



Parking Services
UNIVERSITY OF COLORADO **BOULDER**



ANNUAL 2021 RE PORT

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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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Parking financials
Six-year history

Parking financials
R&R Fund Balance

\$12M

\$10M

\$8M

\$6M

\$4M

\$2M

\$0

-\$2M

-\$4M

\$10M

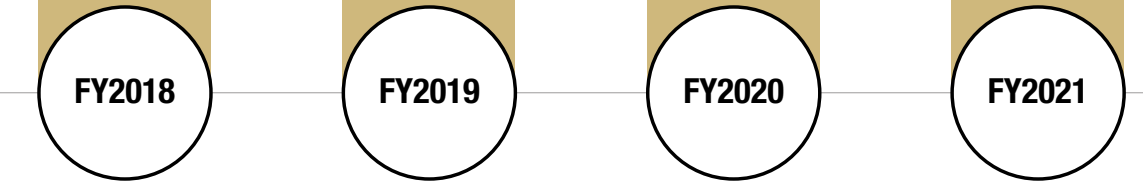
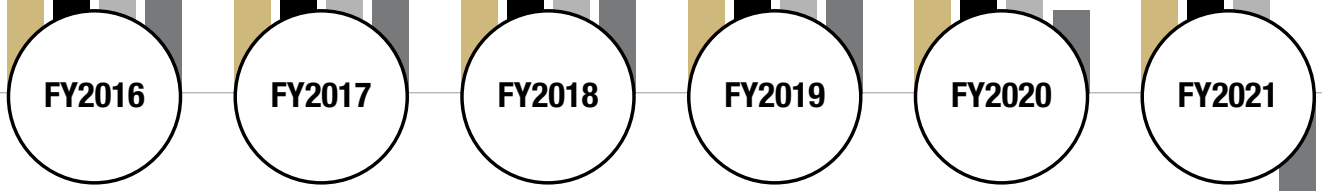
\$8M

\$6M

\$4M

\$2M

\$0



● REVENUE
 ● OP EXPENSE
 ● BOND DEBT
 ● NET INCOME

Strategic Initiatives achieved

Business (our Innovations, our Stewardship)



Culture

- Updated Events and Enforcement Job Descriptions
- Enacted “Reasonable Suspicion” Policy and Training
- Held Flagger Training for staff
- 12 Newsletters to team
- New Enforcement LPR Vehicle operational
- All Department PMP’s in Cornerstone
- Implemented Teams and ServiceNow to improve communications and delivery of service
- Created and filled a Customer Service Lead position
- Rotated Customer Service team to allow both at home and on site work options
- Created return to in person work plans
- Made Off Peak permits available to students online



Community

- SEEL Lot transitioned to Pay-to-Park
- Built Lot 532 on East Campus
- Enacted “one-Price” permit initiative
- Tiered Student permit sale
- Expanded EV chargers
- Implemented Early pay deduct for citations
- Lot Specific E-mail Communications
- Created and managed Critical Services Employee permits in response to COVID 19
- Presented Retiree permit strategy (1, 3, 5 year plans) including implementing virtual retiree permits
- Managed Critical Services Employee permits
- Extended Business Permits
- Opened Parkmobile zone for lot 414 over the summers
- Closed lot 360 to allow for outdoor student study space
- Moved students into lots near their residence halls
- Provided parking at testing locations for Custodial staff



Business

- Pre-sold Tier 4 Events
- Enacted New Communications at Customer Service Window
- Loaded T2 data in CU Data Lake
- 1135 Broadway converted to Pay-to-Park
- Monthly budget templates
- Began implementation of pretax permit deductions
- Transitioned to providing services remotely in response to COVID 19
- Took over ownership of all parking lots previously owned by Real Estate Services
- Completed all parking lot crack seal and patching in-house
- Completed all parking lot striping in-house
- Purchased Kubota to save on vendor costs for clearing small storms and hot spots
- Created virtual COVID Department Operational permit for workers working primarily remotely
- Assisted CUPD in setting up the appeal process for administrative citations
- Sold partial semester student permits to expire at Fall Break
- Began management of Graduate Family Housing lots/permits
- Completed RFP for new parking software system

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Inventory
FY2021

12,132

**Total
university
parking
spaces**

10,198

**Parking
Services
controlled
spaces**


8,326


Permit

1,241


Visitor

275


Motorcycle

218


Service

138


Loading



VISION To provide the best first and lasting experience.

