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Note About This Report This report is intended for informational purposes only; it is intended to be general transportation information to understand approximate campus scope, scale and trends. It is not intended to be auditable financial reporting data and the department is not accountable for unintentional errors in data entry.
The Director’s Letter

Dear Colleagues and Readers,

On a typical day, approximately 84,000 people visit our campus. First-time visitors need to understand how they can best reach their destinations. PTS makes that process as easy and frictionless as possible. This annual fact and figures report will provide some insight into what this looks like. Safety is on everyone’s mind. The safety of students, faculty, staff and visitors is a top priority at PTS and at the University of Minnesota. PTS has a number of safety-related programs and initiatives. I would like to highlight a few:

• Additional stops at Superblock and Middlebrook Hall were added for the Campus Connector and University Ave Circulator evening and weekend service (the last run starts at 12:15 a.m. on Sundays through Wednesdays and at 2:30 a.m. on Thursdays, Fridays and Saturdays)
• Gopher Trip, bus tracking, reduces wait times at bus stops
• $1 Night Owl rate was launched at select University parking facilities
• LED lighting and cameras were upgraded in select parking facilities
• Cameras were upgraded on campus buses
• Tate tunnel opened
• “No Buzz Bag” was rolled out to bring awareness to distracted driving
• PTS participated with students, University leaders and the public safety partners in a long-range safety review and on ongoing safety-related committees
• Safe walk and bike programs were promoted, including 624-WALK and Helmets and Headlights

Safety is a shared responsibility. Everyone needs to be diligent and watch out for others in the same space. Pedestrians, bicyclists and drivers all need to be aware of their surroundings and to proceed cautiously on campus.

I leave you with a wise quote: “Safety doesn’t happen by accident.” Let’s work together to make our campus travel safer.

Sincerely,

Ross Allanson, CAPP, CPP, Director

About PTS

PTS’ mission is facilitating safe and effective integrated transportation systems that provide services for pedestrians, bicycles, transit and vehicles. We strive to respond effectively and responsibly to the needs of our community and to deliver a positive, frictionless patron experience.

PTS’ primary goals are:

• Provide quality service with an emphasis on customer relations for all individuals and departments including those with specific needs, unique situations and physical challenges
• Design, build and maintain campus parking and transportation systems that are operationally sound, safe, efficient and aesthetically pleasing, while minimizing conflicts between modes
• Encourage transportation alternatives on and around the Twin Cities campus
• Evaluate and maintain a climate of fiscal integrity - provide financial integration to support overall transportation objectives of the University including transit, bicycle, pedestrian and parking

PTS is organized into four areas: Parking; Facilities and Transportation Systems; Finance; Transit, Fleet and Alternative Transportation.
Mission/Vision

Parking & Transportation Services (PTS) is a self-supporting unit of the University of Minnesota within Auxiliary Services. The department is responsible for the administration, operation and maintenance of reliable and efficient transportation services on the Twin Cities campus including transit, parking, fleet, streets, walkways and way-finding.

PTS supports alternatives to the single occupant vehicle and promotes programs to encourage the University community to walk, bike, carpool or take the bus.

The department handles compliance documentation for all University vehicles or licensed equipment and administers the fuel credit card, and vehicle insurance and safety.

Our Mission is: Facilitating safe and effective integrated transportation systems that provide services for pedestrians, bicycles, transit and vehicles.

Our Vision is: Enhancing your way around the University with multi-modal, innovative transportation solutions

Structure/Organizational Chart
Audience Demographic

Population Served

Students (Fall 2016) 51,580
Full-time Staff and Faculty (active status, 2016) 17,561
Estimated Visitors (per day) 15,000
Total (per day) Approximately 84,000
Event Attendees Up to 50,000 per event
In 2016-17, PTS serviced 1,160 Large-Scale events

Travel Modes

Students, Staff & Faculty (combined)

<table>
<thead>
<tr>
<th>Travel Mode</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>U of M Campus Shuttle Bus</td>
<td>14%</td>
</tr>
<tr>
<td>Public Transit</td>
<td>27%</td>
</tr>
<tr>
<td>Walk</td>
<td>21%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>10%</td>
</tr>
<tr>
<td>Drive Alone</td>
<td>25%</td>
</tr>
<tr>
<td>Carpool</td>
<td>3%</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>0%</td>
</tr>
<tr>
<td>Moped</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
</tr>
</tbody>
</table>

(Fall 2016 data*)

