

**IN-DEPTH REVIEW  
Fiscal Year 2007/2008**

<b>Introduction</b>
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**Department Name:**

Transportation and Parking Services

**Department Employee Titles and FTE:**

Ray Porras – Director of Transportation and Parking Services

Colleen Mitchell – Business Services Analyst

Dawn Smith – Community Services Specialist

Cherylanne Dooley – Community Services Specialist

Open – Customer Service Manager

Sylvia Morales – Parking Officer Supervisor

Danny Haws – Parking Officer

Chris Jetton – Temporary Parking Officer

Total FTE: 8.0

**Department Goals and Objectives:**

The Transportation and Parking Services main goal is to effectively provide and coordinate our resources in support of the University's Mission and the campus community. Our objectives are to constantly enhance our services and to provide safe and adequate parking for our campus community as our enrollment increases.

**Department History:**

Transportation and Parking Services key historical facts:

- Transportation and Parking Services is in development and implementation stages in the first half of 1999 with the goal on being fully operational by the second half of the year.
- In 1999 there were 1,029 parking spaces today we have 1,620 parking spaces.
- Fall Semester 1999, CSU Channel Islands becomes a "host campus" for CSU Northridge and Oxnard College students. The department is now facilitating the needs of students, faculty, staff, and campus visitors for both campuses.
- Fall semester 1999, as part of a Trip Reduction Program and mitigation measure to reduce traffic to the campus, the VISTA Bus Service was implemented in collaboration with the Ventura County Transportation Commission.

## Responsibilities

### **What are the current responsibilities/services provided by the department?**

Responsibilities and Services provided are:

- Selling of parking permits and shuttle passes to students, staff, faculty, tenants, and guest.
- Process Sponsored / Complimentary Guest passes for the campus community
- Administer the VISTA bus service to the campus and the Rideshare Program.
- Staff and provide the “on campus” shuttle/escort services.
- Administrative, logistical, and support staff for all campus events as the “central hub” for the Events and Facilities Committee.
- Regulatory enforcement of all campus parking.
- Assess and oversee all maintenance of the parking lots and fixtures.

### **What responsibilities/services is the department not providing and why?**

On-line permit sales and on-line citation appeals are two services we currently do not provide due to budgetary constraints and priority given to the development of new surface parking and the creation of a future internal campus shuttle system to meet the demands of our growing campus.

### **How do you know that the department is effective in providing these services?**

We conduct escort shuttle surveys twice a year to determine the level of service that the campus community feel they are receiving. For feedback the Public Safety lobby has a Comment Box for suggestions including anonymous complaints of the services we provide. As a measurement and assessment tool this year we are participating in the CSU system wide survey being sent to some of the campus community.

### **Are there less costly ways to provide these same services? If so, please describe them.**

Only contracting out some of the positions/services offers short terms savings but would be controversial and possibly conflicting with collective bargaining agreements.

### **If there are resource needs for the department to be successful beyond what is currently being done, what are those needs, and what are your plans to meet those needs?**

The ability to expand our services for on-line permit sales and citation appeals would be very beneficial and efficient not only to our customers but to the department as well. Due to budgetary constraints and other priorities, we will be working with our database vendor and PeopleSoft to create possible incremental options for the implementation of an on-line database system. We expect to upgrade to FileMaker Pro 9.0 in the summer of 2008. Our target date for on-line permit sales is the Fall Semester of 2008 but this is contingent on Peoplesoft’s Marketplace being operational. Due to other priorities on-line citation appeals will probably not be available until the Fall Semester of 2009.

## **Campus Benefit**

### **How do the departmental goals/objectives support to the mission of the university?**

As a support service we provide the necessary services and staffing to facilitate the parking needs of the students, faculty, staff and campus visitors in a safe and well maintained environment.

Administrative, logistical and staffing support, ensure the various campus events are successful and reach their desired performance goals. These events vary from academically related, outreach and recruitment, fundraising and donor relations, and community services.

One of our goals of hiring students is to supplement their educational experience and personal development by enhancing and developing their communication, written and customer service skills. These real life experiences and interactions not only with their peers but with the faculty, staff, and the general public in a professional manner will build confidence and prepare the students for post graduate employment.

### **What would happen if this department did not exist?**

If the department did not exist, the following services need to be addressed or reassigned to other departments. Personnel would be needed to provide the following:

- To facilitate the parking needs of the students, faculty, staff and the general public.
- For enforcement and compliance of all campus parking.
- Administrative, logistical, and support staff for all campus events or emergencies.
- Collection and accounting of all revenue.
- Assess and oversee all maintenance of the parking lots including all fixtures.

## **UPACC Strategic Priority**

### **How did the department address the current year's Strategic Priorities?**

In conjunction with Operations, Planning and Construction we build a new 276 space parking lot in the fall of 2007.

With the increase in enrollment and campus events we have hired three additional student workers for office support and the shuttle and safety escort services. We increased the hours of two part-time office employees to eight hours a day. One additional parking officer was also added for enforcement and events support.

Our operational hours for the safety escort service have been increased by one additional hour a day.

## **How does the department intend to address the up-coming year's Strategic Priorities?**

The department will address the up-coming year's Strategic Priorities by:

- Pro-actively working with OPC and other departments during the Campus Infrastructure project in support of the University's Mission while promoting and providing an efficient and safe environment.
- Continuing to survey and assess the various customer service needs of the campus community and increasing the staffing and services as needed.
- Working with OPC in developing a new 200 plus parking space lot near the next phase of Student Housing.

These on-going departmental services, assessments and surveys play a critical role in developing our budget, by identifying the priority level of current and future staffing, available resources and determining when to increase the capacity to our operations and services in support of the strategic priorities and the University's Mission.

## **UPACC Strategic Priority for FY 2008/2009**

### **Highest Priorities**

- ✓ Student Retention & Success
- ✓ Tenure/Tenure Track Faculty Hiring
- ✓ Space for Classrooms/ Labs/ Offices/ Recreation and Athletics/Physical Infrastructure