



Parking & Transportation Services

Annual Report
Fiscal Year 2018
July 1, 2017 – June 30, 2018

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From the Director

Winter is rapidly approaching which means that it is time for UD's Parking & Transportation Services 7th Annual Report. This report will provide the University community with a recap of the year that has passed, a preview of what is to come along with information about how parking revenues are used to accomplish our mission of balancing the diverse transportation needs of the University community while providing first-class customer service.

This annual recap begins with a snow report as this expense has proven to be directly related to our ability to achieve financial break-even, which is an underlying goal as we are expected to be a self-supported organization. While the total quantity of snow that fell this year was fairly typical, the frequency of snow events proved to be our problem as numerous small events occurred each week throughout the winter which resulted in a heavier than expected spend for snow removal of \$562,000. This proved to be a contributing factor to finishing the year with a \$300K+ operating deficit. Thankfully, contingency reserves carried over from past years allowed us to cover the deficit while still maintaining the parking facilities and completing some capital projects.

Below are some of the notable accomplishments achieved by Parking & Transportation Services in FY18:

- Completed the auto-renewal of 2,974 parking permits for staff and retirees; this was the first renewal for the permit-holders that chose auto-renewal the previous year when this program first began.
- Successfully converted the Visitors Center lot and the CFA garage to the more welcoming and customer-friendly gateless parking system with associated kiosks.
- 4th annual Cans for Cites food drive/citation amnesty program turned 444 citations into 3,937 lbs. of non-perishable items donated to the Delaware Food Bank. This initiative continues to be the most popular program that we have.
- Added a heavy-duty lift system and updated other garage equipment at the Vehicle Maintenance shop allowing more repairs to be performed on-site so the vehicles can be returned to service more quickly.
- Acquired a new medical transport vehicle with a built-in electronic wheel-chair lift to better serve the University community with our Student Health transport service.
- Continued the popular complimentary exam week parking at Visitors Center (near Morris Library) and associated late night exam week shuttle service from the library to the student's residence.
- Transportation Services continued its popular semi-annual service – UDrive Vehicle Check-ups. In advance of Thanksgiving break and Spring break, Vehicle Maintenance staff perform complimentary vehicle safety inspections and fluids top-off for faculty, staff and students at the Transportation complex.

Looking forward to FY2019, we are planning to continue our initiative to remove gates in visitor parking areas by converting the Trabant garage to this new method of operation in late summer 2018. We are also anticipating the arrival of six new shuttle buses during winter 2018/2019 which will help us deliver more reliable transportation services to the Newark campus.

Of course, we will continue to rely on our customer's feedback for many of our new initiatives as we honor our commitment to provide the services that the UD community wants and needs. We look forward to hearing from you!

