



Unit Strategic Plan
FY2019

Our Mission

As a unit within the division of Finance and Administration, and Facilities Services, Parking and Transportation Services (PTS) keeps the University of Idaho moving by facilitating a safe and efficient parking and transportation system. PTS strives for excellence in customer service and is committed to serving the University of Idaho by providing clear and informative communications, making sound financial decisions, and engaging with stakeholders as our campus adapts to changing needs and growth.

Our Vision

To become a campus where a personally owned vehicle is not required to meet commuter and campus resident mobility needs.

Our Values

We believe in a work environment and programs characterized by transparency, respect, integrity, fairness and consistency. We are problem solvers who believe in collaboration, teamwork, and personal commitment with focus on cost-effectiveness and fiscal responsibility, as we are financial stewards for our customers. We have respect and appreciation for the entire campus community and are dedicated to providing friendly, courteous, knowledgeable and specific customer service.

About our Department

WHO WE ARE – WHAT WE DO

Key activities of the PTS team include daily and long-term management and planning for the campus parking and transportation system. Our department involvement, investments, and operations are essential in keeping university functions moving smoothly each day of the year. Our services impact the experience of every person on the University of Idaho (UI) campus.

PTS annually administers parking for nearly 5,500 parking spaces, with parking lots making up approximately 44 acres of the campus footprint. Maintaining this critical university infrastructure for maximum safety and function for campus patrons is essential to fulfilling our mission of keeping UI moving. Our in-house maintenance program provides annual savings, as well as increased efficiencies and quality of work, with our team performing campus hardscape repairs including crack repair and seal-coating, parking lot striping, and thermal plastic application for crosswalks, and traffic and bike lanes.

The unit is comprised of two divisions, field and office operations, and includes 13 full-time positions, augmented with additional temporary staff. In addition to the key activities of the unit, and in keeping with the University's commitment to ensuring equal access to all campus facilities, PTS manages the Vandal Access service, providing on-campus transportation to individuals with mobility impairments.

All PTS salaries, operating expenses, and parking lot maintenance are funded through permit, meter, event service, and enforcement income, with the exception of the Vandal Access service which is centrally funded. In keeping with our commitment to excellent customer service, our financial model is to generate needed funding from sources including permits, meters, and event services (approx. 85% of revenue), and not rely on a set amount of annual citation revenue. Parking enforcement, a key activity of the field division and a necessary tool for parking system management, generates roughly 15% of PTS revenue annually. While our unit's financial model is to be self-supporting, and therefore the parking permit fee structure is set to align with that model, opportunities for mutual cost-sharing and cost-savings are afforded as a unit within Facilities Services. For PTS, these opportunities translate into savings for campus parkers and allow dollars saved to be directed towards other mission critical functions. Partnerships within the Facilities division that provide mutual benefit to units include campus snow removal, hardscape maintenance, and construction management programs. Additional Facilities partnerships can provide for supplemental financial support for major parking capital projects.

Alternative transportation options currently supported by PTS include ride-sharing and car-sharing programs, Zimride and Zipcar. Additionally, PTS supports cycling on campus by managing bike rack inventory, utilization, and adding new bike parking infrastructure when necessary. Aligning with our mission to keep UI moving, and working towards our vision of a campus where a personally owned vehicle is not required to meet mobility needs, PTS looks to increase support for alternative transportation by adding to, enhancing, and promoting mobility choices for faculty, staff, and students. As demand for vehicle parking on campus increases, new and enhanced mobility choices along with incentives for choosing an alternative mode will be essential.

Alignment with University Strategic Plan

As PTS focuses on our mission of keeping the University of Idaho moving, we align with the institutions strategic plan by supporting the university's collaborative teaching, research, outreach, and engagement initiatives by providing ease of access and navigation for all campus patrons. As the University of Idaho grows and PTS narrows in on our vision of becoming a campus where a personally owned vehicle is not required to meet commuter and campus resident mobility needs, our efforts will increase the attractiveness of our Moscow campus for prospective students.

Specifically, the key activities and mission of PTS correlate with Goal 4 of the University of Idaho Strategic Plan, Cultivate: "improve efficiency, transparency and communication, and invest wisely in resources to enhance end user experiences." Our contribution toward campus transportation infrastructure improvements and our plans for future expansion and enhancement of mobility choices outlined within this plan directly impact campus aesthetics and the first impression of visitors, a critical element in supporting our university mission and attracting new students to enroll at the University of Idaho.

Our Goals

1. Customer Service: Transportation

- a. Public Transit & Shuttles
 - i. Increase service and convenience of public transit
 - ii. Provide general campus shuttle service from perimeter to core lots
 - iii. Provide evening shuttle service for on-campus residents
 - iv. Provide shuttle to Moscow-Pullman airport
 - v. Create program for off-campus park-n-ride (free or very minimal fee), with connection to local transit or shuttle to campus core
 - vi. Expand vanpool use by employees
- b. Bicycles
 - i. Provide bike share program
 - ii. Maintain adequate supply of bicycle parking inventory commensurate with demand
- c. Alternate Trip Incentive Programs
 - i. Provide incentives for choosing alternative transportation (walk, bike, transit)
 - ii. Implement emergency ride home program
- d. Promote & maintain pedestrian priority campus walkway
 - i. Develop campus walkway vehicle access policies
 - ii. Make physical campus walkway entrance improvements to reduce vehicle entry

2. Customer Service: Parking

- a. Parking Space Availability
 - i. Aim for 85% lot utilization in commuter lots
 - ii. Aim for 90% lot utilization in residential lots
 - iii. Increase availability of core campus parking for short-term use
- b. Permit Affordability
 - i. Maintain a low-cost perimeter parking option
- c. Technology
 - i. Parking space availability apps
 - ii. Mobile payment for meters
- b. Parking Lot Maintenance & Improvement
 - i. Achieve and maintain a pavement condition index (PCI) rating of 55 or above for paved parking lots
 - ii. Improve gravel parking lots: lot 35, lot 14, lot 38, lot 57