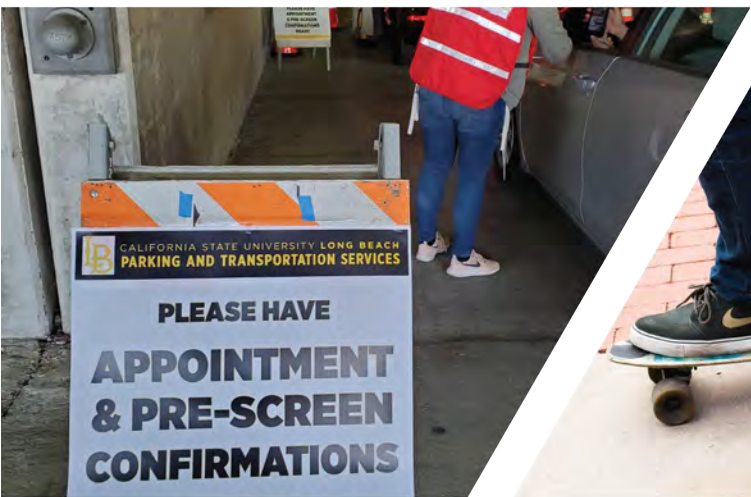




CSULB

Parking and Transportation Services Annual Report | 2020-21



WELCOME MESSAGE

Greetings CSULB Campus Community!

We are pleased to present to you this year's Annual Report for Fiscal Year 2020-21. The purpose of our annual report is to provide a transparent view of parking revenue and expenses along with insight into our in-person and online parking services, and the size and scope of our parking infrastructure. Inside this report, you will also find useful statistics, comparisons of our programs with other universities in the CSU system, and a brief list of program achievements for the past fiscal year (July 1, 2020-June 30, 2021).

In the 2020-21 academic year, classes were primarily virtual. Many faculty and staff continued to work from home and on-campus events were extremely limited. These necessary changes to the operations at CSULB had a significant impact on normal revenue generation and required Parking and Transportation services to spend from reserves (\$1.7M) rather than building reserves and put off much needed infrastructure improvements.

After a long and thoughtful review of our financial projections, well beyond 2020-21, it was determined that scheduled fee increases over the next 5 years were necessary to build a balanced budget. We will continue to evaluate the financial health of our department as campus repopulation plans evolve and we will make the most fiscally conservative decisions while also maintaining necessary parking & transportation services safely and in line with our mission to serve the CSULB campus community.

We are committed to providing safe and effective parking facilities, safe shuttle services, and delivering exceptional customer service across campus during the 2021-22 Academic Year!

Sincerely,

Your Parking and Transportation Services Team

VACCINE OPERATIONS



Parking and Transportation Services (PTS) partnered with departments across campus to administer 12,200 vaccines.

This year we partnered with Student Health Services, Division of Student Affairs, Campus Events Office, Division of IT (DoIT), University Police, Environmental Health and Safety, Beach Building Services and many other campus departments to deliver over 12,000 vaccinations to the CSULB community in the Pyramid Parking Structure. Staff members worked over 400 hours during the 59 days the clinics were open.

This effort allowed campus employees and students to receive the required two doses of the Pfizer vaccine in a safe environment. Parking staff directed traffic, set up directional signage and provided safety equipment to medical staff to ensure a safe traffic pattern and adequate parking for a 15-minute waiting area after the vaccine had been administered.



PARKING FEE SCHEDULE 2021-26



We have been reluctant to take this step, but beginning with fall 2021, parking fees will be raised incrementally each year through Academic Year 2025-26 to create a sustainable parking budget for the future and cover vital parking infrastructure repairs.

Every year, we face the reality of the rising costs to provide various parking services and safe and effective parking facilities on campus. Things like parking structure maintenance, asphalt repairs, elevator certifications, staffing the Visitor Information Center, and customer service at the Parking and Transportation Services office are a few of the areas where costs are outpacing revenue.

