Parking and Transportation Services (PATS) is responsible for the USF Tampa campus parking facilities, parking enforcement, event parking, parking permit sales, operation of the Campus Information Center, and USF’s self-operated transit system – the “Bull Runner”. PATS system is large and continually growing in order to support the ever-changing needs of a dynamic, premier public research university. We are committed to providing the USF community and our guests with information and guidance to help explore all available parking and transportation options and to help community members become familiar with and understand our parking rules and regulations.

The USF Tampa campus has four parking garages and 93 parking lots totaling approximately 20,527 parking spaces. The Bull Runner transit system consists of a fleet of 26 transit buses and four charter buses. The Bull Runner operates six routes, seven days a week across campus and to nearby off-campus locations.
The Customer Service team works on all aspects of permit sales, citation payments and appeals, and outreach efforts. A total of 107,857 parking permits were sold in FY2017-2018. These parking permits were issued to students, employees, visitors, contractors, special events, and other miscellaneous persons between July 1, 2017 and June 30, 2018. In addition to these parking permit sales, courtesy permits are also issued for a variety of reasons.

There were 33,508 financial transactions that occurred, in person, within the PATS office or the Campus Information Center. An additional 159,555 transactions were completed online. Financial transactions include purchase of parking permits, issuance of courtesy permits, or payment of citations. The Customer Service team also attended and presented at 58 new and transferring student orientations to educate incoming students and families on the parking regulations around campus.

New this year, PATS implemented the request to offer the option for Temporary OPS Employees to be able to purchase their parking permit using payroll deduction. Previously, these employees had to pay the full cost of the permit at the time of purchase using a credit card. As a result of the hard work of the team, effective July 2018, full time temporary employees in select non-student job codes will be allowed to purchase their permit via payroll deduction.

The Enforcement team is responsible for 4 garages and 93 lots with a total of 20,527 parking spaces. In addition, enforcement supports 917 parking spaces in Research Park as well as 2 garages and 3 parking lots for Moffitt.

A total of 60,589 citations were issued in FY2017-18. There were 33,038 warning citations and 27,551 citations issued. First level and 2nd level citation appeals are processed and handled through PATS. Individuals who submit an appeal after the 1st level may submit a second appeal to the USF Final Appeals Committee or the Student Government Supreme Court. In FY17-18 there were 5,511 first level appeals and 415 2nd level appeals submitted.

Toya Davis assists a customer in purchasing their parking permit via the new payroll deduction option for OPS employees.
In FY2017-2018 the special events team coordinated several large events on campus. Some of the events were Bull Stock, The Young University Summit, USF Commencements, Engineering Expo, NCAA Track and Field, Steven Wozniak Event, Resident Move-In, and Resident Move-Out.

955 special events were coordinated by the special events team which is a 25% increase from the prior year. Of these 955 events, the special events team successfully coordinated arrangements for 18 basketball games, 10 concerts, and 68 camps. 13,832 special event permits were produced to accommodate different events across campus.

In support of events, 1,468 A-frame signs were used to assist with directional information and 2,968 traffic cones were used to distinguish designated parking for the events from common parking areas.

“...the special events team successfully coordinated arrangements for 18 basketball games, 10 concerts, and 68 camps.”

The PATS team has invested in enhancing technology throughout the department to better address the needs of the USF Campus and community. One such investment was the Flex parking permit management software, which is the backbone of the department, was migrated to a vendor hosted, cloud based solution. This change allows the software and back-end databases to run on computer servers owned by the vendor that are always the latest and greatest servers. PATS can now perform upgrades on a regularly scheduled basis, and during non-business hours. This eliminates any disruptions to service and improves the client experience.

PATS expanded Parkmobile’s footprint on campus. With the use of Parkmobile, the PATS team was successful in increasing the availability of a mobile parking payment solution to 80% of all visitor-parking areas on campus. Parkmobile is an application that allows clients to pay for their timed or daily parking session directly from their mobile phone and offers the ability to extend time remotely. In FY 17-18 the technology was introduced to an additional 7,500+ daily spaces on campus.

PATS replaced 19 outdated pay stations with 17 new parking pay stations. The new pay stations have updated hardware and software installed allowing PATS to continue to comply with PCI regulations ensuring the protection of credit card information that belongs to our clients. Also, with the new systems, clients who purchase a daily permit no longer need to return to their vehicle to display their parking receipt. Once the customer initiates the parking session at the pay station, the system recognizes their vehicle as valid using their license plate as the identifier. Clients are able to save time and energy by not having to return to their vehicles, and USF is able to save paper by not having mandatory receipts.