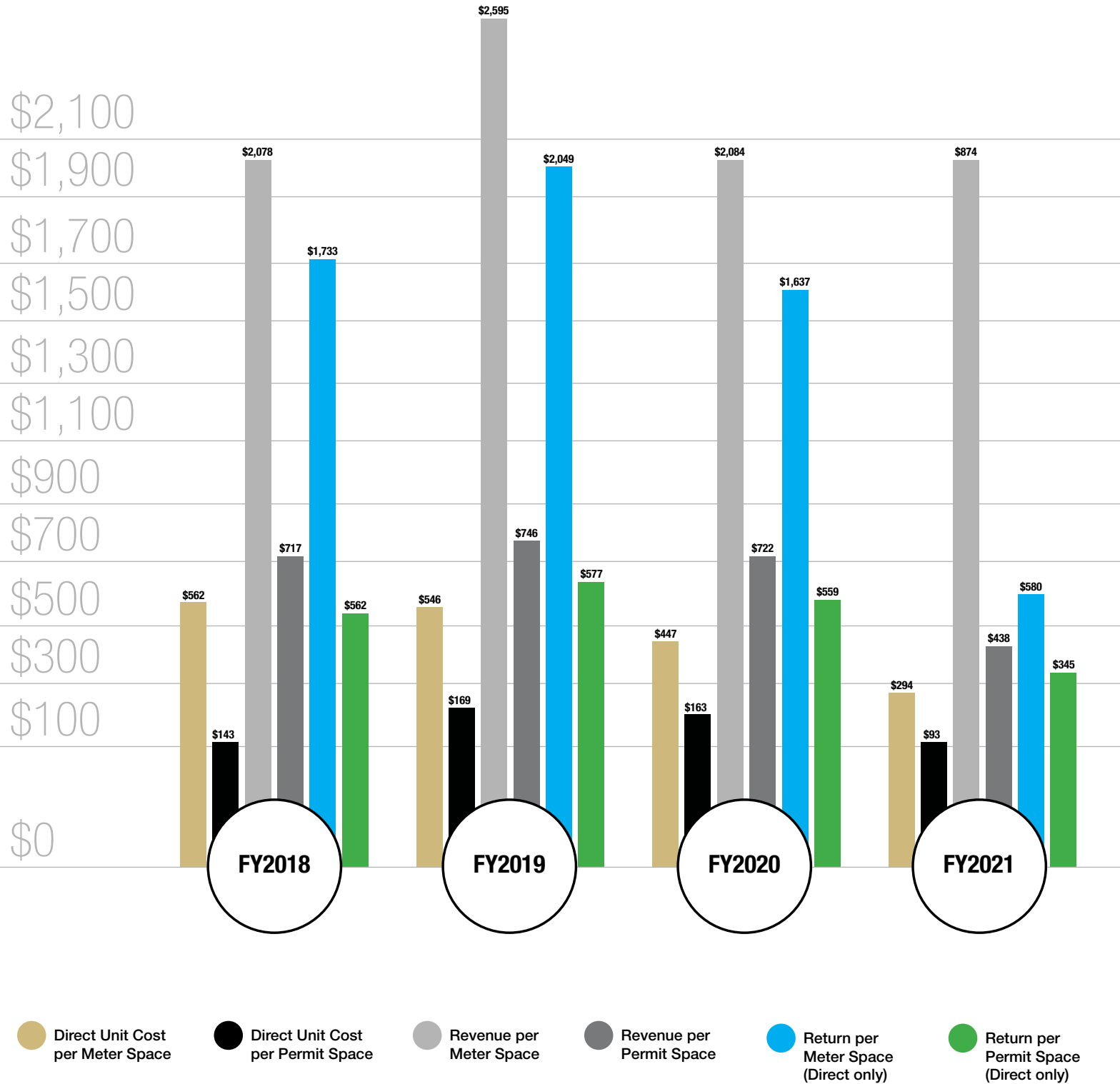


Infrastructure and capital projects

Business (our Innovations, our Stewardship)

