

CSULB

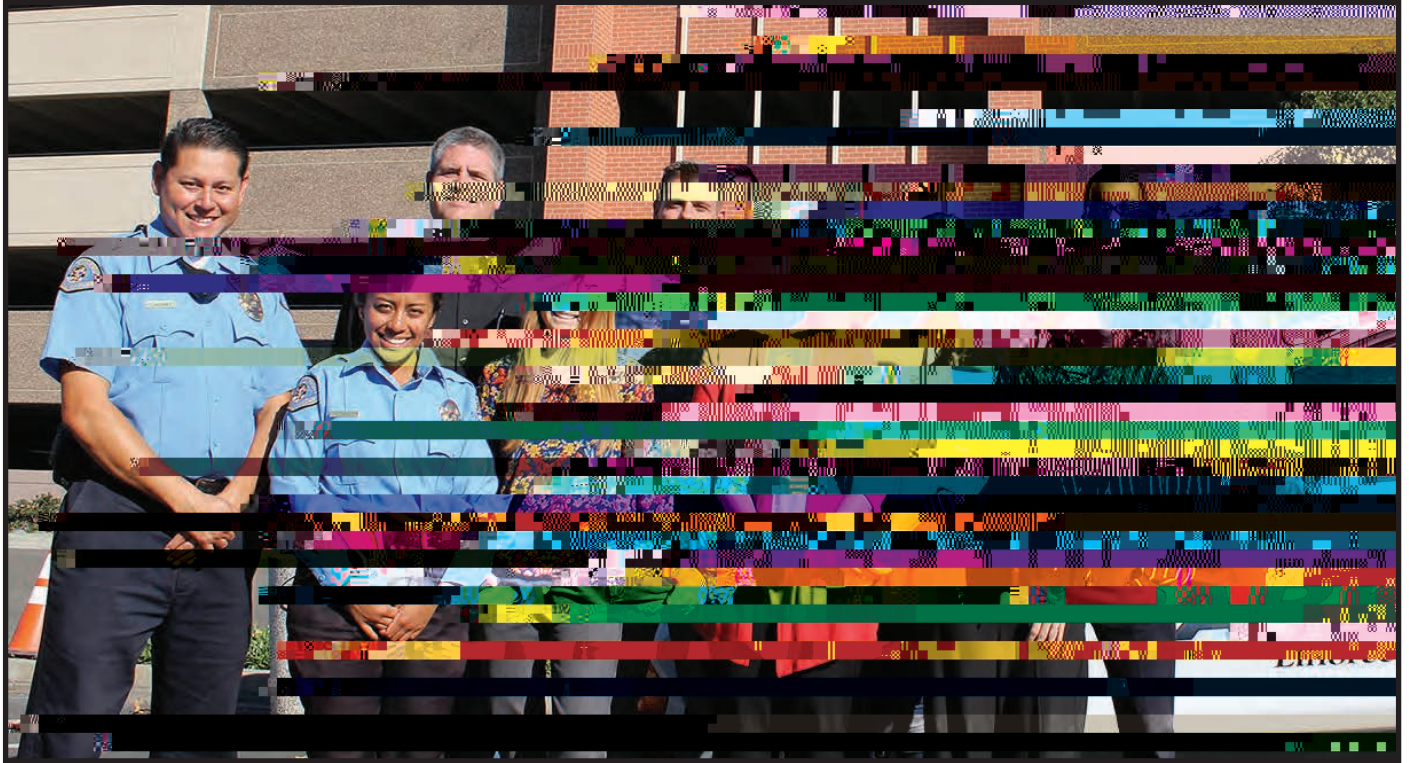
Parking and Transportation Services

Annual Report | 2018-19



A MESSAGE FROM OUR PARKING

STAFF



To our valued customers,

We are pleased to present you with our Annual Report for FY 2018-19. Each year, we detail numerous activities and achievements, and this year is no exception.

Starting in the fall, a reduced rate permit was offered to students who parked at an offsite parking location

WE DELIVER SUPERIOR

CUSTOMER SERVICE

“Thank you so much! Your team is the best and we appreciate you all.”

Mary Nguyen
Interim Director, Bob Murphy Access Center (BMAC)

“Thank you team. Faculty, students and patients are appreciative of your effort.”

