

UNIVERSITY *of* WASHINGTON

UW TRANSPORTATION SERVICES
2018-2020 REPORT



CONNECTION CONVENIENCE COMMUNITY

Our role on campus is key in providing a positive first impression for visitors, employees and students arriving at the University of Washington.

Transportation Services is dedicated to giving customers exceptional service and a lasting impression of Husky hospitality. We administer safe and convenient parking places and spaces on campus. We are also dedicated to providing and promoting services that make modes of traveling such as transit, walking, biking, ridesharing easier and more cost-effective for students and employees.

We are proactive and engaged with the UW community in order to create exceptional Husky experiences for students, visitors, patients and our UW colleagues.

TABLE OF CONTENTS

2	Note from the Director
3	Department Fast Facts
5	Huskies in the House
6	Sales & Administration
9	Fleet Services
11	Shuttles
14	ADA Compliance
15	Parking Modernization
18	Commute Options & Planning
21	Transportation Maintenance
23	Parking Operations & Events
25	It Takes a Village
27	Diversity and Inclusion
28	Financials

NOTE FROM THE DIRECTOR



One of the first interactions that visitors, staff and students have when coming to campus is with a member of the Transportation Services staff. A vital part of our customer service philosophy and practice is our desire to make a great first impression on behalf of the University. Our staff provide directions, answer questions and guide customers to their destinations. They interact with new employees, students and visitors to provide information and assistance on their journey to a class, event, meeting or research endeavor that may one day change the world. We also connect different parts of campus and operations via our shuttle and fleet services. In addition, there is always a dedicated and hardworking crew keeping parking facilities safe and clean throughout the year.

We serve over 77,000 individuals coming to campus on any given day and that number grows as the campus and community grows. The department manages facilities and programs which include parking garages and lots, five shuttle services, secure bike facilities, an all-access transit pass, commuting programs and campaigns, arranged and event parking, hardware and software systems and so much more. We provide transportation solutions to our customers, whether it's a permit to park or the exploration of a commuting option.

We've been busy. We successfully implemented a fully subsidized transit pass (U-PASS) benefit for a large portion of the campus workforce. We reconfigured garages to Pay-Per-Use-Parking facilities to maximize the utilization of the campus parking footprint. We provided critical customer service during University events and expanded our sustainable transportation programming by opening three new bike houses. Our parking system software was overhauled to bring the department into the 21st century. We accomplished these tasks and more while joining the city, state and nation in grappling with the COVID-19 global health crisis.

I am grateful and proud to be working with dedicated staff in service to our campus community. In Transportation Services we strive to do everything we can to support the research-driven, educational and sustainable initiatives of the University of Washington. Learn more in the pages ahead about our department, staff and business improvements.

Anne K. Eskridge
Director, University of Washington
Transportation Services

FAST FACTS

PARKING FACILITIES



VEHICLE PARKING

11.6 thousand parking spaces **3.7 million** square feet



5,283
garage



6,346
surface lot



176
motorcycle



428
accessibility



102
electric vehicle charging stations



BIKE PARKING

6.9 thousand parking spaces **153 thousand** square feet



5,886
bike rack spots



450
bike house spots

73 new bike house

377 old bike house



632
bike lockers

STAFFING

Executive Leadership & Administration



Sales & Administration



Transportation Maintenance



Fleet Services



Commute Options & Planning



Shuttles



Parking Operations & Events



CUSTOMER SERVICE



29,155
phone calls



35,405
emails

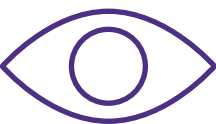


581,355
in-person
interactions



41
products
administered

WEBSITE ANALYTICS



1.1 million
pageviews



338 thousand
users

Statistics are averages over past two years.

HUSKIES IN THE HOUSE

Twenty-three Transportation Services staff are University of Washington graduates. Their graduate and undergraduate studies range from disciplines which include sociology, communications, public health and business.



CARYN WALLINE

Manager, Commute Options & Planning

Studied: Communications with a focus on Public Relations (Bachelor's), Sustainable Transportation (Master's)

Graduated from UW: 2007 (BA), 2014 (MA)

"I believe the work I do is important because it supports future growth and development on campus and allows the institution to provide high-quality education and innovation. I also love that my job can have a direct, positive impact on a person's daily life and the quality of their commute."



JEFFREY STUKES

Program Coordinator, Sales & Administration

Studied: Communications

Graduated from UW: 2010

"My work here at UW is important because it is not confined to just our campus but extends to the community. I assist Huskies all over the city trying to get places by car or transit. I use the knowledge I gain from work as a resource for my community."



YUSUKE ISHIGURO

Program Coordinator, Parking Operations & Events

Studied: Atmospheric Science with a focus in Climate

Graduated from UW: 2017

"I believe what I do is important because I believe in creating a fun and inclusive environment for my colleagues. Our staff are often the first contact a visitor has with the campus and we want to give customers a more enjoyable experience by making the work enjoyable for our staff."

SALES & ADMINISTRATION

The Sales & Administration (S&A) team answers customer inquiries and assists the UW community by phone, email and in person. S&A team members provide guidance regarding parking and commuter products that are best suited for each customer's needs. They work with individual customers and departments to provide a seamless commuting experience. On top of routine (annual and quarterly) product renewals, S&A provides customer support during large campus-wide changes such as garage and system upgrades. If you have reached out to Transportation Services with a question, request or feedback, you've worked with our Sales & Administration team.



26,547
PHONE CALLS



28,727
SALESFORCE
EMAILS



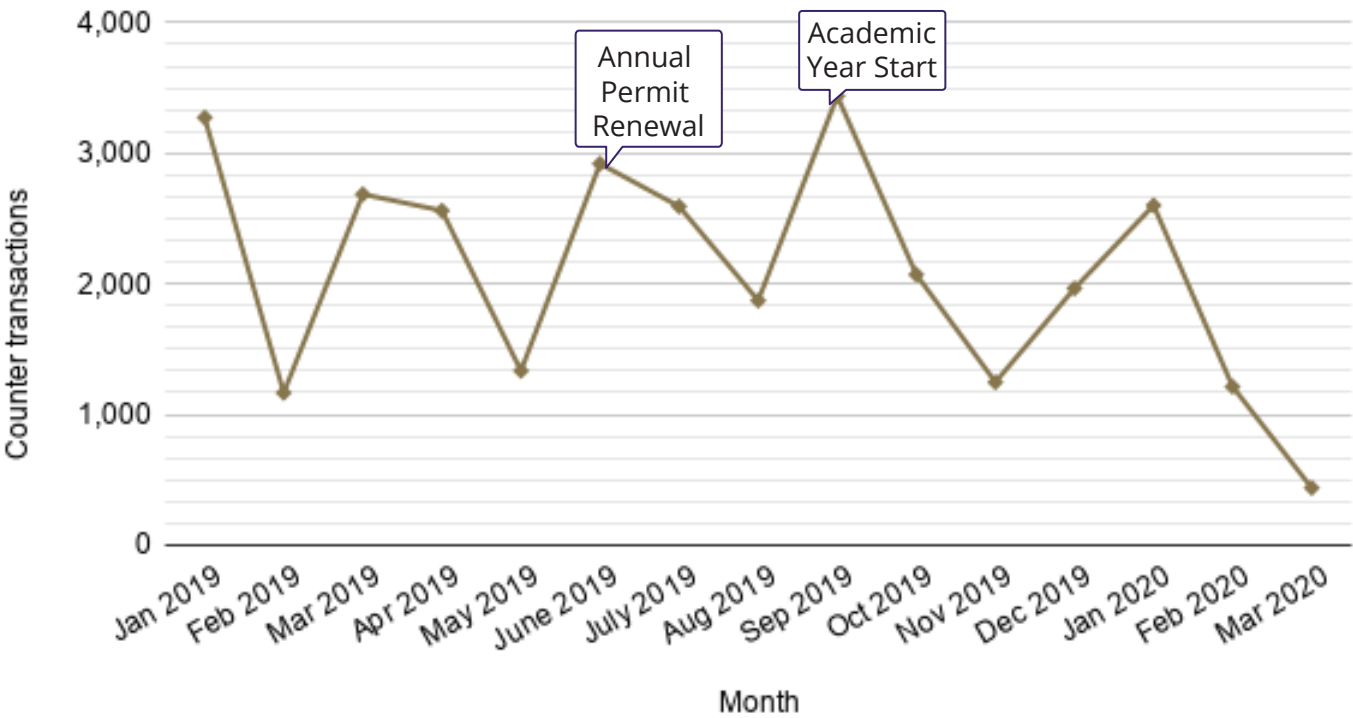
29,429
PERMIT
TRANSACTIONS



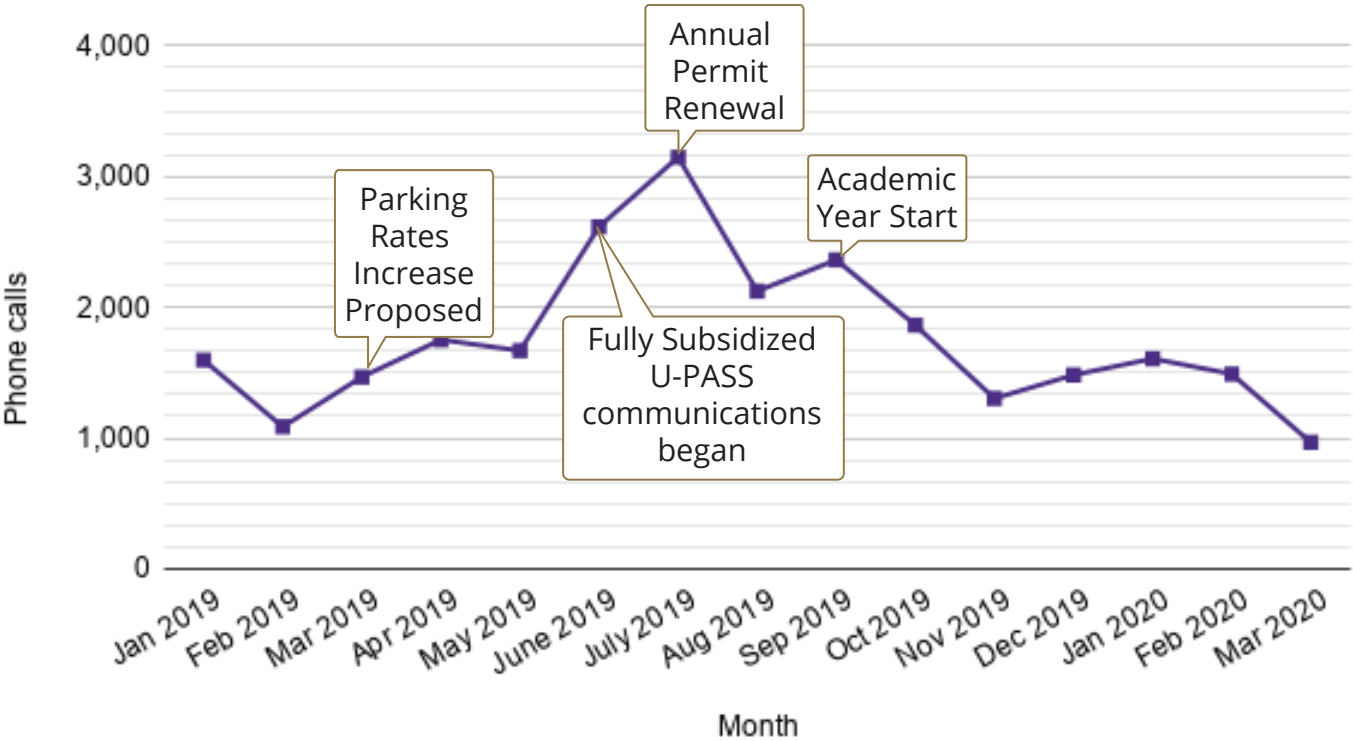
17,331
PRODUCTS
RENEWED

Statistics are averages over past two years.
All photos were taken following appropriate protocols at the time.

S&A Counter Transactions



S&A Phone Calls



PUTTING THE CUSTOMER FIRST

Approximately 85,000 customer interactions are fielded by 15 Sales & Administration (S&A) team members on average every year. Each staff member handles approximately 5,600 emails, counter sales, customer email inquiries and parking permit renewals.

The S&A team strives to provide exceptional customer service. The team utilizes lean principles, visual management tools, daily huddles and leadership to encourage employee engagement. They were the first group in Facilities to adopt lean principles into their operations back in April 2011. The lean principle that the team takes most to heart is the focus on continuous improvement. “We are always looking for opportunities to improve processes to make our customers’ lives easier. Not only can we serve customers better through improved processes, but we can also increase our capacity to serve customers in the long run,” says S&A Manager Kay Doherty. Process improvement and the use of lean principles are important tools staff utilize when assisting customers in times of uncertainty and high stress.

PAY-PER-USE PARKING TRANSITION

Pay-per-use parking (PPUP) is a valuable option that provides customers with more flexibility by only charging them on the days they park, rather than a lump sum payment for a quarterly or annual permit. This option helps customers save money and provides the department with valuable information about parking utilization on campus.

Transportation Services integrated two garages (UW Tower and 4545) into the PPUP program in the past two years. The S&A team visited each location and spent more than 250 hours helping customers transition their parking products to PPUP. “We know that finding time in the work day to visit the Transportation Services office can be hard. It was in the best interest of all parties to bring our office to our customers’ workplace and help them on site,” said team member Renecia Jackson.

PARKING RATES INCREASE

In early 2019, Transportation Services proposed an increase in parking rates for the first time in five years. As a self-sustaining unit, parking revenue is a major source of funding for the department. In order for the proposal to be executed, it had to go through the necessary approval processes, including a review and approval from the Board of Regents.

