

PARKING ↑
EXIT →

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Annual Report FY20



Parking Services

UNIVERSITY OF COLORADO BOULDER

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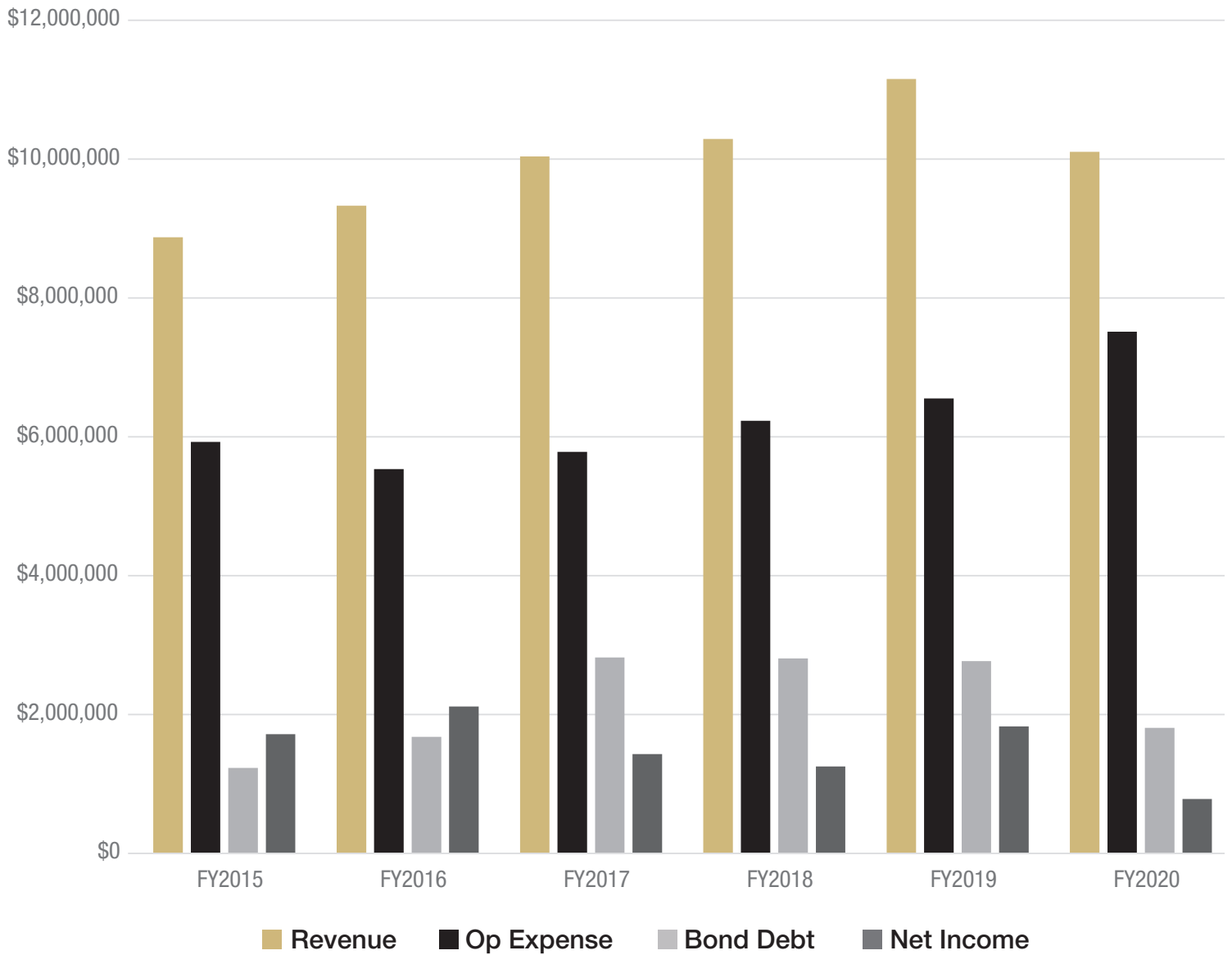
MISSION

