Parking & Transportation Services (PTS) provides options and resources to enhance your commute and your ability to get around campus easily and efficiently.
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**Human Resources**
- PTS employee training, events, hiring and employees’ years of service

**Permits**
- Revenue for permit space and permits sold

**PTS Contributions**
- Monies given back to campus through events, enforcement, infrastructure, vanpools, Guaranteed Ride Home, transportation and permits

**Infrastructure and Capital Projects**
- Allocation of Facilities Operations’ employee time, visitor parking revenue, construction project parking, 2017 parking additions

**Communications**
- Social Media, presentations, permit holder & campus notifications and external communications

**Sustainability**
- Alternative options for transportation to and around campus
Revenues increased slightly in FY2017. The increase in expense reflects changes for Parking and Transportation Services in FY2017. Parking Services began annual bond payment on Folsom Parking Garage ~$1.6 million dollars. Transportation Services initiated several safety and compliance initiatives including, but not limited to, returning the drug and alcohol compliance program to Transportation Services, hiring an outside consulting agency for safety audits and increasing the number of staff bus drivers. Thanks to the hard work of our staff, even with these initiatives, over the last five years our Net Income is trending upward.
FY2017

$12,944,467
$11,502,346
$1,442,121

FY2016

$12,551,280
$9,822,270
$2,729,010

2017 FINANCIALS

REVENUE | 3.1% ↑
EXPENSES | 17.1% ↑
TOTAL NET INCOME | 47.2% ↓

PARKING

$9,708,463
$8,267,483
$1,440,980

TRANSPORTATION

$3,236,004
$3,234,863
$1,141
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.
Online transactions continue to account for a large number of faculty, staff and students paying for or appealing citations, updating phone, address, email, license plate information and fall and academic year student permit purchases.
Parking Services offers several options for customers to find the answers they need. Customer service representatives staff the customer service window as well as offering telephone assistance throughout the day. The online e-commerce website is available 24/7 for customers who wish to complete transactions on their own, or after hours.
Enforcement is now fully engaged in our Customer Education Program in an effort to increase customers’ awareness of PTS parking policies.

### FY2017

**TOTAL CITATIONS**
- **23.5% ↑**
- **53,254** citations

**WARNINGS WRITTEN**
- **312.2% ↑**
- **11,419** warnings

**VOIDS**
- **33.0% ↑**
- **8,145** voids

**REVENUE BY ENFORCEMENT INCREASED:**
- **7.9%**
- **$82,706**

**REVENUE BY EVENTS INCREASED:**
- **18.5%**
- **$181,981**

### EVENTS

Scheduled event parking for the fiscal year 2017 compared to that of 2016.

**FY2017**
- **1800** Events

**FY2016**
- **1410** Events

*Initiated in FY2016

Enforcement & Events
EXPERIENCE
In FY2017, there was a combined total of 450.75 years of PTS employee service.

EMPLOYEE TRAINING AND CONFERENCES
1,875 Hours

Human Resources
With an overall increase in HR outreach, PTS offered employees:

1. **Annual** Employee Appreciation Event
2. **17 Total** Employee Events
3. **2 Department** Community Service Activities
4. **4 Employee** All-Staff Meetings
5. **29 New** Positions in FY2017
6. **22 New** Hires or Transfers
### Student Permits vs. Total Number of CU Boulder Students

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<th>FY2016</th>
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### Faculty and Staff Permits vs. Total Number of CU Boulder Faculty & Staff

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<tr>
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Permits

$624 revenue per permit space
$2,025,133

TOTAL PTS CONTRIBUTIONS TO CU BOULDER CAMPUS
TIME SPENT: FY2017

In FY2017 PTS managed parking arrangements for 112 construction projects, an increase of 31.76% from FY2016.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>NEW LOTS</th>
<th>SPACES</th>
<th>TYPE</th>
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<td>456</td>
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<tr>
<td>Opening Rounds</td>
<td>550</td>
<td>50</td>
<td>Visitor</td>
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<tr>
<td>General Lot Maintenance</td>
<td>618 West</td>
<td>88</td>
<td>Visitor</td>
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</table>

$2,327 revenue per visitor space
CU BOULDER TODAY ARTICLES

86 Articles
2 MORE THAN FY2016

TABLING EVENTS
100% ↑
6 MORE IN FY2017

2017 PARKING MAP DISTRIBUTION
17,500

FACEBOOK
24% ↓
FY2017
118 Posts

TWITTER
110% ↑
FY2017
353 Tweets

EMAILS
75% ↑
FY2017
289 Emails

Communications
PTS is strengthening our community outreach through board and committee memberships on local, regional and national levels.

### Local
- **BTC**: Boulder Transportation Connections
- **City Transportation Planning Group**: 30th & Colorado Corridor & East Arapahoe Corridor
- **TIG**: Transportation Implementation Group (City of Boulder)

### Regional
- **Bike To Work Month**: Planning Committees (Boulder and Denver)
- **CEVC**: Colorado Electric Vehicle Coalition
- **COMMUTING SOLUTIONS**
- **RTD**: Pass Programs Working Group

### National
- **AASHE STARS**: The Association for the Advancement of Sustainability in Higher Education in Sustainability Tracking and Reporting System
- **ACT**: Association For Commuter Transportation (regional and national)

**BUSINESS INNOVATION & STEWARDSHIP**
- Electric Vehicle Charging Expansion
- Received EV Wired Workplace Award from the Colorado Energy Office
- Obtained grant for and installed the first of eight EV chargers
- Orchestrated partnerships with Lyft and CU Boulder at Wilderness Place and Wardenburg Health to provide transportation solutions for unique needs