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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  

**MOTORIST ASSISTANCE AND ENFORCEMENT SERVICES**  
Hours of Operation: 7:30am-6pm  
Website: parking.illinois.edu  
Facebook: facebook.com/ILParkingDept  
Twitter: @ILParkingDept
THE PARKING DEPARTMENT

The University of Illinois Parking Department (PD) is a self-supported service represented by Auxiliary Services of the university and is comprised of four units: customer service, facilities management, meter mechanics, and enforcement. The Parking Department is located in Urbana and is home to parking administration, customer service, events, facilities operations, and field operations. Parking manages a total of 15,602 parking spaces in over 150 lots and five parking structures. This parking inventory includes 2,165 meters. Generally, faculty and staff park near buildings, students park in remote parking lots or at metered spaces, and visitors park at metered spaces. Many students choose to park in one of two shuttle lots and commute through the contracted local bus system, Mass Transit District (MTD).

The PD receives no permanent funding from the State of Illinois, the university budget, or student fees. Income derived from permit sales, departmental rental spaces, meters, parking citations, and special events is used for the administration, maintenance, debt service, and continual improvement of parking facilities. In 2008, the Illinois Supreme Court ruled and required Illinois 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 PD, which became evident in fiscal year 2009.

This is the first full year that the PD has been fully staffed. The PD is made up of 20 full time employees (FTE) and one extra help employee. The full time staff includes a director, administrative aide (shared), assistant director, customer service manager, enforcement manager, administrative clerk, five customer service representatives, six parking enforcement officers, and three meter mechanics.

INTRODUCTION

The purpose of this annual report is to elaborate on PD operations, provide transparency, and give insight into the division; the following statistics are based on fiscal year 2016 which ran from July 1, 2015 through June 30, 2016. This year’s annual report will detail accomplishments along with goals intended to enhance customer parking experience. These will include refining customer service initiatives, organizational structure changes, Parking Master Plan, sustainability, maintenance, permit sales, and an end of the year financial snapshot.
EVOLVING CUSTOMER EXPECTATIONS

We help our customers understand the services we provide and we modify services and programs as customer expectations and behaviors change.

Customers have requested an easier and quicker way to renew annual parking permits.

In fiscal year 2016, the Parking Department went to License Plate Recognition (LPR). LPR is a system of cameras and accompanying software which is placed in the PD’s vehicles to scan license plates. When a scanned license plate number is not associated with a valid permit or is not being used correctly, enforcement is prompted to investigate further and potentially issue a citation. The customer service impact of this new technology has great benefits for our customers. Since the new permit is actually a license plate number, it simplifies and streamlines the annual renewal process for our customers; there are no extra trips to pick up a permit, no concerns with lost/stolen mail, no waiting in line, no extended processing time, and no worries about forgetting to move a hangtag between vehicles. This now allows customers to manage their own account 24/7. They can pay a citation, appeal a citation, stop payroll deduction, add a license plate, change their address, or update their email account. All visitors can use these services from our website at parking.illinois.edu.

Parking has just launched the last renewal process and announced auto-renewal. The June 2016 renewal was the last time a parking customer on payroll deduction needed to renew their virtual permit. Not only have we made it easier and quicker, we have totally eliminated any further parking renewals for our customers. Customers are able to cancel their permits anytime, online.

Although it has been a significant culture change to eliminate most physical permits, the response from the campus and parking community has been overwhelmingly favorable. Most have embraced the convenience and individual control of maintaining their own parking account. Increased enforcement efficiency has meant violators (not paying meters or paying for a permit) are more easily located and brought into compliance, leaving more spaces available to those who use them legally.
PARKING SERVICES

MISSION
Our department is committed to being innovative, delivering high quality services, and providing excellent customer service to the University of Illinois at Urbana-Champaign campus community.

VISION
Continually look for ways to enhance the parking experience.