We have been reluctant to take this step, but starting in fall 2021, parking fees will be raised incrementally each year through 2025-26 to create a sustainable parking operating budget and cover vital parking infrastructure repairs. The 2021-22 student parking permit price is \$210/semester. The new fee schedule will allow for the necessary funding to repair parking facilities, fund programs like the campus shuttles, as well as enforcement, appeal processing and event services.

As always, our department continues to promote the sustainable transportation alternatives to parking on campus to further advance the campus-wide goal of carbon neutrality by 2040.

WE DELIVER SUPERIOR

CUSTOMER SERVICE

Thanks much, Robyn . . . Rosalinda worked with your excellent team and all have been taken care of.

Neal Schnoor

I contacted parking again today to explain the situation and find out how I can get the system to update. After trying again and receiving error messages, Gabriela was kind enough to hop on a Zoom and walk me through it.

Jennifer Newton

You're awesome, thank you so much for your help. You truly saved me!!

Griselda Vejar

Hello Gabriela! Good Morning. Thank you for your follow through and taking care of removing the Toyota Matrix off my account.

Jorge Nin

I wanted to take the time to express my gratitude for one of your citation officers. I sadly did not get his name; however, I was picking up a library book on campus on Monday, 3/26 around 3 or 4 PM. I thought I could pick up and make it back in time without paying. As I returned to my car, it appeared that he was about to write a citation and I asked if it was too late for me to purchase a pass. He allowed me to do so and even provided me information on where to park for quick pick-ups when I asked. I recognize my error in judgement and this could have been an easy no for him and instead he chose to allow me to make it right and I am super thankful for this. If at all possible, please extend my thank you to him and I wish you all a great rest of your week!

Oliver Mamangun

Thank You! I appreciate your efforts, I know that CSULB Parking is complicated.

Lane Olsen-Cooper

I'm sorry that I've taken so long to reply, but I am going to guess that you all mostly get really cranky email messages, so I wanted to take some time to send you a thank you.

