

UNIVERSITY OF ILLINOIS



PARKING DEPARTMENT

FY20 ANNUAL REPORT



July 1, 2019 – June 30, 2020

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Contact Information

PARKING SERVICES

Hours of Operation: 8:30am-5pm
North Campus Parking Deck (NCPD), MC-241
1201 W. University Avenue
Urbana, Illinois 61801
(217) 333-3530
parkingcomments@illinois.edu

MOTORIST ASSISTANCE & ENFORCEMENT SERVICES

Hours of Operation: 8am-5:30pm
Website: parking.illinois.edu
Facebook: [facebook.com/UIParkingDept](https://www.facebook.com/UIParkingDept)
Twitter: @ILParkingDept

UNIVERSITY OF ILLINOIS PARKING

The University of Illinois Parking Department is a self-supporting service housed within Auxiliary Services, and is comprised of four units – customer service, facilities management, meter mechanics, and enforcement. The Parking Department offices, which are located in Urbana, house parking administration, customer service, special event services, facilities operations, and field operations. The Parking Department manages a total of 15,602 parking spaces in 166 lots and five parking structures. This parking inventory includes 1,700 meters. Generally, faculty/staff park near buildings, students park in remote parking lots or at metered spaces, and visitors park at metered spaces. Some faculty, staff, and students choose to park in one of two shuttle lots and commute through the local bus system, Champaign-Urbana Mass Transit District (CUMTD).

Parking receives no permanent funding from the State of Illinois, the university budget, or student fees. Income derived from permits sales, departmental rental spaces, meters, parking citations, and special events are used for the administration, maintenance, debt service, and continual improvement of parking facilities. In 2008, the Illinois Supreme Court ruled and required UIUC to negotiate parking rates as part of the collective bargaining process. This unforeseen occurrence, coupled with the economic downturn of 2008, continues to result in significant break-even challenges for the Parking Department, which became evident in fiscal year 09.

The Parking Department is made up of 19 full time employee's (FTE) and two extra help employees. Full time staff includes a director, assistant director, customer care manager, operations manager, facilities manager, account technician, three customer service representatives, six parking enforcement officers, and two meter mechanics.

