

Parking Services

Annual Report 2018



Parking Services

UNIVERSITY OF COLORADO **BOULDER**

PARKING SERVICES

Mission and Vision

Mission

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

Vision

To provide the best first and lasting experience.

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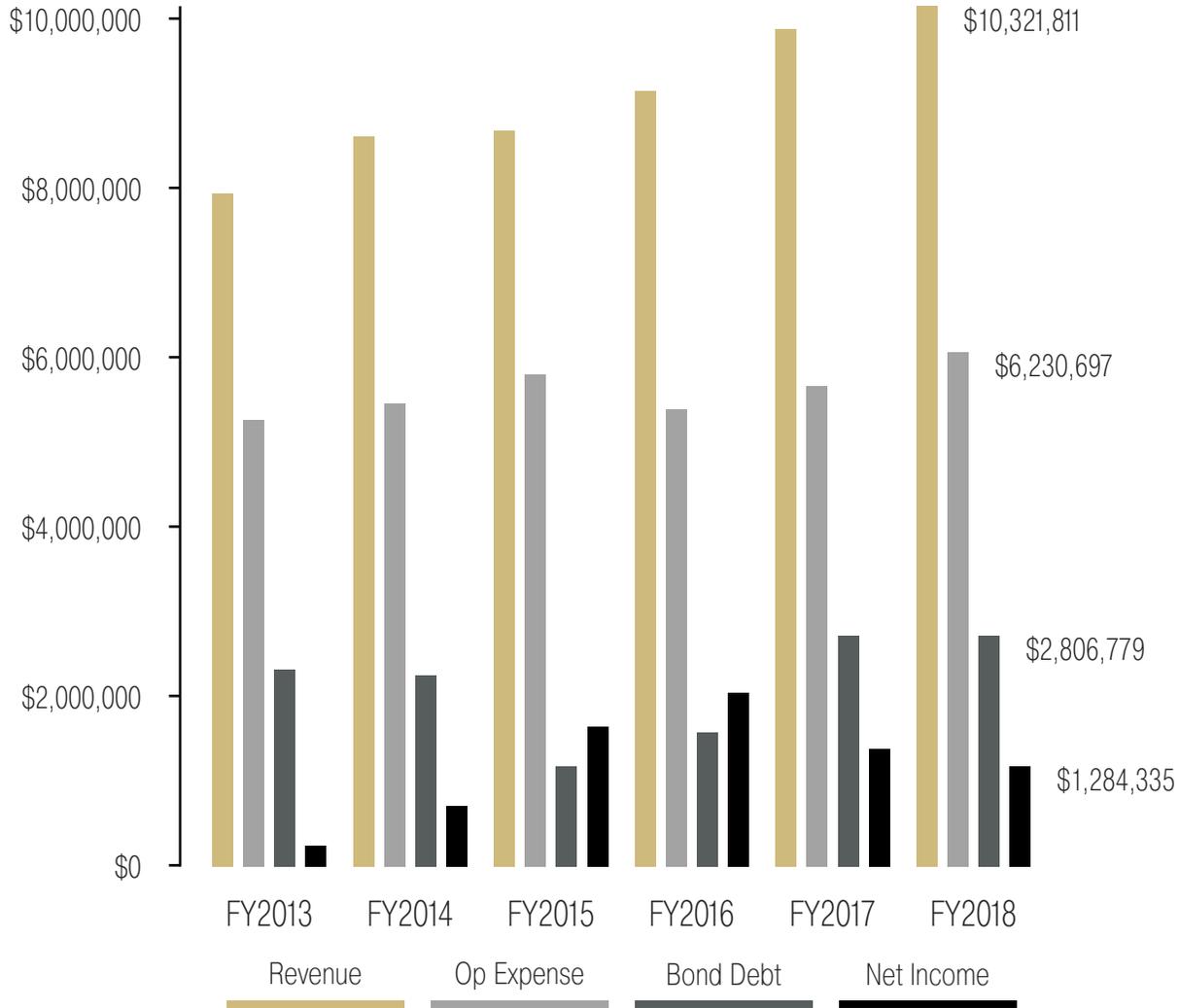
Table of Contents

| | |
|-------------------------------------|----|
| Finance | 1 |
| Strategic Initiatives Achieved | 4 |
| Inventory | 5 |
| Infrastructure and Capital Projects | 6 |
| Enforcement | 7 |
| Events | 8 |
| Customer Service | 9 |
| Permits | 10 |
| Communications | 11 |
| Transportation Options | 13 |
| Giveback | 15 |

