

BEST PRACTICES, Traffic & Parking

Title: On Line Parking Permit Distribution # 4

Source: Florida State University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The method by which parking permits were distributed at the Florida State University was reviewed and deemed to be inefficient and not customer-service oriented. The decision was made in January 2004 to install an on-line permit ordering and distribution process. The goal was to eliminate the need for a customer to wait in long lines, during limited business hours, to obtain a parking permit, while all other university business could be conducted on-line.

Title: Web-Enable Student Parking Permits – From Registration to In-House Decal Printing # 130

Source: University of North Carolina at Wilmington **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The University of North Carolina at Wilmington's Parking Office manages the university parking operations which included issuing more than 9,000 student parking permits for the 2004 fall semester. In partnership with the Parking Office, the Business Applications Department recently released a comprehensive web-based parking application. Students no longer have to complete paper forms providing redundant vehicle and demographic information and then wait in long lines at the Parking Office to provide proof of address and proof of vehicle liability insurance before picking up their decals. Students, using their campus web login, can simply select the type of permit, verify their personal information, certify their address and insurance coverage and click to purchase their decal. The Parking Office has moved from a process of collecting paper forms, entering data manually and issuing parking decals across the counter to a fully automated online sale. After students have purchased their parking permits online, the Parking Office periodically batch prints the decals in-house for distribution by mail (or pickup if the student prefers). In addition, the real-time sale of parking permits made it possible to institute campus-wide zoned parking.

Title: Parking Registration: from paper to real time # 153

Source: Georgia Institute of Technology **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: NOTE: Final sentence -

The system also manages citations and unpaid citations are transferred to student information system (Banner), if unpaid after 30 days.

BEST PRACTICES, Traffic & Parking

Title: Automated Decal Issuance System

191

Source: Virginia Commonwealth University

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: Virginia Commonwealth University's ("VCU") Department of Business Services, which manages several auxiliary services, has developed a method for printing parking permits in-house thus reducing time-consuming inventory control efforts and product waste. This new program, launched in August 2002 to approximately 5,000 student parking subscribers, uses a pre-printed permit shell with university logo and colors while incorporating security features preventing forgery. To issue a permit, Customer Service Representatives (CSR) select a parking location, enter the customer's identification number, and an expiration date. The computer application generating the permit tracks the CSR's assigned inventory and the next permit number for the specified location.

This fall approximately 5,000 employees renewed their parking subscription via the Internet. Customer information is stored and updated in a database used to print large quantities of parking permits in-house on a standard laser jet printer, each permit contains the customer's name, address information, instructions, and a punch out hanging permit. Permits are placed into windowed envelopes utilizing an automated inserting machine and mailed to the customer. As a direct result of streamlining the manual decal issuance and administrative audit processes, VCU's Department of Business Services projects an annual savings of \$45,496 through implementation of this automated process.

BEST PRACTICES, Traffic & Parking

Title: BYPASS: Using Interactive Voice Response Technology in Parking Permit Sales

238

Source: University of California Irvine

Co Area:

Addl Info: <http://www.educause.edu/997/1255>

Abstract: In 1995 the parking office at the University of California, Irvine, was handling 22,000 parking permit application forms each year. Customers completed two- or three-part application forms in a labor-intensive, paper-dependent process that required information that was redundant or never used. The solution "BYPASS (Buy Your Permit Automatically Sans Standing-in-line)" involved innovative and thoughtful reengineering, effective process analysis, and a judicious use of outsourcing.

Parking staff redesigned the process based on four design principles: (1) Obtain demographic and employment data from campus databases rather than asking customers to provide data they have already provided elsewhere. (2) Don't ask customers for information they might not reasonably be expected to have. (3) Allow permits to be purchased 24 hours a day without having to stand in line. (4) Automate to streamline paper-intensive tasks and reduce cycle time.

Staff evaluated each item of information requested on the application form to determine whether it was necessary, redundant, or could be provided by another department. They concluded first that the student or employee identification number was the only information necessary to complete the permit sale-and then that the permit application itself was unnecessary because all critical information could be obtained from the registrar and payroll offices. The recognition that policy permits were for individuals rather than vehicles eliminated the need to track license plate numbers and loaner or rental vehicles.