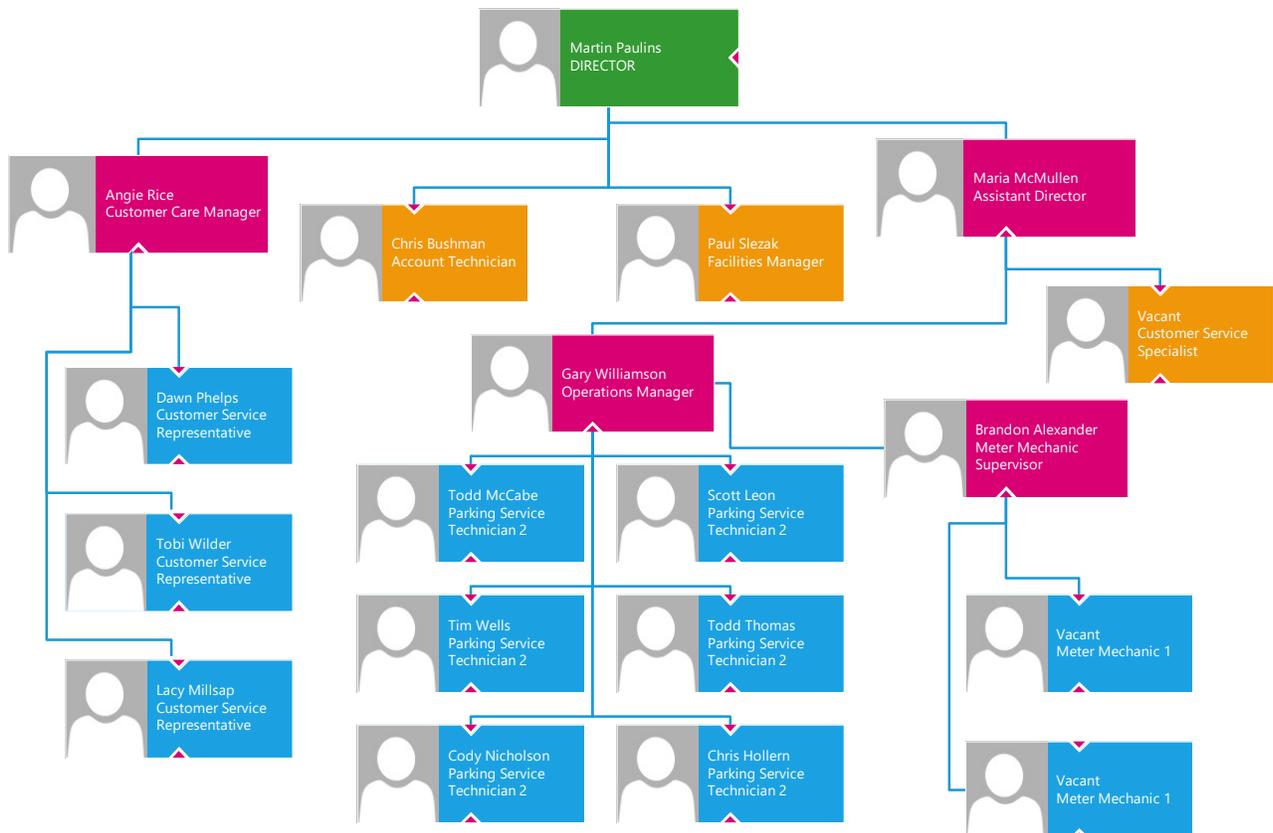
INTRODUCTION

The purpose of this annual report is to elaborate on parking operations by providing transparency and insight into the division. The following statistics are based on FY20 which ran from July 1, 2019 through June 30, 2020. This year's annual report will provide data, detail program accomplishments and updates, and discuss goals intended to enhance the customer parking experience. These will include customer service initiatives, organizational structure changes, sustainability, maintenance, and an end-of-the-year financial snapshot.

Organizational Structure

The Parking Department will be effective in carrying out its mission of excellence, quality, and innovativeness through support of the Auxiliary Services and the Office of the Vice Chancellor.

The Parking Department joined Auxiliary Services and moved to the North Campus Parking Deck (NCPD-B4) in 2014. Parking utilizes Student Affairs Technology Services, along with financial services, human resources, and communication/marketing services based out of the Illini Union. Over the course of FY20, there were some personnel changes within the Parking Department. The following is a snapshot of the organizational structure to conclude this fiscal year.



**Years of Service with the
University of Illinois Parking Department**

0-5 years

**Brandon Alexander, Chris Bushman, Chris Hollern,
Maria McMullen, Lacy Millsap, Cody Nicholson, Marty Paulins,
Angie Rice, Paul Slezak, Todd Thomas, Tim Wells**