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

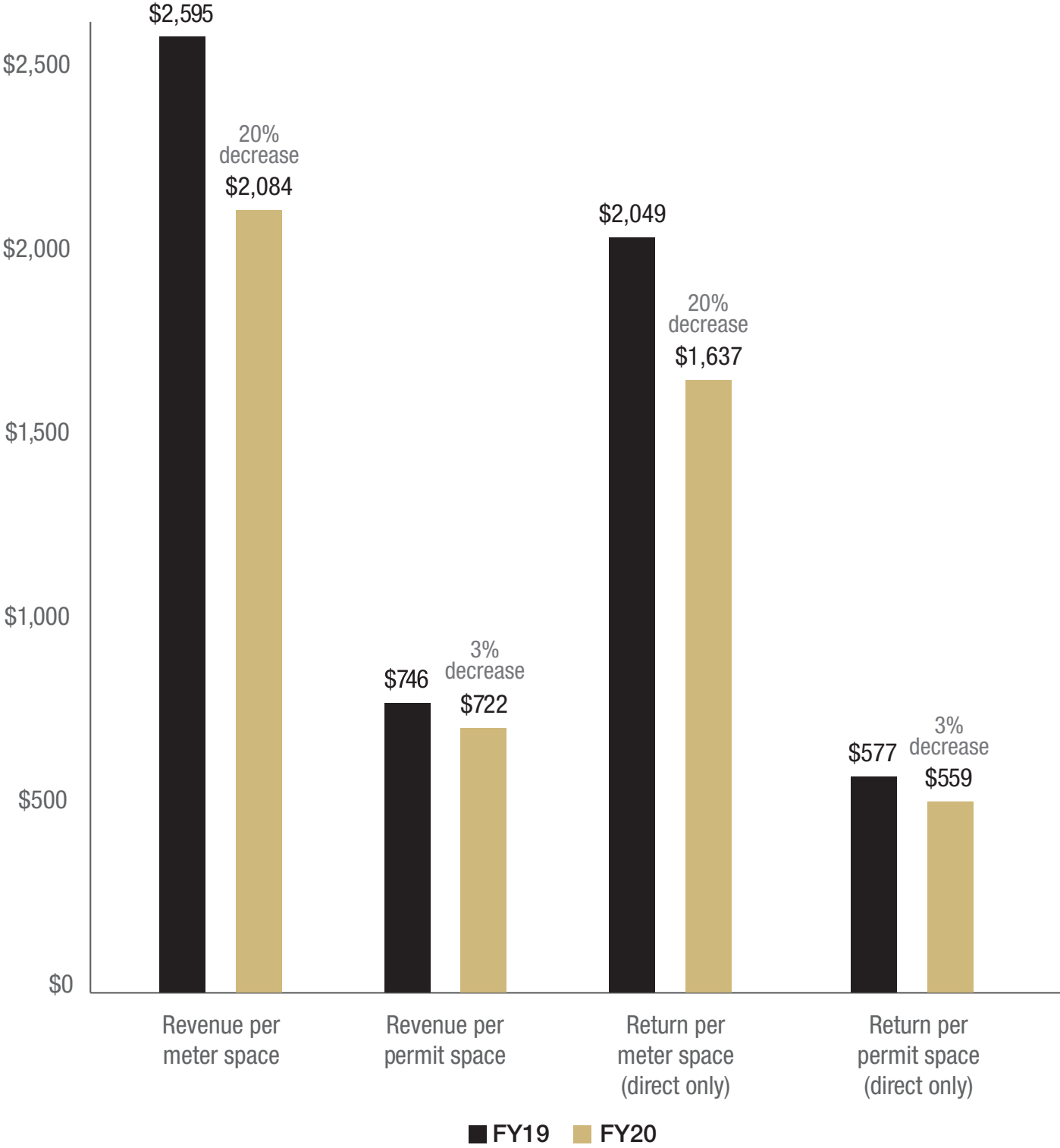
VISION

To provide the best first and lasting experience.

Parking financials Six-year history



Parking financials



Strategic initiatives achieved



Culture

- Updated events and enforcement job descriptions
- Enacted “Reasonable Suspicion” policy and training
- Held flagger training for event staff
- 12 newsletters to team
- New enforcement license plate recognition vehicle operational
- All department performance management plans in Cornerstone
- Implemented Teams and ServiceNow to improve communication and delivery of service
- Created and filled a customer service lead position



Community






- SEEL Lot transitioned to Pay-to-Park
- Built Lot 532 on East Campus
- Enacted “one-price” permit initiative
- Tiered student permit sale
- Expanded electric vehicle chargers
- Implemented early pay deduct for citations
- Lot-specific email communication
- Created and managed critical services employee permits in response to COVID-19
- Presented retiree permit strategy (1-, 3-, 5-year plans) and implemented virtual retiree permits



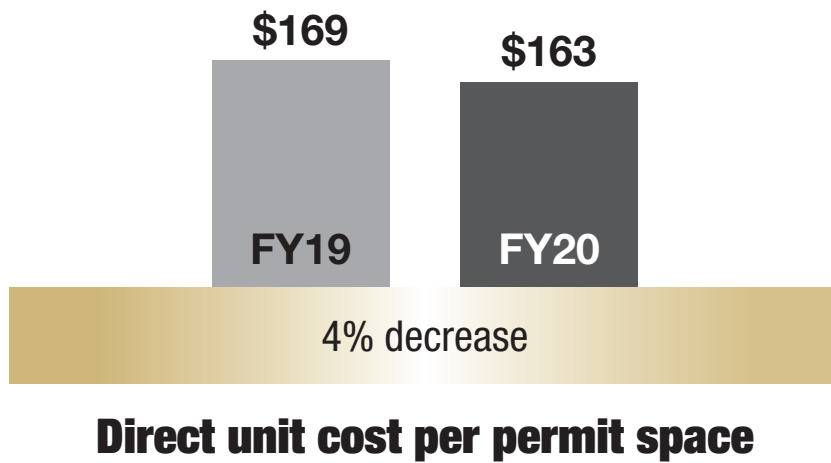
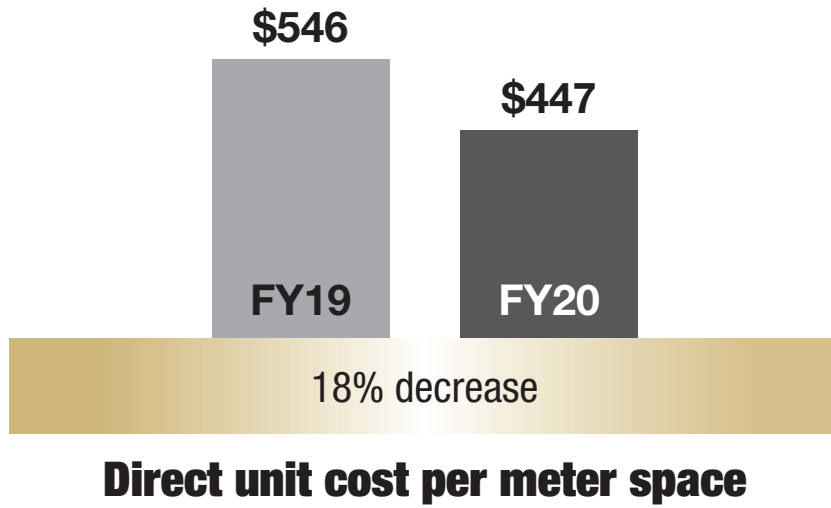
Business

- 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

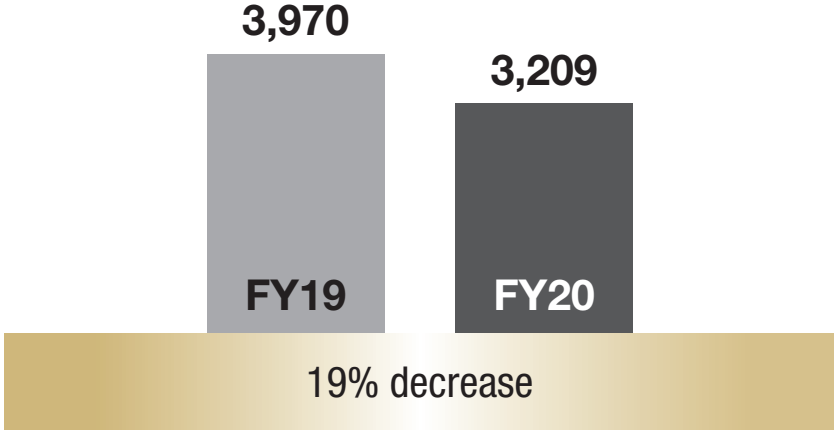
Inventory

	FY19	FY20
Total university parking spaces	11,484	11,501
Parking Services controlled spaces	9,231	9,993
		8% increase
 Permit	7,383	8,066
		9% increase
 Visitor	1,295	1,317
		2% increase
 Motorcycle	266	283
		6% increase
 Service	148	194
		31% increase
 Loading	139	133
		4% decrease

