FY 2019

Annual Report

Transit and Parking

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Transit and Parking
Mission and Vision Statements

Mission
The Transit and Parking Department is committed to providing safe, reliable, and convenient transit, paratransit, charter, and parking services for the university community and the general public. Through communication, initiative and integrity the women and men of this department are dedicated to providing quality services and support for an environment conducive to excellence and to developing employee commitment and satisfaction.

Vision
Transit and Parking is a best in class provider of transit, parking and charter services to the campus community in support of the university and its mission.

FY19 Accomplishments

Transit

Implemented Passio passenger counting system, including Passio Go! smartphone application, allowing passengers to have better real-time bus information and allowing us to inform passengers of delays and route changes through the app. This system also provides counts of passenger boardings and alightings based on GPS coded stop locations.

Rebranded two buses with the new paint scheme. We continue to transition to the new scheme by ordering buses that display the new branding and rebranding older buses that will remain in the fleet for several more years.

Purchased three 40-feet low floor Gillig buses with the new exterior branding and interior design. The new buses will reduce maintenance cost and provide better equipment for passengers.

Implemented bus service to Walmart located on Martin Luther King, Jr. Boulevard, replacing an Ozark Regional Transit Route that was discontinued. Ridership on this route increased significantly due to the increased frequency, which was every 15 minutes instead of every hour.

Launched VeoRide bike share program for campus, in conjunction with the City of Fayetteville and the University of Arkansas Office of Sustainability. This system provides both bicycles and e-bicycles (with an electric assist motor) for people on campus and in the city. Campus affiliates and Fayetteville Public School students receive a reduced annual membership rate due to $50,000 in annual funding from the university, the city, and Experience Fayetteville.

Designed and implemented a new route to serve Lot 99 (remote parking on Beechwood Avenue) with service every 12 minutes during peak ridership times.

Parking

Marked elevator doors in garages with garage name and University of Arkansas logo to help visitors remember in which garage they parked.

Completed construction of Lot 99, a remote parking lot on Beechwood Avenue, and expanded Lot 38, adding a total of 727 parking spaces to campus.

Hosted the annual conference of the Campus Parking and Transportation Association (CPTA) in October. It had 130 participants representing 25 campuses from across the United States.

Conducted a pilot program allowing parking in lot 47N to be used by permit holders and as hourly parking using the Whoosh! (now Flowbird) smartphone application. The pilot was a success and may be expanded to other campus parking lots in the future.

Charter

Charter Services operated 2,339 hours of service, saving the campus $105,407 in charter expenses compared to the cost of using a private operator. This brings the total savings since FY10 to $1,035,433.

Partnered with the Arkansas Research and Technology Park, the College of Engineering, the Sam M. Walton College of Business, and J. B. Hunt Transportation Services, Inc. to replace the current ARTP shuttle van with a larger cut-a-way bus, providing easier access for the passengers.

Communications

Revised the orientation presentation to include a new video prepared by students. This presentation informs incoming students and their parents about transit and parking options available on campus.

Hired, trained, developed and directed two interns to assist with social media to better inform the campus. Our social media program has significantly increased utilizing Facebook and Twitter. We are gathering more followers and providing more pertinent information to them.

Developed and published a WordPress site, Talk T&P, to provide more information to our customers. It contains transit and parking information as well as interesting information concerning the campus.

Developed business continuity plan in conjunction with the University Police Department. This plan will help maintain transit and parking operations in the event of a disaster.

Set-up and manned several promotional and information tables on campus to provide transit and parking information to the campus community. This gives us the opportunity to better communicate with our customers and answer their questions.

Began putting together a Diversity and Inclusion Plan to use as a model for Business Affairs. This beginning draft has been shared with the Office of Equal Opportunity and Compliance (OEOC). We are awaiting further information from OEOC to complete the plan.

Worked with students to develop three short videos to inform the campus about parking permit and location options, riding Razorback Transit, and using Safe Ride. The videos are available on our website and social media sites.

Updated the campus map with information about authorized users and time restrictions for each lot. This provides more information about each parking lot, making it easier for our customers to determine authorized parking areas based on their permit type and time of day.

Worked or partnered with other groups or departments on campus, including the UA Bookstore, University Recreation, Facilities Management, UA Housing, Greek Life, Associated Student Government, etc. A couple of examples include: promoting Lot 99 in conjunction with the UA Bookstore; and had a greater presence in promoting the Safe Ride program with ASG.

Helped University Housing in coordinating the communications as they pertain to move-in days. Providing more information to the campus helps employees prepare for the parking and traffic challenges they face during move-in.

Revised 8/19/19

FY19 Verifiable Objectives

Communications

Operations

Redesign the Transit and Parking orientation presentation including developing a new video, social media program, and displays to inform new students and their families of their parking and transportation options on campus and in the community. To be completed by May 15, 2019. David Wilson. Completed May 17, 2019.

Implement a Transit and Parking Word Press site for providing supplemental information about the department to clients and to others in the industry. The purpose of the Word Press content will not be to duplicate the material that is already on our official web site, but to provide information that emphasizes matters of human interest, self-help, or personal enrichment. In short, rather than provide the nuts and bolts of Transit and Parking, it will be more feature-oriented, with the intention of humanizing and personalizing the department, and with the intention of promoting positive connections within the university family. To be completed by June 30, 2019. David Wilson. Completed September 2018.

Create a team effort with the communications director and the two departmental interns. This involves the assignment of specific duties and coordination of various efforts. It also involves allowing each intern the opportunity to work towards his/her areas of interest and areas of strength. This is an ongoing program. David Wilson. Completed May 2018 and continuing.

Transit

Operations

Develop customer application to provide better real-time information to the passengers and community with information provided by the automated passenger counting system. To be completed by June 30, 2019. Adam Waddell. Completed April 15, 2019.

Implement a route to efficiently serve the new Remote parking lot on Beechwood, making adjustments during the fall semester to provide efficient and effective service to the permit holders. Final route and schedule to be implemented for the Spring 2019 semester. To be completed by January 10, 2019. Adam Waddell. Completed August 2018.

Implement a bike share program in conjunction with the City of Fayetteville, to service the city and campus. To be completed by December 15, 2018. Adam Waddell. Completed September 2018.

Planning

Evaluate options for expanding transit routes to serve more of the city and campus community. Any expansion will have to include funding from the City of Fayetteville to fund the additional expenses. Evaluation to be completed by May 15, 2019. Adam Waddell. Completed August 2018 and continuing as part of the regional transit development plan.

Parking

Operations

Obtain approval of a campus off-road vehicle use and parking policy with input from affected departments. The policy will be reviewed by the Transit, Parking and Traffic Committee by November 1, 2018. Gary Smith and Andy Gilbride. To be completed by December 15, 2018. In progress. UAPD reviewing to add their comments. 5/1/19.

Conduct a pilot program allowing some parking lots to be used by permit holders and as hourly parking using the Whoosh! smartphone app. The program will be conducted during the fall 2018 semester with evaluation of the program conducted during the spring semester 2019 to determine if it should be continued and expanded. The recommendation will be presented to the Transit, Parking and Traffic Committee at their April 2019 meeting. Andy Gilbride and Debbie Wood. Implemented in August 2018 and continuing to evaluate.

Implement a uniform program for the parking control officers (PCO) to make them more visible and appear more professional. The officers will be in uniform by January 15, 2019. Andy Gilbride. Project delayed due to storage closet construction delay. We plan to have the PCO's in uniform during the first part of the fall semester 2019.

Provide more parking information on the campus map with lot restrictions available for each lot. David Wilson. To be completed by June 30, 2019. Completed April 2019.

Planning

Develop a plan and prepare to implement a performance-based parking meter rate system to provide adequate meter parking near buildings for short durations and encourage long-duration hourly parkers to use the parking garages. The plan will be presented to the Transit, Parking and Traffic committee by May 15, 2019. Debbie Wood, Henry Layes, and Gary Smith. Not completed. Meter fee proposal required to implement plan was not submitted to the Board of Trustees by the administration.

Charter Program

Evaluate the current charter operation and develop a sustainable plan for continued charter service to the campus. To be completed by November 1, 2018. A. J. Bellard. Current operation is sustainable and suits most of the campus needs.

Evaluate the current Arkansas Research and Technology Park shuttle service and propose options to the campus administration to improve service. Implement approved recommendations. Recommendations will be submitted to the administration by November 1, 2018. Approved plans will be implemented by June 1, 2019. A. J. Bellard. Completed May 1, 2019. Replacement van ordered. Scheduled to arrive late August 2019.

Sustainability and Maintenance

Continue to evaluate and replace lighting fixtures in parking facilities as needed to reduce electricity consumption and operating costs. This will be an ongoing project with fixtures being replaced as they fail. Henry Layes.

Revised 8/19/19

Time Line

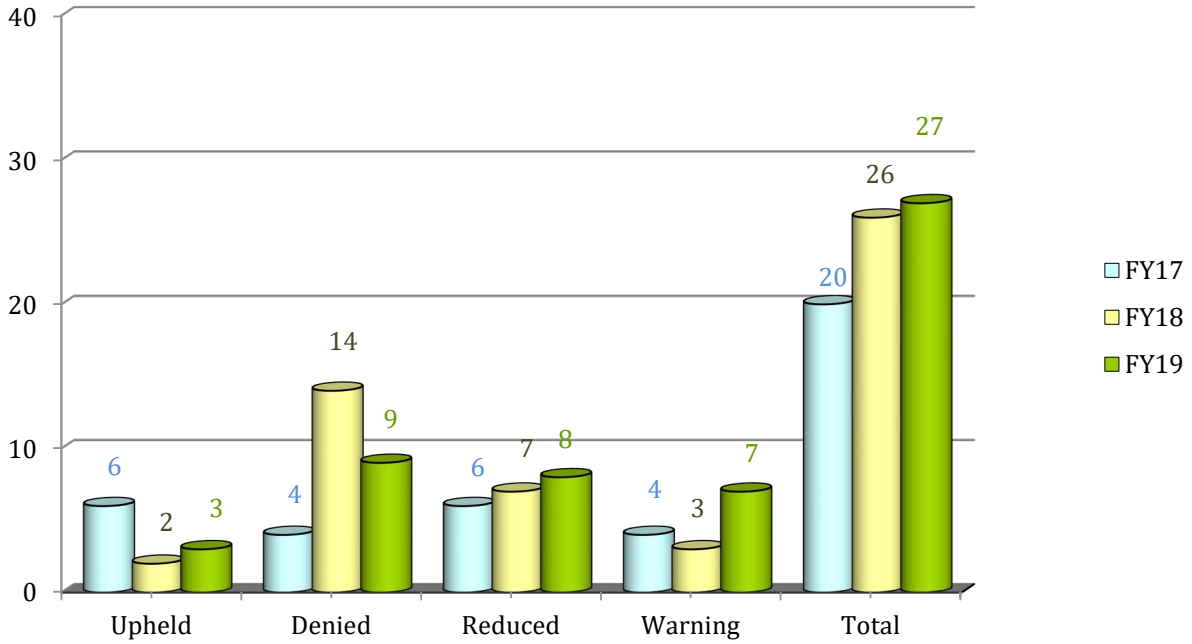
Transit Events Parking Events Other Events	
1972-79	University Police manages the parking program, Facilities Department (Physical Plant) manages shuttle bus system.
1978	Parking permit costs were: $100 for Reserved parking, $20 for faculty/staff, $10 for student (on or off campus).
1979	July 1979 - Parking program and shuttle bus service combined to form the Transit and Parking Department. Blue, Green, Brown and Orange bus routes and paratransit van service begin in August 1979.
1980	Buses operate for final exams. Gray and Tan bus routes established. One-millionth pasenger carried on October 1. Buses operated from 7:00 a.m. - 5:30 p.m., Monday through Friday.
1981	First use of "Park and Ride" to identify parking lots near transit bus stops.
1982	December 1982 - Transit and Parking moves from its location at 608 Storer St. (Scott House) to its current location at the Administrative Services Building.
1987	Total parking spaces on campus - 6,300. 11 Full time bus operators. Transit service reduced due to budget cuts (Orange route discontinued, other routes reduced number of buses on route and stop time for service was cut back to 5:00 p.m.)
1988	First night reserved parking lots (reserved until 7:00 p.m.).
1989	First federal grant awarded for operation of Razorback Transit,. Transit maintenance facility destroyed by high winds. First bus stop shelter erected. First electronic parking citation system implemented,.
1990	First fixed route summer service implemented. Razorback Transit Red Route implemented. First permanent bus stop shetlers (7) erected. First payroll deduction program for payment of parking permits and citations. First commuter permits issued.
1991	New Transit Maintenance Facilty dedicated.
1992	First Razorback Transit Night Service. First use of credit cards to pay for parking permits and citations (April 1992). A charge was implemented for Visitor and Vendor permits. First use of Arkansas Crime Information Center to identify vehicle license numbers of unknown parking violators.
1995	Frank Scott, First Director of Transit and Parking, retires.
1996	First year for hangtag permits.