While the rates proposal was awaiting its final decision, S&A team members were answering specific questions about the proposal and tracking customer feedback on a daily basis. “We understood the frustration customers were feeling and did our best to provide as much available information as possible to our community,” says team member Hung Tran. “We helped them as best as we could while a final decision was being made.”

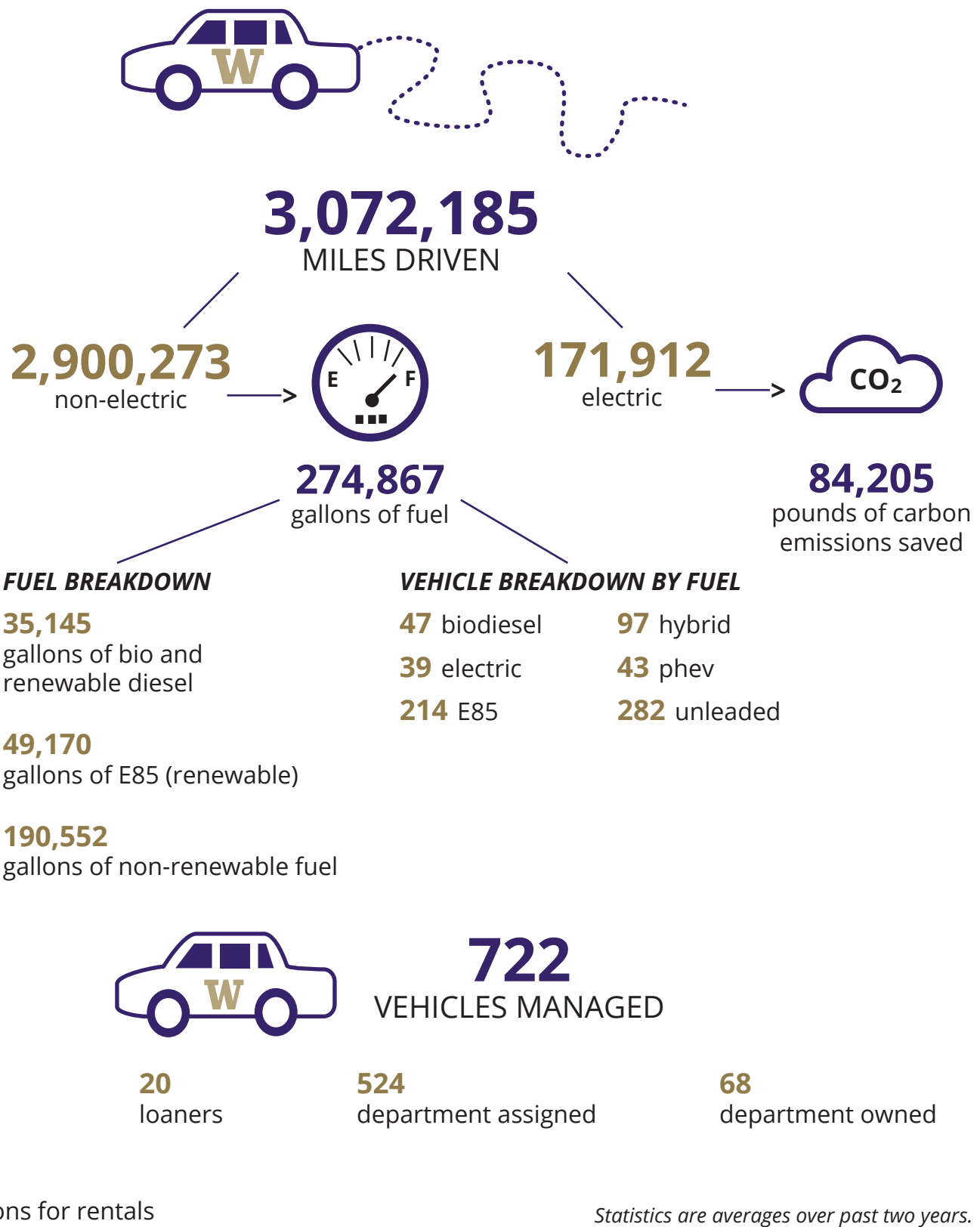
ANNUAL RENEWAL

Every spring, the S&A team supports more than 17,000 customers in renewing their parking products. The work begins in early March with an average of 33,000 customer emails sent, encouraging permit holders to renew their products online. Approximately 85% of customers renew online. The remaining 15% of our customers are assisted in person or by phone.

S&A finds new ways every year to improve the renewal process. At one point, renewed permits were distributed by payroll coordinators to customers. Then, permits were mailed directly to customers through campus mail or USPS. With the introduction of virtual permits in December 2020, customers are now able to use their renewed permits without having to wait for something to arrive in the mail. “We never stop looking for ways to improve and serve the customer better,” explains team manager Kay Doherty.

FLEET SERVICES

Fleet Services manages and provides both a short-term and long-term vehicle rental program for official university business. The UCAR program is a short-term program that provides conveniently located and economically priced vehicles for faculty, staff and students to rent on an as-needed basis. By providing more economical and environmentally-friendly options for the community, Fleet Services helps reduce the amount of drive alone trips to campus and supports efficient parking capacity management. The Fleet team also works with departments to maintain long-term leased and department-owned vehicles.



Statistics are averages over past two years.

LENDING LAB MEDICINE A HELPING HAND

UW Lab Medicine plays an important role in the provision of services required for patient care and medical education programs in the Puget Sound. The department transports large quantities of lab samples from different medical facilities, including UW Medical Center (Montlake & Northwest), Harborview Medical Center and Seattle Cancer Care Alliance. Lab samples are extremely important in providing expert care to patients, which include those who are immunocompromised. It is imperative that samples are transported quickly and efficiently.

With a dedicated fleet of electric vehicles, Lab Medicine transports their samples with ease. Their electric vehicle fleet also protects the environment and reduces the department's expenses by reducing the need for fossil fuel. Lab Medicine began using Chevrolet Bolts in June 2019 and has saved 4,060 gallons of fuel as of April 2020. The department has also saved approximately \$13,400 by switching to the all-electric Chevrolet Bolt. "I am enthusiastic about our operation going all-electric," says Tom Zeiler, courier supervisor of Lab Medicine.

Fleet Services is proud to partner with Lab Medicine to support the University's research goals, patient care and community well-being.



UW SOLAR FEASIBILITY STUDY

In late 2019, UW Solar, an interdisciplinary team of students who have a passion for clean energy, approached Transportation Services with a feasibility study to evaluate the use of campus garages to produce solar power for fleet fueling and campus power supplementation. With a growing number of electric fleet vehicles, both Fleet Services and UW Solar had a valuable opportunity to work together and develop a plan to harvest solar power for University use.

UW Solar assessed the solar capacity of the Portage Bay Garage (PBG) for the study. PBG has 20 electric vehicle (EV) chargers. These EV chargers support approximately 2,900,000 EV miles per year. UW Solar developed three mockups of canopy solar panels for the top level of PBG. The installation of solar canopies would provide the garage with both solar power and covered parking for customers.



Full coverage solar canopy mockup

UW Solar determined there could be a significant return on investment with the installation of EV fueling systems coupled with an installation of a solar canopy.

- Miles of EV charging provided: up to 1,215,000 per year
- Fuel savings: up to \$230,000 per year
- Utility savings: up to \$23,600 per year

Over time, the payback would increase and strengthen Fleet Services' electrification goals. There is still a long way to go to implement solarization across campus garages, however, it is exciting to have a clear idea of the potential benefits in harnessing this technology.

SHUTTLES

UW Shuttles provide a vital connection for the UW community between campus buildings and medical facilities across the city. Students, faculty, staff and patients are transported to the UW Medical Center, Harborview Medical Center, Seattle Cancer Care Alliance, Fred Hutchinson Cancer Research Center, UW Medicine in South Lake Union, UW Roosevelt Clinics and Seattle Children's Hospital. UW Shuttles also operates nighttime and paratransit shuttle services. All shuttle services are provided free of charge to the riders.



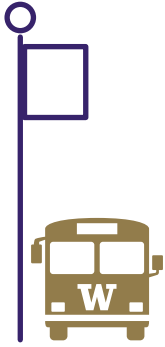
601,400
RIDERS



10,000
SCCA MEDICAL
COMMODITIES



7
MEDICAL
FACILITIES



126
STOPS

Health Sciences
Express (HSE)
255,000 riders

UW/Fred Hutch/South
Lake Union (SLU)
214,000 riders

Seattle Cancer Care
Alliance (SCCA)
90,000 riders

NightRide
36,800 riders

Dial-A-Ride
5,600 riders

STAKEHOLDER COSTS

HSE
\$5.24 per rider

SLU
\$4.51 per rider

NightRide
\$5.28 per rider

SCCA
\$10.94 per rider

Dial-A-Ride
\$79.64 per rider

\$0
COST TO RIDER

Statistics are averages over past two years

GETTING PEOPLE MOVING

Approximately 601,400 individuals use UW Shuttle services annually. UW Shuttles provide riders with reliable and sustainable transportation options and reduces the need for drive-alone trips to, from and around campus. With dedicated stops and load/unload zones at medical facilities and transportation hubs including the UW Link light rail station, shuttle drivers can move riders quickly and effectively.

Seeking medical advice and support can be stressful. Taking a UW Shuttle helps reduce this stress by providing a convenient, reliable and free way for patients and visitors to travel. Worries of finding a parking space or leaving early to beat traffic for an appointment are lessened with UW Shuttles’ different options.

“I am thrilled to have such a wonderful driver on the SCCA to UWMC run. He is very thoughtful, courteous, and friendly. He makes the trip uneventful, which I need when my husband is in the hospital.”

Bonnie R.L.

“To all shuttle drivers, thank you so much for all of the rides to UWMC. Knowing the extra special care you’ve given my husband has made us feel safe and comfortable.”

Myrna K.

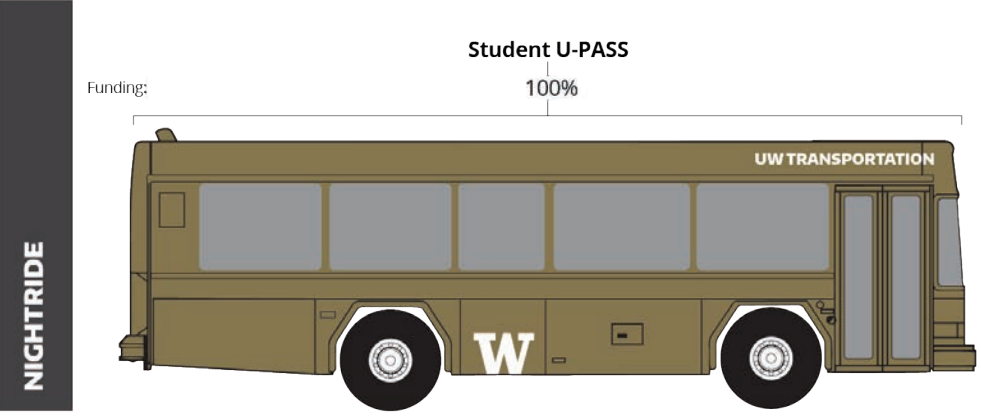
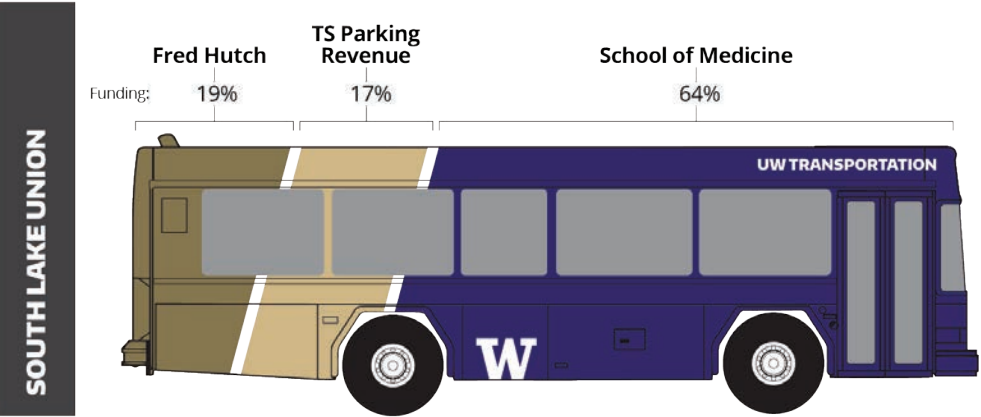
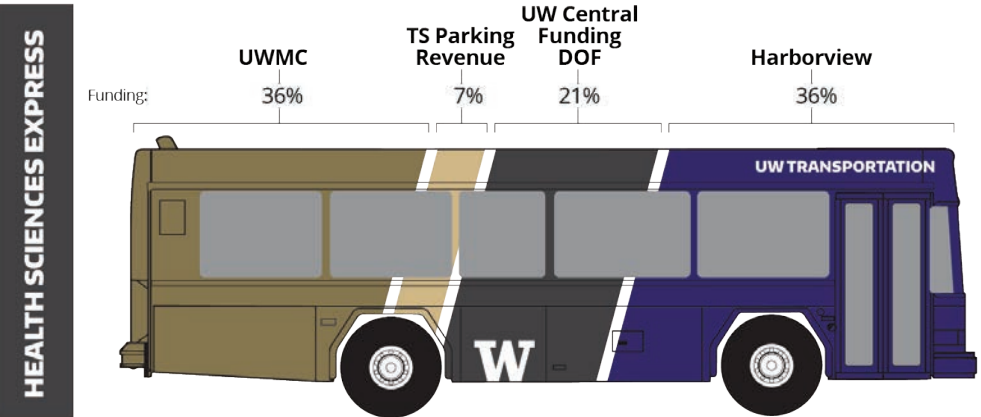
“To the Dial-A-Ride team, thank you for your service, kindness, and patience. You helped me get back in the game and to a level of normalcy that I appreciate. I will miss your tales, stories, education and smiles!”

