



Parking & Transportation Services  
UNIVERSITY OF COLORADO **BOULDER**

# Annual Report

The background of the slide is divided into two main sections. The left section is a solid gold color with a repeating pattern of thin gold lines forming a grid of irregular hexagonal shapes. The right section is white with a black topographic contour map pattern. The text 'FY2017' is positioned at the bottom right, overlapping the white section.

**FY2017**

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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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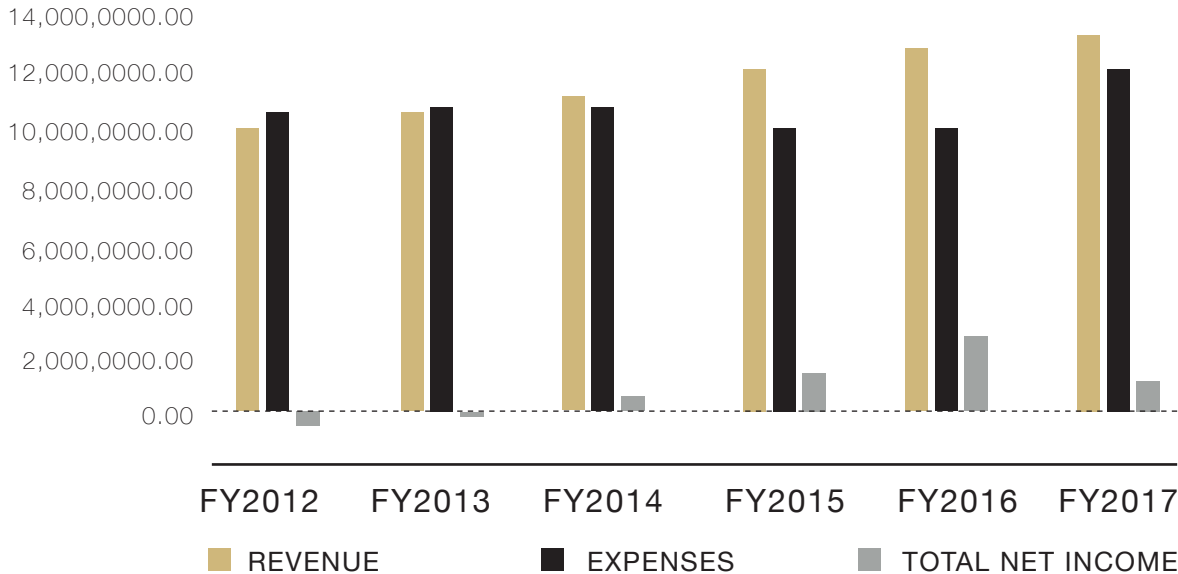
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## **Sustainability**

Alternative options for transportation to and around campus

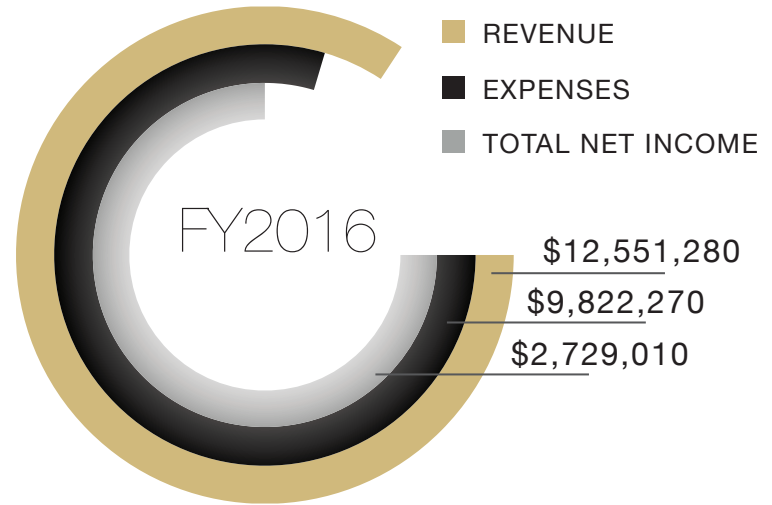
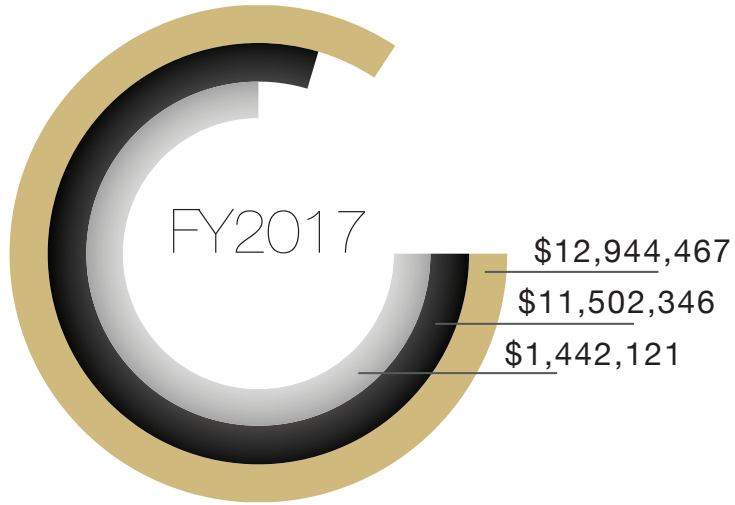
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## PTS Revenue and Expenses



