

CSULB

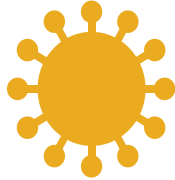
Parking and Transportation Services

Annual Report | 2019-20



A MESSAGE FROM OUR PARKING

STAFF



A SPECIAL NOTE ABOUT COVID-19 FINANCIAL IMPACTS

To our valued customers,

Along with the rest of the world, we experienced a much different year than ever before. As you have seen, organizations had to quickly adjust to the negative impacts of COVID-19, and our department was no exception. We saw all on-campus events canceled, including sporting events, guest speaking/lecture events, and theater and musical performances, resulting in an immediate halt to all of our parking event revenue. Additionally, in spring semester 2020 we issued over 23,000 pro-rated parking permit refunds. This amounted to a 50% reduction in our permit revenue for the semester. Parking and Transportation Services is a self-supporting department on campus. This means our \$9.6 million in annual expenses is primarily funded by permit sales.

To balance our budget during these extraordinary circumstances we were tasked with quickly reducing our expenses due to an unprecedented loss of revenue from permit sales and special events. As part of this effort, we immediately deferred \$4 million in necessary parking lot construction and maintenance, restructured our Long Beach Transit bus program and implemented a number of other cost cutting measures to preserve the most vital transportation programs for the 2020-21 academic year.

With class instruction for the 2020-21 academic year predominantly virtual, and our in-person events still temporarily on hold, our future revenues are uncertain. We will continue to respond to the situation as it evolves and make the best decisions possible within our sphere of influence. A balanced budget and stable financial condition for the department will mean the best possible service to the campus and community.

We look forward to delivering exceptional customer service while maintaining a quality parking experience for you throughout the upcoming 2020-21 Academic Year!

Sincerely,

Your Parking and Transportation Services Team

WE DELIVER SUPERIOR

CUSTOMER SERVICE

“Traffic flow on campus this AM was great! Nice job to the team.”

Gina Caywood
Associate Director, Employee Relations
Staff Human Resources

“I just want to take a moment to say thank you for getting the charging station service team out to repair all the retractable cords; Everything looks great!”

George Vasquez
Assistant Director, Facilities
University Housing & Residential Life

Parking was much MUCH better this semester! Thanks for taking care of this ongoing problem.

Barbara Woods
CSULB Student

“Despite my displeasure with this change, I do appreciate the time you took for the thoughtful reply. Thanks for taking the time to explain the thinking and practical aspects behind the recent change.”

Michael P. Schramm, Ph.D.
Professor of Chemistry

“Thanks so much for the hard work on this guys. I think we are making progress and it is mainly due to the hard work and professional presentation.”

“Thank you again for being so helpful throughout this process. You are much appreciated!”

Janice Hatanaka
Associate Vice President
Alumni and University Relations

Dr. Christine Whitcraft
Professor, Biological Sciences
Director, Environmental Science and Policy

“I’ll add my many thanks! We appreciate everyone’s efforts and willingness to find this good compromise.”

Barbara E Taylor, PhD
Associate Dean for Research
Professor of Biology
College of Natural Sciences

“Rosalinda worked with your excellent team and all has been taken care of.”

Neal Schnoor
Chief of Staff
Office of the President

PARKING AND TRANSPORTATION SERVICES

AT A GLANCE



150+

CUSTOMER SERVICE RESPONSES



320+

DIRECTIONAL SIGNS DEPLOYED



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YOUTH CAMP PARKING RESERVATIONS