*The purpose of the PTS modeshare study is to update statistics on the transportation patterns used by the University of Minnesota community. This e-survey was done using Office of Measurement Services in November/December 2016. The survey link was e-mailed to a random 16,600 University faculty, students and staff as the sample size. 2,210 surveys were included in the final data set representing three percent of the total student, faculty and staff population.
Dashboard

UNIVERSITY OF MINNESOTA
Parking Snapshot

Vehicles Parked

Transportation Modeshare

Total Vehicles Parked Annually On Campus

Percentage of Commuters Driving Alone

Parking Snapshot

Transit Snapshot


Right: The 2007 I-35W bridge collapse led to a change in travel patterns and a discount in the Metropass price, which resulted in higher ridership numbers during that timeframe.

Fleet Snapshot

Energy Snapshot

PTS Mission: Facilitating safe and effective integrated transportation systems providing for pedestrians, bicycles, transit and vehicles.

PTS Vision: Enhancing your way around the University with multi-modal, innovative transportation solutions.

Parking and Transportation Services

UNIVERSITY OF MINNESOTA

July 1, 2016 - June 30, 2017
Bicycling to the University is a healthy, cost-effective way for students, faculty, staff, and visitors to get around campus. Biking, no matter if it is once a week or every day of the year, benefits everyone by reducing traffic congestion and lowering carbon dioxide emissions for cleaner air.

**Gopher Way**

The Gopher Way is a network of tunnels and skyways connecting many buildings on campus. The system was developed by PTS in 2000. There are more than 700 signs directing travelers along the accessible routes. This year, the Tate Hall link opened.

**Helmets & Headlights**

Supported by Boynton Health Service and PTS, a bike safety program called Helmet and Headlights allows University students, staff, and faculty to purchase a helmet and headlight set at a discount.

**Bike Center & Zap! Program**

The Bike Center is the base for the Zap! Program - an innovative RFID system, which permits bicyclists who install an identity tag on their bikes to earn benefits and incentives by simply validating their bike trips.

- Number of Bike Center Memberships: 50 - 75
- Number of Education Classes Annually: 100+
- Number of Repairs Made: 5,000+
- Number of ZAP Program Members: 4,500+
PTS provides the University community with a multi-faceted transit program consisting of a comprehensive campus shuttle service and discounted metro bus/rail passes.

**Campus Shuttle Service**

Campus Shuttle Service includes the Campus Connector and a few Campus Circulator routes.

**Total Ridership for 2016-17**

3,997,582

**Annual Mileage**

523,645

**Total Hours Operated**

49,848

### 2016-17 Ridership Details

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Connector</td>
<td>2,621,493</td>
<td>10,403</td>
<td>2,402,069</td>
<td>7,650</td>
<td>2,522,548</td>
<td>8,034</td>
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<tr>
<td>East Bank Circulator</td>
<td>N/A</td>
<td>N/A</td>
<td>4,253</td>
<td>N/A</td>
<td>141,656</td>
<td>451</td>
</tr>
<tr>
<td>St. Paul Campus Circulator</td>
<td>29,822</td>
<td>150</td>
<td>29,424</td>
<td>94</td>
<td>28,851</td>
<td>91</td>
</tr>
<tr>
<td>Night &amp; Weekend Connector</td>
<td>95,099</td>
<td>374</td>
<td>85,156</td>
<td>271</td>
<td>79,883</td>
<td>254</td>
</tr>
<tr>
<td>Weekend Circulator</td>
<td>57,376</td>
<td>956</td>
<td>N/A</td>
<td>N/A</td>
<td>14,938</td>
<td>47</td>
</tr>
<tr>
<td>Washington Avenue Bridge Circulator</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>406,582</td>
<td>1,294</td>
</tr>
<tr>
<td>University Avenue Circulator</td>
<td>742,105</td>
<td>2,945</td>
<td>566,956</td>
<td>1,806</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>4th Street Circulator</td>
<td>424,449</td>
<td>2738</td>
<td>331,685</td>
<td>1,056</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Stadium Superblock Circulator</td>
<td>27,238</td>
<td>108</td>
<td>22,226</td>
<td>71</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,997,582</td>
<td>17,674</td>
<td>3,480,269</td>
<td>11,084</td>
<td>3,194,458</td>
<td>10,171</td>
</tr>
</tbody>
</table>

Note: New shuttle bus routes were launched in the fall of 2015. Three routes were changed.
Paratransit Service
Paratransit Service is a curb-to-curb transportation service for people with permanent or temporary disabilities.