6-10 Years

**Scott Leon, Todd McCabe, Dawn Phelps, Gary Williamson,
Tobi Wilder**

11-15 Years

None

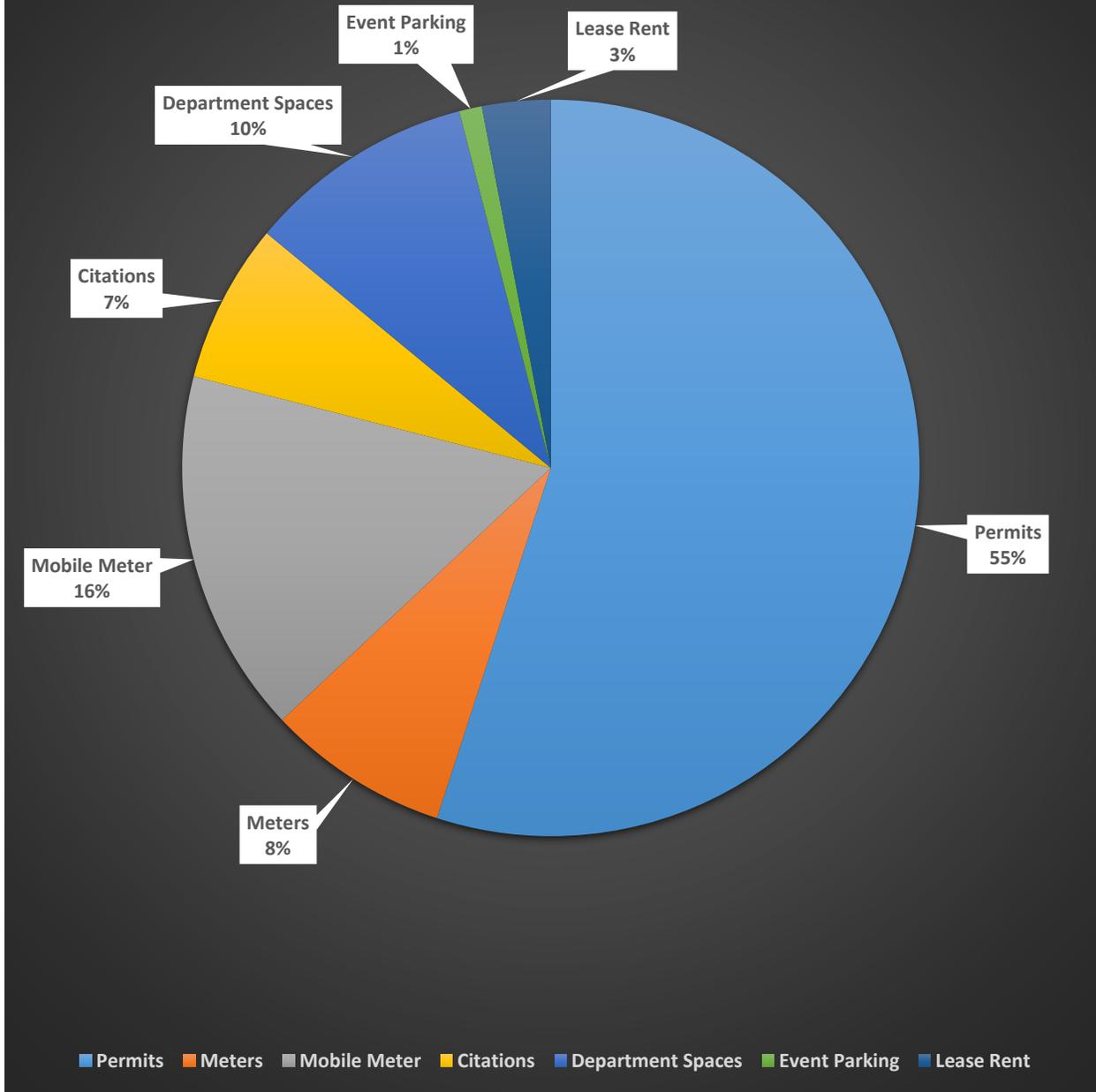
16-20 Years

None

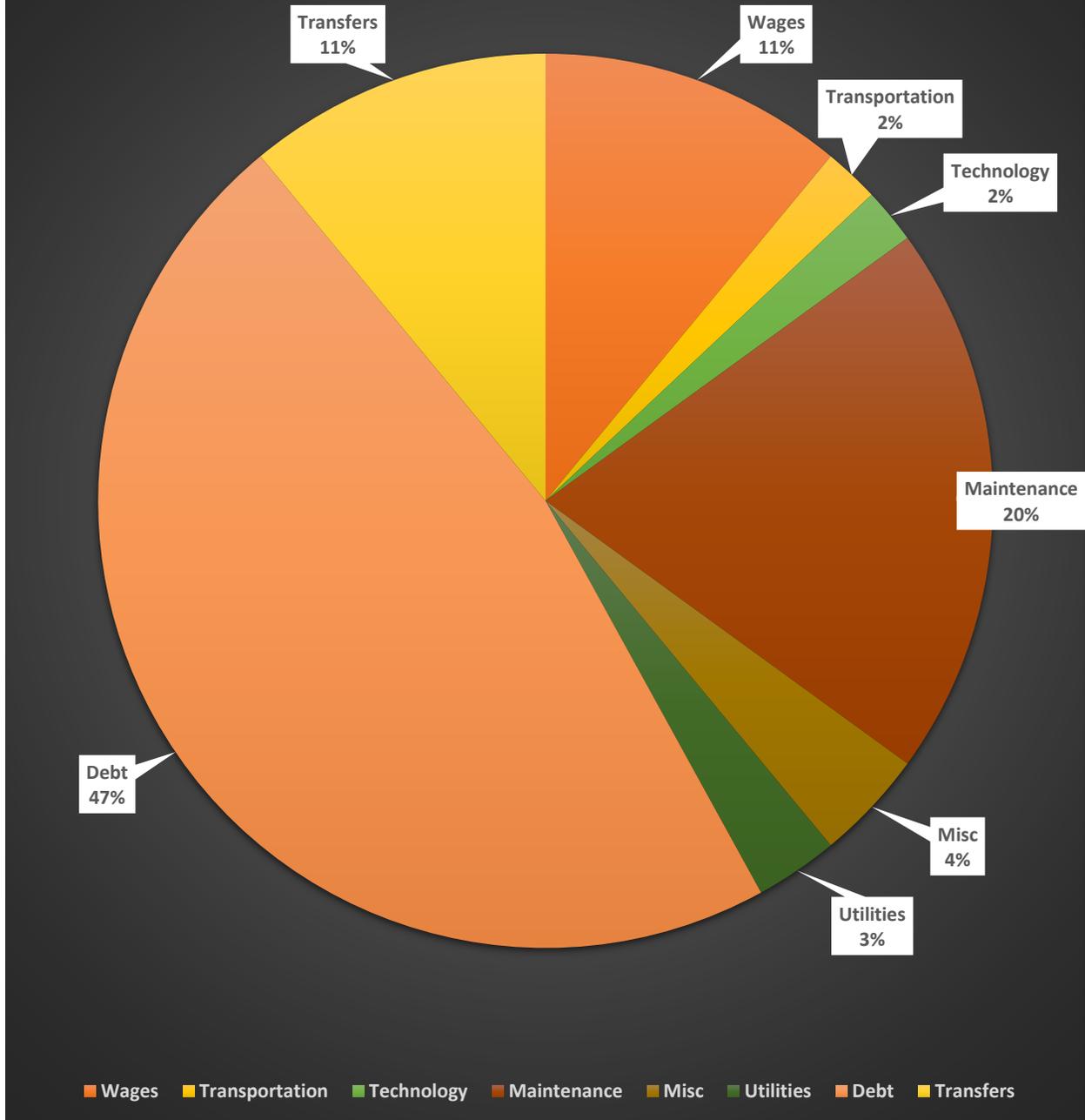
21-30 Years

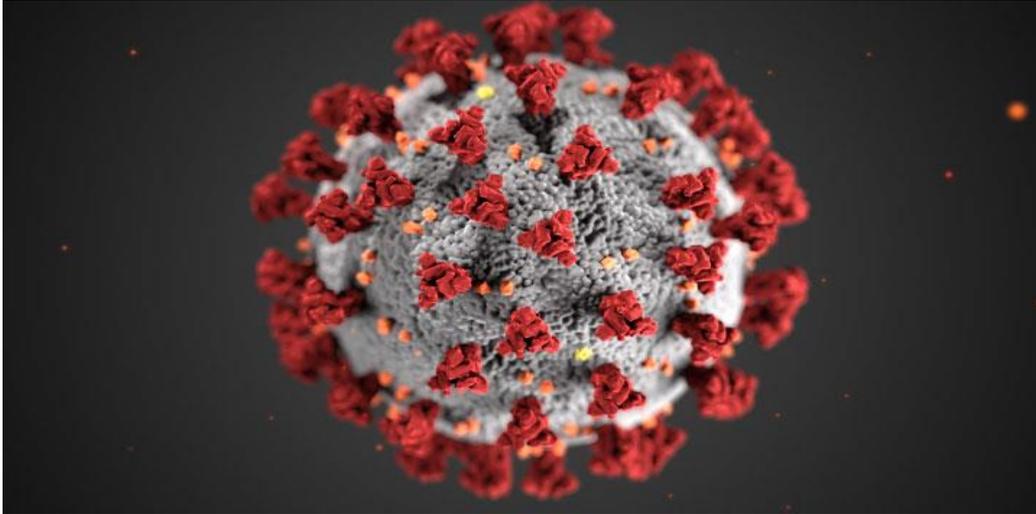
None

FY20 Revenue



FY20 Expenses





COVID-19 IMPACTS

OPERATION REVENUE IMPACT

Operational revenues which includes faculty/staff permits, student permits, citations, the MobileMeter app, meters, and events were affected starting in the middle of March 2020 due to the arrival of Covid-19. Monthly revenues saw a large negative impact. Referring to the previous revenue page, 87% of the yearly/monthly revenue was no longer being generated. The greatest impact was the stopping of payroll deduction parking for faculty/staff and student permit refunds.

\$1.8 million loss projected through the end of June 2020

RESULTS OF IMPACT

In FY19, Parking Department spent \$486,000 and did maintenance to nearly 3,000 parking spaces. Due to the revenue impact, all FY20 planned maintenance has been postponed to FY21. Projects that were planned for FY20 maintenance include major repair to lot F27 (Vet Med) and phase II of waterproofing the B4 and F29 parking garages.

WAITLIST

A waitlist is kept by the Parking Department for faculty/staff and students who wish to park their vehicle in a lot that is currently full. The waitlist is maintained in the order requests are received, with priority given to faculty/staff in faculty/staff lots. In FY20, there were a total of 62 waitlisted parking lots.