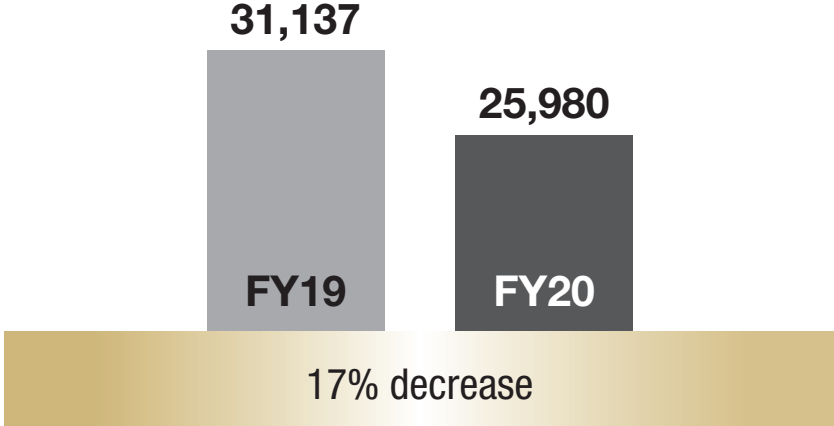
Infrastructure and capital projects



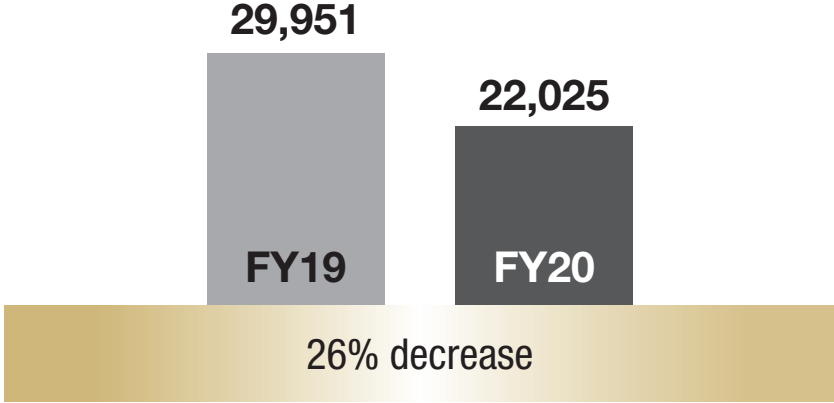
Enforcement



Voids



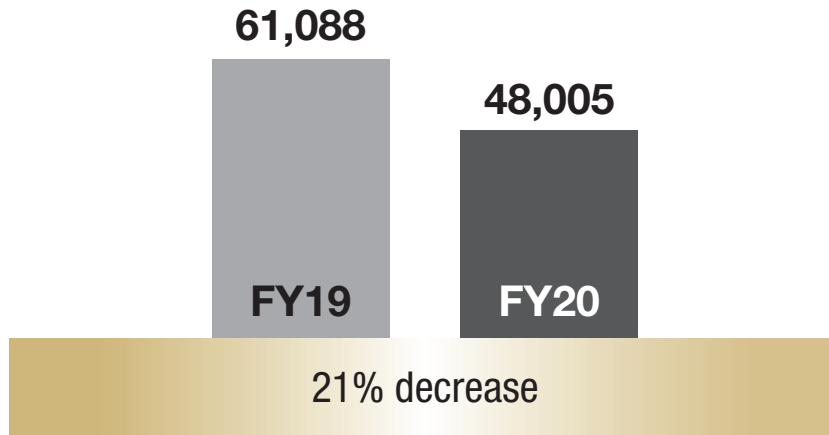
Warnings



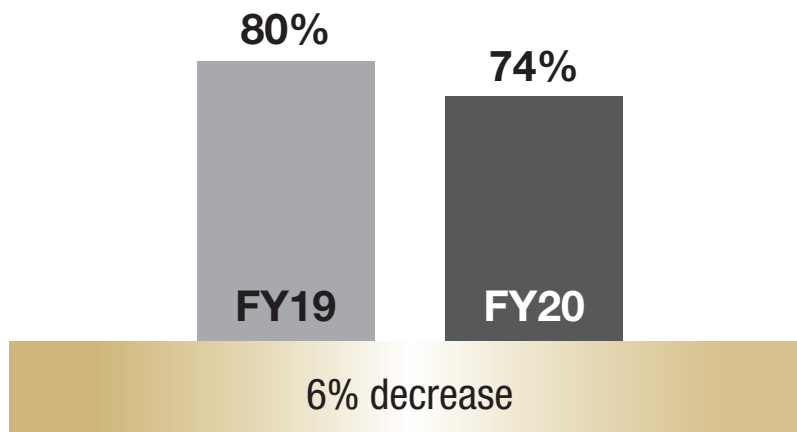
Citations



