CALIFORNIA STATE UNIVERSITY
LONG BEACH

Parking and Transportation Services

ANNUAL REPORT

2025-26

WELCOME MESSAGE

Greetings CSULB Community,

We are pleased to present the 2025–26 Annual Report for Parking and Transportation Services. This report provides an overview of our department's financial activity, including revenue, expenditures, and reserve requirements, while also highlighting the services, programs, projects, and accomplishments that shaped the past fiscal year.

Among the year's most significant undertakings was the return of Commencement to the CSULB campus. Our team successfully supported 13 ceremonies over five days, including as many as three ceremonies in a single day, welcoming more than 80,600 graduates and guests to campus. This complex effort required extensive coordination, long hours, and a strong commitment from our staff and numerous departments to ensure each ceremony proceeded safely and efficiently.

We also made substantial investments in the campus parking infrastructure. Improvements included resurfacing and restriping in Lots G9, G13, and the Parkside Commons parking lot. Additionally, new drought-tolerant landscaping and smart-watering systems were introduced in Lots G1, G9, and G11.

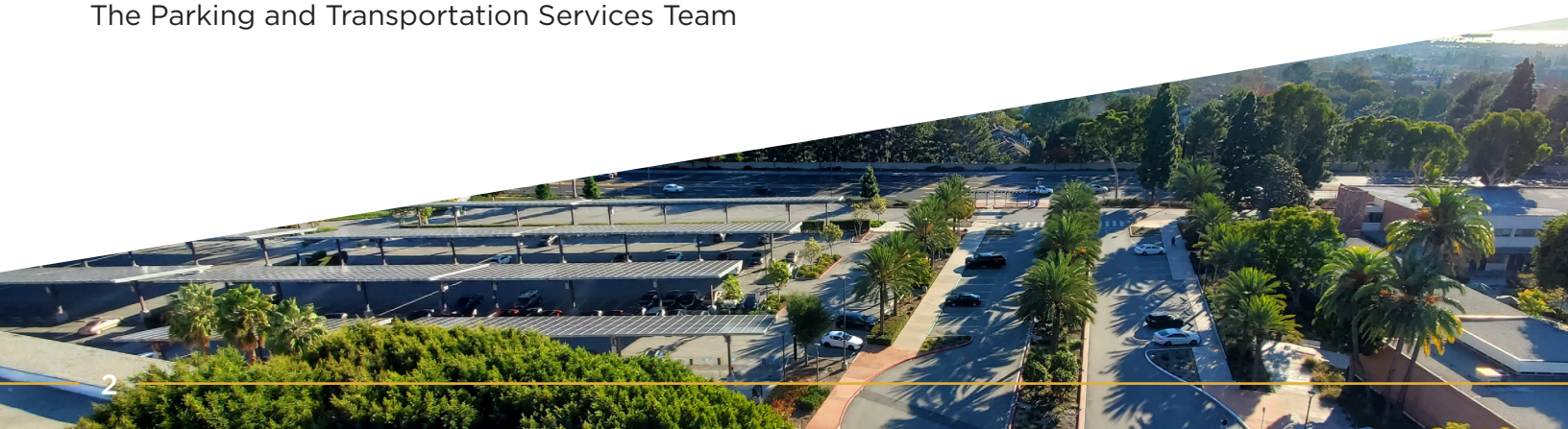
Our commitment to sustainable transportation also continued to gain momentum through increased student and staff use of the BeachGO app. The app experienced significant growth, with active users increasing by 600 percent, vehicle miles traveled was reduced by 300 percent, and increasing the number of parking spaces saved per day from 46 to 118.

Looking ahead, Parking and Transportation Services will continue to refine our operations, strengthen existing programs, and pursue new initiatives that expand sustainable transportation alternatives to meet the needs of our students, faculty, and staff. Through these efforts, we remain committed to supporting an accessible, efficient, and sustainable campus experience for everyone who visits CSULB.

Thank you for your continued partnership and support.

Sincerely,

The Parking and Transportation Services Team



CUSTOMER SERVICE

I want to extend my dear appreciation and thanks to Arturo (and anyone who is helping) with our office parking permits.

The last 48 hours have been filled with many requests, emails, troubleshooting, etc. and Arturo was patient and efficient in handling my request and helping troubleshoot situations.

