# Table of Contents

Mission and Services Offered .................................................................................................................. 3
Organizational Chart ................................................................................................................................. 4
From the Director ........................................................................................................................................ 5
2014-2015 Accomplishments ..................................................................................................................... 6
2015-2016 Goals ........................................................................................................................................ 7
Faculty/Staff Parking Permits Issued .......................................................................................................... 8
Commuter Parking Permits Issued .............................................................................................................. 9
Housing Parking Permits Issued .................................................................................................................. 10
Special Use Parking Permits Issued ........................................................................................................... 11
Motorcycle Parking Permits Issued ............................................................................................................ 12
North Parking Permits Issued .................................................................................................................... 13
Presidential Partner Permits Issued ........................................................................................................... 14
Total Parking Permits Sold Per Month ..................................................................................................... 15
Citations Issued by Month ......................................................................................................................... 16
Breakdown of Total Citations Issued ......................................................................................................... 17
First Level Appeals by Month with Result .............................................................................................. 18
Second Level Appeals by Month with Result ......................................................................................... 19
Broncholink Breakdown by Month .......................................................................................................... 20
TPS Fiscal Year 2016 Revenue Breakdown ............................................................................................ 21
TPS Fiscal Year 2016 Expense Breakdown .............................................................................................. 22
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, carpool program, and Bum-A-Bike.
University of Central Oklahoma
Transportation & Parking Organizational Chart
August 2016
From the Director

Dear UCO Community,

Fiscal year 16 was a big year for the Transportation & Parking team. We welcomed many new staff members, restructured our department, hired a parking consultant, and did many other things.

We said good bye to the following employees: Victor Driver (Evening Lead Officer), G-Coty Shorter (Service Rep. II), and Bill Harpster (Cycology Coordinator). We said hello to their replacements, Kris Pittman and Brittany Eddins. To replace Bill, I promoted Dillon McDaniel who became our Parking & Bicycle Maintenance Coordinator. I also completed the search for a new Assistant Director, and am happy to report Justine Tozer has been on the job since October 2015 and has been doing an excellent job.

The biggest thing TPS did this past year was hire a parking consultant. We hired SP+ to do an operational assessment and recommendation study. In this, SP+ reviewed our entire operation, reviewed it against some of our peers, visited campus and did a community engagement study, and delivered a 70+ page report to me. This report will be used to create the first ever TPS business and strategic plan.

Additionally TPS built two new parking lots while redesigning another, lots 16, 24 and 57. Lot 16 at the corner of Ayers/Chartrand has 40 spaces and is being designated as housing while lot 57 at the corner of University/Campbell has 33 spaces and has been designated as the new west side visitor lot. Lot 24 has been redesigned to provide a new west entry to the university.

We listened to the students of UCO who have asked for improved lighting in the parking lots, and are pleased to announce that by October, all UCO parking lots with light poles in them will be upgraded to LED. This is an investment of nearly $500,000. We also brought real-time enforcement and are bringing pay stations to campus this fall.

Many other things occurred throughout the year, which will be detailed below. As always, if you ever have any questions or concerns, please feel free to reach out to myself or any member of my staff.

Sincerely,

Josh Stone, CPP
Director
2014-2015 Accomplishments

The Transportation & Parking Services office is always looking ahead as the campus continues to grow and expand. These services include 53 UCO-owned parking lots, 5 leased parking lots, the Broncholink bus, free Bum-A-Bike rentals, Carpool Program, and a North Parking Program.

TPS entered into an agreement with SP+ University Services to do an operational assessment and recommendation study. This study looked at: customer orientation, budget, parking assignment, organizational structure and resources, enforcement, permitting, and technology. This report will be used to determine where TPS stands on parking best practices and will ultimately be used to create a business & strategic plan.

TPS enhanced its customer service operation by switching to real-time enforcement. With this change citations written are immediately available in our system for viewing and TPS is immediately able to assist a customer with questions or appeals.

TPS upgraded the parking lot lights in several parking lots in FY15. Lots 4, 6, 10, 11, 12, 17, 18, 46, 47, & 53 were upgraded to LEDs.

Creation of two new parking lots. Lots 16 & 57 were built in FY16 at a cost of $485,000. These lots added 73 parking spaces to UCOs parking inventory.

TPS brought parking occupancy count system, Parking Logix to campus in June 2016. This pilot in the pay lot lets users know in real time how many parking spaces are available in the lot before they enter it.
2015-2016 Goals

TPS is looking into expanding the Parking Logix software to more lots on campus. Lots under consideration are 4, 6, 11, 17, 18, 26, 27, and 28.

TPS is beginning the process of creating a strategic plan which is something the department has never had before. Using the report provided from SP+ we plan to create a plan that will lead the department for the next 3-5 years.

