

Institutional Effectiveness Report

Assessment Summary

Administrative Unit: Parking & Transportation

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Assessment Cycle (academic or calendar year): Academic (July 1 – June 30)

Mission (related to VSU mission):

Parking & Transportation is committed to supporting the mission and purpose of Valdosta State University by providing the campus community with fair allocations of parking space, consistent enforcement of parking regulations, and efficient shuttle service.

Assessment History (discuss here how and when the unit developed its current assessment program, what it used prior to starting that program to assess its effectiveness, etc.):

Valdosta State University is a fast growing university, in terms of enrollment, employment, and facilities. Parking & Transportation will continue in efforts to mitigate the effects of its growth by providing parking facility and transportation system improvements that promote safety and benefit the overall learning experience. Sufficient parking spaces and reliable transportation vehicles are factors critical to the success of the operation.

Parking & Transportation completes a parking study each semester that shows parking statistics that are helpful in determining parking trends during particular times of day and semester. In the past few years these studies have continued to show an increase in parking needs and transit ridership during the peak hours of 7:30 am and 3:00 pm Monday through Friday.

Major objectives include the development of 2 parking decks on main campus beginning in December 2007 with a completion date of Fall 2008. Also, purchasing larger capacity buses to replace the aging buses in the current fleet. The two decks have provided 1,375 spaces, producing convenient parking for commuter and resident students. These projects are being funded by new and approved parking facility student fees. These new

buses will all be ADA equipped, eliminating the need for the Para Transit bus, and will be capable of transporting more students in a given time period, which will reduce wait time.

After the completion of the parking decks, Parking & Transportation plans to create zoned parking on campus to better accommodate and distinguish between the varying parking needs of the commuter and resident students. Bus routes will also be redesigned to improve efficiency of moving passengers between parking decks and surface lots to the various major hubs on campus. If approved, Parking & Transportation would like to increase parking fines to support the new zoned parking to cut down on the number of illegal parking situations, therefore opening more spaces for people who purchase parking decals.

Achieving these capital projects and making these necessary internal changes should alleviate many of the challenges facing the Parking & Transportation operation.

Revenue Sources/Projections & Pricing/Fee Strategy

The following student fees support the Parking & Transportation operation:

- Mandatory Transportation Fee: \$20.00 per semester
- Mandatory Facility Fee: \$100.00 per semester
- Voluntary Parking Decal Fee: \$50.00 per student per year, \$36.00 per staff member per year, \$60.00 per faculty/administration member per year
- Parking Citations: \$10.00 - \$100.00 (varies by citation type)

The key factors used in projecting revenues over time are enrollment estimations using FTE numbers.

| Good/Service | FY2007 Revenue | FY2006 Revenue | FY2005 Revenue |
|--------------------|----------------|----------------|----------------|
| Citations | \$374,108 | \$431,252 | \$397,802 |
| Transportation Fee | \$99,240 | \$115,417 | \$91,743 |
| Parking Decals | \$396,843 | \$385,536 | \$352,180 |

*The facility fee does not apply to information above because it started being assessed in FY2008.

Goals for Unit:

Objective/Goal #1: Purchase/lease larger capacity, ADA equipped transit buses to replace aging fleet and accommodate increased ridership as a result of continued increase in enrollment.

Objective/Goal #2: Collaborate with the City of Valdosta to implement central bus stop on main campus to accommodate current shuttle routes and future public transportation needs.

Objective/Goal #3: After completion of the two parking decks, create zoned parking on campus to accommodate commuter and resident students.

Objective/Goal #4: After completion of the two parking decks, increase parking fines to deter parking infractions.

Objective/Goal #5: Change bus routes to reflect campus changes resulting from construction projects, specifically in relation to the construction of the two parking decks.

Assessments (include when and to whom these are administered, and align goals with specific assessments):

Performance Measures

Parking & Transportation facilitates a Parking Advisory Committee on campus that encourages participation for anyone that has concerns related to Parking or Transportation on campus. The committee meets several times a year and includes a forum for discussion as well as time to present any changes, additions or information worth noting to the attendees of the committee meeting.

