



THE OHIO STATE UNIVERSITY

PARKING LEASE

Transparency and Accountability Report
January 2018

Jay Kasey, Senior Vice President, Administration and Planning



Resolution passed – January 2013

First Annual Report – October 2013

Second Annual Report – November 2014

Third Annual Report – November 2015

Fourth Annual Report – January 2017

Fifth Annual Report – January 2018



Fifth Annual Report

Complete document submitted and updated

- Transaction Proceeds
- Related Expenditures
- Customer Satisfaction Metrics
- Quality/Service Concerns and Actions Taken
- Revenues and Permits
- Citations
- Parking Advisory Committee



Parking – Where does the money go?

\$483 million Parking Transaction Proceeds – Today’s value \$509 million

Long-Term Investment Pool Initial Balance	FY13 Distribution*	FY14 Distribution	FY15 Distribution	FY16 Distribution	FY17 Distribution	FY18 Distribution	5 ¼ - YR Distribution Total	Actual Market Value FY17
\$200M Faculty & Research	\$7.2M	\$9.4M	\$9.1M	\$8.8M	\$9.3M	\$9.5M	\$53.3M	\$230.2M
\$83M Student Scholarships	\$3.0M	\$3.9M	\$3.8M	\$3.7M	\$3.9M	\$4.0M	\$22.1M	\$95.5M
\$50M Arts District Development	\$1.8M	\$2.3M	\$2.3M	\$2.2M	\$2.3M	\$2.4M	13.3M	\$57.5M
\$150M Transportation & Sustainability	\$5.4M	\$7.1M	\$6.8M	\$6.6M	\$7.0M	\$6.9M	\$39.8M	\$166.6M
Totals	\$17.4M	\$22.7M	\$22.0M	\$21.3M	\$22.5M	\$23.0M	\$128.9M	\$555.9M

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



Expenditures from Parking Endowment Distributions

\$200M Faculty and Research

- Recruitment of Discovery Theme faculty
- Funds are being reserved

\$83M Student Scholarships

- Provided 236 students financial aid in the past year

\$50M Arts District Development

- Renovation of Sullivant Hall
- Further Arts District projects

\$150M Transportation and Sustainability

- Maintenance of CABS transportation system
- Annual bus replacements



Expenditures for Student Scholarships

Funds provide financial aid for 236 students in the past year:

95 Eminence Fellowship Scholars

- Full cost of attendance undergraduate scholarships

12 Research Scholar Awards

- \$1,000 each

104 Undergraduate Summer Research Fellows

- \$3,500 each

25 Stipends for Presidential Fellows

- \$30,864 stipends to graduate students



Customer Satisfaction Metrics

	PY2014	PY2015	PY2016	PY2017
Avg Calls per Month	6,590	6,731	6,124	5,714
Avg Monthly Abandoned Calls (#)	601	738	592	395
Avg Monthly Abandoned Calls (%)	9.12%	9.41%	7.43%	6.04%
Avg Hold Time per Call	1:51	1:15	1:19	:45
Avg Citations per Month	4,328	4,930	4,698	4,010
Avg Monthly Citation Charges	\$197,441	\$265,611	\$224,560	\$336,549
Avg Citation Amount	\$45.14	\$47.63	\$47.66	\$50.42



Quality/Service

Areas of Satisfaction

- Facility maintenance and cleanliness, upgraded lighting, and permit sales process ranked well
- Call response time and hold times improved
- In-person interaction with customer service staff has improved