1997	Total parking spaces on campus - 8,658.
1998	Total parking spaces on campus - 8,897.
	UA hosts Transit Day. Ads are used inside of Transit buses. Transit student fee established summer 1998.
1999	Total parking spaces on campus - 8,824.
	Intermodel Transit Facility (Stadium Drive Parking Garage) dedicated with 586 parking spaces.
2000	Total parking spaces on campus - 9,190.
2003	Total parking sapces on campus - 9,810.
	Pomfret Express route added, Spring 2003. Safe Ride started, April 2003. Saturday transit service stated, August 2003.
2004	Total parking spaces on campus - 9,224.
	Lot 56 Express Route established, March 9, 2004.
	Fourth Safe Ride vehicle added, a cutaway bus.
2005	Total parking spaces on campus - 10,127.
	Phase I of the Harmon Avenue Parking Garage opened with 511 parking spaces. The cost of construcion was approximately $23 million, with total project cost including A&E fees, William Street and Harmon Avenue was approximately $29 million. The completed Harmon Avenue Parking Garage opens August 2005 with a total of 2,149 parking spaces.
2006	Total parking spaces on campus - 11,899.
	Published first Parking Survival Guide. On campus tow storage lot implementation.
	Installed first bicycle racks on Razorback Transit buses.
	Three vans purchased with Safe Ride funds to be used for Safe Ride operations. Expanded Safe Ride program to Monday and Tuesday nights with Night Owl route from 10:30 p.m. - 12:30 a.m. Implemented uniforms for Razorback Transit drivers. Fleet size 21 buses, 6 paratransit vans, 3 Safe Ride vans purchased.
2007	Total parking spaces on campus - 12,247.
	Online parking permit sales, appeals and citation payments available via web site.
	Implemented Purple Route, August 2007.
2008	Total parking spaces on campus - 11,380.
	Upgrade PowerPark Classic to Flex, April 2008.
	Construction begins on the Garland Avenue Parking Garage (December 2008).
2009	Total parking spaces on campus - 12,209.
	Added two cutaway buses for charter services.
	Full-time parking employees - 29; Full-time transit employers - 34, Total - 63.
	Implemented scooter parking.

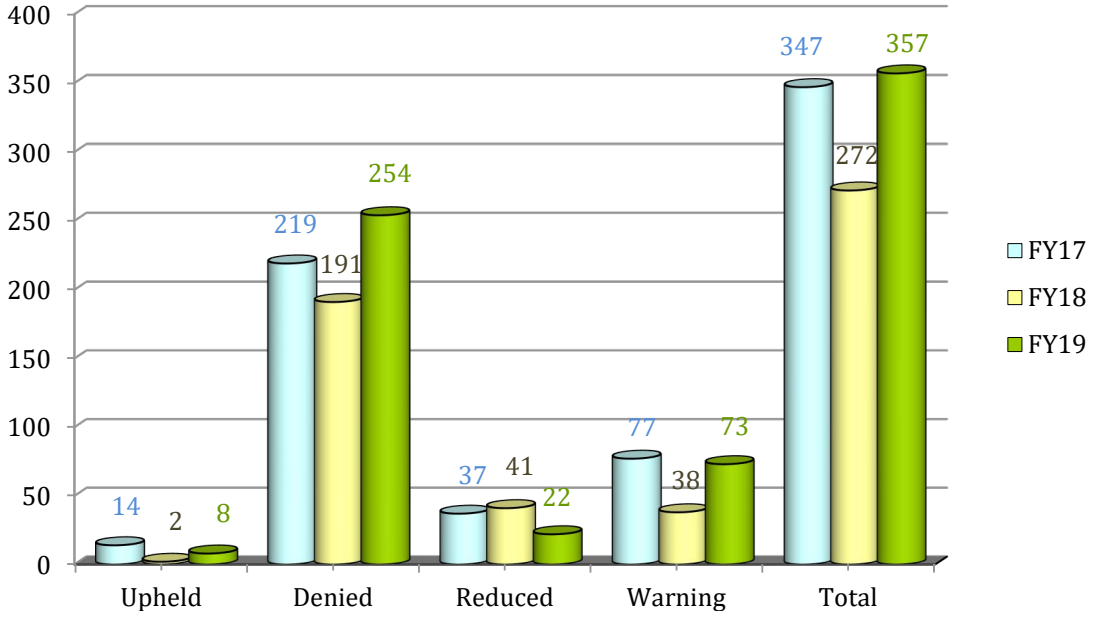
2010	Total parking spaces on campus - 11,763.
	Hertz on Demand introduced.
	Started using Luke meters.
	Garland Avenue Parking Garage completed - August 2010 (1,500 spacces)
2011	Total parking spaces on campus- 12,900.
	Implemented meter codes at Luke meters.
	Started selling ad space in garages.
2012	Total parking spaces on campus - 12,896.
	Parkmobile introduced.
	Added 2 buses to the transit fleet for a total of 25 buses.
2013	Total parking spaces on campus - 13,075.
	Transit topped 2 million riders.
2014	Performed garage condition assessment for Stadium Drive, Harmon Avenue and Garland Avenue Garages.
	Added second information technology support position.
	Began transportation study with Nelson Nygaard.
	Added a collection position when citation billing and collections were returned from the treasurer's office.
	Implemented Work-It-Off Program for student citations.
2015	Implemented Reserved Scooter Parking, Zipcar Program and Parkmobile Program for campus departments.
	Added a Fiscal Support Supervisor position.
	Reestablished credit card acceptance in Luke multiple-space meters.
	Lost 135 parking spaces due to campus construction.
	Added pedestrian bridges to the north side of the Harmon Avenue Parking Garage.
	Transit ridership exceeded two million passengers.
2016	Nelson Nygaard submitted the draft Campus Transportation Study.
	Transit implemented bidirectional linear bus routes, reducing the number of loop routes.
	Added two hourly student employees to assist with social media.
	Developed new branding for Razorback Transit.
	Reopened Reserved lot 19 in April.
	Total parking spaces on campus - 13,551.
	Implemented maternity parking program.
2017	Transit implemented bidirectional routes on full service.
	Bus operators placed in full uniforms.
	Transit created the Graham Street Training Center.
	Implemented uniforms for parking patrol field supervisors.
	Expanded parking lot 14 creating 60 new faculty/staff parking spaces.

	Total parking spaces on campus - 13,570.
2018	Lot 99 (remote) was constructed adding 1,100 parking spaces.
	Hired Communications Director.
	Removed the gates at Harmon Avenue Parking Garage.
	The transit bus lot was enlarged to accommodate additional bus parking and training area.
	Installed LED fixtures in the Harmon and Stadium Drive Garages.
	Conducted focus groups and an on-line survey, and shared results with the university.
	Installed Intelligent Bus System hardware and software on transit buses that included upgraded Automated Vehicle Location (AVL) technology, Automated Voice Annunciation (AVA), Automatic Passenger Counting (APC), and management software that ties all three together.
2019	Implemented Passio Go! app providing real-time bus location information to passengers as well as route announcements in the event of route deviations or delays.
	Launched VeoRide bike share program for campus, in conjunction with the City of Fayetteville and the Campus Sustainability office. Providing both bicycles and e-bicycles for rent on campus and in the city.
	Expanded campus parking lots 38 and 99, gaining 727 parking spaces.
	Implemented a new bus route to serve Remote parking lot 99.
	Conducted a pilot program allowing parking lot 47N to be used by permit holders and as hourly parking using the Whoosh! smartphone app.
	Developed and published a WordPress site, Talk T&P, to provide more information to our customers.
	Added parking information to campus map including permit requirements and hours.
	Total parking spaces on campus - 14,621.

