Parking Services
UNIVERSITY OF COLORADO **BOULDER**

Parking Services Annual Report

2022 Parking Services Annual Report

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Vision

To provide the best first and lasting experience.

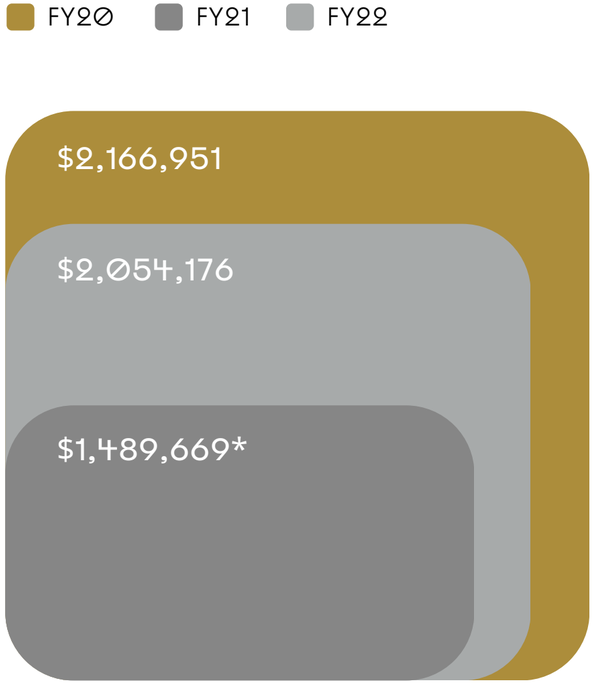
Mission

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

Giveback

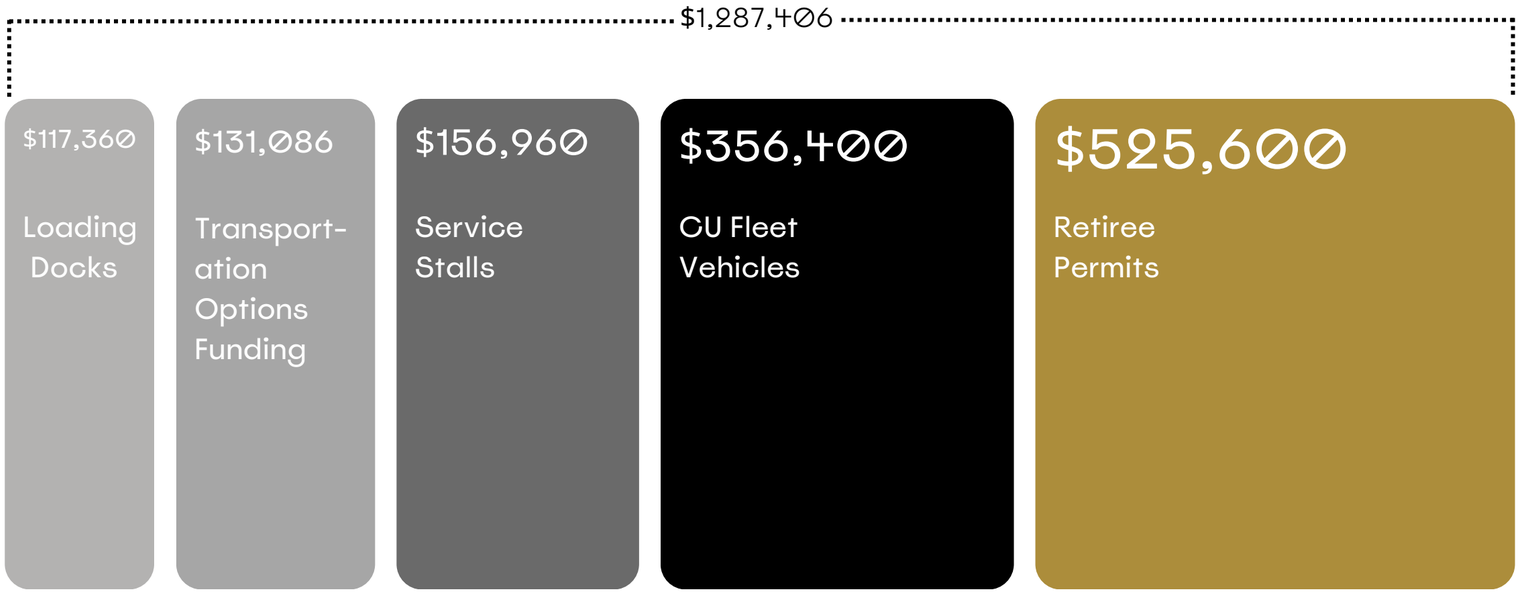
Be accountable, Be respectful

Total Giveback



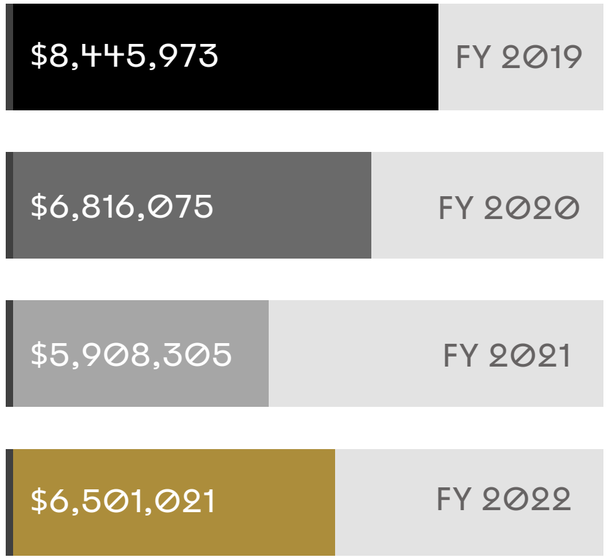
*FY21 Impacts due to COVID-19 remote learning