This was a time sensitive matter, and we appreciate your office assisting us to make sure we were all set with parking this semester.

Evelyn Klaus, Ed.D
Deputy Chief of Staff
Office of the President

I just want you to know that I APPRECIATE what you do to figure out how to service a campus of over 42,000 students and employees. That is no easy feat! So, thank you! I hope my email can be a counterpoint to some of the negative or angry emails you've been receiving.

Dr. Royce W. Smith
Dean, College of the Arts

I would like to extend our sincere thanks to all of you, and to everyone involved behind the scenes, for the incredible coordination and support that made our Pride Parade participation possible.

It was truly an amazing experience. Everyone had a fantastic time, and the shuttle played a significant role in making the day so memorable. It not only supported our group logistically, but it also became a wonderful part of our presence in the parade; many attendees along the route really enjoyed seeing it!

Luis Rucobo-Pacheco
Executive Assistant to the Dean,
College of the Arts

Thanks to you, Sal, and the entire Parking Department team, what could have been a major challenge was handled with thoughtfulness, professionalism, and a genuine spirit of partnership. You truly helped turn what might have been a bump in the road into a smooth experience.

Douglas Senecal
General Manager
Musical Theatre West

I'd like to thank you and your team for putting "Bus Zone" signs at the turnaround on Beach Drive – a wish come true for me! Makes us (bus-ers) feel safer.

Indah M. Wantje
Administrative Assistant
CSULB Research Foundation

Just wanted to thank you for all the time and effort you put into making the parking improvement project as painless as possible for CPAC and our guests. The cart transport company you hired was excellent and so helpful and we got almost no complaints throughout all our productions from April through the completion of the lot - miraculous, to say the least! Sal and Art were incredibly helpful, as well, and were always around to be sure everything was running smoothly - they are both just so fantastic and it is clear how much they care about the success of parking's relationship with CPAC.

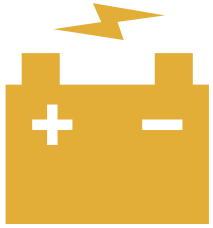
Megan Kline Crockett
Executive Director
Carpenter Performing Arts Center