Julie B.

Key stakeholders provide funding for each shuttle service. Transportation Services works with these stakeholders to provide necessary facts and data that assist everyone in meeting the community’s transportation needs. Strong partnerships and collaboration are critical to providing reliable and cost-effective shuttle operations.

SHUTTLES FUNDING SOURCES

GOF General Operating Funds Funds over which the UW has unlimited discretion, through the university, as a matter of internal policy, may restrict their use.	UWMC University of Washington Medical Center
DOF Designated Operating Funds Funds over which the UW has significant discretion.	TS Transportation Services
	SCCA Seattle Cancer Care Alliance



ADA COMPLIANCE

The campus landscape has varying levels of elevation. These variations pose challenges to accessibility in parking lots. As a part of the University's comprehensive accessibility transition plan, work completed in the N22 parking lot helped move the campus toward the goal of being more accessible.

In collaboration with the Project Delivery Group in UW Facilities, the parking lot adjacent to the Husky Union Building (HUB) is now more accessible and environmentally-friendly. It was transformed from a large sloped surface lot into a three-tiered parking area.

During the summer of 2019, contractors, carpenters and dirt crews re-graded the parking lot into three flat parking terraces connected by sloped drives. Transportation Services' Parking Operations team worked closely with construction teams to close the lot, provide signage to guide visitors and pedestrians through campus, and identified parking options for customers while the lot was closed. The Sales and Administration team helped permit holders relocate to another accessible lot to accommodate customers' parking needs during the closure.

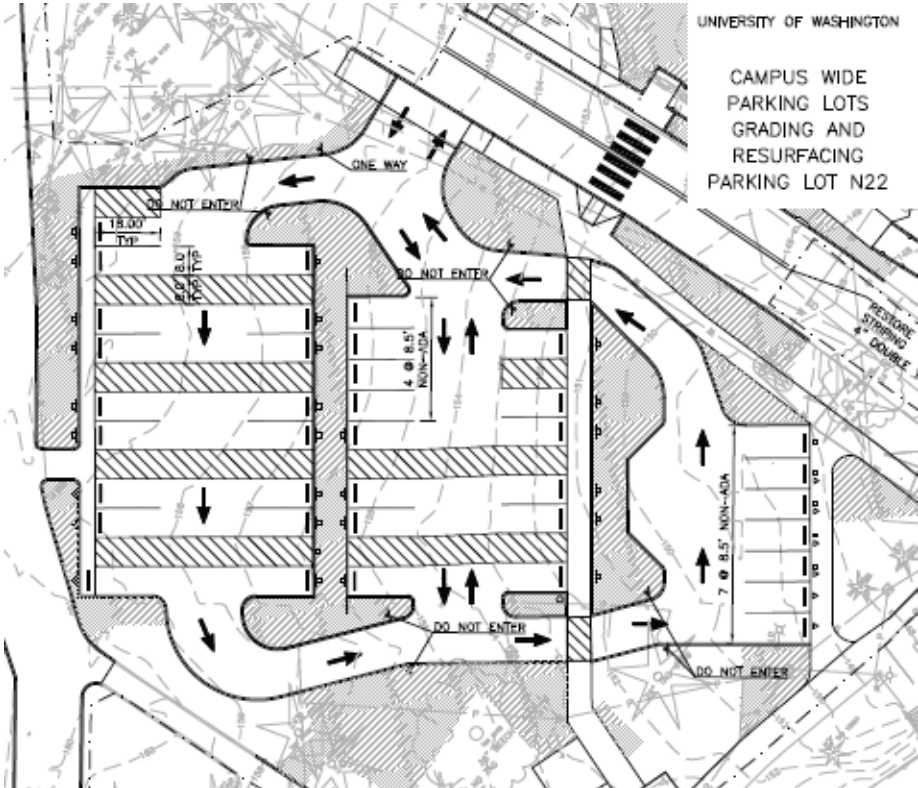
In October 2019, the lot reopened with 27 ADA-compliant parking stalls, two reserved stalls for Hall Health patients, and three 30-minute load and unload stalls. The renovated parking stalls are eight feet wide and provide users with even greater accessibility and comfort.

A raised sidewalk was also installed from the parking lot to Hall Health and provides a flush, clearly marked path from N22 across Stevens Way. This new crosswalk features tactile warning strips on both ends which are made up of textured, raised "dots" that are detectable by the visually impaired. In addition to all the accessibility upgrades, N22 is the first UW parking lot built with permeable concrete, which reduces runoff and flooding. The permeable concrete allows precipitation to pass directly through it, mimicking natural ground absorption.

It was rewarding to be part of a project that improves the parking experience and advances the University's goals for greater accessibility and sustainability.

Thanks to our campus partners

- Campus Engineering
- Thomson Hall
- Communications Building
- Project Delivery Group
- UW Police Department
- Hall Health
- UW Maintenance and Construction
- Husky Union Building
- Office of ADA Coordinator



N22 project resurfacing schematics

N22 PROJECT FACTS AND FIGURES



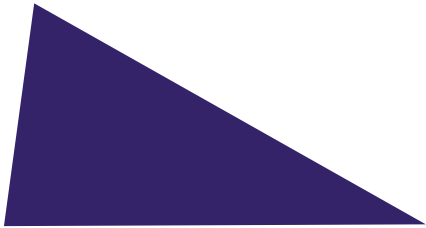
8' wide

parking stalls in renovated lot



~8,300

construction hours to complete project



13' drop

in elevation across lot prior to renovation

PARKING MODERNIZATION

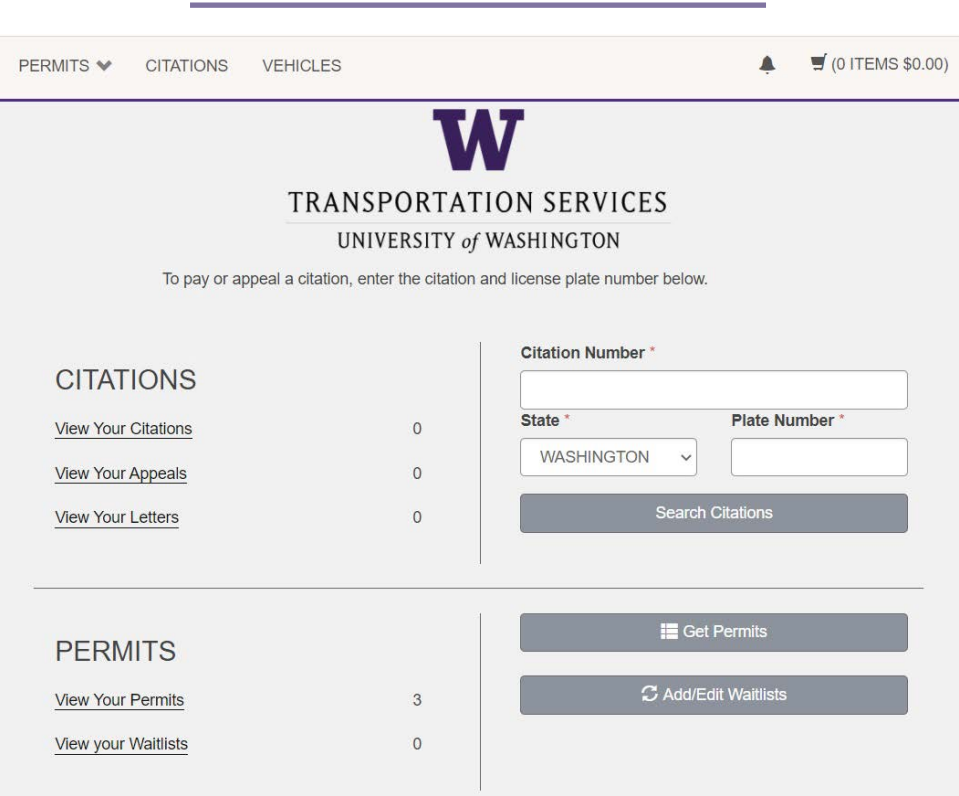
In December 2020, Transportation Services' sales and parking operations system was transformed with the implementation of a new software system. The successful implementation of T2 Flex software was part of a multi-year effort to modernize parking systems and sales at the University of Washington.

Transportation Services manages 12,200 parking spaces. By the year 2028 that capacity will be reduced to approximately 9,000 spaces, a 27% reduction in capacity as outlined in the University's Campus Master Plan. The importance of effectively managing parking capacity is critical with the guidelines set forth by the University in the Campus Master Plan, as approved by the City of Seattle.

The department was guided in this modernization project by community feedback, guidance from University leadership and faculty and staff members of the University Transportation Committee (UTC). Feedback was also garnered from the Transformation Administration Program (TAP) Unit Customer Service Survey. The TAP feedback clearly indicated that faculty and staff wanted to purchase and manage transportation products online, pay an employee parking rate when parking on an occasional basis and be assured that parking spaces from permits purchased were protected and available when arriving on campus.

"With the new integrated system, we will be able to make efficient use of the University's parking while judiciously protecting spaces for our permit holders," says Anne Eskridge, Transportation Services Director. In addition to managing places and spaces more efficiently, T2 Flex provides valuable parking utilization data and replaces an obsolete legacy software system written in 1997 (WHEELS). With the new system most parking permits are virtual, which reduces the opportunity for fraud and supports parking compliance.

In addition to a new operating system on the backend, customers can purchase and manage permits online through a new customer portal, thereby fulfilling one of the major goals from the Transformation Administration Program survey feedback. The online customer portal provides greater flexibility and ownership to customers in managing their products. It also provides customers with another option to purchase a permit, without having to stop by the Transportation Services office or at a gatehouse.



Online customer portal dashboard

Customers can pay for citations, purchase permits and manage their account information online. Permits available to purchase will appear based on the customer's UW affiliation.

Leading up to the launch, members from Transportation Services’ business units spent thousands of hours:

- Planning
- Meeting
- Reviewing permit configurations
- Changing policies
- Developing documentation for internal and external use
- Creating new resources for a new online customer portal
- Answering customer questions
- Rolling out campus communications for a successful launch

The project team included staff from Parking Operations, Sales & Administration, Commute Options & Planning, Transportation Maintenance and Transportation Services’ administrative units. The group worked closely with UW Facilities Business Innovation & Tech, UW Facilities Communications and UW Facilities Accounting. Thanks to the tireless work and dedication by this group, Transportation Services successfully launched the new system on December 15, 2020, all while grappling with the impacts caused by the COVID-19 pandemic and while staff carried on with other work responsibilities and projects.

PARKING IN THE 21ST CENTURY

Integrating new technology into parking operations is a top priority for Transportation Services. New technology has provided valuable parking utilization data, reduced administrative redundancy and made processes easier for customers. Transportation Services has also reconfigured existing software and hardware to improve integration with the new technology.

LICENSE PLATE RECOGNITION (LPR)

License Plate Recognition (LPR) has reduced the amount of manual work associated with permit enforcement in parking facilities. In the past, parking specialists would have to visually check and manually look up permits within the system while out in the field and on foot. Parking specialists can now scan a vehicle’s license plates and verify that permits are valid and payments have been made. LPR has also increased efficiency in protecting our permitted parkers.



PAYBYPHONE

Transportation Services introduced the mobile pay parking technology, PayByPhone, in September 2019. With PayByPhone, customers can skip the gatehouse and complete parking transactions on a smartphone. The department saw a 23 percent adoption rate in the first few days following the launch.

PayByPhone was selected for its user-friendly interface and easy integration. The City of Seattle uses the same mobile-pay technology and the adoption of it on campus creates a seamless parking experience for customers already familiar with the platform. PayByPhone is active in approximately 20 campus lots.



PARKHUB

The mobile point-of-sale system ParkHub allows staff to accept credit card payments for University events on-site rather than at a gatehouse. With ParkHub, a parking permit can be sold at a location near an event and streamlines customer transactions and revenue reconciliation. **More than 20 percent** of customers have used a credit card as their payment method instead of cash when paying to park on campus for an event.



LUKE MACHINES

A campus-wide reconfiguration of all Transportation Services pay station machines (LUKE machines) occurred in fall 2019. The reconfiguration moved the machines to a pay-by-license model instead of pay-by-stall.

This aligned our parking enforcement standards with the PayByPhone system so that our LPR technology would inform staff to not ticket LUKE machine or PayByPhone customers.

