



UNIVERSITY OF CENTRAL OKLAHOMA
TRANSPORTATION & PARKING SERVICES
ANNUAL REPORT FY13-14

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Mission Statement:

To Provide the UCO community a safe environment and ready access to campus facilities by efficiently using all available transportation and parking resources

Our Services:

TPS establishes parking rules and regulations, distributes parking permits, and manages the parking facilities on campus. TPS also manages the alternative transportation programs consisting of the free Broncholink bus service, Connect by Hertz car rental program, carpool program, Bum-A-Bike, and the Cycology Bicycle Service Center



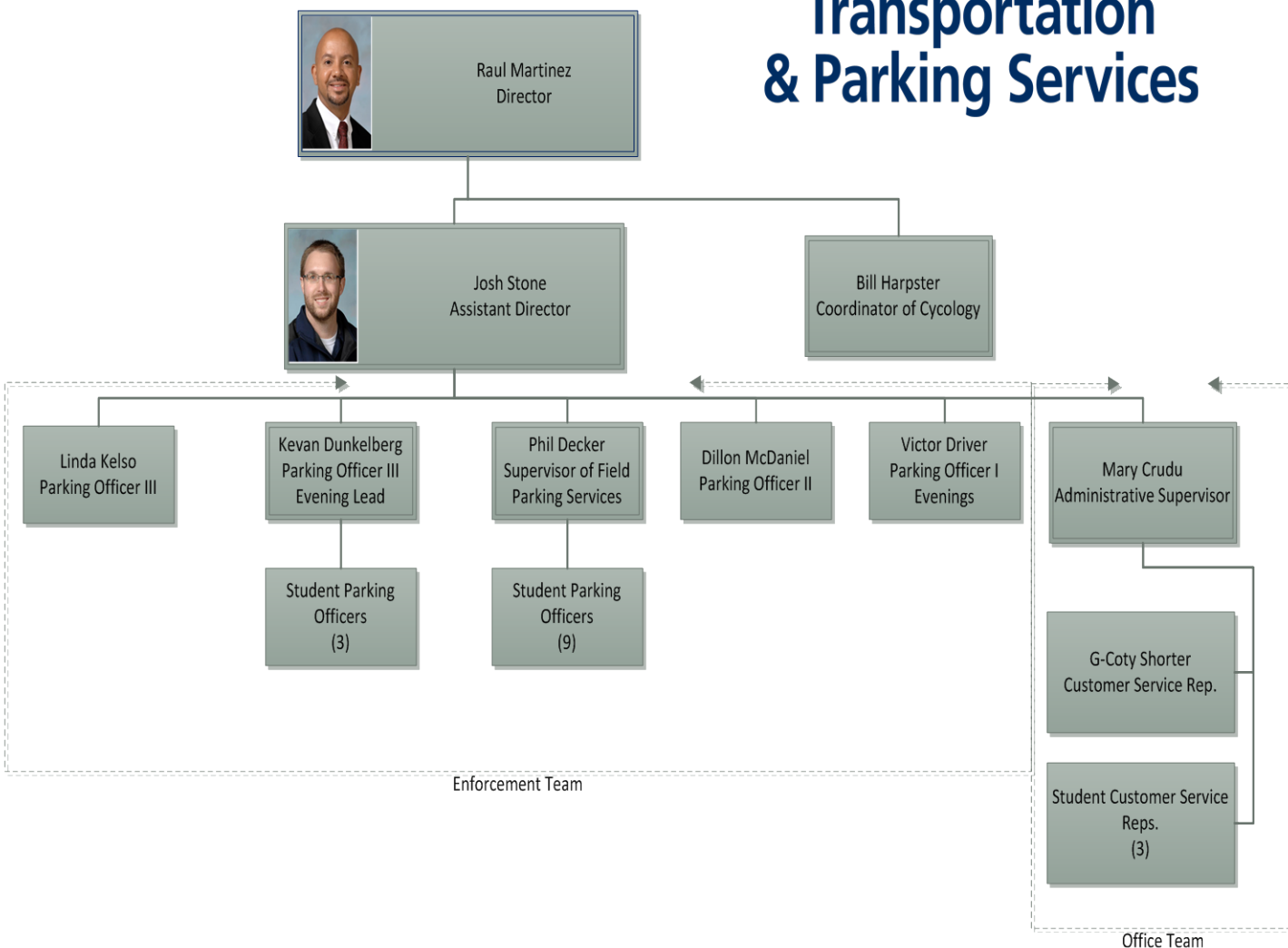
Organizational Chart

University of Central Oklahoma

Transportation & Parking Services
Org Chart – February 2015



Transportation & Parking Services



From the Director

Dear University of Central Oklahoma Community,

Welcome! As you peruse the following pages, you'll learn a lot about our services, our fabulous team, and the Parking for Pantry program we have underway.

First and foremost, we are here to help customers get to and from campus quickly and safely. With a staff of 25 dedicated employees, we are prepared to carry out this mission with quality and enthusiasm. We are fully committed to enhancing your commuting experience by continually seeking out and incorporating proven technology and special programs that will have a positive impact. From the adoption of technological innovations to improvements upon existing resources, we remain focused on how best to meet the needs of the University of Central Oklahoma community.

One of our greatest challenges is accommodating 17,000 students, 2,000 faculty and staff, and thousands of visitors with 6,590 parking spaces. Through the incorporation of alternative transportation programs, we are successfully meeting these needs. These programs consist of:

- Free Broncholink bus
- Free Bum-A-Bike Rentals
- Cycology Bicycle Service Center
- Carpool Program
- On-Campus Hertz 24/7 Rental Car
- North Parking Program

The entire TPS staff are dedicated to helping you with any commuting questions or concerns. Please contact us at 405-974-2780 or e-mail the office at parking@uco.edu. If it pertains to bicycling, please call Cycology at 405-509-3934.

Respectfully,

Raul Martinez
Director



From the Assistant Director

It is hard to believe another year has come and gone. It seems like only yesterday, it was the first day of the fall 2013 semester. This is the first edition of what is going to become an annual Transportation & Parking Services report. I hope this report gives you a better understanding of our mission, scope of our services, and what your money is being used for.

It amazes me how far the TPS operation has come since I joined the team in August 2011 as a student enforcement officer. In three short years, TPS has upgraded its parking management software, diversified its staff, focused more efforts on parking lot maintenance, and began to work on becoming a more transparent department with the students & faculty/staff of the University of Central Oklahoma.

One of the biggest things I've heard about over the years is students & faculty/staff being frustrated by not knowing where their money was going and why TPS was not more open with them. I hope this annual report, the enhanced website, and the increased presence on twitter is helping reduce that issue.

Our customer service and enforcement staff enjoys interacting with you all, whether it be through events, at the service window, or out in the parking lots, helping you find places to park and explaining the TPS rules. We are a team dedicated to serving your needs and making life a little easier on you as you earn your degrees or career.

If we can ever be of assistance, don't hesitate to contact myself, or a member of the staff!

Josh Stone
Assistant Director



2013-2014 Accomplishments

The Transportation & Parking Services office is always looking ahead as the campus continues to grow and expand. These services include 50 UCO-owned parking lots, 7 leased parking lots, the Broncholink bus, Cycology Bicycle Service Center, free Bum-A-Bike rentals, on-campus Hertz 24/7 car rental, Carpool Program, and a North Parking Program.

TPS embraced new technology in many different capacities. Perhaps most notable was the complete replacement of its parking management database and hardware. The new system brought additional online customer options and services, increased office efficiency, and provided for integration capabilities with other systems. Customers may now pay for their parking permits at the time of order, pay for parking tickets online, view their parking accounts, update personal information, submit online appeals, and view pictures of parking violations taken at the time they were issued. These convenient online features save customers from having to take time from their busy schedules to visit us and stand in lines. Thank you for the positive feedback!

In 2013, we repaired cracks, resealed, and restriped parking lot 24. This parking lot is just north of the Lillard Administration building. We also conducted major crack repairs in Housing parking lot 16, by Central Plaza.

We made some considerable parking lot improvements in the Summer of 2014. We added additional handicap parking spaces, and repaired large cracks throughout Commuter parking lot 6. We completely redesigned Faculty/Staff parking lot 17, and Commuter parking lot 18. Our primary objective was to add handicap parking spaces, and curb ramps along the Math & Computer Science and Coyner Health buildings. We also widened the handicap parking spaces, and added curb ramps in parking lots 26 & 27.