OUR YEAR AT A GLANCE

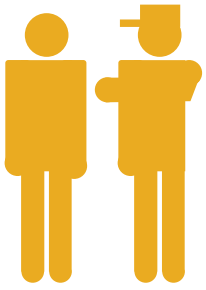
134
PAY STATION ASSISTANCE CALLS

450+
DIRECTIONAL SIGNS DEPLOYED

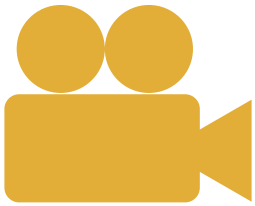
29
TRAFFIC CONTROL ASSISTS



189
BATTERY JUMPS



86
CUSTOMER SERVICE RESPONSES



141
TV & FILM RESERVATIONS

4,180
ITEMS DONATED TO BEACH PANTRY*

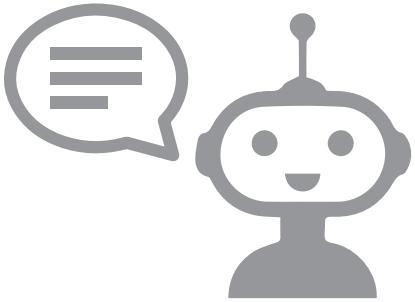
**Donations for Citations program*

OUR COMMUNICATIONS

6,000+
INSTAGRAM FOLLOWERS

44
TIK TOK VIDEOS

1,000+
X FOLLOWERS



3,200+
CHAT BOT QUESTIONS ANSWERED

77,500+
INDIVIDUAL EMAILS SENT TO STUDENTS, STAFF & FACULTY

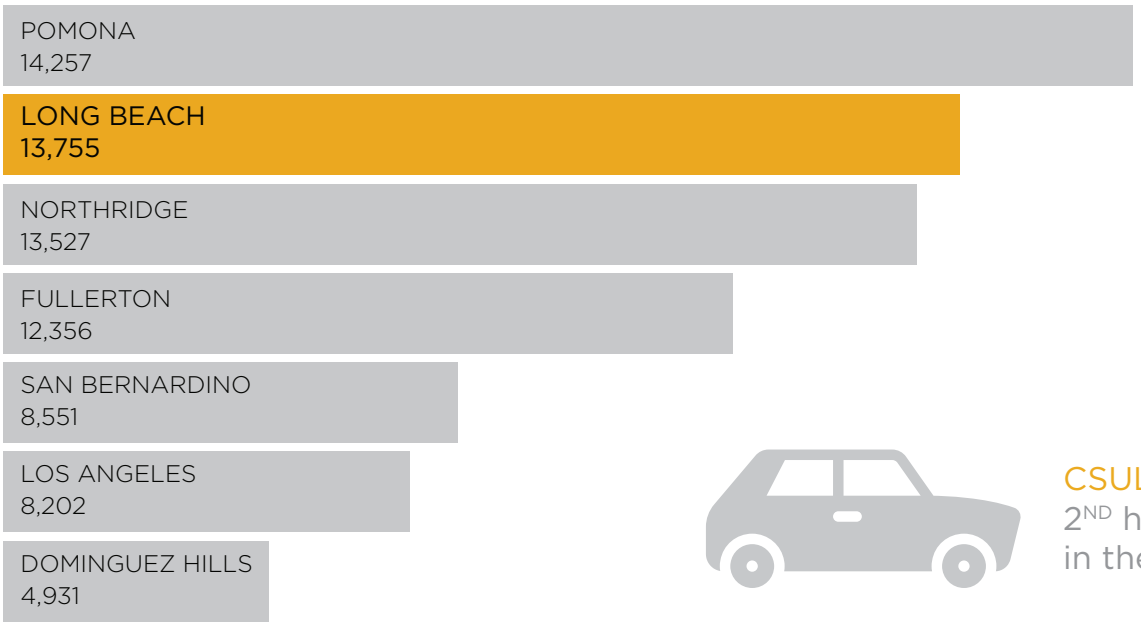
9
TRANSPORTATION SOLUTIONS COMMITTEE MEETINGS