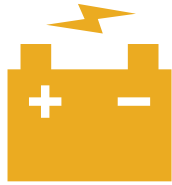
100+

TRAFFIC CONTROL ASSISTS



8

TV & FILM RESERVATIONS



160+

BATTERY JUMPS



270+

PATRON PARKING EVENTS



720,000+

LBT PASS RIDES TAKEN



13,600+

SHUTTLE HOURS DRIVEN



40+

EV CHARGING LOCATIONS



500+

PAY STATION ASSISTANCE CALLS

WE COMMUNICATE



3,300+

FOLLOWERS

300+ posts | 280+ stories



1,300+

FOLLOWERS

400+ tweets



16

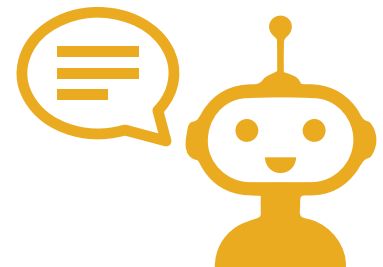
TABLED
EVENTS



2*

PARKING ADVISORY
COMMITTEE MEETINGS

**Numbers were impacted
in FY 2019-20 due to
COVID-19 restrictions.*



2,600+

CHAT BOT
QUESTIONS
ANSWERED



240,000+

INDIVIDUAL
EMAILS

SOAR

Student Orientation Advising & Registration
Division of Student Affairs

ONLINE LEARNING
MODULES



12

NEWSLETTER
SUBMISSIONS

HOW WE COMPARE WITHIN THE CSU

PARKING SPACES PER CAMPUS FY 2019-20



LONG BEACH
14,092

*The most spaces of any CSU campus!**



SAN DIEGO
13,707



FULLERTON
10,347



LOS ANGELES
7,557



DOMINGUEZ HILLS
4,881

STUDENT PARKING PERMIT PRICE ACADEMIC YEAR 2019/20



SAN MARCOS
\$676



FULLERTON
\$570



LOS ANGELES
\$440



LONG BEACH
\$310

*The 9th lowest in the CSU system.**



BAKERSFIELD
\$186

**There are 23 campuses in the CSU system.*



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TABLED
EVENTS

WE TEACH

Our tabling events are a great place to educate students, staff and faculty on the many valuable parking and transportation services and the different sustainable transportation options available to them in the greater Los Angeles and Orange County area.

WE COORDINATE AND EXECUTE

EVENTS



Patron Parking handles all special event parking coordinations such as barricading lots, coning and monitoring the requested area and selling/dispersing permits. It might seem small, but depending on the location and available amount of time to prepare, this can be one of the most difficult and vital aspects of a successful campus event. The largest events of 2019-20 included SmorgaSport, Jamz Cheerleading, CIF Basketball Championships and the WNBA Playoffs.

WE HELP

MOTORISTS IN NEED AND MAINTAIN

SAFETY



Parking Enforcement is more than citations. It is officers dedicated to being the first to respond to customers with parking questions. These same officers also direct traffic, increase lot security with their patrols and presence, and even jump start batteries for students, faculty and staff members when needed.

NEW SERVICES IN

2019-20



7,800+
VEHICLES
STACKED/
ACCOM-
MODATED

Assisted Parking Option

This program was designed to increase the available parking capacity within designated high traffic areas on campus through directional assistance and attendant-guided parking services. Individuals were directed into rows and specific parking locations by lot attendants and exchanged their vehicle keys for a claim ticket. Upon returning, they reclaimed their keys and departed the lot. Assisted Parking allowed drivers to park quickly and efficiently so that they could arrive at their on-campus locations faster than circling the parking lots.

During the first 8 weeks of fall & spring semester 2019-20, Assisted Parking accommodated 6,699 and 1,134 vehicles respectively for a total of 7,833 vehicles.



1,000+
DONATIONS
SENT TO ASI
BEACH PANTRY

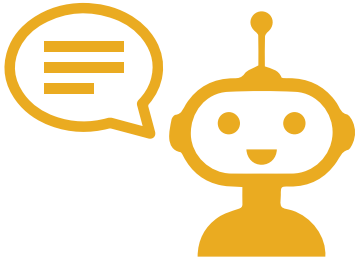
Donations for Citations

Launched on August 19, 2019, Donations for Citations program provides a one-time opportunity to donate qualified items to ASI Beach Pantry as an alternative to paying the citation in full. Individuals who have qualifying citations pay a \$20 administrative fee to Parking and Transportation Services and the citation is dismissed by selecting five items from specific categories to donate to the ASI Beach Pantry.

During the 2019-20 fiscal year, 1,015 donations were received and delivered to the ASI Beach Pantry.

NEW SERVICES (CONT'D)

2019-20



2,600+
CHAT BOT
QUESTIONS
ANSWERED

Chat Bot Services

On November 6, 2019, we launched our first automated Chat Bot feature placed conveniently on our Parking Home Page. This new function was designed to better serve our customers and get them to the answers that they need faster, even after hours and on weekends. Our chat bot has successfully answered over 2,600 user questions as of June 20, 2020 and continues to meet the needs of our customers 24/7.



Construction on Parking Lots and Parking Structures

Lot G6-G9

Asphalt patching in multiple locations.

Lot E1, E3 and E4

Slurry coat and striping.

Lot E10

Slurry and stripe. Added new skateboard pathway.

Lot E9

Removed remaining gate arm equipment and assembly.

All Parking Structures

Security camera system install.

RIDE CSULB

PARKING AND TRANSPORTATION SERVICES

HOW DO YOU RIDE?

Our Sustainable Transportation programs exist to decrease the number of drive-alone commutes to campus and reduce the university's overall carbon footprint. When fewer students, staff, and faculty drive to campus, we get closer to our long-term goals of being carbon neutral by 2030 and further decreasing the parking demand on campus during peak times.



