

# Annual Report FY19



Parking Services

UNIVERSITY OF COLORADO **BOULDER**



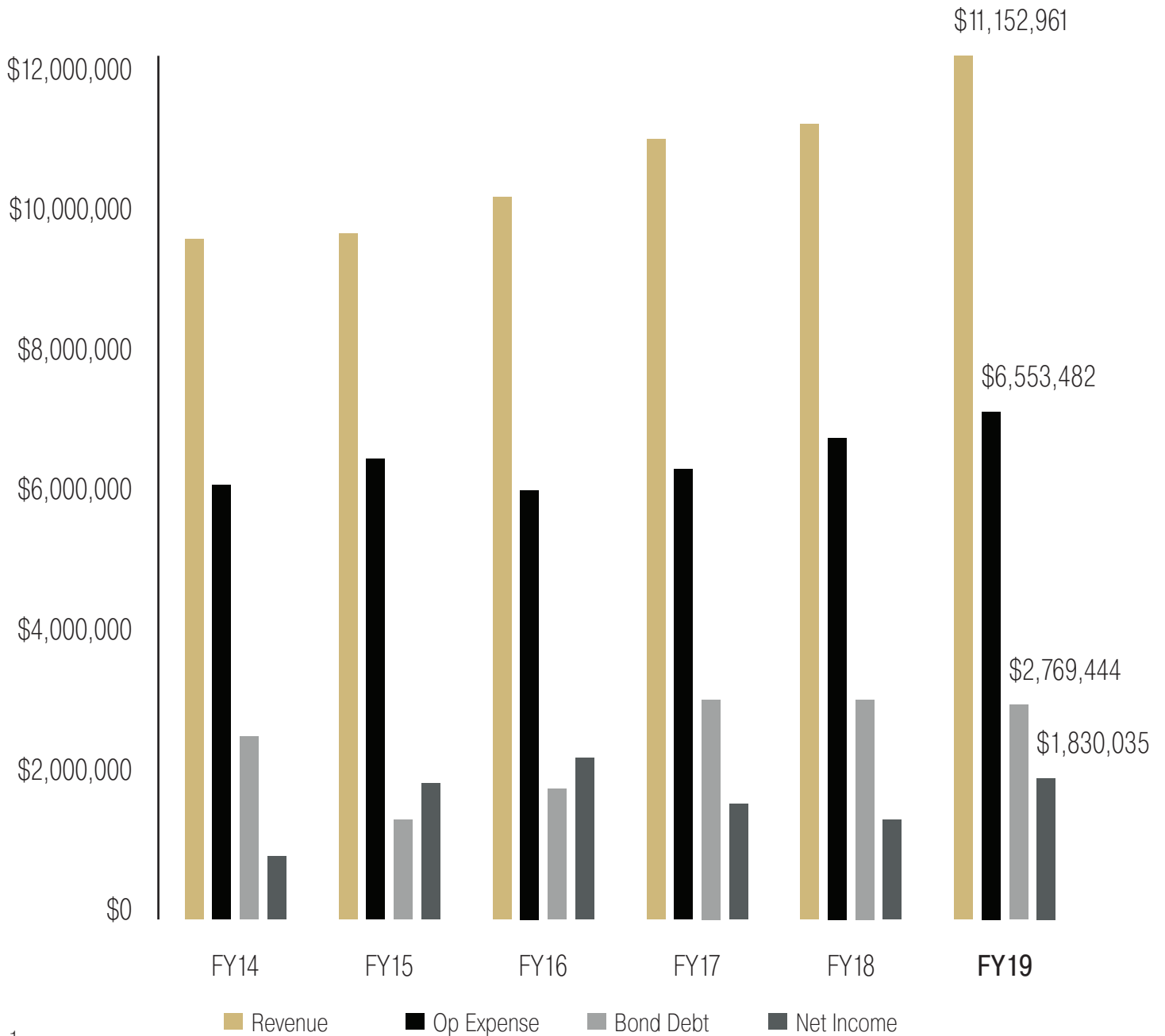
# Table of Contents

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

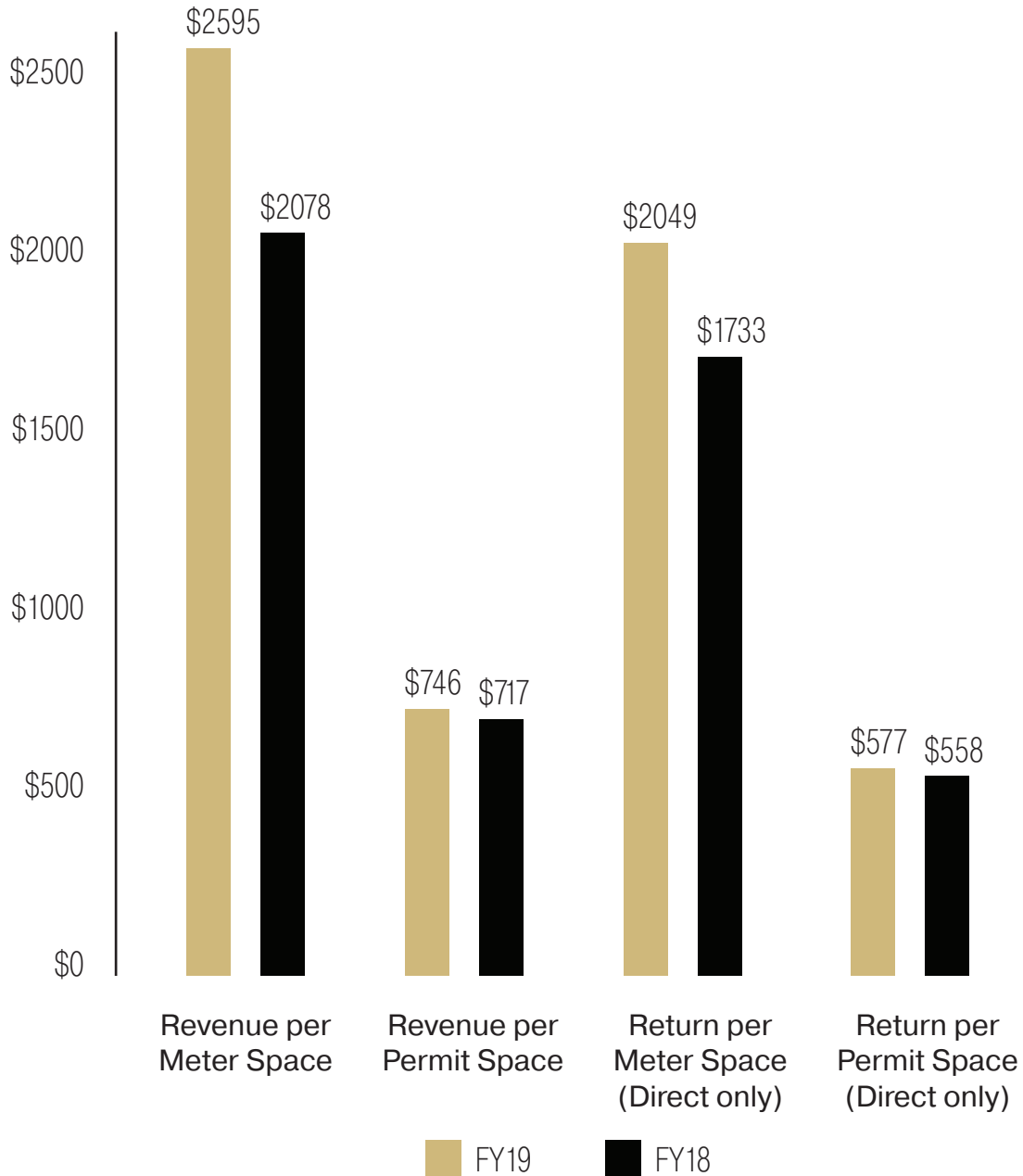
**Vision** To provide the best first and lasting experience.

Finance	1
Strategic Initiatives Achieved	3
Inventory	4
Infrastructure and Capital Projects	5
Enforcement	6
Events	8
Customer Service	9
Permits	11
Communications	13
Employee Development	15
Giveback	16

# Finance Six Year History



# Finance



# PARKING SERVICES

## Strategic Initiatives Achieved

- ✓ Participated in HR's Quickstart Center Pilot—providing parking, permits, and commuting options.
- ✓ Participated in the implementation of HR Cornerstone for Performance Management.
- ✓ Continued our partnership with City of Boulder for the free Chautauqua shuttle, Park to Park.
- ✓ Continued parking lot consolidation by decreasing visual pollution (signage) on campus.
- ✓ Partnered with private sector for additional parking options such as Rodeway Inn & Suites and Boulder Broker.
- ✓ Implemented early-pay reduction for citation holders.
- ✓ Expanded access to Electric Vehicle chargers by adding 20 more options to charge.
- ✓ Created an Integral Sign Shop to save on printing expenses.
- ✓ License Plate Recognition (LPR)—cradle point in all enforcement vehicles.
- ✓ Created LPR free-flow pilot in Euclid Parking Garage.
- ✓ Created and applied Front Line Service Employee initiative.
- ✓ Formed the Parking Advisory Committee.
- ✓ Debuted an annual email to permit holders in event-impacted lots offering an opportunity to change to a less event-impacted lot.
- ✓ Serving on the Transportation Master Plan Executive Committee and Workgroup.

