

UNIVERSITY OF ILLINOIS



PARKING DEPARTMENT

FY22 ANNUAL REPORT



July 1, 2021 – June 30, 2022

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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 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 1,050 meters and three pay stations. 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 15 full time employee's (FTE) and one extra help employee. Full time staff includes a director, assistant director, customer care manager, operations manager, facilities manager, accounting officer, three customer service representatives, six parking enforcement officers, and one extra help meter mechanic.

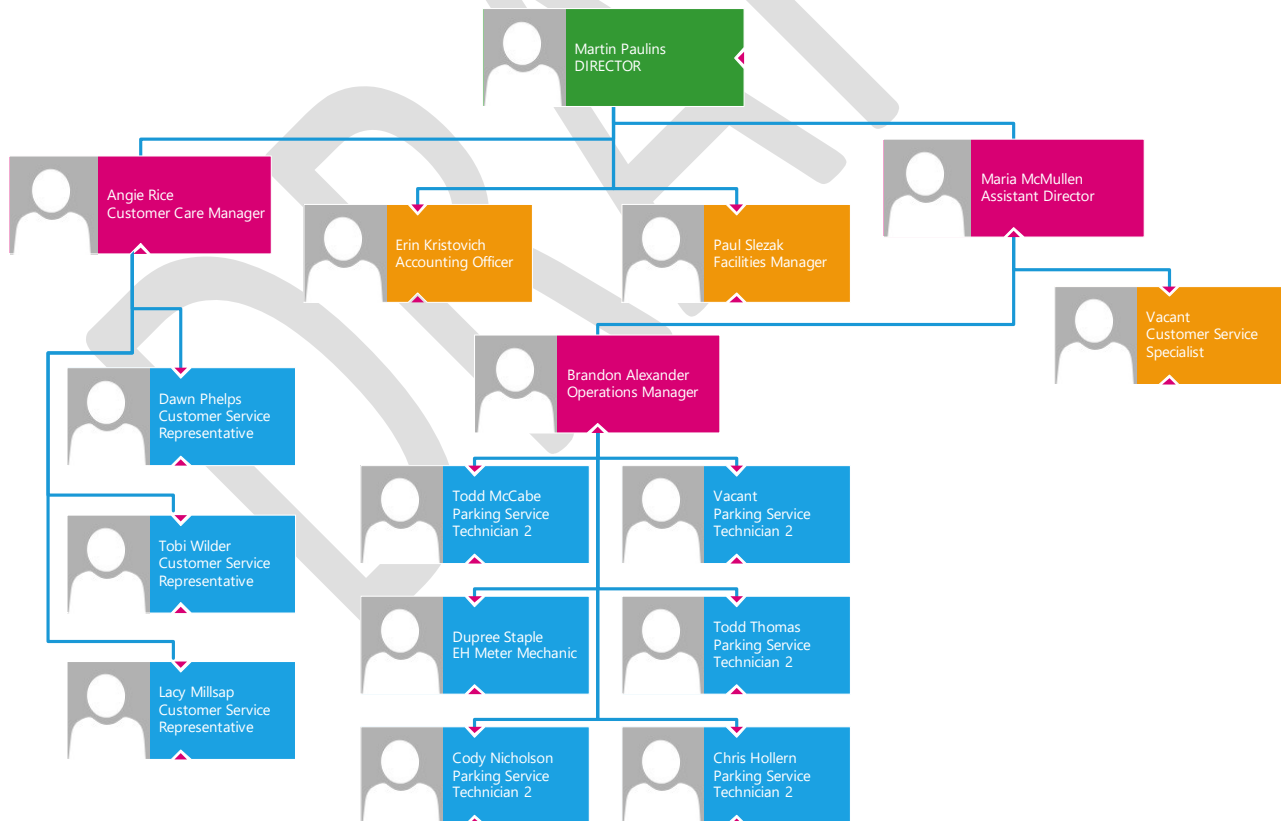
INTRODUCTION

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 FY22 which ran from July 1, 2021 through June 30, 2022. 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 FY22, 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 Hollern, Erin Kristovich,
Maria McMullen, Lacy Millsap, Cody Nicholson, Marty Paulins,
Angie Rice, Paul Slezak, Dupree Staple, Todd Thomas**