Enforcement

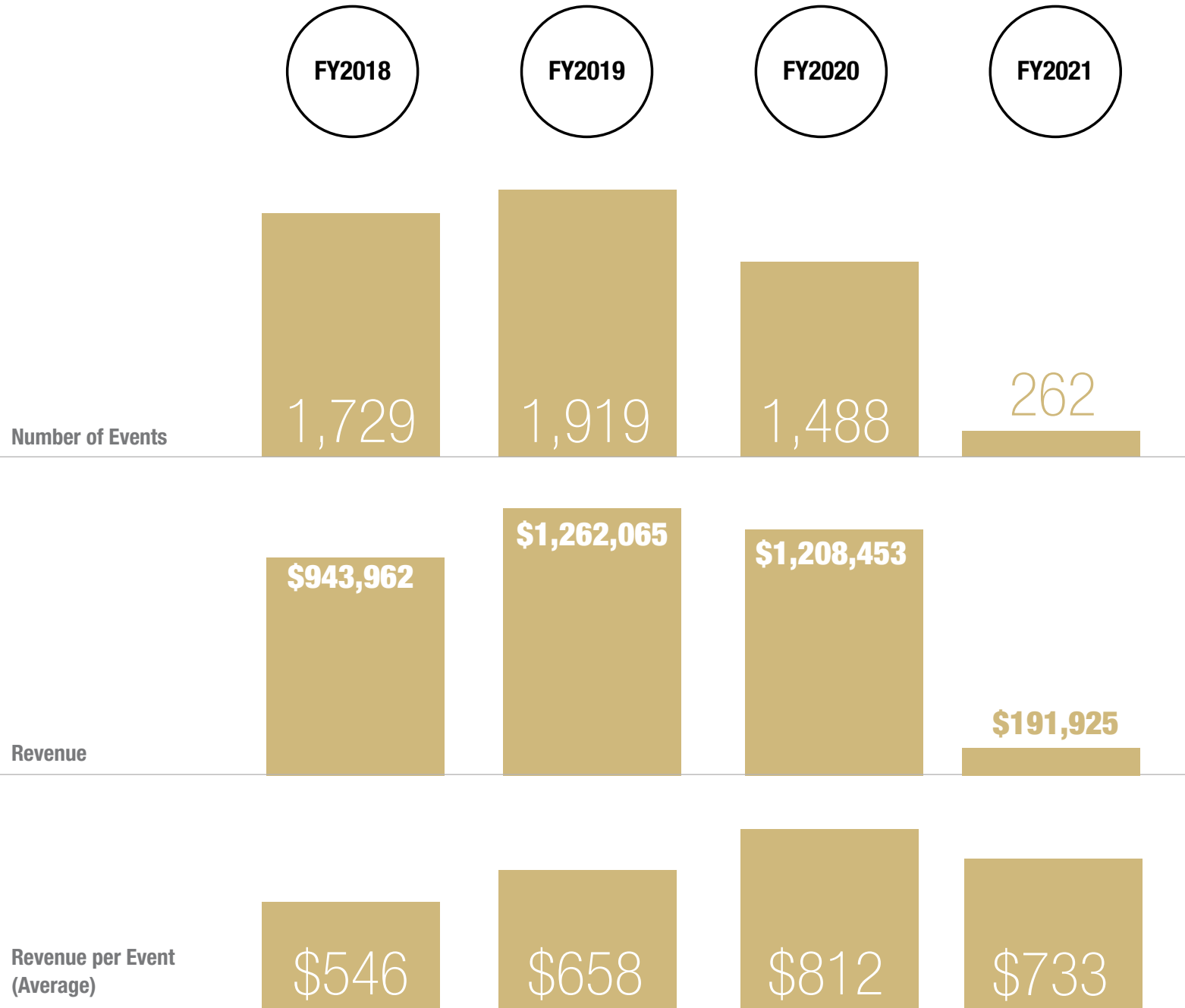
Be respectful, Be accountable



	FY2018	FY2019	FY2020	FY2021
Notifications	59,209	61,088	48,005	32,479
Avg. Percentage of Time Spent in the Field	77%	80%	74%	79%
Notifications per Hour of Field Time	7.4	6.7	8.0	4.0
Voids	5,230	3,971	3,209	2,164
Warnings	28,793	31,137	25,980	20,020
Citations	30,416	29,951	22,025	12,459