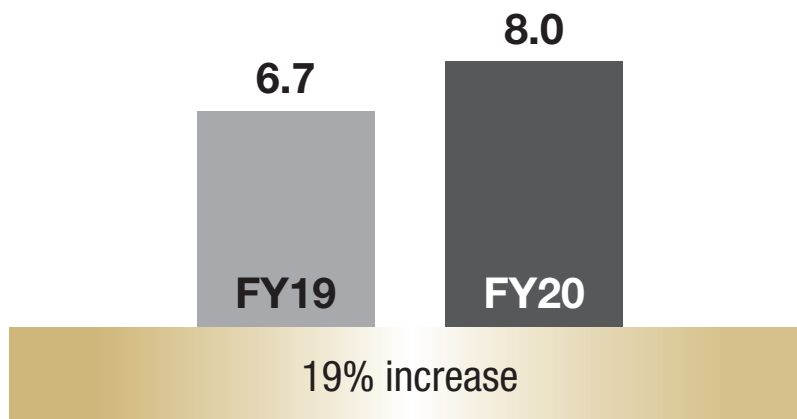
Enforcement



Notifications



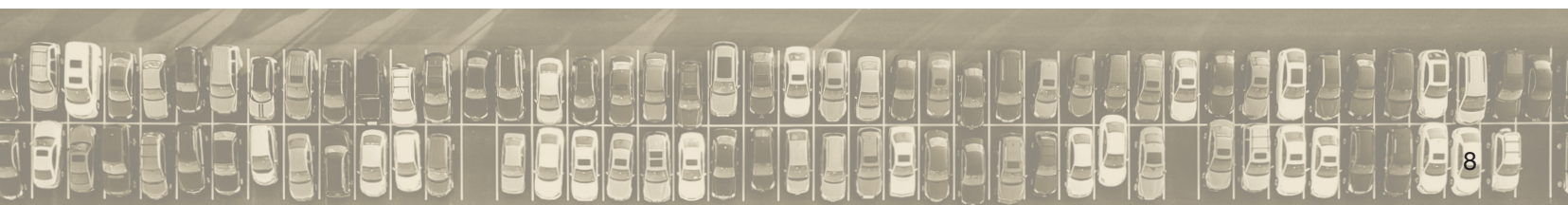
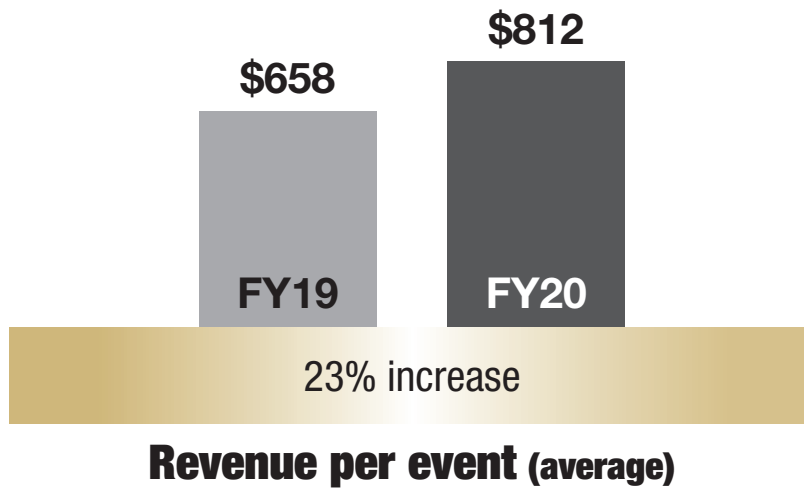
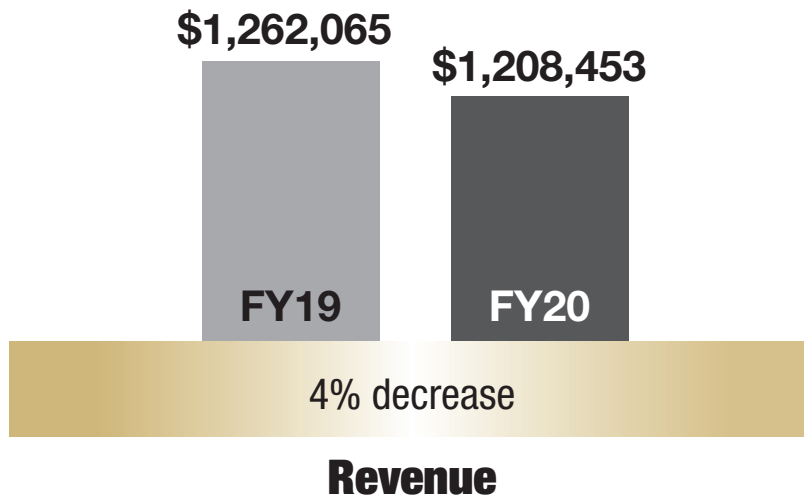
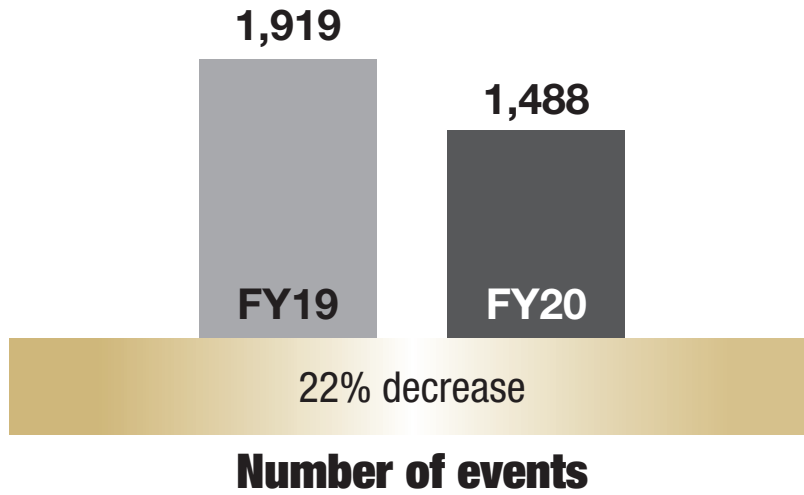
Average percentage of time spent in the field



