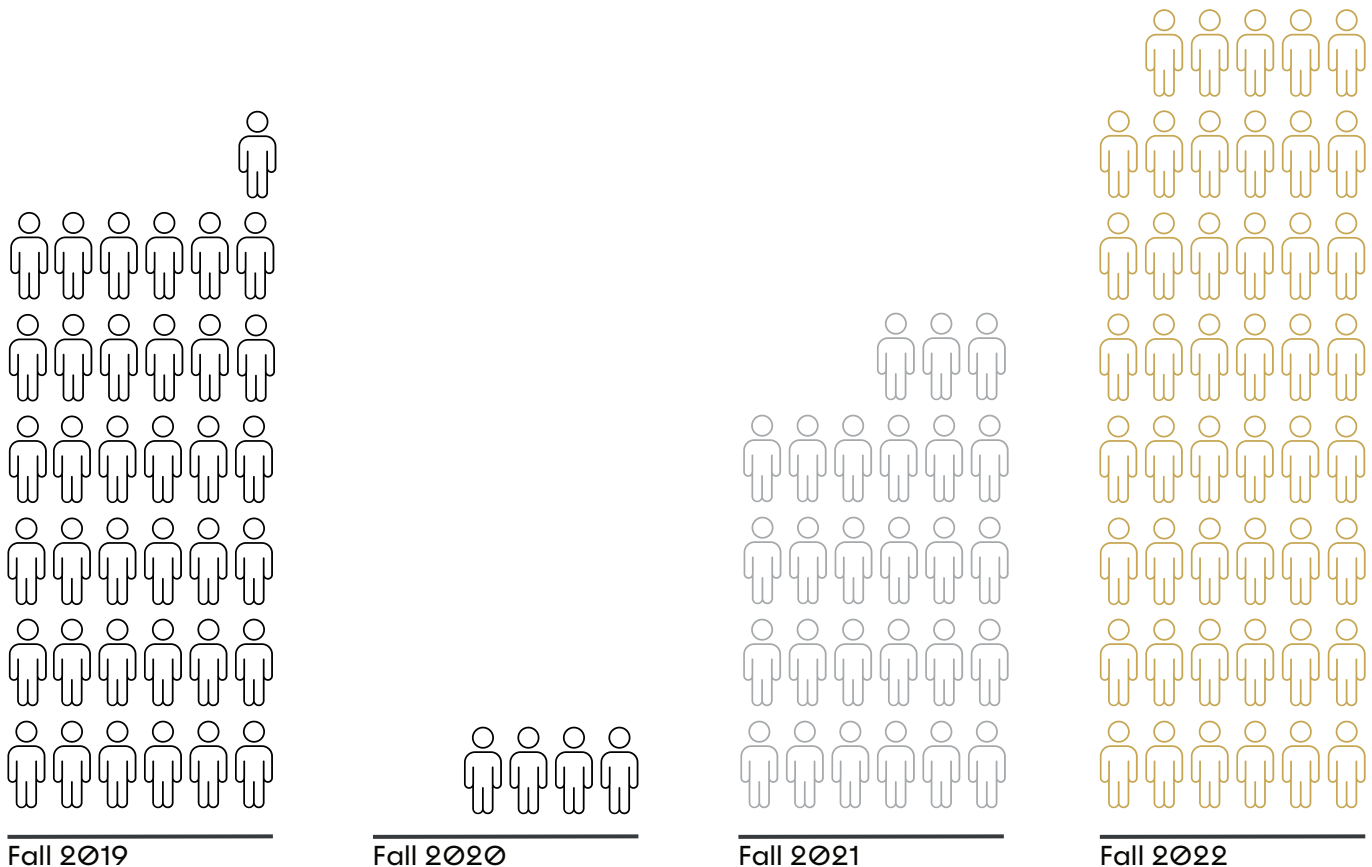


# Permits: Waitlist & Discounted

Community (our Customers, our Partners)