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.

# Financials



2017 FINANCIALS

REVENUE | **3.1%** ↑

EXPENSES | **17.1%** ↑

TOTAL NET INCOME | **47.2%** ↓

PARKING

\$9,708,463

\$8,267,483

\$1,440,980

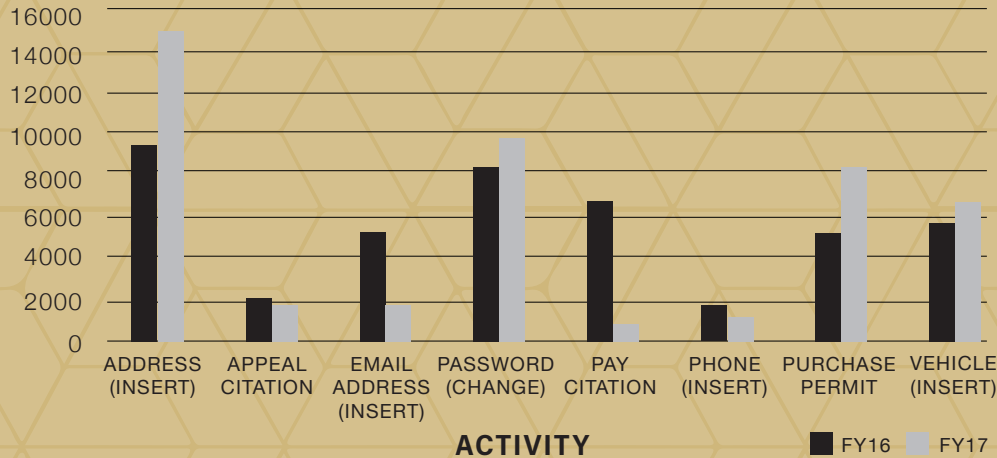
TRANSPORTATION

\$3,236,004

\$3,234,863

\$1,141

## Flexport Transactions by Activity

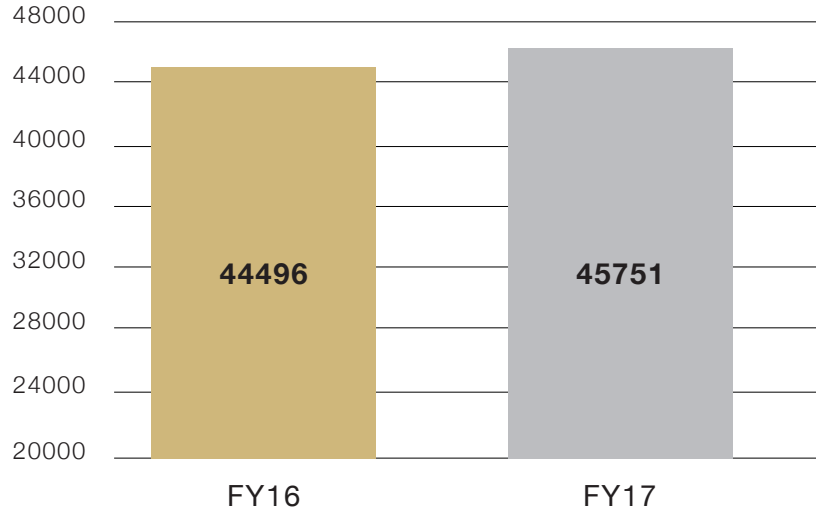


Parking Services' customers are able to log into their parking permit account through the PTS e-commerce (third-party) website to complete vehicle updates, payments and edit personal account information.