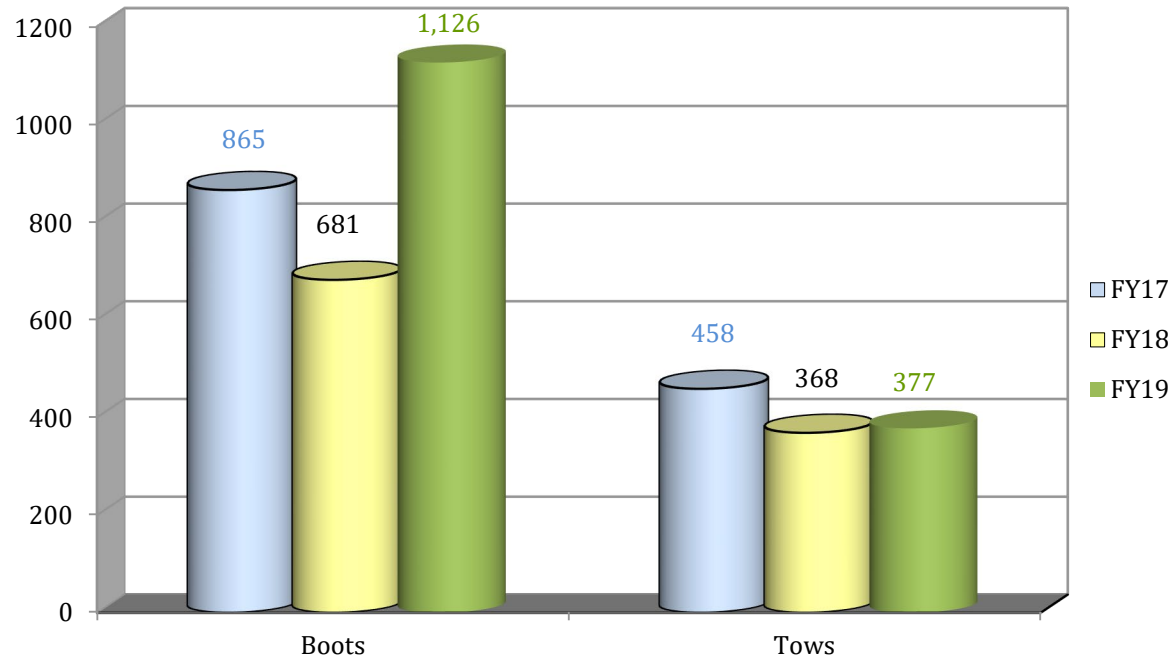
Oral Appeals



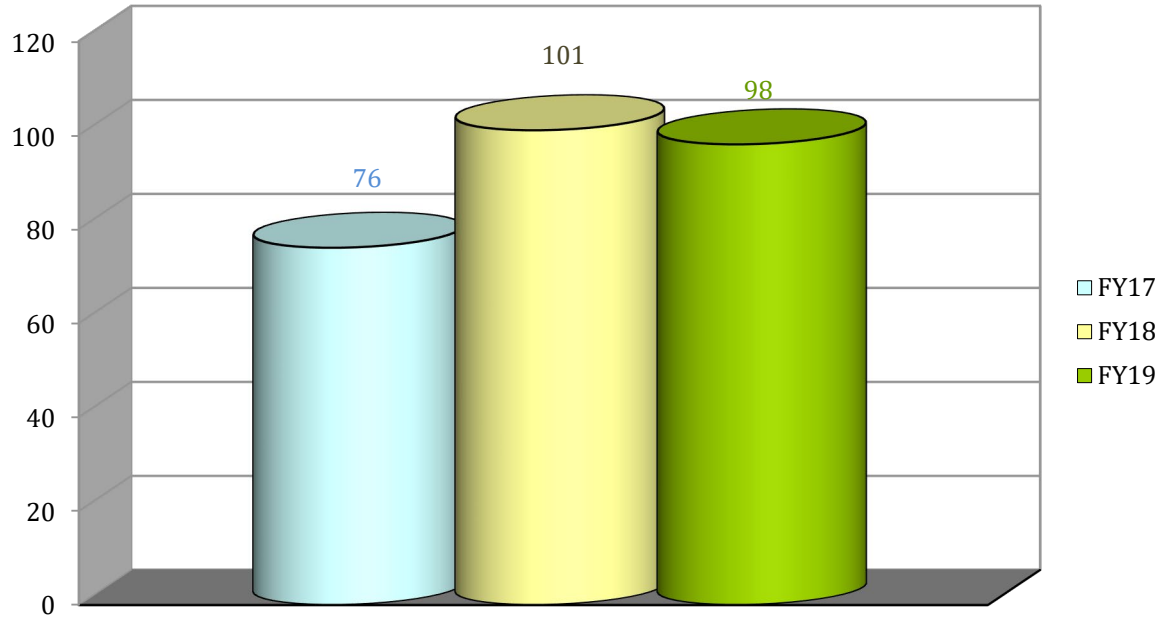
Written Appeals



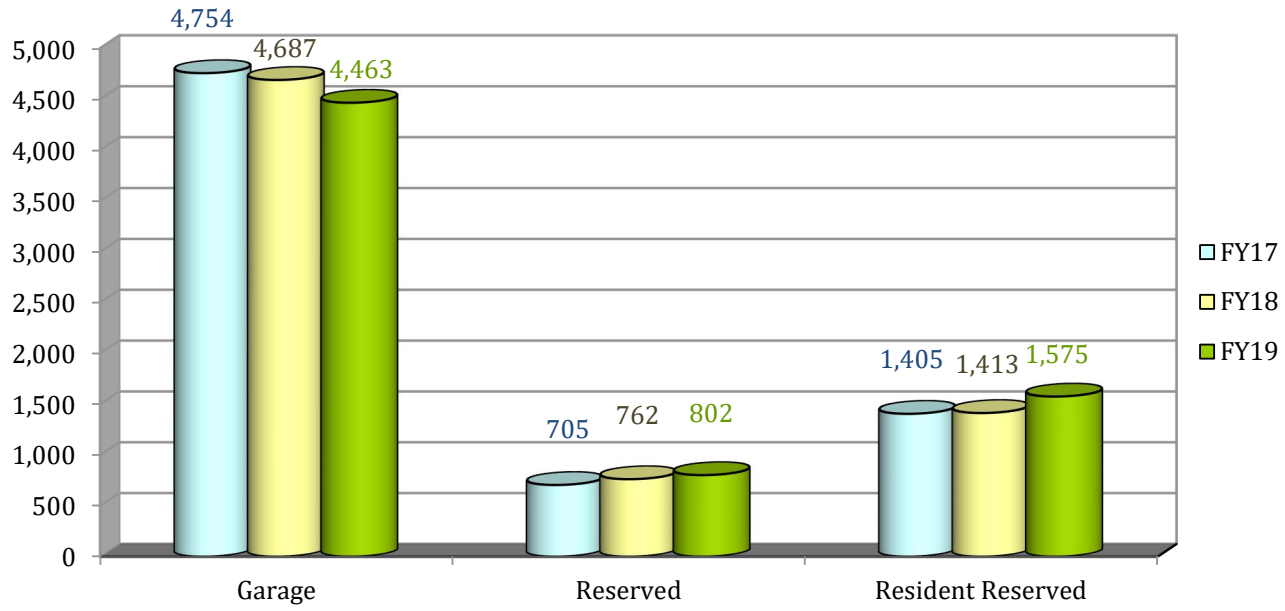
Boots and Tows



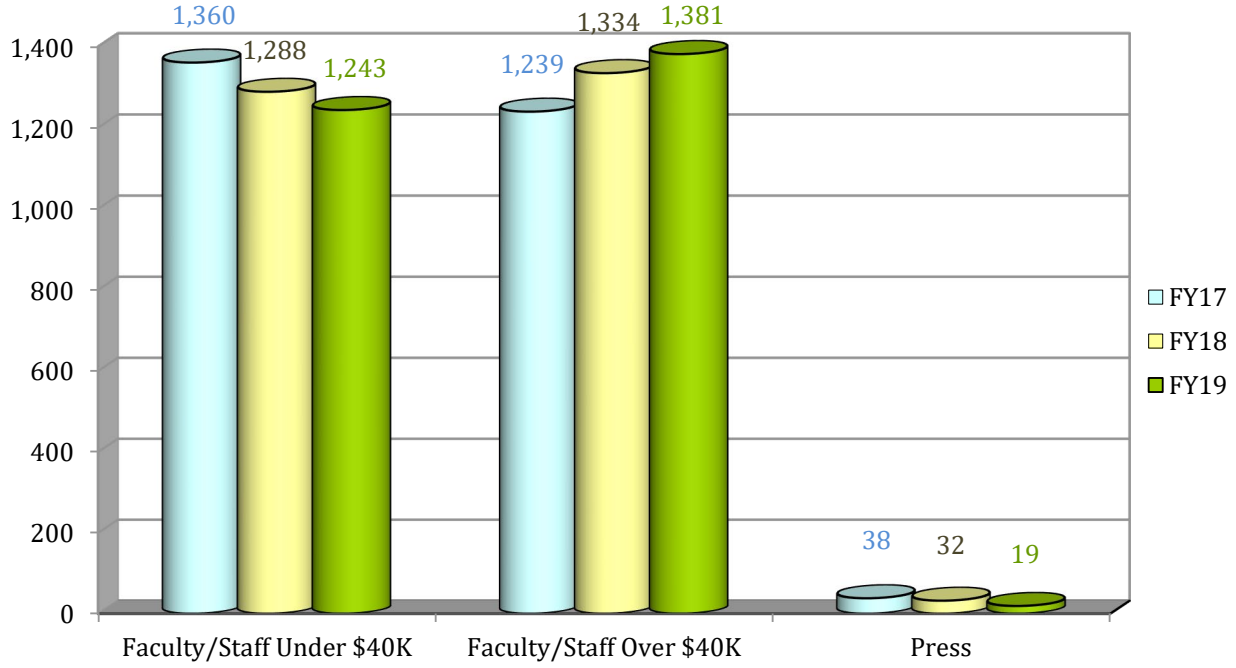
All Area and 24 Hour Reserved Permits



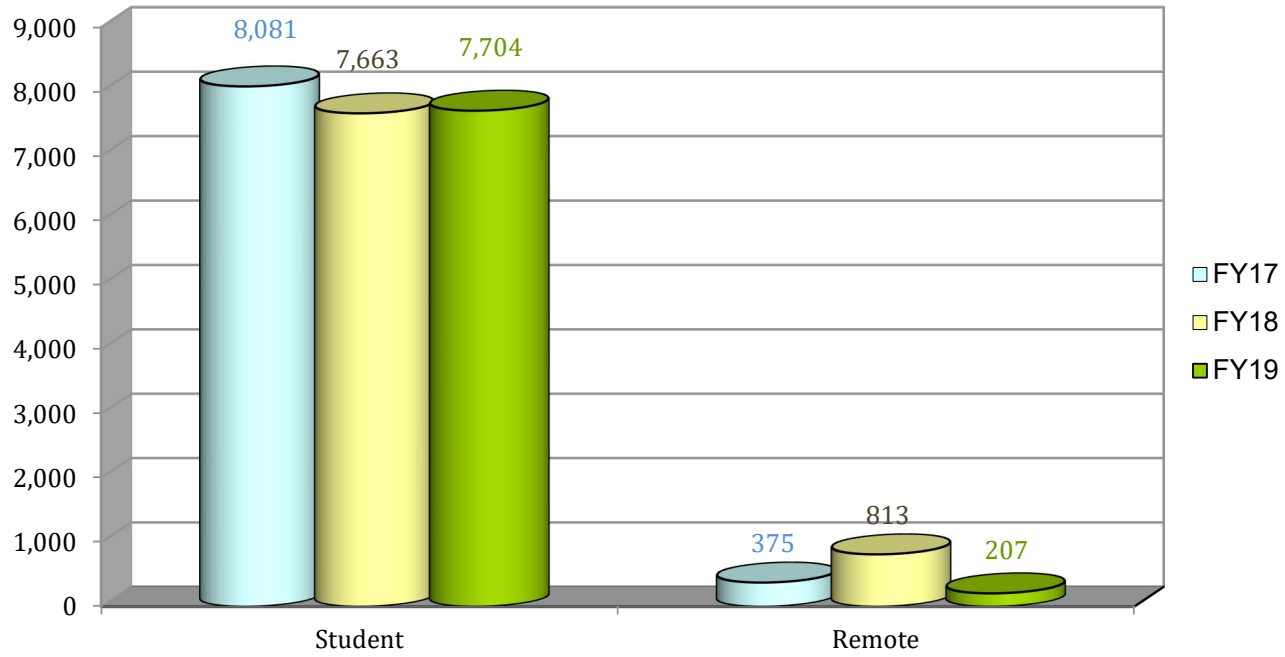
Reserved Permit Categories



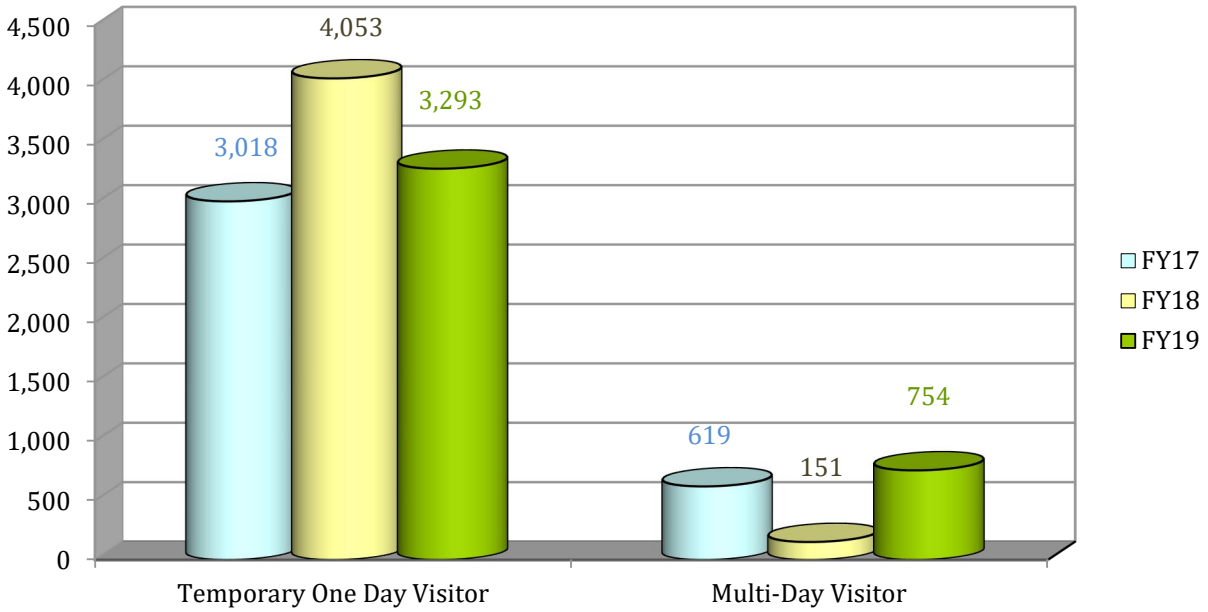
Faculty/Staff Permit Categories



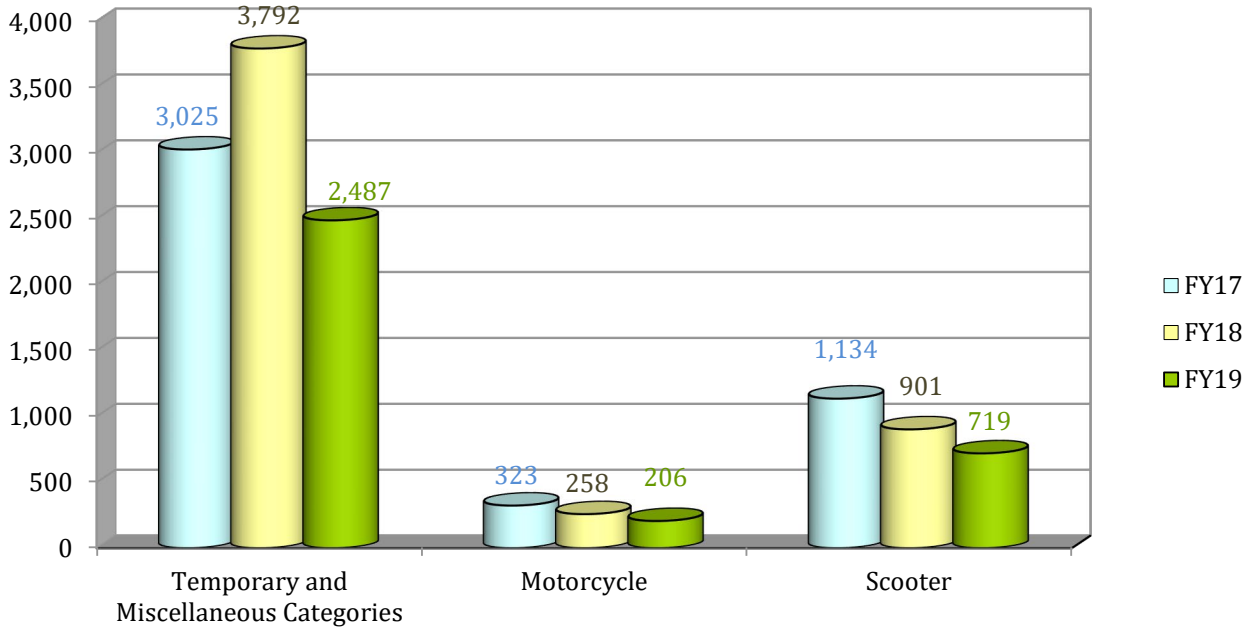