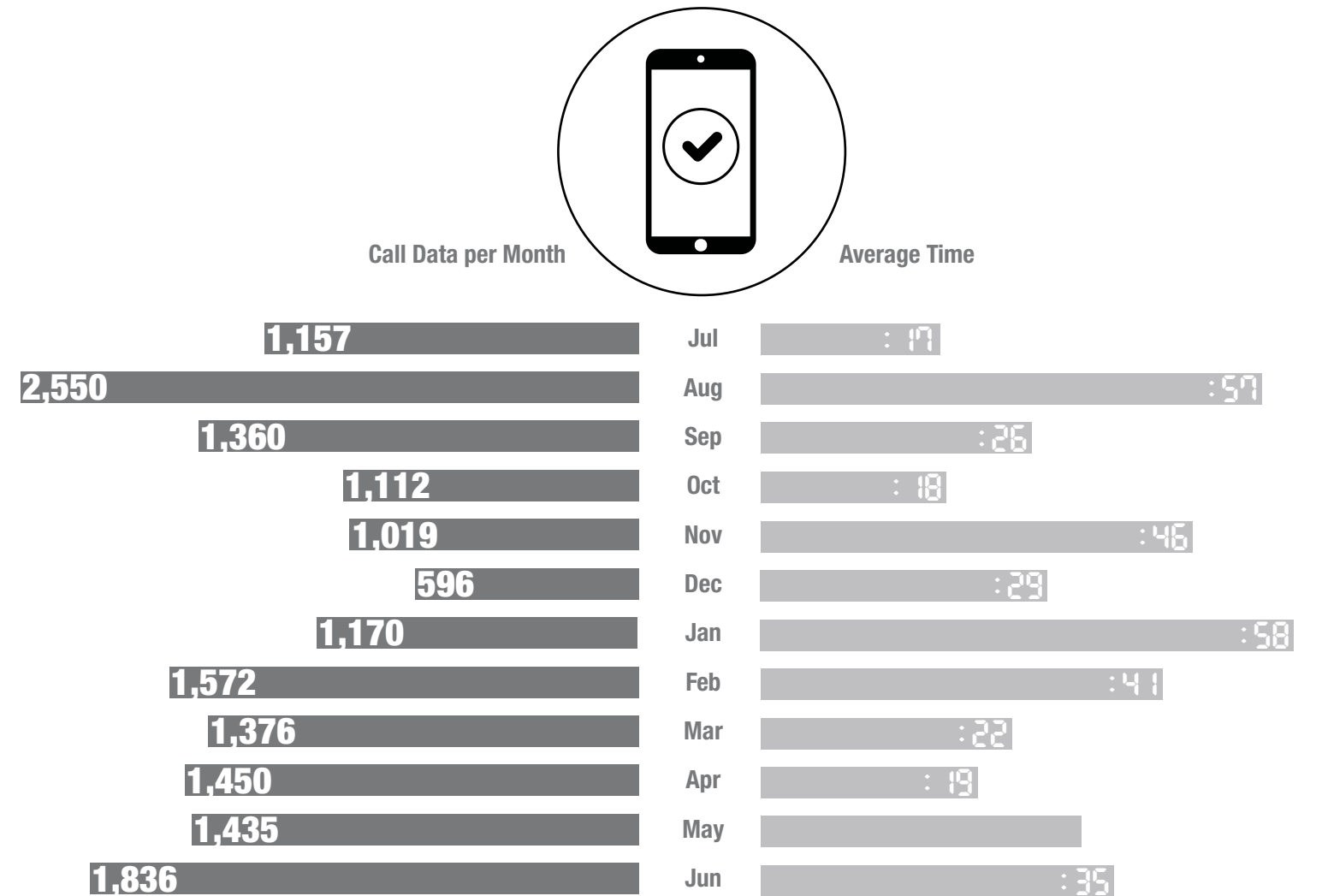
