

FY 2023

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 and parking services for the university and surrounding community.

Vision

Transit and Parking will be dynamic and innovative in providing services in a changing world, to better support the overall educational mission of the university.

Transit and Parking Accomplishments FY23

Transit

Evaluated an articulated bus on campus in preparation for purchasing several.

Completed Bus Barn and Union Station renovation in conjunction with the campus energy savings performance contract.

Transferred departmental fleet maintenance responsibility to transit maintenance staff.

Hired a consultant to assist with recruiting institutional bus drivers to help eliminate driver shortages.

Implemented Passio passenger counting system for the Arkansas Research and Technology Park shuttle.

Hosted a successful Southwest Transit Association Conference in Rogers, AR.

Hired sufficient drivers to increase transit frequency on several routes.

Completed and received federal approval on the Transit Asset Management Plan.

Parking

Implemented a crack seal and sealcoat program to extend the life of the parking lots, with crack sealing being performed by in-house staff, after purchasing necessary equipment.

Crack sealed 27 parking lots and seven parking lots repaired and seal coated.

Implemented MaintainX software to track parking facility maintenance workorders and costs.

Parking lot 68 was reconstructed.

Completed an ADA parking spaces audit. We have more than the required number of ADA spaces. Added two ADA spaces to Lot 7 and 17 to Lot 3.

Upgraded the lighting in the Garland Avenue and Meadow Street Garages to LED.

Completed the parking lot sign inventory.

Redesigned lot 74 to make pay parking easier for visitors to locate.

Purchased a new pressure washer and a Kubota to increase the efficiency of the maintenance crew.

New kiosks were installed in the lobby for customers to be able to purchase permits and pay citations.

New credit card processing hardware installed.

Implemented incident tracker software to maintain records of all incidents involving customers, staff, and departmental vehicles.

Added QR codes to parking statements to make it easier for customers to be able to pay their balances.

Departmental

Transferred selected management cellphones to FirstNet to ensure communications during emergency situations.

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. Frank Scott was hired as the first Director. 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 passenger carried on October 1. Buses operated from 7:00a.m. - 5:30p.m., Monday-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 shelters (7) erected. First payroll deduction program for payment of parking permits and citations. First commuter permits issued.
1991	New Transit Maintenance Facility 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 after 16 years.
1996	First year for hangtag permits.
1997	Total parking spaces on campus - 8,658.
1988	Total parking spaces on campus - 8,897. UA hosts Transit Day. Ads are used inside of Transit buses. Transit student fee established summer 1998 after reduction in federal transit administration funding.
1999	Transit student fee of \$8.00 a semester implemented by a vote of students. Total parking spaces on campus - 8,824. Intermodal Transit Facility (Stadium Drive Parking Garage) dedicated with 586 parking spaces.
2000	Total parking spaces on campus - 9,190.
2003	Total parking spaces on campus - 9,810. Pomfret Express route added, Spring 2003. Safe Ride started, April 2003. Saturday transit service started, August 2003.