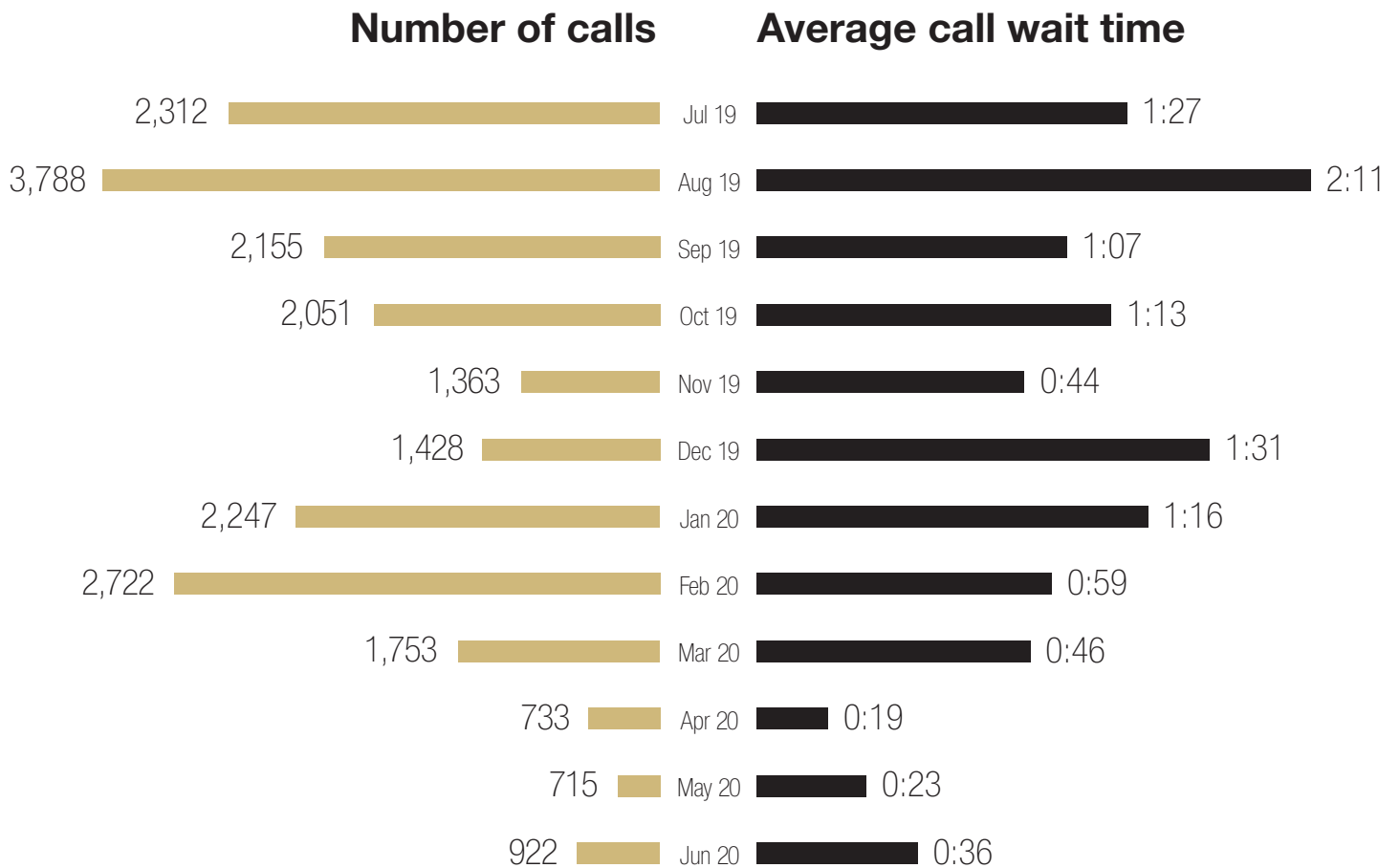
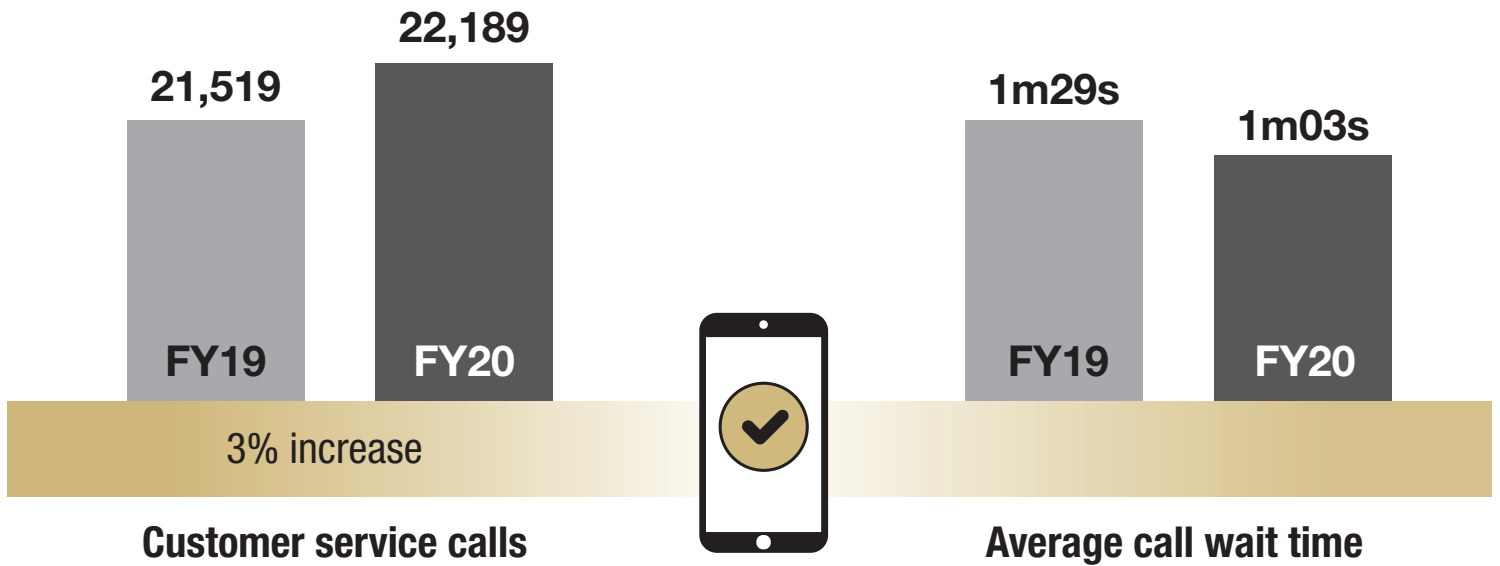
Notifications per hour of field time