14
NEWSLETTER MENTIONS

11,000+
SOAR ONLINE PARKING MODULES TAKEN

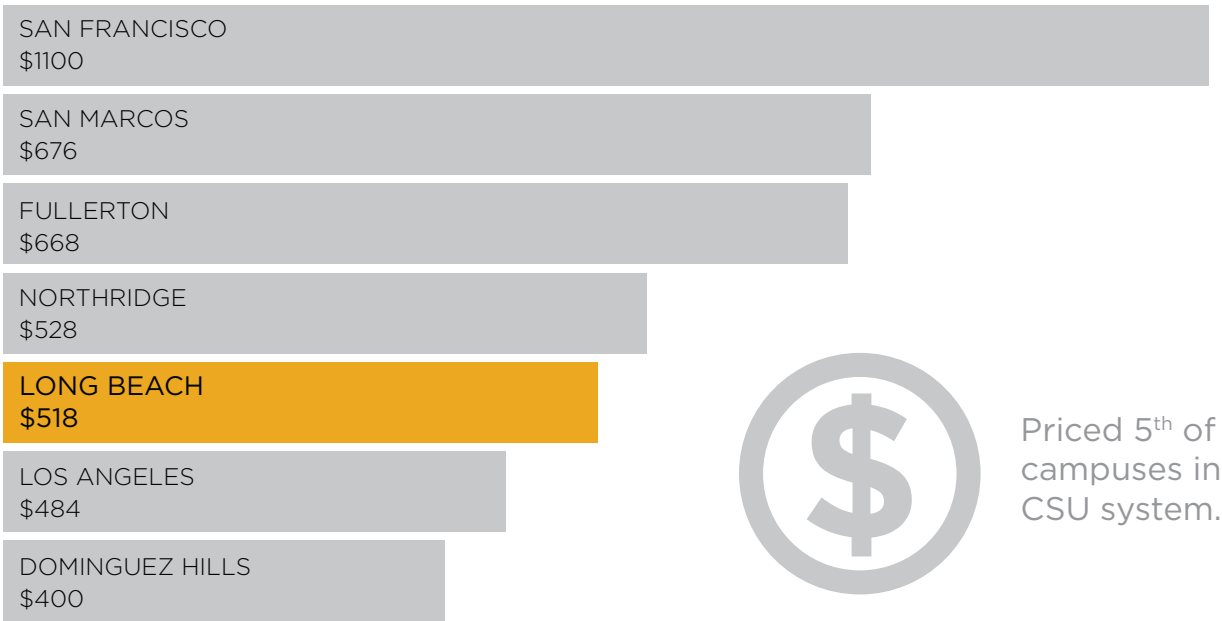
PRICE/SPACE COMPARISON

PARKING SPACES PER CAMPUS FISCAL YEAR 2025/26



CSULB has the 2ND highest space count in the CSU system.*

STUDENT PERMIT PRICE ACADEMIC YEAR 2025/26



Priced 5th of 22 campuses in the CSU system.*

*There are 22 campuses in the CSU system.

OUTREACH

Our tabling events are valuable opportunities to engage with students and employees throughout the year. We answer their questions, connect them to parking programs, transportation discounts, and a wide range of sustainable transportation alternatives available throughout Los Angeles and Orange County.

Events for FY 2025-26:

- **SOAR Resource Fairs (31)**
- **Parent Family Orientation (8)**
- **Shuttle Trivia Events (4)**
- **Week of Welcome (4)**
- **Fall Sustainability Fair (1)**
- **Green Generation Mixer (1)**
- **A Day at The Beach (1)**

EVENT SERVICES

STAFFING, SIGNAGE, AND CUSTOMER SERVICE

2,148
TOTAL EVENTS

450+
DIRECTIONAL SIGNS DEPLOYED
(Both custom event signage & ParkMobile signs)

300+
EVENTS ASSISTED BY EVENT SERVICES

141
TV & FILM EVENTS

TOP EVENTS OF THE YEAR

WALTER PYRAMID

- **Special Olympics of Southern California**
- **ASI Beach Bash (Big Sean)**
- **Brazilian Jiu-Jitsu International Championships**
- **LOVB Women's Volleyball Championships**

MUSICAL THEATER WEST

- **In The Heights (Sold Out)**
- **Hello Dolly**
- **The Buddy Holly Story**
- **Man of La Mancha**

Our Parking events team works late into the evenings and weekends to support the wide range of activities that bring the campus to life. From athletics competitions and sold-out theater performances to student programs such as ASI Beach Bash and SmorgaSport, and external community events like the Special Olympics of Southern California and Long Beach Marathon, our team's work ensures these activities run safely and efficiently without disruption to academics.

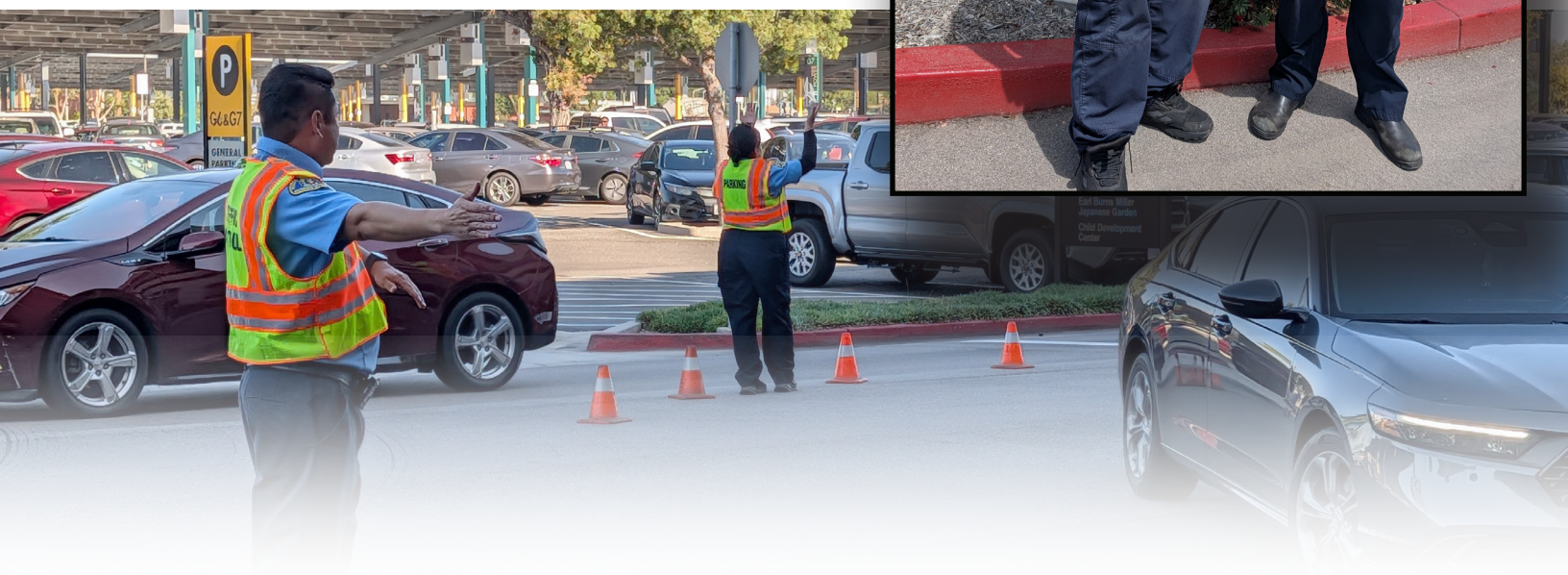
A major highlight of this past year was the return of commencement to campus. The team supported 13 ceremonies over six days, over 70 directional signs printed and deployed, with daily setup times starting as early as 6:00 a.m. and egress operations ending as late as 10 p.m. Through hard work, careful coordination, traffic management, and on-site support, the parking events teams play an essential behind-the-scenes role in making these large-scale events possible.