Elizabeth Guzik

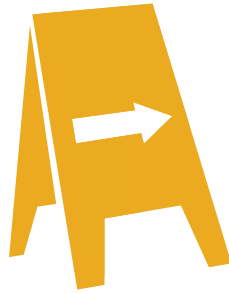
PARKING AND TRANSPORTATION SERVICES

AT A GLANCE



170+*

PAY STATION
ASSISTANCE
CALLS



40+*

DIRECTIONAL
SIGNS
DEPLOYED



50+*

TRAFFIC
CONTROL
ASSISTS



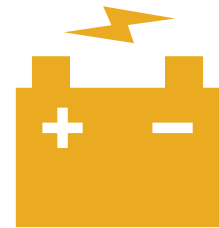
60+*

CUSTOMER
SERVICE
RESPONSES



4*

TV & FILM
RESERVATIONS

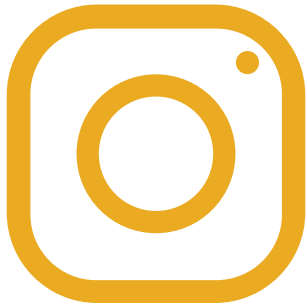


14+*

BATTERY
JUMPS

**Numbers were impacted in FY 2020-21
due to COVID-19 restrictions.*

WE COMMUNICATE



3000+

FOLLOWERS

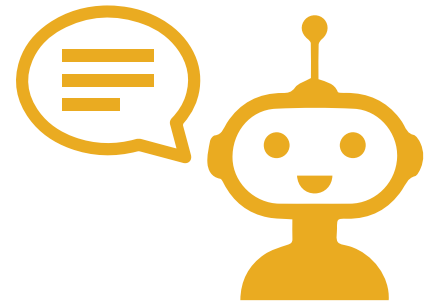
*300+ posts
160+ stories*



1000+

FOLLOWERS

40+ tweets



2600+

CHAT BOT
QUESTIONS
ANSWERED



490,000+

INDIVIDUAL
EMAILS

SOAR

Student Orientation, Advising & Registration
Division of Student Affairs

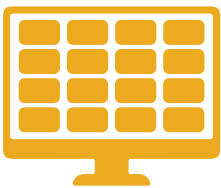
11,700+

ONLINE LEARNING
MODULES TAKEN



11

NEWSLETTER
SUBMISSIONS



3*

VIRTUAL
EVENTS



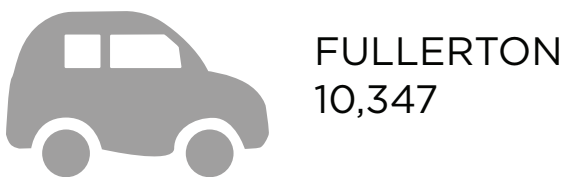
3*

PARKING ADVISORY
COMMITTEE MEETINGS

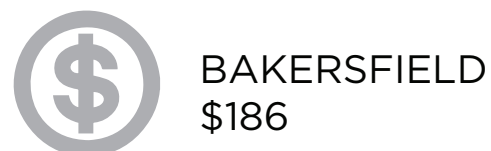
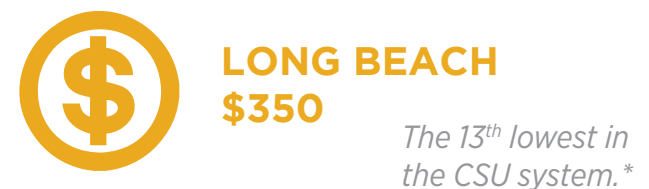
**Numbers were impacted in FY 2020-21 due to COVID-19 restrictions.*

HOW WE COMPARE WITHIN THE CSU

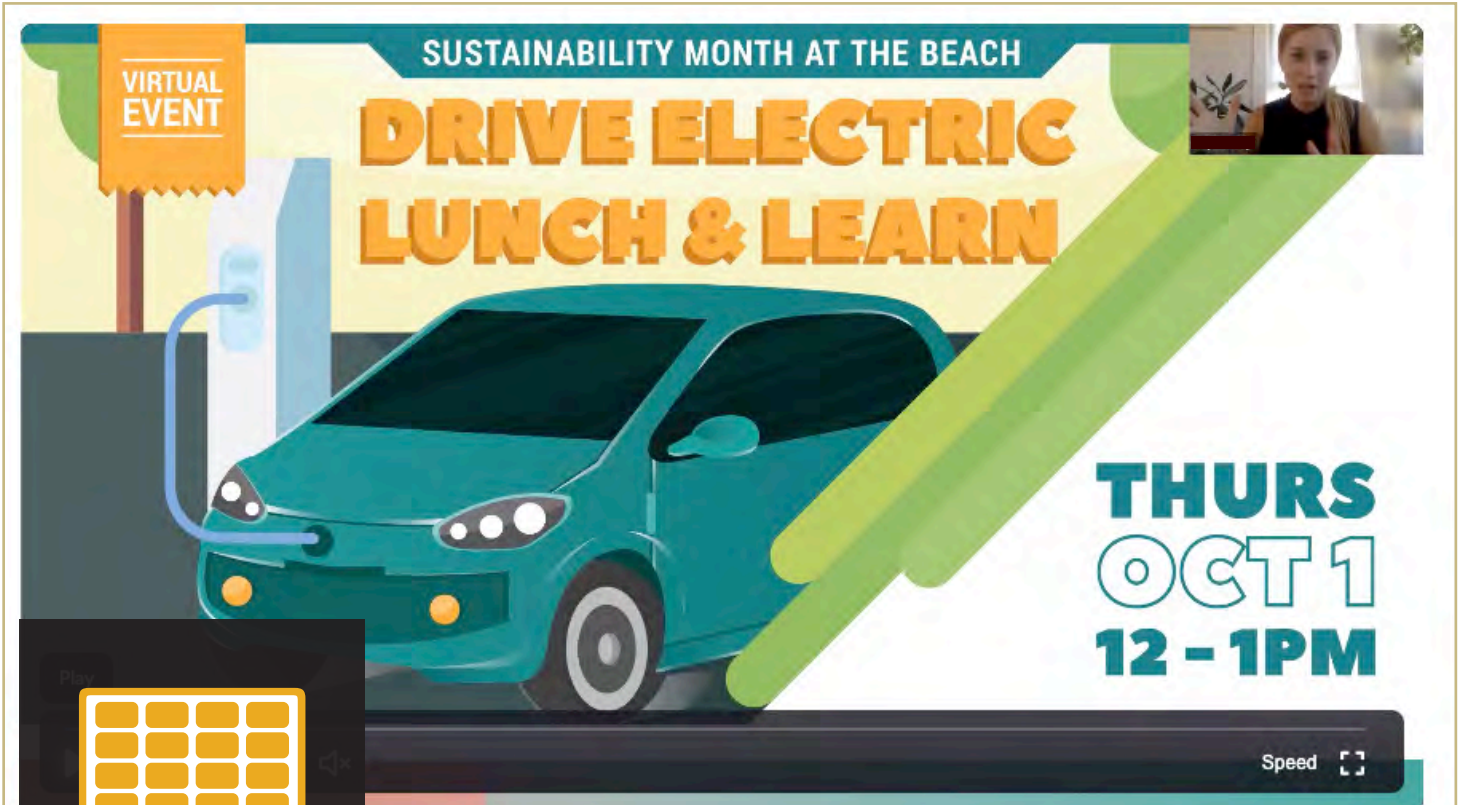
PARKING SPACES PER CAMPUS FISCAL YEAR 2020/21