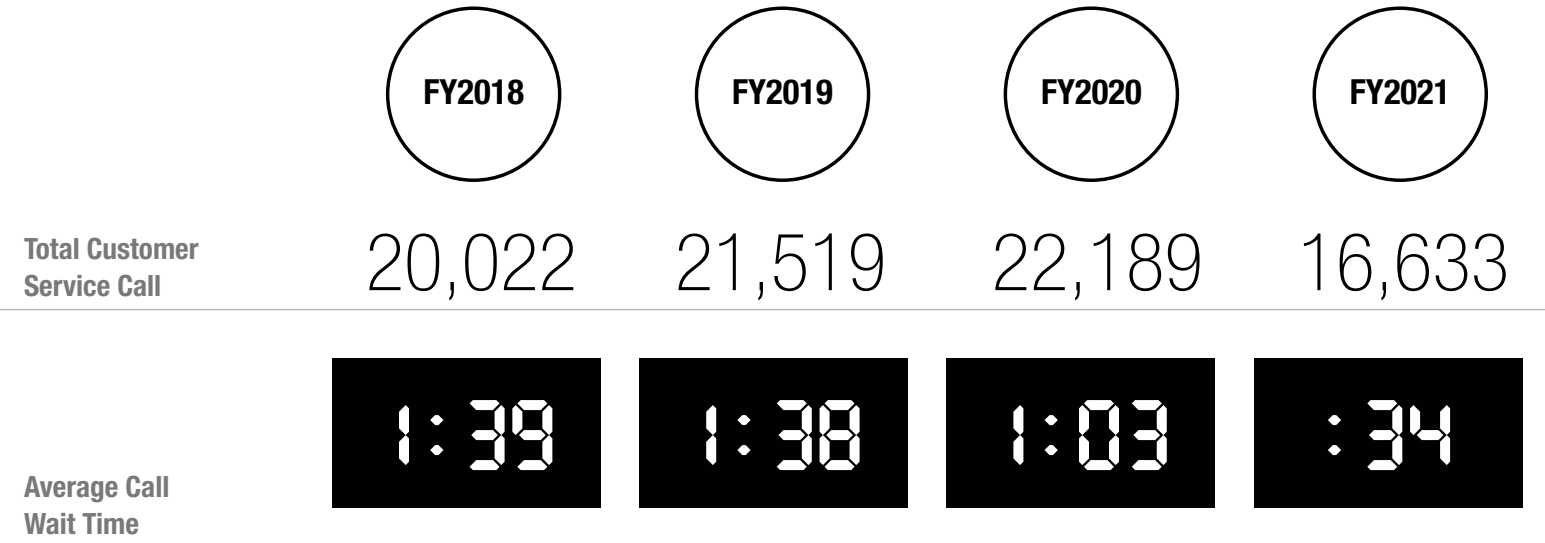
Events