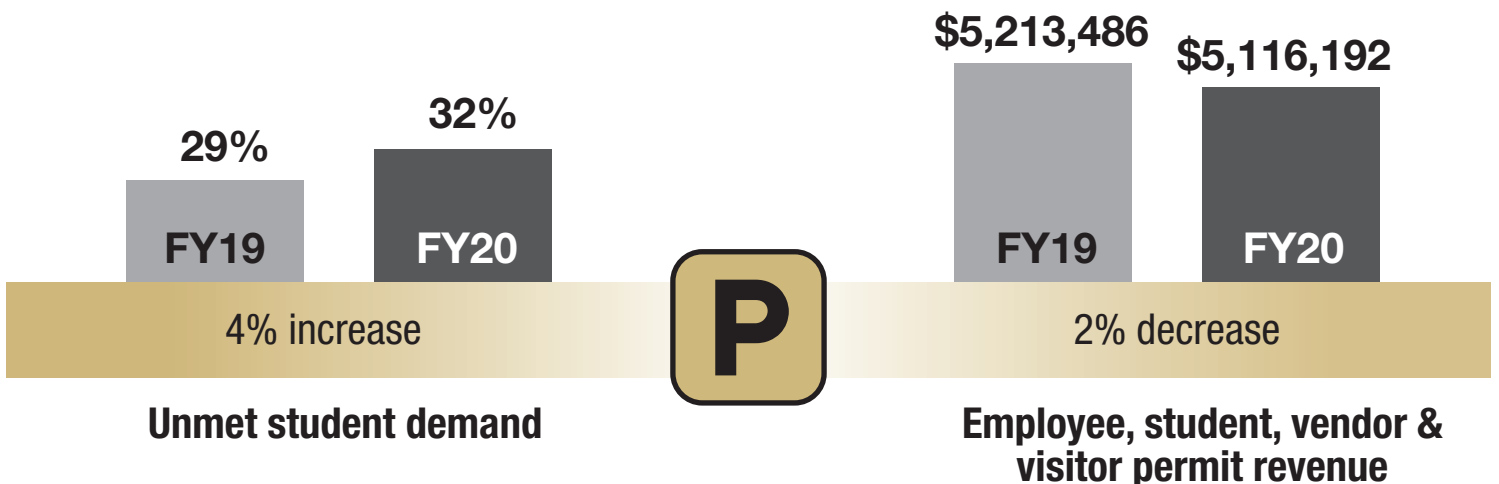
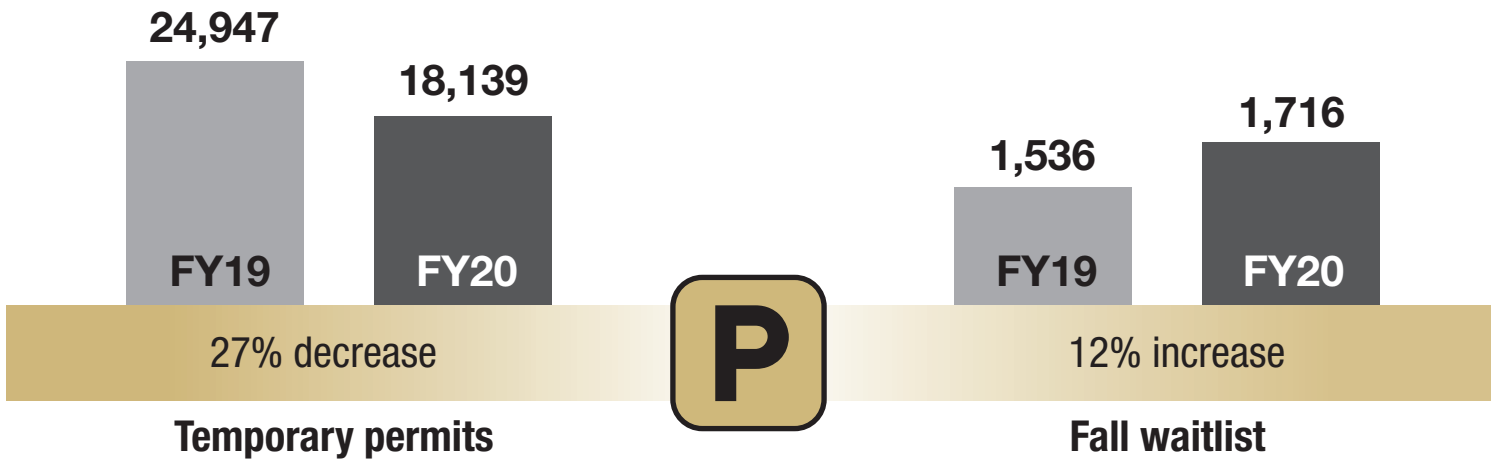
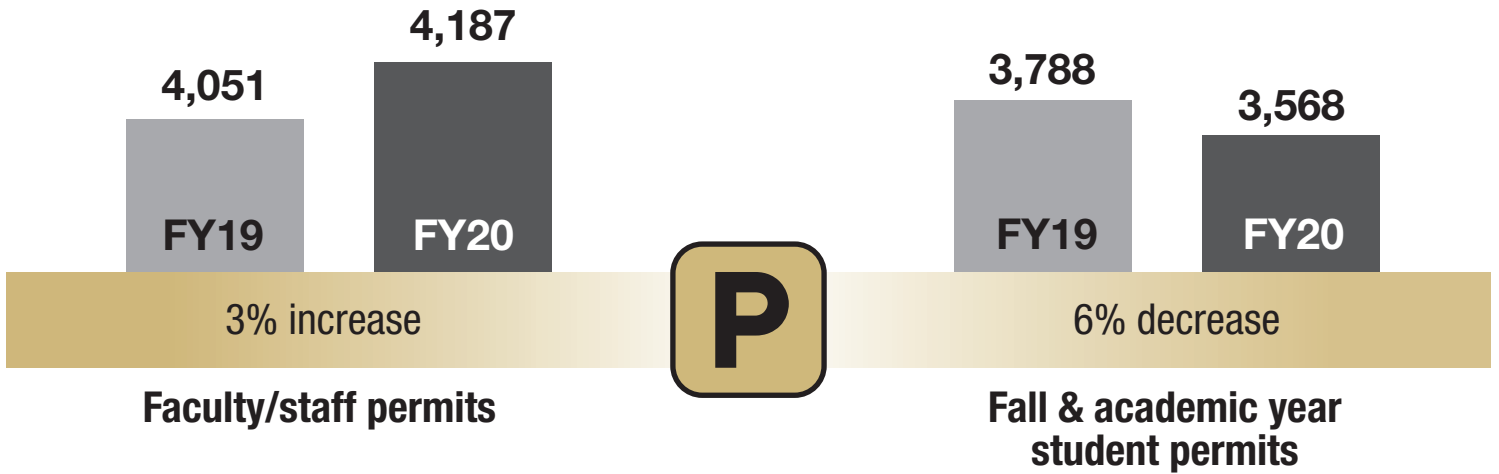
Events