Finance

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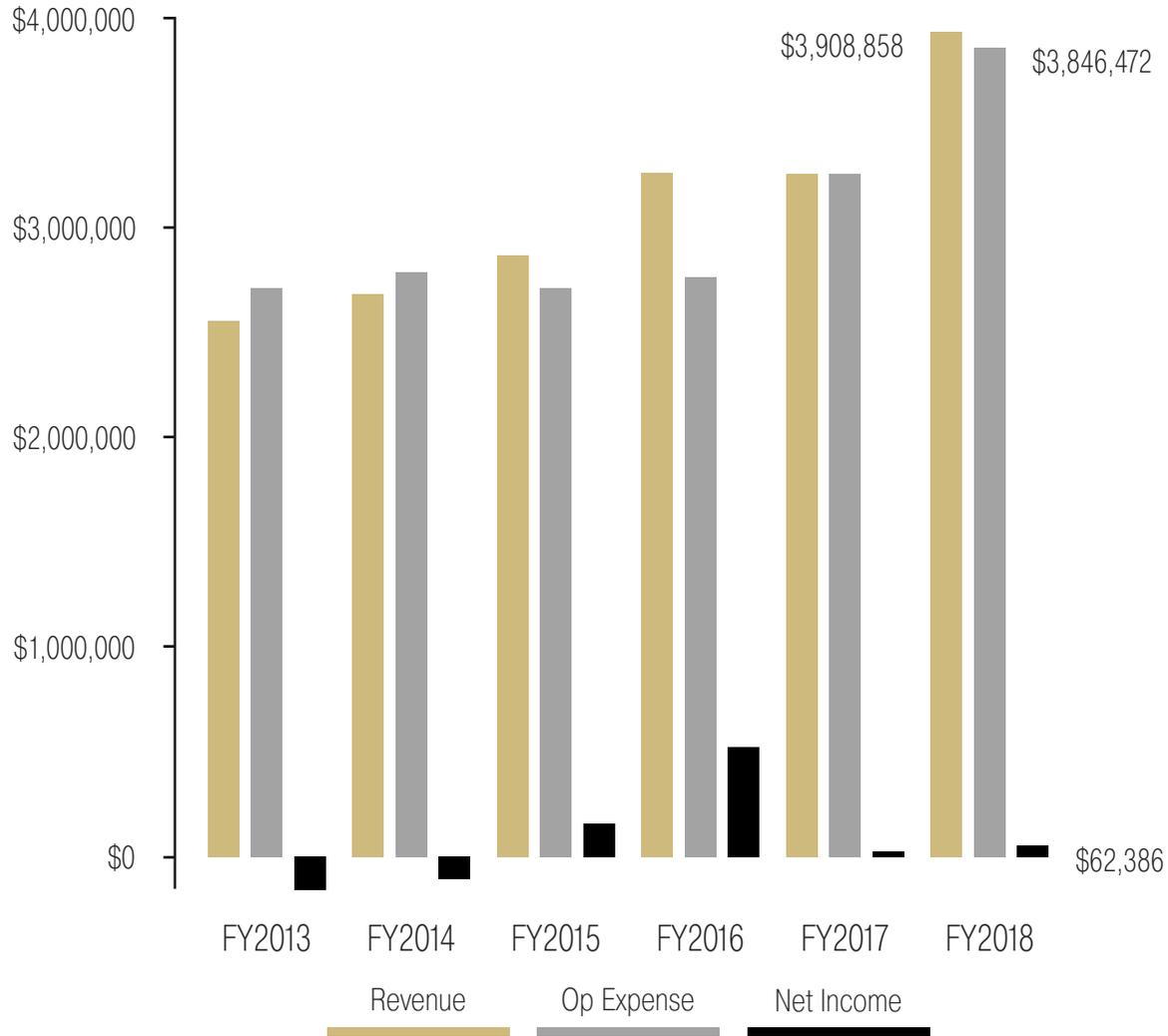
Parking Financials Six Year History