STUDENT PARKING PERMIT PRICE ACADEMIC YEAR 2020/21



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



3
VIRTUAL
EVENTS

WE
TEACH

Given that transportation-related emissions contribute so significantly to the climate crisis, we host events aimed at educating the campus community on sustainable commute options. This year, our staff pivoted quickly to online events held via Zoom and other video conferencing platforms to ensure outreach and education could still continue to our campus community.

WE COORDINATE AND PRODUCE

EVENTS



All in-person campus events were cancelled this year due to the ongoing COVID-19 pandemic. Instead, the lots were utilized to host a Kaiser COVID testing/vaccination site open to the community and the CSULB vaccination site that was designated for staff and students. Our parking lots were also transformed to support pop-up food distribution drive-thrus in Lot E2 coordinated by ASI Beach Pantry to offer assistance to students in need. Lastly, the Palo Verde South Parking Structure and other General Lots on campus were opened for students to access Wi-Fi hotspots in their vehicles.

WE HELP

MOTORISTS IN NEED AND MAINTAIN

SAFETY

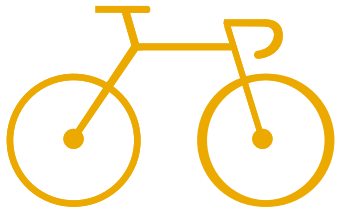


Many parking lots were physically closed due to the COVID-19 pandemic and low volume of individuals on campus. This increased safety because areas where people could go were condensed. Enforcement Officers were still on campus to enforce the remaining open parking areas, provide battery jumps and other assistance to individuals still working on or visiting campus.

RIDE CSULB

PARKING AND TRANSPORTATION SERVICES

HOW DO YOU RIDE?



60+

BIKE RACKS
ON CAMPUS

750+

BIKE SHARE
MEMBERS



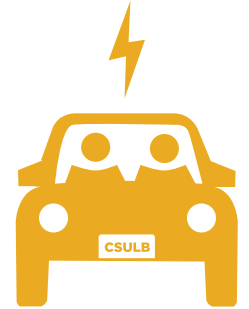
20+

CAMPUS
SHUTTLE
STOPS



16,500+

kWh OF
ENERGY
DISPERSED



44

CHARGING
LOCATIONS
ON CAMPUS



9

DIFFERENT
BUS ROUTES
TO CAMPUS

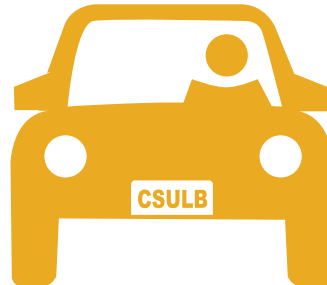


Parking Revenue

\$4.9 M



50.3%
CARES Act
Funding



28.9%
Permits



5.8%

Earned Interest



5.7%

Student Excellence
& General Fund



4.7%

BAAC Rental



4.5%

Fines & Forfeitures
(Citations)