Top 5 Giveback Categories



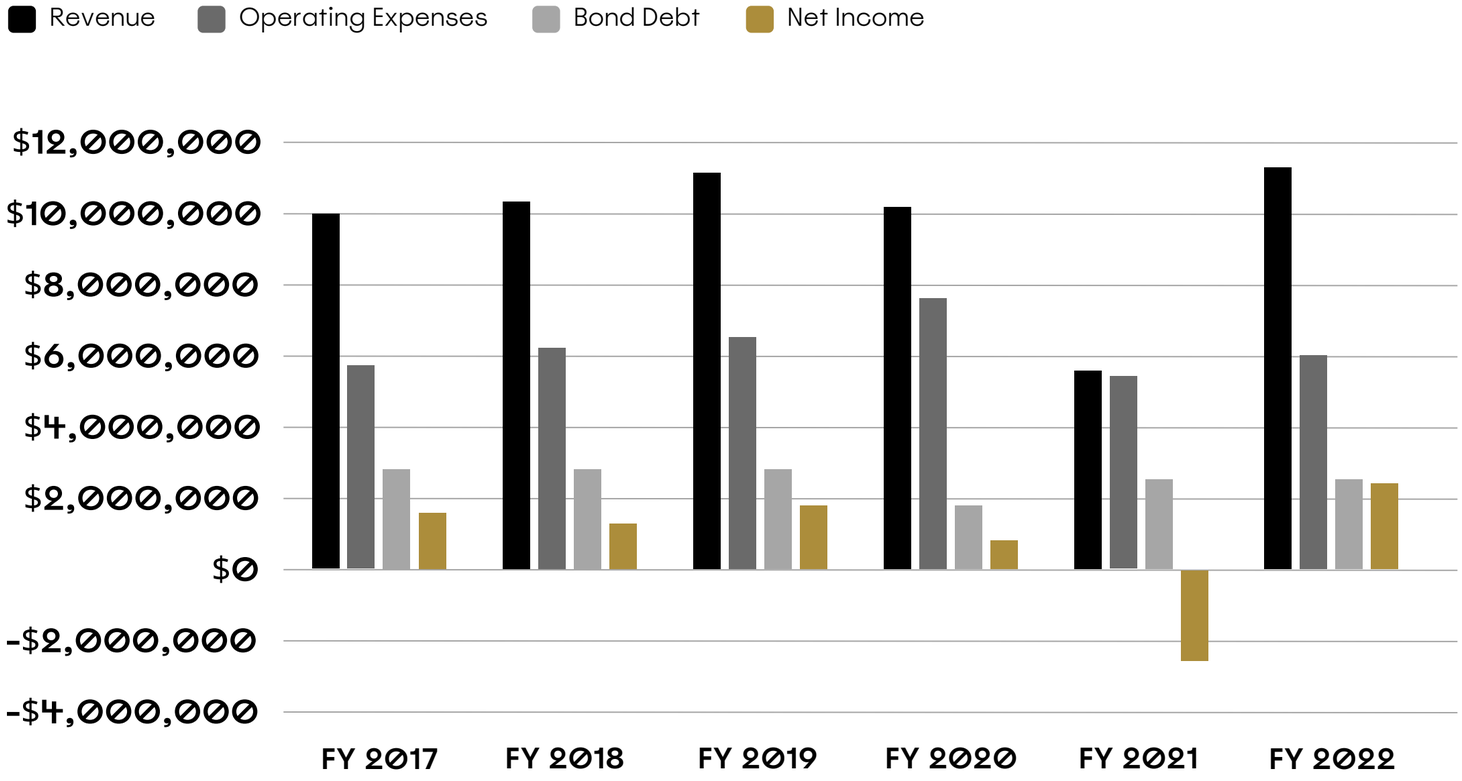
Parking Financials

R&R Fund Balance



**FY21 Impacts due to COVID-19 remote learning*

Six-year History



Lot Inventory

Visitor 1,320

Permit 9,913

Motorcycle