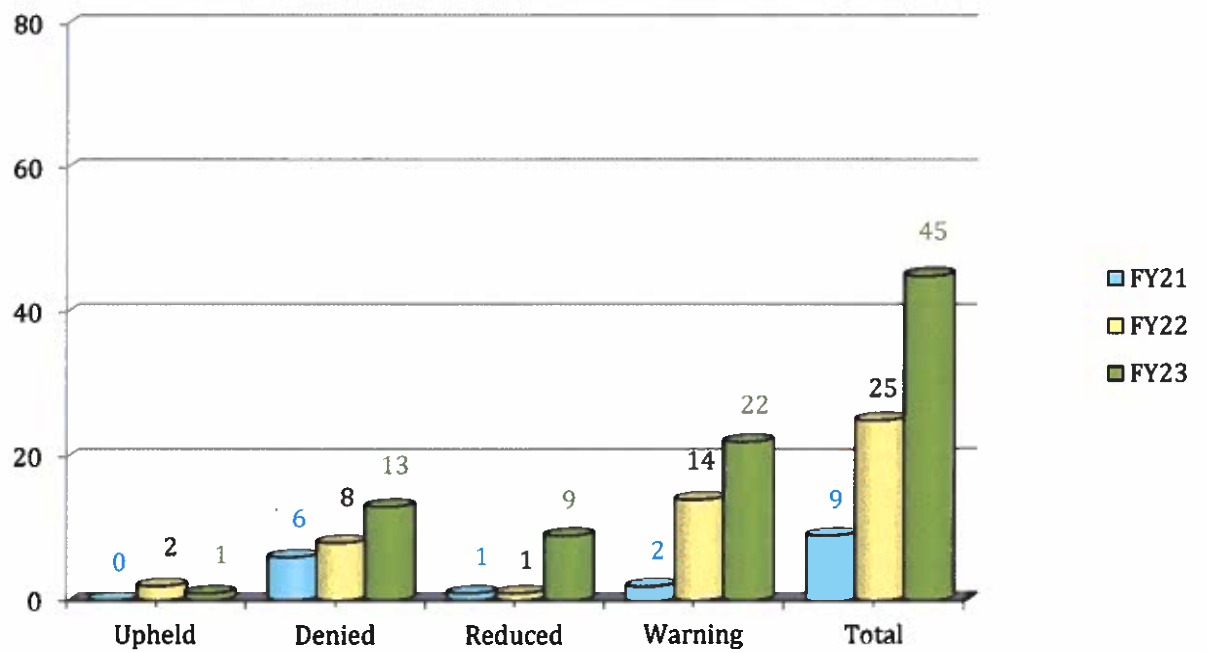
2004	Total parking spaces on campus - 9,224.
	Lot 56 Express Route established, March 9, 2004.
	Fourth Safe Ride vehicle added, a cutaway bus.
2005	Total parking spaces on campus - 10,127.
	First year for repositionable permits.
	Phase I of the Harmon Avenue Parking Garage opened with 511 parking spaces. The cost of construction 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 from Schlumberger.
	Garland Avenue Parking Garage completed - August 2010 (1,501 spaces)
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 interns to assist with social media.
	Developed new branding for Razorback Transit buses.
	Razorback Transit received the Excellence in Grant Management award from the Federal Transit Association.
	Reopened Reserved lot 19 in April.
2017	Total parking spaces on campus - 13,551.
	Implemented maternity parking program.
	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.
2018	Total parking spaces on campus - 13,570.
	Lot 99 (remote) was constructed adding 1,100 parking spaces.
	Hired Communications Director.
	Razorback Transit received the Excellence in Grant Management award from the Federal Transit Association.
	Removed the gates at Harmon Avenue Parking Garage.
	The transit bus lot was enlarged to accommodate additional bus parking and training area.
2019	Installed LED fixtures in the Harmon and Stadium Drive Garages.
	Conducted focus groups and an on-line survey concerning transit and parking operations 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.
	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.
	Razorback Transit received the Excellence in Grant Management award from the Federal Transit Association.
2019	Expanded campus parking lots 38 and 99, gaining 727 parking spaces.
	Implemented a new bus route to serve Remote parking lot 99.
	Total parking spaces on campus - 14,621.
	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.