“Thank you both for all your hard work last week! We heard good things about parking and traffic, so thanks for everything!”

Olfat Mohamed, PhD, PT
Department Chair, Professor
Department of Physical Therapy

The 2019 Commencement Team

“You and your team are awesome, huge thanks.”

Andrew Whitt
STAR Research Coordinator

Your efficient operation is highly appreciated, which benefits our students' educational experience at CSULB. Go Beach!

Gloria I. Dacanay, MBA, BS, BA, Cert
Department Coordinator
Department of Physical Therapy

I know that the core mission of university parking is to provide employees and guests

PARKING AND TRANSPORTATION SERVICES

AT A GLANCE



160+

CUSTOMER
SERVICE
RESPONSES



400+

DIRECTIONAL
SIGNS
DEPLOYED



28

YOUTH CAMP
PARKING
RESERVATIONS



110+

TRAFFIC
CONTROL
ASSISTS



7

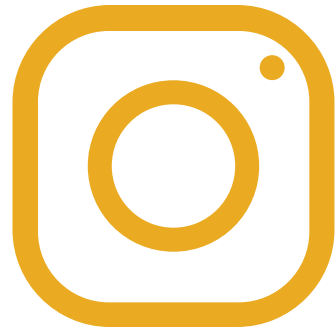
FILMING
RESERVATIONS



280+

BATTERY
JUMPS

WE
COMMUNICATE



3,600+
FOLLOWERS

150+ posts
280+ stories



1,000+
FOLLOWERS

190+ tweets **78 -13240,000+**



INDIVIDUAL
EMAILS

PARKING ADVISORY
COMMITTEE MEETINGS

14
PARKING
ROAD SHOW
PRESENTATIONS

HOW WE COMPARE WITHIN THE
CSU



20+
TABLED
EVENTS

WE TEACH

Our tabling events are a great place to educate students, staff and faculty on the many valuable parking and transportation services and the different sustainable transportation options available to them in the greater Los Angeles and Orange County area. We increased our tabled outreach from 12 to 20 events this year, an increase of 67%.

WE COORDINATE AND EXECUTE

EVENTS



400+
DIRECTIONAL
SIGNS
DEPLOYED

Patron Parking handles all special event parking arrangements such as barricading lots, coning off and monitoring spaces, and disbursing permits for smaller events. It might seem small, but depending on the location and available amount of time, it can be very difficult and a vital aspect of a successful parking experience.

WE HELP

MOTORISTS IN NEED AND MAINTAIN

SAFETY



Parking Enforcement is more than citations. It is dedicated officers being the first to respond to customers with parking questions. These same officers also direct traffic, increase lot security by their patrols and presence and even provide battery jumps to students and staff members when they are in need.

NEW SERVICES IN

2018-19



Overflow Lot with Discounted Permits



RIDE CSULB

PARKING AND TRANSPORTATION SERVICES

HOW DO YOU RIDE?

CSULB Sustainable Transportation exists to decrease the number of drive-alone commutes to campus and reduce the university's combined

Parking Revenue

\$12.5 M



Parking Expenses



Financial Outlook

3-year review (pg. 2)

Operating Budget (PK001/PK002)	2017-18 Actuals	2018-19 Actuals	2019-20 Budget
Beginning Fund Balance	\$6,383,658	\$5,587,100	\$6,499,716
Add: Revenue	12,045,656	12,525,722	13,484,203
Less: Total Expenses	(12,842,215)	(11,613,106)	(13,423,419)
Ending Fund Balance (PK001 & PK002)	\$ 5,587,099	\$ 6,499,716	\$6,560,500

Construction Reserve (PK005)	2017-18 Actuals	2018-19 Actuals	2019-20 Budget
Beginning Fund Balance (July 1)	\$2,416,732	\$102,821	\$1,579,002
Add: Contribution from PK001	3,300,000	2,149,638	4,000,000
Add: Interest and Investment Earnings	8,407	8,984	-
Less: Construction Expenses	(5,622,319)	(682,441)	(4,000,000)
Ending Fund Balance (PK005)	\$102,820	\$1,579,002	\$1,579,002