303

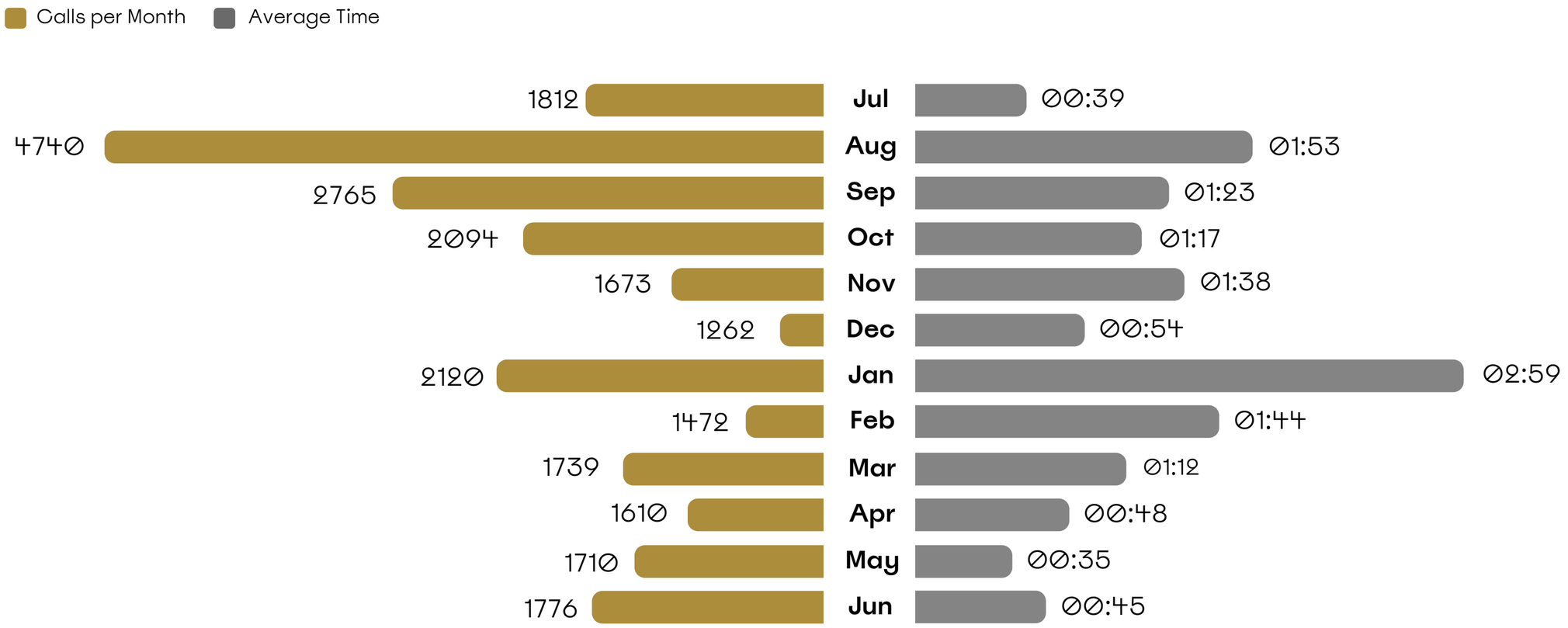
Service
218

Loading
163

Total Spaces 11,917

Customer Service

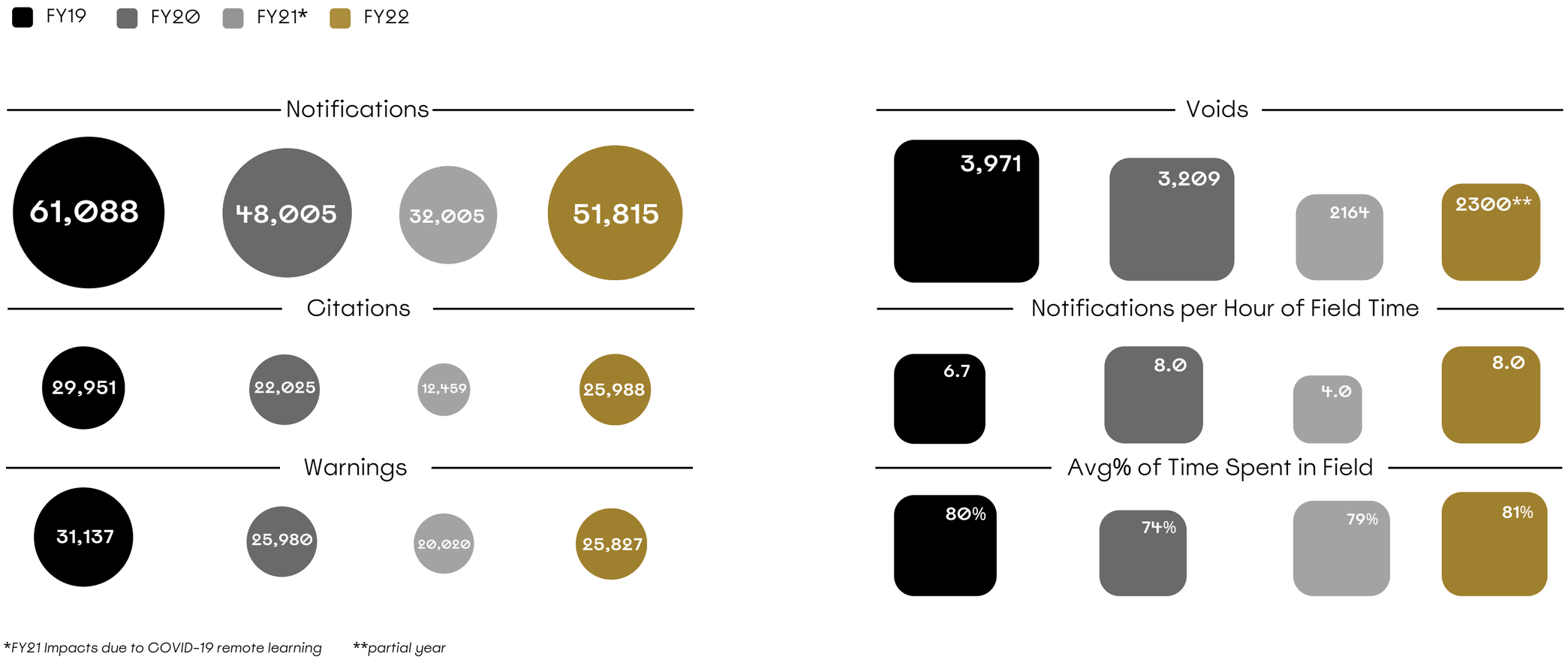
Be communicative, Be respectful



*Average Call Wait Time for FY22: 1m19s