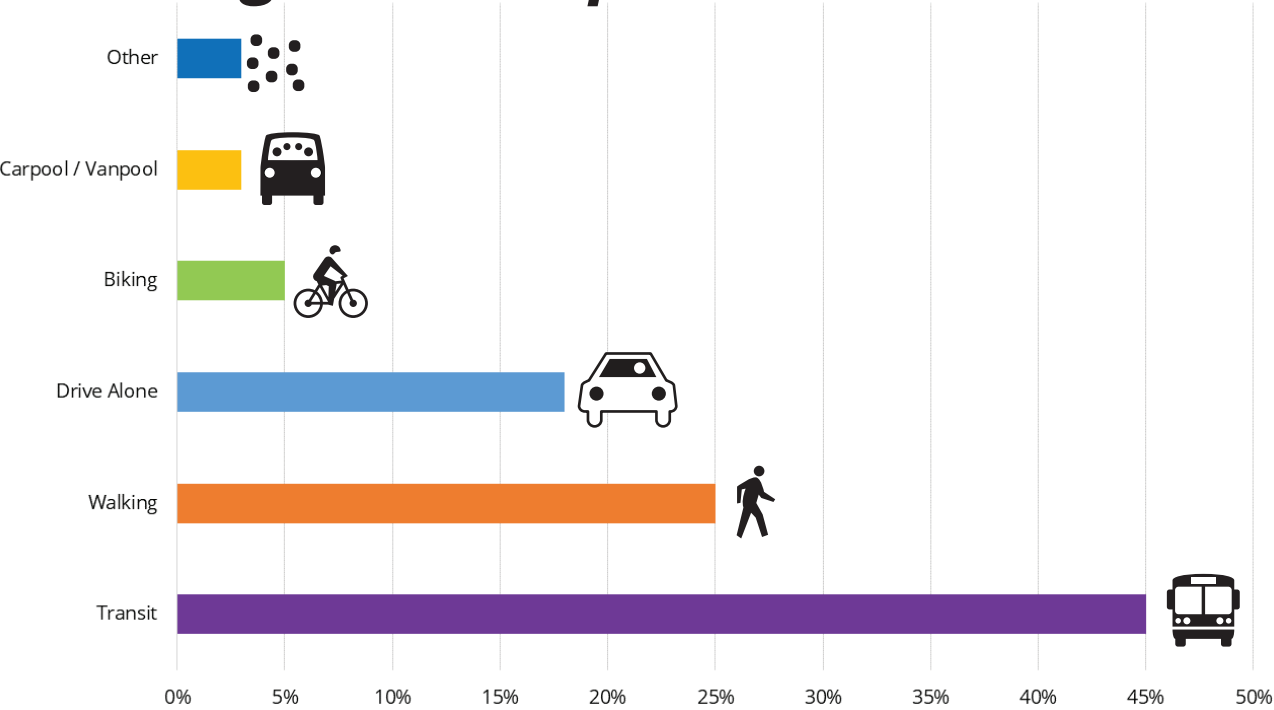
The reconfiguration project required several months of planning, along with upgrading and replacing a number of existing machines. LUKE machines provide customers with another flexible option to complete a parking transaction without needing to visit a gatehouse.



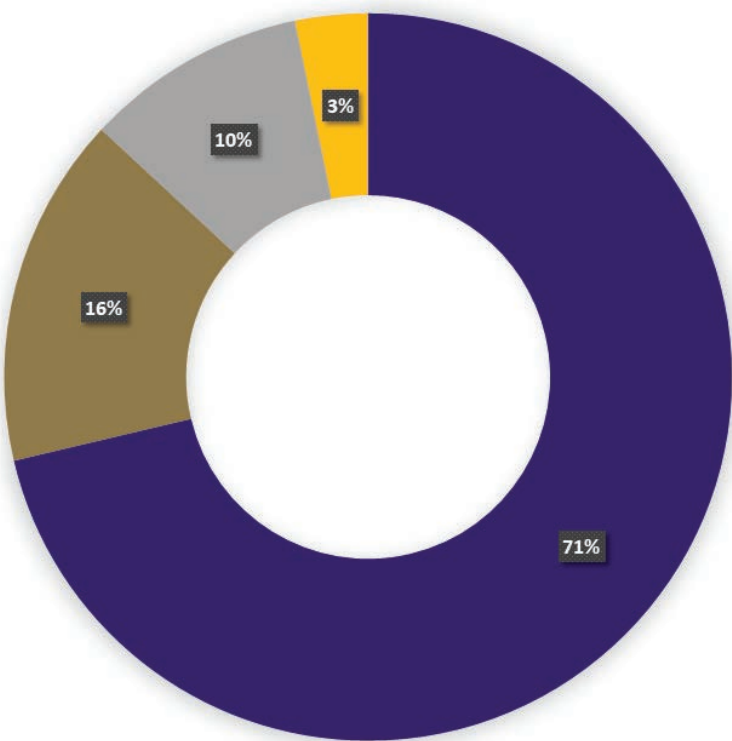
COMMUTE OPTIONS & PLANNING

The Commute Options & Planning (CO&P) team provides sustainable transportation options and resources to the campus community. Commute Options & Planning oversees the U-PASS program that provides cost-effective transit access to students, staff and faculty, as well as manages rideshare and bicycle parking and programming across campus. The team cultivates strategic partnerships with transportation service providers, like regional transit agencies, local and state transportation departments and private mobility providers, to create a multi-faceted transportation network to and on campus. The team's work is integral to lowering the drive-alone rate for the campus and supporting the University's Campus Master Plan mandates and sustainability goals.

How do we get to campus?



Source: UW 2019 Transportation Survey



U-PASS Breakdown
62,523 holders
(as of April 2020)

- Universal Student
- Fully Subsidized Employee
- Annual Fee-Based Employee
- Complimentary (from parking product)
- Quarterly Fee-Based Employee (<1%)

OUR ROLE IN THE UNIVERSITY DISTRICT AND BEYOND

The University of Washington continues to grow – in its student population, its importance as a national research institution and as a key service provider for the local, state and national community. Meeting the commuting needs of 75,000 individuals on campus on a given day is part of the role Commute Options and Planning (CO&P) plays in serving the campus and community.

Planning

The work the CO&P team does on campus and with state and local partners supports meaningful goals of sustainable travelling that focus on the needs of the campus community, in conjunction with the University's growth. CO&P serves as in-house consultants on the design and operation of transportation infrastructure on campus, and actively participates with local and regional partners to achieve the best performance from projects and programs. Examples of this work include the UW's Campus Master Plan implementation, Burke-Gilman Trail redesign, UW Station operations and the UW Bike Parking initiative.

Trip reduction

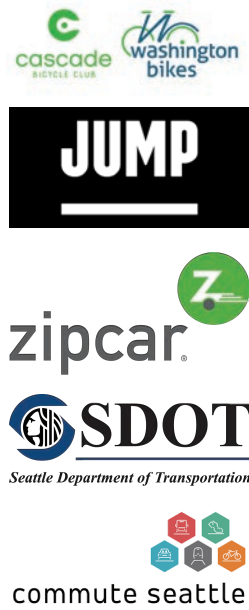
The University's efforts in transportation management have historically been centered on reducing drive-alone commuting to campus. The 1983 introduction of the student-funded U-PASS put UW at the forefront of American universities and colleges managing commute impacts. These efforts continue today through a diverse suite of commute programs and products that makes choosing a commute option other than driving alone easy and cost-effective for students, staff and faculty. These strategies include expanding the U-PASS benefit to represented staff, trip planning services and management of shared mobility options (bikeshare, carshare, e-scooter).

In the neighborhood

The University of Washington is a major regional destination, and we recognize how the campus interacts with the surrounding neighborhoods regarding traffic, transit service and the subsequent demand for affordable housing. CO&P partners with our neighbors to make sure that the transportation future of UW is one that is mutually beneficial for the campus and community. These efforts include the northeast King County transit restructure project; the NE 43rd and 12th Avenue redesign ahead of the new U District Link station opening; the SR 520 redesign and construction; and the U-District Green Streets planning.

15
transportation
contracts &
partnerships

Local Level



Regional Level



National Level



STUDENT UNIVERSAL U-PASS

At the end of winter quarter 2020, the Universal Student U-PASS Advisory Board voted to waive the Universal Student U-PASS fee for spring quarter. Representatives appointed from the Associated Students of the University of Washington (ASUW) and the Graduate and Professional Student Senate (GPSS) explored different ways the Student U-PASS program could be implemented in light of COVID-19. The Advisory Board worked with UW leadership and reviewed COVID-19 impacts on campus and on regional transportation operations to determine the cascading impact on 45,000 students.

The Universal Student U-PASS has been governed by the Student Advisory Board since 2011 when students voted to change the U-PASS program from an opt-in option to a universal program. Oversight and management of the program was needed, so the Universal Student U-PASS Advisory Board was created. Board members are selected by ASUW and GPSS on a yearly basis.



Advisory Board members pictured in 2015

BIKE PARKING EXPANSION



New bike house opening event in October 2019



Three new bike houses opened on campus in October 2019. The expansion in secure bike parking was overseen by the CO&P team. “By providing safe and secure locations for commuters to store their bikes, we remove barriers that may hold someone back from riding their bike to campus,” says CO&P Manager Caryn Walline.

These new bike houses have a modular design that have increased cost-efficiency of construction and design. The design includes new features such as electric outlets for e-bike charging and lockers for commuters to store personal items like a bike helmet. The modular design provides additional space-efficient and secure bike parking on campus.

The goal of the Bike House program is to increase bike parking capacity over the next five years to provide much needed secure bike parking across campus. This initiative helps reduce the number of single occupancy vehicle trips to campus and brings the University in compliance with the Campus Master Plan.

TRANSPORTATION MAINTENANCE

Transportation Maintenance staff are dedicated tradespersons that maintain our parking garages, surface lots, gatehouses, bike facilities, shuttle facilities and parking equipment. In addition to their maintenance duties, they provide guidance and technical support to campus partners, like UW Medical Center. Transportation Maintenance manages projects such as stairwell and garage cleanings, parking stall restriping and parking equipment resets. This team answers customer service calls when hazardous material is spilled in a lot, when a pay machine is malfunctioning or when a customer is having trouble accessing their bike locker.



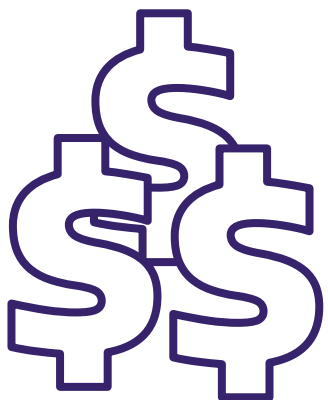
3,806,031
Square feet serviced



135
Pieces of parking equipment



49
Types of maintenance equipment utilized



\$385,313
Minor and major capital project investments
(July 2019-June 2020)

Statistics are averages over past two years unless otherwise noted.

TURNING THE LIGHTS ON

In 2018, Transportation Maintenance collaborated with Shop 41, the Night Maintenance team within Facilities Maintenance & Construction, to propose an alternative to lighting in parking garages. An LED lighting retrofit was selected to replace the legacy system that required a constant replacement of traditional incandescent bulbs. The LED lighting retrofit would lower campus energy cost and reduce the amount of labor hours required of staff from Shop 41 and Transportation Maintenance.



Eric Yerxa in Shop 41 worked closely with Transportation Maintenance and Elisabeth McLaughlin of the Minor Capital Program to develop and implement the LED retrofit project. Specific garages were identified, and timelines were established to retrofit the spaces as effectively and efficiently as possible. The lighting retrofit project is funded through Transportation Services' Minor Capital Funding program. Effective lighting is an important safety feature in Transportation Services' facilities and is a significant tool in crime prevention.

The amount of time each retrofit took to complete and the number of staff and equipment needed varied from garage to garage. While some garage retrofits could be managed by a handful of crew members and a ladder, others required ten or more sets of hands and a lift to install the new lighting. Five retrofits have been completed so far and three more are awaiting completion.

CLEANING PLACES AND SPACES

It takes three Transportation Maintenance team members six hours to deep clean one campus parking garage. Transportation Maintenance staff spend an average of seven hours every working day cleaning. The team also clean and maintain parking lots, gatehouses, shuttle stops and bike lockers.

What is involved in a parking garage cleaning? The team performs a "total clean" procedure which includes the following:

- Blowing out debris from edges of the garage and underneath vehicles
- Collecting debris with sweeper units
- Dusting lights to collect cobwebs and dust
- Picking and cleaning up debris that isn't caught by sweeper units and in stairwells
- Wiping down and sanitizing high-touch areas (stairwell handrails, doorknobs, windows, signs)

The staff's hard work has led to consistently high cleanliness satisfaction ratings from our customers.



88%
satisfaction rating
Since August 2018

PARKING OPERATIONS & EVENTS

Parking Operations and Events staff welcome visitors and help people find their way by providing directions to specific destinations or spots on campus. Team members support lectures and other types of co-curricular events and activities by reserving parking spaces for customers. This team includes the resourceful parking attendants customers encounter in parking lots when they are purchasing parking for sporting events at Husky Stadium and Hec Edmundson Pavilion. The Parking Operations and Events team are creative, friendly and devoted to helping visitors access our campus.



2,608
PHONE CALLS



6,678
EMAILS



551,906
IN-PERSON SALES
ACROSS EIGHT
GATEHOUSES



551,000
GUESTS SERVED



362
SPECIAL EVENTS



4,500
ARRANGED PARKING
REQUESTS

Statistics are averages over past two years.
All photos were taken following appropriate protocols at the time.

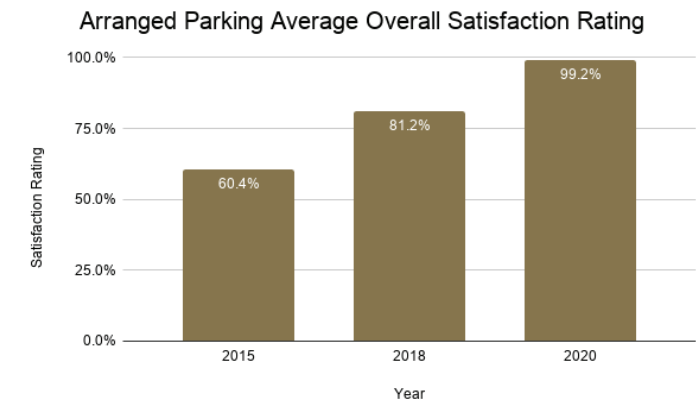
VIP SERVICE

To better serve important guests and visitors, changes were implemented in Parking Operations and Events. The unit was originally split into two teams that both handled arranged parking services. After the teams were combined in early 2019, the resulting larger unit succeeded in increasing communication and providing seamless service associated with arranged parking requests.



Another major change for the unit is the use of unique identification numbers for parking requests instead of code words. The switch reduced confusion among customers and parking specialists who were helping these customers at the gatehouse. An increase in positive satisfaction survey results indicates that the change worked for both customers and staff.