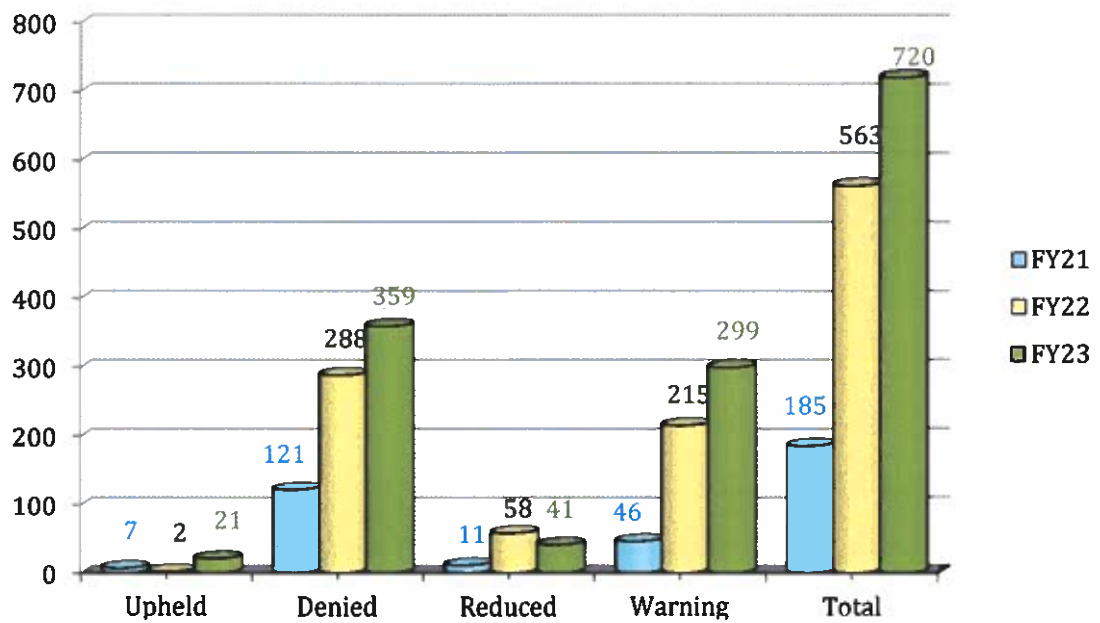
2020	Worked with the City of Fayetteville and with Spin, as they implemented the use of e-scooters on campus.
	Expanded lot 10 to the north, renumbering it lot 78B, adding 33 spaces.
	Eliminated bicycle permit requirements on campus.
	Constructed lot 77 for resident reserved parking for Adohi residence hall. 130 spaces.
	Purchased the first cut-a-way van for the Arkansas Research and Technology Park shuttle. Had used a 15 passenger van previously.
	Tested CivicSmart single space parking meters to replace Duncan single space meters. These meters accept credit cards in addition to coins.
	Developed new sanitizing procedures for transit buses and Arkansas Research and Technology shuttle due to corona virus pandemic.
	Changed garage priority to favor on-campus residents to reduce the number of residents who must move their vehicle for athletic events and to provide closer proximity parking for residents.
	Moved the metered spaces in the Harmon Avenue Garage from levels 8 and 9 to levels 1 and 2 to reduce traffic congestion on Harmon Avenue caused by hourly turn over.
	Total parking spaces on campus - 14,807.
	Citations were not issued from May 19-August 15 and warnings were issued from August 16-August 21 due to COVID-19 Pandemic.
2021	Implemented license plate recognition (LPR) system to eliminate physical parking permits and provide a more efficient patrol and enforcement operation for vehicles without a permit or parked in an unauthorized lot.
	Adapted Razorback Transit and the Arkansas Research and Technology Park shuttle operations to deal with COVID-19 requirements including everyone on the bus and van wearing a mask and additional cleaning and sanitizing the vehicle interiors.
	Began fueling parking and Arkansas Research and Technology Park vehicles at Facilities saving the upcharge from retail stations.
	Transitioned to Workday, the university's new enterprise planning software system.
	Set up Outlook calendar reminder system for students who must move their vehicle for athletic events.
	Implemented on-demand service on some transit bus routes due to lower ridership and staffing shortage.
	Transitioned from remote work to everyone being back on campus due to COVID-19.
	Converted from being self-hosted to being remotely hosted for our T2 Flex software.
	Hired a director for departmental information systems.
	Received two buses and one paratransit van.
	Added license plate recognition (LPR) equipment on top of the third patrol vehicle.
	Added license plate recognition (LPR) table to the supervisor's vehicle.
	Installed a two-port level 2 electric vehicle charging station in the Harmon Avenue Garage.
	Closed parking lot 71 for construction of the Integrative and Innovative Research (I3R) Center, resulting in the loss of 244 parking spaces and the relocation of permit holders to
	Lost nine parking spaces due to the patio being added to 1021 Building, formerly Brough Commons.
	E-scooter program moved from Parking to the Office of Sustainability.
	Assumed responsibility for the maintenance of the parking lots at Uptown Campus and the Shiloh Building.
	Henry Layes, the first maintenance manager, retired after 42 years of service to the campus.
	Added 12 parking spaces when the Rock House on Arkansas and Dickson Street was purchased by the university, designated as lot 15.

