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

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

*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**  \((5 = \text{very clean}; 1 = \text{very dirty})\)

  3 or better:
  - Floors  78%
  - Stairwells 70%
  - Elevator  40%
  - Overall  77%

• **Lot Cleanliness**  \((5 = \text{very clean}; 1 = \text{very dirty})\)

  3 or better: 85%

• **Interaction with Field Staff**  \((5 = \text{very satisfied}; 1 = \text{very dissatisfied})\)

  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

<table>
<thead>
<tr>
<th></th>
<th>9/12 thru 7/13</th>
<th>8/13 thru 7/14</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Citations Collected</strong></td>
<td>$429,170</td>
<td>$989,343</td>
</tr>
<tr>
<td><strong>Payroll with Taxes and Benefits</strong></td>
<td>$389,947</td>
<td>$454,883</td>
</tr>
<tr>
<td><strong>Operating Expenses</strong></td>
<td>$412,443</td>
<td>$454,565</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$802,390</td>
<td>$909,448</td>
</tr>
<tr>
<td><strong>Net Gain (loss)</strong></td>
<td>($373,221)</td>
<td>$79,985</td>
</tr>
</tbody>
</table>
Steps Taken

• WMC Interim Parking
• Lighting
• Planning
• Safety Awareness
• Renovations
• Spaces Added
• Valet Management
• Snow Removal
• Lot Repairs
## Permits Sold

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Permit Year 2013-2014</th>
<th>Permit Year 2014-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Permits</td>
<td>13,450</td>
<td>13,509</td>
</tr>
<tr>
<td>Disability Permits</td>
<td>760</td>
<td>Included others</td>
</tr>
<tr>
<td>Staff Surface</td>
<td>5,718</td>
<td>6,722</td>
</tr>
<tr>
<td>Staff Garage</td>
<td>2,019</td>
<td>2,018</td>
</tr>
<tr>
<td>Student Central Campus Surface</td>
<td>5,479</td>
<td>5,611</td>
</tr>
<tr>
<td>Student Garage</td>
<td>1,533</td>
<td>1,609</td>
</tr>
<tr>
<td>West Campus, Buckeye</td>
<td>8,137</td>
<td>5,749</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>37,096</strong></td>
<td><strong>35,218</strong></td>
</tr>
</tbody>
</table>
Questions?