Student Permit Categories



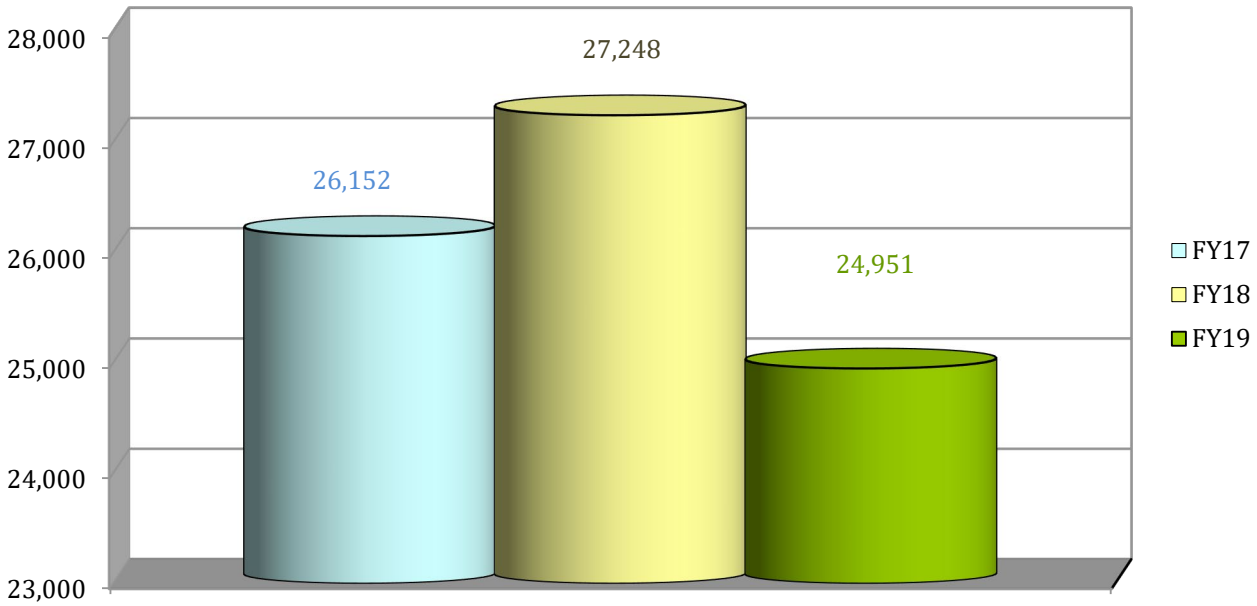
Temporary Visitor and Multi-Day Visitor Permits



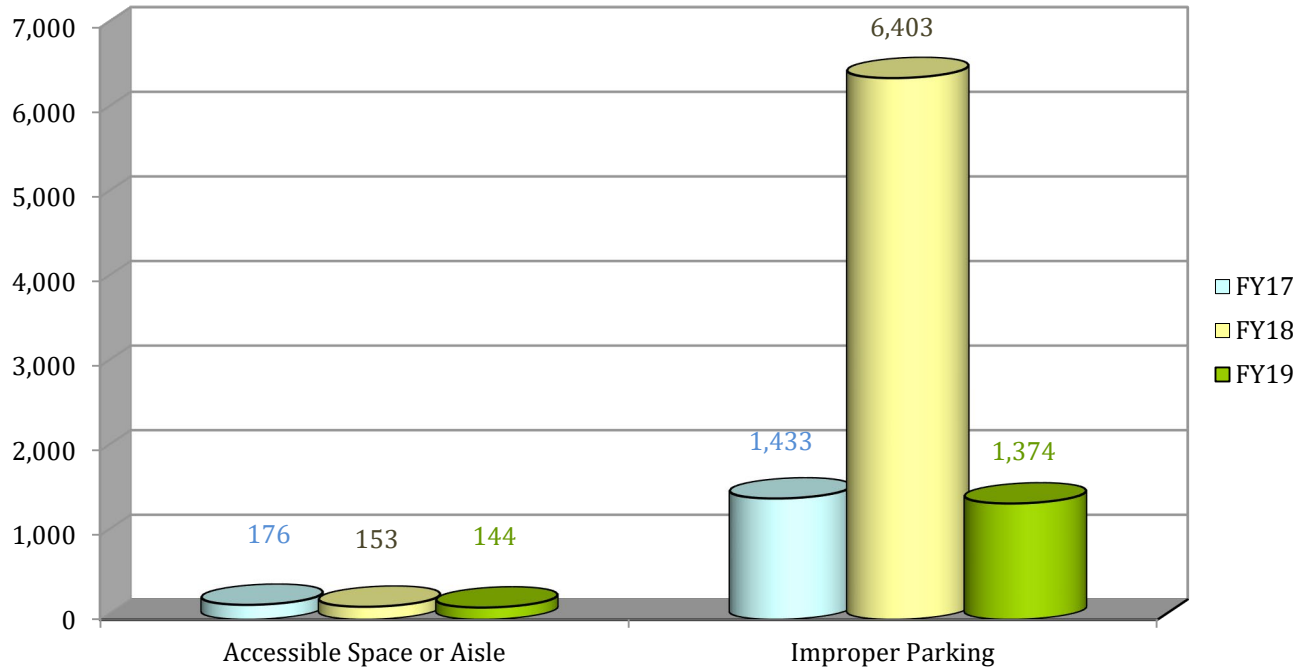
Permits – All Other Categories



Total Parking Permits Issued

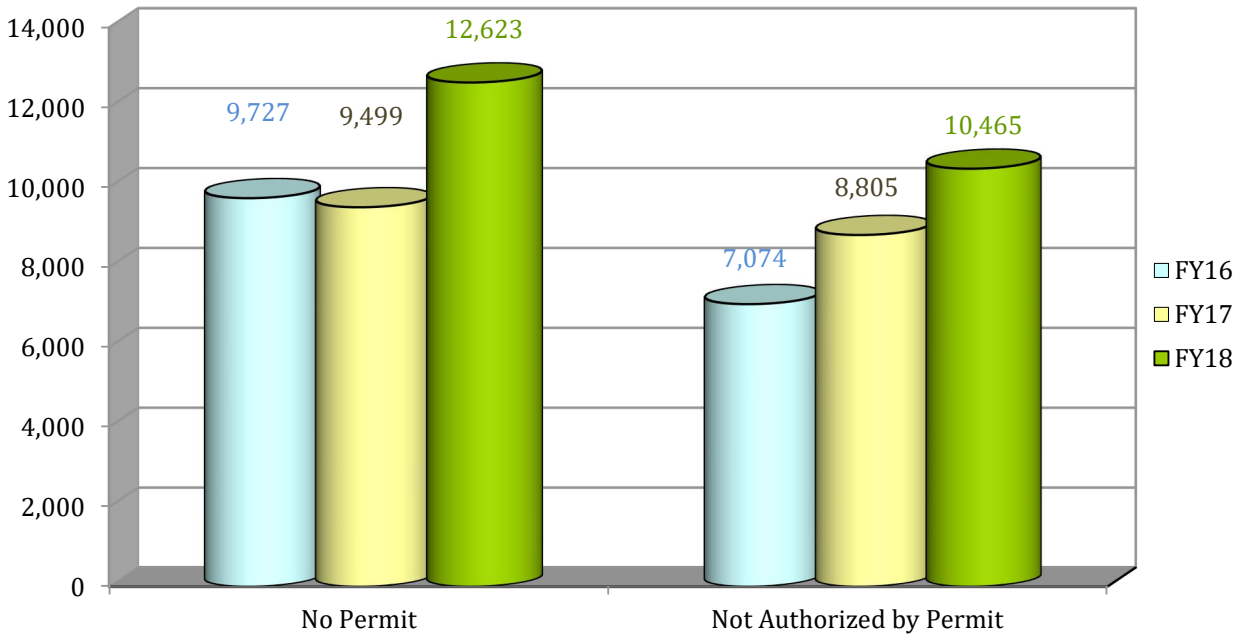


Unauthorized Parking in or Blocking an Accessible Parking Space/ Improper Parking

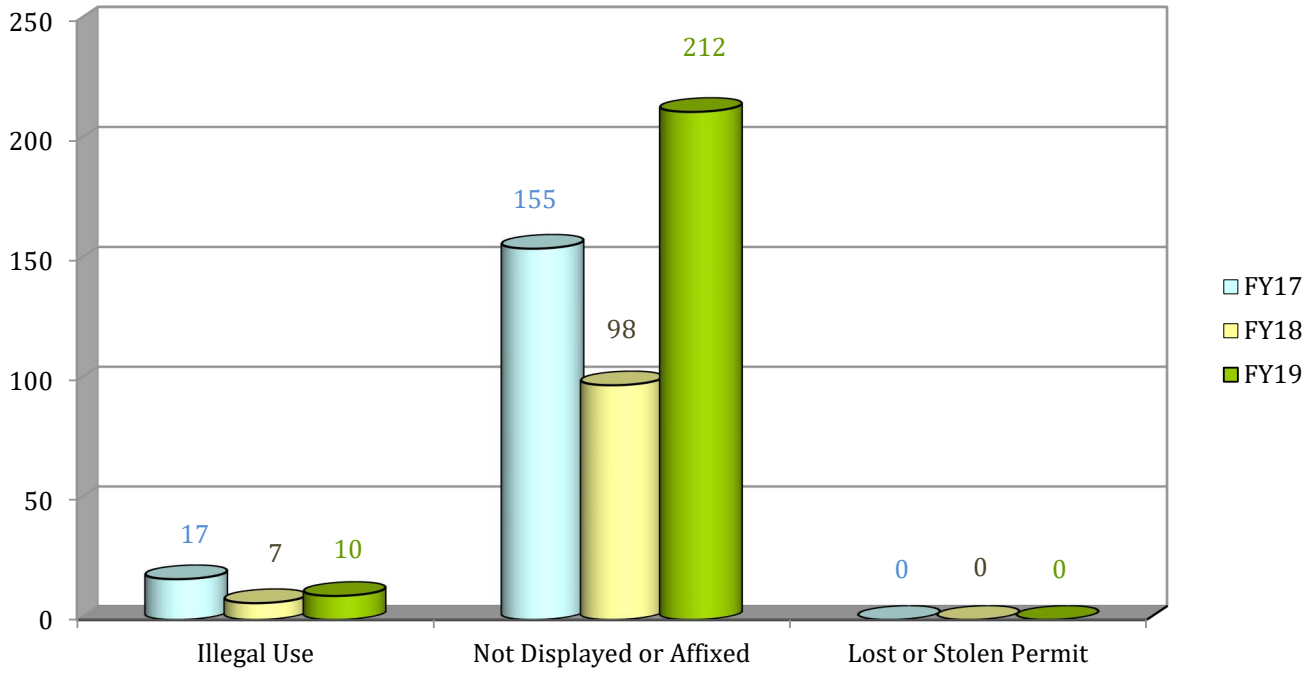


FY18 Improper Parking number is due to head in parking violations.