Community (our Customers, our Partners)



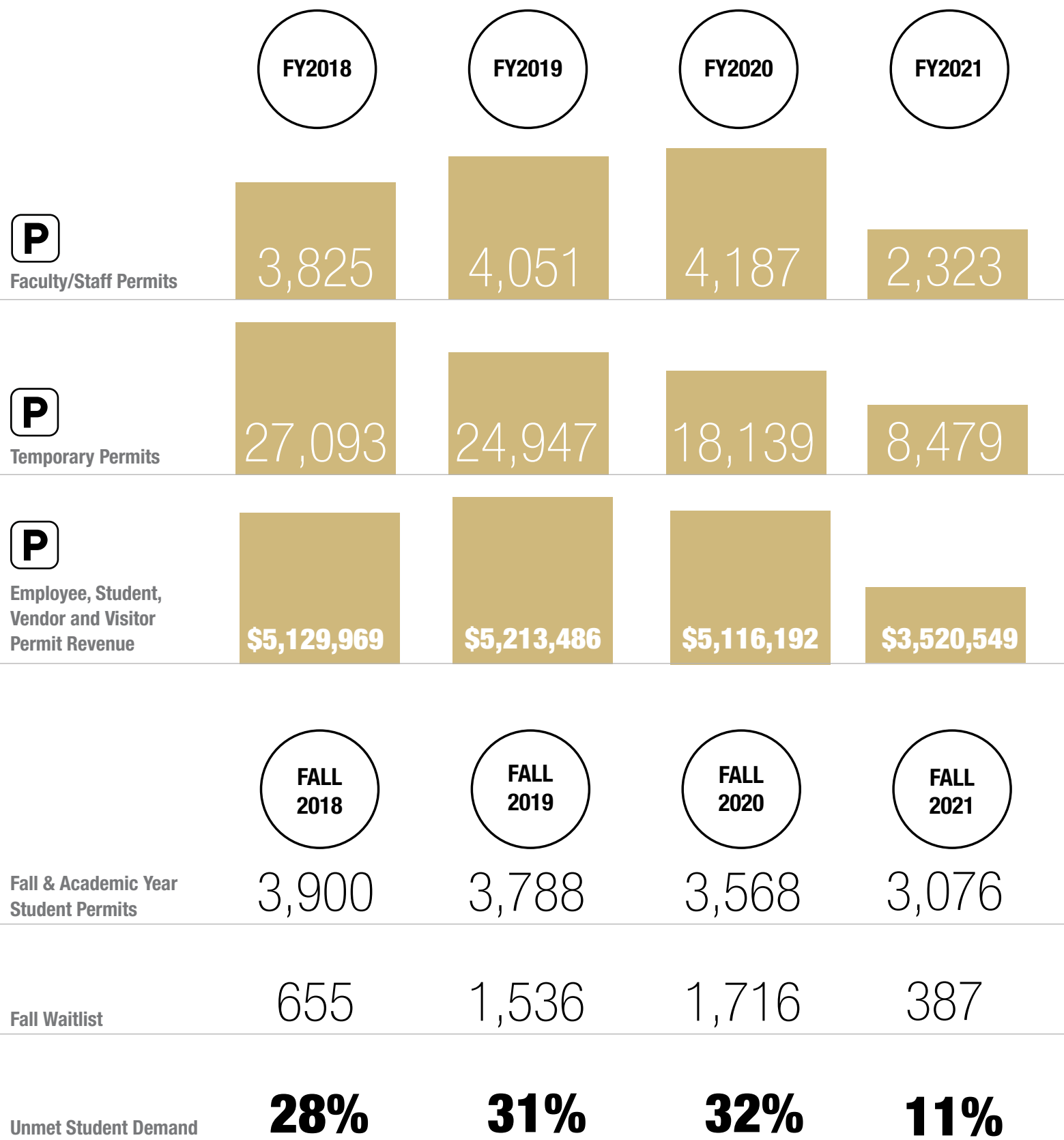
Customer Service

Be communicative, Be respectful



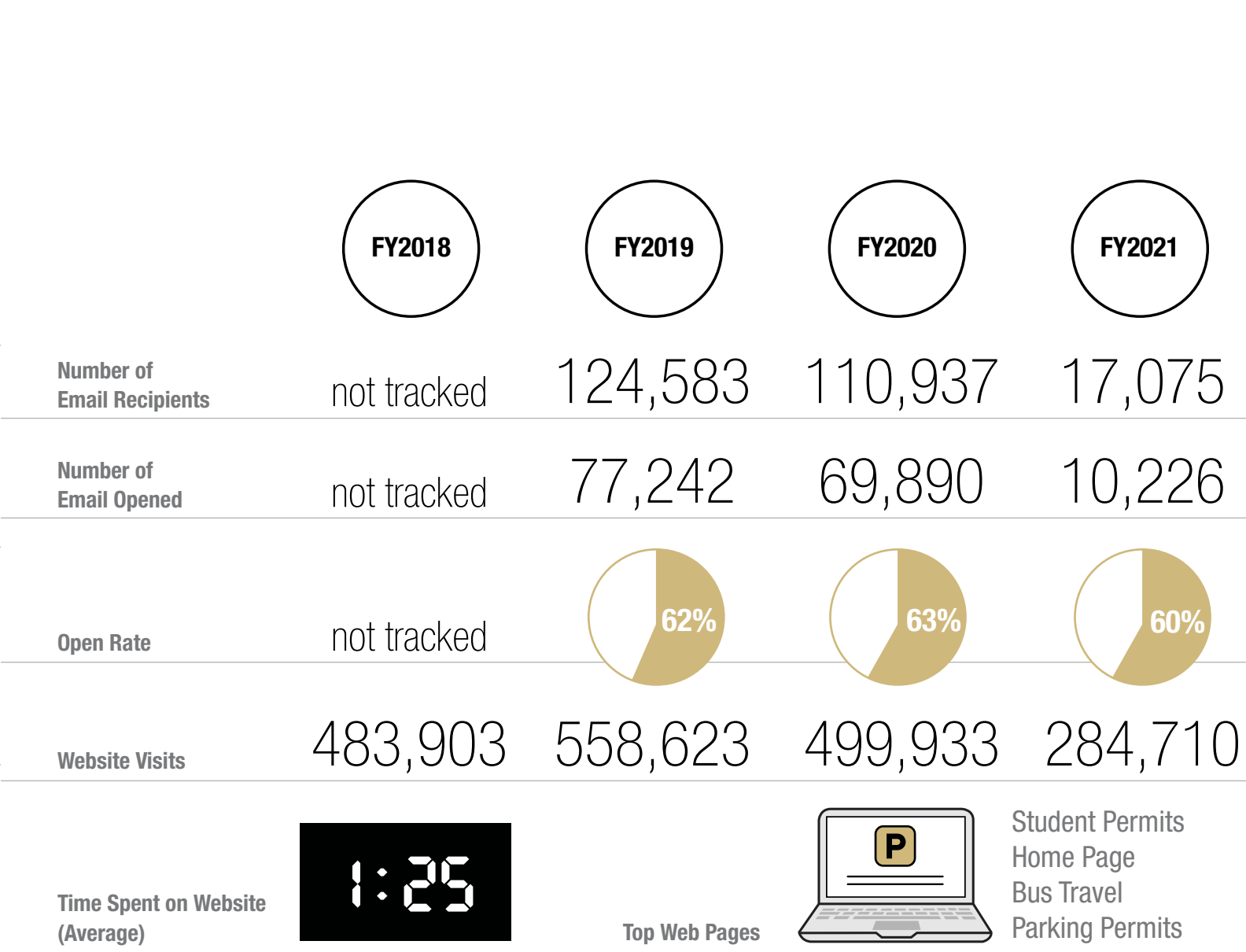
Permits

Community (our Customers, our Partners)



Communications

Be accountable, Be communicative



