

NC STATE TRANSPORTATION

2017-2018

*Annual
Report*

MOVING YOU TO SUCCEED

TRANSPORTATION.NCSU.EDU

FROM THE DIRECTOR

On behalf of the NC State Transportation Department, I present the 2017-2018 annual report, which highlights the department's accomplishments and activities.

Maintaining a diverse program offering and timely transportation services is a committed goal of our department.

Transportation has accomplished quite a bit over the past year including, implementing a virtual permitting system, introducing a bike share program all while transporting nearly 3.5 million transit riders. These accomplishments would not have been possible without our committed and knowledgeable staff. Their willingness to go above and beyond is what makes this Department a successful and contributing member of the campus community.

Transportation will continue to focus on customer service and introducing operational improvements that will increase the efficiency of our program. In the coming year, we will also be busy evaluating and implementing the recommendations put forth in the mobility assessment completed in 2016.



Catherine B. Reeve



**WE'RE ARE
COMMITTED TO
PROVIDING
COOPERATIVE
PLANNING OF
TRANSPORTATION
SERVICES.**

MEET TRANSPORTATION



ADMINISTRATIVE/
PARKING



EXTERNAL
OPERATIONS



WOLFLINE
TRANSIT



ALTERNATIVE
TRANSPORTATION

OUR MISSION

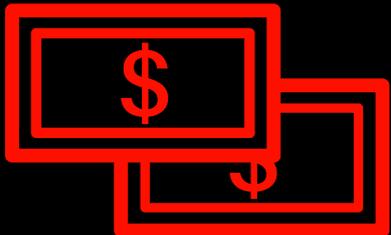
Improve the quality of life for the NC State University community by providing seamless and sustainable transportation systems with excellent customer service.

With forty-eight employees managing over 20,000 parking spaces, 9 parking decks, 9 pay-by-plate locations, 2 gated pay lots, maintaining/installing over 2,500 signs yearly, operating a robust transit/alternative transportation program and conducting daily administrative functions the Transportation department is devoted to servicing the campus community at its highest level.

We remain committed to:

- Forming partnerships within the University and with our neighbors to effect positive change.
 - Responsible, effective and efficient use of revenues and resources in the provision of services and facilities.
 - Providing proper maintenance to transportation facilities.
 - Providing a transportation system that mt affords reasonable access for employees, students, visitors, and service providers.
 - Offering a variety of alternative travel modes to reduce vehicle congestion and emissions.
 - Providing parking enforcement that promotes voluntary compliance with parking regulations and ensures effective management of the parking system.
 - Providing accurate and timely information to the campus community and guests.
 - Seeking continuous feedback from our customers to measure success and improve services.
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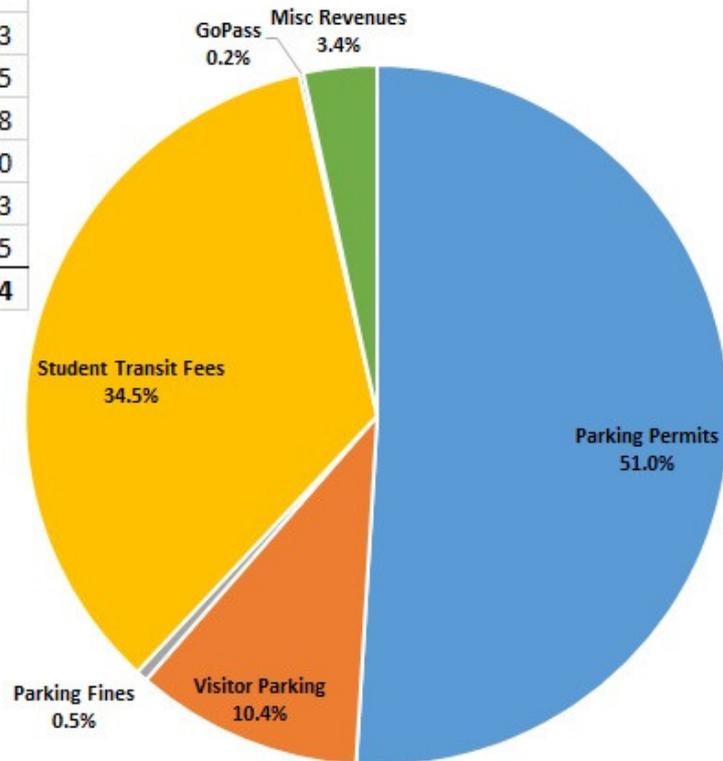


Transportation is a receipt-supported auxiliary which receives no funding from the State of North Carolina. Income derived from permit sales, special events and a port of student fees are used for the administration, maintenance, debt service and continual improvements of parking facilities.