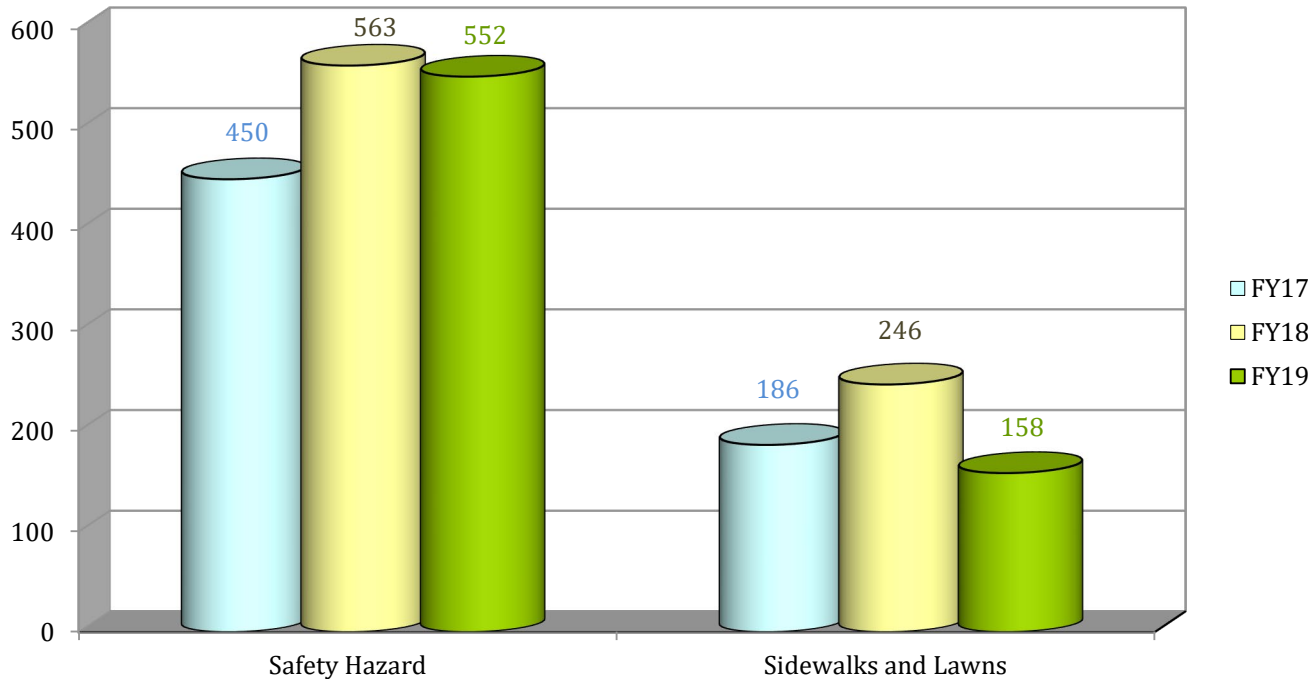
Parking Permit Citations – No Permit, Not Authorized by Permit



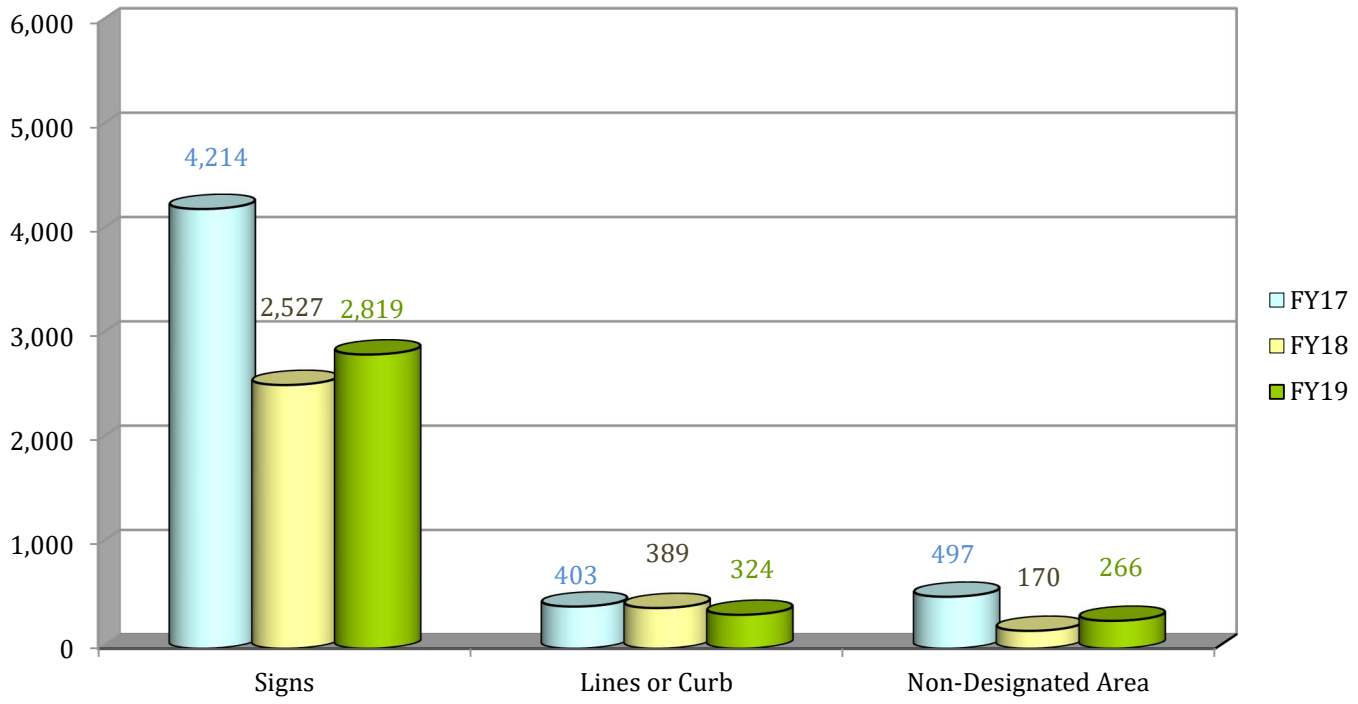
Parking Permit Citations



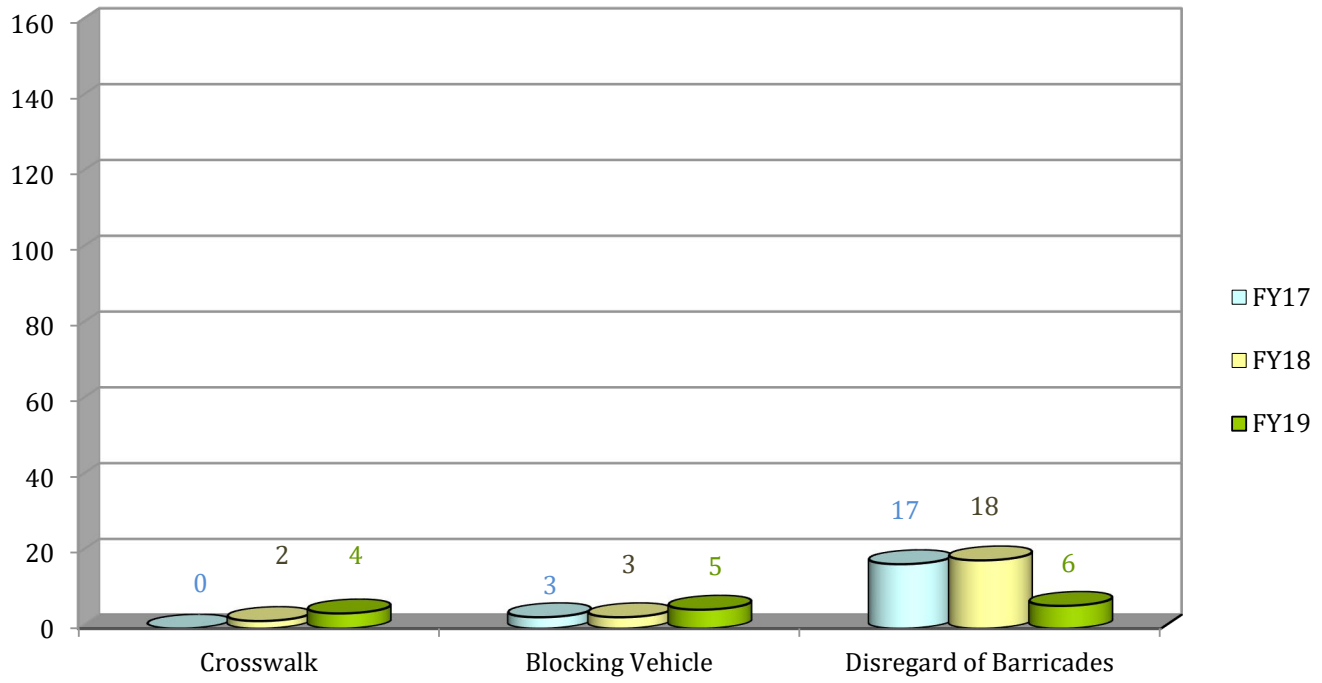
Safety Hazard, Sidewalks, and Lawn



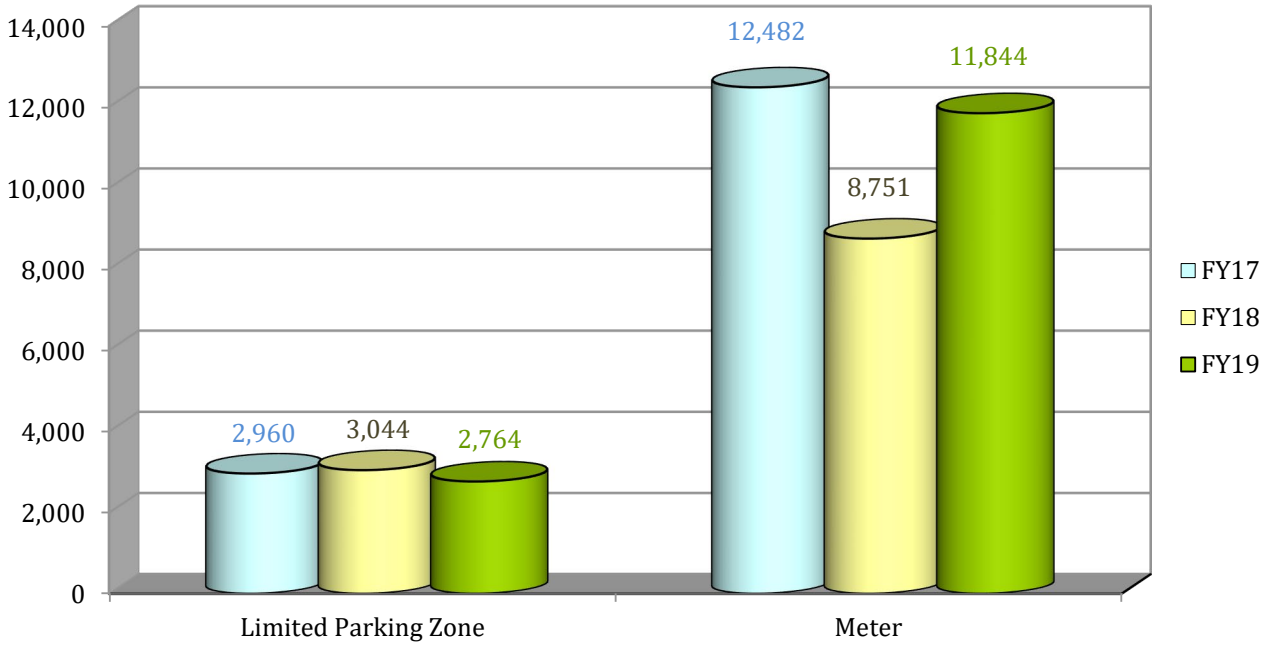
Prohibited by Signs, Lines or Curb, and Non-Designated Parking Area