# PARKING SERVICES

## Inventory

FY19

Total University Parking  
Spaces

11,484

Parking Services  
Controlled Parking Spaces

9,231

7,383 Permit

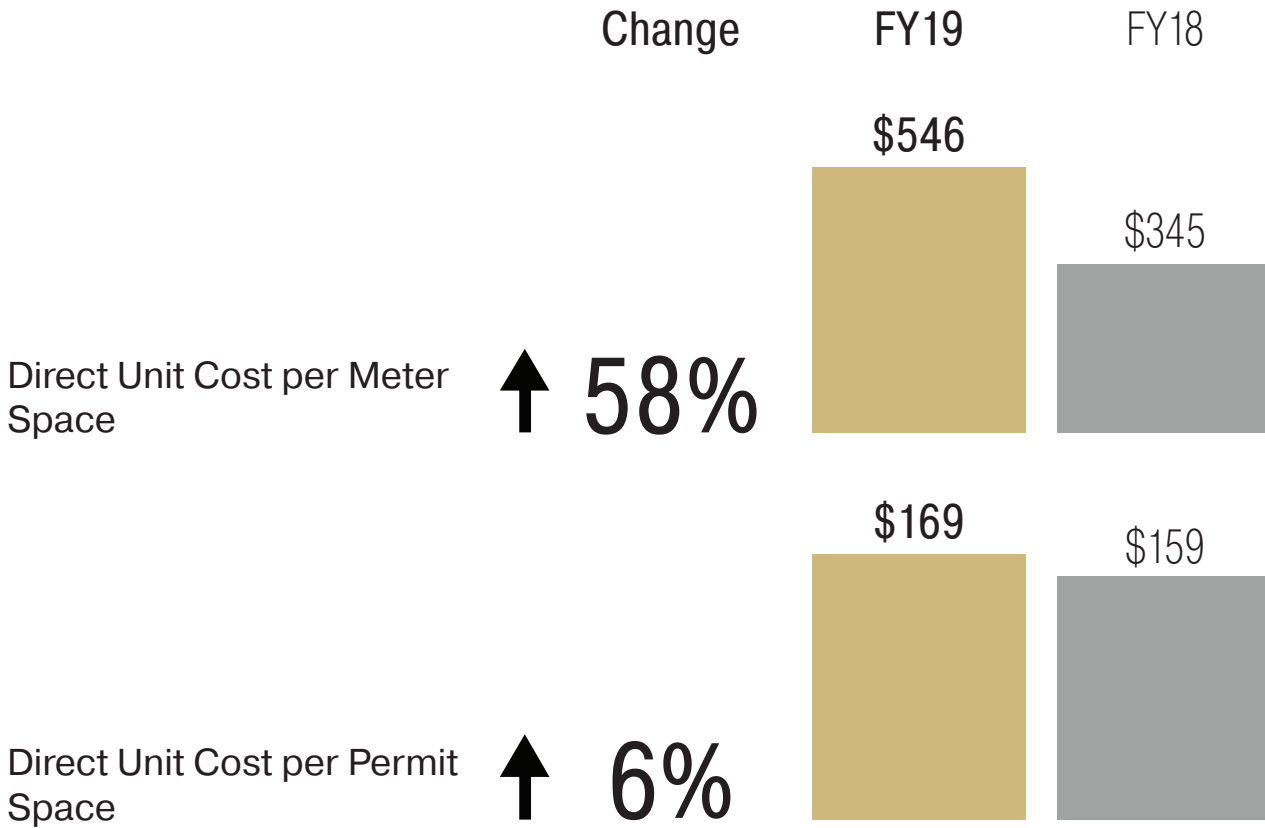
1,295 Visitor