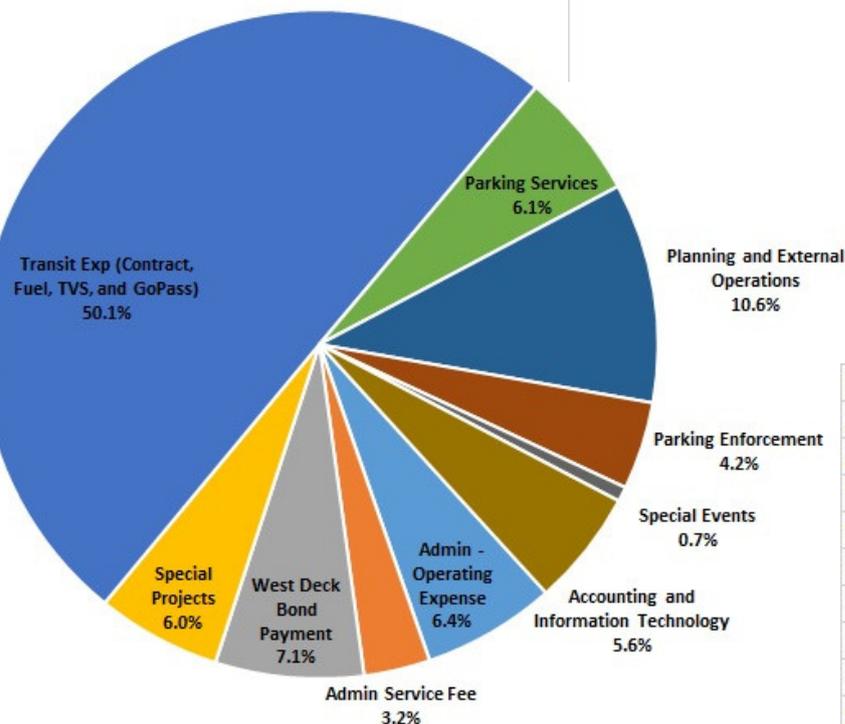
As in past years, slight increases are necessary in order to plan for future projects, secure loans and pay off debt. Our fees are determined by projecting operating, maintenance and project needs. Annually, we review the five-year projections and adjust as the needs of campus change.

FY17-18 Revenues	
Parking Permits	8,212,343
Visitor Parking	1,680,505
Parking Fines	87,648
Student Transit Fees	5,557,500
GoPass	32,183
Misc Revenues	542,785
Total	16,112,964

Transportation Revenues FY17-18

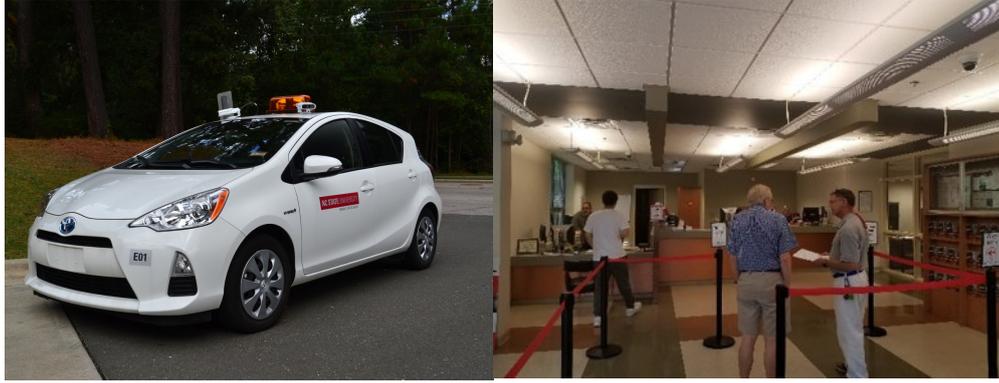


Transportation Expense FY17-18



FY17-18 Expenses	
Admin - Operating Expense	969,197
Admin Service Fee	480,572
West Deck Bond Payment	1,075,000
Special Projects	903,613
Transit Exp (Contract, Fuel, TVS, and GoPass)	7,601,566
Parking Services	929,524
Planning and External Operations	1,612,982
Parking Enforcement	643,655
Special Events	108,129
Accounting and Information Technology	846,086
Total	15,170,325

