



THE OHIO STATE UNIVERSITY

PARKING LEASE

Transparency and Accountability Report
November 2014

Jay Kasey, Senior Vice President, Administration and Planning



Resolution passed – January 2013
First Annual Report – October 2013
Second Annual Report – November 2014



Second Annual Report

Complete document submitted and updated

- CampusParc Customer Satisfaction Survey submitted
- Customer Satisfaction Metrics
- Concerns
- Actions Taken
- Permits Sold



Parking – Where does the money go?

\$483 million Parking Transaction Proceeds – Today’s value \$555 million

Long-Term Investment Pool Initial Balance	FY13 Distribution*	FY14 Distribution	2-Yr Distribution Total	Projected Market Value FY14	Actual Market Value FY14
\$200M Faculty & Research	\$7.2M	\$9.4M	\$16.6M	\$217M	\$229.8M
\$83M Student Scholarships	\$3.0M	\$3.9M	\$6.9M	\$90M	\$95.4M
\$50M Arts District Development	\$1.8M	\$2.3M	\$4.1M	\$54.2M	\$57.5M
\$150M Transportation & Sustainability	\$5.4M	\$7.1M	\$12.5M	\$162.7M	\$172.4M
Totals	\$17.4M	\$22.7M	\$40.1M	\$524M	\$555M

*Proceeds received Sept. 2012 therefore the FY13 distribution represents just 9 months of the year.



CampusParc Customer Satisfaction Survey

Complete document submitted

- 1,204 responses
- Are you satisfied with the time it takes you to exit the garage?
 - 20% Dissatisfied
- Are the elevators of this facility in satisfactory condition?
 - 21% No



- **Garage Cleanliness** (5 = very clean; 1 = very dirty)

3 or better:

- Floors 78%
- Stairwells 70%
- Elevator 40%
- Overall 77%

- **Lot Cleanliness** (5 = very clean; 1 = very dirty)

3 or better: 85%

- **Interaction with Field Staff** (5 = very satisfied; 1 = very dissatisfied)

3 or better: 38%

NA: 53%



- **Interaction with Customer Service Staff** (5 = very satisfied; 1 = very dissatisfied)
3 or better: 46%
NA: 44%
- **Satisfaction with Lighting and Safety** (5 = very satisfied; 1 = very dissatisfied)
3 or better:
 - Lighting 89%
 - Leaving Vehicle 91%
 - Walking 89%
- **Overall Experience with CampusParc** (5 = very satisfied; 1 = very dissatisfied)
3 or better: 80%



Customer Satisfaction Metrics

- Call Volume: 5700 per month (up 12%)
- Call Response Time: 1 minute 35 seconds (improved from 2 minutes 25 seconds during prior year)
- Web Sales: +47% from 2012
- Bevis Lines Nearly Eliminated
- Garage Equipment Uptime: 92% to 99%



Concerns

- Parking Availability (WMC District)
- Event Planning
- Enforcement Activity



Enforcement Revenue and Expenses

	9/12 thru 7/13	8/13 thru 7/14
Citations Collected	\$429,170	\$989,343
Payroll with Taxes and Benefits	\$389,947	\$454,883
Operating Expenses	\$412,443	\$454,565
Total Expenses	\$802,390	\$909,448
Net Gain (loss)	(\$373,221)	\$79,985



Steps Taken

- WMC Interim Parking
- Lighting
- Planning
- Safety Awareness
- Renovations
- Spaces Added
- Valet Management
- Snow Removal
- Lot Repairs



Permits Sold

	Permit Year 2013-2014	Permit Year 2014-2015
A Permits	13,450	13,509
Disability Permits	760	Included others
Staff Surface	5,718	6,722
Staff Garage	2,019	2,018
Student Central Campus Surface	5,479	5,611
Student Garage	1,533	1,609
West Campus, Buckeye	8,137	5,749
Total	37,096	35,218



Questions?