266 Motorcycle

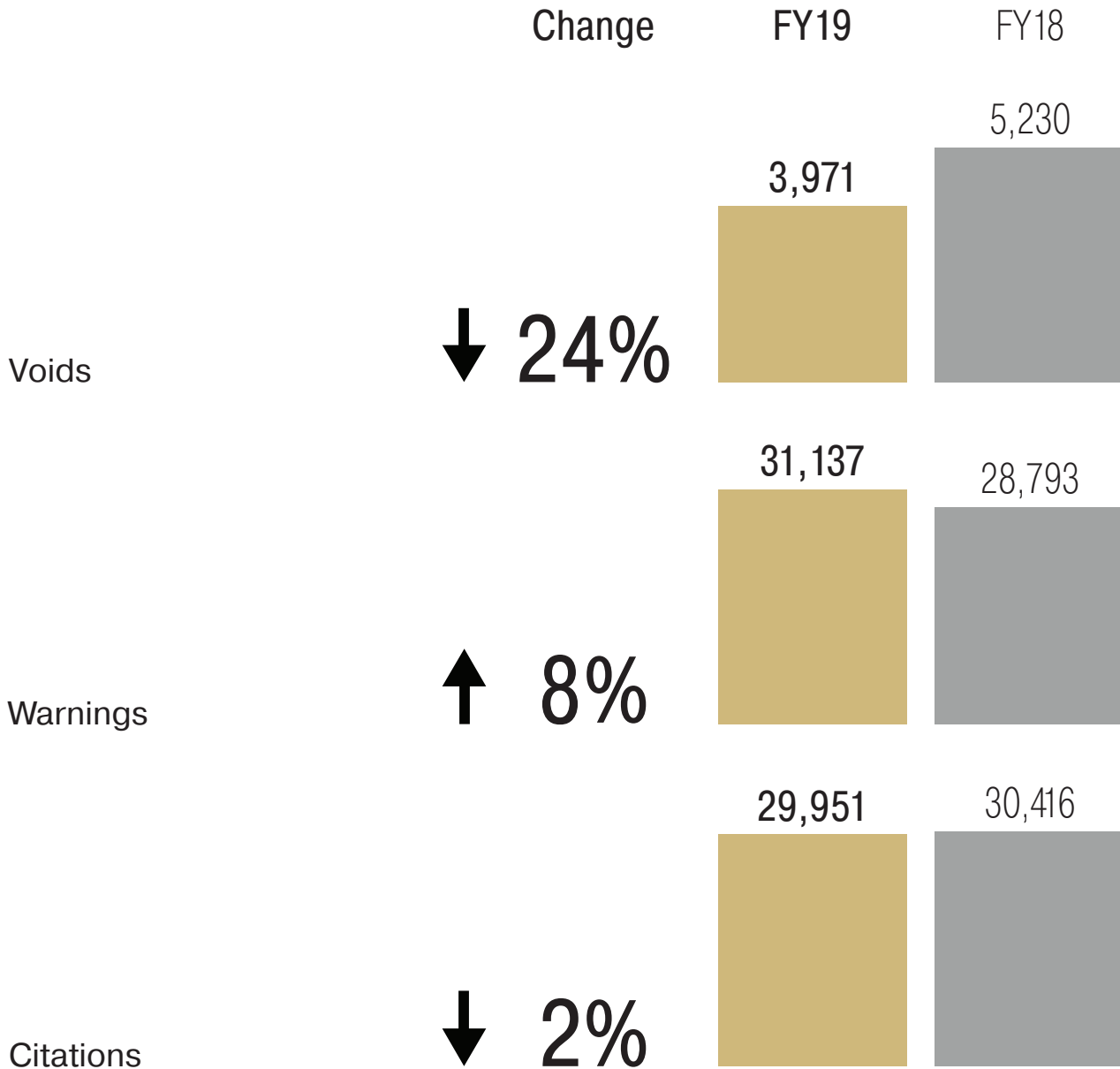
148 Service

139 Loading

# Infrastructure and Capital Projects

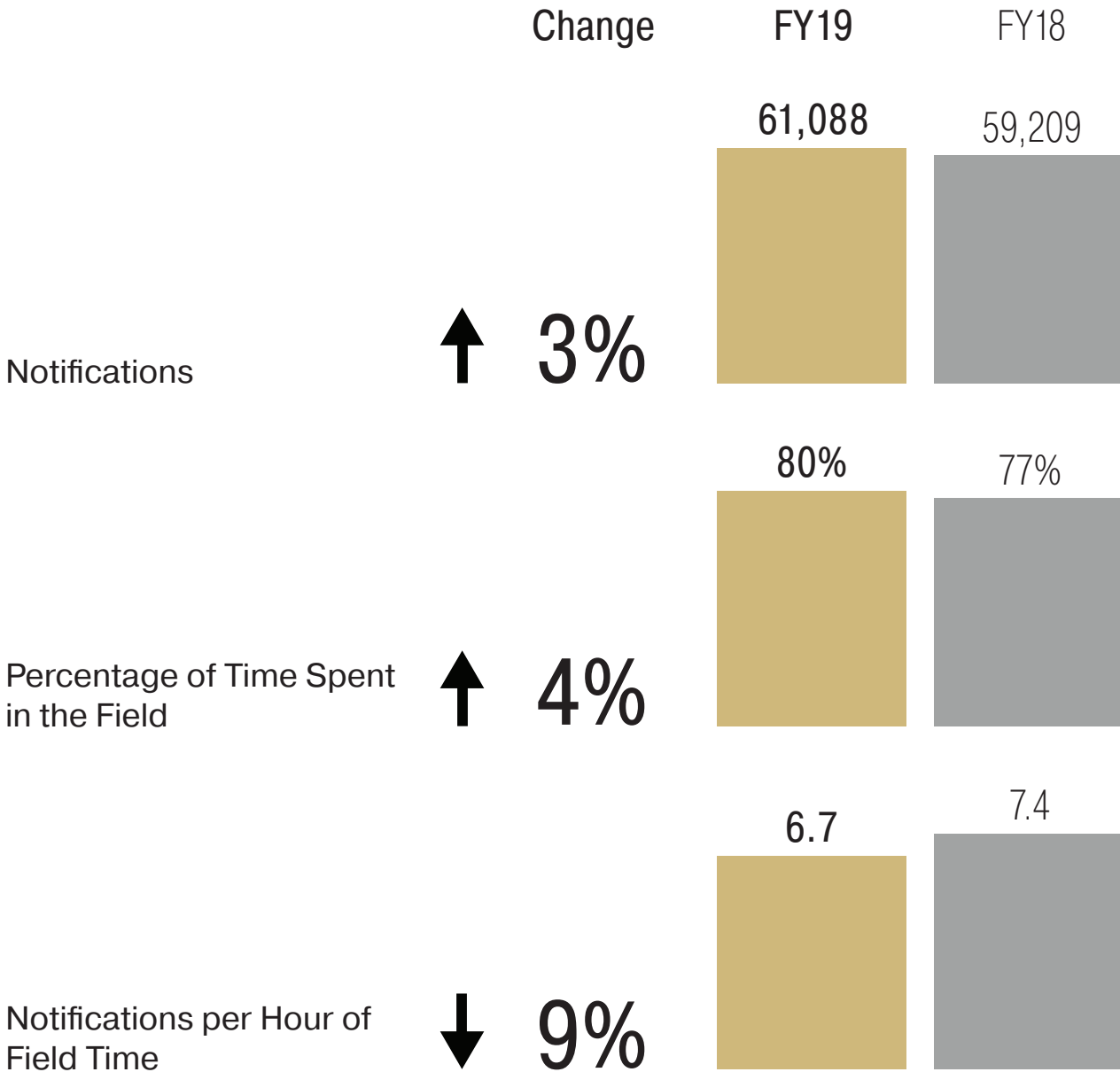