PARISH TRANSPORTATION SERVICES

Finance

Transportation Financials Six Year History



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Finance

| | FY17 | FY18 | |
|---------------------------------------|---------|---------|-------|
| Revenue per Permit Space | \$675 | \$717 | 6% ↑ |
| Return per Permit Space (Direct only) | \$516 | \$558 | 8% ↑ |
| Revenue per Meter Space | \$1,831 | \$2,078 | 13% ↑ |
| Return per Meter Space (Direct only) | \$1,410 | \$1,733 | 23% ↑ |

Strategic Initiatives Achieved

- ✓ Presell event permits
- ✓ Credit card payments during events
- ✓ Faculty, staff and student virtual permits
- ✓ Manage permit sales for Bear Creek Apts.
- ✓ Customer Service lobby remodel to meet ADA compliance
- ✓ Enforcement staff equipped with body cameras
- ✓ Increased warnings as educational opportunities
- ✓ LPR permit integration
- ✓ Eliminated service meters
- ✓ Addition of lot 125 (Resident student parking)
- ✓ Performed Preventative Maintenance: \$354,162
- ✓ Removed all parking lot entrance gates
- ✓ Increased trainings for staff
- ✓ Partnered with City of Boulder for Park to Park (Chautauqua)

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Inventory

FY18

Total University
Parking Spaces **11,607**

Total PS Controlled
Parking Spaces **9,015**

7,148 Permit

1,433 Visitor

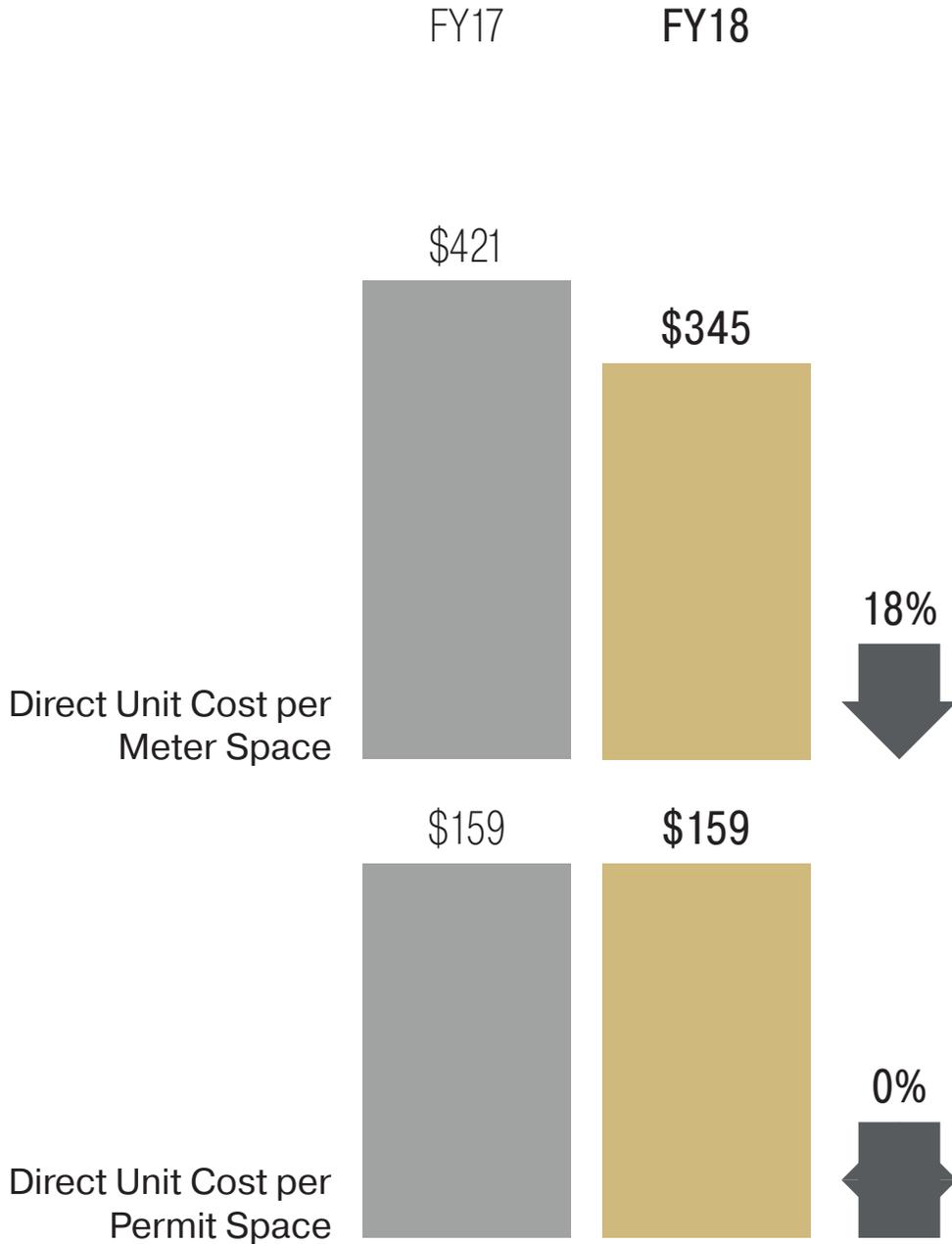
262 Motorcycle

139 Service

33 Loading

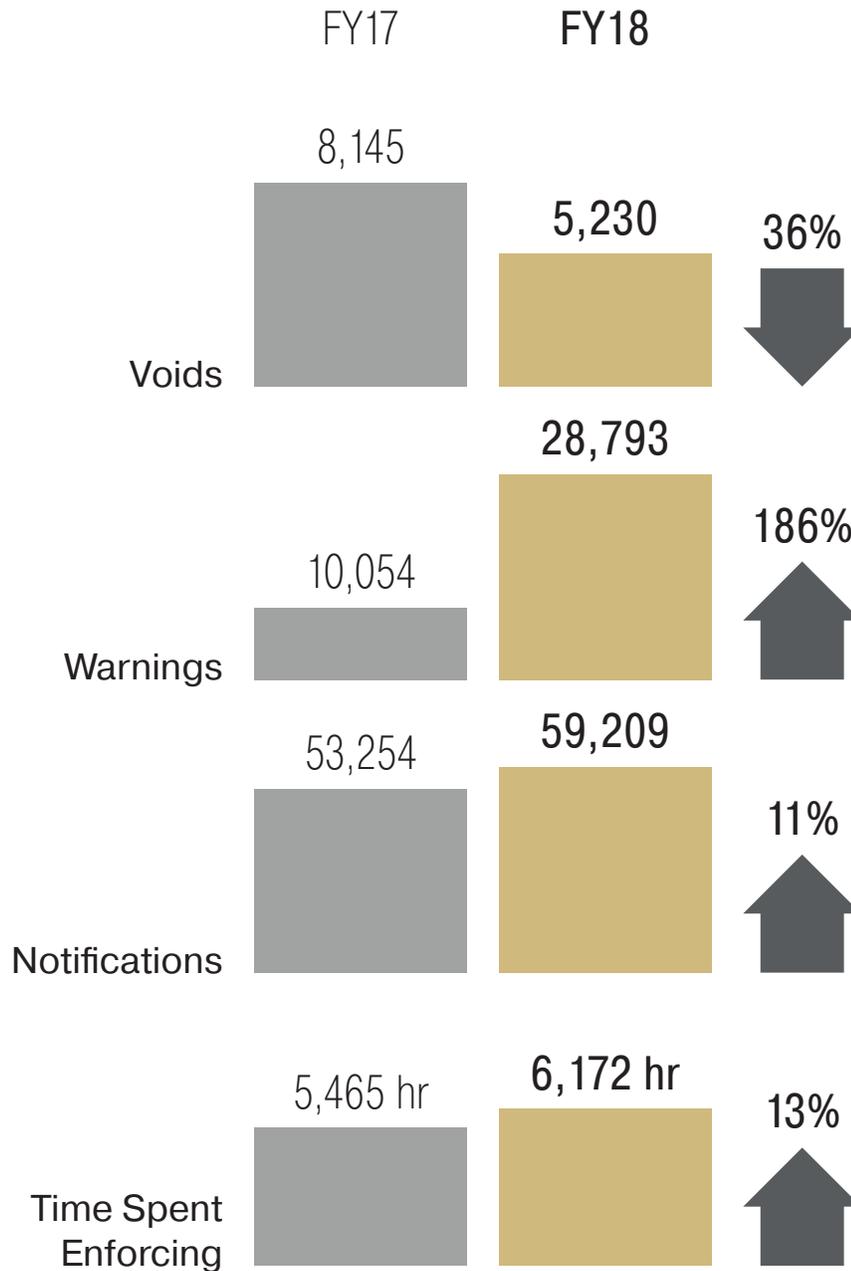
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Infrastructure and Capital Projects



