



Parking Privatization Transparency and Accountability Report

A Resolution Proposed to University Senate (1/31/13)

Be it therefore resolved that the University Senate expects an annual Parking Privatization Transparency and Accountability Report to be presented by the University administration to the appropriate University Senate committee each year, starting in FY 2013 and throughout the term of the parking privatization agreement. Each report is expected to include information from the previous fiscal year as well as historical year-by-year data broken out as suggested below (with historical information beginning no later than FY 2010):

1. An accounting of OSU financial details related to parking privatization including:
 - the disposition and status of the up-front payment principal;
All of the upfront payment from the parking privatization of \$483 million was invested in the University Long Term Investment Pool. Earnings and distributions are shown below.
 - returns earned on the up-front payment;
The returns for the university long term investment portfolio, net of fees, as of June 30, 2015 are:
FY 2015: +3.8%; FY 2014: +14.4%; 3 Years: +9.9%
 - distributions from the up-front payment and the purposes for which they were used;
See Table below and expenditures under the next bullet.

Long-Term Investment Pool Initial Balance	FY13 Distribution*	FY14 Distribution	FY15 Distribution	3-Yr Distribution Total	Actual Market Value FY15
\$200M Faculty & Research	\$7.2M	\$9.4M	\$9.1M	\$25.7M	\$228.3M
\$83M Student Scholarships	\$3.0M	\$3.9M	\$3.8M	\$10.7M	\$94.8M
\$50M Arts District Development	\$1.8M	\$2.3M	\$2.3M	\$6.4M	\$57.1M
\$150M Transportation & Sustainability	\$5.4M	\$7.1M	\$6.8M	\$19.3M	\$171.3M
Totals	\$17.4M	\$22.7M	\$22.0M	\$62.1M	\$551.4M

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



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- recent expenditure histories for comparable purposes from all sources;
Expenditures for Faculty & Research: These funds are used exclusively for hiring Discovery Themes faculty. Based on the 25 Discovery Themes faculty hired to date, we have committed approximately \$5.3M for salary/benefits and start-up funding. There are 115 new and ongoing Discovery Themes faculty searches authorized.

Expenditures for student scholarships: These funds provided the full cost-of-attendance scholarships.

Expenditures for the Arts District include: These funds have provided \$6.3M for renovation of Sullivant Hall and the Arts District planning.

Expenditures for Transportation and Sustainability include:

Total Sources (\$19.5):

Endowment funding for CABS \$6.4M

Bike Share \$.5M

Charter and Vehicle Repair revenue \$6.6M

Medical Center Transportation and voucher transfer \$4.4M

Medical Center Valet transfer \$1.2M

Sublet of CABS buses and equipment rental \$.4M

Total Expenses (\$20.3M):

General Funds \$13.0M

Earnings \$6.3M

Shared Services \$.8M

Debt Payments \$.1M

*Includes \$1.8M for bus replacements (allocation for two years due to timing).

In the two years prior to the concession Transportation and Parking (T&P) lost \$2.3 M and \$2.5M respectively.

- sources of funds for, and expenses related to, services for which FY 2012 parking revenues are currently paying (e.g. Campus Area Bus Service, parking facilities debt service, etc.;;) and
Parking facilities debt service was defeased using the debt service reserve. Campus Area Bus Service (part of Transportation and Traffic Management) will receive \$6.4 million this year in funding from the transportation operations and sustainability endowment fund.
- other expenses related to the parking privatization agreement (e.g., for third-party consultants, compliance monitoring, legal services, etc., whether those expenses are paid through a residual OSU Transportation and Parking office or through other units/services/offices).
\$39,598 expenses were reported within Transportation and Traffic Management for concession management in FY 2015. We are not aware of any other such expenses since the concession was closed.



2. A report of the results of the annual OSU parking customer satisfaction survey conducted as part of compliance monitoring, including:

- customer satisfaction trends recognized by the University;
 - Campus Parc provides quarterly customer satisfaction data. The metrics reported include call volume, average call response time, enforcement metrics and equipment reliability. This information is reported to the Parking Advisory Committee. Highlights included:

	Jan. thru Sept. 2014	Jan. thru Sept. 2015
Average calls per month	6257	7844
Average monthly abandoned calls - number	700	1111
Average monthly abandoned calls - %	11.1%	14.2%
Average Hold Time per call	:72	2:12
Average citations per month	4779	5572
Average Monthly Citation Charges	\$219,395	\$266,936
Average Citation Amount	\$45.49	\$47.86

- Permits are now predominately purchased on the web. The days of lines at Bevis to buy permits are thankfully gone.
- Abandoned calls increased significantly in August due to atypically high call volumes and the beginning of the new permit year.
- CampusParc moved their offices to South Campus Gateway during this past year.
- Garage equipment uptime was reported above 99.5% each quarter.
- A customer satisfaction survey was completed by CampusParc and reported to Senate Fiscal in November, 2014. A more comprehensive survey will be started in November, 2015 but results are not expected until Spring, 2016.
- quality or service concerns reported by the University to the private parking operator; and
 - One of the more common concerns reported to both CampusParc and the university is the availability of parking spaces for faculty and staff, particularly in the Wexner Medical Center and more recently in the Lane Avenue Parking Garage.
 - Related to the perceived lack of available spaces is the recurring complaint that the parking permit system that does not meet customer expectations. Those that purchase a certain type of permit expect to receive the commensurate parking privileges and are frustrated when spaces are not available
 - Customers have expressed frustrations when their normal parking routines are disrupted due to campus events or other competing uses of the parking system. CampusParc and the university strive to provide ample notice to the campus community of any potential change.
 - As mentioned in last year’s report, CampusParc increased enforcement activities to address complaints about noticeable abuses of the parking system. This led to complaints that enforcement activities are too high. CampusParc continues to evaluate their enforcement program to achieve the appropriate balance.



- any actions taken or not taken by the private operator to address previously reported concerns.
 - The Wexner Medical Center worked with CampusParc to address complaints from night shift nurses by extending the time before which nurses need to exit medical center garages.
 - CampusParc is upgrading the lighting in 34 surface lots across campus to meet the university's building design standards.
 - In order to more successfully communicate planned parking disruptions ahead of time, CampusParc made a targeted effort to increase e-mails warning of parking disruptions and placed more temporary alert signs placed in parking lots, along with utilizing their website and social media more effectively.
 - CampusParc refurbished elevators in the Northwest and Arps garages, along with sealing or repairing 2 million square feet of asphalt parking lots.
3. An accounting of the total parking revenues collected by OSU and/or the private operator, with a breakdown of revenues by parking permit types and other methods used to generate revenues from parking, as well as any public financial or legal disclosures made by the private operator or concessionaire pertaining to its role in the agreement.
- Due to trade secrets assertions and related law, the response to this question is limited to the following:
- The university received \$11,913 from CampusParc for the net operating revenue generated by CampusParc's enforcement program during the 2014-2015 Permit Year (net for three years including the start up period).
 - In September 2015, there were 37,229 active annual permits in the parking system compared to 36,406 active permits in September 2014, an increase of 2.22%.
4. A report of all mediation, arbitration, or litigation involving the University and any other party with respect to campus parking.
- There have been no arbitration or litigation actions involving the University and any other party with respect to campus parking. There was a mediation that occurred during the past year regarding the fees for single exit vouchers. A compromise was achieved during that process.