PERMITS

Parking sells a variety of permits with the most common being faculty/staff and student.

The FY20 statistics are as follows:

| Permit Type | Number of Permits Sold |
|-----------------------|-------------------------------|
| Faculty/Staff | 8,732 |
| Faculty/Staff Shuttle | 375 |
| Student | 1,768 |
| Student Shuttle | 372 |

FACILITIES

Following a July 2019 inspection, completed by Walker Consultants, shoring posts were installed in the lower level of the C10 parking garage. The total cost was \$174,227.

Rehabilitation of the C7 and C10 garages is scheduled to begin in 2021. In addition, lighting in lots E45 and F23 will be updated to LED by the end of FY20. The total cost will be \$38,547.

IRIS

In FY19, the Parking Department installed three multi-space pay stations, one Luke II and two Luke Cosmos, replacing over 400 meters. Digital Iris is the data platform associated with the pay stations. This platform delivers insight through interactive metrics, data visualization, and automated reporting.

The following is a transaction summary of FY20:

Digital Iris Transaction Summary 05/18/2020 11:54 AM CDT

Date/Time: 07/01/2019 12:00:00 AM to 04/30/2020 11:59:58 PM CDT
 Organization: U of Illinois Urbana
 Location: All Locations
 Stall Number: N/A
 Plate Number: N/A
 Ticket #: All
 Coupon Code: N/A
 Transaction Type: All
 Grouping: None