These updates have helped the Parking Operations and Events team better serve the 600 departmental coordinators on campus with arranged parking requests. The team also manages parking requests for the Board of Regents, the President’s Office and the School of Medicine.



THE STORM

The Events team is no stranger to large scale events. The team regularly staffs many campus-wide events throughout the year including Husky Football, Commencement, performance art and more than 120 departmental graduations.

While the plans for KeyArena’s massive renovation were underway, the Seattle Storm was in search of a temporary home to play their regular season games. The team found a solution in UW’s very own Alaska Airlines Arena.

With the addition of the Storm home games, the Events team nearly doubled their capacity from 10 to 30 staff for summer 2019. Another change that was introduced with the arrival of the Storm was the large-scale use of lot rentals as a way to manage event parking. The Storm reserved entire lots for their season ticket holders and VIP groups. For other large events managed by the Events team, groups were billed for the actual number of attendees who parked instead of reserving full lots for event use.

Although the Storm games altered staff routines, the team rose to the challenge by providing exceptional customer service to a new group of customers.



Photo Credit: Brad Mills-USA TODAY Sports

All photos were taken following appropriate protocols at the time.

IT TAKES A VILLAGE

Transportation Services’ response to a campaign, a request or emergent situation can, and often does, involve teamwork across the department and with campus stakeholders. Transportation Services strives to make the campus ready for business each day and helps keep the campus community running safely and smoothly.

SNOWMAGEDON

In February 2018 and 2019, heavy snowfall blanketed the University of Washington and the Puget Sound region. Record-breaking weather conditions suspended operations at UW and across the city.

Transportation Services’ teams worked tirelessly to keep the campus safe to connect customers to important campus-based services and activities.

UW Medical Center provides important services locally and regionally that are never suspended. Support for patients and visitors that require critical medical attention needs to continue during snowstorms. This support includes UW shuttle services. Shuttle routes were modified, and schedules were structured to prioritize the safety of riders as staff navigated the changing road conditions.

Transportation Maintenance de-iced, salted and cleared parking facilities of snow and ice and cleared pathways in and around the facilities to maintain safe access points. Signs were placed onsite to alert drivers of parking conditions.

Parking facility information and shuttle service updates were provided on the Transportation Services website. The campus community was given real time information about transportation options during the difficult weather events.



A snowy campus in February 2018

EXPANDING TRANSIT ACCESS

As a result of collective bargaining agreements made between the University and classified staff unions, a fully subsidized U-PASS was provided to a majority of classified staff in July 2019. The U-PASS as a program is not new, but the provision of a fully subsidized U-PASS became a new product offering that required building and implementation into multiple Transportation Services’ and University systems. Collaboration and strong partnerships among stakeholders were necessary to provide this new benefit.

Commute Options & Planning (CO&P) worked closely with Sales & Administration (S&A) to develop new customer service processes that would prepare the teams for an anticipated influx of customer inquiries related to the fully subsidized U-PASS. The two teams updated internal documents and talking points to assist with customer inquiries. CO&P worked with UW Facilities Business Innovation and Tech (BIT) to configure and program the new offering into the department’s systems. CO&P also worked closely with other campus groups including UW Labor Relations, UW Office of Planning and Budgeting and staff unions.

Through this collaborative process, CO&P also gained insight on how this new benefit would impact the campus community and the department’s operations. Collaboration and communication facilitated a successful implementation of the fully subsidized U-PASS for approximately 14,000 employees.

COVID-19

At the start of 2020, a global pandemic shifted the daily routines across our University, city, nation and world. Transportation Services quickly adapted to the impacts of COVID-19. Teams brainstormed and shared ideas of how to manage the department's operations during a global pandemic.

Physical distancing, the adoption of teleworking and the use of virtual meetings quickly went into effect across all units. The Parking Operations team increased its use of parking technology and developed ways to facilitate contactless payments to slow the potential spread of the virus. Other strategies adopted included:

- Suspending the collection of cash payments
- Use of ParkHub hardware and software to receive cashless payments
- Installation of external magnetic stripe readers at gatehouses
- Use of pick grabbers to handle customer credit cards and provide parking permits without hand-to-hand contact

In addition to reducing in-person interactions between customers and staff, Fleet Services, Transportation Maintenance and Shuttles executed comprehensive disinfecting practices to reduce the spread of germs. Daily deep cleaning of Fleet vehicles and Shuttles buses ensued. The Maintenance team provided support in disinfecting high-touch areas like doorknobs and handrails in parking lots, garages and secure bike parking facilities. To prevent the transmission of illness to the most vulnerable community members (medical patients), Shuttles staff supported physical distancing guidelines in their vehicles by reducing rider capacity on each of their routes.

Transportation Services prioritized the health and safety of both customers and staff through these adaptations. The courage staff have shown in difficult times of uncertainty is commendable. While staff were impacted physically, mentally and relationally by the pandemic, the dedication to provide exceptional customer service continued.



Shuttles daily deep cleaning of bus interior, high touch areas and seats.

DIRECTOR'S INITIATIVE
DIVERSITY AND INCLUSION

From October 2019 to February 2020, Transportation Services managers, assistant managers and program specialists participated in an Equity Training Initiative. A curriculum developed and facilitated by Christina Chang, a passionate professional committed to transforming institutional culture and policy, provided staff with an intentional training focused on diversity, equity and inclusion in the workplace and beyond.

Six workshops were offered in which many activities were completed that encouraged staff members to explore and understand the impact of systemic racism and implicit bias. Staff evaluated how and why these issues are present in our work and personal lives. Through facilitated activities, the group identified the privileges and biases present in our actions and interactions. The group shared real life experiences with their colleagues and had the opportunity to learn how others experienced bias and prejudice at work, school and at home. Staff were trained on how to identify how their biases can impact their work with customers and coworkers. The group developed guiding principles for working externally with customers and internally with staff that incorporated the valuable lessons learned in the training together.

Equity training sessions are extremely important in helping staff identify how to best serve and care for ourselves and each other. Transportation Services plans to expand training sessions and similar opportunities to all staff in the future. Trainings will be held frequently so that staff are continuously learning how diversity, equity and inclusion benefits our campus community. The work needed to heal our divisions, enhance our diversity and create an inclusive workplace is never complete.



Left: Workshop participants with instructor Chirstina Chang (first from left, middle row).
Right: One of many group activities exploring issues associated with bias, equity and inclusion.

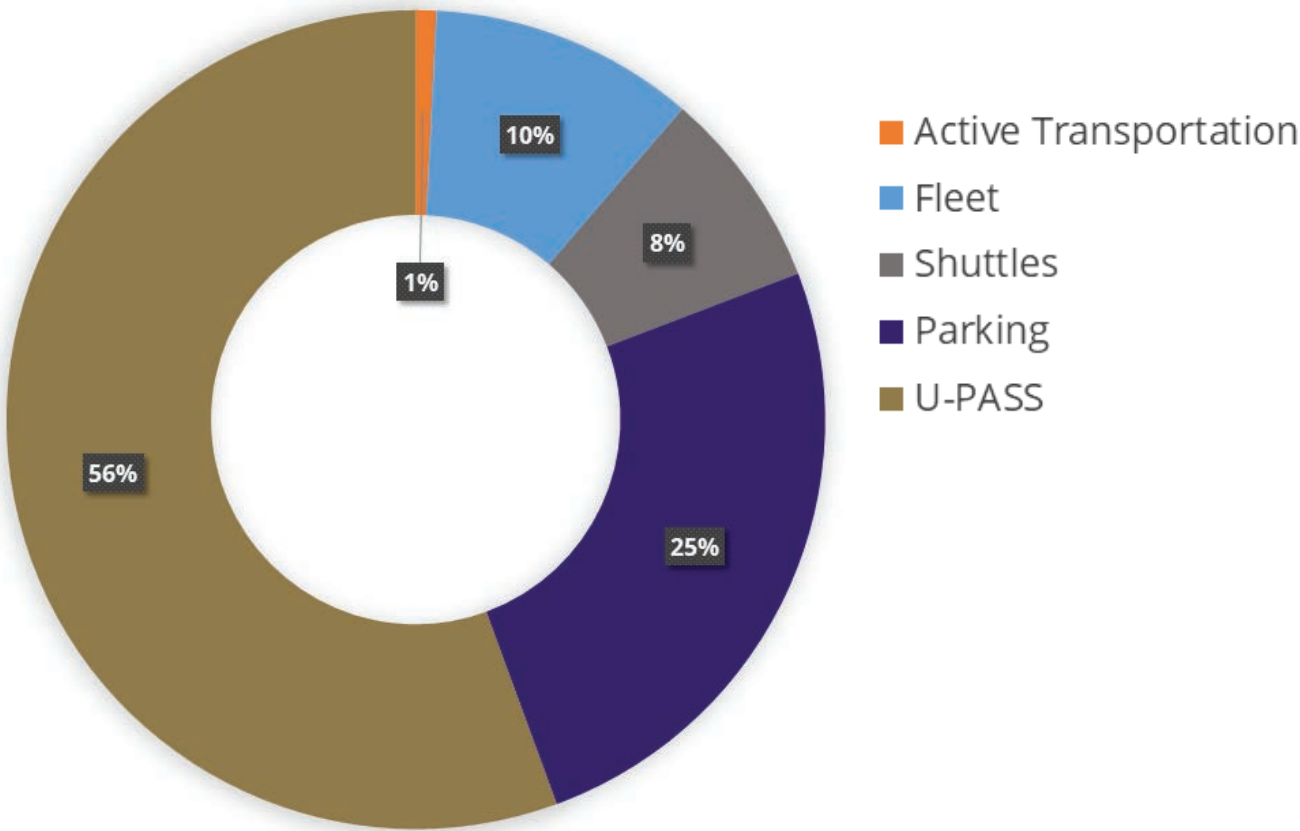


All photos were taken following appropriate protocols at the time.

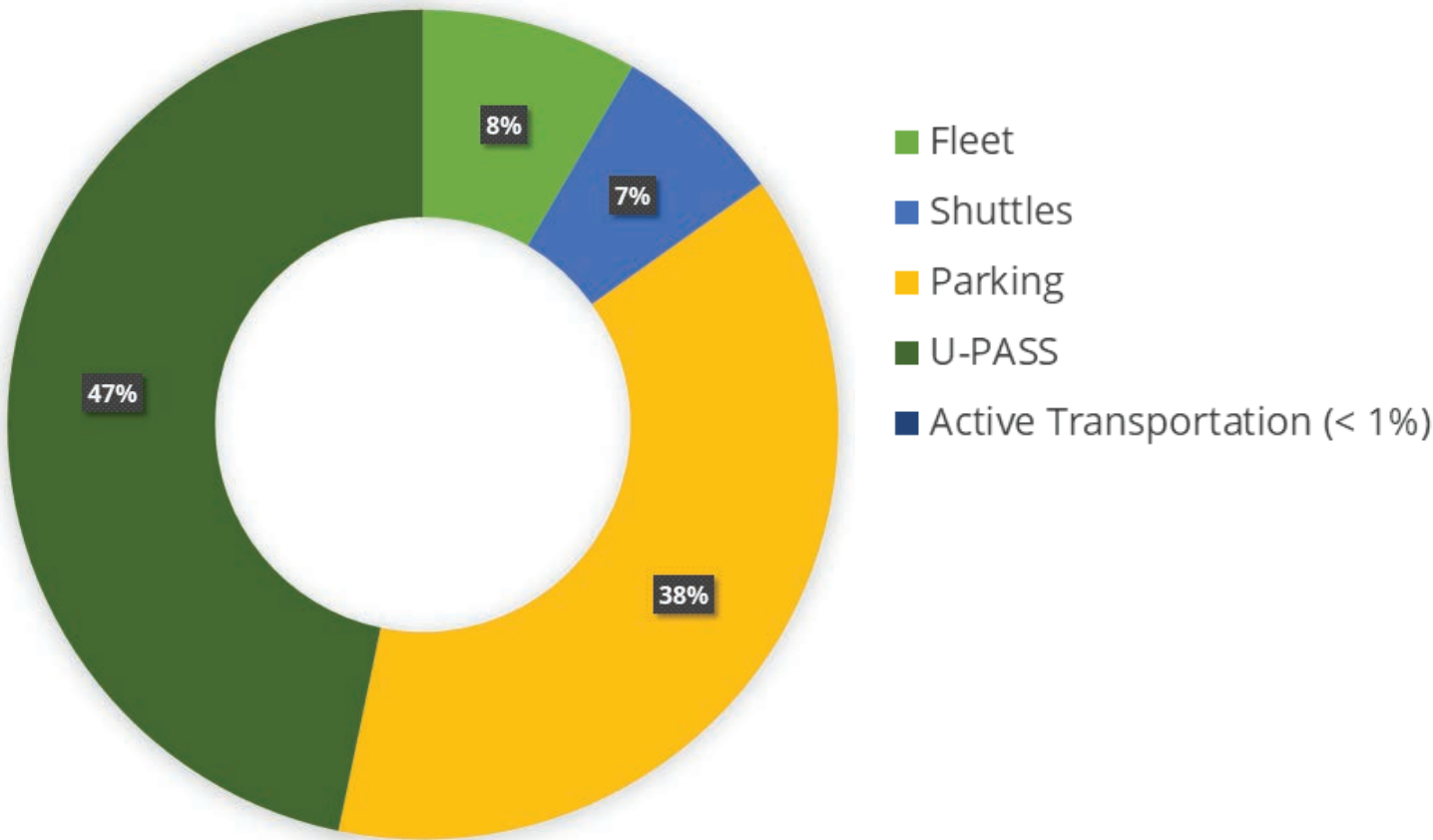
FUNDING AND WHAT WE FUND

Transportation Services is a self-sustaining department. Revenue for capital projects, maintenance and operations comes from parking fees, fines and services rendered by the department.