Enforcement

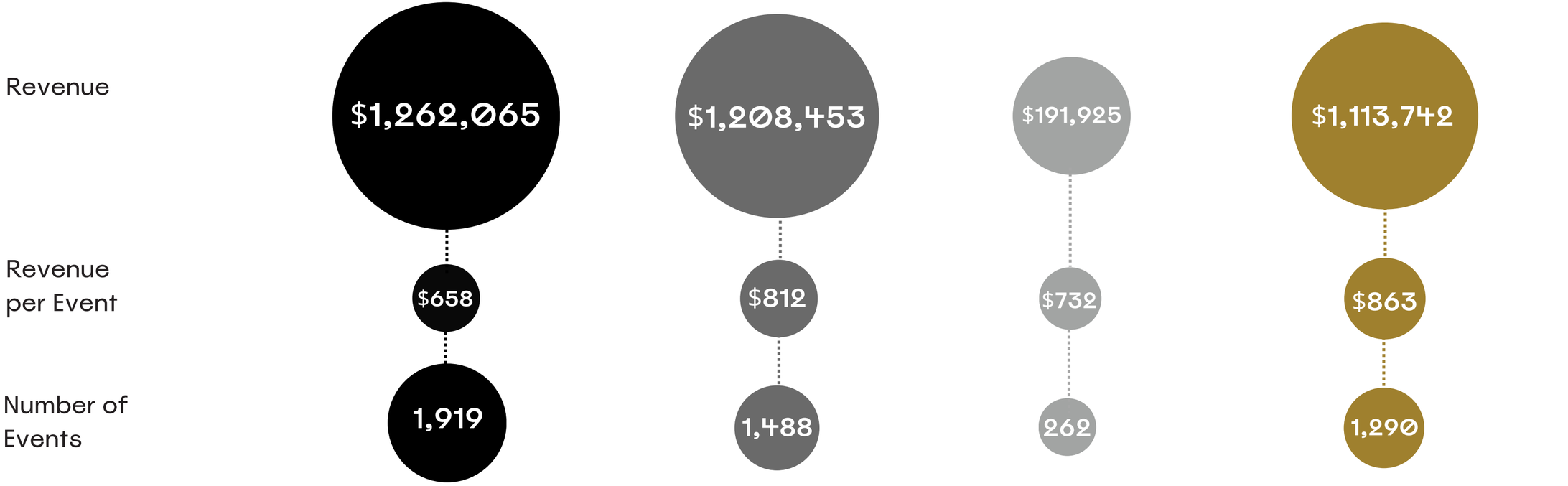
Be respectful, Be accountable



*FY21 Impacts due to COVID-19 remote learning **partial year

Events

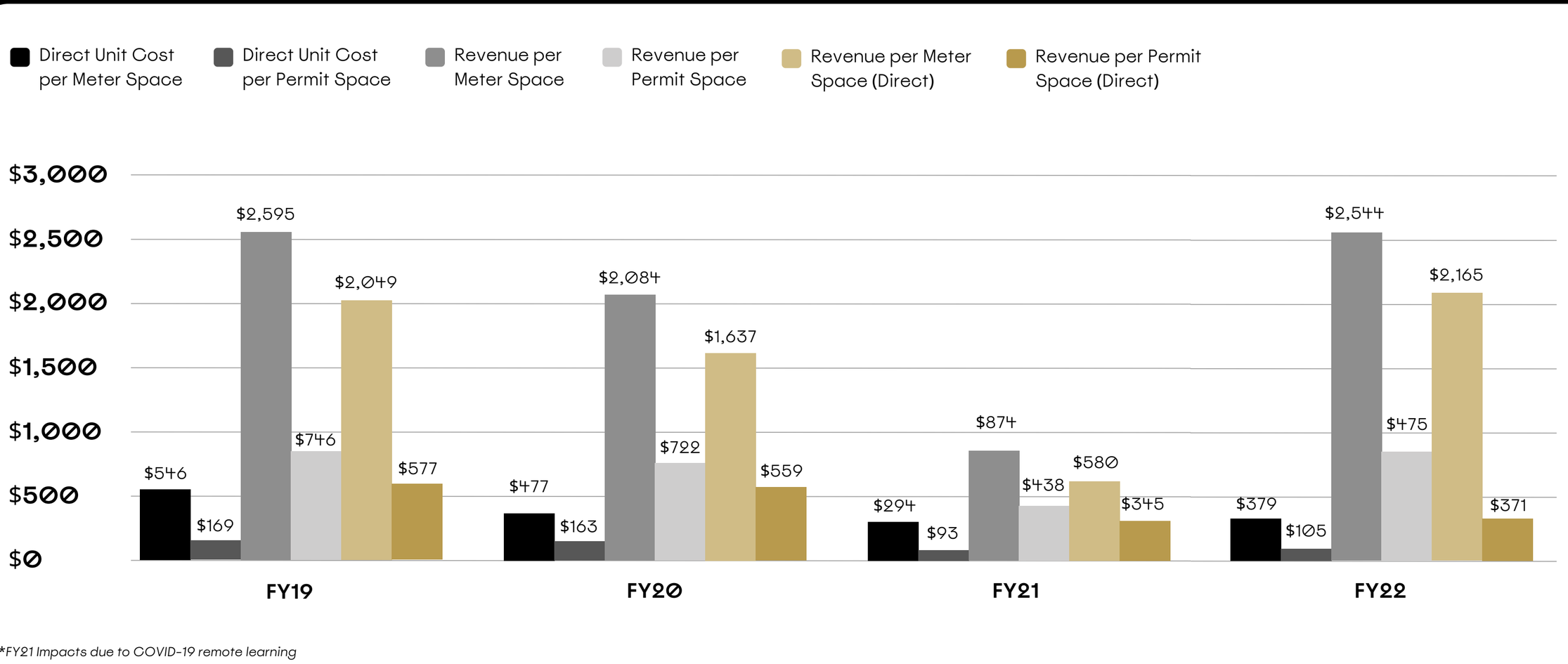
Community (our Customers, our Partners)



*FY21 Impacts due to COVID-19 remote learning

Infrastructure and Capital Projects

Business (our Innovation, our Stewardship)



*FY21 Impacts due to COVID-19 remote learning

Permits

Community (our Customers, our Partners)