| Overall Summary | | CASH | | CREDIT CARD | | PATROLLER CARD | | TOTAL | | |
|-------------------|------|-----------|-------------------|-------------------|------------|-------------------|-----------|--------|--------------------|------------|
| Total Collections | 2984 | \$3596.75 | Total Collections | 45637 | \$89984.69 | Revenue | 0 | \$0.00 | Total Transactions | 48760 |
| Revenue | 3019 | \$3596.75 | Revenue | 45637 | \$89984.69 | Test Transactions | 0 | \$0.00 | Total Collections | 48621 |
| Change Issued | 0 | \$0.00 | | | | | | | Revenue | 48656 |
| Refund Tickets | 0 | \$0.00 | | | | | | | | \$93581.44 |
| Total Refunds | 0 | \$0.00 | | | | | | | | |
| Excess Payment | 121 | \$21.30 | | | | | | | | |
| Attendant Deposit | 0 | \$0.00 | | | | | | | | |
| | | | | PASSCARD | | SMART CARD | | | | |
| | | | | Total Collections | 0 | \$0.00 | Revenue | 0 | \$0.00 | |
| | | | | Revenue | 0 | \$0.00 | Recharges | 0 | \$0.00 | |



Customer Care

Updates and improvements to customer service initiatives

CUSTOMER CARE MANAGER

In FY20, Angie Rice became the new Customer Care Manager. Her responsibilities include overseeing front-line customer service staff and acting as an ambassador and liaison to the campus community. She has helped represent the department at various campus events, such as New Faculty Orientation, New Housing Employee Orientation, etc. She also helped promote the adoption of MobileMeter in numerous formal and informal presentations throughout campus.