VALUES
As a department, and as individuals, we value honesty, continual self-improvement, and accountability. We strive to expand our creativity as well as accept constructive criticism. We are committed to the university and the customers who use and rely on our services daily. We pride ourselves on transparency and dependability. We continue to partner with students, visitors, and faculty/staff and the campus community.

Respect the Individual - Work Smart - Transparency - Accept Individuality
Be relevant and ready for tomorrow
PARKING SERVICES

METERS
Campus meters are in high demand. Last year our annual revenue for all meter income categories was $1,716,770, but in FY16 it was $2,205,397, a 22.2% increase. Meter revenue consists of cashkeys, day meter permits, coins, pay-by-phone services, and reserved meter requests paid by departments. The cashkey program was developed in conjunction with Urbana and Champaign in the late 80’s as both cities also own meters on campus. While the cashkey program has been extremely successful, the vendor (Duncan Technologies) no longer supports this outdated technology and we must transition to other smart technologies like pay-by-phone services. Our current meter rate is $1.00 per hour, with a $0.20 service fee added to each transaction for pay-by-phone.

In FY16, the Parking Department began to pursue other viable options with other pay-by-phone vendors to ensure services for our university departments can be managed once the cashkey program expires. A sole source was submitted to enhance the parker’s experience. If sole source is approved, the Parking Department will be able to partner with Urbana and Champaign in this effort with an added cost savings.

ENFORCEMENT
We issue citations to help ensure all individuals who chose to park with us have an available space when they arrive to their assigned location. This past year the department issued 35,304 written citations. Through our motorist assistance program, officers were also able to assist 155 customers with battery boosts and 135 lockouts as a complimentary service to our customers. While it is necessary to issue citations, our operational goal is focused on parkers being in compliance first and foremost.

ONLINE SERVICES
Through parking.illinois.edu, our customers have the ability to view our parking map (printable), request special event services, purchase prepaid football parking, pay a citation(s), appeal a citation(s), stop their pre-tax payroll deduction, purchase a permit, reserve meters, and request a departmental space. They can also manage their parking account by updating their address, email address, phone number, vehicle, and license plate information.

WAITLIST MANAGEMENT
In FY16, there were 2,169 faculty/staff and 477 students on a waitlist for 55 different parking facilities. A majority of the people on a waitlist are current customers who park in university lots and are waiting for a parking facility closer to their workplace. Any requestor (student, faculty, or staff) can be on placed on up to two waitlists. Some of the parking facilities with the highest demand (normally in the core of campus) have a waitlist of three to five years. Like many campuses, a parking surplus can be found on the periphery of campus.

MTD
Parking negotiated a two year contract, which will expire in July of 2018. The Parking Department currently partners with MTD to provide employees and visitors with transportation. The Parking Department has been assessed a fee for faculty and staff access for the shuttle service. Parking is contractually obligated to compensate MTD over $1,085,380 in the next two fiscal years for this service.
ORGANIZATIONAL STRUCTURE

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

The Parking Department’s new organizational structure began in 2013-2014 with Auxiliary Services and The Office of the Vice Chancellor. Parking transitioned out of Facilities & Services shared services in fiscal year 2015. The department moved into its new home in North Campus Parking Deck (NCPD-B4) in October 2014. In addition to our organizational restructure in 2013, Parking transitioned to the shared service model by using other auxiliary services in 2014-2015 and are still operating under this current model. Our IT services are managed by Housing Technology Services. Our financial services, human resources, and communication/marketing services are managed through the Illini Union.

Clerical Staff: AFSCME Local 3700
Parking Service Technicians: LIUNA Local 703
Parking Meter Mechanics: IUOE Local 399
YEARS OF SERVICE
with the University of Illinois Parking Department

0-5 years
Jason Calloway, Melinda DelRossi, James Dorris, David Ivey, Todd McCabe, Jessica Mosley, Kari Peacock, Tobi Wilder, Mike Ward, and Mike Wise

6-10 Years
Dawn Phelps, Michelle Wahl, and Gary Williamson

11-15 Years
Billie Reid

16-20 Years
Mike Fitzgerald

21-30 Years
Kevin Booky, Tina Demoss, Patty Roy, and Don Rudder
The goal of the new Master Plan is to provide safe and accessible parking for the entire campus community.