Student Permits

3,788	FALL 2018
3,568	FALL 2019
3,076	FALL 2020
4,503	FALL 2021

Employee Permits

4,051	FY 2019
4,187	FY 2020
2,323	FY 2021
3,434	FY 2022

Temporary Permits

24,947	FY 2019
18,139	FY 2020
8,479	FY 2021
13,977	FY 2022

Permit Revenue

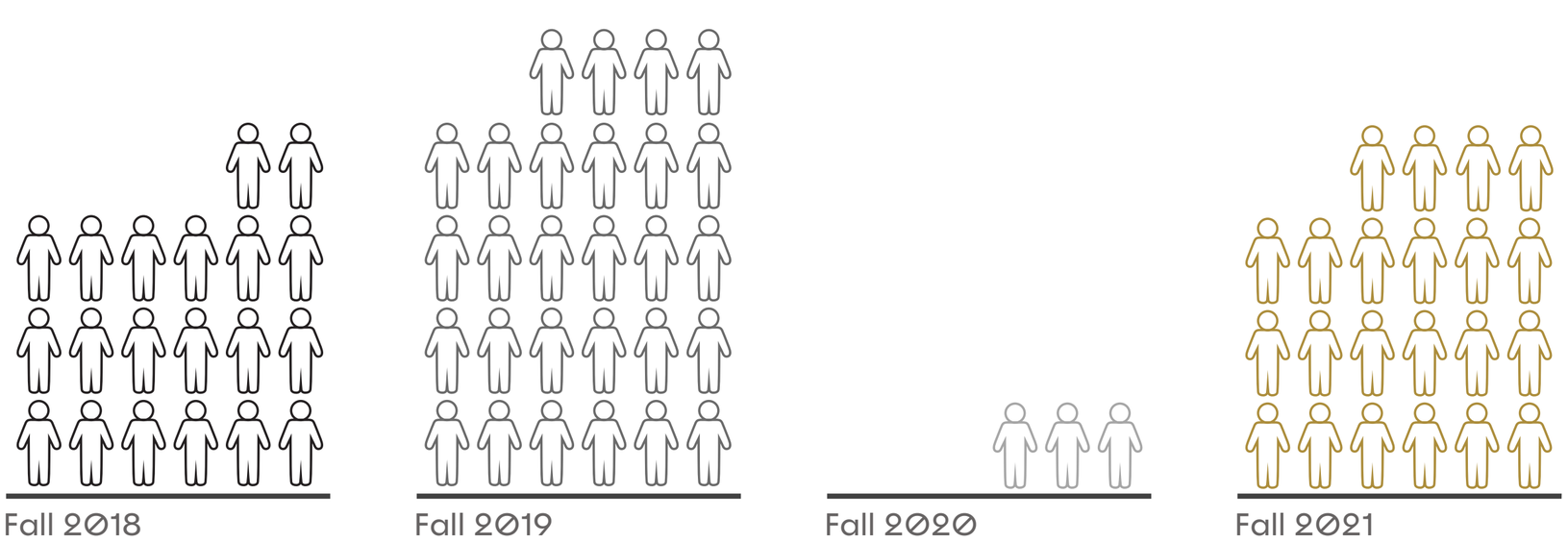
$5,213,486	FY 2019
$5,116,192	FY 2020
$3,520,549	FY 2021