# Enforcement

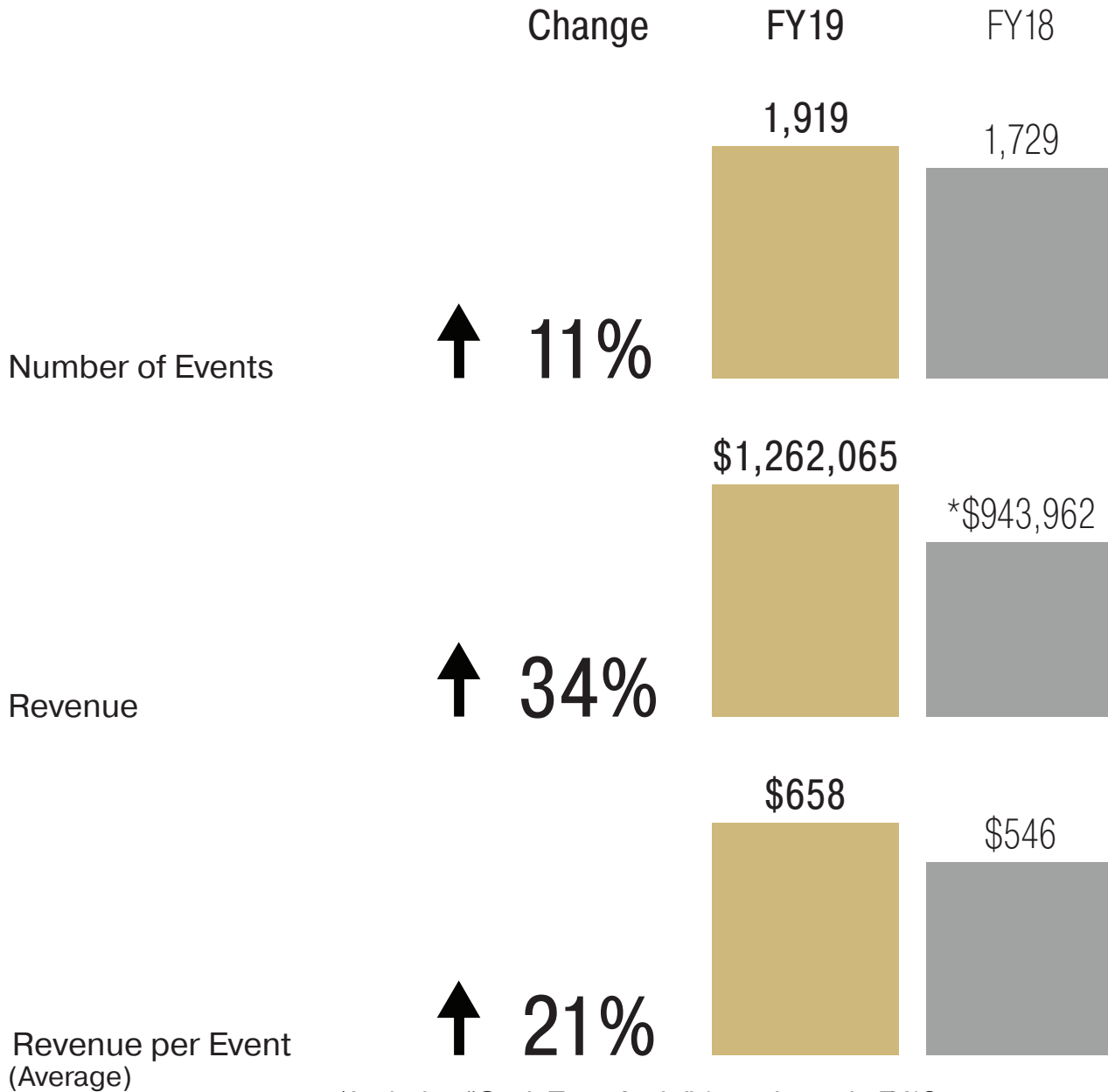




# Enforcement

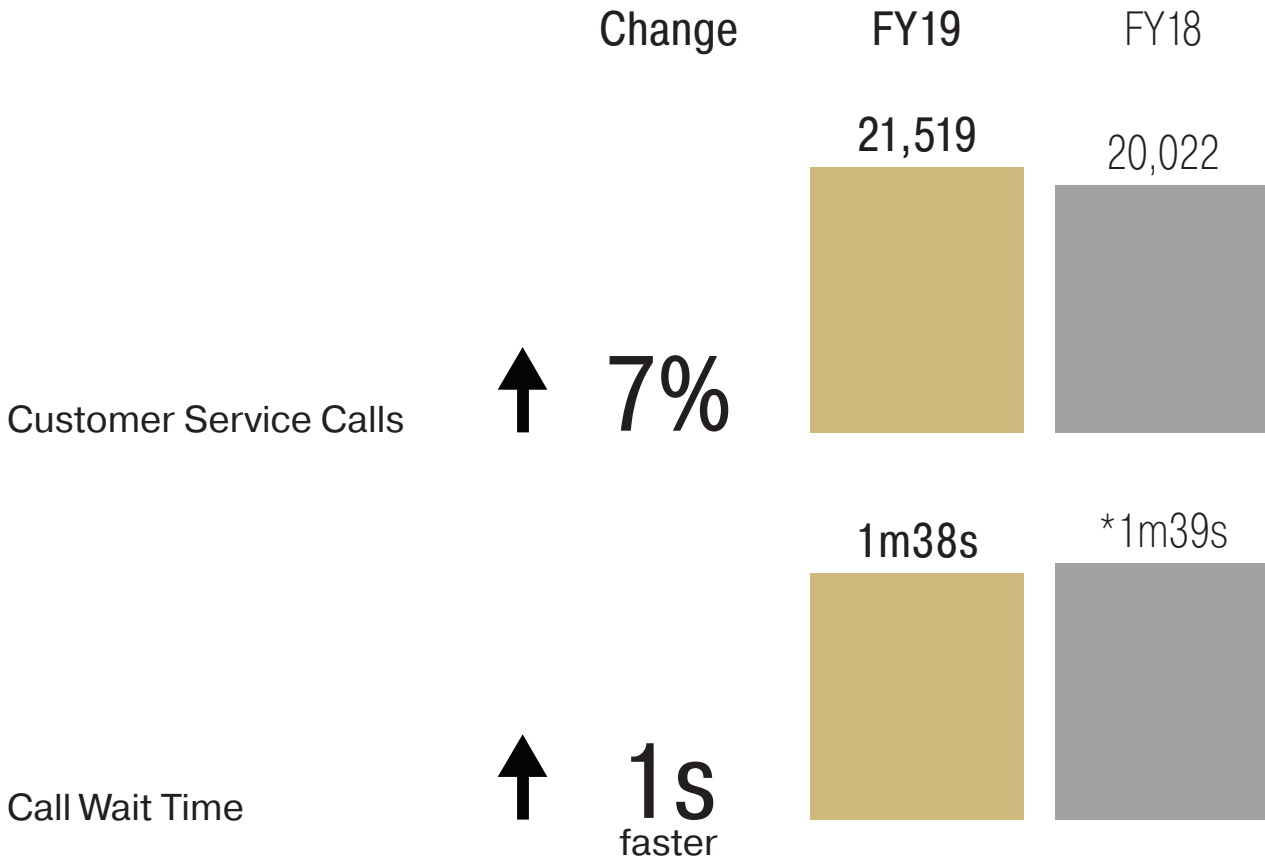


# Events



\*Includes "Cash Transfer In" (not shown in FY18 Annual Report); no Folsom Field concert in FY18