## Student Waitlist

1,716      387      1,569      1,966



## Discounted Daily Permits Sold to Employees and Students

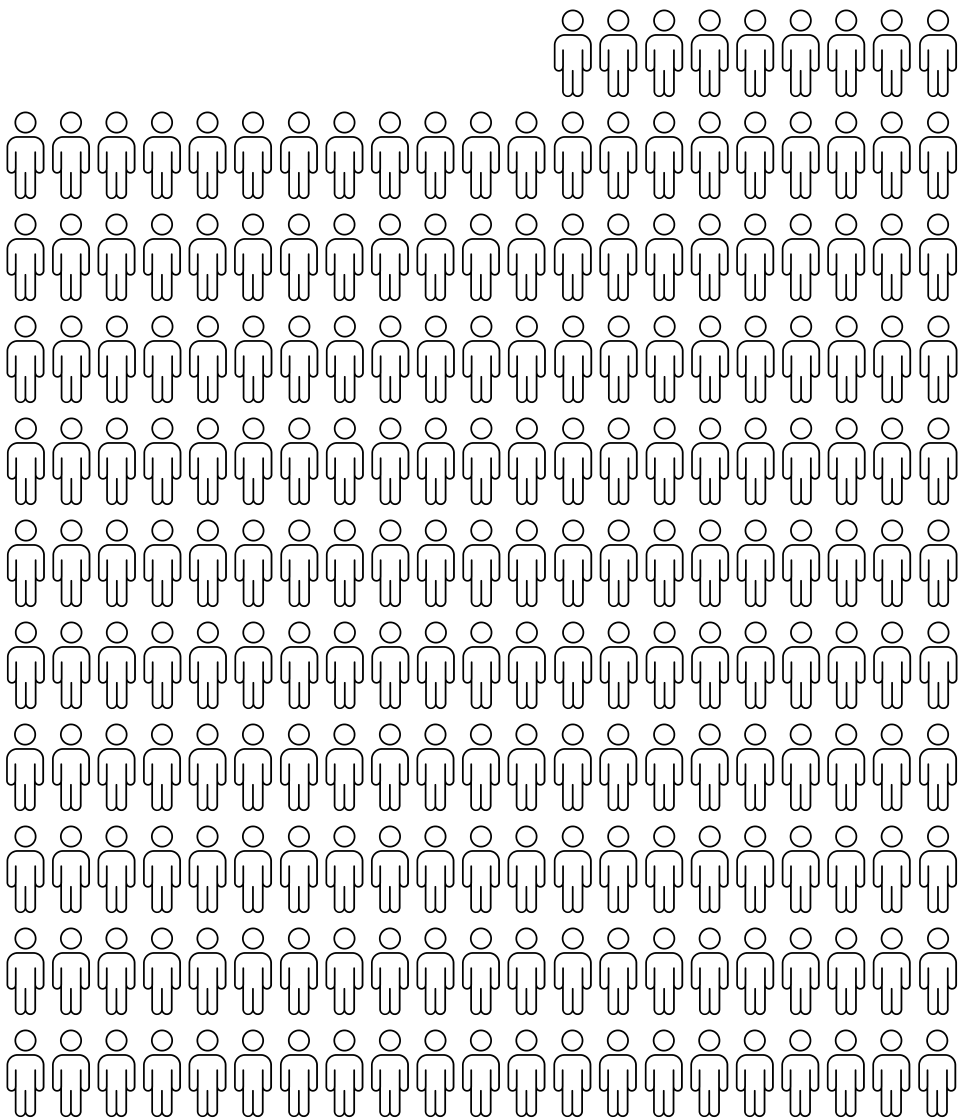
\$5,116,192

# Communications

Community (our Customers, our Partners)

## Website Visit

312,496



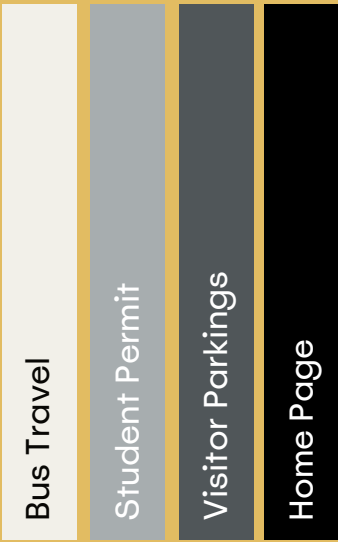
## Time Spent on Website (Avg.)