Technological innovation was needed to achieve the third and fourth design principles. Both Point-of-Sale (POS) and Interactive Voice Response (IVR) modules were introduced to accommodate round-the-clock service, streamline paper-intensive tasks, and reduce the distribution cycle time. An in-house program using a relational database now records permit sales transactions, and ICVerify software processes credit card payment, with barcode scanners and receipt printers at each POS station. To further reduce cycle time, the system sends an electronic file of transactions to the permit manufacturer, who then distributes permits to the student's home address via a private courier. The student's signature is verified against an electronic file on the Internet.

As a result, parking staff are no longer directly involved in permit fulfillment for permits purchased through BYPASS; fewer permits are ordered, inventoried, and stocked by the parking office; and students receive their permits prior to attending classes. The BYPASS system is estimated to save over \$70,000 annually, while eliminating permit applications reduces in-office permit sale transaction time by 80 percent.

BEST PRACTICES, Traffic & Parking

Title: Barcode Reader Makes the Campus Grade

244

Source: National Association of College Auxiliary Services

Co Area:

Addl Info: <http://www.nacas.org/news/membernews.html> - (Original URL No longer valid)

Abstract: July 8, 2005 - Atlanta, GA - Emory University has a 72-acre, walking campus that practices environmentally sustainable concepts. It offers curvilinear landscapes with a series of formal and informal walks set around the main campus. University parking operations supervisor, Charles Raudonis said parking spaces became scarce. Soon, complaints surfaced at the parking decks of unauthorized parking. Security codes, hand transmitters and magnetic cards were apparently being loaned, lost or exchanged.

One smart and cost effective solution taken at the Clairmont Campus of Emory was to shift to a barcode reader and barcode decals. In 2001, four state-of-the-art graduate and undergraduate wings were built around two new six-floor parking decks. The BA-200 Barcode Reader, by Barcode Automation, Inc. decodes a decal attached to a car window, which triggers the gate. Such a significant switch also solved the unauthorized parking dilemma. Download the Clairmont Parking Policies document for more information - http://www.emory.edu/HOUSING/CLAIRMONT/CC_Parking_Policies04.pdf.

Barcode readers have been successfully implemented at other campuses, including SUNY Maritime College. The campus entry has a guardhouse and BA-200 operating the gate. The perimeters are clearly defined for visitors who must check in with the guards. Once authorized, identified personnel with barcode decals attached on a car window can move through without stopping.

When considering vehicle access control equipment for gated communities or private parking areas, barcode technology is often overlooked. Barcode readers for access control were first pioneered over 15 years ago and have been continually improved over the years, to give even better performance and reliability. One major advantage to a barcode system is increased traffic flow, since vehicles are read automatically, they can move through the gate as quickly as it can open.

BEST PRACTICES, Traffic & Parking

Title: SUNY Best Practices Search Facility # 484

Source: State University of New York **Co Area:**

Addl Info: <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

Abstract: As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

Page 46 of the above PDF Document

Web-based Parking Registration - For several years, Campus Parking and Transportation was interested in improving the delivery of parking registration and hang tag services to the University community. The past process was characterized by high production costs and poor customer service, especially at the start of each semester. The new process leveraged some existing technology to deliver a web-based solution that was made available to University's students, faculty, staff, and volunteers. The web-based process also includes a secure electronic payment transaction process. Savings: Over \$30,000 saved in scan forms, printing, mailing, and staff time costs. University at Buffalo, Maria Wallace, (716) 645-7331

Title: Reducing traffic on campus one vehicle at a time # 756

Source: University of California Berkeley **Co Area:**

Addl Info: http://www.berkeley.edu/news/berkeleyan/2004/04/14_bestpr.shtml

Abstract: (Scroll to bottom) Later this month, Parking & Transportation will introduce its latest initiative to support employees and students who bike to campus. More than 200 new bicycle-parking spaces in covered, locked cages or under security-camera surveillance will be made available to those who commute to campus on two wheels.

"Having a dry, safe place to leave your bike is a high priority for cycling commuters," says transportation planner Kira Stoll, "and just one of the many programs we provide to encourage transportation alternatives for use by faculty, staff, and students."

Other highlights include a program enabling employees to purchase transit tickets for BART or AC Transit with pre-tax dollars; Bear Transit shuttles that carry riders from downtown Berkeley to stops as far away as the Richmond Field Station; and a range of parking-fee reductions for those who carpool or vanpool. The campus also provides free California bicycle licensing, discounts on high-quality bike locks, and campus bike paths and parking.