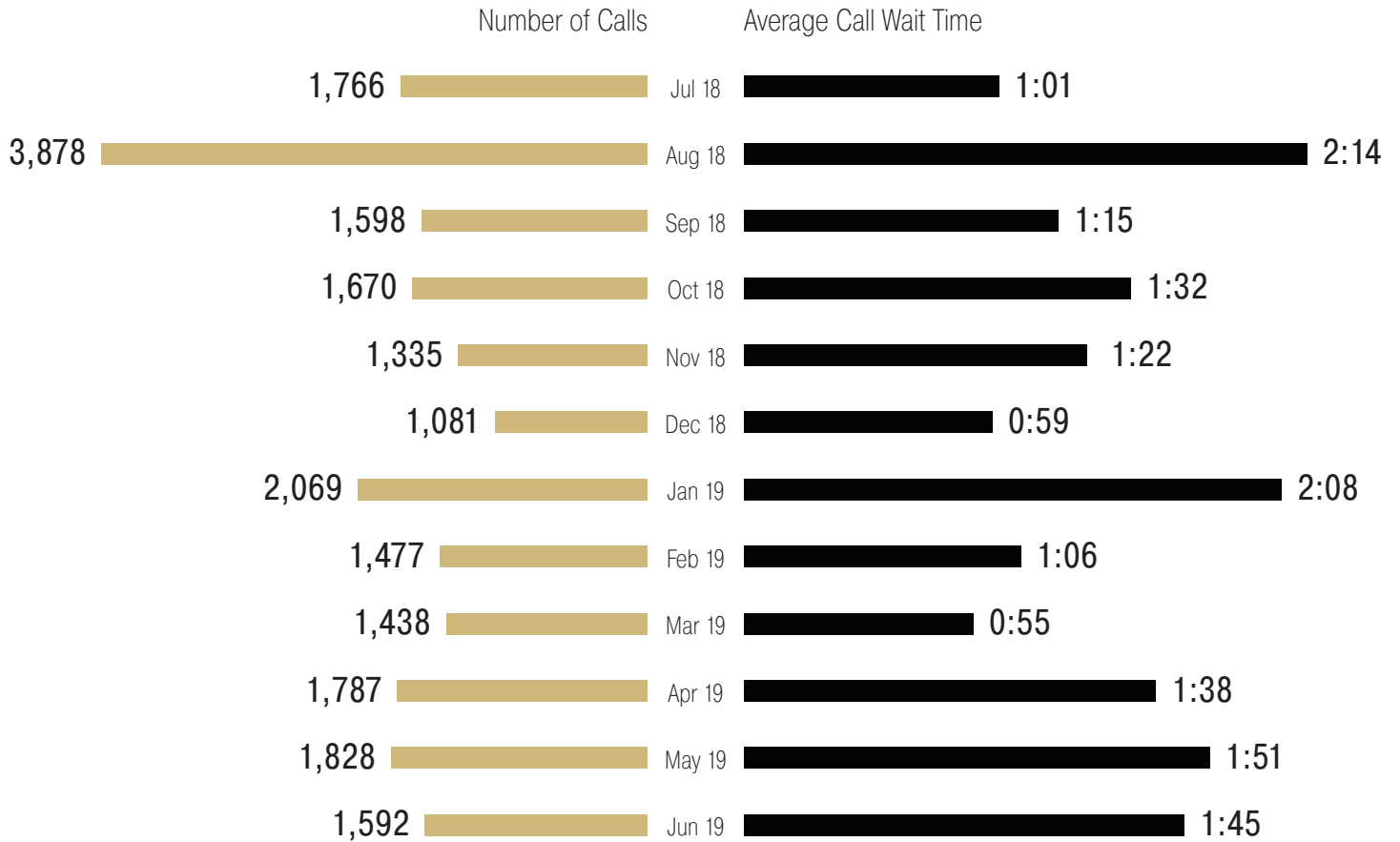
# Customer Service



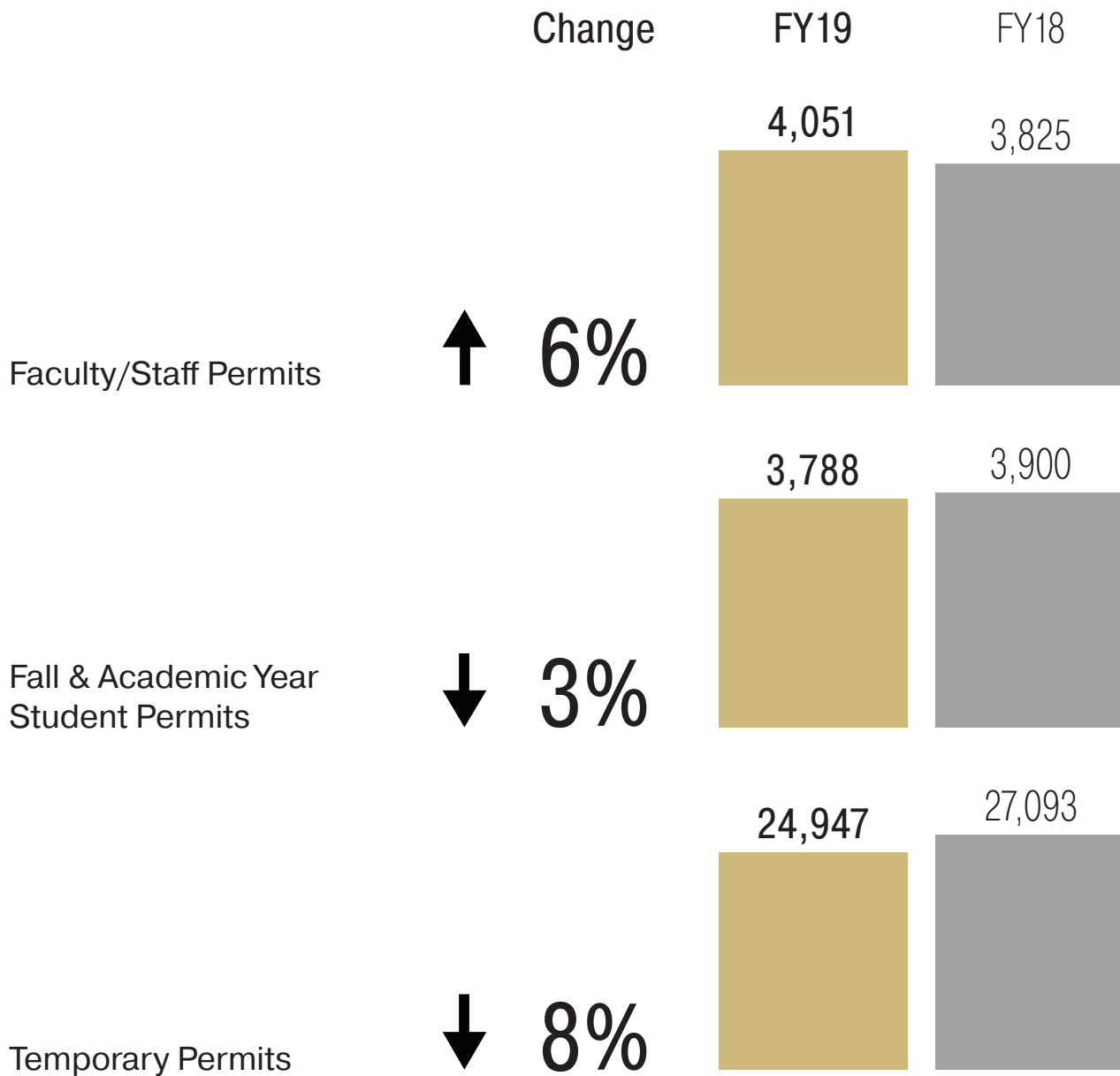
\*Changed methodology from FY18 Annual Report