The following metrics will be used to determine if Parking & Transportation goals and objectives are being met:

Objective/Goal #1: Purchase/lease larger capacity, ADA equipped transit buses to replace aging fleet and accommodate increased ridership as a result of continued increase in enrollment. **Metric: Buses will include counter system to count how many passengers are riding the buses per day. Data from counters can be used to determine ridership trends.**

Objective/Goal #2: Collaborate with the City of Valdosta to implement central bus stop on main campus to accommodate current shuttle routes and future public transportation needs. **Metric: Compare number of passengers using uncovered bus stop in its current state to number**

of passengers using stop when cover is provided. Can also study trends once future city public transportation system is created to reveal impact of central bus stop.

Objective/Goal #3: After completion of the two parking decks, create zoned parking on campus to accommodate commuter and resident students.

Metric: Complete parking count study to determine parking trends after zoned parking is in place. Will include statistical data such as number of spaces occupied during peak times to compare to prior data collection. Also compare number of voluntary parking decals sold after zoned parking is in place compared to previous years to measure financial success of zoned parking.

Objective/Goal #4: After completion of the two parking decks, increase parking fines to better enforce the new zoned parking.

Metric: Measure number of parking citations issued after zoned parking is in place compared to number of parking citations from previous years.

Objective/Goal #5: Change bus routes to reflect campus changes resulting from construction projects, specifically in relation to the construction of the two parking decks. **Metric: Measure ridership trends per route by using bus counting system and comparing data to data collected from previous years and routes**

2005-2006 (or 2005)

Goals for 2005/2006

FINANCIAL:

Overall – Our goal is to increase revenue as an Auxiliary Unit.

% increase - For the upcoming year we have a 3% increase goal.

Implementations:

- Increase parking fines
- Charge for visitor passes
- Increase transportation fee
- Establish payroll deduction for delinquent employee accounts.
- Parking meters for timed spaces
- Charge for parking in VSU lots during football games

- Establish the ability to assign unidentified parking citations in house by 1) obtaining GCIC system in the office or 2) designate one person to get GCIC certification and go to Public Safety to run tags

RELATED TO THE STRATEGIC AND MASTER PLANS

Planning – The major goal of the department is to support the University’s plan to develop a walking campus. The first step we can take to achieve this is to have an employee in a parking booth on main campus to act as an information center and filter for unwanted cars on campus. This will not only provide better information to drivers on campus but will also cut down on the amount of citations dismissed within our office because of lack of knowledge.

SERVICE

Customer –

- Require all employees of Parking & Transportation to participate in the customer service training provided by Training and Development.
- Improving employee retention by:
 - Increasing student worker pay
 - Offer free or discounted permits for employees
 - Provide additional duties for bus operators during down time
 - Hire more full time employees
 - Offer monetary incentives for employee longevity (including student workers)

New Programs/Program Modifications –

- Upgrade PowerPark/Banner communication so that the holds placed on Banner by outstanding parking fines will be removed automatically when the fines are paid.
- Continue to upgrade computers so that they are equipped to accommodate the increasing number of customers we have
- Provide students with citation invoices online (Read-only)
- Set up an automated phone line for credit card citation payments
- Provide permits that can be scanned by the handhelds (therefore reducing human error)

- Replace all old handhelds with newer ones.