Campus Zone Pass
Campus Zone Pass allows people to ride between the three campus light-rail stops on the METRO Green Line without paying a fare.

- Fall 2016 - Summer 2017: 10,041
- Fall 2017: 7,603
- Total: 17,644

Commuter Service
U-Pass/Metropass is a deeply-discounted, unlimited-ride bus pass good on metro-area buses and light rail.

<table>
<thead>
<tr>
<th></th>
<th>Students</th>
<th></th>
<th>Staff/Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer</td>
<td>6,237</td>
<td>1,682</td>
<td>6,515</td>
</tr>
<tr>
<td>Fall</td>
<td>14,829</td>
<td>1,785</td>
<td>16,983</td>
</tr>
<tr>
<td>Spring</td>
<td>13,944</td>
<td>1,719</td>
<td>14,900</td>
</tr>
<tr>
<td>Total</td>
<td>35,010</td>
<td>5,186</td>
<td>38,398</td>
</tr>
</tbody>
</table>

The U-Pass/Metropass program was introduced in Fall 2000 with the support of a $5.5 million Congestion Mitigation Air Quality (CMAQ) grant from the federal government.
Drive

Quick Facts

- Vehicular Bridges: 3
- Miles of campus streets: 14.3
- Registered carpoolers: 55
- HOURCARS on campus: 8

Motorist Assistance Program

The **Motorist Assistance Program** (MAP) is a free service for all legally parked PTS customers that covers lock-outs, jump starts and flat tires. Since its launch in 1993, MAP has answered more than 50,000 calls.

- Total calls for 2016-17: 633
- Number of successful calls: 607
- Percentage of successful calls: 96%

Electric Vehicle Charging

- Level 2 Station Sessions: 2016-17: 4,301, 2015-16: 3,602
- Level 3 Station Sessions: 2016-17: 632, 2015-16: 409

HOURCAR

HOURCAR is a membership-based, car-sharing program on campus.

- Membership fee: $35
  (University students, staff, faculty - 18 and over)
- Rental Rate (includes gas/insurance): $8/hour or $60/weekday or $70/weekend
- Locations: **East Bank** (Washington Avenue Ramp, Oak Street Ramp, Lots C43 and C75); **West Bank** - 21st Avenue Ramp; **Como Area** - Printing Building; **St. Paul** - Lot SC101

HOURCAR By the Numbers in 2016-17

- Total Hours Reserved: 9,754
- Total Miles Driven: 58,058
- Members: 565
PTS offers an array of parking services: public parking with hourly or daily options, short-term meters, events, off-peak parking; staff/faculty parking contracts with reciprocal parking, pre-tax payroll deduction, reserved stall option, occasional use options; student and evening/weekend parking contracts; department reservations, budget charge cards, guest coupons, eStatements; and specialty plans for carpools, disability, motorcycles, official vehicles, vendors, construction, loading docks, senior administrators.

Quick Facts

<table>
<thead>
<tr>
<th>Garages</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface Lots</td>
<td>118</td>
</tr>
<tr>
<td>Ramps</td>
<td>8</td>
</tr>
<tr>
<td>University Meters</td>
<td>339</td>
</tr>
</tbody>
</table>

Parking Data

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2015-16</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cars Parked</td>
<td>5,426,586</td>
<td>5,496,048</td>
<td>5,646,503</td>
</tr>
<tr>
<td>Total Carpool Spaces</td>
<td>1,386</td>
<td>1,363</td>
<td>1,363</td>
</tr>
<tr>
<td>Total Parking Reservations</td>
<td>59,965*</td>
<td>4,191</td>
<td>4,874</td>
</tr>
<tr>
<td>Total Budget Charge Card</td>
<td>71,237</td>
<td>73,517</td>
<td>75,225</td>
</tr>
<tr>
<td>Prepaid/Department Coupons</td>
<td>190,358</td>
<td>164,488</td>
<td>293,936</td>
</tr>
<tr>
<td>Number of Large-Scale Events</td>
<td>1,160</td>
<td>1,172</td>
<td>1,400</td>
</tr>
</tbody>
</table>

*Starting 2016-17, Athletics season passes were added to this total.