Parking Expenses

\$6.6 M



Debt Service is the loan payments for the PV North & PV South parking structures that continue through 2035

44.4%

Debt Service
(Loans)



27.8%

Staffing
(Admin)



14.1%

Grounds, Utilities,
Custodial, Trades
& Auto



5.8%

Enforcement
& Citation
Services



2.9%

CO & State
Overhead



2.9%

Event
Services



1.3%

Sustainable
Transportation
Programs



0.7%

CalPERS
Repayment



0.1%

Lot Repairs &
Maintenance



0.0%

Construction
Reserves

Financial Outlook

5-Year Review (pg. 1)

Sources of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Parking Permits	\$9,565,403	\$10,083,827	\$10,432,983	\$1,388,003	\$7,785,116
Parking Events	802,279	818,990	594,446	56,585	409,495
Interest	143,261	160,867	253,579	287,695	253,579
BAAC Space Rental Revenue	231,228	231,408	231,408	231,408	231,408
Fines & Forfeitures (Citation)	979,313	889,855	732,898	224,096	333,696
Student Excellence/State Funding	287,417	276,000	284,733	283,050	292,181
Sustainable Transportation	36,755	64,775	21,824	4,345	24,291
Refunds due to COVID-19 (spring 2020)	-	-	(1,748,093)	(6,593)	-
<i>One-time HEERF Funding for Lost Revenue</i>	-	-	-	<i>2,500,000</i>	-
Total Sources of Revenue	\$12,045,656	\$12,525,722	\$10,803,778	\$4,968,588	\$9,329,766

Uses of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Debt Service	\$3,026,605	\$2,948,725	\$2,937,187	\$2,952,475	\$2,957,100
Unrelated Business Income Tax (UBIT)	-	56,818	-	-	-
CalPERS Repayment	-	-	47,300	45,900	45,900
CO & State Overhead	210,642	164,591	181,477	194,151	223,521
Equipment Reserves	300,000	300,000	-	-	-
Construction Reserves	3,300,000	2,149,638	-	-	2,299,247
Parking Administration	1,471,732	1,440,797	1,984,228	1,337,767	1,519,876
Parking Info Technology	-	308,179	453,617	471,714	514,063
Parking Event Services	274,860	283,767	280,688	194,767	246,413
Parking Repairs & Maintenance	876	75,510	6,847	5,809	75,510
Parking Citation Services	269,403	284,990	204,005	36,661	129,462
Utilities/Grounds/Custodial/Trades/Auto	905,326	871,518	929,484	933,008	985,696
Parking Field Svc/Enforcement	800,636	601,349	614,667	386,062	415,335
Sustainable Transportation	2,282,978	2,127,224	1,918,556	88,344	999,452
Total Uses of Revenue	\$12,843,057	\$11,613,106	\$9,558,056	\$6,646,658	\$10,411,575

Total Sources & Uses of Revenue	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Net Operating Revenue/(Loss)	(\$796,559)	\$912,616	\$1,245,721	(\$1,678,071)	(\$1,081,809)

Financial Outlook

5-Year Review (pg. 2)

Operating Budget (PK001/PK002)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Beginning Fund Balance (July 1)	\$6,383,658	\$5,587,100	\$6,499,716	\$7,745,437	\$6,067,367
Add: Revenue	12,045,656	12,525,722	10,803,778	4,968,588	9,329,766
Less: Total Expenses	(12,843,057)	(11,613,106)	(9,558,056)	(6,646,658)	(10,411,575)
Ending Fund Balance (PK001 & PK002)	\$ 5,587,100	\$6,499,716	\$7,745,437	\$6,067,367	\$4,985,557