University Community –

- Provide information booth on main campus
- Continue to attend all orientations and VSU 1101 classes to educate students

TEAM BUILDING/CONSENSUS BUILDING

Within your Unit –

- Continue to provide an “open door” policy within the office.
- Cross train patrollers and front office workers so that they better understand each other’s job

Across Campus –

- Inform University students and employees of new developments in parking
- Come up with a way to make students and employees more involved in parking
- Establish better relationships with other departments that we work closely with. i.e. Go to departments and introduce ourselves (most people speak to us on the phone but never know what we look like).
- Collaborate with SGA in an effort to increase student participation in appeals committee meetings

PROFESSIONAL DEVELOPMENT

Personal - Take advantage of training and development classes

Unit – Attend classes as a unit whenever possible

DEPARTMENTAL IMAGE

- Improve uniforms for patrollers
- Work with the Spectator to help us educate employees and students as to the “TRUE” purpose of our department. Let them know we are not here to steal their money, but to regulate parking on campus.
- Provide better parking for customers who enter the office

- Have continuous communication with the Board of Regents
- Assist with campus events by accommodating parking needs to the best of our abilities

General Accomplishments of the Unit (include new programmatic efforts and services)

- **Created new Bus Operator Position**
- **New Bus Line created to better serve the student rider ship**
- **Filled vacant Parking Personnel Position**
- **Filled vacant Senior Secretary Position**
- **Computer software upgrade and conversions**
- **Additional palm pilot handheld citation writers**

Staff Accomplishments

- **Employees attending T2 Software Conference**
- **Bus Operator received staff recognition for 5 year status**
- **Bus Operator received recognition for "I caught you caring"**
- **Due to work duties within the department, senior Office Assistants were able to use their job as an paid internship**

PROGRESS TOWARD STRATEGIC INSTITUTIONAL GOALS

| Goal | Activity | Status | Evidence |
|--|---|--------|---|
| <p>1. Effective Planning and Resource Utilization</p> <p>VSU informs and supports the need for change, processes, and programs through integrated, continuous strategic planning.</p> | <p>Continuous planning to increase the number of parking spaces around VSU campus</p> | | <p>Presidents convocation reports, data on departments well page</p> |
| <p>2. Successful Outreach</p> <p>VSU actively identifies, cultivates, and encourages private support through the enhancement of alumni, community, and corporate outreach.</p> | <ul style="list-style-type: none"> • House in the Woods • Assisted the Chamber of Commerce "Red Carpet Golf | | <p>Request forms and also e-mail requests</p> |

| Goal | Activity | Status | Evidence |
|--|--|--------|---|
| | Tournament" | | |
| <p>3. Excellence in Student Learning and Retention</p> <p>VSU encourages continuous enhancement of curricula and research opportunities, resulting in highly informed graduates and increased student retention and graduation rates.</p> | <ul style="list-style-type: none"> • Student interns trained new student employees • Increased student assistance pay and benefits to ensure retention | | <p>Amount of Student Assistants who continue to work in our department</p> |
| <p>4. Access and Participation</p> <p>VSU promotes expanded access, participation, and quality through a comprehensive marketing plan.</p> | <p>Banners placed on buses to support VSU athletics and also to support different campus events</p> | | |
| <p>5. Student Preparation</p> <p>VSU works actively with K-12 education to increase the pool (number) of high school students from our service area who are eligible to attend the University.</p> | <p>Assisted Education Department with transporting elementary students around VSU campus</p> | | <p>Request forms and e-mail requests</p> |
| <p>6. High Quality Personnel</p> <p>VSU pursues excellence and identifies best</p> | | | |

| Goal | Activity | Status | Evidence |
|---|--|--------|----------|
| <p>practices in recruiting, developing, and retaining quality faculty and staff in an environment of shared governance across the campus community.</p> | | | |
| <p>7. Engagement in the Community and Region</p> <p>VSU continues to develop its important educational, cultural, multicultural and economic impact in order to enhance the quality of life for the state and region, and to attract and retain residents, students, visitors, and industry.</p> | <p>Collaborate with the City of Valdosta to enhance VSU & surrounding community (Traffic flow)</p> | | |
| <p>8. Continuous Communication</p> <p>VSU fosters strong alliances with key leaders through ongoing, two-way communication with the Board of Regents.</p> | <p>In hopes of creating close up parking, "plop method" Board of Regents must approve demolition of buildings</p> | | |

IMPROVEMENT IN UNIT EFFECTIVENESS

1. Describe one significant change made in your unit during the year to improve service quality or productivity.

Due to the amount of students utilizing our Shuttle Buses (especially to centennial hall), Parking & Transportation created an additional Bus Operator position as well as creating an additional bus line (main campus to Sustella Lot)

2. What information or other rationale prompted the unit to make the change described above? Describe the data source (student, faculty, etc.) and type (survey, interview, report, etc.) of data.