Structured Facilities

<table>
<thead>
<tr>
<th>Year Built</th>
<th>Cost</th>
<th>Sq. Feet</th>
<th>Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>1931</td>
<td>$379,077</td>
<td>28,890</td>
<td>74</td>
</tr>
<tr>
<td>1938</td>
<td>$213,779</td>
<td>45,960</td>
<td>185</td>
</tr>
<tr>
<td>1941</td>
<td>$57,000</td>
<td>5,070</td>
<td>19</td>
</tr>
<tr>
<td>1967</td>
<td>$5,380,654</td>
<td>702,000</td>
<td>2174</td>
</tr>
<tr>
<td>1981</td>
<td>N/A</td>
<td>29,000</td>
<td>59</td>
</tr>
<tr>
<td>1985 – North</td>
<td>$4,390,566</td>
<td>512,000</td>
<td>1293</td>
</tr>
<tr>
<td>1995 – South</td>
<td>$7,437,900</td>
<td>1215</td>
<td></td>
</tr>
<tr>
<td>1987</td>
<td>$4,624,000</td>
<td>74,949</td>
<td>234</td>
</tr>
<tr>
<td>1991</td>
<td>$9,800,000</td>
<td>390,000</td>
<td>1215</td>
</tr>
<tr>
<td>1993</td>
<td>$2,500,000</td>
<td>40,786</td>
<td>124</td>
</tr>
<tr>
<td>2001</td>
<td>$9,000,000</td>
<td>197,244</td>
<td>526</td>
</tr>
<tr>
<td>2002</td>
<td>$53,000,000</td>
<td>679,514</td>
<td>1914</td>
</tr>
<tr>
<td>1995</td>
<td>$5,676,023</td>
<td>173,000</td>
<td>535</td>
</tr>
<tr>
<td>1984</td>
<td>$3,647,769</td>
<td>256,000</td>
<td>700</td>
</tr>
<tr>
<td>1987 – West</td>
<td>$3,262,000</td>
<td>226,425</td>
<td>643</td>
</tr>
<tr>
<td>2000 – East</td>
<td>$1,600,000</td>
<td>226,425</td>
<td>643</td>
</tr>
<tr>
<td>2000</td>
<td>$12,100,000</td>
<td>252,096</td>
<td>762</td>
</tr>
</tbody>
</table>

July 1, 2016 - June 30, 2017
Parking Spaces (June 2016)

**Total**
- Contract: 12,949
- Public: 6,663
- Motorcycle (Seasonal): 143
- Meters: 339
- Disability 3-hour: 340
- Combined Official Vehicle/Vendor: 305
- Loading Zone: 245

**By Facility**
- Parking Garages: 2,603
- Parking Ramps: 7,503
- Surface Lots: 9,506

**By Area**
- East Bank: 13,225
- West Bank: 2,429
- St. Paul: 3,958

**Contract Parking**
- Staff/Faculty Contracts (June 2017): 10,190
- Student Contracts (July 1, 2016-June 30, 2017): 6,166
- Reserved Parking Contracts: 373
- Number on Waiting List (March 2018): 2,886
- Number on Waiting List Without Contract: 1,167
- Occasional Use Contracts (March 2018): 109
- Graduate Student Occasional Use Contracts: 77

**Permits Issued:**
- Loading Zone: 576
- Official Vehicle: 731
- Vendor: 127

**2016-17 Parking Rates**

Daily Lot Rate: $4.00 / $6.00

Daily Carpool Rate: $2.50

Event Rate: $8.00 / $10.00 / $20.00

Hourly Rate:
- Hours: 0-1 1-2 2-3 3-4 4-5 5-6 6-7 Daily Max
  - $3  $6  $7  $8  $9  $10  $11  $12

Monthly Surface Lot Contract: $67.75

Monthly Ramp Contract: $100.75

Monthly Garage Contract: $131.75

Monthly Evening/Weekends Lot Contract: $35.00

Monthly Evening/Weekends Ramp Contract: $75.00

Monthly Evening/Weekends Garage Contract: $98.00

*Through 06/30/17*

*through 09/30/17*
Fleet Services

**Mission:** To support University endeavors by giving departments a selection of vehicle choice to fulfill their needs.

**Function**
Fleet Services holds titles for all University fleet vehicles and oversees the acquisition and disposal of all U vehicles and related equipment. Besides leasing vehicles to departments and administering a program that enables departments to purchase vehicles, Fleet Services operates a rental service that provides vehicles to University community members for University business use. Fleet Services maintains onsite fuel pumps and an onsite shop, where Twin Cities-based vehicles are serviced. Fleet Services administers the fuel credit card; and vehicle insurance and safety.