AMBASSADOR

Parking personnel and facilities are frequently the first and last contacts/impressions for campus visitors. Although on a large campus it is not easy to differentiate visitors from community members, the outside parking services personnel are eager and available to provide assistance with directions and instructions.

FIRST-TIME COURTESY VOID

To further accommodate parking missteps by visitors, the Parking Department tested and officially adopted in FY19 a “First-Time Courtesy Void” program. Rather than directing campus visitors who receive citations to the more taxing appeals process, front counter personnel have been empowered to issue this one-time courtesy waiver in favor of educating visitors and host departments about how to avoid parking citations on future visits.

NEW EMPLOYEE ONBOARDING

Because new employees are in the midst of a lot of change and frequently do not have all documentation immediately in place, the Parking Department has worked with campus Human Resources to streamline the parking permit purchase process. New materials have been distributed and internal parking practices minimized to allow these new employees a one-stop service.

FACULTY/STAFF MOTORCYCLE PERMIT UPDATE

In response to community feedback and Master Plan recommendations, the Parking Department made a trial update to the motorcycle permit purchase policy in FY20. Within certain parameters and provided appropriate documentation, annual faculty and staff permit holders, not including shuttle, were eligible to request a motorcycle medallion permit at no additional charge. The pilot was successful and will be installed permanently in FY21.

WINTER COURTESY HOURS

To better serve and accommodate the campus community during the darker hours of the winter season, the Parking Department provides “winter courtesy hours.” Campus lots and garages, which are scheduled for enforcement until 5 p.m., are instead enforced only until 4 p.m. This courtesy runs from the fall conclusion to the spring start of Daylight Saving Time.

MOTORIST ASSISTANCE

As a no cost courtesy to the campus community, the Parking Department offers motorist assistance services, including lockout, jumpstart, air, and gas.

The FY20 statistics are as follows:

| Month | Slim | Jump | Air | Gas |
|----------------|-----------|-----------|----------|----------|
| July FY20 | 3 | 6 | 1 | 0 |
| August FY20 | 2 | 1 | 0 | 1 |
| September FY20 | 2 | 8 | 1 | 0 |
| October FY20 | 3 | 6 | 0 | 0 |
| November FY20 | 3 | 10 | 1 | 1 |
| December FY20 | 1 | 8 | 0 | 0 |
| January FY20 | 2 | 6 | 1 | 0 |
| February FY20 | 4 | 6 | 0 | 0 |
| March FY20 | 1 | 3 | 1 | 0 |
| April FY20 | 1 | 2 | 0 | 0 |
| TOTAL | 22 | 56 | 5 | 2 |

Future

Plans and goals for university parking facilities

RATE INCREASE

The Parking Department instituted the first annual permit faculty/staff rate increase since 2012. In FY20, the annual faculty/staff permit cap rate increased to \$745, and shuttle permits are now \$143. Annual student permits remained at \$660. This rate increase has helped fund overdue facility maintenance and repair.

LIGHTING UPDATES

The department previously installed safe and environmentally friendly LED lighting in lots E14, E15, and E37. In addition to increased energy efficiency and greater lifespan, these motion sensitive lights save energy by not remaining at full brightness when not in use. Going forward, we will continue to upgrade parking lighting infrastructure.

MAJOR REHABILITATION OF C7 & C10

A major rehabilitation of the aged C7 and C10 garages is tentatively scheduled for 2021. The consultant engineers have indicated this prescribed maintenance should increase these facilities life span by another 15 to 20 years.

CITATION AND FINE RECLASSIFICATION AND REVIEW

In FY20, the department submitted a parking citation/fine reclassification proposal to the Parking Advisory Committee. With 22 active citation types, along with varying fines of limited consistency, and fine severity matching the severity of the infraction, the goal was to simplify, consolidate, and guard the equitability and fairness of the fines.