Walker Parking Consultants was hired in Fall 2014. Their expertise in university parking master planning was needed to assist the Parking Department in developing a 10 year strategic parking plan. The first focus was providing alternative analysis for replacement of the C7 and C10 parking structures. We are currently awaiting the final report for review. The comprehensive parking master planning process included the following tasks:

• Needs assessment, including use of existing parking spaces and campus-wide demand for parking
• Parking alternatives analysis for the replacement of central campus garages C7 and C10
• Visitor parking assessment including visitor parking locations, visitor parking policy, and way-finding
• Operational assessment, including Parking Department customer service, staffing, enforcement, equipment, financial condition and other aspects
• Parking technology assessment
• Parking facility assessment, including current condition and a 10-year facility maintenance and replacement plan
• Financial analysis, including operational costs, fee structure, sources of revenue, and financing of improvements
• Production of a Parking Department Master Plan that will guide parking operations for the next 10 years.

As we navigated through the parking master planning process it was discovered that rehabilitation of C7 and C10 was a possibility. The scope of the conceptualization phase of this project is to aid in the decision to choose one of the following three options:

NEW LARGE PARKING STRUCTURE AT LOT C9 – This option includes performing the most critical repairs to C7 & C10 for a 3-5 year life span to bridge the time until a new large parking structure is built on existing lot C9. Demolish C7 & C10 for conversion to surface lots after the new structure is complete.

NEW MODERATELY SIZED PARKING STRUCTURE AT C9 WITH ANOTHER PARKING STRUCTURE AT C7 or C10 - This option includes performing the most critical repairs to C7 & C10 for a 3-5 year life span to bridge the time until a new more moderately sized parking structure is built on existing lot C9. Demolish C7 & C10. Construct a second parking structure on either C7 or C10.

MAJOR REHABILITATION OF C7 & C10 - This option includes major rehabilitation of all systems in C7 & C10 for a life span of 15 to 20 years including prescribed maintenance. Do not consider any new structures.
In support of the university’s sustainability initiatives and the campus pledge to become carbon neutral by 2050, the Parking Department is committed to doing its part.

GOODBYE PLASTIC PERMITS
Thanks to License Plate Recognition technology, plastic permits have largely been replaced by Virtual Permits. The elimination of an annual 20,000 permit order has reduced plastic and plastic waste introduced to the environment, as well as drastically reduced our carbon footprint through the impacts of manufacturing and the delivery of hundreds of pounds of plastic permits.

ABANDONED BIKES
There were approximately 470 bicycles impound by the Parking Department in FY16. The Parking Department impounds bicycles that have been abandoned or have been illegally parked (such as those impeding accessibility ramps or otherwise posing a safety hazard). Parking does two pick-ups, one right before graduation and another after all students leave for summer. Unclaimed bicycles are donated to The Bike Project of Urbana-Champaign, bikeproject.org, where they are refurbished and put back into the community.

ELECTRIC VEHICLE (EV) CHARGING STATIONS
We have strategically identified multiple campus parking facilities with the infrastructure to accommodate two common types of electric vehicle charging stations. Parking promotes the reduction to our carbon footprint by supporting non-internal combustion engines. In FY16, two new Type 2 chargers were installed, one in E14 and one in B4. There are currently 18 Type 1 electric vehicle outlets located throughout all parking structures.

LIGHTING UPDATES
While resurfacing Lots E14 and E37 during the summer of 2015, the Parking Department installed safe and environmentally friendly LED lighting quite similar to lot E15. 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.
The Parking Department is utilizing the latest technology in maintenance repair methods and preventative maintenance to preserve the long-term viability of lots and structures on the Illinois campus.