The total ridership for the Broncholink Bus from July 2013 thru June 2014 was 66,303, a 20% increase from the previous year.

TPS started the Parking for Pantry program in January 2014 in an effort to help raise food for the UCO Central Pantry. For every 3 donated food items at the TPS Customer Service Window, participants receive one entry into a monthly drawing for 30 consecutive days of free parking in the Visitor Parking Lot or metered parking spaces. Participants donated a total 318 food items from January thru June 2014.

TPS continually searches for ways to improve customer experience, business practices, and stay abreast of the latest trends in parking and transportation. The Director of TPS serves as the Vice Chair of the Edmond Public Transportation Committee, and the Midwest Campus Parking Association Board of Directors. The manager of the Cycology Bicycle Service Center is a member of the League of American Bicyclists, and is very active with the Edmond Bicycle Committee.

2014-2015 Goals

The construction of the new student residence facility has created a larger demand for parking on the northeast side of campus. To help meet this need, TPS plans to construct a new 150 +/- parking lot along the east side of Chowning Avenue in the Summer of 2015. The precise location is the grassy field just south of parking lot 2.

A total 255 additional parking spaces have been made available through parking lease agreements with six local businesses. TPS will continue to seek for more parking through lease partnerships.

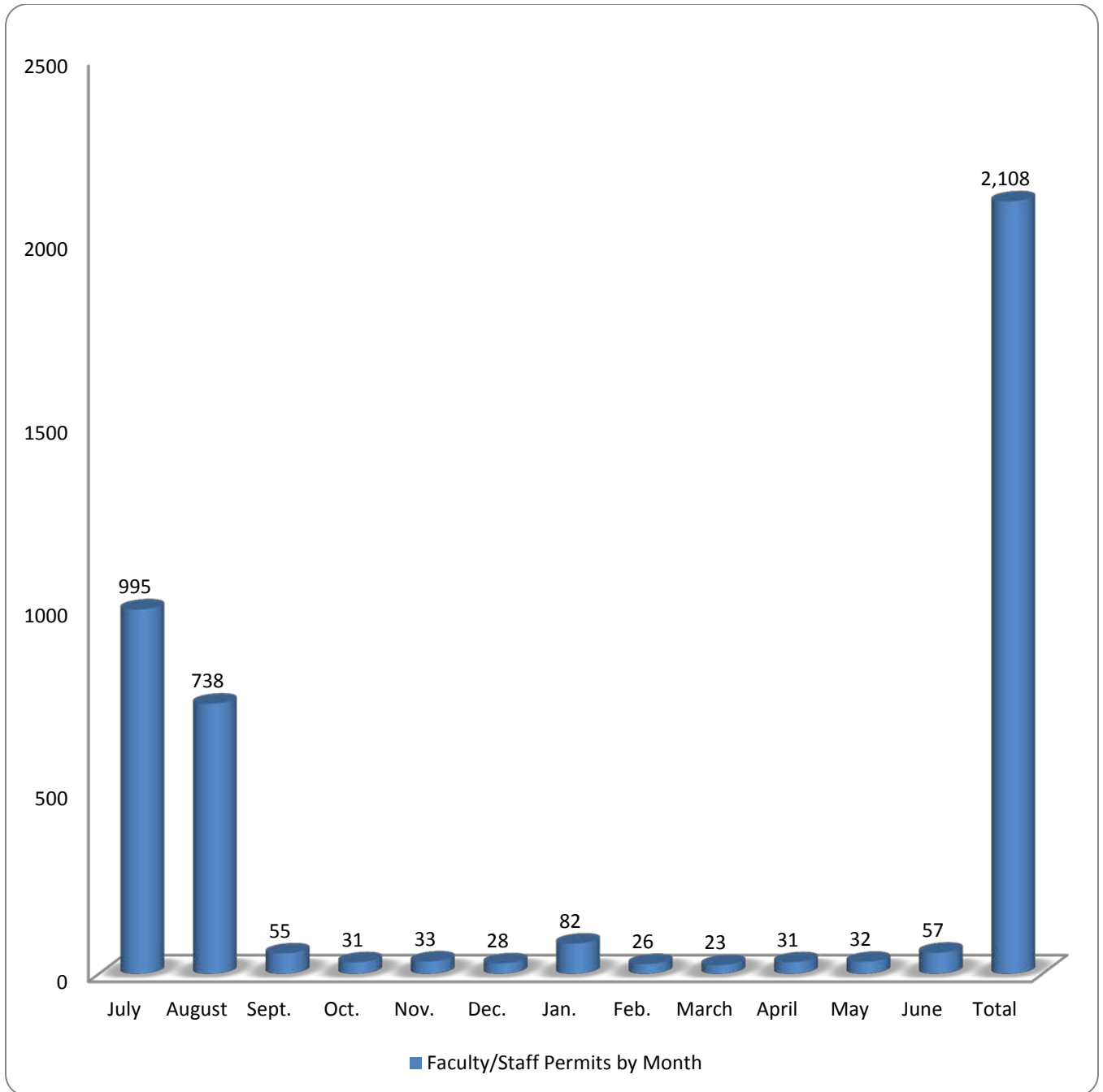
Always looking to improve safety conditions, TPS is pursuing a parking lot lighting study. The study will provide a current lighting assessment, and identify areas for improvements.

As a safety and security measure, TPS will be installing cameras and audio equipment at the TPS Customer Service windows. TPS is also looking into the placement of exterior surveillance cameras around campus. The cameras would allow the checking of parking lot conditions, traffic flow and congestion, and the monitoring of parking lot availability.

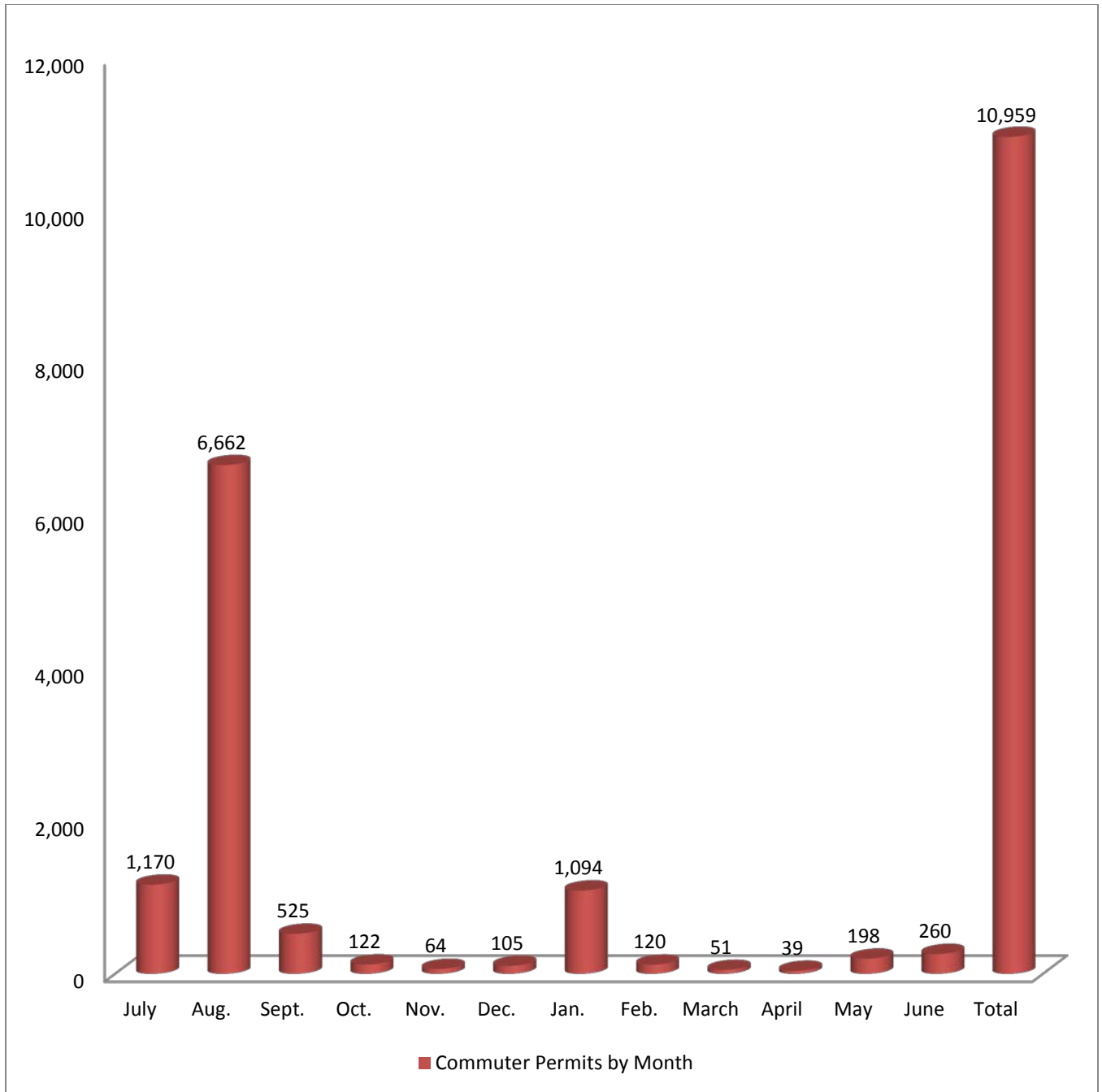
TPS will conduct a survey, in the Fall of 2014, to gather valuable feedback from its customers.