# Customer Service

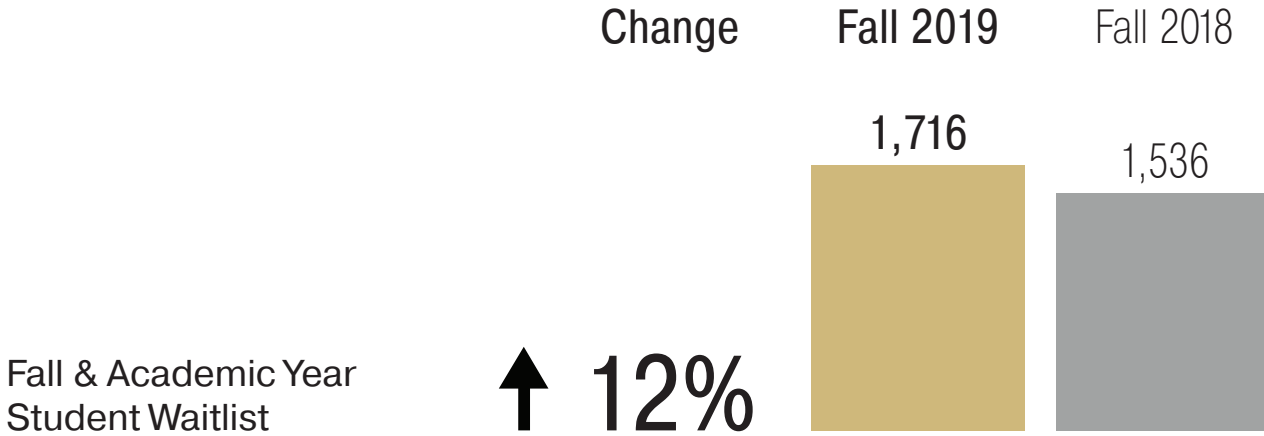
## Call Data per Month



# Permits



# Permits



FY19 Employee, Student, Vendor and Visitor Permit Revenue

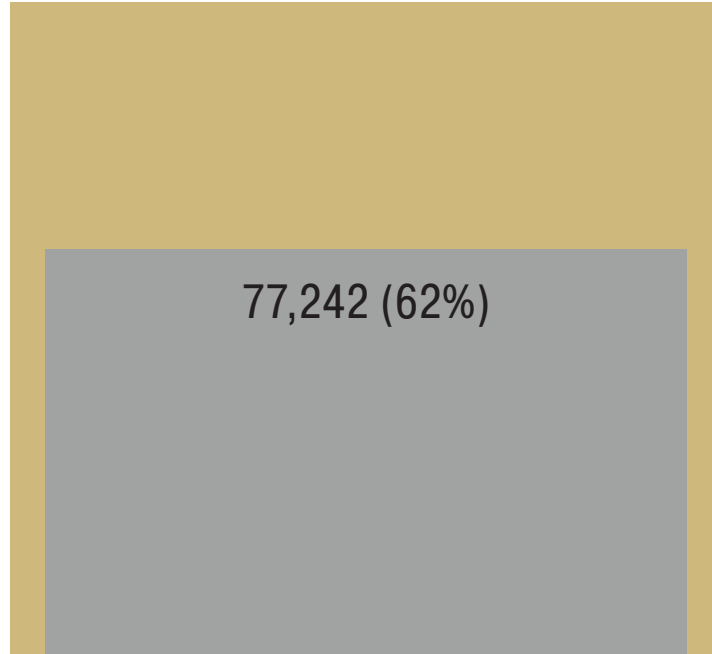
**\$5,213,486**

\*Represents percent of students who wanted to purchase a permit, but parking lot inventory could not meet demand.