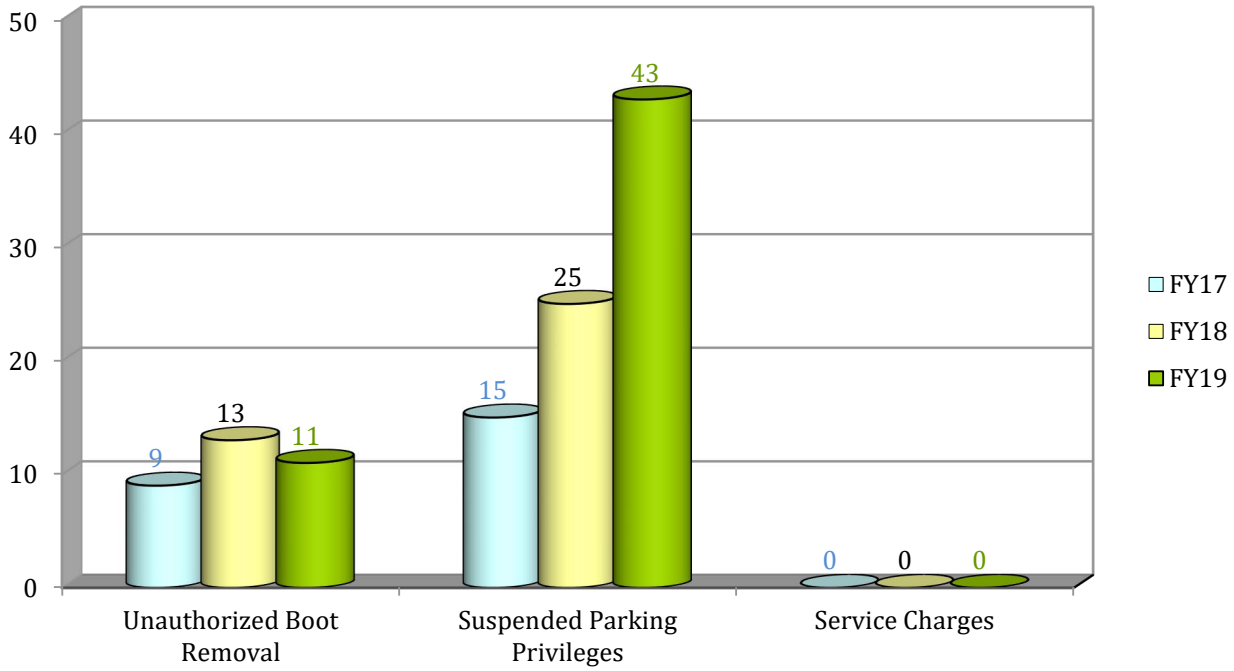
Parking in a Crosswalk, Blocking a Vehicle, and Disregard of Barricades



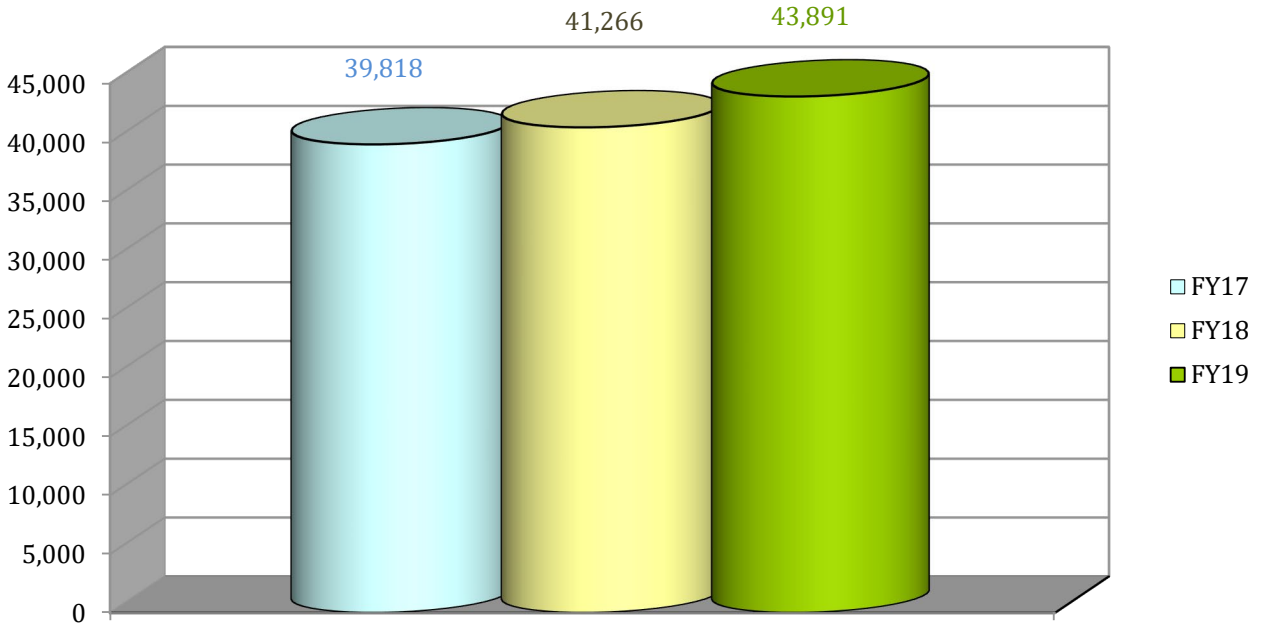
Overtime Parking



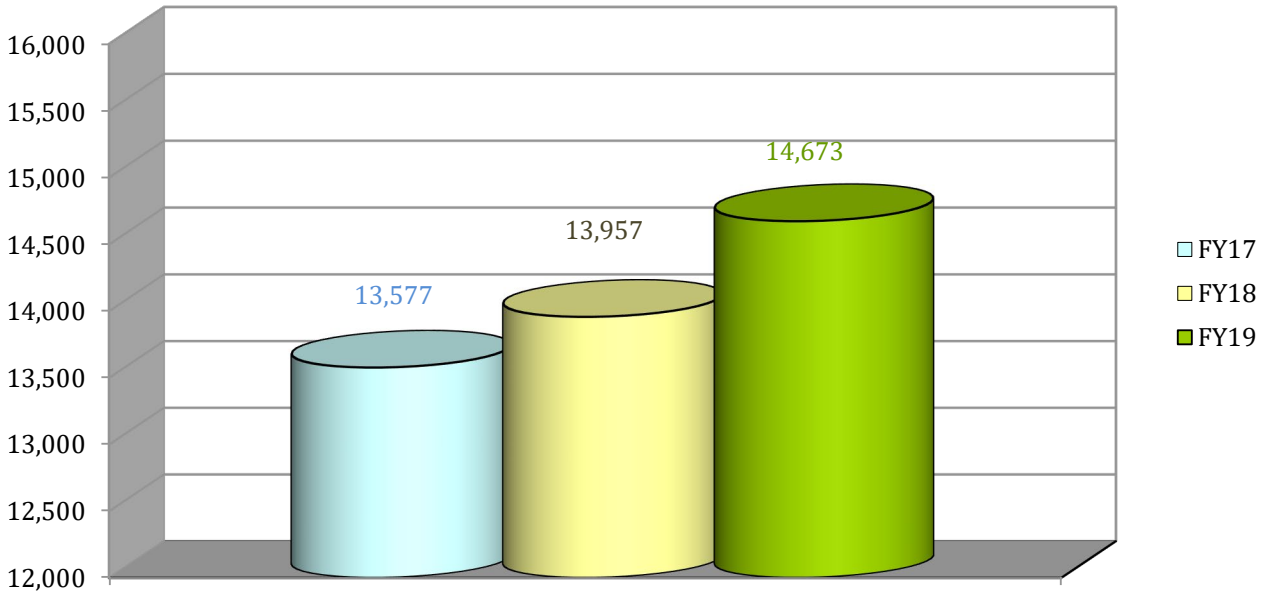
Boots, Suspended Privileges, and Service Charges



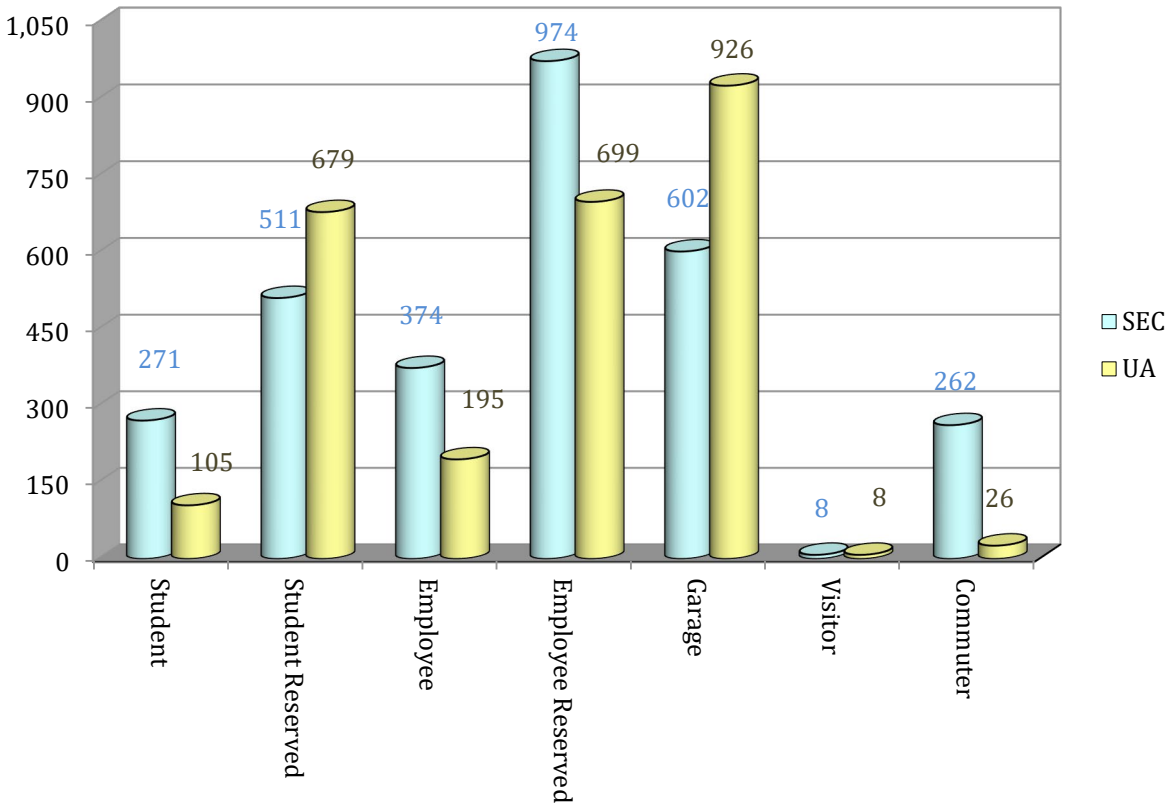
Total Citations Issued



Total Parking Spaces



FY19 SEC Parking Permit Fee Comparison (SEC Average vs. UA)



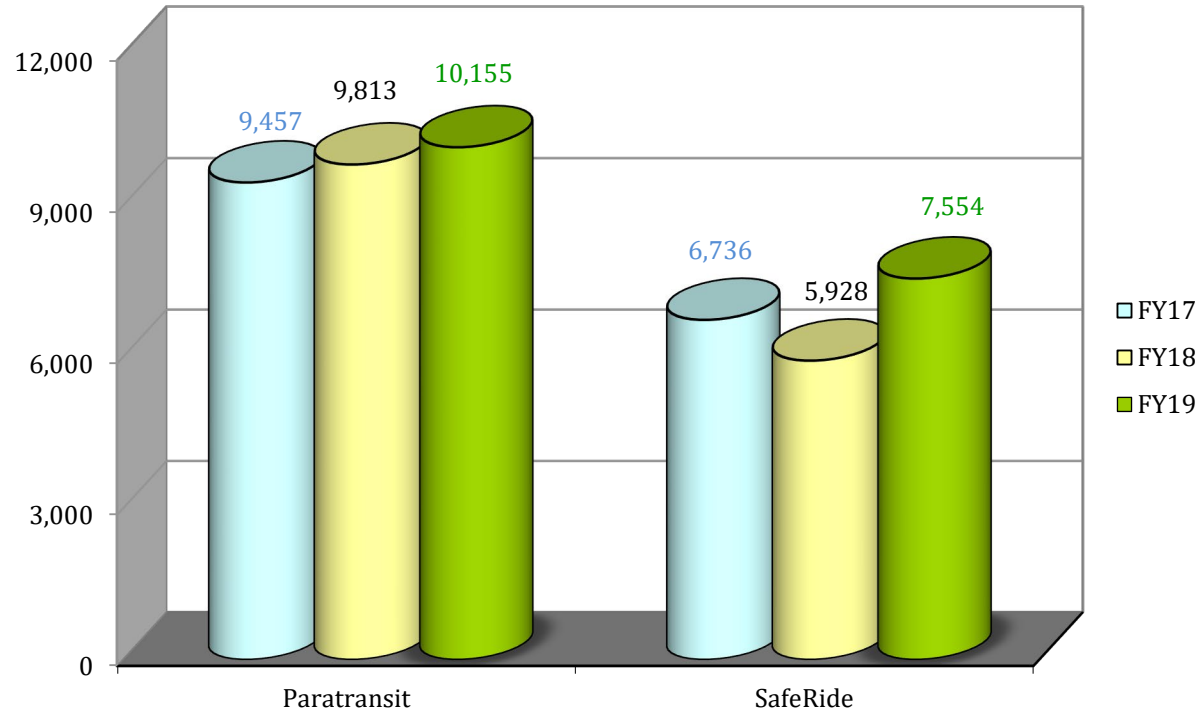
Permit Fees

Permit Type	FY17	FY18	FY19
Reserved:	Fee	Fee	Fee
Garage Reserved 7am-5pm	$854.07	$900.78	$926
Faculty/Staff 24 Hour	$1,106.68	$1,167.23	$1,199.91
Faculty/Staff All Area	$890.60	$939.33	$965.63
Faculty/Staff	$644.46	$679.72	$698.75
Resident Student	$626.55	$660.83	$679.33
Scooter	$195.02	$205.69	$211.45
ADA Reserved:			
Faculty/Staff	$644.46	$679.72	$698.75
Student	$172.22	$181.64	$186.73
Non-Reserved:			
Visitor/Vendor	$179.93	$189.56	$194.87
Faculty/Staff >$30k/40k	$179.93	$189.56	$194.87
Faculty/Staff <$30k/40k	$126.00	$129.94	$133.58
Student	$96.65	$101.94	$104.79
Remote	$65.01	$68.57	$70.49
Motorcycle	$65.01	$68.57	$70.49
Scooter	$65.01	$68.57	$70.49
Emeritus	Free	Free	Free
Garage Temporary (per day)	$16.00	$16.67	$17.14
Temporary	$7.04/day or $28.17/wk	$7.42/day or $29.71/wk	$7.63/day or $30.54/wk