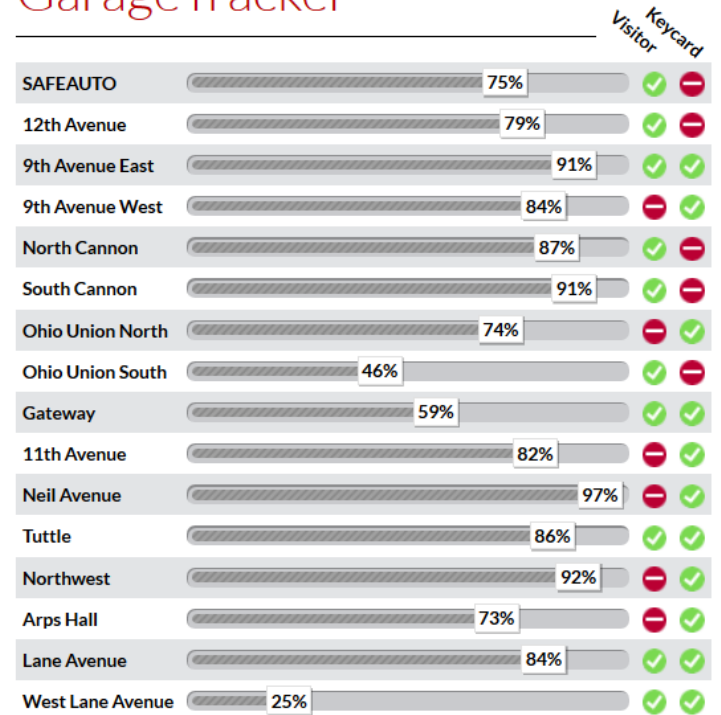


Quality/Service

Concerns

- Unmet expectations regarding:
- Parking privileges, availability and adequate supply in right location for a reasonable cost
- Displaced daily parkers for events
- CampusParc staff not viewed as friendly via phone/intercom
- Performance of garage equipment

GarageTracker



Last Update: 1:26 PM

✓ Access ✗ No Access

Garage usage on 10/10/16



Quality/Service

Actions Taken to Address Concerns

- Investigated supply / demand options for WMC transit hubs and Lane Avenue Garages
- Procured \$5.5M in parking access and control equipment, installed 2017
- Invested ~ \$2M to seal 19 lots, restore 2 lots, repair 8 garages
- Upgraded lighting to 34 surface lots
- Refurbished elevators in 6 garages
- 64% of respondents provided 4 or 5 rating for improved cleanliness
- Hired new customer service manager



Permits

CampusParc Active Annual Permits

- September 2017: 38,119 (+.95%)
- September 2016: 37,762 (+1.4%)
- September 2015: 37,229 (+2.2%)
- September 2014: 36,406





Citation Collections

	Total Amount (\$)
FY 2009	\$1,066,653
FY 2010	\$757,572
FY 2011	\$703,339
FY 2012	\$555,503

	Total Amount (\$)
PY 2014	\$989,344
PY 2015	\$1,405,811
PY 2016	\$1,504,741
PY 2017	\$1,222,191**

* Citation collections cover cost of enforcement.

** Decrease is attributed to lower citations issued as the transition in technology was taking place over the whole of 2017



Enforcement Expenses

	9/21/12 - 8/13	8/13 - 8/14	8/14 -8/15	% change 2014 - 2015	8/15 – 8/16	% change 2015 - 2016	8/16 – 8/17	% change 2016 - 2017
Total Payroll Expenses	\$389,947	\$454,883	\$569,945	+25.3%	\$623,469	+9.4%	\$674,010	8.1%
Operating Expenses	\$211,481	\$223,148	\$280,053	+25.5%	\$389,865	+39.2%	\$344,836	-11.5%
Depreciation	\$61,462	\$69,417	\$79,666	+14.8%	\$106,741	+34.0%	\$93,906	-12.0%
Management Fee	\$139,500	\$162,000	\$170,910	+5.5%	\$180,310	+5.5%	\$190,227	5.5%
Total Expenses	\$802,390	\$909,448	\$1,100,574	+21.0%	\$1,300,385	+18.2%	\$1,302,980	0.2%
Citation Collections	\$429,170	\$989,344	\$1,405,811	+42.1%	\$1,504,741	+7.0%	\$1,222,191	-18.8%



Parking Advisory Committee

Membership – include faculty, staff, students

- 30 members
- 4 faculty members

Meetings

- Bi-monthly

Role

- Provides input to university about parking operations and receives requests from CampusParc for changes in fees or in the designation of parking spaces or permit classes.



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QUESTIONS?