# E-Commerce

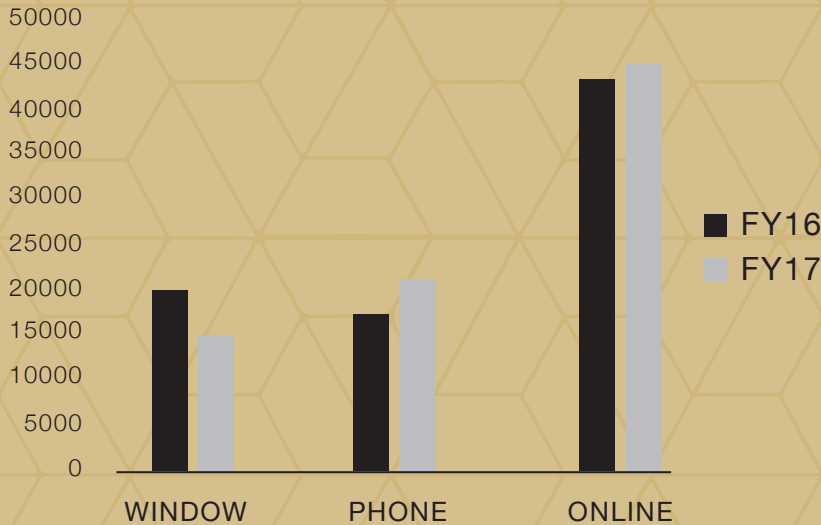
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## Flexport Transactions



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.

## Customer Service Contacts



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.

# Customer Support



## ENFORCEMENT

Enforcement is now fully engaged in our Customer Education Program in an effort to increase customers' awareness of PTS parking policies.

REVENUE BY ENFORCEMENT INCREASED:

7.9%

OR:

\$82,706

FY2017

TOTAL CITATIONS

23.5% ↑

53,254 citations

WARNINGS WRITTEN

312.2% ↑

11,419 warnings

Customer Education Program  
\*Initiated in FY2016

VOIDS

33.0% ↑

8,145 voids

Customer Education Program  
\*Initiated in FY2016

## EVENTS

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

REVENUE BY EVENTS INCREASED:

18.5%

OR:

\$181,981

FY2017

1800 Events

FY2016

1410 Events

# Enforcement & Events



## EXPERIENCE

In FY2017, there was a combined total of **450.75** years of PTS employee service.

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## EMPLOYEE TRAINING AND CONFERENCES

**1,875** Hours

# Human Resources

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

**1 Annual** Employee Appreciation Event

**17 Total** Employee Events

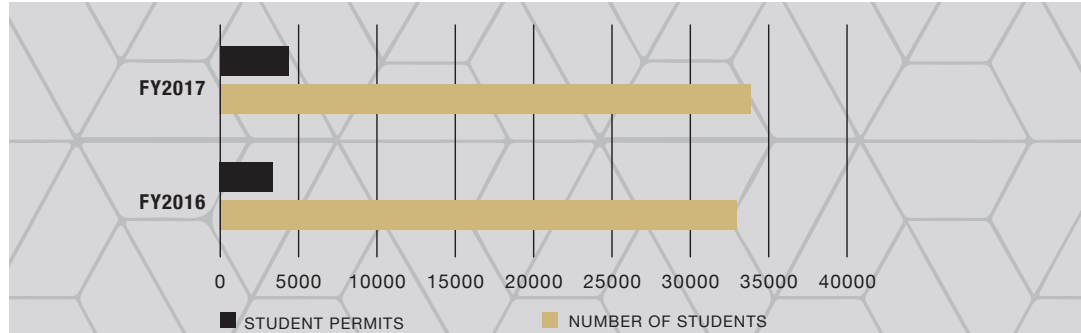
**2 Department** Community Service Activities