Parking Violations and Charges

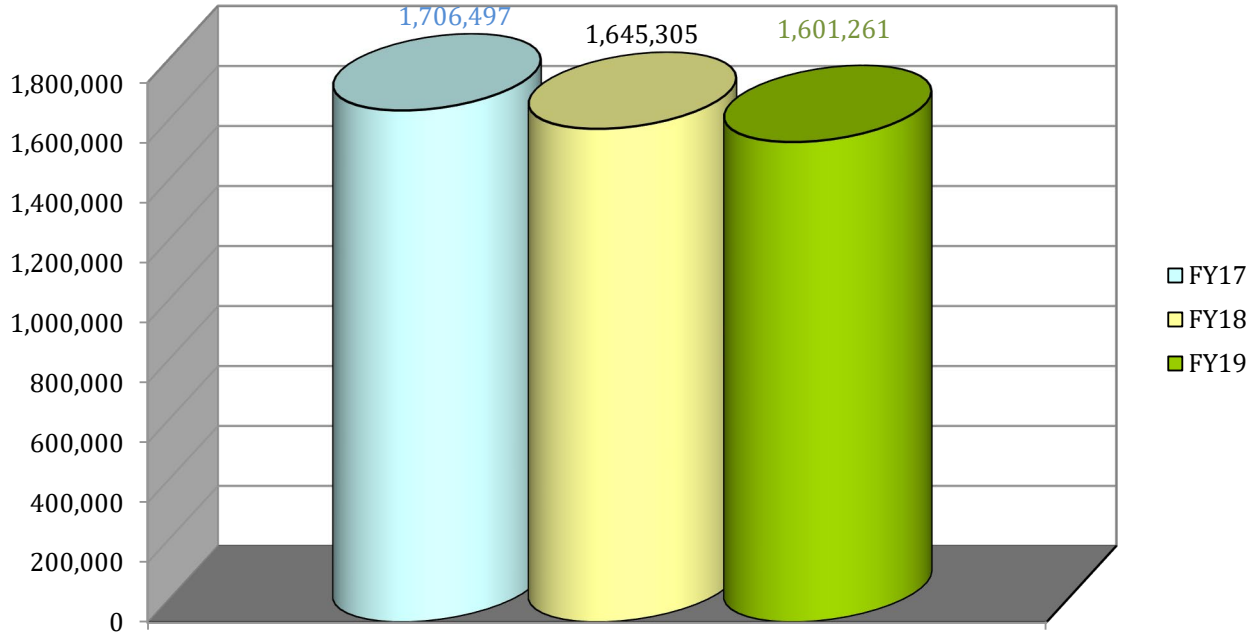
Parking Violation	Administrative Charges		
	FY17	FY18	FY19
Unauthorized parking in or blocking of a disabled person parking space or access aisle	$150	$150	$150
Safety hazard (parking in a fire or traffic lane, blocking drive, blocking fire hydrant, or standing where prohibited)	$50	$50	$50
Parking on UA property without a permit/ePermit?	$40	$40	$40
Parking in a lot or space not authorized by permit/ePermit	$30	$50	$50
Parking or driving on grass, lawn area or sidewalks	$30	$30	$30
Illegal use of permit/ePermit (reproducing, altering, defacing, using a revoked, transferred or another person's permit)	$100	$100	$100
Disregard of barricades	$20	$20	$20
Parking where prohibited by sign	$25	$25	$25
Parking where prohibited by yellow lines or curb	$25	$25	$25
Parking in crosswalk	$25	$25	$25
Parking over curb	$20	$20	$20
Blocking a legally parked vehicle	$25	$25	$25
Improper parking (disregard of stall lines, more than one foot from curb, or facing wrong direction)	$20	$20	$20
Overtime parking in a limited parking zone	$20	$20	$20
Meter violation	$10	$20	$20
Parking in an area not designated as a parking area	$20	$20	$20
Displaying a lost or stolen hangtag	$100	$100	$100
Boot fee	$30	$30	$30
Unauthorized removal or attempted removal of a boot	$100	$100	$100
Parking on campus while parking privileges are suspended	$100	$100	$100
Athletic lot prohibited by sign	$100	$100	$100

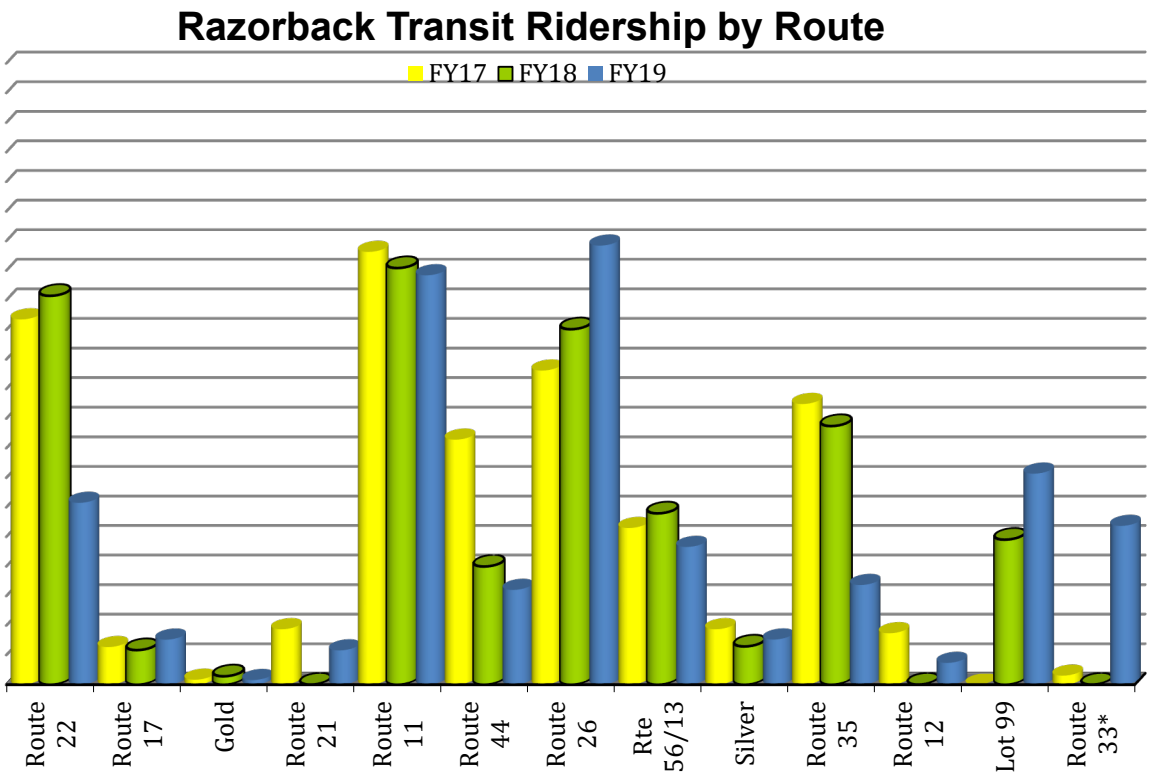
Paratransit Service and Safe Ride Passengers



*not included in Razorback Transit and Safe Ride ridership figures.

Total Razorback Transit Passengers - All Routes





*Combined with Tan in September.
FY18: Summer: Purple/Green combined; Blue/Orange combined; Tan/Route 7 combined.

Razorback Transit Ridership July 1, 2016 - June 30, 2017

Month	Red	Green	Gray	Brown	Blue	Tan	Purple	Yellow	Route 13	Orange	Silver	Gold	PT Van	Total
Jul	10,905	5,647	0	0	7,300	6,770	2,399	0	0	4,676	0	0	522	38,219
Aug	22,605	26,897	2,745	1,845	21,283	15,633	16,753	2,445	8,501	2,862	0	0	745	122,314
Sep	28,251	55,559	6,750	4,610	39,302	31,389	32,423	6,042	19,869	Note 1	15,552	1,341	984	242,072
Oct	27,911	46,415	6,344	3,969	35,736	28,253	26,302	4,719	16,455	Note 1	15,288	1,379	926	213,697
Nov	25,993	43,119	5,809	3,616	34,094	26,088	24,028	4,309	15,924	Note 1	15,956	1,358	909	201,203
Dec	16,846	21,090	2,759	2,041	19,346	13,670	11,044	2,544	7,547	Note 1	0	0	596	97,483
Jan	19,056	27,191	3,256	2,367	22,361	18,195	15,261	3,219	9,818	Note 1	0	0	696	121,420
Feb	27,150	44,707	6,372	4,255	34,443	28,199	23,441	5,760	17,043	Note 1	0	0	782	192,152
Mar	24,630	37,289	5,291	3,594	30,622	23,448	18,885	5,825	14,757	Note 1	0	0	856	165,197
Apr	24,268	38,703	5,543	3,731	30,842	24,098	20,450	6,569	16,451	Note 1	0	0	827	171,482
May	19,895	14,914	1,927	1,667	19,025	12,867	10,365	1,969	6,059	Note 1	0	0	795	89,483
Jun	17,977	4,217	0	0	14,365	8,628	5,769	0	0	Note 1	0	0	819	51,775
YTD	265,487	365,748	46,796	31,695	308,719	237,238	207,120	43,401	132,424	7,538	46,796	4,078	9,457	1,706,497
Note 1 Combined with Tan.														