PARKING SERVICES

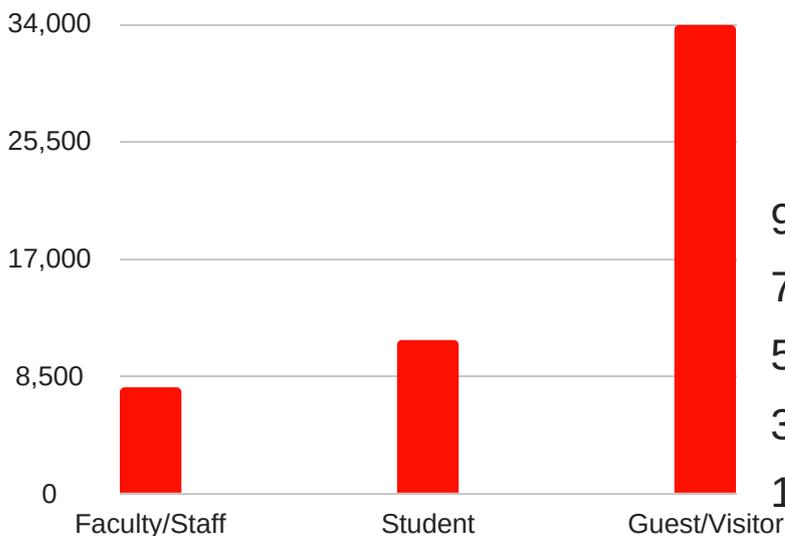


The Parking Services division manages the daily customer service and enforcement activities. Well versed customer service agents answer customer questions, sell parking credentials, collect citation funds, adjudicate citation appeals and work as parking ambassadors to encourage compliance with enforcement rules.

In the past year, the division has seen major changes in the way customer business is handled moving to nearly 90% of operations online. With the move to License Plate Recognition or LPR (which will be discussed in detail later in this report), the focus has shifted to educating the campus community on how this new technology works.

In a semester-long marketing campaign over fifty campus meetings, static enforcement car displays, and tabling events staff worked to inform and educate the campus on how LRP works and the effects it would have on parking in the coming year. Using a mostly online process for permit renewal, purchase and with virtual permits subsequently providing no need to pick up a physical permit, customers had one less stop to make or package to retrieve.

FY 17/18 PERMITS ISSUED



FY 17/18 CITATION APPEALS



LICENSE PLATE RECOGNITION



LPR/VIRTUAL PERMITTING

Transportation introduced a new method of vehicle permitting and parking enforcement to the campus community this past year. License Plate Recognition (LPR) is an image processing technology used to identify vehicles by their license plates.

LPR testing was completed over the 2017 Academic year and became the official tool of enforcement on July 1. There are currently 6 Parking Enforcement vehicles outfitted with LPR camera equipment. LPR will assist in ensuring spaces are available for paid parkers as well as providing better data on space availability.

FIXED LPR

Fixed LPR, is a system that allows for gates areas to activate based on a vehicles license plate. Cameras mounted at North Campus access gates scan the vehicle's plate and lift for entry.

As a backup method of entry, university identification cards may be swiped at gates to allow for entry.

Future plans include adding fixed cameras to entrances in parking decks and some surface lots, with a goal of reducing the number of unpaid parkers on campus.