One program that faculty and staff may not be aware of, the Guaranteed Ride Home Program, offers free rides in the event of a personal emergency. For more information - http://pt.berkeley.edu/transportation_alternatives/bicycle_information/bike_plan.html

BEST PRACTICES, Traffic & Parking

Title: Commuter programs provide incentives

757

Source: University of Vermont

Co Area:

Addl Info: <http://www.uvm.edu/greening/envcouncil/trackinguvm.pdf> - Page 10

Abstract: UVM is a member of the Burlington-based Campus Area Transportation Management Association that includes the hospital and nearby institutions. CATMA's annual survey results show a decline in the use of single-occupant vehicles to campus, with a rate of less than 70% at UVM compared with local and national rates of 80%. Faculty and staff use mass transit at a rate of -6%, compared with a national average of 2%.

CATMA and UVM together provide incentives to commuters to walk, ride bicycles, carpool, and take public transportation:

- * Coordination between campus and community public transportation systems
- * Reduced rates on bus passes
- * Gift certificates to downtown businesses
- * Closer parking spaces for carpoolers
- * Guaranteed ride home for people who commit to commuting alternatives
- * Parking fees based on proximity to main campus (zoned parking)
- * Well enforced parking policies with high fees for violations

In addition, UVM allows flexible work schedules and telecommuting as ways to reduce traffic congestion and provides free parking off campus served by shuttles.

BEST PRACTICES, Traffic & Parking

Title: Parking and Transportation Services # 775

Source: University of Texas at Austin **Co Area:** Financial Affairs

Addl Info: http://www.utexas.edu/parking/about/annual_report/

Abstract: Several reports listed - 05/06 - http://www.utexas.edu/parking/about/annual_report/

Excellent example of a departmental annual report.

- 1.0 GENERAL
- 2.0 FINANCIAL OVERVIEW
- 3.0 PARKING INVENTORY
- 4.0 MAINTENANCE
- 5.0 UTILIZATION
- 6.0 ENFORCEMENT
- 7.0 ALTERNATIVE TRANSPORTATION
- 8.0 VENDING
- 9.0 PARKING MANAGEMENT INITIATIVES

Title: Parking Management Best Practices # 855

Source: Book by Todd Litman **Co Area:**

Addl Info: <http://www.planning.org/APAStore/Content/Default.aspx?d=733>

Abstract: The parking management strategies described in this book will help planners increase parking facility efficiency and reduce parking demand. Parking management offers an alternative to traditional "predict and provide" parking planning, which has contributed to widespread auto dependency and urban sprawl. Instead of providing plentiful free parking, parking management provides optimal parking supply and pricing. Its benefits include support for transit-oriented development; reduced stormwater management costs, water pollution, and heat island effects; improved travel options for nondrivers; lower housing costs; and more livable communities.

For planners who need to establish more accurate and flexible parking standards, this book is a blueprint for developing an integrated parking plan. It explains how to determine parking supply and affect parking demand, as well as how to calculate parking facility costs. It also offers information about shared parking, parking maximums, financial incentives, tax reform, pricing methods, and other management techniques.

Interview - <http://www.planning.org/APAStore/Content/Default.aspx?d=733>

BEST PRACTICES, Traffic & Parking

Title: HOOS Driving: UVA's Transportation Demand Management Initiative

981

Source: University of Virginia

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices_files/2009_files/PDFs/09_BP_Hoos_Driving.pdf

Abstract: The University of Virginia has experienced tremendous growth in both scale and scope that has inspired innovations in parking and transportation. Transportation Demand Management (TDM) represents the University's efforts to reduce the demand for single occupant vehicle use through improving the attractiveness and efficiency of transit services, enhancing commuting options, and creating bicycle networks to reduce the demand for vehicles. Recent improvements to transit service include the implementation of a real time Global Positioning System (GPS) bus locator system, a subsidy paid for the University community to access the Charlottesville Transit System (CTS) bus service, and partnerships and incentive programs to facilitate van and car pools. In addition, the 2007 Bicycle Master Plan seeks to develop a comprehensive system of routes, storage, and signage to enhance safe and convenient bicycle use.

The University of Virginia has chosen to implement transportation demand management before it becomes a necessity, and the immediate and long term benefits of a successful TDM plan are not difficult to recognize.