Razorback Transit Ridership July 1, 2017 - June 30, 2018

Month	Red	Green	Gray	Brown	Blue	Tan	Purple	Yellow	Route 13	Orange	RemoteExp	Silver	Gold	PT Van	Total
Jul	17,586	3,238	0	0	13,562	7,842	4,665	0	0	Note 1	0	0	0	615	47,508
Aug	25,392	25,415	NA	2,059	28,595	19,860	11,565	NA	9,771	Note 1	5,876	0	0	811	129,344
Sep	39,990	49,099	NA	4,268	33,844	29,140	15,534	NA	20,086	Note 1	13,232	12,155	3,040	791	221,179
Oct	31,780	48,177	NA	4,420	40,547	27,773	14,082	NA	19,495	Note 1	13,544	6,201	2,562	859	209,440
Nov	27,653	42,719	NA	3,925	36,508	23,701	12,525	NA	17,140	Note 1	12,260	13,891	1,401	1,041	192,764
Dec	16,777	17,085	NA	2,545	17,703	11,293	5,869	NA	7,390	Note 1	4,834	0	0	606	84,102
Jan	23,214	30,383	NA	2,079	25,887	17,009	5,818	NA	12,393	Note 1	14,114	0	0	816	131,713
Feb	29,125	46,191	NA	3,102	34,358	22,746	5,581	NA	19,536	Note 1	20,842	0	0	924	182,405
Mar	25,588	36,064	NA	2,663	31,449	18,916	5,147	NA	15,228	Note 1	15,674	0	0	975	151,704
Apr	26,273	42,483	NA	2,909	35,499	21,893	5,023	NA	19,416	Note 1	17,433	0	0	955	171,884
May	19,948	11,256	NA	1,187	17,976	10,746	6,001	NA	4,363	Note 1	4,773	0	0	768	77,018
Jun	17,101	Note 2	NA	Note 2	12,725	7,711	8,055	NA	Note 2	Note 2	Note 2	0	0	652	46,244
YTD	300,427	352,110	0	29,157	328,653	218,630	99,865	0	144,818	0	122,582	32,247	7,003	9,813	1,645,305

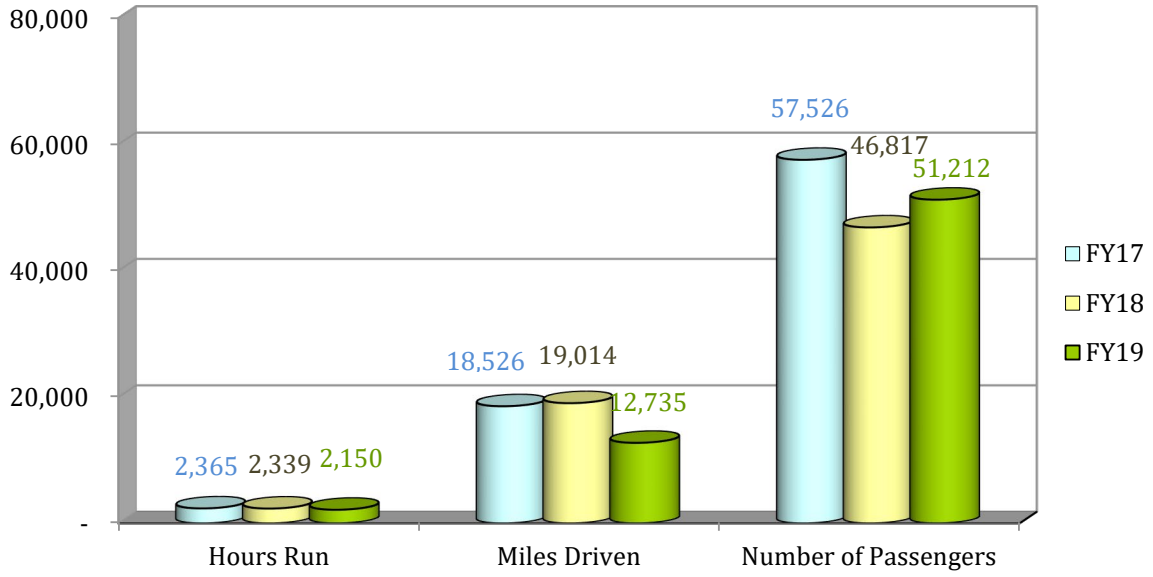
Note 1 Combined with Tan.														
Note 2 Summer: Purple/Green combined; Blue/Orange combined; Tan/Route7 combined.														

Razorback Transit Ridership July 1, 2018 - June 30, 2019

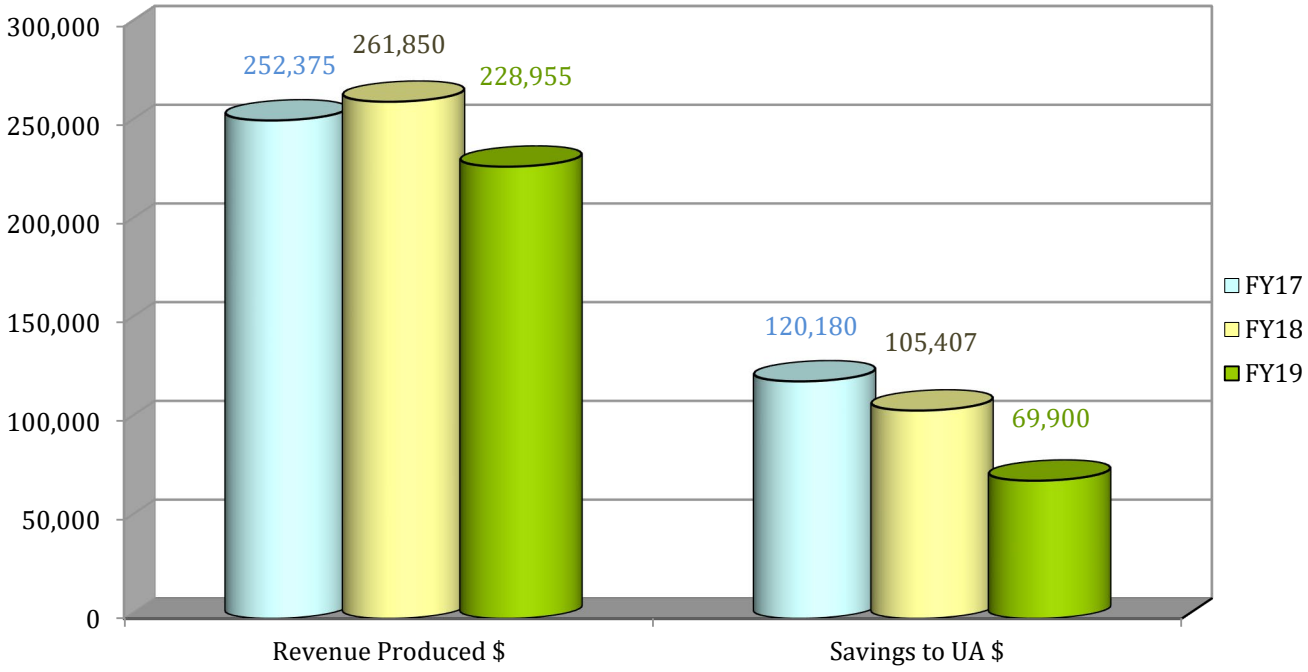
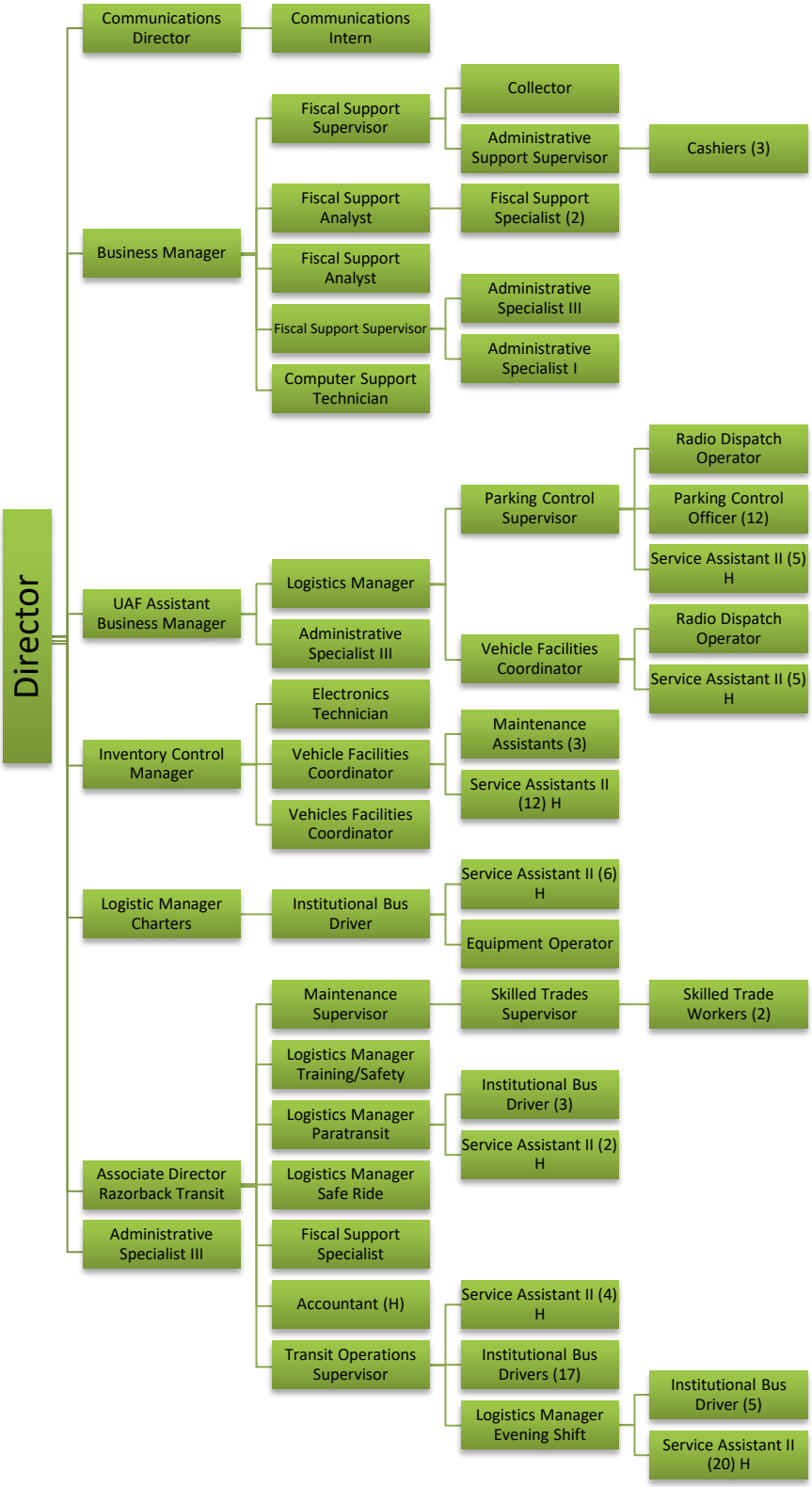
Month	Route 01	Route 02	Route 03	Route 04	Route 05	Route 06	Route 07	Route 11	Route 12	Route 13	Route 17	Route 21	Route 22	Route 26	Route 33	Route 35	Route 44	Route 48	Silver	Gold	PT Van	Total
Jul	7,324	13,268	Note 1	Note 2	7,932	1,165	Note 3							15,327							648	45,664
Aug	7,193	10,436	Note 1	Note 2	6,380	2,147	Note 3	23,229	2,177	7,772	3,062	Note 4	14,259	22,763	12,341	Note 5	3,696	10,943			1,052	127,450
Sep	3,235	5,681	Note 1	1,815	1,905	3,986	Note 3	46,964	4,685	13,415	5,747	Note 4	26,877	22,295	22,601	Note 5	5,489	20,979	13,559	1,200	938	201,371
Oct	3,407	6,345	Note 1	2,164	2,107	3,436	Note 3	46,378	5,636	14,506	6,470	Note 4	28,742	26,127	21,698	Note 5	7,253	22,506	17,603	1,537	1,019	216,934
Nov	2,695	5,075	Note 1	1,827	1,663	2,885	Note 3	38,373	4,142	12,734	5,645	Note 4	25,187	21,411	19,783	Note 5	5,941	18,831	6,459	649	923	174,223
Dec	2,313	4,753	Note 1	2,189	2,700	1,295	Note 3	13,894	1,693	4,682	2,327	Note 4	9,791	13,092	7,208	Note 5	2,544	6,653			629	75,763
Jan	1,318	3,310	Note 1	2,169	2,710	280	Note 3	26,779		11,039	2,326	3,636		35,890	7,528	8,843	6,346	18,370			764	131,308
Feb								41,203		15,779	4,113	6,931		49,337	11,862	13,923	10,718	26,248			878	180,992
Mar								30,896		11,365	3,229	5,782		41,075	9,365	10,695	8,262	18,578			845	140,092
Apr								42,335		12,858	4,087	6,504		51,715	11,791	13,794	10,542	22,379	451	414	1,026	177,896
May								8,413		6,746	977	3,460		31,484	5,617	6,267	5,199	7,596			790	76,549
Jun										5,513		2,584		25,331	4,414	5,292	3,915	5,327			643	53,019
YTD	27,485	48,868	0	10,164	25,397	15,194	0	318,464	18,333	116,409	37,983	28,897	104,856	355,847	134,208	58,814	69,905	178,410	38,072	3,800	10,155	1,601,261

Note 1 Combined with Route 02
Note 2 Combined with Route 01
Note 3 Combined with Route 05
Note 4 Combined with Route 17
Note 5 Combined with Route 33

Razorback Charters



Revenue Produced and Savings to UA



TRANSIT AND PARKING ORGANIZATIONAL CHART