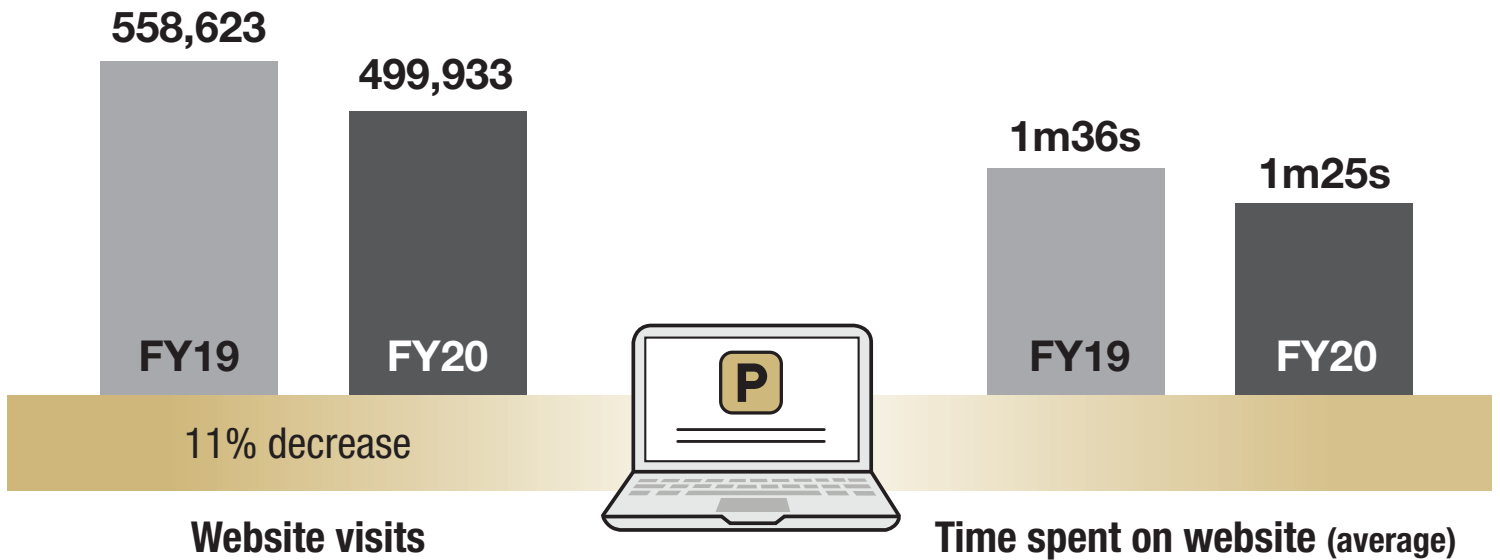
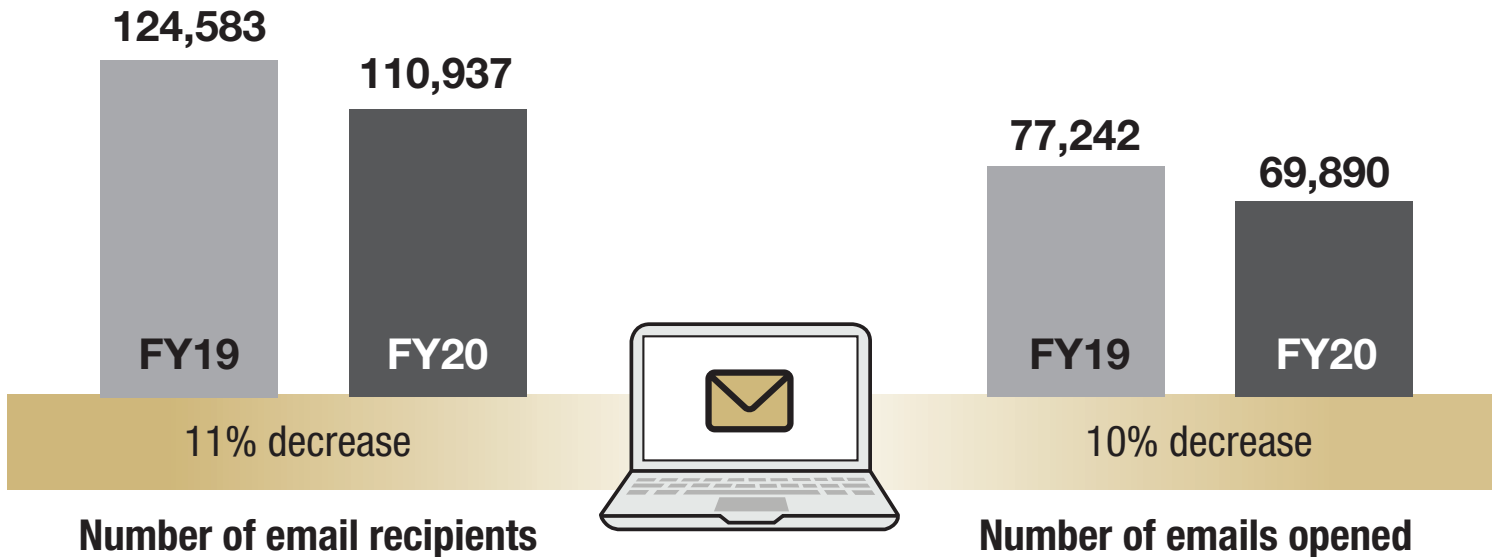
Customer service