Employee Development

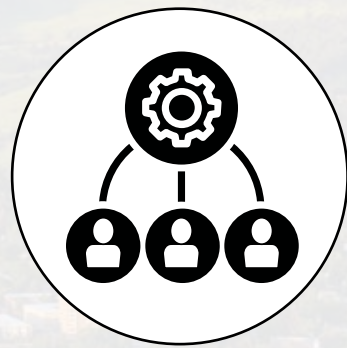
Culture (our People, our Team)

Giveback

Be accountable, Be respectful

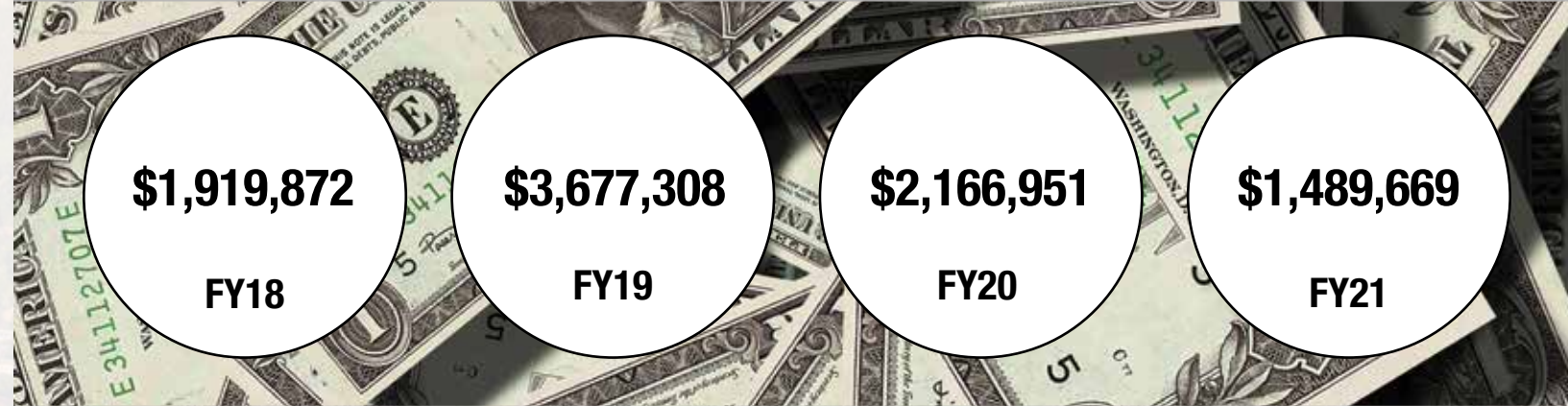


Total Giveback: FY21 Giveback includes \$25,380 in COVID 19 parking for critical services employees.