In an effort to better serve bicyclists, Cycology is offering free bicycle labor for everyone that registers their bikes in the shop. Registration helps identify and contact bike owners, aids in the recovery of stolen bikes, and expedites the removal of abandoned bikes.

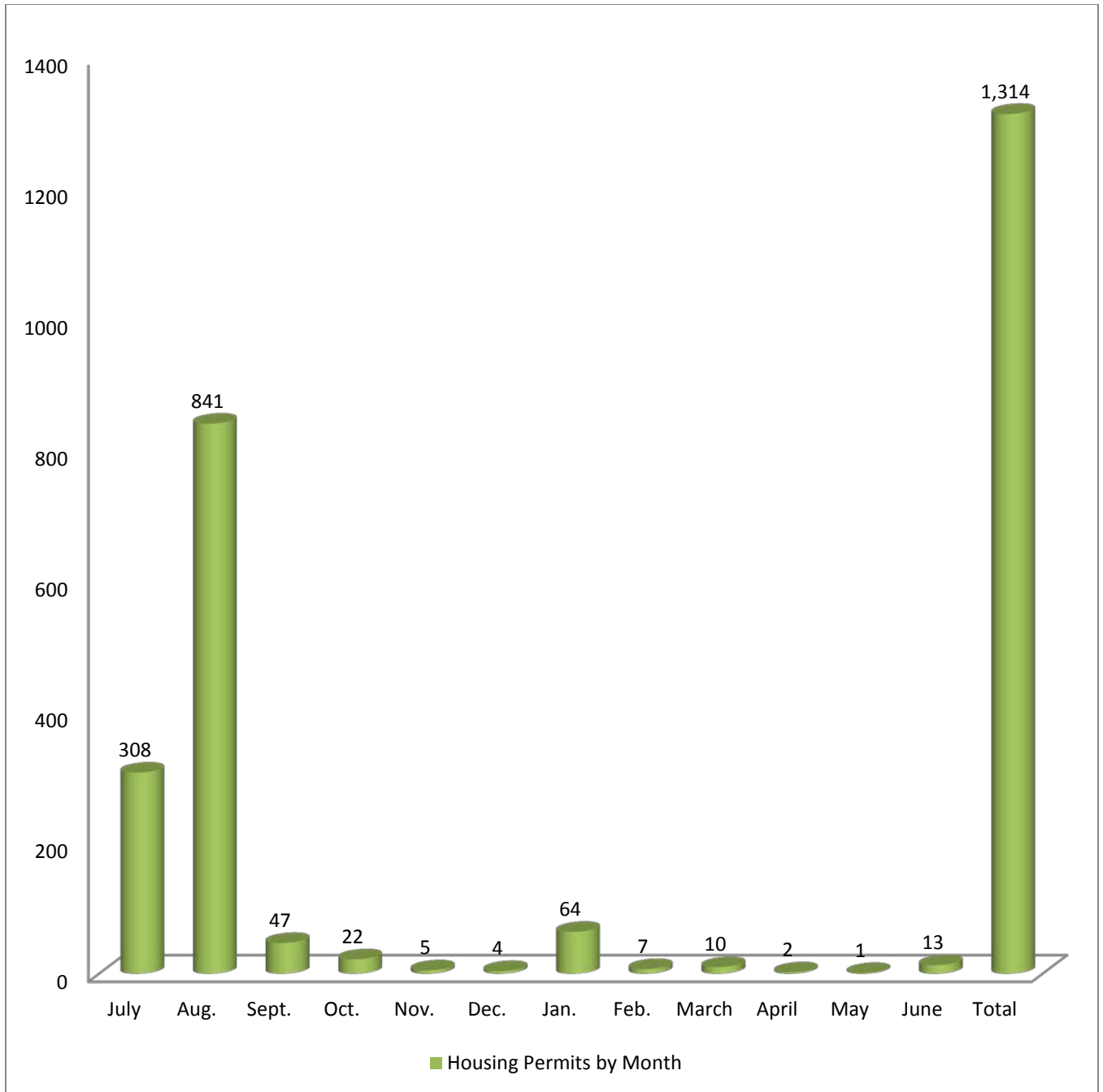




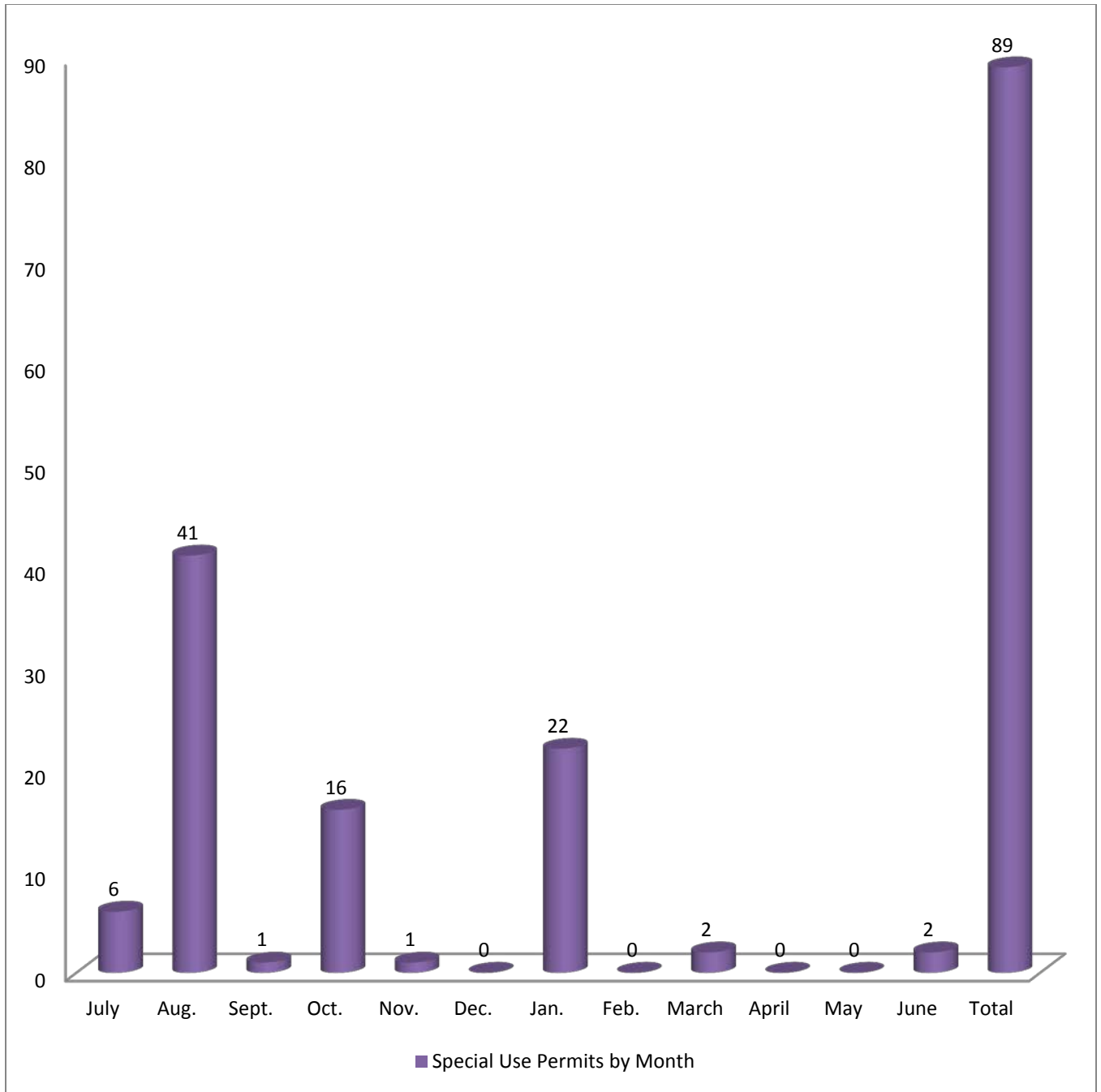
There are 14 faculty & staff parking lots at UCO, with 6 being for faculty/staff 24 hours a day and 7 being faculty/staff from 7am-4pm. One of the benefits of being a full or part time employee at UCO is the university currently pays for one parking permit per year.