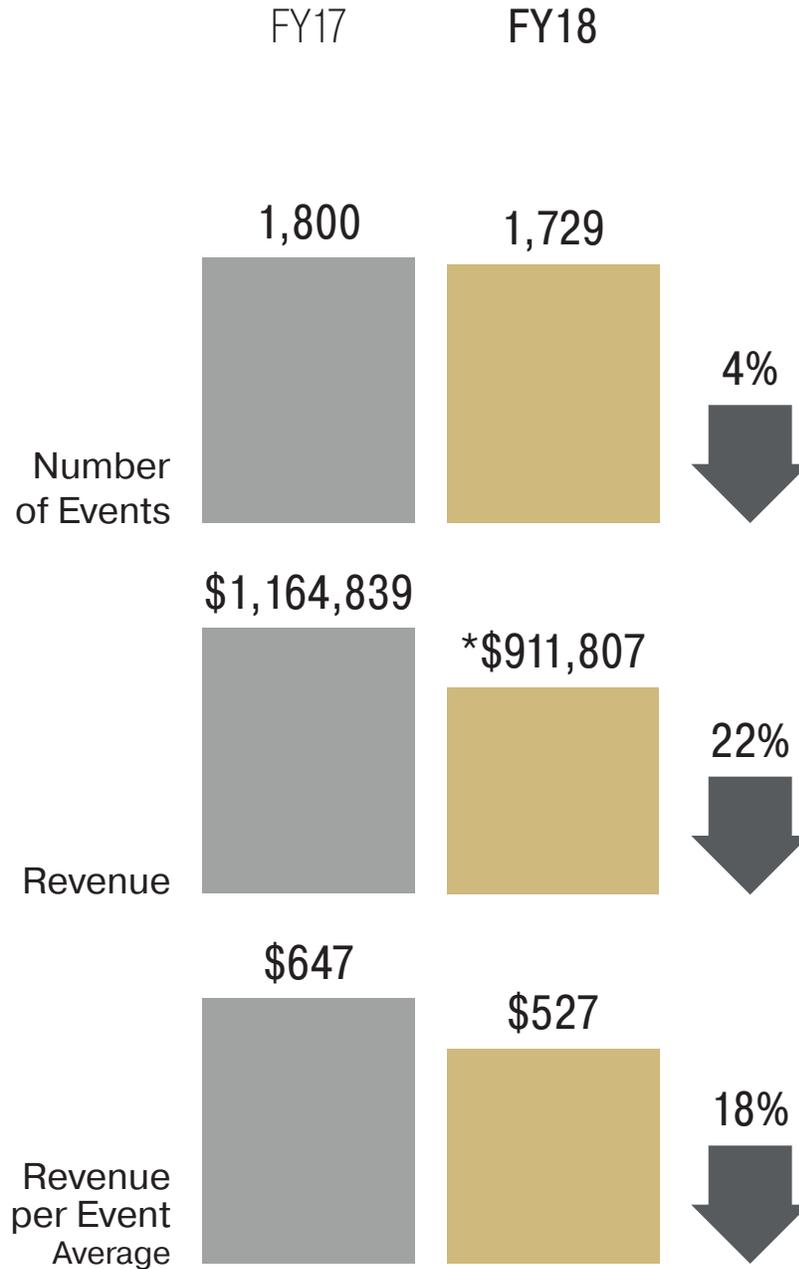
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Enforcement



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Events



*No Folsom Field concerts held in FY18.

Customer Service

FY17

FY18

Customer Service Calls

*19,720

20,022

1.5%



*Did not track FY17 calls until November 2016. Applied comparative percentages from known data to estimate FY17 call volume.

