



**THE OHIO STATE UNIVERSITY**

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# **PARKING LEASE**

**Transparency and Accountability Report**  
**January 2019**

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

Sixth Annual Report – January 2019



# Sixth 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 \$573.1 million

Long-Term Investment Pool Initial Balance	FY13 Distribution*	FY14 Distribution	FY15 Distribution	FY16 Distribution	FY17 Distribution	FY18 Distribution	FY19 Distribution	6 ¾ - YR Distribution Total	Actual Market Value FY18
\$200M Faculty & Research	\$7.2M	\$9.4M	\$9.1M	\$8.8M	\$9.3M	\$9.5M	\$9.7M	\$63.1M	\$237.3M
\$83M Student Scholarships	\$3.0M	\$3.9M	\$3.8M	\$3.7M	\$3.9M	\$4.0M	\$4.0M	\$26.2M	\$98.5M
\$50M Arts District Development	\$1.8M	\$2.3M	\$2.3M	\$2.2M	\$2.3M	\$2.4M	\$2.4M	\$15.8M	\$59.3M
\$150M Transportation & Sustainability	\$5.4M	\$7.1M	\$6.8M	\$6.6M	\$7.0M	\$6.9M	\$7.0M	\$46.8M	\$171.8M
N/A** Transportation & Parking Projects	N/A	N/A	N/A	N/A	N/A	\$284K	\$218K	\$502K	\$6.2M
<b>Totals</b>	<b>\$17.4M</b>	<b>\$22.7M</b>	<b>\$22.0M</b>	<b>\$21.3M</b>	<b>\$22.5M</b>	<b>\$23.0M</b>	<b>\$23.5M</b>	<b>\$152.4M</b>	<b>\$573.1M</b>

\* Proceeds received Sept. 2012 therefore the FY13 distribution represents just 9 months of the year  
 \*\* Endowment created June 2017 with \$6 million transfer from Transportation and Sustainability Fund



# Expenditures from Parking Endowment Distributions

## \$200M Faculty and Research

- Recruitment of Discovery Theme faculty
- Hired 141 faculty members; 50 additional searches authorized

## \$83M Student Scholarships

- Provided 206 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

## Transportation and Parking Projects

- Gateway Garage exits
- Parking space outages



## Expenditures for Student Scholarships

Funds provide financial aid for 206 students in the past year:

### 95 Eminence Fellowship Scholars

- Full cost of attendance undergraduate scholarships

### 62 Student Research Grants

- \$4,000 each

### 32 Research Symposium Travel Grants

- \$1,500 each

### 17 Stipends

- \$48,000 stipends to graduate students



# Customer Satisfaction Metrics

	PY2014	PY2015	PY2016	PY2017	PY2018
Avg Calls per Month	6,589	6,731	6,124	5,714	6,298
Avg Monthly Abandoned Calls (#)	601	738	592	395	372
Avg Monthly Abandoned Calls (%)	9.12%	9.41%	7.43%	6.04%	5.89%
Avg Hold Time per Call	1:51	1:15	1:19	0:45	0:51
Avg Citations per Month	4,328	4,930	4,698	4,010	4,114
Avg Monthly Citation Charges	\$197,441	\$265,611	\$224,560	\$336,539	\$212,163
Avg Citation Amount	\$45.14	\$47.63	\$47.66	\$50.42	\$51.57



# Quality/Service

## Areas of Satisfaction

- In-person interaction with customer service staff has improved
- Facility cleanliness ranked well
- Half of the respondents stated they were satisfied or completely satisfied with facility maintenance



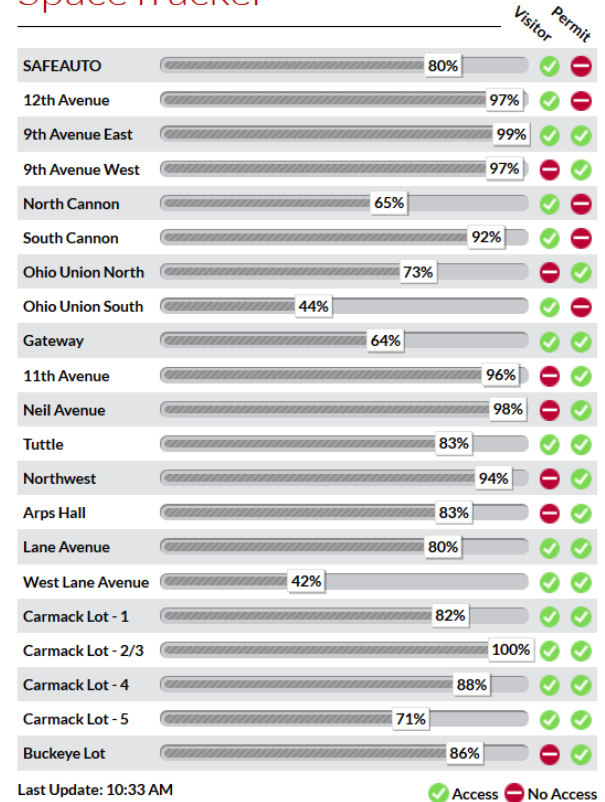


# Quality/Service

## Concerns

- Unmet expectations regarding parking privileges, availability and adequate supply in right location for a reasonable cost
- Performance of enforcement software equipment

## SpaceTracker





# Quality/Service

## Actions Taken to Address Concerns

- Completed installation of \$5.5M new equipment in garages
- Worked with university to equip Carmack lots and Buckeye lots with occupancy counters
- Advanced capital repairs in 11<sup>th</sup> Avenue Garage for future growth
- Completed class project with Department of Design to evaluate customer journey in patient garages
- Worked with university to facilitate closing off of rooftops of Ohio Union South and Lane Avenue garages.



# Permits

## CampusParc Active Annual Permits

- September 2018: 39,741 (+4.26%)
- September 2017: 38,119 (+0.95%)
- September 2016: 37,762 (+1.43%)
- September 2015: 37,229 (+2.26%)
- 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*
PY 2018	\$1,253,750**

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

\*\*Lower value citations were the predominate violations issued during FY2018



# 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	8/17 – 8/18	% change 2017 - 2018
Total Payroll Expenses	\$389,947	\$454,883	\$569,945	+25.3%	\$623,469	+9.4%	\$674,010	8.1%	\$606,908	-10%
Operating Expenses	\$211,481	\$223,148	\$280,053	+25.5%	\$389,865	+39.2%	\$344,836	-11.5%	\$389,526	+13%
Depreciation	\$61,462	\$69,417	\$79,666	+14.8%	\$106,741	+34.0%	\$93,906	-12.0%	\$73,493	-21.7%
Management Fee	\$139,500	\$162,000	\$170,910	+5.5%	\$180,310	+5.5%	\$190,227	5.5%	\$200,690	+5.5%
Total Expenses	\$802,390	\$909,448	\$1,100,574	+21.0%	\$1,300,385	+18.2%	\$1,302,980	0.2%	\$1,270,617	-2.5%
Citation Collections	\$429,170	\$989,344	\$1,405,811	+42.1%	\$1,504,741	+7.0%	\$1,222,191	-18.8%	\$1,253,750	+2.6%



# Parking Advisory Committee

Membership – include faculty, staff, students

- 25 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?