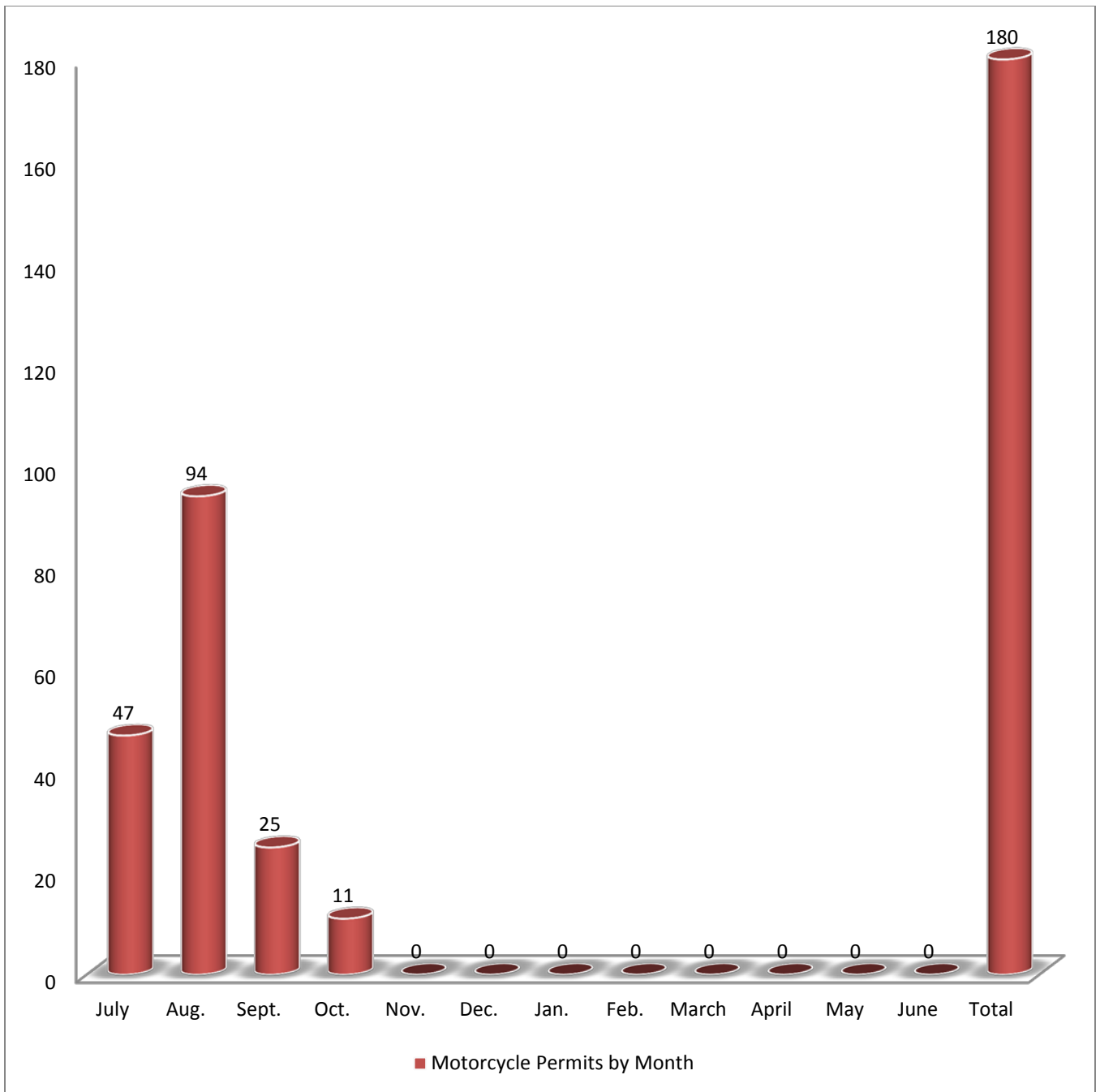
There are 12 commuter parking lots at UCO, which are reserved exclusively for commuter students from 7am-4pm. There are also 10 multipermit lots available for commuter students to use 24 hours a day. Commuter students can also park in some faculty/staff lots from 4pm-7am. These are designated by the light blue color on the UCO parking map.



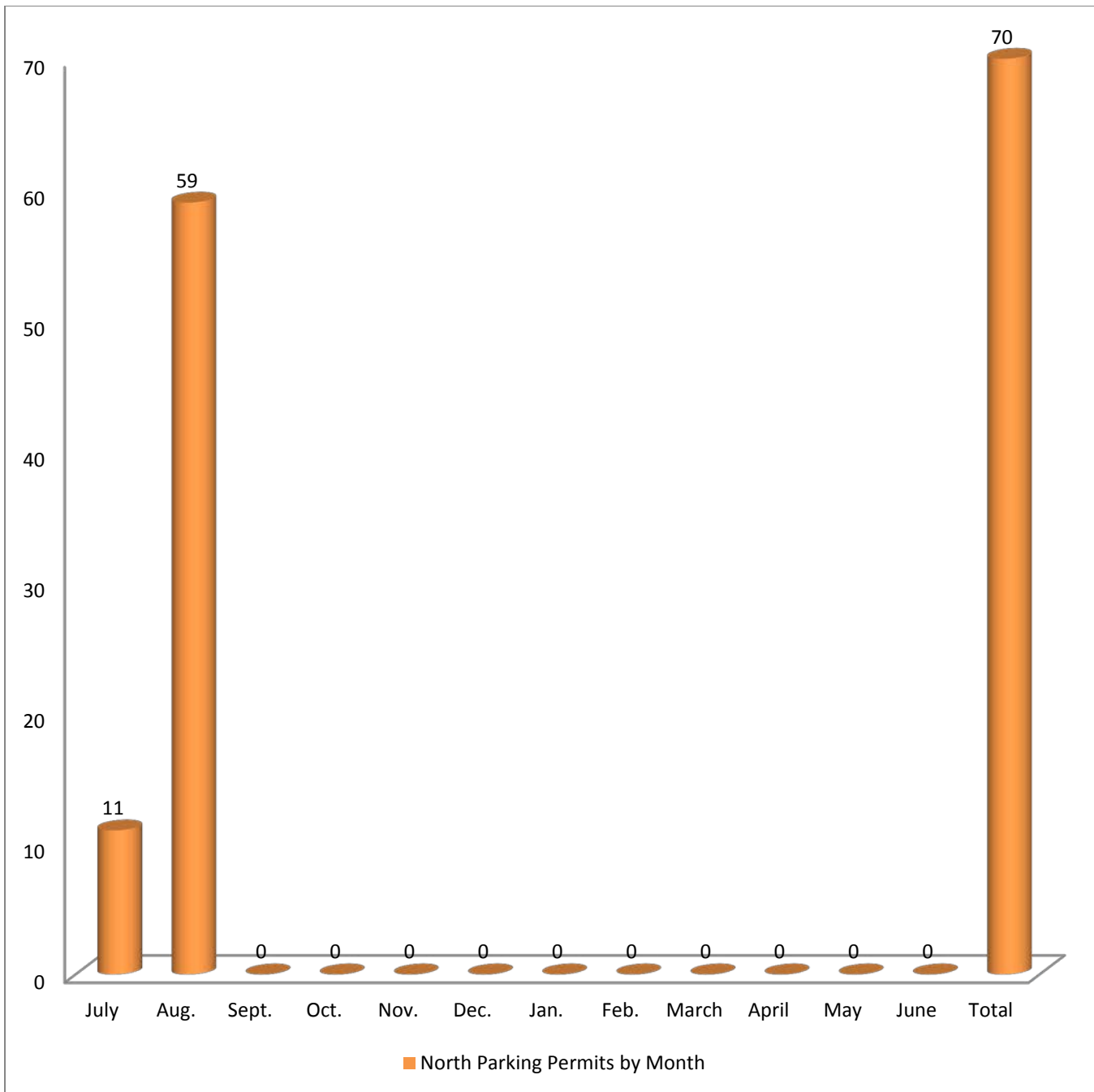
Housing students at UCO are allowed to park close to their place of residence. There are 16 housing lots located throughout the campus, which are exclusively for housing students 24 hours a day. Housing students can also park in commuter parking lots and the light blue faculty/staff lots from 4pm-7am. They can also use the 10 multipermit lots throughout campus.