# Communications

FY19

124,583

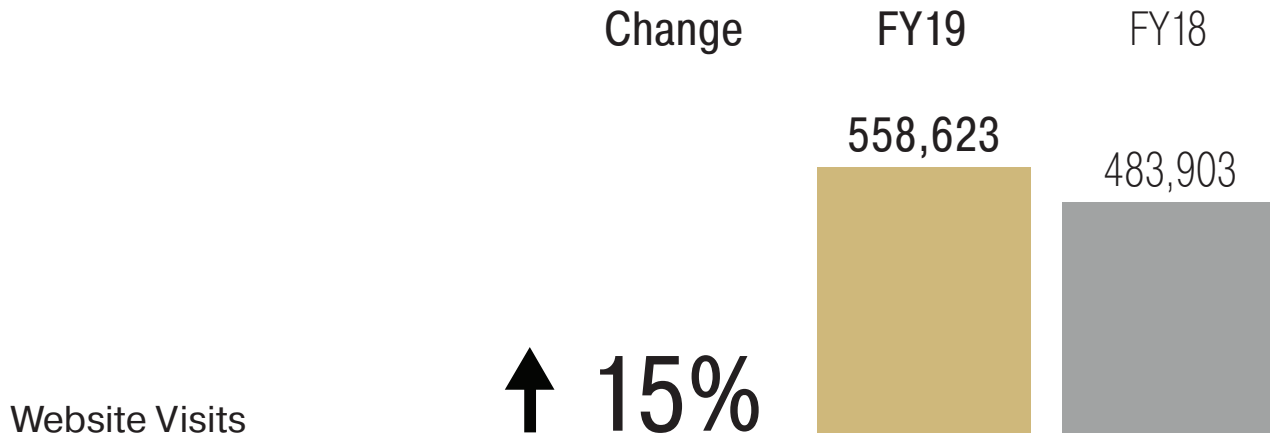


■ Number of Email Recipients

■ Number of Emails Opened

# PARKING SERVICES

## Communications



Time Spent on Website (Average)

1m36s

Top Web Pages

Citations

Contact Us

Event Parking

Getting Around by Bus



# Employee Development

594hrs

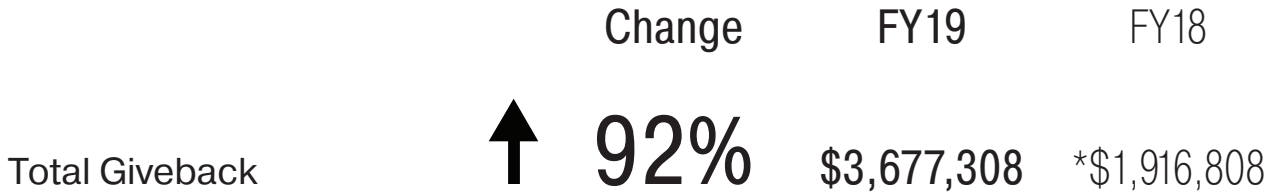
Training Hours

1,520hrs

Conference Hours

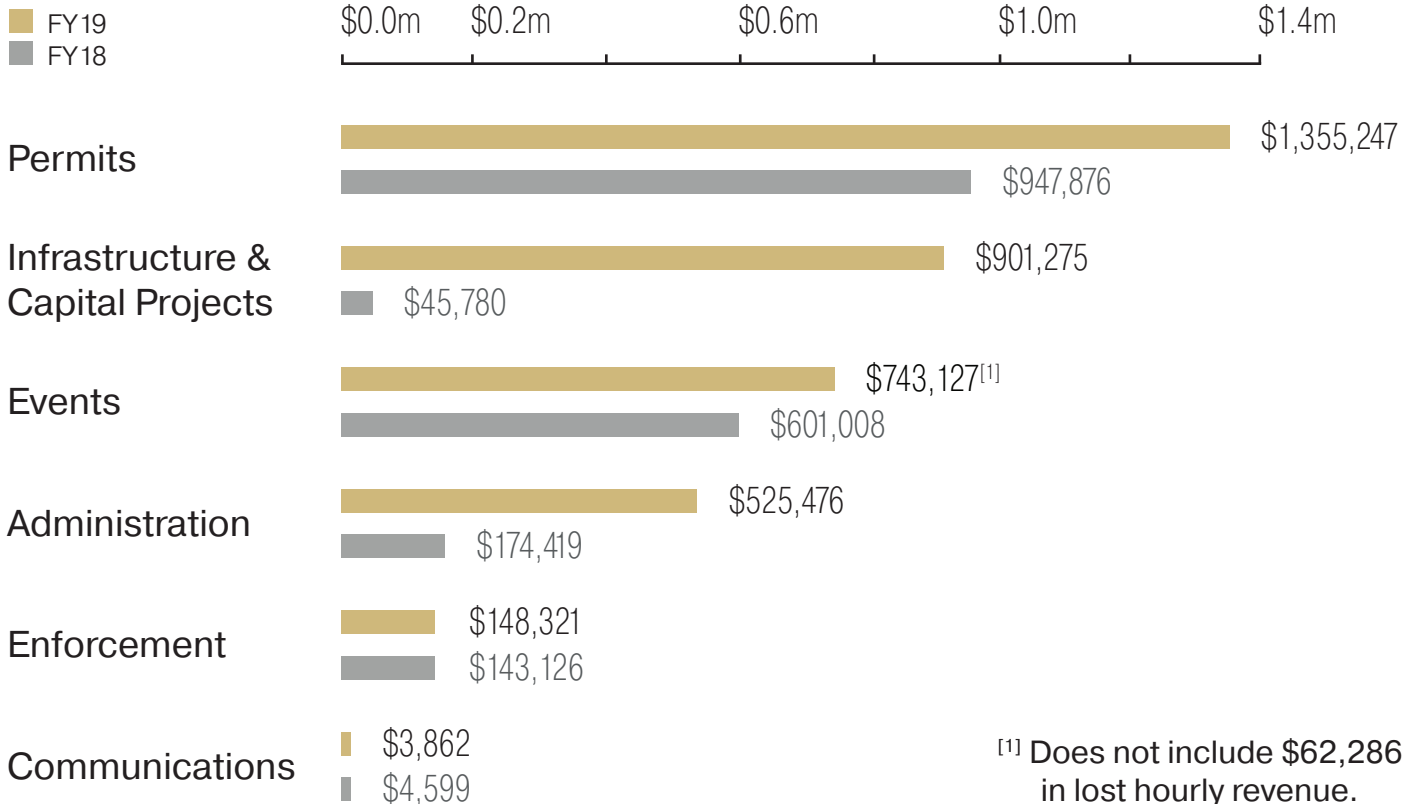
\* 100% of full-time Parking Services employees participated in trainings and/or conferences.

# Giveback



\*Amended to remove Transportation Services and Transportation Options

## Giveback by Unit



<sup>[1]</sup> Does not include \$62,286 in lost hourly revenue.