FUNDING SOURCES

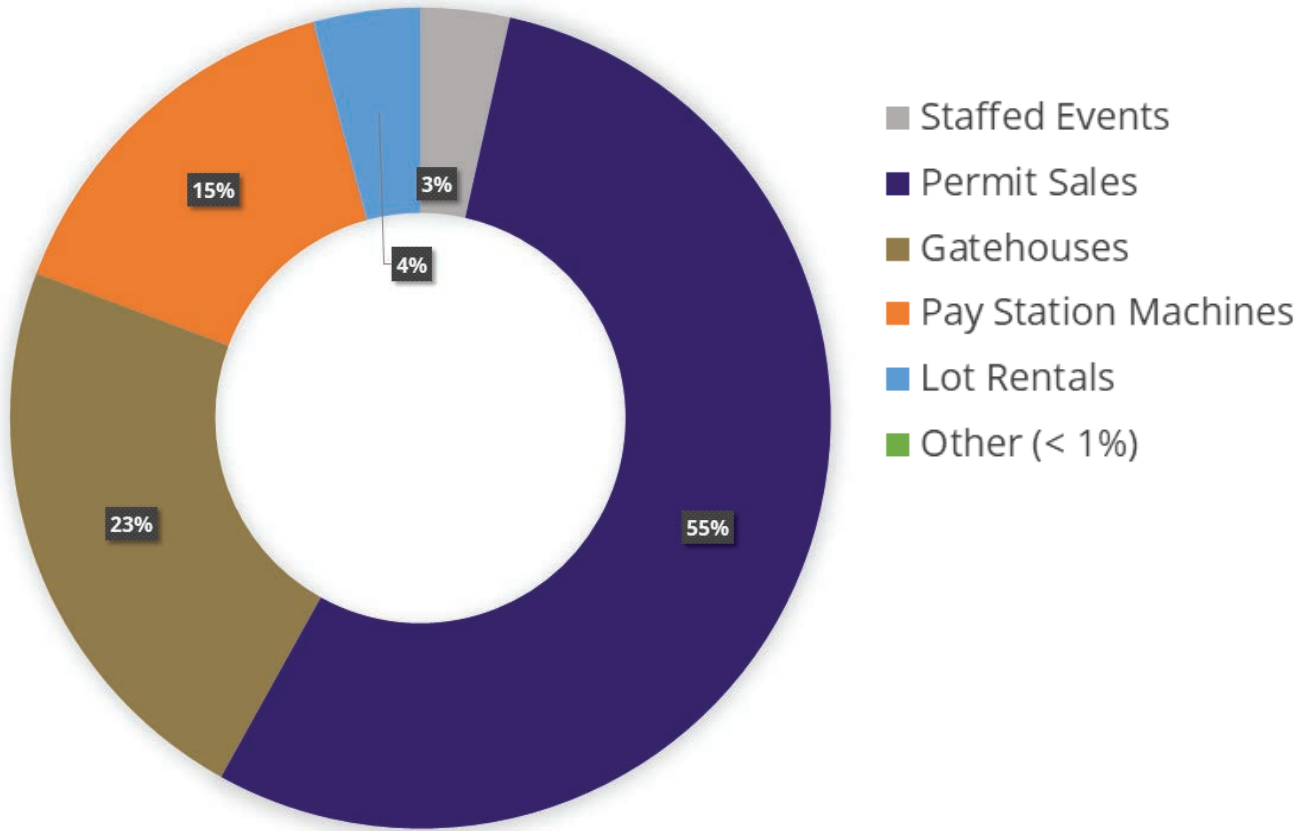


EXPENDITURES

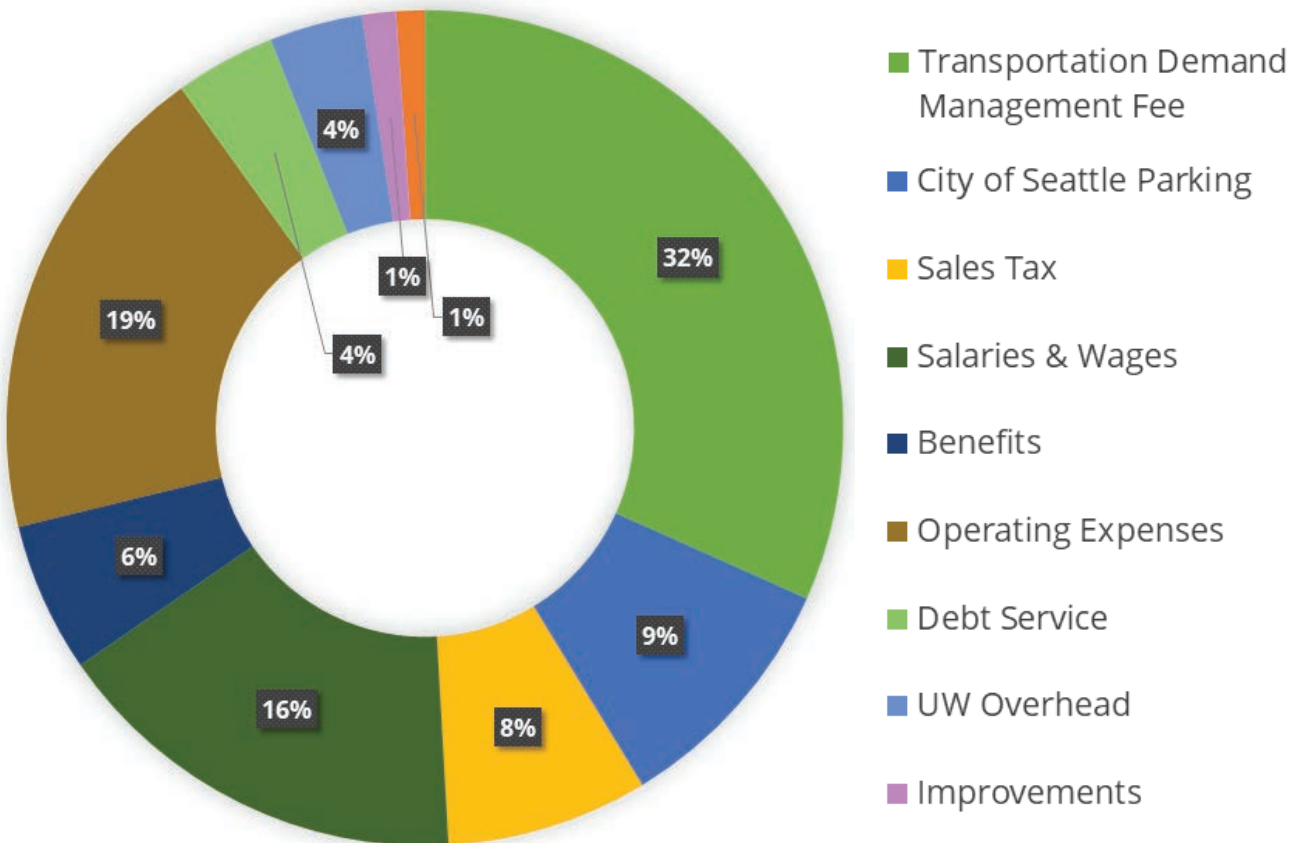


PARKING FUNDS

REVENUE SOURCES



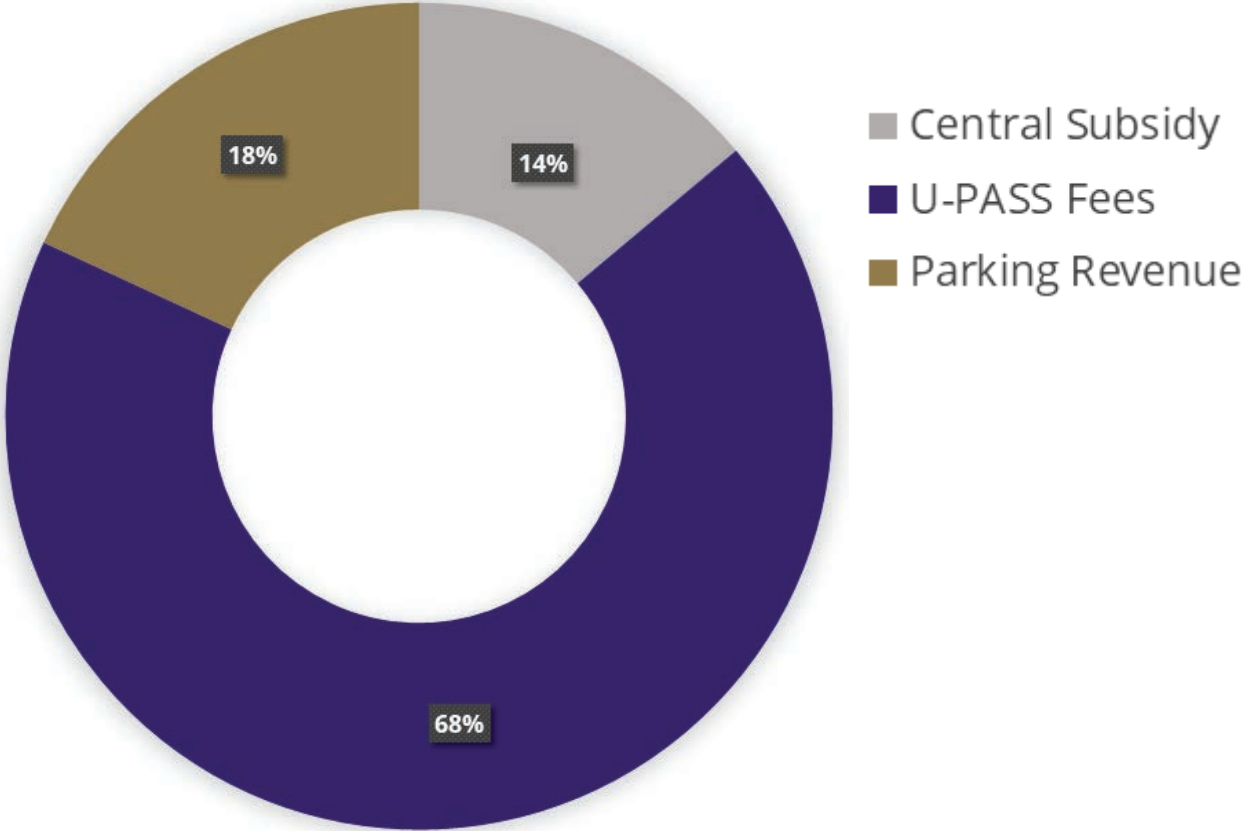
EXPENDITURES



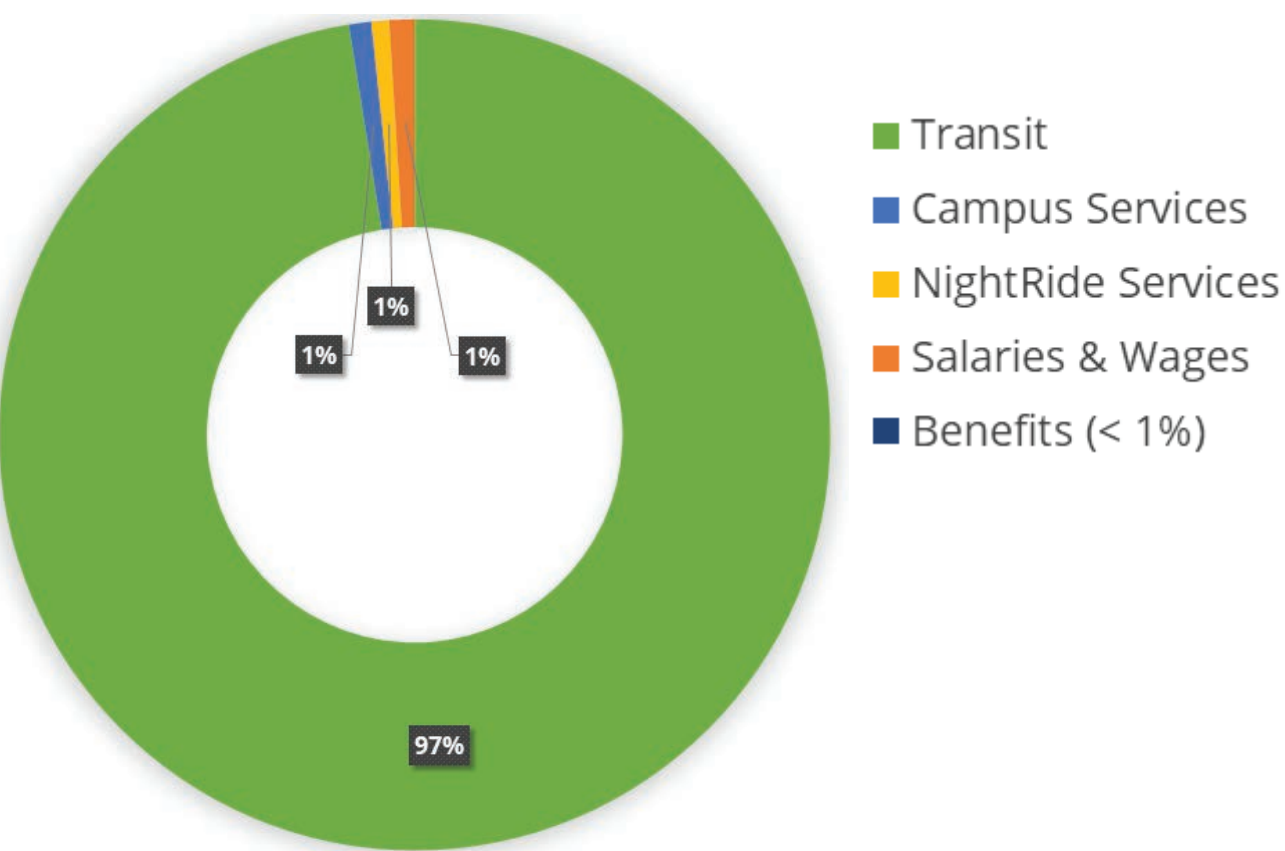
Transportation Demand Management Fee: Portion of parking revenue that is used to support shuttles, transit and active transportation programming.