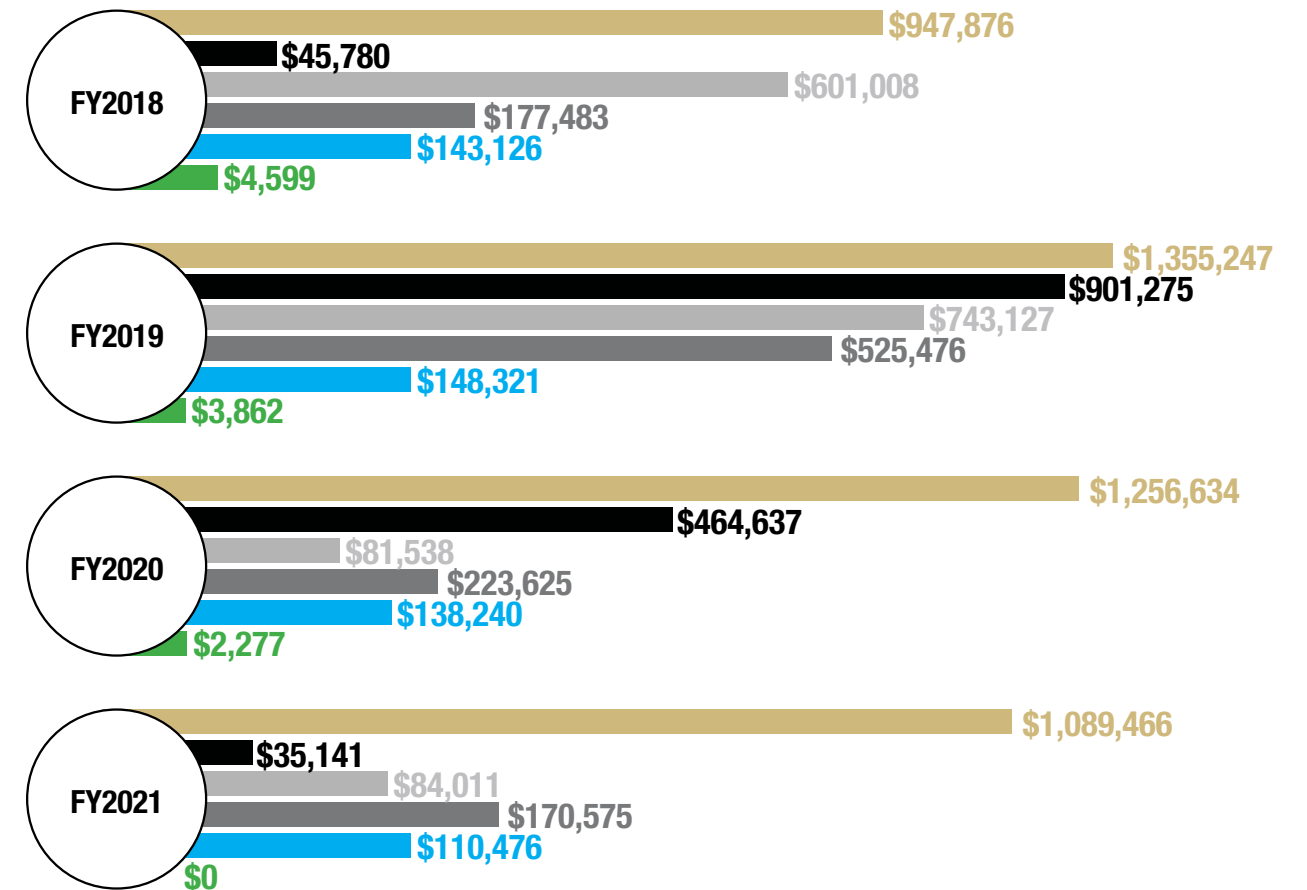
356
Training
Hours

n/a
Conference
Hours



Giveback by Unit

- Permits*
- Infrastructure & Capital Projects
- Events*
- Administration
- Enforcement
- Communications





Parking Services

UNIVERSITY OF COLORADO **BOULDER**

www.colorado.edu/parking