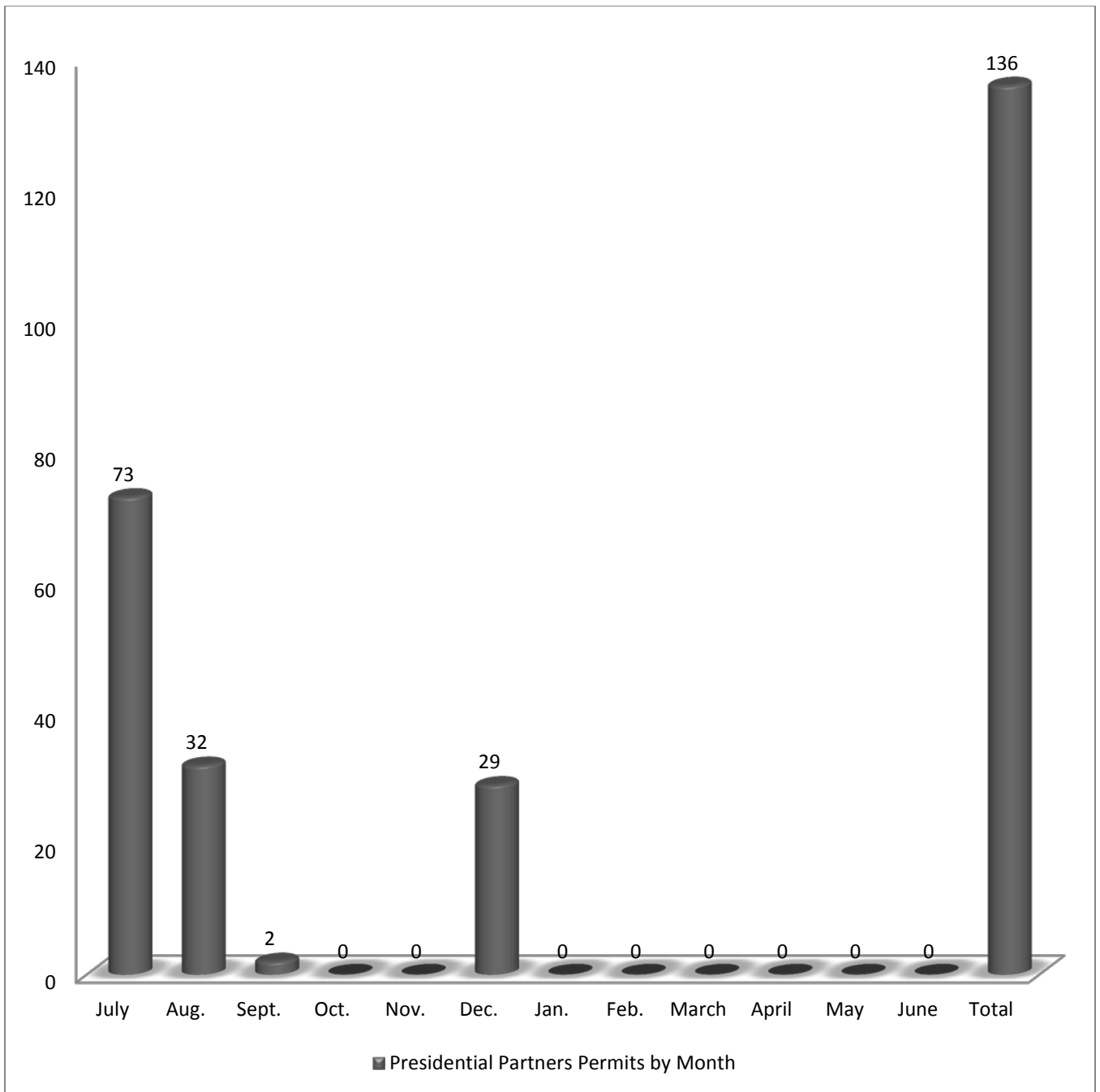
Special use permits at UCO are primarily used for cleaning services and contractors. This permit allows the holder to park in any parking lot, regardless of lot type.



Motorcycles, including motor scooters coming to UCO are required to display a valid permit. Two wheeled vehicles are not allowed to park in a normal parking space. They must park in a motorcycle space, which are identified on the parking map by a motorcycle symbol. Lots that have motorcycle parking in them include: 4, 6, 10, 14, 16, 18, 26, 28, 36, 39, 44, 46, 48, & 53, and motorcycle row by the math & computer science building.

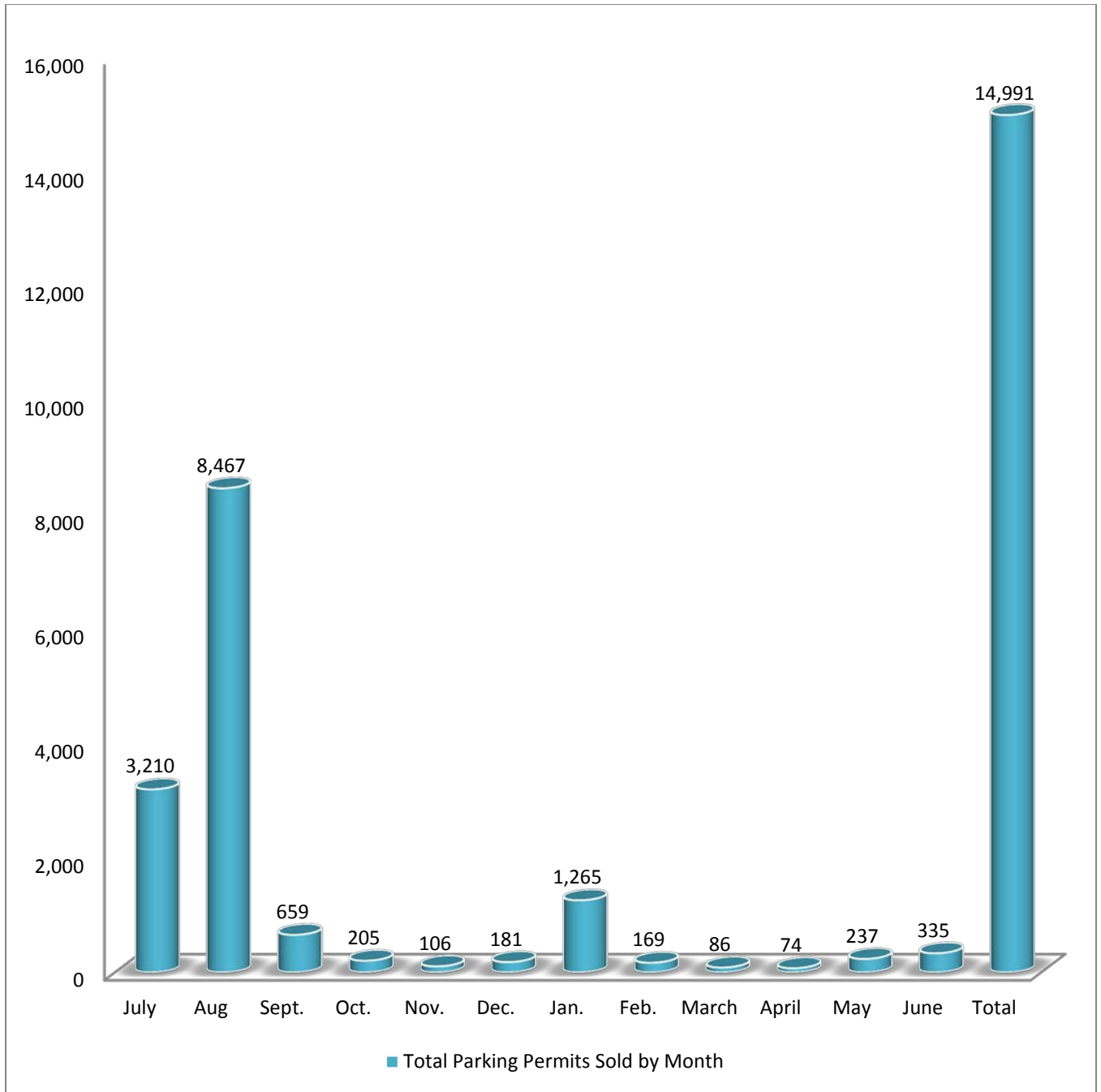


North Parking permits is an option for commuter students. Students order a commuter permit and pay the going rate at that time. They then sign a contract with TPS stating they will follow all the rules, including only parking in lots 1, 2, & 3 east of Wantland Stadium. If they do this all semester, TPS will refund half the cost of their parking pass. Should they do it again during the spring semester, TPS will refund the other half of their parking permit, making their parking free for the year. TPS caps the number of north parking permits at roughly 100 per year.