Construction Reserve (PK005)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actual	2021-22 Budget
Beginning Fund Balance (July 1)	\$2,416,732	\$102,821	\$1,579,002	\$2,600,108	\$2,331,045
Add: Contribution from PK001	3,300,000	2,149,638	-	-	2,229,247
Add: Interest and Investment Earnings	8,407	8,984	-	-	-
Less: Construction Expenses	(5,622,319)	(682,441)	(82,000)	(269,062)	(1,000,000)
Funds returned for Cancelled Construction projects	-	-	1,103,106	-	-
Ending Fund Balance (PK005)	\$102,821	\$1,579,002	\$2,600,108	\$2,311,045	\$3,630,292

Equipment Reserve (PK006)	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Beginning Fund Balance (July 1)	\$300,000	\$604,893	\$911,618	\$906,230	\$906,230
Add: Contribution from PK001	300,000	300,000	-	-	-
Add: Interest and Investment Earnings	4,893	6,725	-	-	-
Less: Equipment Expenses	-	-	(5,388)	-	(30,000)
Ending Fund Balance (PK006)	\$604,893	\$911,618	\$906,230	\$906,230	\$876,230

Financial Outlook

5-Year Review (pg. 3)

Total Reserve Amounts	2017-18 Actuals	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Budget
Future Debt Service	\$3,172,725	\$2,948,725	\$2,952,475	\$2,957,100	\$2,957,475
Catastrophic Events	800,000	800,000	1,317,349	-	-
Economic Uncertainty	1,314,375	1,693,768	3,196,046	2,789,163	2,028,082
Construction	102,821	1,579,002	2,600,108	2,331,045	3,630,292
Equipment	604,893	911,618	906,230	906,230	876,230
Total Reserve Amount	\$6,294,814	\$7,933,113	\$10,972,208	\$8,983,538	\$9,492,079

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	2021-22 Campus Requirement
Future Debt Service	\$3,172,725	\$2,948,725	\$2,952,475	\$2,957,100	\$2,957,475
Catastrophic Events	800,000	800,000	800,000	-	-
Economic Uncertainty	2,310,764	2,276,663	2,389,514	1,661,665	2,028,082
Construction Reserve	4,000,000	4,000,000	4,000,000	4,000,000	4,000,000
Equipment	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Total Reserve Requirements	\$11,283,489	\$11,025,388	\$11,141,989	\$9,618,765	\$9,985,557

Reserve Requirement Comparison	2017-18	2018-19	2019-20	2020-21	2021-22
Total Reserve Amounts	\$6,294,814	\$7,933,113	\$10,972,208	\$8,983,538	\$9,492,079
Total Reserve Requirements	11,283,489	11,025,388	11,141,989	9,618,765	9,985,557
Total Reserve Balance	(\$4,988,675)	(\$3,092,275)	(\$169,781)	(\$635,227)	(\$493,478)

Financial Notes

Page 15

Sources of Revenue

Parking Permits

Revenue decreased by over 87% due to continued impacts of COVID-19, which included a severe reduction in parking permit sales. In FY 21/22, revenues are projected to be closer to pre-pandemic levels due to the resumption of many campus operations.

Parking Events

Revenue decreased by over 90% due to continued impacts of COVID-19, which included a moratorium on campus events. In FY 21/22, revenues are projected to be closer to pre-pandemic levels as events return to campus.

Fines and Forfeitures (Citation)

The number of citations issued decreased significantly as a result of the COVID-19 campus closure. This resulted in a 70% decreased in revenue. In FY 21/22, revenues are projected to increase slightly as campus begins the transition to normal operations.

Sustainable Transportation

Revenue decreased by 80% due to continued impacts of COVID-19. There were no shuttle advertisements and limited vehicles charging on campus. In FY 21/22, revenues are projected to be closer to pre-pandemic levels.

Refunds due to COVID-19 (spring 2020)

Refunds were significantly reduced over the prior year. Campus constituents were able to determine if parking permits were needed as we adjusted to the pandemic. In FY 21/22 PTS does not anticipate the need for large-scale refunds.

One-time HEERF funding for Lost Revenue

This was a one-time allocation of federal HEERF funds to make up for revenue lost because of the pandemic. This allowed PTS to meet our operational expenses and make required debt service payments on campus parking structures.

Uses of Revenue

Unrelated Business Income Tax (UBIT)

There was no charge for UBIT in FY 19/20. This tax 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.