EASY ACCESS



INVENTORY CONTROL



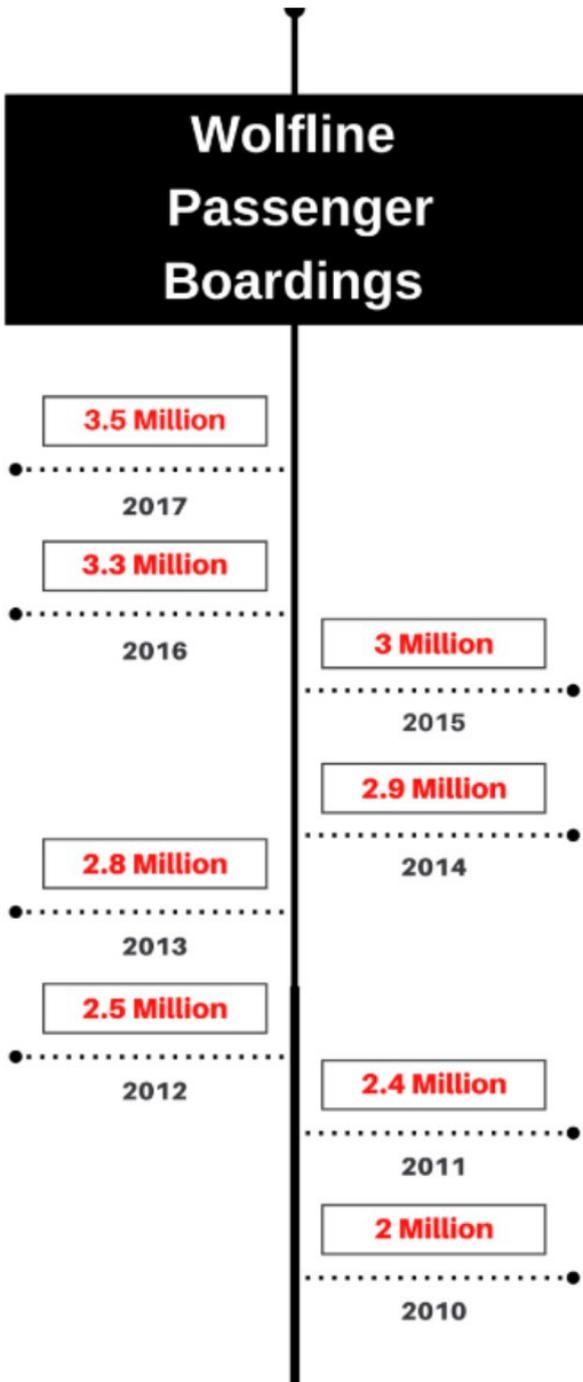
REAL-TIME DATA





WOLFLINE TRANSIT

Wolfline Passenger Boardings



Wolfline remains NC State's oldest and most recognizable means of transportation. Over the past year, the fleet has serviced over 3.5 million passengers with 11 daytime routes and three evening routes (until 2 a.m.), Sat/Sun daytime service connecting the libraries and Saturday Wolf Village/Main campus circulator. Wolfline continues to provide student/alumni Wolfpack athletics fans transportation to and from home football and basketball games on the "Red Terror" line.

This past year Wolfline introduced a new fleet of 40 New Flyer low floor, heavy-duty transit buses. Each bus has the capacity to transport up to 73 riders (seated and standing) and has voice announcement announcing each stop. The buses are also low-floor vehicles capable of "kneeling", making the boarding process more convenient and fully accessible.

Wolfline is funded primarily by student transit fees and a subsidy from the sale of parking permits. Wolfline receives approximately \$350,000 annually due to our being open to the public and reporting ridership numbers to the National Transit Database, which helps to offset student fee requirements.

**NC STATE'S OLDEST
AND MOST
RECOGNIZABLE
MEANS OF
TRANSPORTATION**

ALTERNATIVE TRANSPORTATION

WOLFTRAILS

The WolfTrails alternative transportation program is the cornerstone of the Transportation Demand Management Plan, with a focus of reducing vehicular traffic on campus.



— Biking

In August 2017, Transportation introduced the LimeBike bike share program in partnership with the Lime Company to rave reviews. In the past year nearly 200 rides were taken by campus users. As incentive to become more active and ride, NC State users receive a discount when signing up on the Lime App using their @ncsu.edu email address. Riders also received various discounts, including free rides during promotional events throughout the year. Lime has become a welcomed fixture on campus.

— Transit

The GoPass partnership between NC State, Go Raleigh and Go Triangle (city and regional bus systems) allows participants to ride any city or regional bus anytime for no fare. Students pay a \$5 administrative fee for GoPass and employees pay an annual fee of \$60, which can be payroll deducted. GoPass is a great perk for students who do not bring vehicles to campus and wish to travel to off campus venues. For employees, the marginal cost of the GoPass yields a recognizable benefit in commuting expenses and permit purchase costs. GoPass is a great transportation value up to \$1,200 in annual transit savings for those who participate.