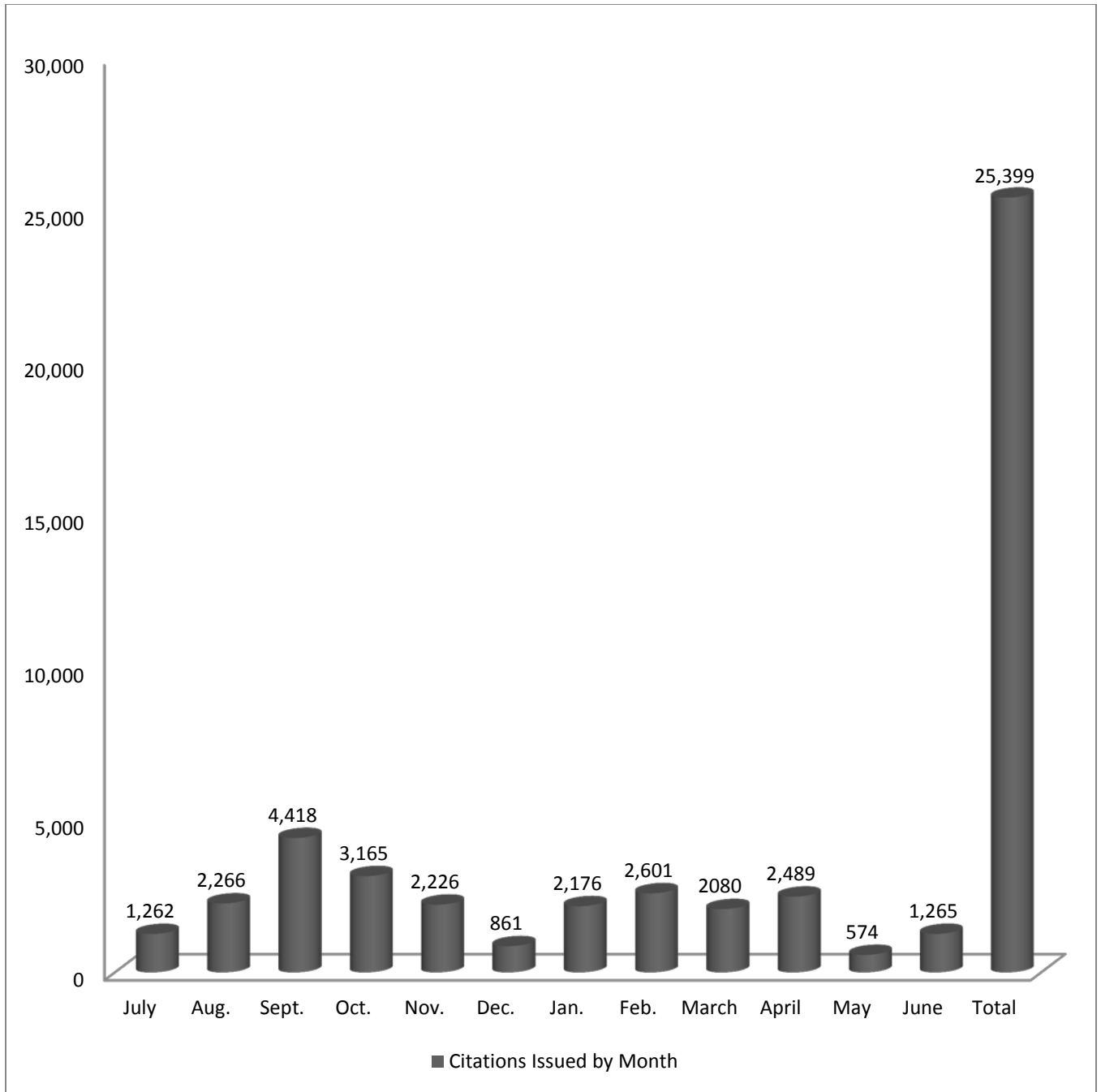


Presidential Partner permits is a program operated by the UCO Foundation. A person must donate at least \$1,000 dollars to the university (each year) and buy a parking permit at the going rate. They can then exchange their parking permit for a Presidential Partners permit. This permit allows them to park in any lot, regardless of the lots designation. This program can be used by faculty/staff and students. Get more information about Presidential Partners at:

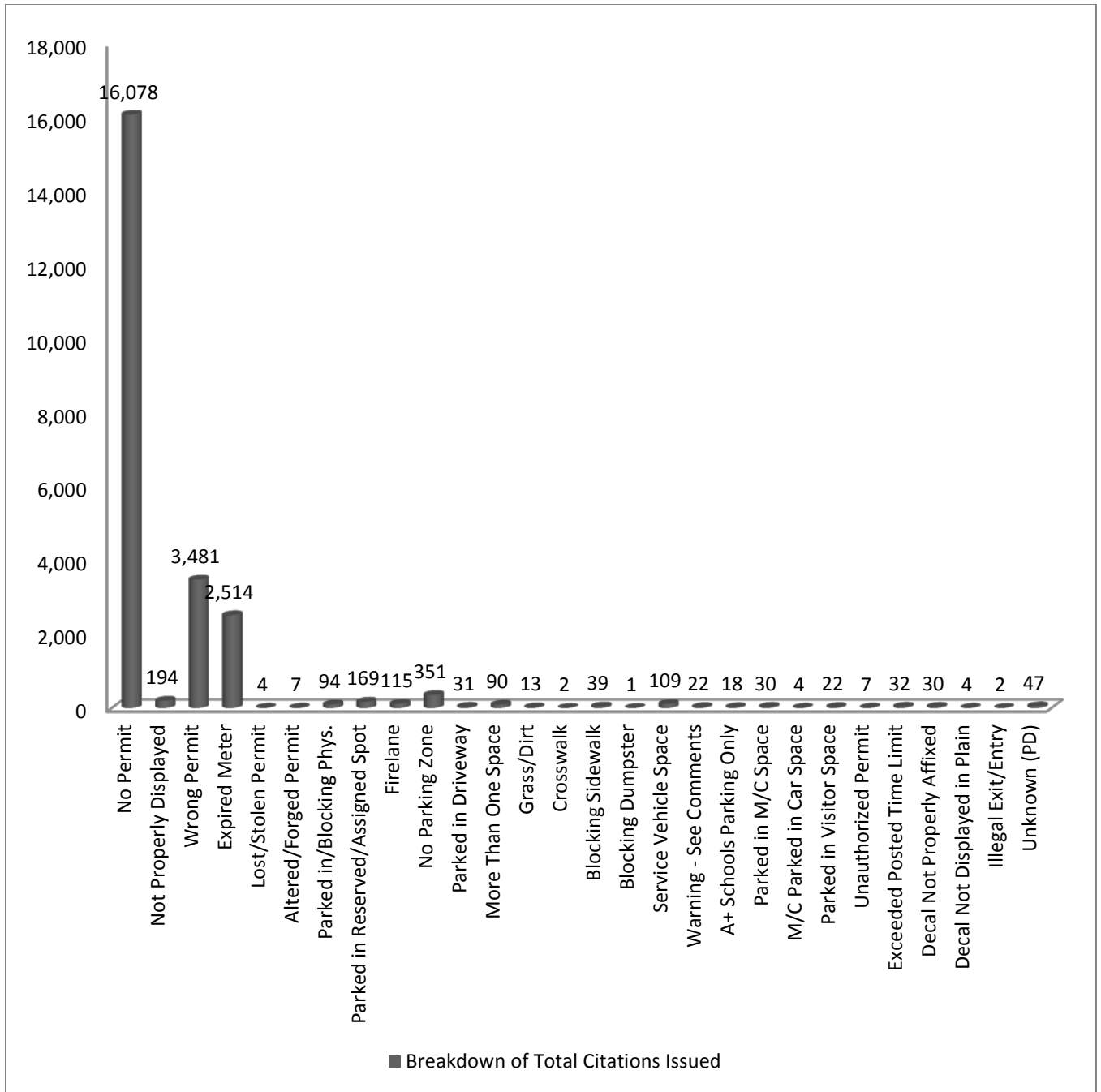
<http://www.uco.edu/foundation/make-a-gift/pp.asp>