ENFORCEMENT

TRAFFIC CONTROL, BATTERY JUMPS, & CAMPUS SAFETY.

Parking Enforcement officers are a vital part of the day-to-day operations of the campus. Their responsibilities extend far beyond enforcing parking regulations and ensuring permit holders have access to open parking spaces. Our officers also assist students with a variety of needs like battery jumps, providing campus directions, traffic control, and helping individuals use the campus pay stations or the ParkMobile app.

Because officers are very visible throughout campus, they are often the first resources students, employees, and visitors turn to when they have questions or need assistance. Their continued presence provides critical support to manage parking demand, provide responsive customer service, and promote a safe and accessible campus environment.



NEW SERVICES

FY2025-26

BeachGO Rewards Expansion

On-campus venues were added to the rewards section of the BeachGO app to include offers from the Carpenter Performing Arts Center, Earl Burns Miller Japanese Garden and the Student Recreation and Wellness Center. The coupon code for the discounted Go Beach! bus passes was also added to the app for a faster verification process for students and staff.

Off-campus Overflow - New Location

Our Spring 2026 off-campus Overflow Lot was closer to campus (1 mile away), more affordable, and required a shorter five-week commitment than in previous semesters. These improvements made the program more accessible to students and increased participation, resulting in all available permits being sold out.

Commencement Ceremonies On Campus

Spring 2026 commencement ceremonies returned to campus creating a significant operational increase for our Enforcement Officers and support staff. Our team started as early as 6:00 a.m. and ended as late as 10:00 p.m. to accommodate all 13 ceremonies (up to 3 ceremonies per day) from Sunday-Thursday, serving 9,962 graduates and 70,653 guests.

Lot Maintenance and Improvements

Lots G9, G13, and the parking area behind Parkside Commons were resurfaced with an asphalt overlay and restriped. This provided a cost-effective approach to traditional resurfacing, patching and slurry coating. Additionally, drought-tolerant landscaping and smart-watering systems were added to Lots G1, G9 and G11.

MAINTENANCE & IMPROVEMENTS

Asphalt overlay and restripe of Lot G13

Asphalt overlay and restripe of Lot G9

Asphalt overlay and restripe of the Parkside Commons parking area

Lot G1

Lot G9

Lot G11

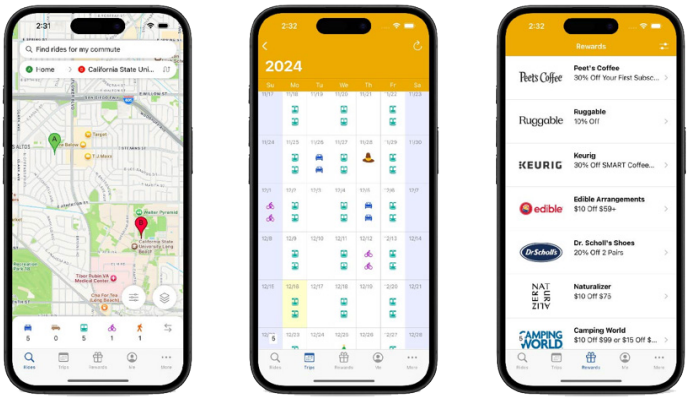
Drought-tolerant landscaping installations

BeachGO

MOBILE APP

BeachGO is a free commute-assistance app for students, staff, and faculty. The app connects users to sustainable travel resources like carpool matching, bus stop and route information, efficient biking routes, pedestrian walking directions, and even rewards you for every sustainable trip you take.