Suggestion sheets and general analysis from Bus Operators and Transportation Supervisor

NEW PROGRAMS, SERVICE, INITIATIVES, UNITS, OR OTHER CHANGES

SSN converted to new VSU campus wide ID numbers

Programs Deleted or Merged

Deleted SSN on documents

Deleted distributing hold notices (cost efficiency)

List New Services Added

Additional Shuttle Bus Line

New Initiatives Started

Commuter decals vs. on campus decals

New Administrative Units Added

Parking Personnel Supervisor

Senior Secretary

Bus Operator position

2006-2007 (or 2006)

Goals for 2005/2006

- * Increase parking fines to generate more revenue
- * Increase salaries for full time employees
- * Enhance parking software by purchasing updated power park version
- * Initiate more conflict training workshops for student employees (specifically for parking)
- * Enhance the transportation department by purchasing more buses and hiring more drivers
- * Parking Patrollers & Office Workers Retention (possible increase in student pay)
- * Create additional close up parking
 - * Additional Buses and drivers
- * Limit the amount of customers coming in the office (promoting web usage)
- * Flat Screen Computers for the entire office

General update to Parking & Transportation Advisory Committee

- Parking garages are currently being researched
- Suggested that we set up a web page for the Parking & Transportation Advisory Committee to handle suggestions and also general comments/concerns
- Spaces were re-assigned due to construction on campus
- Discussed gated lot to be placed in front of the Nevins entrance (will be reserved for employees)
- To alleviate vendor trucks parking on the curb, different sections around campus were cut out to create corner parking spaces for service vehicles/trucks

- Shuttle Bus Updates: Blue Line changed & Yellow Line added to expedite transporting services. Presently doing trail runs and studies to meet student needs
- Working on a 10-year parking study for VSU. Already done preliminary studies for zoned parking
- Student permits color coded for the 2005/2006 academic year – commuter (orange) vs. residents (purple)
- Conference Lot changed back to employee lot per Dr. Zaccari
- All construction gone from the Boone Parking Lot, now it's currently open for students
- Centennial Hall new lot, 141 spaces
- Open spaces are available in the following lots: Sustella, Centennial, PE Complex Lot, Billy Grant Field and also the Continuing Education Lot
- Currently working on getting new buses and also new drivers
- Briefing on Parking:
 1. Zone Parking Research
 2. Citation Prices Research
- Gated lots were the best solutions from Parking & Transportation research in regards to zone parking
- Master plan will have two parking garages (funded by Parking & Transportation)
- Parking & Transportation Advisory Committee seeks suggestions/recommendations for the newly gated lot in front of Nevins Hall

Card Access Will employees be interested in paying for this lot? Currently the committee recommends:

 1. \$5.00 fee (monthly) to park in the lot
 2. Daily parking charge (possibly \$1.00), money on flex account
 3. Increasing the "out of assigned" violation to \$25.00 for students parking in this lot overnight
 4. Students will gain access to this lot during open parking hours (after 5:30pm)

Dr. Saeger (community representative)

- Discussed concerns from the neighborhood: Traffic lights on Patterson street will increase parking in the local neighborhood, biggest community fear. People are currently parking on lawns
- One way (Oak, Patterson & Ashley). Traffic count has increased on Boone. Moore Street residents have complained about the increase counts

- Issue of demolition: Tearing down historical housing/property. People are worried about the values of their homes. Individuals are disappointed because the VSU foundation did not opt to move towards the southern direction when purchasing property

Von Shipman (City Engineer)

Topics Discussed:

- Oak Street & Baytree traffic flow. Reported that traffic has begun to decrease and changes are flowing well with the shuttle buses also
- Patterson Street (Pedestrian Safety) – is still a major concern and continues to be monitored
- Mr. Shipman reviewed handout and discussed the following:
 - Vehicle Count on Patterson in front of West Hall
 - Pedestrian Count on Patterson at College Street
 - Pedestrian Count on Patterson at Brookwood Place
 - Signal Warrant per Manual of Uniform Traffic Control Devices

The city goal: traffic to flow north on Oak and south on Patterson. Individuals are already flowing in the proper direction; no guarantees for community concerns in regards to traffic in local neighborhoods

Charge from the President's Office

- Come up with a strategic plan for parking at VSU that meet the needs for VSU and also the community
- Creating parking decks (must come from private funds), come up with a very good design and suggest different locations, possible multi-purpose parking decks
- Find a firm to assist with preserving historical property on campus/assessment of property. We would better understand the character of VSU (preserving and protecting historical significance)

- Facility needs/parking decks are one of the first on the list. Work as a group to find the funding for parking decks and how are we to use the decks (who parks there, price, etc...) – currently spaces are estimated at \$14,000.00 per space

Accomplishments After Charge

- Georgia Avenue/Co-Op Parking lots combined for students – additional **20 student spaces**
- Georgia Avenue Conference Parking lot converted from employee to students – additional **33 student spaces**
- VSU Bursary drive through lot spaces converted to students – additional **12 student spaces**
- Basketball court converted into an employee parking lot – additional **47 employee spaces**
- Construction area completed at UC – returned **22 employee spaces**
- Front of Nevins Hall – additional **20 employee spaces**
- Shuttle Bus routes updated to expedite services (effective Fall 2003)

Future Plans for Parking & Transportation

- Bookstore Warehouse (oak street) raised for an additional **30 student spaces**
- Housing Office raised for an additional **35 student spaces**
- Boone Lot converted from employee to students – additional **100 student spaces**

2007-2008 (or 2007)

General Accomplishments of the Unit

- **Created new Bus Operator Position (Casual Laborer) to assist with assisting transportation needs**
- **Re-classified Parking Personnel Position**
- **Computer software upgrade and conversions from PowerPark Classic to Flex**
- **Additional palm pilot handheld citation writers**

Staff Accomplishments

- **Employees attending T2 Software Conference to enhance knowledge of new software**
- **Bus Operator received staff recognition for 10 year status**
- **Bus Operators & Administrator received recognition for “I caught you caring”**

PROGRESS TOWARD STRATEGIC INSTITUTIONAL GOALS

| Goal | Activity | Status | Evidence |
|--|---|--------|---|
| <p>Enrollment & Retention</p> <p>Intentionally grow undergraduate and graduate enrollment (to 12,000 over the next 5 years) through additional new students and increased retention and graduation rates of existing students.</p> <ul style="list-style-type: none"> • Improve freshman to sophomore retention at least 1% per year. • Improve 6-year graduation rate by at least 1% per year. • Increase the number of transfer students to VSU. • Develop traditions and culture to encourage retention. • Assess and implement changes in faculty load, facilities, course offerings, and class scheduling to enhance the use of university resources in support of planned growth. • Improve the advising process, consistent with Enrollment Management Plan, to support student’s transition from general education to major field. • Increase number of students seeking certification and licensure renewal. • Develop a proposal for programs and program delivery strategies that meet the needs of non-traditional degree-seeking students. | <p>Student interns trained new student employees</p> <p>Increased student assistance pay and benefits to ensure retention</p> | | <p>Amount of Student Assistants who continue to work in our department</p> |
| <p>Diversity</p> <p>Move beyond tolerance by actively promoting acceptance, inclusion, appreciation, and respect for human similarities and differences.</p> <ul style="list-style-type: none"> • Educate the university community by expanding its definition of diversity. • Diversify university personnel. • Infuse diversity into the curriculum. • Utilize organizational climate surveys to develop | <p>Promote a diverse atmosphere by employing different race and gender for full time employees as well as student assistance</p> | | <p>Employees collaboration with colleagues and customers</p> |