$4,835,179	FY 2022

**FY21 Impacts due to COVID-19 remote learning*

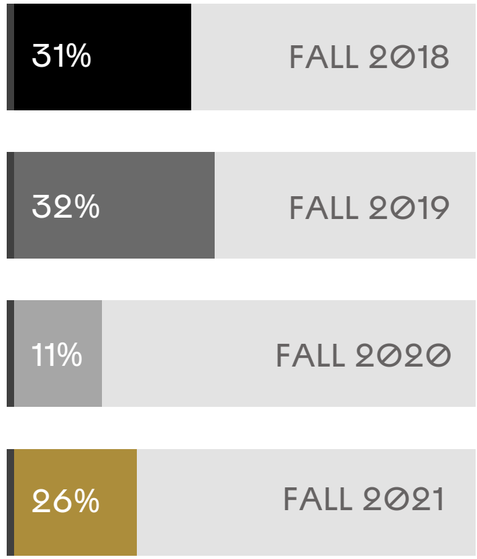
Permits: Waitlist & Unmet Demand

Community (our Customers, our Partners)

Student Waitlist



Unmet Student Demand*



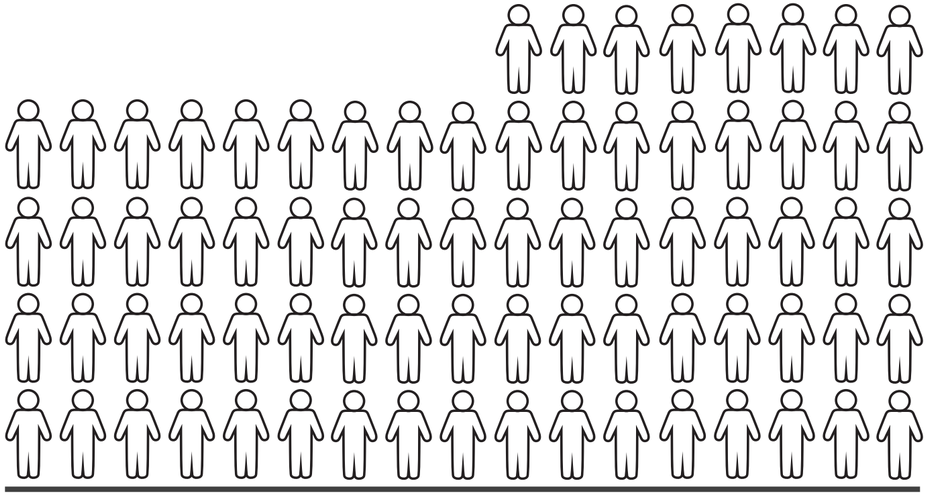
Percentage of student permit demand that exceeded parking lot inventory