Annual maintenance consists of general maintenance and improvements. General maintenance includes: USGS facility space maintenance, grounds keeping, snow removal, building service cleaning, lights, elevators, surface joints and sealants, cold patching, and striping. The FY16 improvements included lighting replacement and upgrades, resurfacing or milling and overlay, concrete glazing, surface waterproofing and sealing, hot patching, sinkhole manhole repairs/replacements, accessibility improvements, and signage. All maintenance performed this year was dictated by safety, customer service, and long-term viability of the department while considering the available budget.

- Continued biweekly inspection of lamps utilizing Facilities & Services. Results of the continued lighting audits create a working list for lamp and ballast replacement.
- The Parking Deck elevators are heavily used and emergency responses from F&S have continued to provide vertical transportation for our customers.
- C7 and C10 received an annual observation report for the structural slabs. Concrete deficiencies were remediated. There were no failed reinforcement tendons observed.
- We experienced sinkholes at F22, E28, B6, E13, E15, E19, and E4. To minimize and prevent future sinkholes, the Parking Department has created a standard reinforced concrete detail to be installed around all manholes and drain entrances when surface improvement is occurring.
- Striping was addressed this past year with the lots being divided into three lists. Each list is striped from April to October.
- In an effort to reduce labor costs resulting from the snow removal operations, in FY16, the Parking Department and the F&S Operator shop co-purchased a shrouded misting sweeper skid steer attachment to eliminate hand sweeping of large areas and quickly remove the aggregates with minimal dust.
- Signage maintenance was addressed this past year by plan and by reaction. The planned signage included a program for pay-by-phone and Illini Union and Foundation departmental space signage. Also updated were the ADA metered spaces and Electric Vehicle (EV) charging locations.
- The Parking Department received funding from the Student Sustainability Committee (SSC) to install solar powered LED pole lights in a low use portion of E37. The solar powered, standalone lights were less expensive than standard hard-wired pole lights and will potentially require 90% less maintenance and eliminate electricity costs.
- Four lots were resurfaced and restriped in FY16: E28, E37, C6 and C8.
- In FY16 parking collaborated with the University of Illinois Police Department and purchased security cameras for lot E14.
- Two Type 2 EV charging stations were installed in B4 and E14.
FY16 FACULTY/STAFF PERMIT SALES
$3,905,427

- 8354 permits, 94%
- 343 permits, 4%
- 223 permits, 2%

FY16 STUDENT PERMIT SALES
$966,531

- 1665 permits, 70%
- 405 permits, 17%
- 323 permits, 13%
# FINANCIAL INFORMATION

## SOURCES

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<td>Meter Income</td>
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<td>Parking Penalty</td>
<td>$912,772</td>
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<td>Faculty/Staff Permit (Shuttle &amp; Motorcycle)</td>
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<td>Student Permit (Shuttle &amp; Motorcycle)</td>
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<td>Event Parking</td>
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<td>Departmental Rental</td>
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<td>Office Rent</td>
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<td>Parking Income</td>
<td>$264,774</td>
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<td>Refunds/Bad Debit</td>
<td>($86,449)</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$10,008,938</strong></td>
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## USES

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<td>Bus &amp; Transportation</td>
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<td>Restoration &amp; Repairs</td>
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<td>Debt Service</td>
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<td>Administration</td>
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<td>Maintenance &amp; Repairs</td>
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<td>Share Service Charges</td>
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<td>Auxiliary &amp; Campus Overhead</td>
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<td>Non-Mandatory Transfers</td>
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<td>Leasehold Transfer</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$8,431,272</strong></td>
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*Budgeted for rescission and low snow event additional revenue was transferred to reserves to cover $12 million in deferred maintenance and any emergency restoration/repairs.