6-10 Years

Todd McCabe, Tobi Wilder

11-15 Years

Dawn Phelps

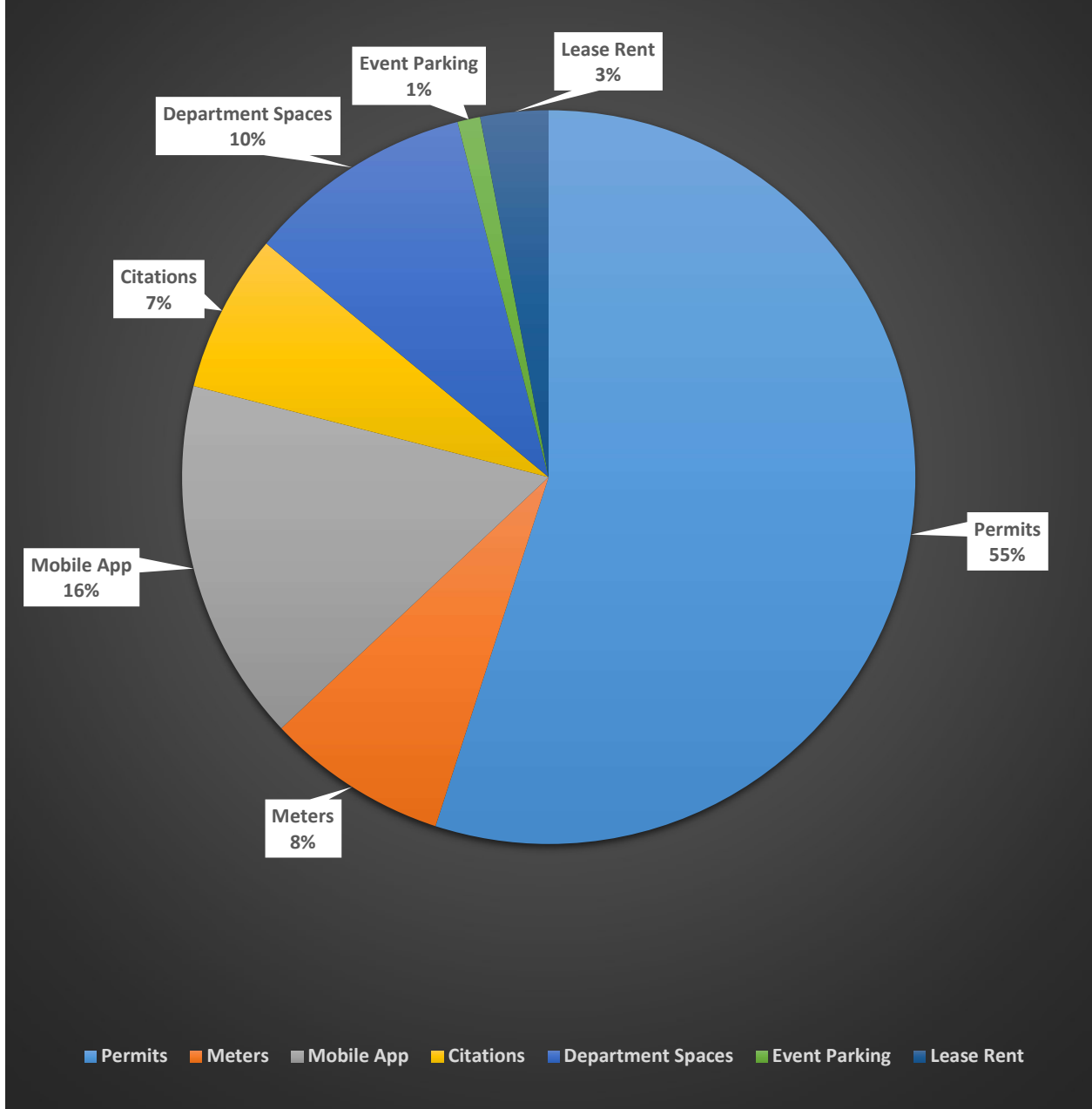
16-20 Years

None

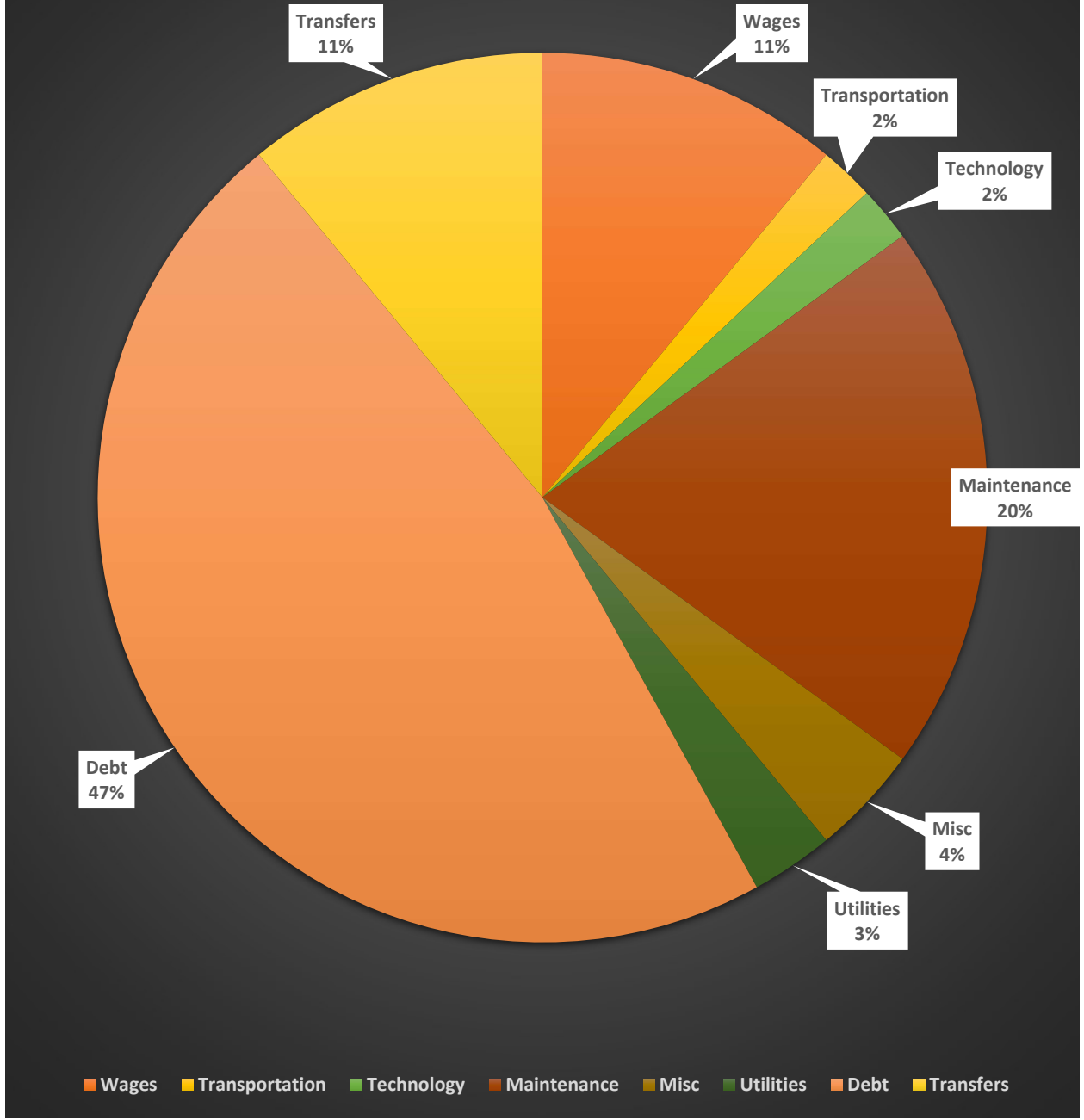
21-30 Years

None

FY22 Revenue



FY22 Expenses



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 and staff in employee lots. In FY22, there were over 50 waitlisted parking lots.

PERMITS

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

The FY22 statistics are as follows:

Permit Type	Number of Permits Sold
Faculty/Staff	8,102
Faculty/Staff Shuttle	394
Student	2,165
Student Shuttle	273

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.

C7/C10 REFURBISHMENT PROJECT

Rehabilitation of the C7 and C10 garages began in the summer of 2021. These two structures were originally built in 1967 and needed significant repairs to continue their safe operation for the next several decades. This project has seen several delays due to supply chain issues. C7 is scheduled to be completed by the end of August 2022. C10 is scheduled to be completed in 2023.

MULTI-VENDOR MODEL

To increase mobile payment adoption rates, we implemented two additional parking applications: PayByPhone and ParkMobile. This model provides our customers with options, allowing them to decide which app to download. It also provides a back-up during outages. All three apps share signage and zone numbers.

METER REMOVAL

In response to outdated equipment that is no longer supported by the vendor, Parking began the process of removing meters and replacing them with Pay By App signage. Roughly half of university meters have been removed, with slightly over 1,000 remaining.

Future

Plans and goals for university parking facilities

RATE CHANGES

The Parking Department will increase parking rates in FY23 and in future fiscal years. Rate increases are necessary to maintain and improve parking infrastructure. The salary-based faculty/staff permit rate is capped at \$762 for FY23 and will increase to \$844 in FY28. There will be increases in other permit types as well:

- Reserved Student Parking Rates – (\$660 in FY22) will increase to \$720 in FY23 and will increase by \$60 per year for five years to \$960 in FY27.
- The parking meter rates will increase by \$.25 per hour; from \$1/hour to \$1.25/hour in FY23.

E15 PARKING STRUCTURE

The Gies College of Business has announced the new South Campus Center for Interdisciplinary Learning (SCCIL) is to be constructed on the site of parking lot E12. Ultimately, this new construction will permanently remove nearly all the parking spaces in Lot E12. To address this displacement, the Parking Department will begin construction of a new parking structure at lot E15. This garage will provide approximately 430 parking spaces and will be built on half of the lot. The rest of the E15 parking lot will have about 170 surface spaces.

RIGHTS & RATES

Parking is working with mobile app vendor, PayByPhone, to provide special parking rules and prices to faculty and staff who may be working a hybrid schedule. More information will be available in the fall.