Sincerely,



Richard Rind
Director, Auxiliary Services
University of Delaware

PARKING & TRANSPORTATION SERVICES

UD Parking & Transportation Services • Departmental Scope

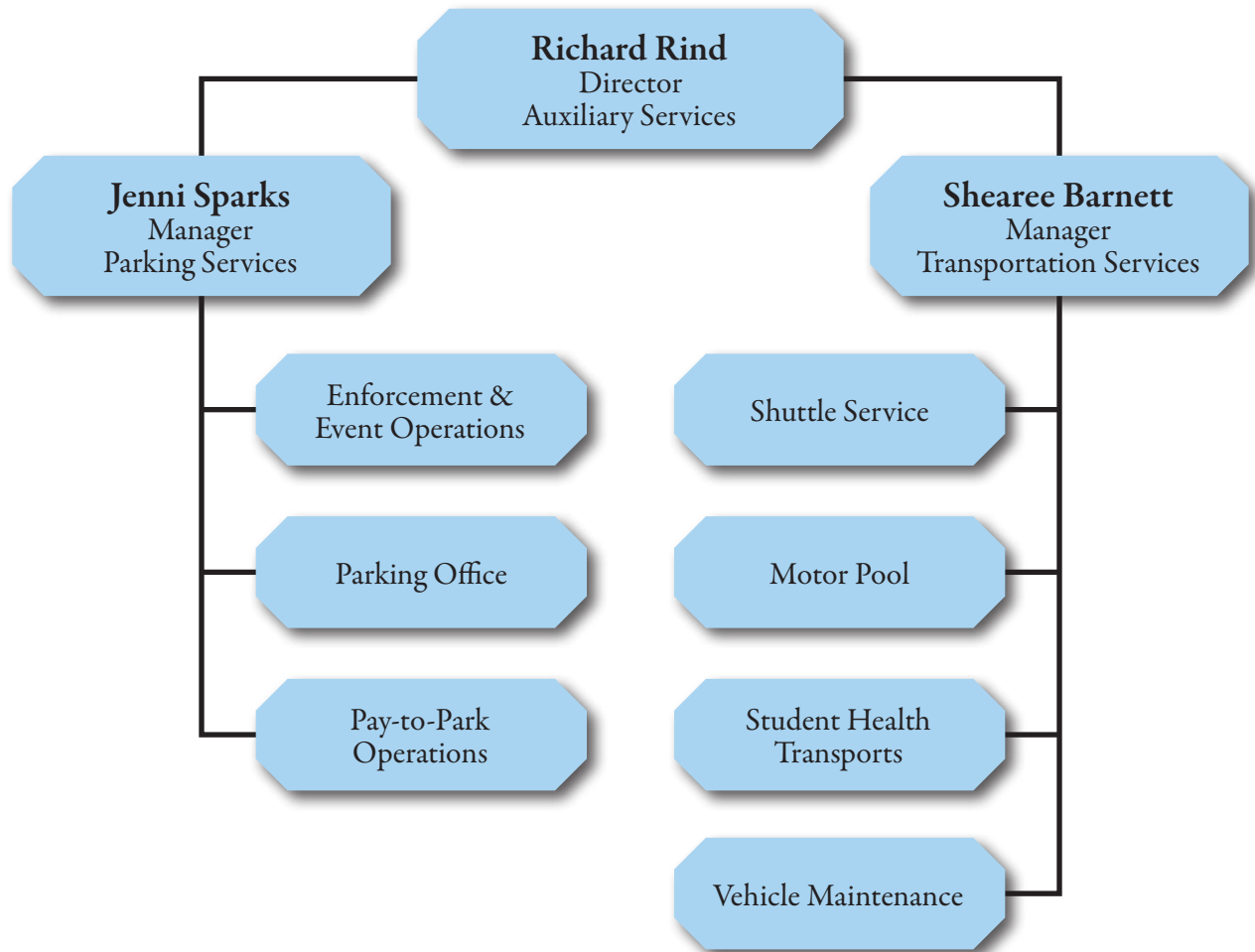
Mission

The mission of Parking & Transportation Services is to balance the diverse transportation needs of the University community while providing first-class customer service.

Responsibilities

- **Manage campus parking supply:** Allocate the 9,415 parking spaces on the Newark campus to best serve the University community, which includes faculty, students, staff, visitors, contractors and UD service vehicles while ensuring adequate, accessible and well-maintained parking facilities.
- **Administer permit and pay-to-park programs:** This involves issuing faculty, student and staff parking permits as well as managing the visitor parking program, which includes issuing visitor permits along with overseeing the pay-to-park locations (3 garages plus Visitor's Center Lot) and parking meters campus-wide.
- **Coordinate special event parking:** The large number of events held across campus highlights the need for close management of parking resources to ensure reasonable parking availability for all user groups.
- **Enforce parking regulations:** Our enforcement efforts include automated systems such as card access systems, LPR-equipped vehicles, kiosks and gate controlled entrances/exits as well as our enforcement staff members who patrol lots, provide customer assistance (i.e., lock-outs, jump starts) and issue citations to those who violate parking regulations.
- **Manage citation adjudication and appeals process:** This involves collections of parking citations and operating the appeals process, which includes administrative review and an Appeals Board composed of representatives from all areas of the University.
- **Develop/update parking regulations:** With the assistance of the Parking & Transportation Advisory Committee, regularly review policies and recommend revisions, additions, deletions, etc. to better serve the needs of the University community.
- **Develop/update/implement bicycle policies and infrastructure:** Initial efforts have focused on policy creation, bike registration and storage. Expanding, maintaining and improving bicycle infrastructure (racks, repair stations, shelters) is a core responsibility as well.
- **Operate UD Shuttle & Unicity bus systems:** The UD Shuttle bus system is the primary means of campus transportation for students and staff and also serves limited off-campus residential destinations. The Unicity bus service is provided in conjunction with the City of Newark and provides city-wide transportation to the UD community and the general public.
- **Operate Student Health Transport services:** In partnership with Public Safety, UD Transportation Services provides transportation to those students requiring long- or short-term assistance moving around campus, as approved by the Office of Disability Support Services or Student Health Services.
- **Provide/coordinate charter bus service for University use:** Many UD departments, athletics teams, student organizations, etc. require special charter service which is provided by UD buses and personnel when available or coordinated through outsourced providers when UD buses are unavailable and/or coach buses are required.
- **Operate UD Motor Pool operations:** Motor Pool maintains a regularly serviced base fleet of 37 rental vehicles for temporary business use by the University community. Also responsible for registration and titles for all motor vehicles owned by the University and insured through the State of Delaware located on the Newark, Wilmington, and Lewes Campuses. Motor Pool is the liaison to the University Risk Management and State of Delaware Insurance Coverage Offices for purposes of motor vehicle and property damage claims arising from use of University owned motor vehicles.

UD Parking & Transportation Services • Organizational Chart



UD Parking & Transportation Services • FY 2017–2018 Statistics

Pay-to-Park Vehicles	193,102
Parking Spaces	9,415
Permits Sold	17,364
Citations Issued	23,782
Citations Waived	6,715
Shuttle Buses	19
Passengers Transported	1,057,464
Motor Pool Rental Fleet	37
Motor Pool Rentals	1,194
Student Health Transports	3,374
Lock Outs Performed	142
Jump Starts Performed	270
Tire Inflatons	41
Emergency Fuel	2

UD Parking & Transportation Services • Financial Summary
FY 2018 (July 1, 2017 – June 30, 2018)

REVENUE	
Description	Actual FY18
Parking (Garages & Visitors Center)	952,184
Parking Permit Income	4,333,344
Parking Citation Income	535,310
Event Services	119,326
Parking Meter Income	925,712
Event Income	176,315
Total Revenue	7,042,191
EXPENSE	
Parking Operating Expenses	2,835,336
Garage Debt Service	1,650,429
Parking Facility Improvement Reserve	637,500
Contingency Reserve	(336,437)
UD Overhead Allocation	36,300
Vehicle Amortization	23,813
Bus Service Expenses	2,195,250
Total Expense	7,042,191
Net Margin	0



UD CANS for CITES Food Drive