28s faster

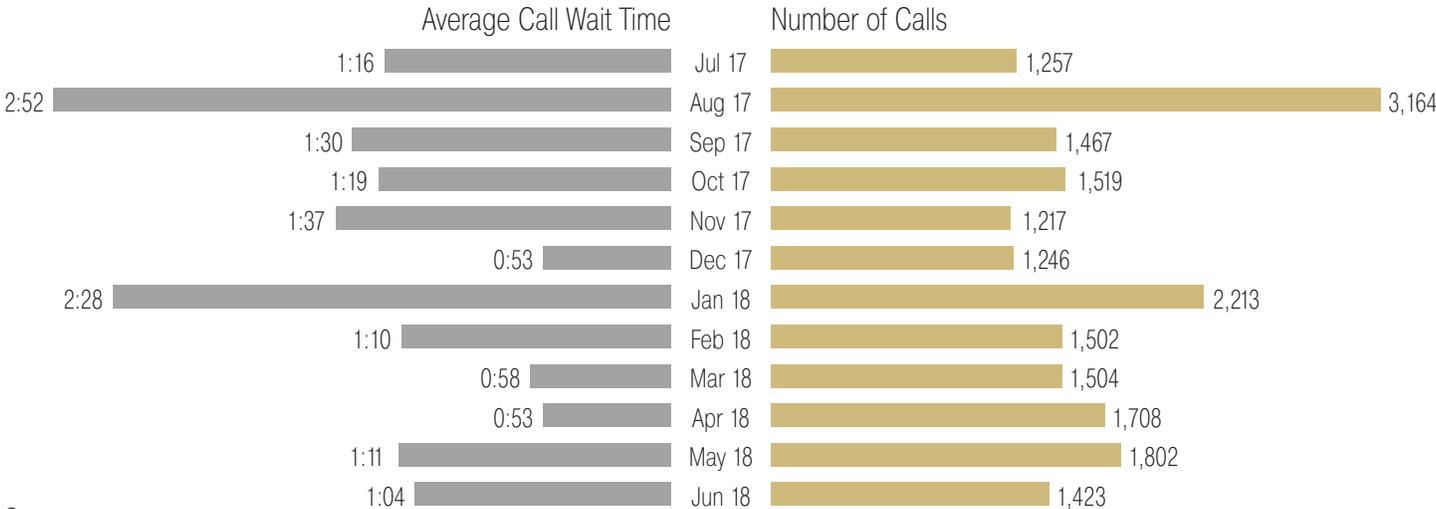


Call Wait Time Average

1m54s

1m26s

Call Data per Month



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Permits

| | FY17 | FY18 | |
|-----------------------------------------|-------|-------|--------|
| Faculty/Staff Permits | 3,622 | 3,825 | 6% ↑ |
| Fall & Academic Year Student Permits | 3,565 | 3,900 | 9% ↑ |
| Fall & Academic Year Student Waitlist | *655 | 1,536 | 135% ↑ |
| † Unmet Student Demand per Permit Space | 16% | 28% | 82% ↑ |