Installing updated pay stations has also allowed PATS to deploy a feature known as ‘coupons’. Coupons are a method of payment that allows a client to pay for their parking with a code instead of their credit card. The coupon feature allows a USF department to pay for parking for their guests. The customer parks using the coupon code, and PATS then bills the USF department.

The technology was completed with the purchase of a fuel efficient and environmentally friendly vehicle (Toyota Prius) and outfitted with the necessary hardware and software technology. LPR is a system of cameras and accompanying software placed in vehicles to scan license plates. This technology allows parking enforcement to be more efficient and cover the entire campus multiple times per day.

25% Increase in Special Events

13,832 Special Event Permits were issued

1,468 A-frame signs were Used for Special Events

2,968 Traffic Cones were Used for Special Events
USF Parking and Transportation Services has converted a warehouse area to a two-bay state of the art bus maintenance facility. The bay replaces an outdated facility that could only accommodate one bus and did not have a lift nor the proper equipment. The bay can accommodate two buses to be worked on simultaneously and an area available to stage two buses. The maintenance bay is equipped with various modern equipment to include a high tech lift system. This reduces the time buses are out of service for repairs and gets the buses back in operational service thereby enhancing the client experience.

**Transportation**

The Bull Runner transit system provides a transportation service for USF students, faculty, and staff. The bus fleet consists of 26 buses running six routes seven days a week and had a ridership of 897,962. The average time between one bus departing and the next bus arriving at any given bus stop was 21 minutes.

USF Students, Faculty, and staff can track Bull Runner buses via the BullTracker™ system either online or through the mobile site. BullTracker™ provides real time information on bus locations and arrival predictions. Users may opt to receive text alerts for arrivals, detours and other information. 58,894 text messages were communicated via these alerts in FY 17-18. The Bull Runner website was visited 258,862 times throughout the year with the mobile site visited 1,643,604 times.

Bull Runner provides charter services to support USF initiatives. 169 charters were completed in 2017-2018.

One strategic goal for PATS is to replace the aging Bull Runner fleet. In FY 17-18, two new buses were purchased and one bus was decommissioned, reducing the maintenance costs and down time of the vehicles.
Maintenance

The PATS maintenance team is responsible for the maintenance of all 93 parking lots, four parking garages, Parking and Transportation office buildings, Campus Information Center and Bull Runner bus stops. The maintenance crew is responsible for maintaining 37 trash cans located at bus shelters on and off campus three days a week as well as the 90 trash cans located the parking garages seven days a week throughout the year.

242 gallons of paint were used to maintain over 40 miles of striping and other painting projects within parking lots and garages. 14,908 square yards were repaired and repaved throughout several parking lots. In addition, over one ton of asphalt patch was used for pothole repair. 42 concrete car stops were replaced, and 52 linear feet of curb repairs have been completed. The maintenance team also installed, and/or replaced 384 parking signs across campus.

One major project completed was the Laurel Drive Garage Restoration. The following were completed as part of this project:

- Replaced caulking on the top and exterior of the garage.
- Replaced expansion joints.
- Top level shot blasted, sealed and restriped, and localized structural repair on the interior.
- Doors, elevator landing areas and stairwell hand rails painted.
- Entire interior of garage pressure washed.

In the spring of 2018, the bus shelter from the Magnolia bus stop relocated to a new location on East Holly Drive, replacing a decommissioned HART bus stop. Repurposing this bus shelter versus purchasing a new shelter was an estimated cost savings of $27,000.

In lot 23T, 400 linear feet of green flex mesh screening, sporting USF logos was replaced around the perimeter of the parking lot. Collaborating with Facility Management, many landscaping projects were completed around all parking garages and the Campus Information Center to improve the aesthetics of these areas.

In lot 23T, 400 linear feet of green flex mesh screening, sporting USF logos was replaced around the perimeter of the parking lot.

The need for a sign in front of the Music Building drive lead to the installation of an additional “Pick Up Drop Off” sign along the west curb and reinstallation of “Fire Lane No Parking” signage along the east curb.

Parking Maintenance

- **14,908** Square Yards were Repaired and Repaved throughout Different Parking Lots
- **2,600** Pounds of Asphalt were used for Pothole Repair
- **169** Reserved spaces were painted, refreshed, deleted, relocated, and/or renumbered
- **384** Parking Signs were Installed or Replaced