U-PASS FUNDS

FUNDING SOURCES

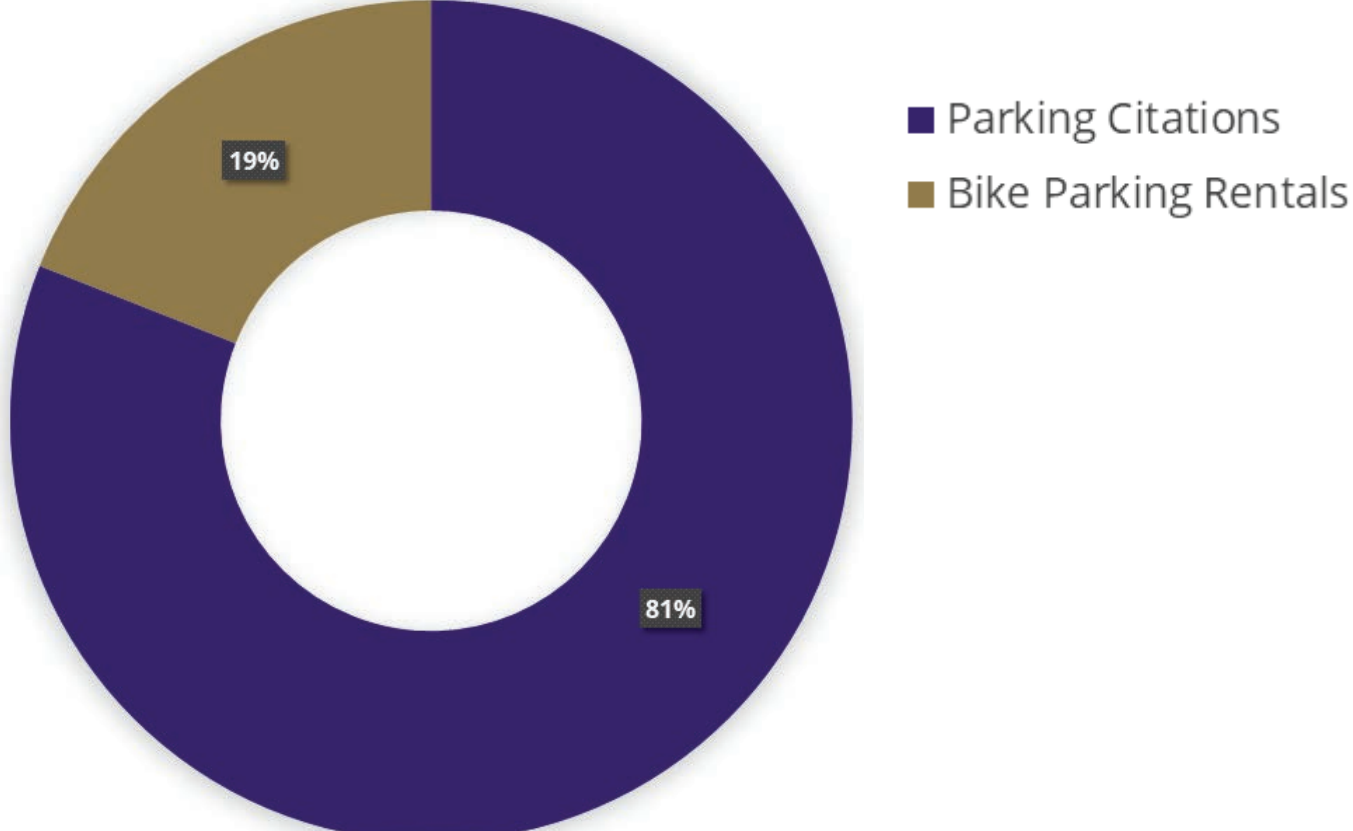


EXPENDITURES

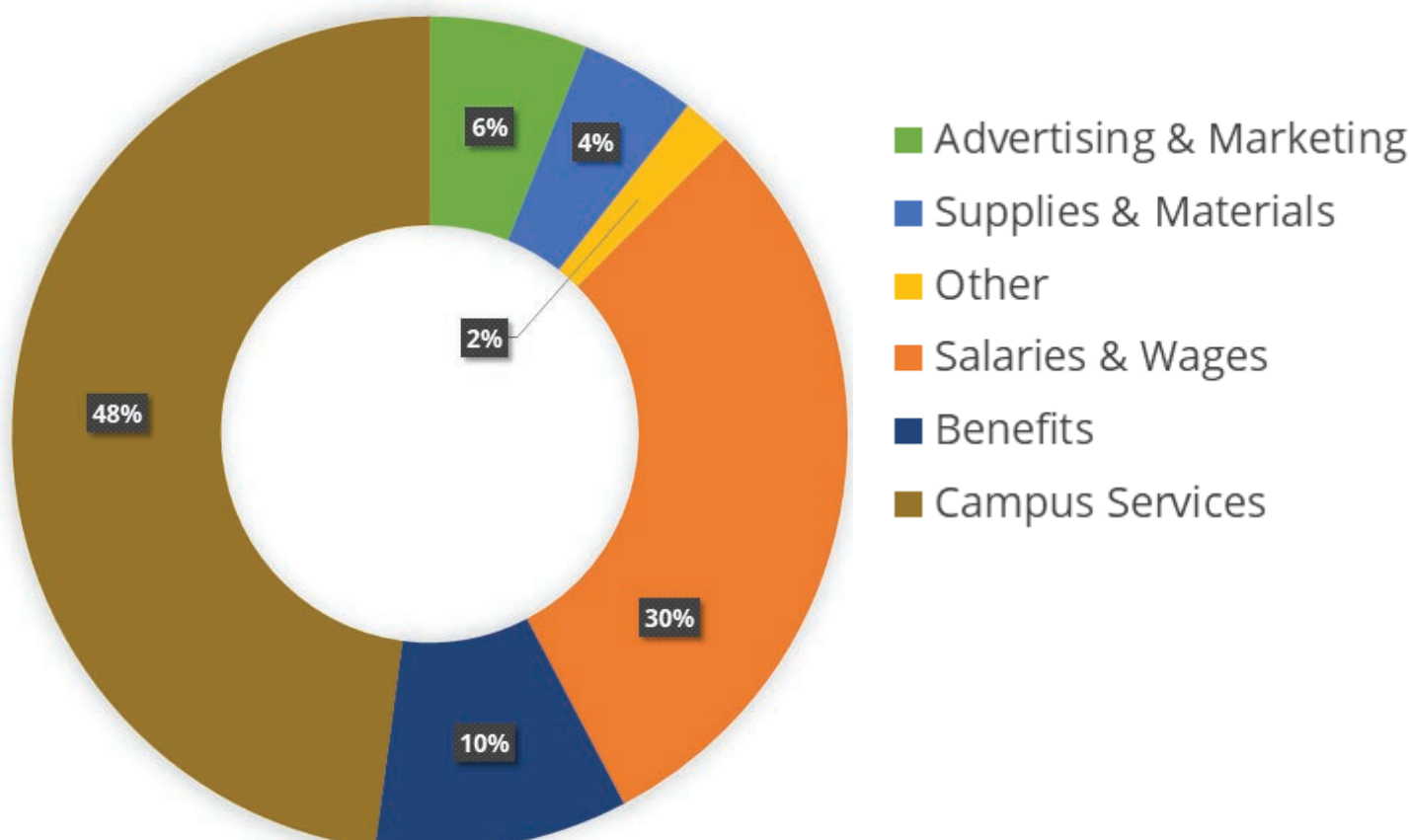


ACTIVE TRANSPORTATION FUNDS

FUNDING SOURCES

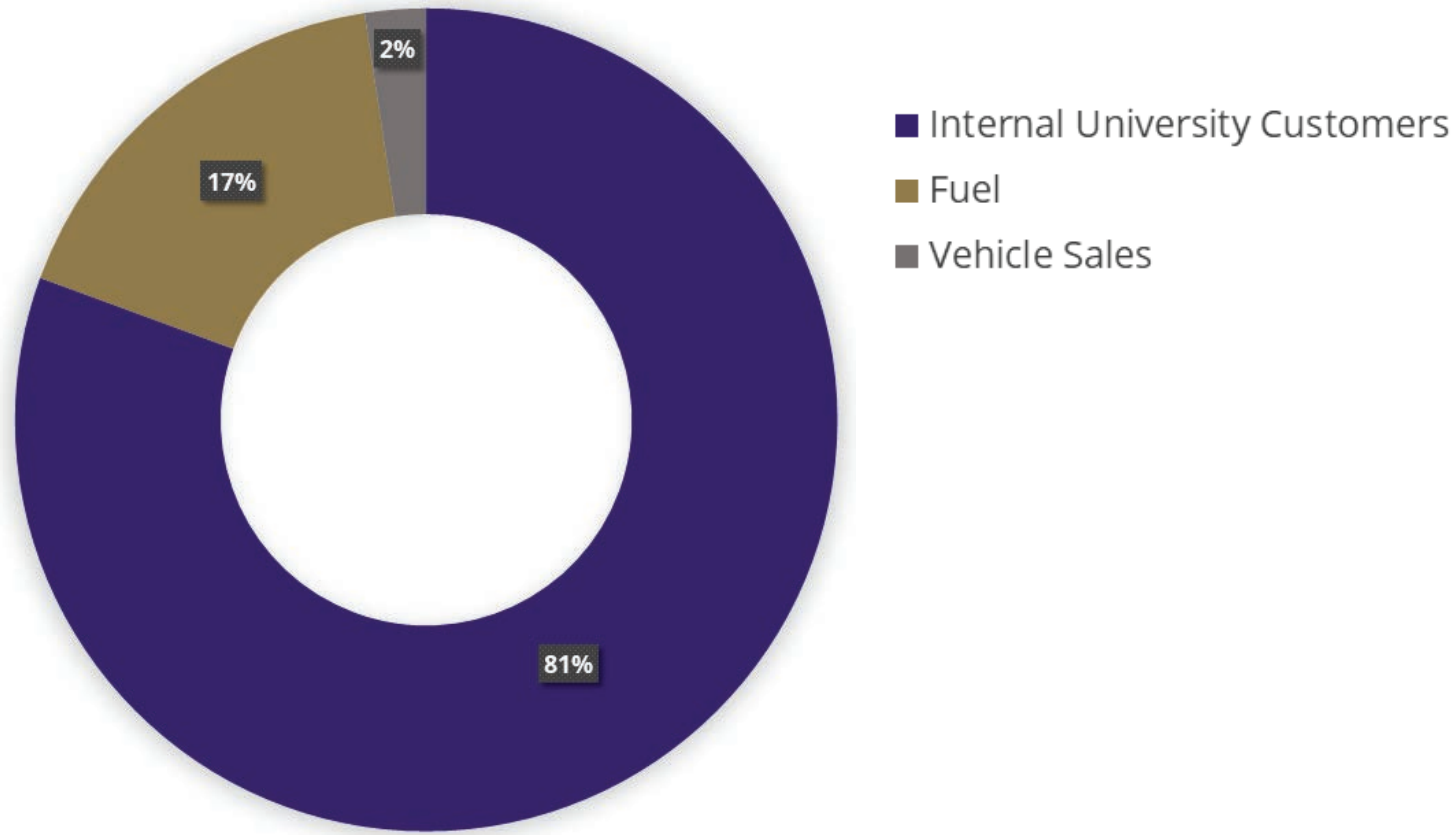


EXPENDITURES

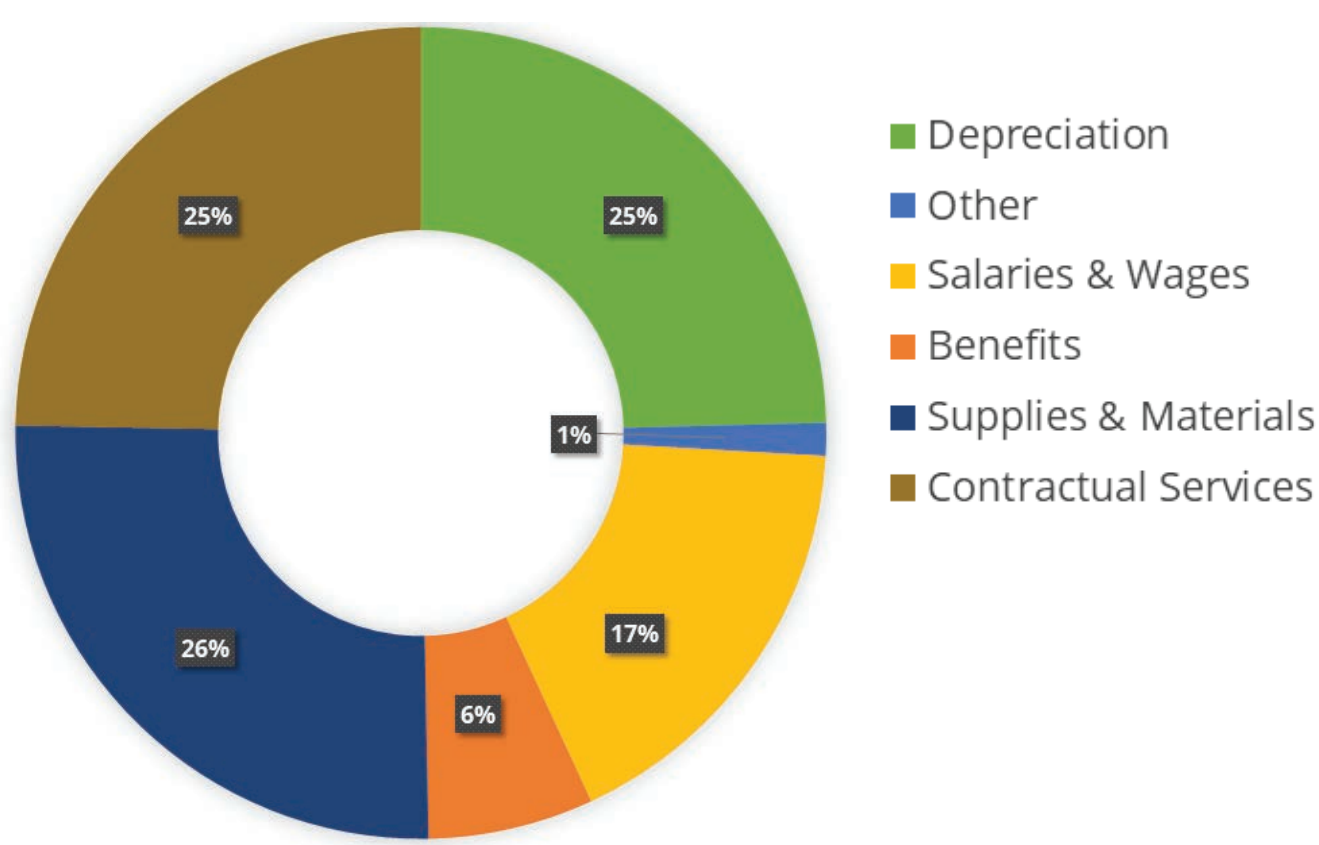


FLEET FUNDS

REVENUE SOURCES

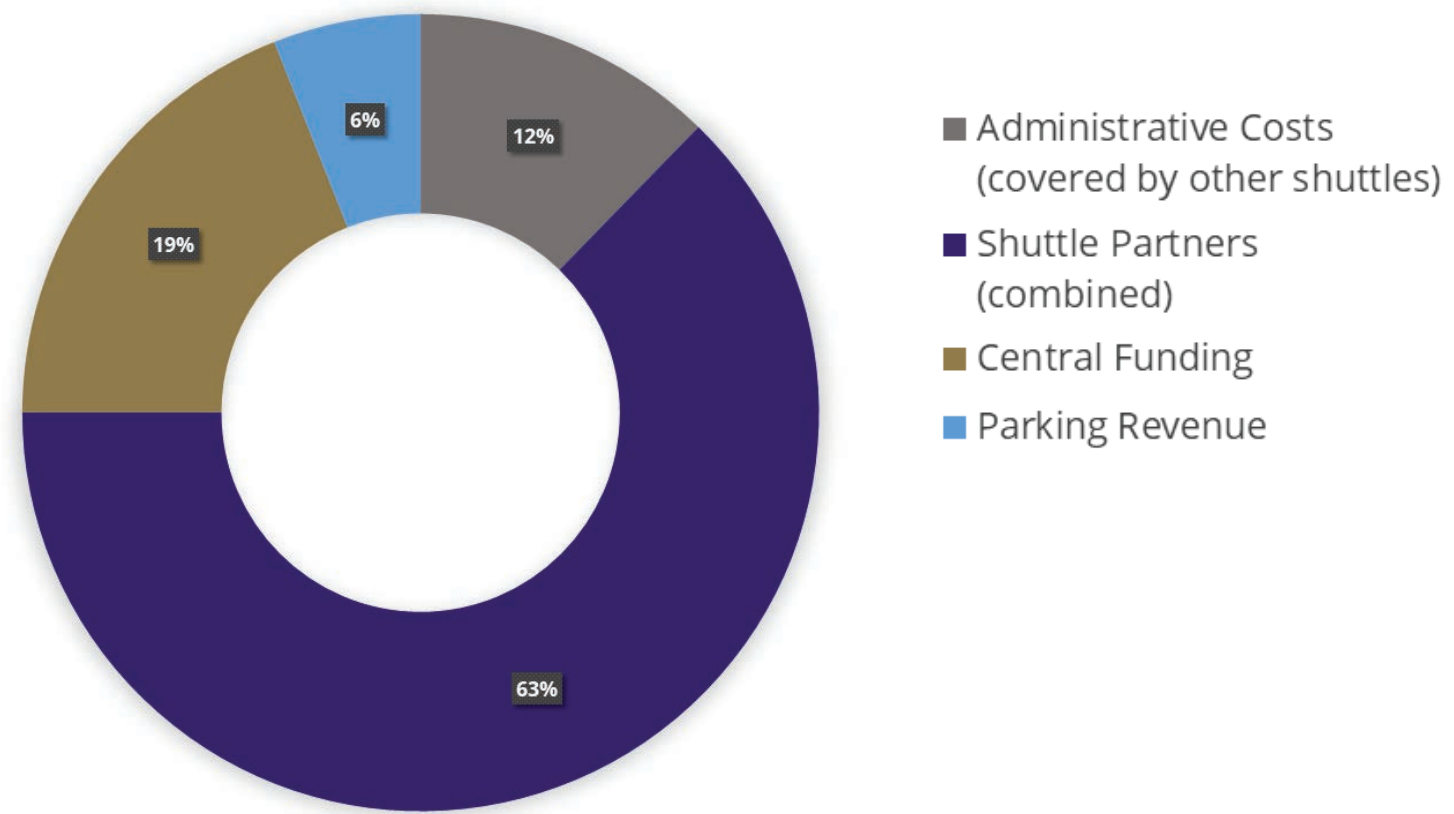


EXPENDITURES

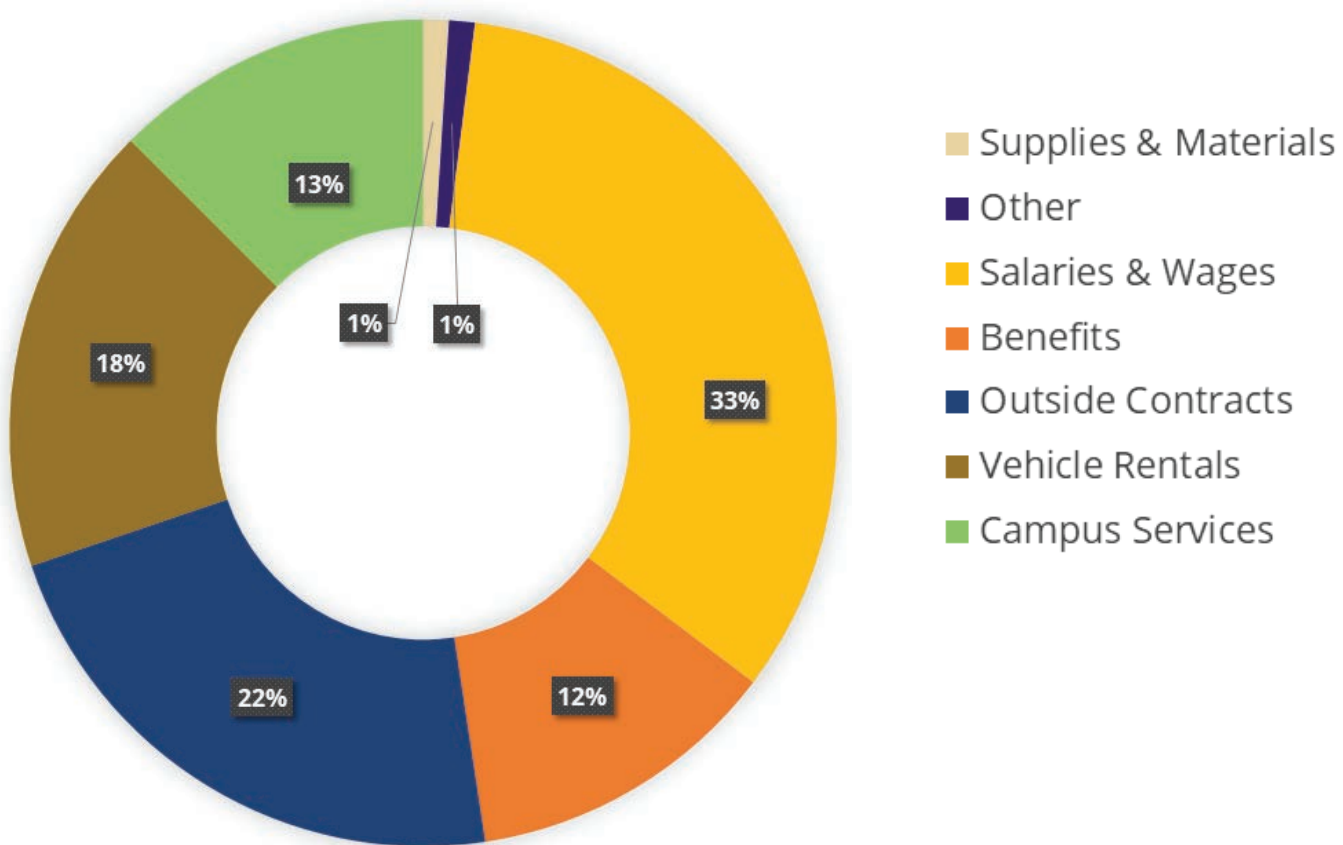


SHUTTLES FUNDS

FUNDING SOURCES