720,000+

LBT PASS
RIDES TAKEN



65+

BIKE RACKS
ON CAMPUS



40+

ELECTRIC
VEHICLE
CHARGING
LOCATIONS



13,600+

SHUTTLE
HOURS
DRIVEN

65,900+

LA METRO
U-PASS
RIDES TAKEN

1,500+

BIKE SHARE
MEMBERS

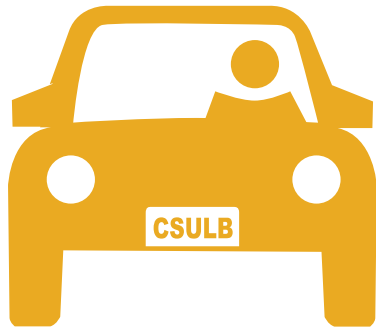
\$2,000

GIVEN IN BEACH BUCKS
FOR RIDESHARE MEMBERS



Parking Revenue

\$10.8 M



80.5%
Permits



6.8%
Citations



5.5%
Events



2.1%

BAAC Rental



2.3%

Earned Interest



2.6%

Student Excellence &
General Fund



0.2%

Sustainable
Transportation

Parking Expenses

\$9.6 M



30.5% Annual Parking Structure payments continue through **2035**
Parking Structure (Loans)



28.2%
Admin Operations



19.9%
Sustainable Transportation



9.1%
Grounds, Utilities, Custodial, Trades/Auto



8.5%
Enforcement, Citation Services



2.9%
Event Services



< 1%
Lot Renovation



< 0.1%
Equipment

Financial Outlook

3-Year Review (pg. 1)

Sources of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Parking Permits	\$9,565,403	\$10,083,827	\$10,432,983	\$439,888
Parking Events	802,279	818,990	594,446	169,272
Interest	143,261	160,867	253,579	253,579
BAAC Space Rental Revenue	231,228	231,408	231,408	231,408
Fines & Forfeitures (Citation)	979,313	889,855	732,898	182,880
Student Excellence/State Funding	287,417	276,000	284,733	256,260
Sustainable Transportation	36,755	64,775	21,824	8,708
Refunds due to COVID-19 (spring 2020)	-	-	(1,748,093)	-
Total Sources of Revenue	\$12,045,656	\$12,525,722	\$10,803,778	\$1,541,995

Uses of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Debt Service	\$3,026,605	\$2,948,725	\$2,937,187	\$2,952,475
Unrelated Business Income Tax (UBIT)	-	56,818	-	-
CalPERS Repayment	-	-	47,300	45,900
CO & State Overhead	210,642	164,591	181,477	186,545
Equipment Reserves	300,000	300,000	-	-
Construction Reserves	3,300,000	2,149,638	-	-
Parking Administration	1,471,732	1,748,976	2,486,189	2,486,189
Parking Event Services	274,860	283,767	280,688	280,688
Parking Repairs & Maintenance	876	75,510	6,847	6,847
Parking Citation Services	269,403	284,990	204,005	204,005
Utilities/Grounds/Custodial/Trades/Auto	905,326	871,518	881,141	881,141
Parking Field Svc/Enforcement	800,636	601,349	614,667	614,667
Sustainable Transportation	2,282,978	2,127,224	1,918,556	750,448
Total Uses of Revenue	\$12,842,215	\$11,613,106	\$9,558,056	\$8,408,905

Total Revenue & Uses of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Total Sources of Revenue	\$12,045,656	\$12,525,722	\$10,803,778	\$1,541,995
Total Uses of Revenue	12,842,215	11,613,106	9,558,056	8,408,905
Net Operating Revenue/(Loss)	(\$796,559)	\$912,616	\$1,245,721	(\$6,866,910)

Financial Outlook

3-Year Review (pg. 2)

Operating Budget (PK001/PK002)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Beginning Fund Balance	\$6,383,658	\$5,587,100	\$6,499,716	\$7,745,437
Add: Revenue	12,045,656	12,525,722	10,803,778	1,541,995
Less: Total Expenses	(12,842,215)	(11,613,106)	(9,558,056)	(8,408,905)
Ending Fund Balance (PK001 & PK002)	\$ 5,587,099	\$6,499,716	\$7,745,437	\$878,527