**4 Employee** All-Staff Meetings

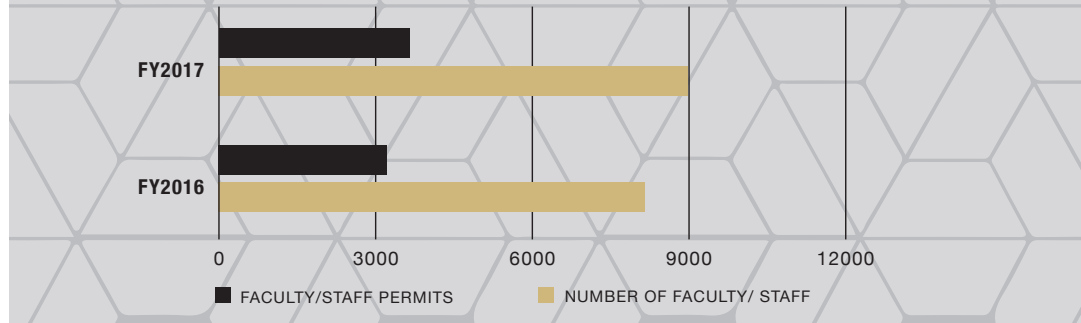
**29 New** Positions in FY2017

**22 New** Hires or Transfers

Student Permits vs.  
Total Number of CU  
Boulder Students



Faculty and Staff  
Permits vs. Total  
Number of CU Boulder  
Faculty & Staff



# Permits

\$624 revenue per permit space

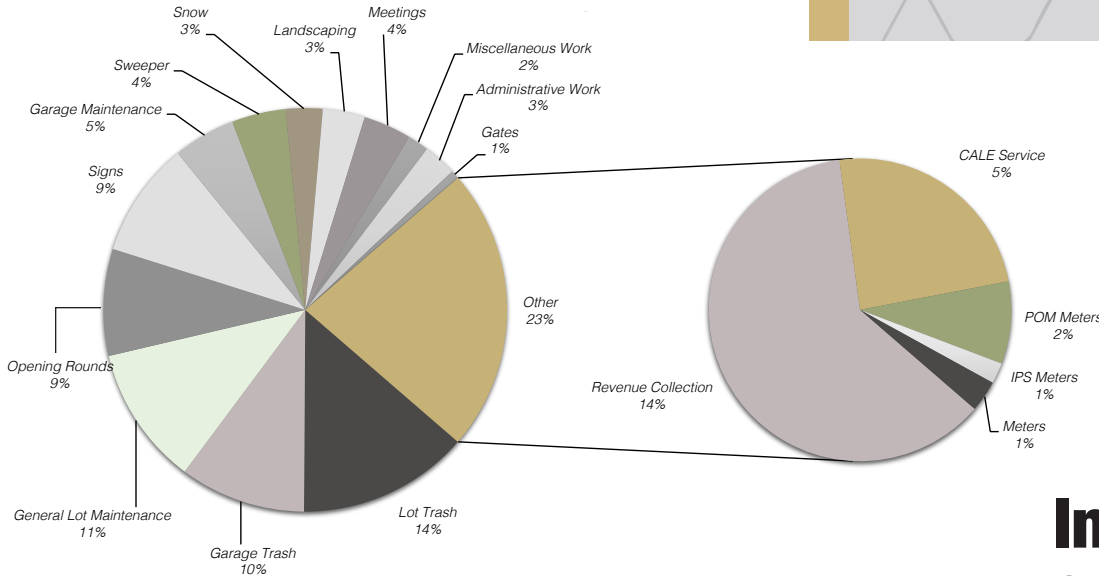
**\$2,025,133**

**TOTAL PTS CONTRIBUTIONS TO  
CU BOULDER CAMPUS**

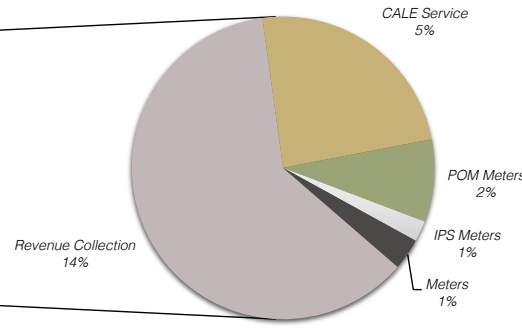
**Contributions**

# TIME SPENT: FY2017

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



NEW LOTS	SPACES	TYPE
556	456	Permit
550	50	Visitor
618 West	88	Visitor



**\$2,327** revenue per visitor space

# Infrastructure & Capital Projects

CU BOULDER  
TODAY ARTICLES

**86** Articles

2 MORE THAN FY2016

TABLING EVENTS

**100%** ↑

6 MORE IN FY2017

2017 PARKING  
MAP DISTRIBUTION

**17,500**



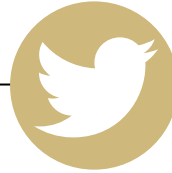
FACEBOOK

**24%** ↓

IN POSTS

FY2017

**118** Posts



TWITTER

**110%** ↑

IN TWEETS

FY2017

**353** Tweets



EMAILS

**75%** ↑

IN CAMPUS NOTIFICATION  
EMAILS

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

# Sustainability