2022	Reconstructed lot 78A, on the southwest corner of Gregg and Douglas Streets, paving the former gravel parking lot. This work resulted in the loss of five parking spaces.
	Leroy Pond/Nolan Richardson Drive extended to west, reconfiguring lots 46E and 46W, resulting in the loss of 66 parking spaces.
	Designated specific lot along Razorback Road as metered for summer camp participants and parents for the summer only with payments on the Flowbird app.
	Total parking spaces 14,273.
	Implemented a food pantry in Union Station in cooperation with the Associated Student Government.
2023	Changed the name of the commuter lot to the economy lot to encourage use by non-commuters.
	Evaluated an articulated bus on campus in preparation for purchasing several.
	Completed Bus Barn and Union Station renovation in conjunction with the campus energy savings performance contract.
	Transferred departmental fleet maintenance responsibility to transit maintenance staff.
	Hired a consultant to assist with recruiting institutional bus drivers to help eliminate driver shortages.
	Implemented a crack seal and sealcoat program to extend the life of the parking lots.
	Implemented MaintainX software to track parking facility maintenance workorders and costs.
2023	Transferred selected management cellphones to FirstNet to ensure communications during emergency situations.

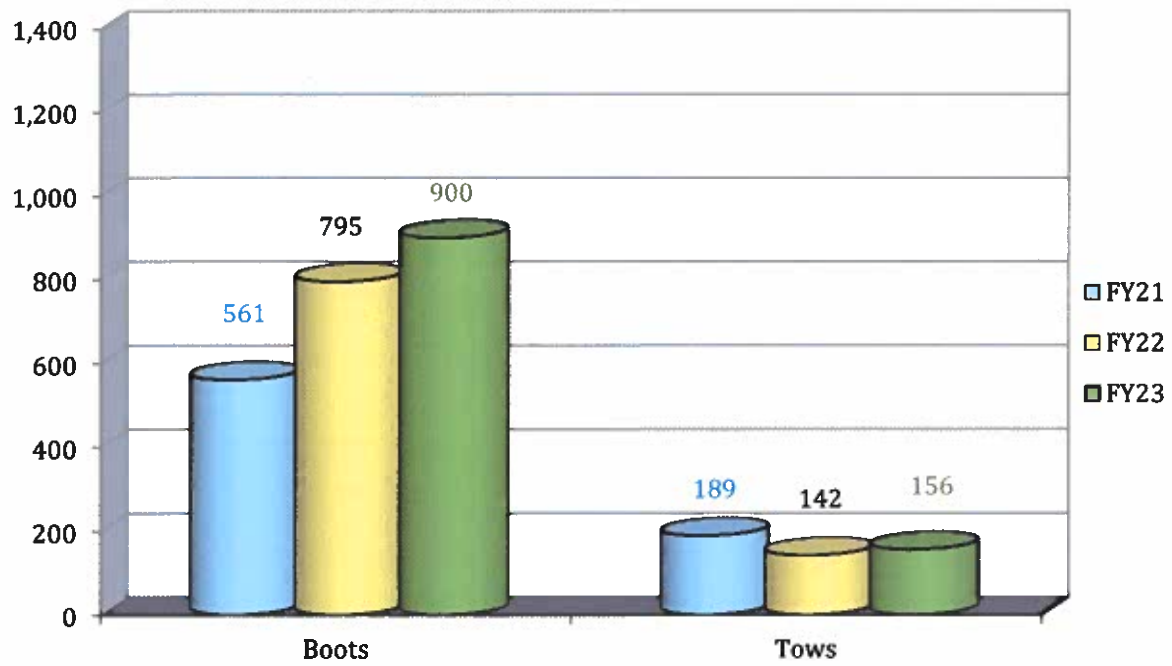
Oral Appeals



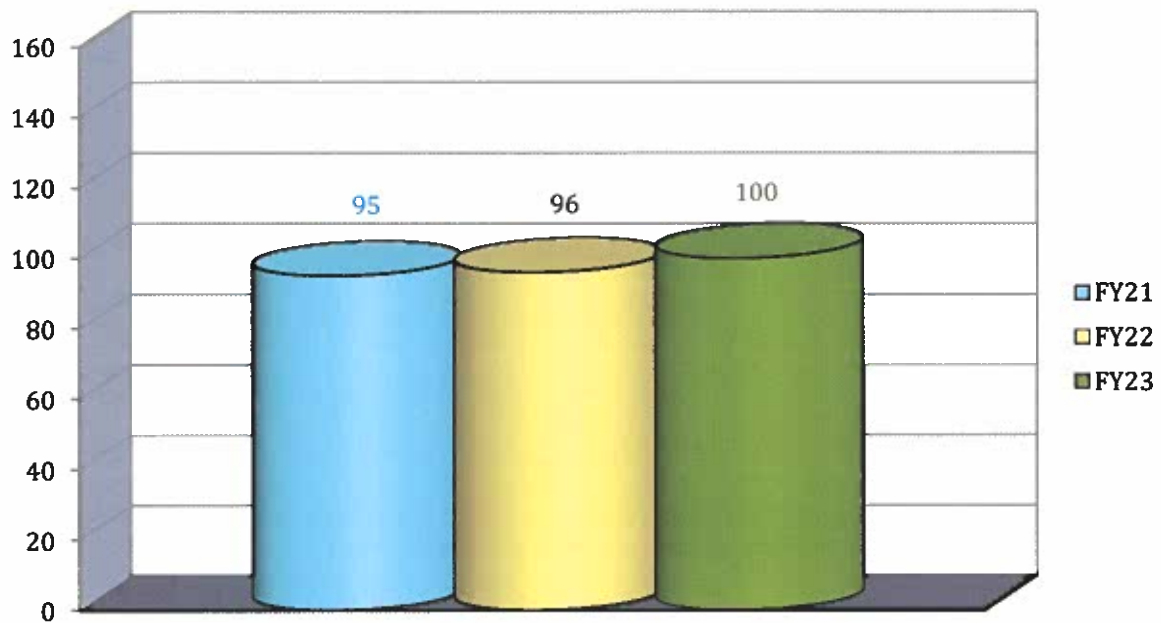
Written Appeals



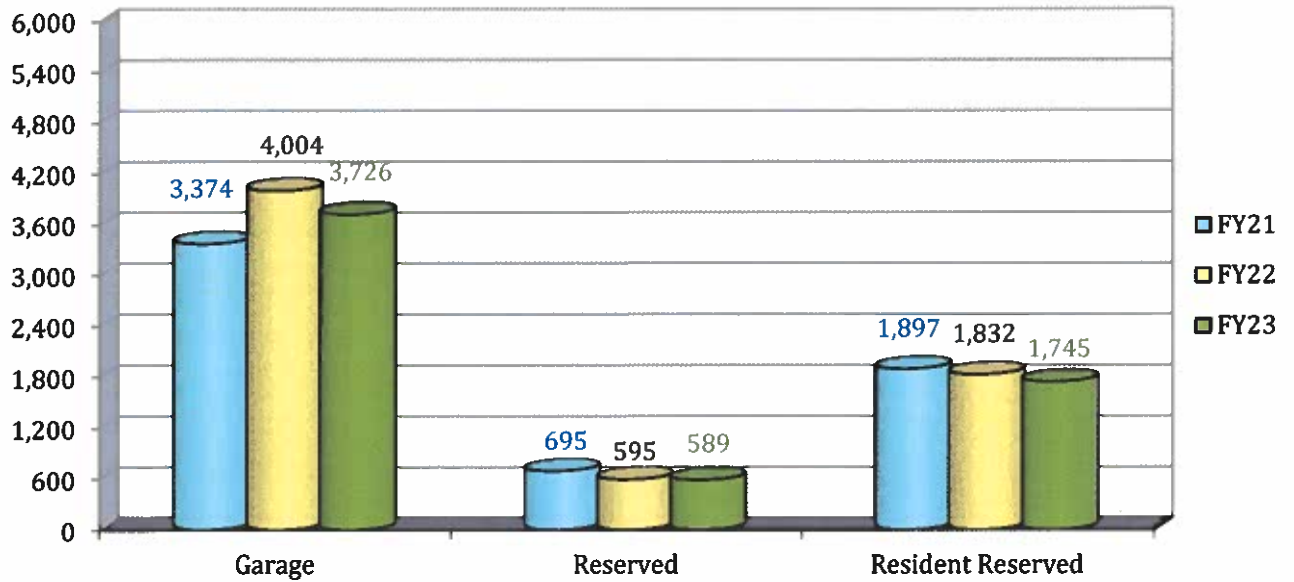