Construction Reserve (PK005)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Beginning Fund Balance (July 1)	\$2,416,732	\$102,821	\$1,579,002	\$2,600,108
Add: Contribution from PK001	3,300,000	2,149,638	-	-
Add: Interest and Investment Earnings	8,407	8,984	-	-
Less: Construction Expenses	(5,622,319)	(682,441)	(82,000)	(275,400)
Funds returned for Cancelled Construction projects	-	-	1,103,106	-
Ending Fund Balance (PK005)	\$102,820	\$1,579,002	\$2,600,108	\$2,324,708

Equipment Reserve (PK006)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Beginning Fund Balance (July 1)	\$300,000	\$604,893	\$911,618	\$906,230
Add: Contribution from PK001	300,000	300,000	-	-
Add: Interest and Investment Earnings	4,893	6,725	-	-
Less: Equipment Expenses	-	-	(5,388)	(75,000)
Ending Fund Balance (PK006)	\$604,893	\$911,618	\$906,230	\$831,230

Financial Outlook

3-Year Review (pg. 3)

Total Reserve Amounts	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Budget
Future Debt Service	\$3,172,725	\$2,948,725	\$2,952,475	\$2,957,100
Catastrophic Events	800,000	800,000	1,317,349	800,000
Economic Uncertainty	1,314,375	1,693,768	3,196,046	1,305,996
Construction	102,821	1,579,002	2,600,108	-
Equipment	604,893	911,618	906,230	-
Total Reserve Amounts	\$6,294,814	\$7,933,113	\$10,972,208	\$5,063,096

Reserve Requirements (in accordance with EO-994 & ICSUAM 2001)	2017-18 Campus Requirement	2018-19 Campus Requirement	2019-20 Campus Requirement	2020-21 Campus Requirement
Future Debt Service	\$3,172,725	\$2,948,725	\$2,952,475	\$2,957,100
Catastrophic Events	800,000	800,000	800,000	800,000
Economic Uncertainty	3,002,906	1,693,768	3,196,046	1,305,996
Construction Reserve	3,300,000	4,000,000	4,000,000	4,000,000
Equipment	604,893	911,618	1,000,000	1,000,000
Total Reserve Requirements	\$10,880,524	\$10,354,111	\$11,948,521	\$10,063,096

Reserve Requirement Comparison	2017-18	2018-19	2019-20	2020-21
Total Reserve Amounts	\$6,294,814	\$7,933,113	\$10,972,208	\$5,063,096
Total Reserve Requirements	10,880,524	10,354,111	11,948,521	10,063,096
Reserve Deficit	(\$4,585,710)	(\$2,420,998)	(\$976,314)	(\$5,000,000)

Financial Notes

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Sources of Revenue

Parking Permits

Although revenue from parking permits slightly increased, the overall revenue was significantly impacted by COVID-19 and subsequent closures. A moratorium on campus events, a severe decline in parking permit sales and widespread spring parking permit refunds created a revenue loss of over \$3.3 million.

Parking Events

Revenue for parking events decreased by 38% due to COVID-19 and the subsequent moratorium on all campus events.

Interest

Revenue for interest earnings increased by 58% because more money was in reserves, which increased our interest earning power.

Fines & Forfeitures (Citations)

Revenue for fines and forfeitures decreased by 21% due to COVID-19 closures that resulted in an overall reduction of vehicle traffic on campus.

Sustainable Transportation

Revenue earned for sustainable transportation is utilized to offset program expenses such as the Long Beach Transit program, campus shuttles and EV charging units. Revenue decreased by 66% from FY 2018-19 to FY 2019-20 due to a reduction in program participation as a result of COVID-19 and the transition to primarily remote instruction. Revenue for FY 2020-21 is projected to decrease even further due to a lack of participation throughout the duration of the pandemic.

Refunds due to COVID-19 (spring 2020)

This line item was added this year to account for the \$1.7 million expense of pro-rated spring semester permit refunds.

Uses of Revenue

Unrelated Business Income Tax (UBIT)

There was no charge for UBIT in FY 2019-20. This tax that was instituted under the 2017 Tax Cuts and Jobs Act (TCJA) but was repealed during the 2019-20 fiscal year and will not appear in future budgets.

CalPERS Repayment

Beginning in FY 2019-20, PTS began to repay its portion of the CalPERS unfunded pension liability.

Construction Reserve

Due to significant revenue losses related to COVID-19, no contribution was made to Construction Reserves in FY 2019-20. Only emergency repairs were performed, which totaled \$82,000. All other parking lot maintenance was deferred to future years. This \$4 million contribution was instead used to meet operational expenses for the 2020-21 fiscal year. PTS expects revenue shortfalls due to COVID-19 throughout FY 2020-21, therefore, no contribution will be made to Construction Reserves in FY 2020-21 and only the reduced amount of \$275,400 has been budgeted for emergency repairs. The remaining scheduled construction work for FY 2020-21 will be deferred, and the fund balance in FY 2020-21 of \$2.3 million will be utilized to supplement severe revenue shortfalls and meet regular operational expenses.