Permits



Communications



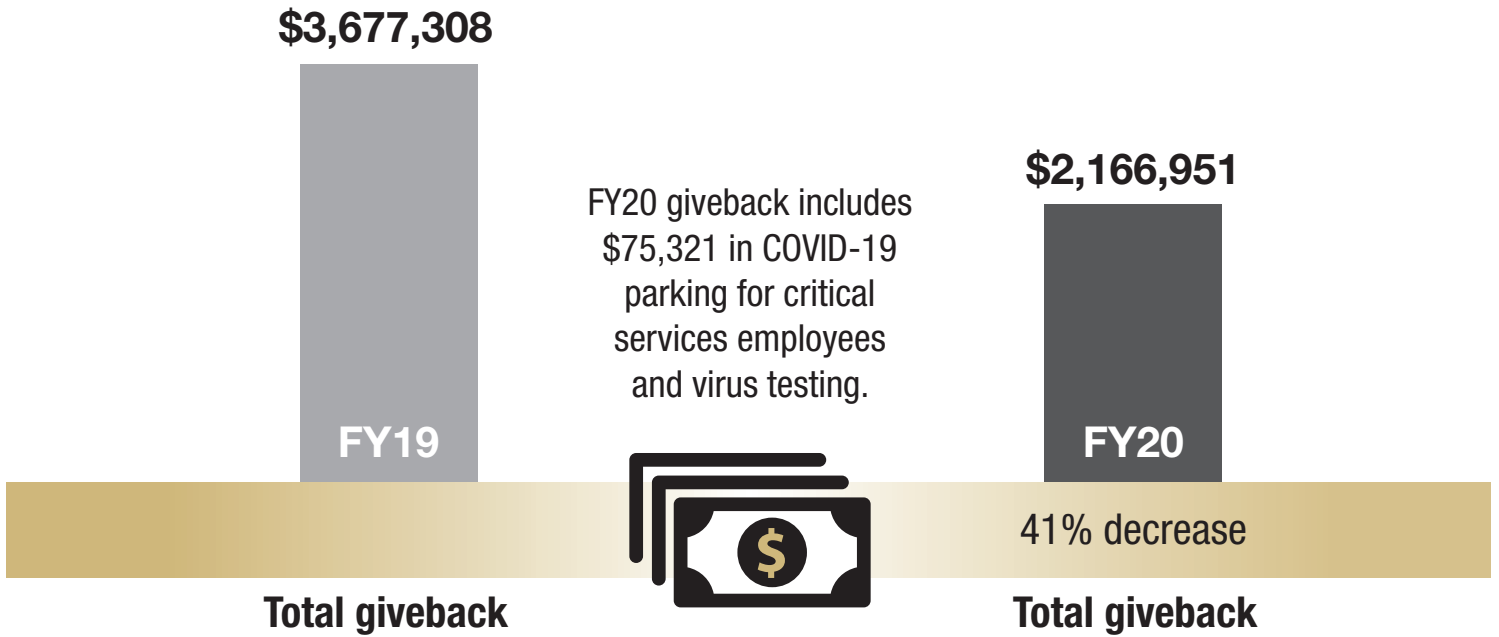
Top webpages visited:

- Student permits
- Homepage
- Getting around by bus
- Parking permits

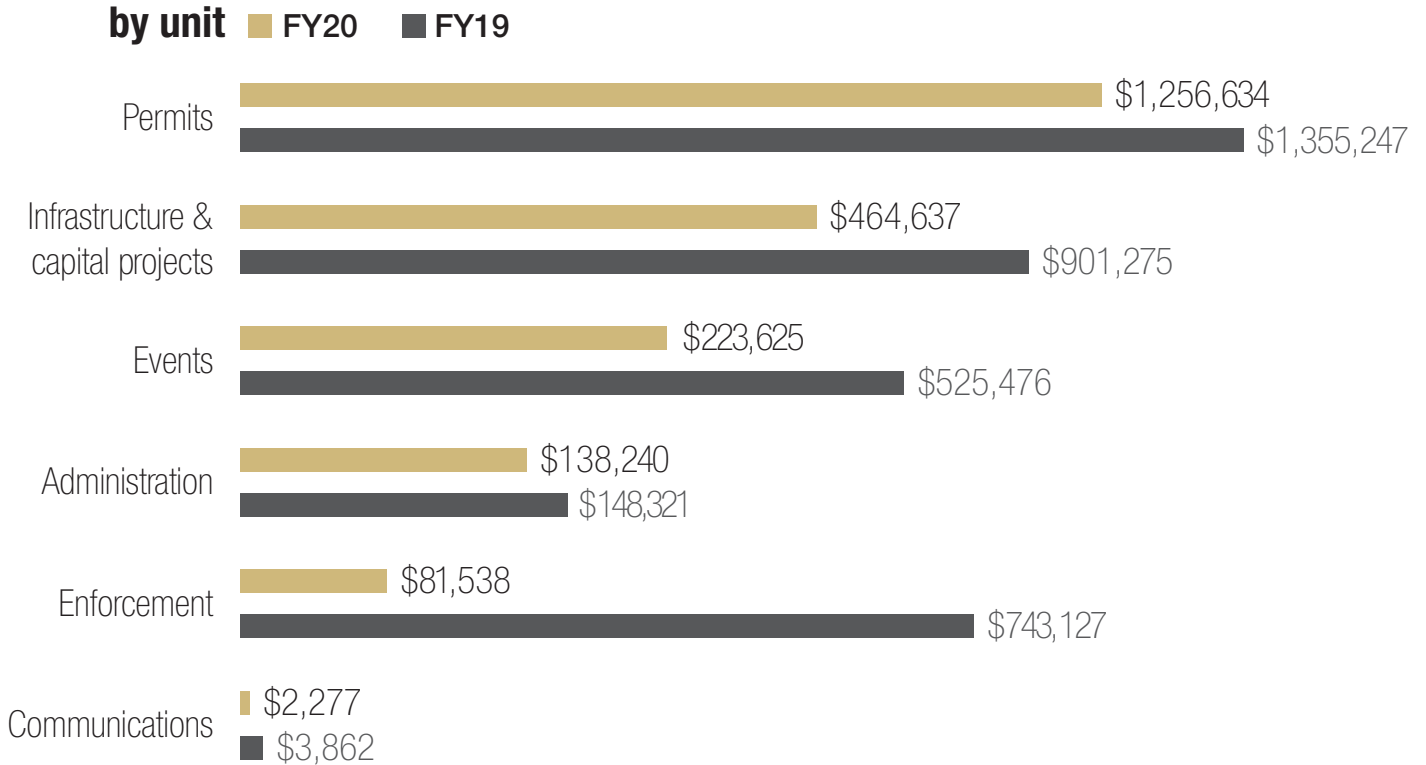
Employee development



Giveback



Giveback by unit









Parking Services

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