| Goal | Activity | Status | Evidence |
|--|--|--------|--|
| <p>measurements.</p> | <p>Encourage employees to attend training classes to understand/ embrace ethnicity</p> | | |
| <p>Academic Programs</p> <p>Develop programs in health-related professions; while continuing to offer, identify, and develop programs which prepare students to be responsible, thoughtful, and productive citizens.</p> <ul style="list-style-type: none"> • Develop programs in health-related professions. • Hire more faculty with interdisciplinary backgrounds. • Retrain existing faculty to teach in interdisciplinary pedagogies and offer instruction via multiple delivery systems. • Increase team-teaching across the disciplines (i.e., medical ethics, creativity, diversity). • Increase cohort groups. • Increase service learning opportunities for students. | <p>Academic programs/seminars/workshop/training classes are offered by VSU training department. Flyers are strategically placed throughout the office for employees to sign up for. Full time employees are required to attend a certain amount of classes per academic year.</p> | | <p>Interoffice discussions in regards to different issues and those individuals who has knowledge in a variety of areas (employees who attending the classes)</p> |
| <p>Faculty and Staff Development</p> <p>Enhance employment excellence and identify best practices in developing and retaining quality faculty and staff.</p> <ul style="list-style-type: none"> • Hire a university director for Grants and Contracts within the current fiscal year. • Designate a grants and contracts liaison for each college and provide the appropriate training for this person to facilitate grants in the college. • Develop creative budget processes to provide the necessary/mandatory job specific skill training for all employees. • Identify problem retention areas. Target those areas as needed for a specific plan. • Employee & Organizational Development will work with Continuing Education and the appropriate academic liaisons to document all employee development and training across campus. | <p>Periodic office meetings to enhance the performance and professionalism of the office staff. Meeting are also held on 1 on 1 basis to discuss specific tasks</p> | | <p>Daily evaluations of employee performances</p> |

| Goal | Activity | Status | Evidence |
|---|--|--------|--|
| <ul style="list-style-type: none"> Develop a system to provide, document, and reward faculty development (faculty evaluation process) to improve teaching, advising, research, and grant writing. Institute programs that raise the educational/skill level of staff. Make mentorships available to all employees (staff, academic roles, and administrative roles). | | | |
| <p>Financial Support</p> <p>Establish the infrastructure to increase sponsored research and private gifts as a percent of the total budget to position VSU to achieve its mission.</p> <ul style="list-style-type: none"> By November 2006, create data bases and materials to support grant writing and collaborations with corporate and community partners. Within 2 years, each college will identify a plan for increasing their external funding and changing faculty role expectations related to obtaining external funding. Commit to a major capital campaign; including making strategic decisions to use university funds to hire development personnel in order to improve long-term sources for support of academic units. Identify prioritized staff members (major gifts officers) with a goal to bring them on board over five years as resources become available. Improve profile in the Valdosta community, by continuing to develop external/community partnerships. Develop a recommendation for creating a VSU Research Foundation. Define and achieve minimum standards for alumni contact. Cultivate “pride of place” and tradition of giving back. | <p>Encourage employees to donate to staff & faculty campaign each year. Also place flyers out for events such as “relay for cancer.”</p> <p>Purchases dinners for different benefits throughout the campus</p> | | <p>Percentage report that the staff & faculty campaign distributes. Also, individual financial reports (whenever an employee collects funds for an event)</p> |

IMPROVEMENT IN UNIT EFFECTIVENESS

1. Describe one significant change made in your unit during the year to improve service quality or productivity.

Due to the amount of commuters complaining about not finding open spaces. Parking & Transportation designated section A of the Oak Street Parking Lot as Commuter parking only (no overnight parking). To assist with differentiating commuter versus on campus students, color coded permits will be issued this upcoming fall 2007

2. What information or other rationale prompted the unit to make the change described above? Describe the data source (student, faculty, etc.) and type (survey, interview, report, etc.) of data.