**Lease/Rental Data**

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2015-16</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Days</td>
<td>12,755</td>
<td>13,047</td>
<td>12,993</td>
</tr>
<tr>
<td>Rental Income Miles</td>
<td>1,884,148</td>
<td>1,857,120</td>
<td>1,806,796</td>
</tr>
<tr>
<td>Lease Income Miles</td>
<td>1,428,359</td>
<td>1,412,714</td>
<td>1,468,588</td>
</tr>
</tbody>
</table>

**Marketing Delivery**

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2015-16</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Orientation Sessions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freshmen</td>
<td>22</td>
<td>23</td>
<td>21</td>
</tr>
<tr>
<td>Transfer</td>
<td>19</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Staff/Faculty</td>
<td>15</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
<td>14</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>66</td>
<td>67</td>
<td>56</td>
</tr>
<tr>
<td><strong>Transportation Fair</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance</td>
<td>3,000</td>
<td>3,000</td>
<td>4,000</td>
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<tr>
<td>Exhibitors</td>
<td>16</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td><strong>Publications Distributed</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Maps</td>
<td>80,000</td>
<td>100,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Transportation Guide</td>
<td>N/A</td>
<td>7,000</td>
<td>7,000</td>
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<tr>
<td>Campus Walking Guide</td>
<td>25,000</td>
<td>21,000</td>
<td>21,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>105,000</td>
<td>128,000</td>
<td>128,000</td>
</tr>
</tbody>
</table>
Awards & Achievements

2017
University of Minnesota Communicators Forum Maroon Award for writing of the pocket-sized Transportation Guide & Campus Map.
University of Minnesota Communicators Forum Maroon Award for design of the pocket-sized Transportation Guide & Campus Map.
Minnesota Association of Government Communicators’ Northern Lights Award for pocket-sized Transportation Guide & Campus Map.
Minnesota Association of Government Communicators’ Northern Lights Award for illustration/outline of the campus shuttle system.
Minnesota Public Transit Association’s 2017 MN Bus Operator of the Year award winner, George Retezan
Bicycle Friendly Business Platinum Award from League of American Bicyclists

2016
Lighting Energy Efficiency in Parking Campaign (LEEP) for East River Road Garage in the category of Highest Absolute Energy Savings in a Retrofit at a Single Parking Structure
Accredited Sustainable Fleet award from the National Association of Fleet Administrators (NAFA).

2015
Lighting Energy Efficiency in Parking Campaign (LEEP) Award for the Gortner Avenue Ramp in the category of “greatest percent of savings in a single structure (retrofit)”
Lighting Energy Efficiency in Parking Campaign (LEEP) Award for the Gortner Avenue Ramp in the category of “the best use of lighting controls in a single parking facility”
Bicycle Friendly University Platinum Award from League of American Bicyclists

2014
Bicycle Friendly Business Gold Award from League of American Bicyclist
Lighting Energy Efficiency in Parking Campaign (LEEP) Award for the Northrop Auditorium Garage in the category of “highest percentage of savings in a (lighting) retrofit at a single parking structure”
TRB Annual Meeting from Highway Capacity and Quality of Service Committee ‘Best Paper’ award for the paper “Methodology for Developing an HCM-based Oversaturated Speed Flow Model”

2013
Bicycle Friendly Business Gold Award from League of American Bicyclist

2012
International Parking Institute Award of Excellence for U of M Bike Center & RFID Program: Validating Bike Commuters
Minnesota Association of Government Communicators’ Northern Lights Award - for “Where’s My Bus?” campaign and press release writing
Commuter Choice Award - U of M Bike Center and RFID Program

2011
AIR (Awards Incentive & Recognition) from Business & Community Economic Development at the U of M - for purchasing practices from diverse suppliers
Bicycle Friendly Business Silver Award from League of American Bicyclists
Minnesota Association of Government Communicators’ Northern Lights Award - for feature story “It Ain’t Just About Parking Anymore”

2010
Transit System of the Year – from Minnesota Public Transit Association
Bicycle Friendly Business Silver Award from League of American Bicyclists
Fleet Equipment Magazine 100 Best Fleets in North America Award

2009
Best Workplaces for Commuters – sustained designation
AIR (Awards Incentive & Recognition) from Business & Community Economic Development at the U of M - for purchasing practices from diverse suppliers
Fleet Equipment Magazine 100 Best Fleets in North America Award
Contact Us

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umn.edu/pts

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300 Transportation & Safety Bldg.
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Minneapolis, MN 55455
612-626-7275 phone
612-624-8899 fax

Fleet Services Office
901 29th Avenue SE
Minneapolis, MN 55455
612-625-3033 phone
612-624-5587 fax

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