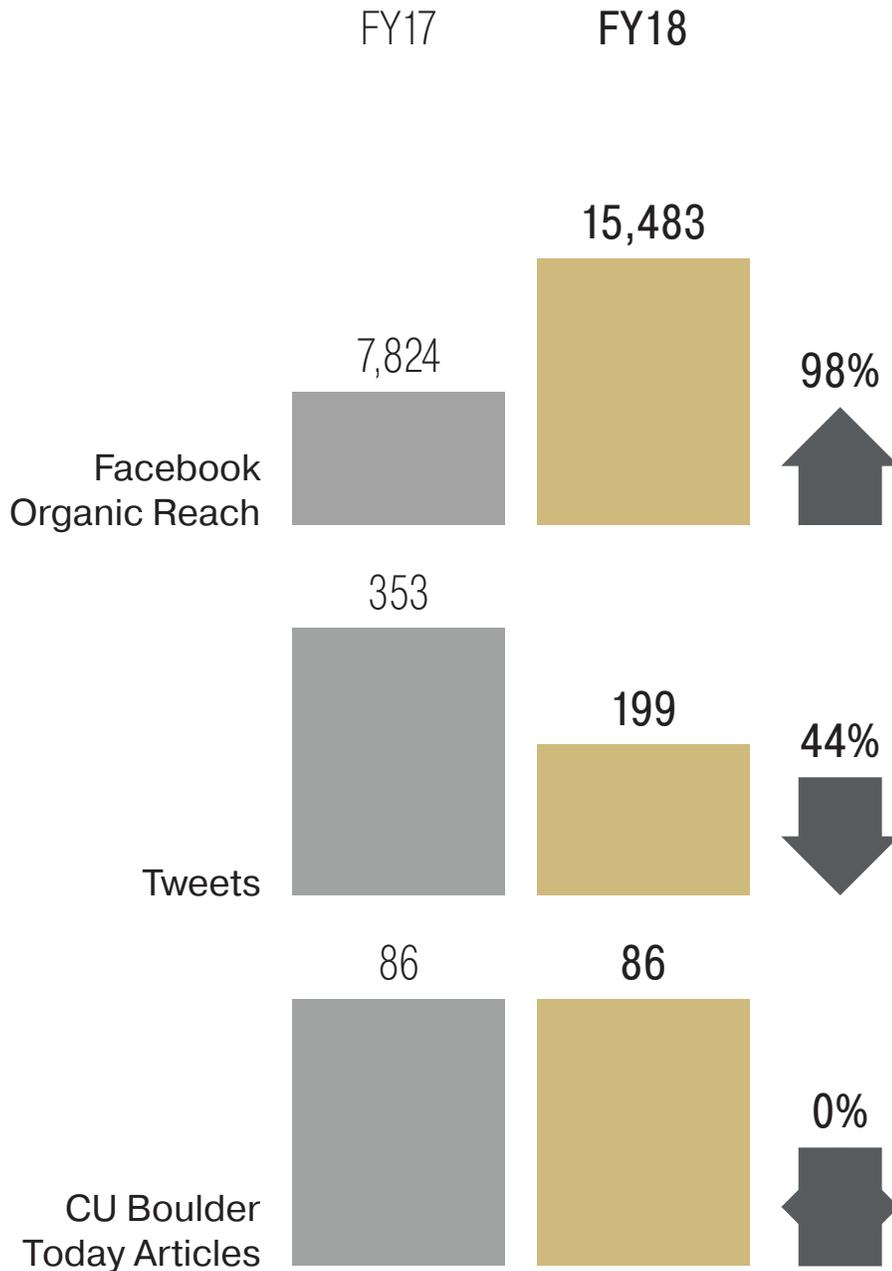
* Waitlist feature began in FY17

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

Employee, Student & Visitor Permit Revenue **\$5,129,969**

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Communications



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Communications

*Email Analytics **25,960** Emails Issued **99.8%** Delivery Rate **57%** Open Rate

*Trackable email distribution began April, 2018. This number reflects emails sent in the final three months of FY2018.

483,903 Website Visits Total

1,327 Website Visits per Day

Popular Web Pages Student Permits
Getting Around by Bus
Events
Short-term Parking

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Transportation Options

Electric Vehicles & Carshare

Grants were obtained to cover the cost of additional chargers on campus.