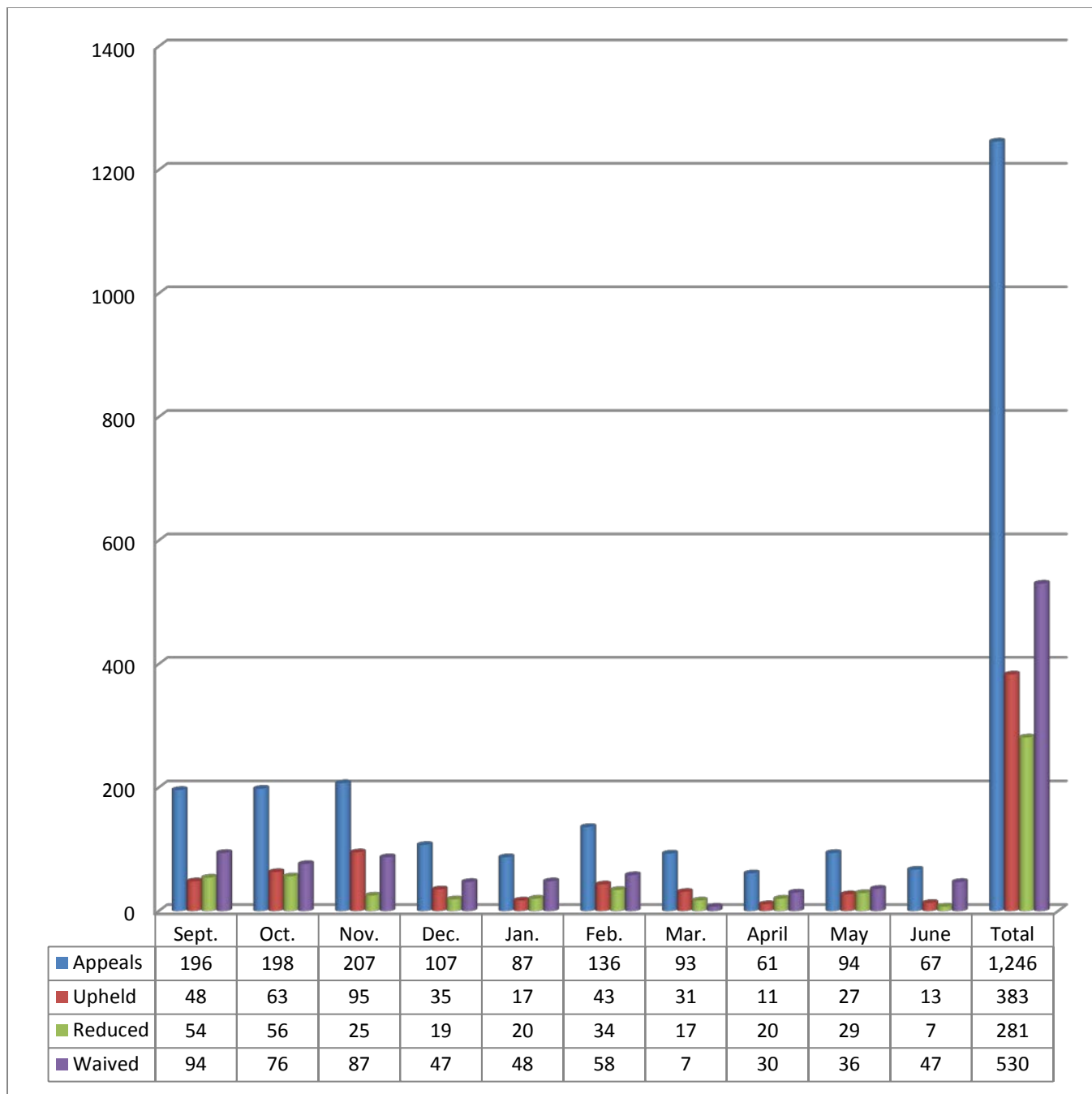
Transportation & Parking Services sells an average of 15,000 parking permits per year. A parking permit is required to park in every parking lot under UCO control except for lots 10, 24, & 31. Lot 10 is the pay-to-park lot and lots 24 & 31 are metered lots.



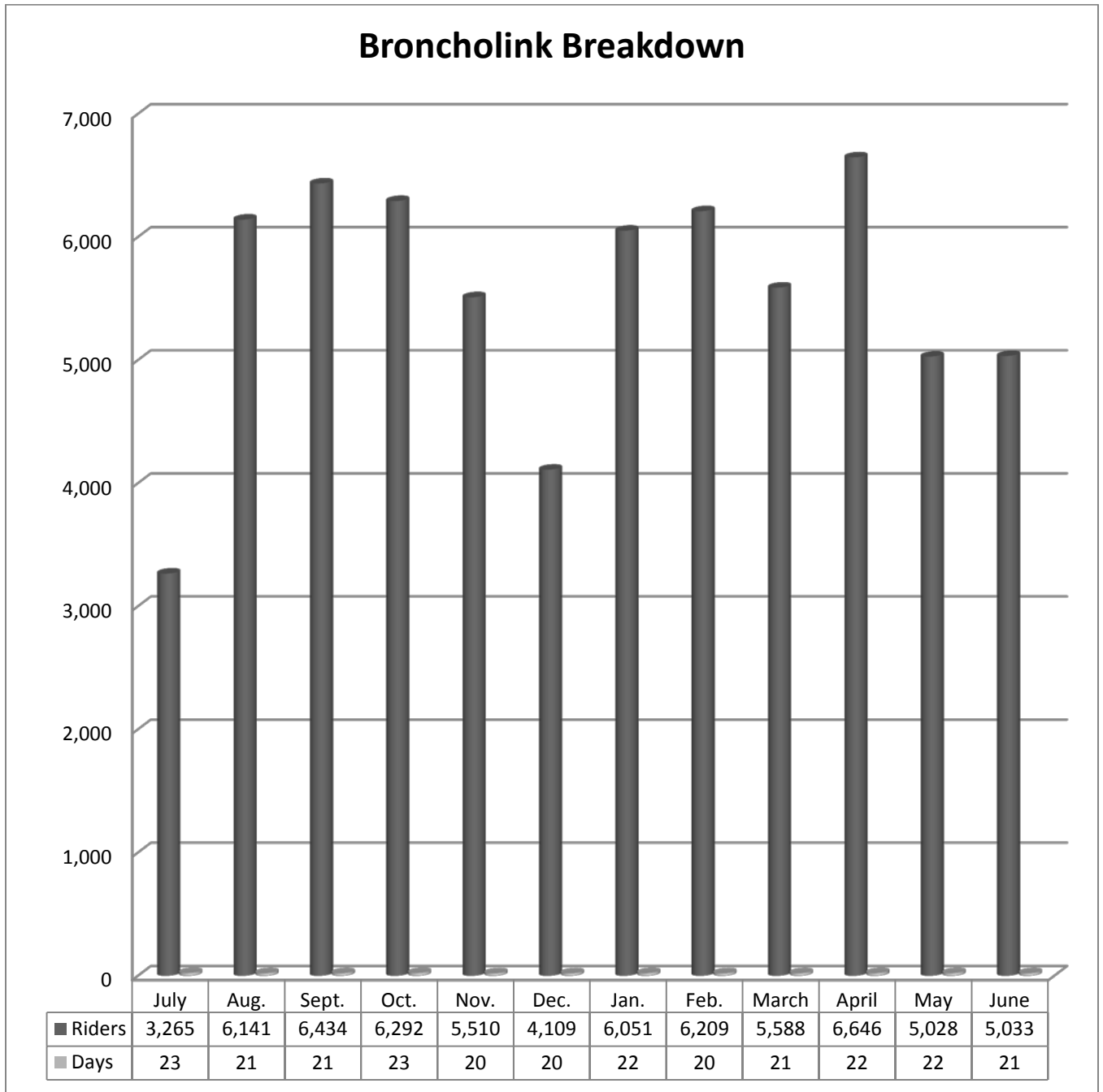
Transportation & Parking Services issues citations to individuals who violate the rules and regulations of parking at UCO. Citation fines range from \$20-\$100 + an immediate tow for safety or state violations.