Equipment Reserve

Equipment Reserves fund new equipment and technology for PTS. Due to significant revenue losses related to COVID-19, no contribution was made to the Equipment Reserve fund in 2019-20 or 2020-21. The department had budgeted \$75,000 for emergency equipment repairs only. The remaining fund balance in FY 2020-21 of \$831,000 will be utilized to supplement severe revenue shortfalls and assist PTS in meeting its operating expenses.

Financial Notes (cont'd)

Parking Administration

Expense increased by \$737,000 after filling previously vacant staff positions, an increase in the minimum wage, employee salary and benefit cost increases and the assisted parking overflow plan, which totaled \$374,000. In addition, revenue was down in the citation services department, which required that expenses be removed from PK002 and charged to PK001.

Parking Repairs & Maintenance

The decrease in 2019-20 reflects that expenses have returned to their normal levels; the 2018-19 fiscal year was an outlier.

Parking Citation Services

This department is part of a fund called PK002, which is the fund designated for citation revenue and is responsible for paying all expenses related to enforcement, citations and sustainable transportation. If there is not enough revenue in PK002 at the end of each year to meet expense obligations, PTS must move expenses out of PK002 and into PK001, which is our primary parking fund. This is what occurred in FY 2019-20, which is why expenses decreased 40% from FY 2018-19 to FY 2019-20.

Sustainable Transportation

Expenses decreased by 11% due to the start of the COVID-19 pandemic and the temporary cancellation of campus shuttles and the Long Beach Transit (LBT) bus pass program.

Total Revenue & Use of Revenue

Net Operating Revenue/Loss

Net Operating Revenue shows a carry-forward of \$1,245,721 from the previous fiscal year, which will be transferred in the Economic Uncertainty Reserve. These funds will be used to supplement severe revenue shortfalls and assist PTS in meeting its expense obligations in FY 2020-21.

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Required Reserve Amounts (in accordance with EO-994 & ICSUAM 2001)

Catastrophic Events

Reserves increased by 46% from \$800,000 to \$1,317,349 to help cover required expense obligations resulting from COVID-19 related revenue loss. In FY 2020-21, it is anticipated that reserves in this category will return to previous levels.

Economic Uncertainty

Reserves increased by 89% from \$1,693,768 to \$3,196,046 to help cover required expense obligations in 2020-21 resulting from COVID-19 related revenue loss. In FY 2020-21, it is anticipated that reserves in this category will return to levels more closely aligned with the equivalent of three months of annual operating expenses.

Reserve Requirement Comparison

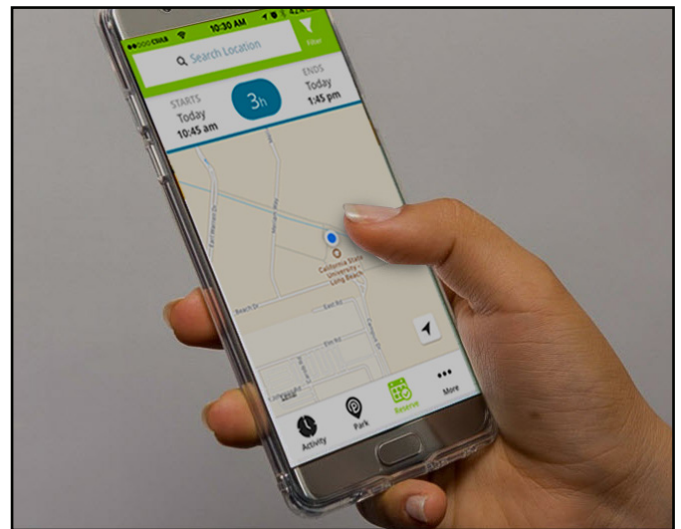
Reserve Requirement Comparison

FY 2019-20 ended with \$10.9 million in total reserve amounts and \$976,314 in unmet reserve obligations.

LOOKING AHEAD

Look forward to these new services coming to CSULB in FY 2020-21:

- Rideshare Rewards for CSULB students
- Daily Parkmobile permit option
- Student Monthly Permit option (pilot program)
- LBT 150-day and 30-day rolling passes



PARKING AND TRANSPORTATION SERVICES CALIFORNIA STATE UNIVERSITY, LONG BEACH

1250 Bellflower Boulevard, Long Beach, CA 90840

(562) 985-4146 | 8 a.m-5 p.m.

www.csulb.edu/parking | www.csulb.edu/ride