TPS plans to change the way the Night University Center visitor lot operates in switching it from the pay-on-exit that now exists to a pay-on-entrance operations which would utilize pay stations. This should improve the traffic flow and the ingress/egress situations that arise now.

TPS is going to evaluate the options in regards to our parking model. We currently operate on a hunting license system and are considering switching to a demand based system.

TPS will continue the addition of surveillance cameras on campus in vital areas to improve safety and security on campus. Expect to see cameras go up as the year progresses.

TPS will conduct another survey in fall 2016 to gather feedback from customers.

TPS has an intern through the STLR program, with a goal of better marketing the department and communicating more with the UCO community.

TPS will be bringing fixit stations to campus in order for those with bicycles to do things like fix flat tires.
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 (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 multipermits 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](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, 31, & 57. Lot 10 is the pay-to-park lot and lots 31 & 57 are pay station 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.
First level appeals. 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. The first level is reviewed by TPS and they can uphold, reduce, or waive the citation. If it is upheld or reduced, they can appeal to the second level within 5 days of TPSs’ ruling.

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
<th>Upheld</th>
<th>Reduced</th>
<th>Waived</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>149</td>
<td>13</td>
<td>49</td>
<td>86</td>
</tr>
<tr>
<td>Aug.</td>
<td>248</td>
<td>45</td>
<td>44</td>
<td>159</td>
</tr>
<tr>
<td>Sept.</td>
<td>281</td>
<td>45</td>
<td>55</td>
<td>181</td>
</tr>
<tr>
<td>Oct.</td>
<td>170</td>
<td>29</td>
<td>44</td>
<td>97</td>
</tr>
<tr>
<td>Nov.</td>
<td>157</td>
<td>58</td>
<td>40</td>
<td>59</td>
</tr>
<tr>
<td>Dec.</td>
<td>88</td>
<td>31</td>
<td>14</td>
<td>43</td>
</tr>
<tr>
<td>Jan.</td>
<td>84</td>
<td>39</td>
<td>66</td>
<td>19</td>
</tr>
<tr>
<td>Feb.</td>
<td>150</td>
<td>63</td>
<td>61</td>
<td>61</td>
</tr>
<tr>
<td>Mar.</td>
<td>149</td>
<td>63</td>
<td>59</td>
<td>59</td>
</tr>
<tr>
<td>Apr.</td>
<td>137</td>
<td>53</td>
<td>33</td>
<td>33</td>
</tr>
<tr>
<td>May</td>
<td>54</td>
<td>11</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>June</td>
<td>40</td>
<td>13</td>
<td>846</td>
<td>846</td>
</tr>
</tbody>
</table>

- **Appeals**: 1,625
- **Upheld**: 458
- **Reduced**: 285
- **Waived**: 846
Second level appeals. If an appealed citation is upheld or reduced at the first level, an individual has the option of appealing to the second level. In order to do this the appeal must be filed within 5 days of the first ruling. At this level the citation must be paid for before the second level appeal is filed and a $5 processing fee to cover administrative costs of the second level appeal is added to an individuals Bursar account. At this level the individual can appeal in person to the board of volunteer faculty, staff, and students. The board has the same three upholds: uphold, reduce, or waive; however if the first level reduced the citation, the board can only uphold the reduction or waive the citation completely.
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.
# TPS Fiscal Year 2016 Revenue Breakdown

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Permit Sales</td>
<td>$1,634,612.63</td>
<td>71%</td>
</tr>
<tr>
<td>Parking Citation Revenue</td>
<td>$400,923.35</td>
<td>17%</td>
</tr>
<tr>
<td>Visitor Pay Lot</td>
<td>$148,725.90</td>
<td>6%</td>
</tr>
<tr>
<td>Other Fines, Late Fees</td>
<td>$62,531.82</td>
<td>3%</td>
</tr>
<tr>
<td>Discovery Fees</td>
<td>$10,575.96</td>
<td>1%</td>
</tr>
<tr>
<td>Metered Parking</td>
<td>$44,385.84</td>
<td>2%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$2,301,755.50</strong></td>
<td></td>
</tr>
</tbody>
</table>
# TPS Fiscal Year 2016 Expense Breakdown

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction &amp; Maintenance of Parking Lots</td>
<td>$1,792,116.86</td>
<td>50%</td>
</tr>
<tr>
<td>Bond Payment for Construction of Parking Lots</td>
<td>$744,303.75</td>
<td>21%</td>
</tr>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$460,474.04</td>
<td>13%</td>
</tr>
<tr>
<td>Operational Expenses</td>
<td>$305,297.54</td>
<td>9%</td>
</tr>
<tr>
<td>Citylink - Broncholink Route</td>
<td>$223,696.50</td>
<td>7%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$3,525,888.69</strong></td>
<td></td>
</tr>
</tbody>
</table>

![Pie chart showing expense breakdown]