— Carpooling, Electric Vehicles, Zipcar, Ride Share

Carpool permits are available to full-time students and employees offering not only costs savings, but preferential parking opportunities.

Duke Energy's EV Charging Infrastructure Support Project, awarded NC State a grant towards the implementation of two charge point stations. The project has provided over \$1 million to help cities, towns and public institutions develop charging stations for community members.

ZipCar – car rental program has continued to see great use among campus users. Transportation along with ZipCar currently manage six vehicles on campus. Users sign up for a monthly fee and utilize the cars for short trips whether it be to the grocery store or catching a quick movie.

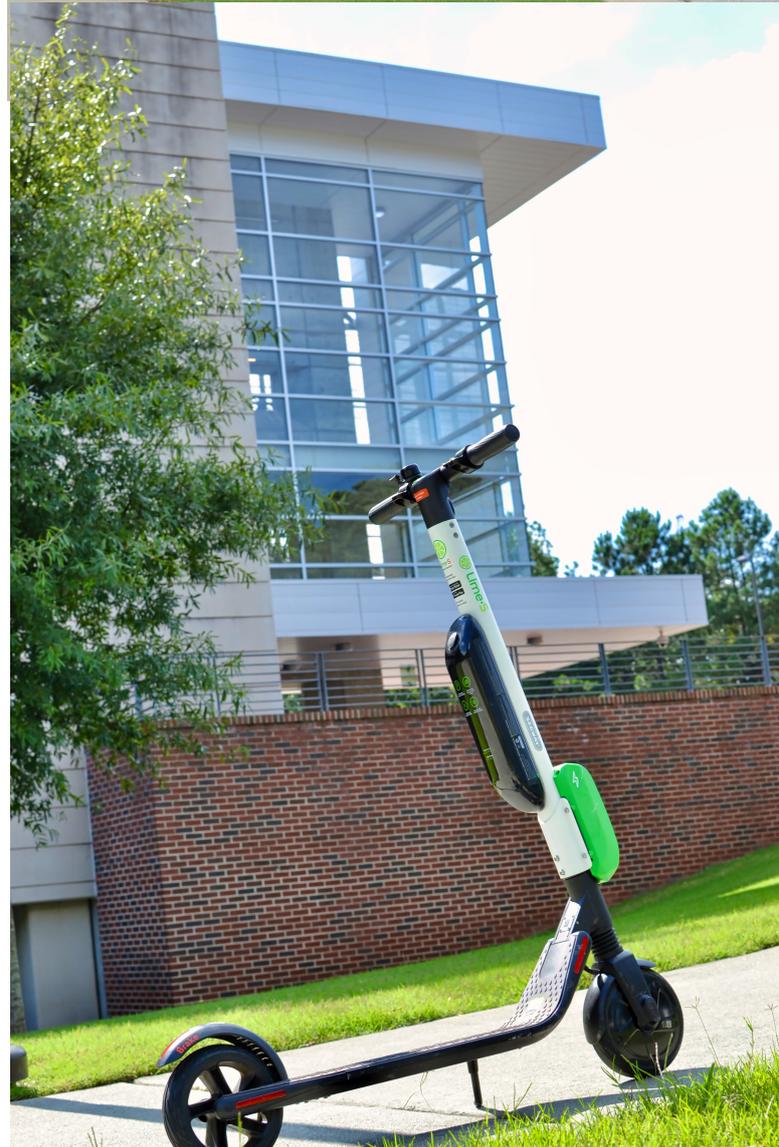
THE FUTURE

WHERE WE'RE GOING

On the horizon, Transportation is facing major changes to the availability of parking and the landscape of the campus parking. In a 2016 study, it was realized that the oldest portion of the Coliseum Parking Deck, built in 1978 is nearing its lifespan. Within the next 5 years, it is very likely that the deck will be removed to ensure the safety of its users.

PLAN, ENGAGE & IMPLEMENT

With the recent introduction by Lime of its fleet of electric scooters, Transportation will launch a pilot program in the Fall of 2018. Over 100 scooters will be placed throughout campus to provide users yet another method of navigating campus and have lots of fun while doing it!



NC STATE TRANSPORTATION

MOVING YOU TO SUCCEED!

ncsu.edu/transportation

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