1:36



2023

## Top Four Web Pages



2023

# Strategic Initiatives Achieved

Business (our Innovation, our Stewardship)

## Community



- Finalized steps to provide online permit sales to faculty and staff
- Hosted parking liaison and parking event coordinator meetings
- Implemented choices for online access for service/business and department access to campus
- Piloted Flowbird codes for departments
- Piloted AMPS for departments
- Gathered and consolidated employee permit waiting lists



# Strategic Initiatives Achieved

Business (our Innovation, our Stewardship)

## Business

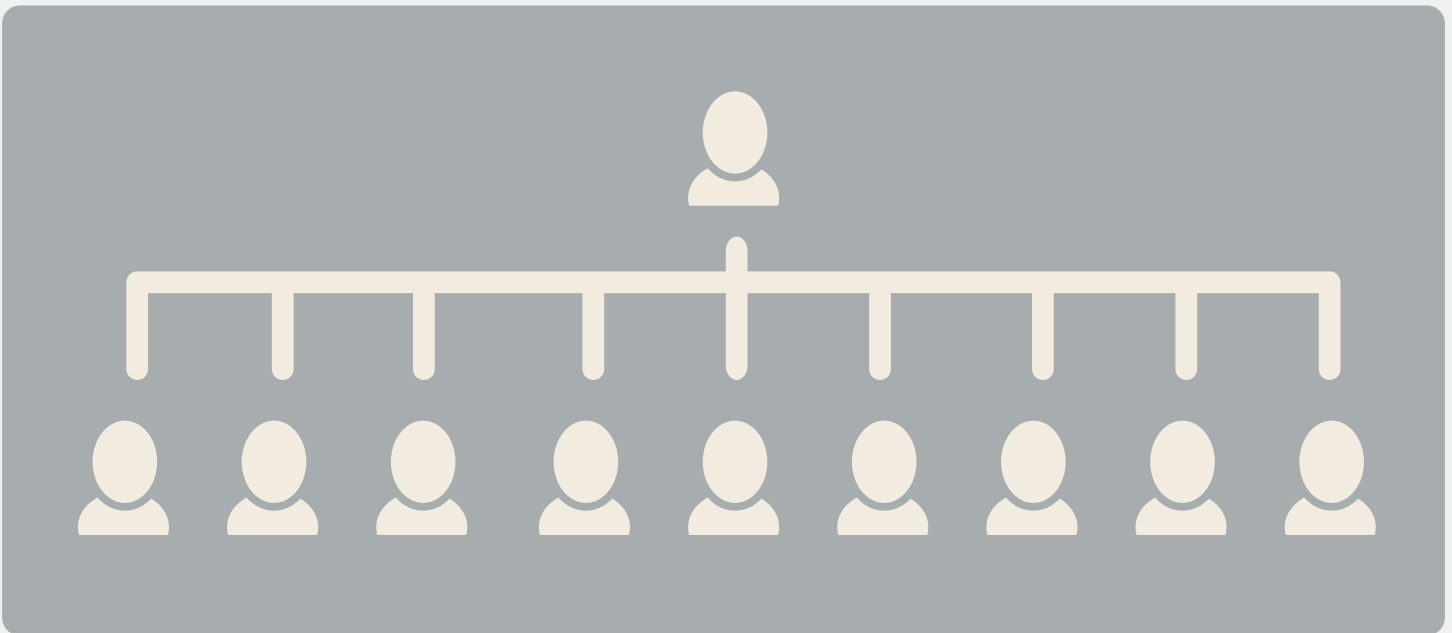


- Developed a lot counting/utilization program and establish a baseline dataset
- Developed a Parking Micro Master plan with budget and funding options
- Continued one day online permit sales for major commuter lots
- First year of the garage deferred maintenance plan
- Piloted "Pay after you Park" for football parking on East Campus
- Finalized a 20-year Proforma that incorporates three new garages

# Strategic Initiatives Achieved

Business (our Innovation, our Stewardship)

## Culture



- Incorporated department NORMs into staff PMPs
- Purchasing SOPs completed and presented to department
- 60% of staff attended the EDC/AIMS customer conference in Denver
- 75% of staff participated in an all-staff assessment evaluation
- Activated a new staff appreciation initiative
- 90% fully staffed

# Employee Development

Culture (our People, our Team)

skillsoft

LinkedIn  
Learning

Conferences

**645.5** hours of employee development







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C 1 8 5

C 1 8 4

C 1 8 3

C 1 8 2

C 2 0 3

C 2 0 4

C 2 0 5

C 2 0 6

C 2 0 7



Parking Services

UNIVERSITY OF COLORADO BOULDER

[www.colorado.edu/parking](http://www.colorado.edu/parking)