2,880 EV Sessions

41 EV Sessions per Charger
Monthly Average

11.29 Metric tons of Green House
Gases avoided

581 Zipcar CU Members
Monthly Average

5,300 Zipcar
Reservations

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Transportation Options

Vanpool

FY17

FY18

Vanpool Vans
Monthly Average

5

7

39%



Vanpool Riders
Monthly Average

24

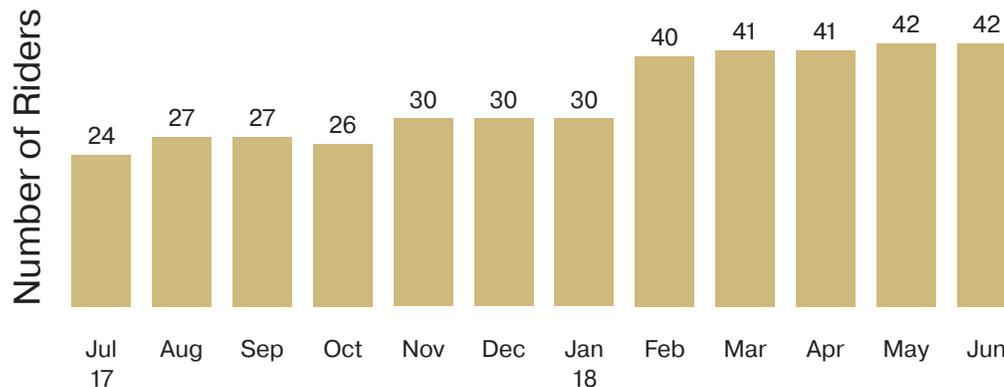
33

38%



Vanpool Riders
per Month

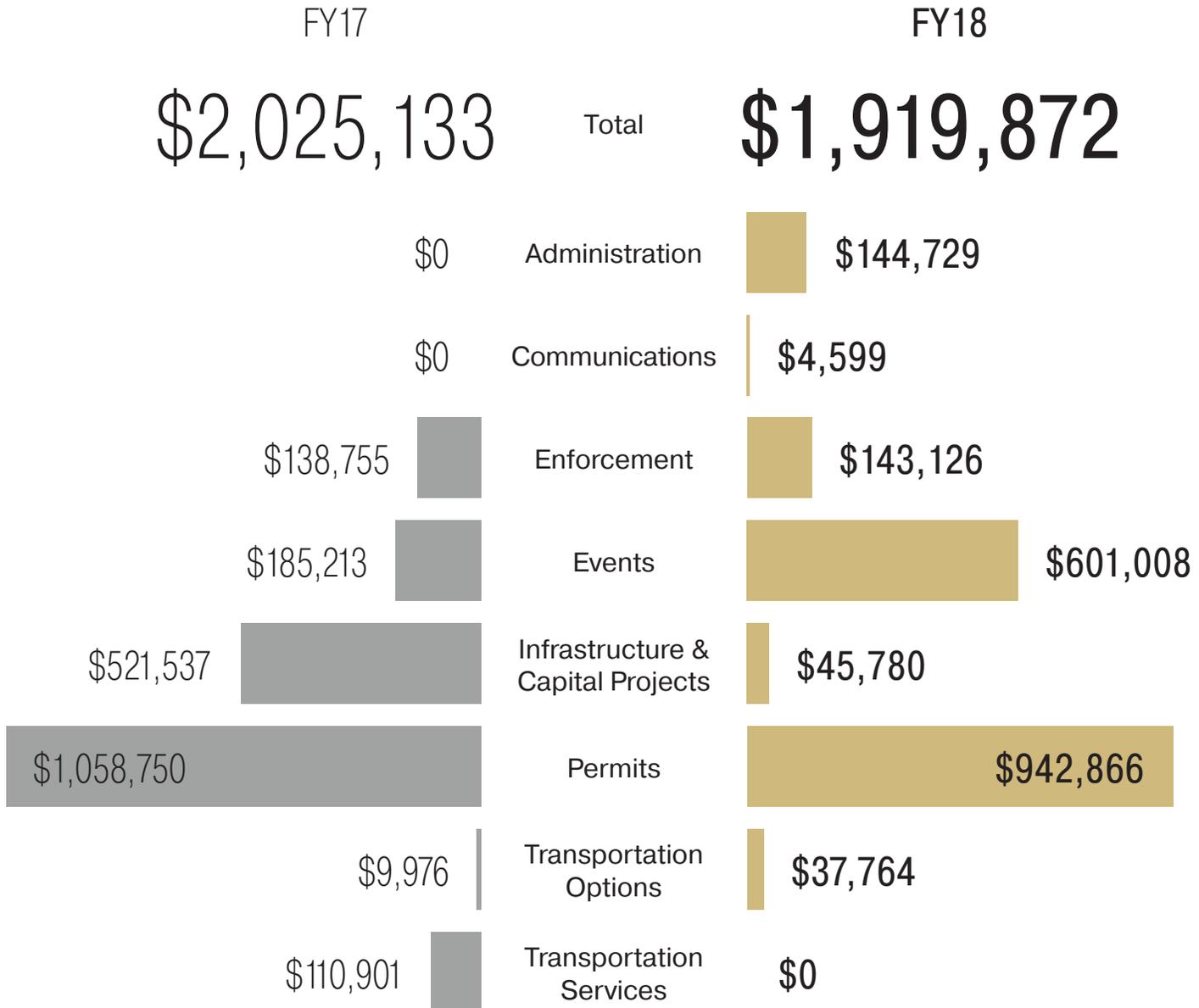
Collaboration with CU's Employee Services allowed additional vanpooling incentives for Front Line Service Employees.



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Giveback

Parking Services (PS) gave back, to the university, \$212 per PS managed parking space.



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Be respectful. Be communicative. Be accountable.

Be Boulder.