Equipment Reserve (PK006)	2017-18 Actuals	2018-19 Actuals	2019-20 Budget
Beginning Fund Balance (July 1)	\$300,000	\$604,893	\$911,618
Add: Contribution from PK001	300,000	300,000	100,000
Add: Interest and Investment Earnings	4,893	6,725	-
Less: Equipment Expenses	-	-	(25,000)
Ending Fund Balance (PK006)	\$604,893	\$911,618	\$986,618

Financial Outlook

3-year review (pg. 3)

Current Reserve Amounts	2017-18 Actuals	2018-19 Actuals	2019-20 Budget
Future Debt Service	\$3,172,725	\$2,948,725	\$2,952,475

Financial Notes

Revenue

Revenue for fines and forfeitures decreased by 9% from FY 2017-18 to FY 2018-19 due to fewer citations being issued.

Parking and Transportation Services (PTS) can no longer afford to fully fund these programs. Beginning in FY 2019-20, Sustainable Transportation Programs will be transitioning to discounted fee-based programs. These funds which are estimated at \$321,662 will be utilized to offset program expenses of approximately \$2,191,041. This model will allow these important programs to continue in future years.

Uses of Revenue

The Tax Change and Jobs Act adopted in December 2017 requires the employer expense of providing employee parking and sustainable transportation programs to be recorded as Unrelated Business Income (UBI). FY 2018-19 was the first year that UBIT expenses were due at the prorated amount of \$56,818. Beginning FY 2019-20, UBIT expenses are projected to be \$113,635.

The Equipment Reserve, which funds new equipment and technology, will be reduced from \$300,000 to \$100,000 in FY 2019-20 to reflect the department reaching its reserve funding goal at the end of FY 2019-20.

The FY 2018-19 contribution was reduced from \$4 million to \$2.1 million. The remaining funds were used to address the \$1.9 million budget shortfall instead of further depleting PTS reserve funds. This was a one-time action as repeated deferral of construction repairs results in higher costs in the long term. In FY 2019-20, the reserve contribution will increase to \$3.1 million and will be combined with the FY 2018-19 carry forward (\$912,616) to achieve the \$4 million requirement.

In FY 2018-19, costs increased by \$277,000 due to filling previously vacant positions as well as increases in minimum wage, salary and benefits. In FY 2019-20, costs are projected to increase by \$750,000 due to additional increases in the minimum wage, employee salary and benefit costs, and the new costs associated with the FY 2019-20 campus overflow plan. Assisted Parking personnel and additional campus shuttles will be provided for the first eight weeks of Fall Semester 2019 with an estimated cost of \$450,000.

Financial Notes (cont'd)

In FY 2018-19, expenses increased by roughly \$75,000 due to vehicle repairs, lot signage replacements, and a minor office remodel to support the recent relocation of parking enforcement from University Police to the main parking office.

Expenses decreased from FY 2017-18 to FY 2018-19 due to vacant staff positions. In FY 2019-20, all staff vacancies are projected to be filled.

Total Revenue & Use of Revenue

FY 2018-19 shows a carry-forward of \$912,616 that will be utilized to repay the construction reserve shortfall.

Construction Reserve (PK005)

In FY 2019-20, the budgeted contribution is listed as \$4 million. The budgeted contribution of \$3.1 million will be combined with the budget carry-forward of \$912,616 from FY 2018-19.

In FY 2019-20, funds earned through Interest and Investment Earnings will be utilized to fund the PTS repayment obligation to CalPERS for future employee retirement benefits.

A portion of construction costs in FY 2018-2019 were intentionally delayed to assist PTS in balancing the operational budget. In addition, several projects came in under budget at \$682,411. The \$1.5 million carry-forward and resuming the \$4 million annual contribution in FY 2019-20 will assist PTS in meeting its future obligations and reserve targets.

Equipment Reserve (PK006)

There is \$25,000 in equipment expenses projected for FY 2019-20 to fund an upgrade in the enforcement radio system.

Required Reserve Amounts (in accordance with EO-994 & ICSUAM 2001)

In FY 2018-19, Economic Uncertainty reserve was reduced from six months of annual operating expenses (\$3 million) to three months (\$1.6 million) in order to facilitate fully achieving the department's overall reserve requirements.

Reserve Requirement Comparison

PTS ended FY 2018-19 with \$7.9 million in total reserve amounts and \$2.4 million in unmet reserve obligations.