Suggestion sheets and general analysis from Bus Operators and Transportation Supervisor

NEW PROGRAMS, SERVICE, INITIATIVES, UNITS, OR OTHER CHANGES

New Services Added

Upgraded to a new computer system

New Initiatives Started

Commuter decals vs. on campus decals

New Administrative Units Added

Re-classification of Parking Personnel

Temporary Full Time Bus Operator added

Valdosta State University Parking & Transportation Plan

Background

Planning and development for the parking and transportation system at Valdosta State University continues to evolve based on growing demands from those traveling to and from campus. For many years surface parking has been provided in various parking lots located near all primary campus

locations with additional lots added as space became available. As of Fall 2007, 4176 surface parking spaces were available to accommodate students, faculty, staff and visitors and were allocated based on location of the lots and consideration of parking needs. Four different color coded permits were sold to those bringing vehicles to campus classified as "Red Reserved" for faculty and administration, "Green Staff" for staff and "Gray for residents and Blue for commuters" for students. Areas of each surface parking lot were marked with paint to designate parking for Reserved, Staff, and Students.

Changes and Benefits

As campus enrollment continues to grow and as the campus population changes, the amount of traffic to and from campus is greatly increasing, which is causing the parking demand on campus to significantly rise. The University responded to growing parking needs by building two multi-level parking facilities, which are scheduled to open Fall 2008. The Oak Street Parking Deck will accommodate 920 vehicles and the Sustella Parking Deck will accommodate 1181 vehicles. 1354 new garage spaces will increase the number of core spaces by approximately 33%.

The campus is also planning to improve and extend transit services through the purchase of new larger capacity shuttle buses. Combined with enhancement of transit services, new core parking will improve access for all. Transit and parking facilities upgrades will also improve security through better lighting, signage and surveillance.

- Students will be the most prominent beneficiaries of improvements to campus parking and bus services, including increased riding capacity of the new buses. The creation of over 2101 core garage spaces for students takes a major step to address the current issues with location and capacity constraints of student parking.
- Faculty and staff will benefit from the reallocation of surface spaces near campus, particularly on Georgia Avenue. They will also be permitted to park in the parking facilities.
- Visitors, including visitors of Fine Arts events, will greatly benefit from the increased availability of parking with the addition of spaces from the Oak Street Parking Deck. Additionally, better signage and increased staffing of facilities will improve way finding on campus.

Directions for the Future

Four different color coded permits will be sold to those bringing vehicles to campus classified as "Reserved" for faculty and administration, "Staff" for staff, "Resident" for resident students and "Commuter" for commuter students. Areas of each surface parking lot and the parking decks will be marked to designate parking for each type of permit holder.

The Oak Street Parking Deck will be designated for commuter students and the Sustella Parking Deck will be designated for resident students for overnight parking. Spaces that were reallocated during the parking deck construction period, including spaces in Georgia Avenue lots and the University Center lot, will be reallocated to meet specific parking demands of those areas. Because student spaces have increased significantly on main campus through the opening of the parking decks, the lots on Georgia Avenue will be reallocated for faculty and staff parking and many spaces at the University Center will be returned to faculty and staff parking.

Goals

Parking & Transportation hopes to purchase seven new large capacity shuttle buses to service the changing demands of campus transit after parking deck construction is complete. These buses will replace seven of the oldest buses in the aging fleet. The plan is to maintain the current bus routes with two buses on each route and to plan to adapt the routes as parking trends are studied.

Parking & Transportation also plans to purchase a GPS tracking system for the buses that will not only enhance customer service, but increase accountability. The ideal system will allow transportation supervisors and customers to track the bus routes via a web browser and give customers arrival times via LED signage placed at the bus stops.

Parking & Transportation plans to hire additional personnel to maintain and patrol the parking facilities. A maintenance position is needed to sweep and wash the decks to keep them free of litter and spillage. A full-time second shift patroller is needed to ensure parking regulations are being upheld in the decks.

Unit Director, Date _____

President/VP for Unit, Date _____