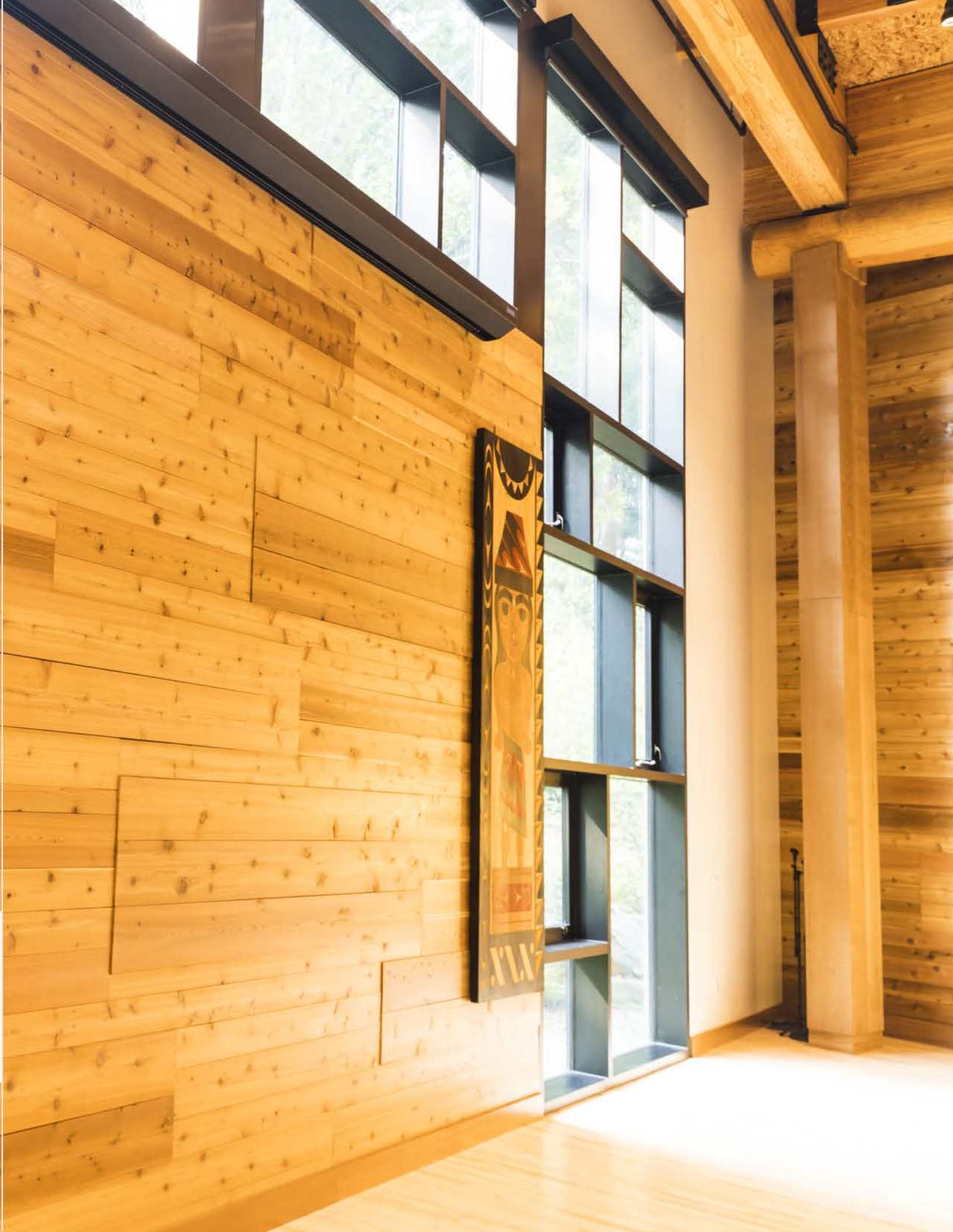
EXPENDITURES





The University of Washington acknowledges the Coast Salish peoples of this land, the land which touches the shared waters of all tribes and bands within the Duwamish, Puyallup, Suquamish, Tulalip and Muckleshoot nations.

Image: wəłəbʔaltxʷ – Intellectual House





UNIVERSITY of WASHINGTON

UW TRANSPORTATION SERVICES

transportation.uw.edu | ucommute@uw.edu | 206.221.3701