Over the past year, BeachGO saw significant growth in how often the app was used. The number of weekly active users and trips to campus recorded using the app both increased by more than 300%. We saw reduced environmental impacts by 270% in carbon emissions, gasoline used, and vehicle miles reduced.



74,473
RECORDED TRIPS TO CAMPUS

555,129
VEHICLE MILES AVOIDED

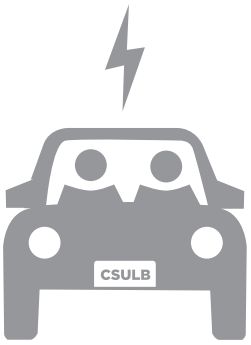
7,620
ACTIVE WEEKLY USERS

238
TONS OF CO_2 REDUCED

118
PARKING SPACES SAVED PER DAY

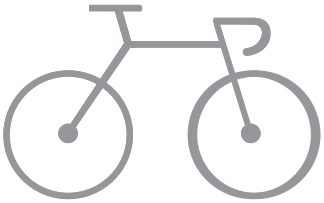
24,284
GALLONS OF GAS SAVED

SUSTAINABLE TRANSPORTATION SUMMARY

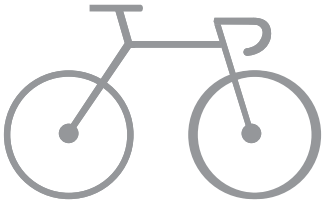


324,040
kWh OF ELECTRICITY CHARGED

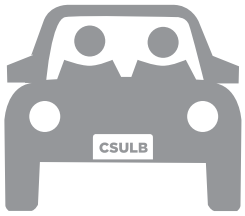
3 hr 35 min
AVERAGE CHARGING SESSION DURATION



62
BIKE RACKS ON CAMPUS



5,986
BIKESHARE MEMBERSHIPS PURCHASED



15,003
ZIPCAR HOURS DRIVEN

2,558
ZIPCAR RESERVATIONS

3,900
LB TRANSIT GO BEACH! PASSES PURCHASED

428,785
NUMBER OF BUS TRIPS TAKEN

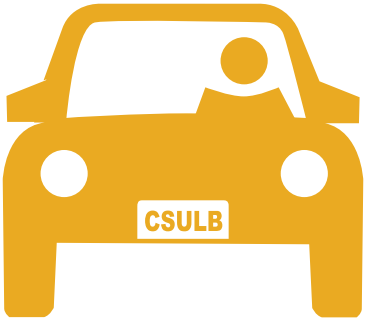
60
EV CHARGING LOCATIONS

16,245
SHUTTLE HOURS DRIVEN

1,002,599
SHUTTLE RIDES PROVIDED

PARKING REVENUE

$21.8M



76.1%
Permit Sales

8.8%
Fines & Forfeitures (Citations)

8%
Cost Recovery/ Campus/Aux/ Events

5.3%
Interest Income

1.2%
Other Revenue

0.6%
Sustainable Transportation

PARKING EXPENSES

$10.6M

27.6%
Debt Service Payment

Loan payments for the PV South & PV North parking structures continue through 2035.

23.9%
Salary & Benefits

15.7%
Supplies & Services (campus shuttles)

14.3%
Regular Maintenance

6.8%
Services from Campus/EO1000

4.5%
Misc. Other Expenses

2.6%
State/CSU Overhead & Insurance

2.4%
Technology

2.2%
Utilities (electricity, water, etc.)