Communications

Community (our Customers, our Partners)

Website Visits

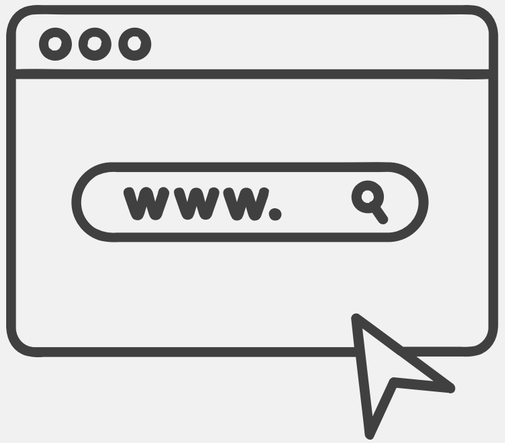
276,599



2022

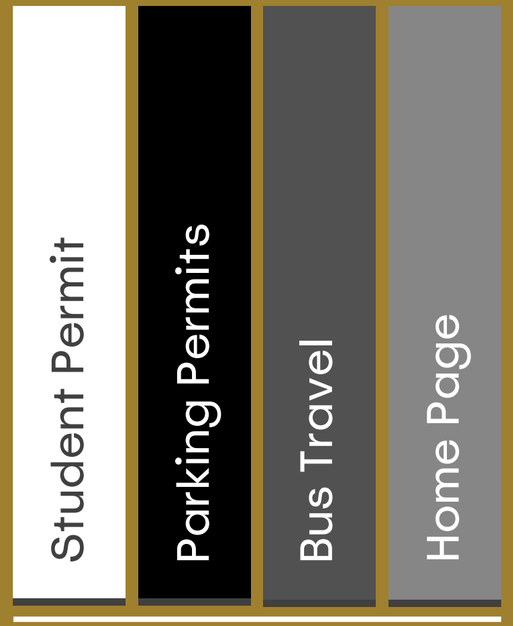
Time Spent on Website (Avg.)

1:42



2022

Top Four Web Pages



2022

Strategic Initiatives Achieved

Business (our Innovation, our Stewardship)

Culture

- DEI training for all employees
- Updated Finance position manuals
- Transitioned department to in-person work
- Promoted new Customer Service Manager and Customer Service Lead
- Transitioned event payment task to event team
- Enforcement equipment upgrade
- Expanded event student worker program

Community

- Transitioned to new collections agency
- Mill and overlay lot 204
- Infrared patching across campus
- In-house painting and crack seal
- Expanded and redesigned lot 360
- Piloted a hybrid pay/permit lot in lot 416
- Converted lots 308 and 169 to add night and weekend parking
- Began permit issuance for CINC
- Began permit issuance for Graduate Family Housing and combined lot numbers
- Customized phone queue messages to address top questions based on time of year
- Update enforcement practices
- Made improvements to the client facing workflow of ServiceNow

Business

- Conducted six financial audits
- Engineering assessment of all parking garages
- Created 10 year lot maintenance plan
- Began phase-out of single head meter spaces
- Continued discounted daily permits for Faculty/Staff
- Eliminated remaining proximity-priced permits
- Transitioned from prepaid to post-paid deductions for Faculty/Staff permits
- Transitioned basic operations to AIMS parking software
- Eliminated permit holds
- Began nightly import of customer data from HCM and SIS
- Implemented 15 day automatic transfer of unpaid citations to Student Tuition and Fee Bill

Employee Development

Culture (our People, our Team)

skillsoft

LinkedIn Learning

Conferences

238 hours of employee development