Equipment Reserves

Due to significant revenue losses related to COVID-19, no contribution was made to Equipment Reserves.

Construction Reserves

Due to significant revenue losses related to COVID-19, no contribution was made to Construction Reserves for FY 20/21. A contribution of \$2.2 M is projected to be made to this fund in FY 21/22 if revenues recover enough to meet all expense obligations.

Parking Administration

There was a 30% decrease in expenses due to temporary staff salary and benefit savings and a reduction in contracts. In FY 21/22, expenses are projected to increase more closely to pre-pandemic levels due to the resumption of normal campus operations, which will include filling vacant positions.

Parking Event Services

There was a 30% decrease in student salary expenses due to the moratorium on events. In FY 21/22, expenses are budgeted to increase more closely to pre-pandemic levels due to the moratorium on events being lifted.

Financial Notes (cont'd)

Parking Citation Services

Since the number of citations was down significantly, court surcharge expenses were lower than previous years. In addition, this department is part of the PK002 fund, which is 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 each year to meet expense obligations, PTS must move expenses out of PK002 and into PK001, which is our primary parking fund. This also occurred in FY 20/21. Both items combined resulted in an 80% reduction in expenses. In FY 21/22, expenses are projected to increase more closely to pre-pandemic levels due to the resumption of normal campus operations.

Parking Field Services/Enforcement

This department is part of the PK002 fund, which is 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 each year to meet expense obligations, PTS must move expenses out of PK002 and into PK001, which is our primary parking fund. This occurred in FY 20/21 as well as additional salary and benefit savings from temporarily vacant positions for a 37% reduction in expenses. In FY 21/22, expenses are projected to increase slightly as campus begins the transition to normal operations.

Sustainable Transportation

Expenses in this category were down 95% because most programs such as the campus shuttles did not run due to COVID-19. In FY 21/22, expenses are projected to increase more closely to pre-pandemic levels due to the resumption of normal campus operations.

Net Operating Revenue/(Loss)

PTS ended the year with a net loss of \$1.6M as a result of the continued impacts of COVID-19. Although PTS has projected that revenues will begin to recover in FY 21/22, the department is still projecting a total revenue loss of \$1M.

Page 16

Operating Budget (PK001/PK002)

Total funds available were reduced by \$1.6M to account for the net operating loss, for an ending balance of \$6M. In FY 21/22, reserves will be further reduced due to the projected net revenue loss of \$1M, leaving the total funds available to \$4.9M.

Construction Reserve

Due to the continued impacts of COVID-19, no contribution was made to Construction Reserves in FY 20/21. Only \$269,062 in emergency repairs were performed. All other parking lot maintenance (approximately \$4M) was deferred. A contribution of \$2.2M is projected to be made to this fund in FY 21/22 if revenues recover enough to meet all expense obligations. In addition, we are projecting to perform \$1M in maintenance in FY 21/22.

Equipment Reserve

Due to significant revenue losses related to COVID-19, no contribution was made to the Equipment Reserve fund in 2020/21. All equipment purchases were deferred to future years. The department has budgeted \$30,000 for emergency equipment repairs only in FY 21/22.

Page 17

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

Catastrophic Events

Reserves in this category were consolidated with the Economic Uncertainty category in FY 20/21.

Economic Uncertainty

Reserves decreased by 15% help cover required expense obligations in 2020/21 resulting from COVID-19 related revenue loss. In FY 21/22, it is anticipated that reserves in this category will continue to be aligned with the equivalent of three months of annual operating expenses.

Reserve Requirement Comparison

Due to continued impacts of COVID-19, the ending balance was reduced from \$10.9M to \$8.9M to assist PTS with meeting its expense obligations in FY 20/21. The estimated ending balance available in FY 21/22 is projected to be \$9.4M.

LOOKING AHEAD

Look for these new services coming to CSULB in FY 2021-22:

- Parkmobile module for Daily Permits
- Designated Clean Air Vehicle spaces
- Moovit app (Long Beach Transit)
- WAZE rideshare matching platform
- Low Carbon Fuel Standard Credits (LCFS)



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