FINANCIAL OUTLOOK

3-YEAR REVIEW (PG. 1)

Revenue

Operating Revenues	2024-25 Actuals	2025-26 Actuals	2026-27 Budget
Student & Employee Parking Permits	$12,765,879	$13,384,166	$13,173,551
Short-Term Parking Permits	3,129,633	3,198,272	3,067,849
Fines & Forfeitures (Citations)	1,970,615	1,926,574	1,876,463
Other Revenues			
Parking Event Services	318,067	256,228	279,538
Sustainable Transportation	85,938	127,149	138,716
Interest Income	794,892	1,444,516	708,000
Cost Recovery/Campus/Aux/Events	1,403,240	1,496,561	1,632,710
Other Revenue	248,325	261,363	285,141
Total Revenue (Operating + Other)	**$20,716,588**	**$21,794,829**	**$21,161,968**

FINANCIAL OUTLOOK

3-YEAR REVIEW (PG. 2)

Expenditures

Compensation	2024-25 Actuals	2025-26 Actuals	2026-27 Budget
Management Salaries	$417,784	$429,480	$451,000
Staff Salaries	1,065,474	883,763	928,000
Student Assistants	104,893	132,895	140,000
Other Salary Costs	10,762	26,674	28,500
Benefits	1,050,317	1,062,455	1,116,000
Operating Expenses			
Utilities	323,867	237,057	310,000
Technology	202,641	254,161	192,957
Debt Service	2,818,102	2,931,359	2,874,879
Regular Maintenance	1,262,069	1,520,270	1,605,451
Supplies & Services (campus shuttles)	1,636,342	1,660,647	2,277,920
Insurance Premiums	168,648	177,349	197,934
Misc. Other Expenses	494,313	479,685	355,612
State/CSU Overhead	137,033	92,154	95,686
Services from Campus/EO1000	419,064	721,075	757,129
Total Expenses (Compensation + Operating)	**$10,111,309**	**$10,609,023**	**$11,331,068**

FINANCIAL OUTLOOK

3-YEAR REVIEW (PG. 3)

Designated Balances & Reserves Summary

Designated Balances & Reserves Summary	2024-25 Actuals	2025-26 Actuals	2026-27 Budget
Beginning Balance	$7,983,670	$13,588,949	$14,758,232
Year End Balance Available	10,605,279	11,185,806	9,830,900
Transfer to Construction/Maintenance Fund	(5,000,000)	(10,016,523)	(8,218,544)
Total Designated Balances & Reserves	$13,588,949	$14,758,232	$16,370,588

Designated Balances & Reserves	2024-25 Actuals	2025-26 Actuals	2026-27 Budget
Equipment	0	3,000,000	$150,000
Future Debt Service	2,935,070	2,874,879	2,874,879
Maintenance & Repair	7,410,277	4,369,693	8,745,709
Outstanding Commitments	39,214	177,535	0
Catastrophic Events	100,000	100,000	100,000
Encumbrances	104,388	236,124	0
Reserve for Economic Uncertainty	3,000,000	4,000,000	4,500,000
Total Designated Balances & Reserves	$13,588,949	$14,758,231	$16,370,588

Parking Maintenance and Construction Fund	2024-25 Actuals	2025-26 Actuals	2026-27 Budget
Beginning Balance*	$20,002,449	$17,520,234	$19,524,575
Transfer from Parking Funds & Reserves	5,000,000	10,016,523	8,218,544
Project Expenditures	(7,482,215)	(8,012,182)	(8,000,000)
Ending Balance	**$17,520,234**	**$19,524,575**	**$19,743,119**

FINANCIAL NOTES

Page 17
Other Revenues
Interest Income
Interest income increased due to increased investment return from the CSU Consolidated Portfolio.

Page 18
Compensation
Other Salary Costs
Increase reflects overtime payments required for enforcement officers and support staff in support of on-campus commencement ceremonies.

Operating Expenses
Services from Campus/EO1000
Increase due to the expense of two IT support staff being moved from Staff Salaries to Campus/EO1000.

Page 19
Designated Balances & Reserves
Reserve for Economic Uncertainty
Amount increased to reflect 6 months of operating expenses versus 3-4 months in prior years.

LOOKING AHEAD

Look for these NEW SERVICES coming to CSULB in 2026-27:

- First Month Free (FMF) bus pass & discounted permit
- Overflow Lot & discounted permit returns to Gaslamp
- Bike Fixit Station repairs and redesign
- Power wash & restriping of PVN and PVS parking structures
- Facility Maintenance of the Parking Office (PTS)
- ADA parking space redistribution project

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