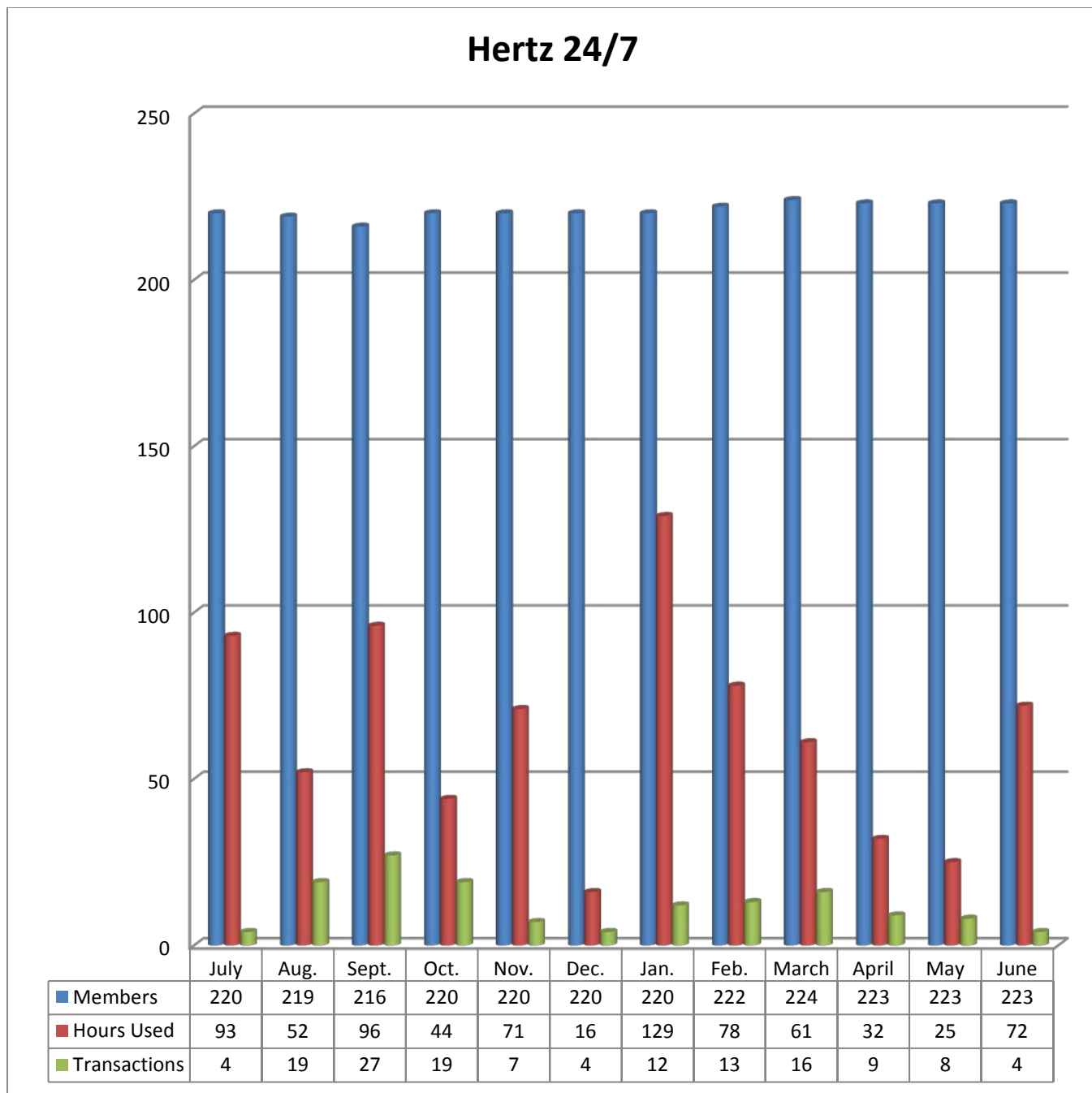
TPS can write for 28 different types of violations. The highest number each year is for no permit and wrong permit.



Anyone who receives a parking citation at UCO has the right to appeal the citation. From the date of issue, the individual has 10 days to appeal. In their appeal they write why they think their citation should be voided, what happened, or state their disagreement. In addition to the written appeal, each individual has the right to appeal their citation in person, however that is not required. The written appeal goes before a panel of volunteer faculty, staff, & students who are not affiliated with the TPS office. The appeals board can either uphold the citation, reduce it by half, or waive it completely. When filing an appeal, the individual agrees that the appeals board's decision is final.



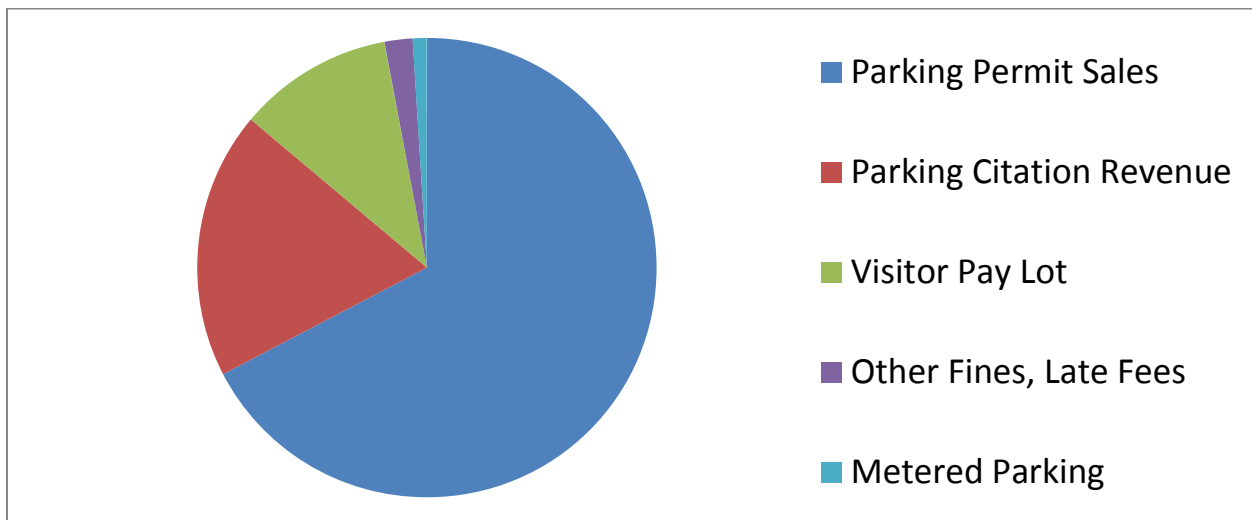
The Broncholink bus is operated by Citylink Edmond. The Broncholink has been funded by TPS since its inception in 2009. The Broncholink goes around the university and to many apartment complexes located close to campus. This is the breakdown of the ridership each month, along with the number of days the bus operated.



The Hertz 24/7 program is offered to those students who live on or around campus that do not have a vehicle and need one to get to an appointment, shopping, or just get away for a day or two. UCO has one vehicle, a Kia Soul, located in Lot 44. Students pay a membership fee and then for \$8 an hour, the student can use the vehicle. Reservations must be made. Included in the \$8 is gas, insurance, Sirius satellite radio, and a GPS.

TPS Fiscal Year 2014 Revenue Breakdown

Expense Description	Amount	Percentage
Parking Permit Sales	\$1,433,209	68%
Parking Citation Revenue	\$398,525	19%
Visitor Pay Lot	\$226,803	11%
Other Fines, Late Fees	\$36,347	2%
Metered Parking	\$20,170	1%
TOTAL	\$2,115,054	



TPS Fiscal Year 2014 Expense Breakdown

Expense Description	Amount	Percentage
Construction & Maintenance of Parking Lots	\$865,573	35%
Bond Payment for Construction of Parking Lots	\$742,785	30%
Salaries & Benefits	\$436,241	18%
Operational Expenses	\$207,818	9%
Citylink - Broncholink Route	\$200,436	8%
TOTAL	\$2,452,853	