Boots and Tows



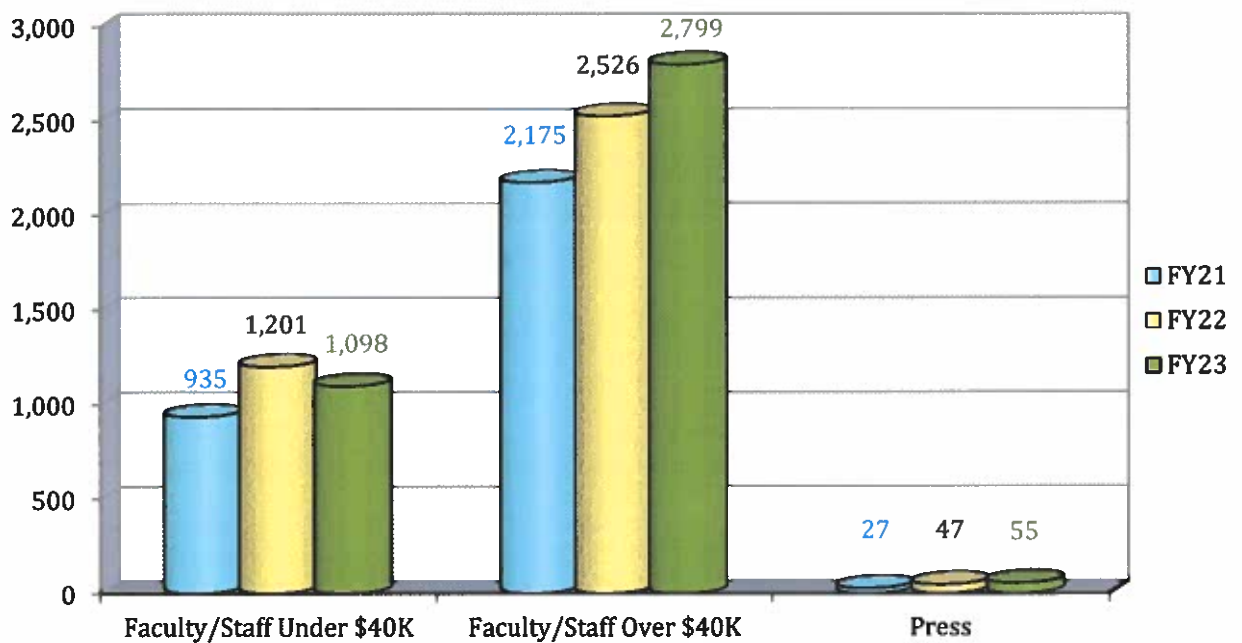
All Area and 24 Hour Reserved Permits



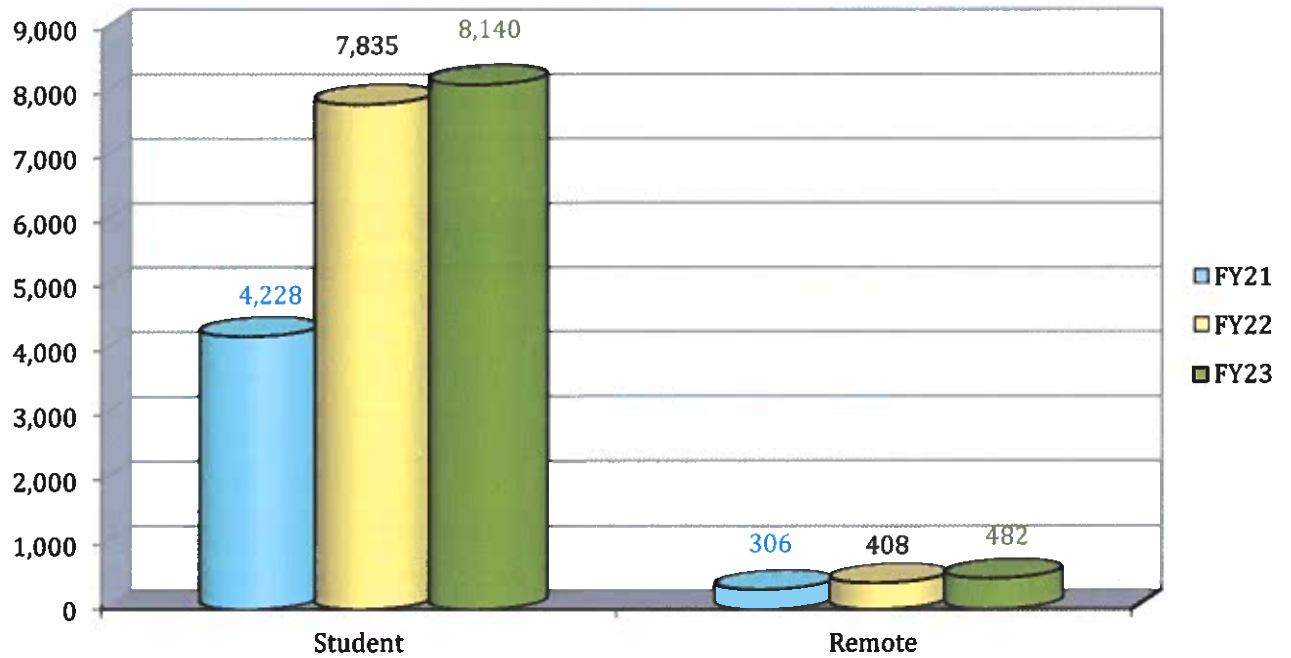
Reserved Permit Categories



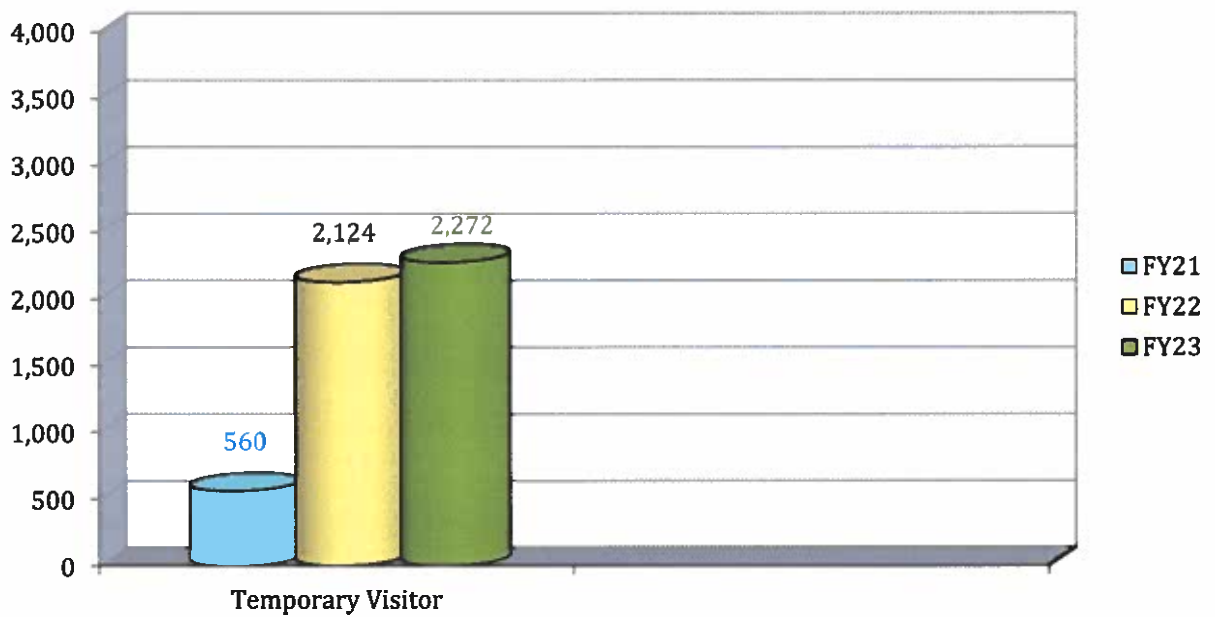
Faculty/Staff Permit Categories



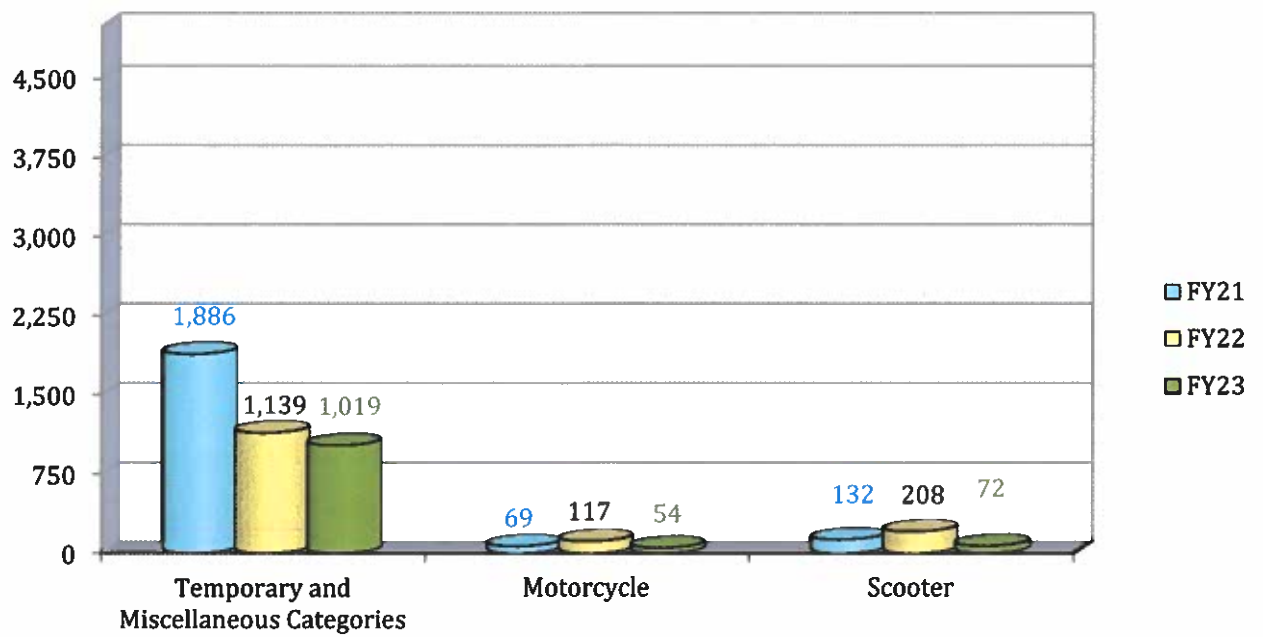
Student Permit Categories



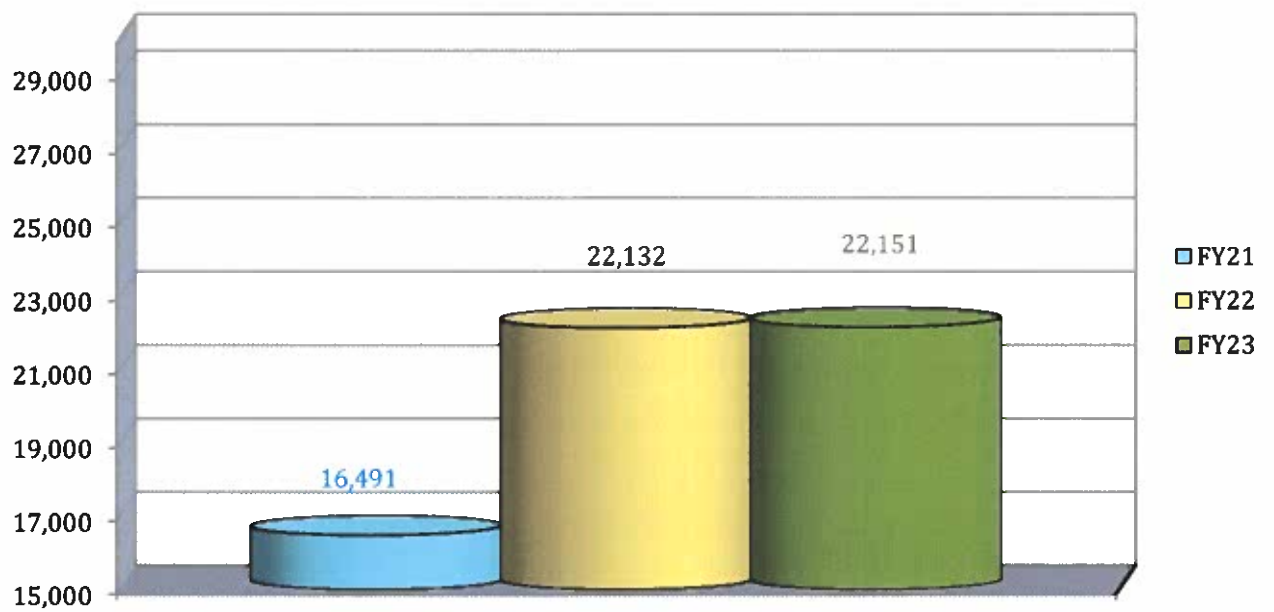
Temporary Visitor



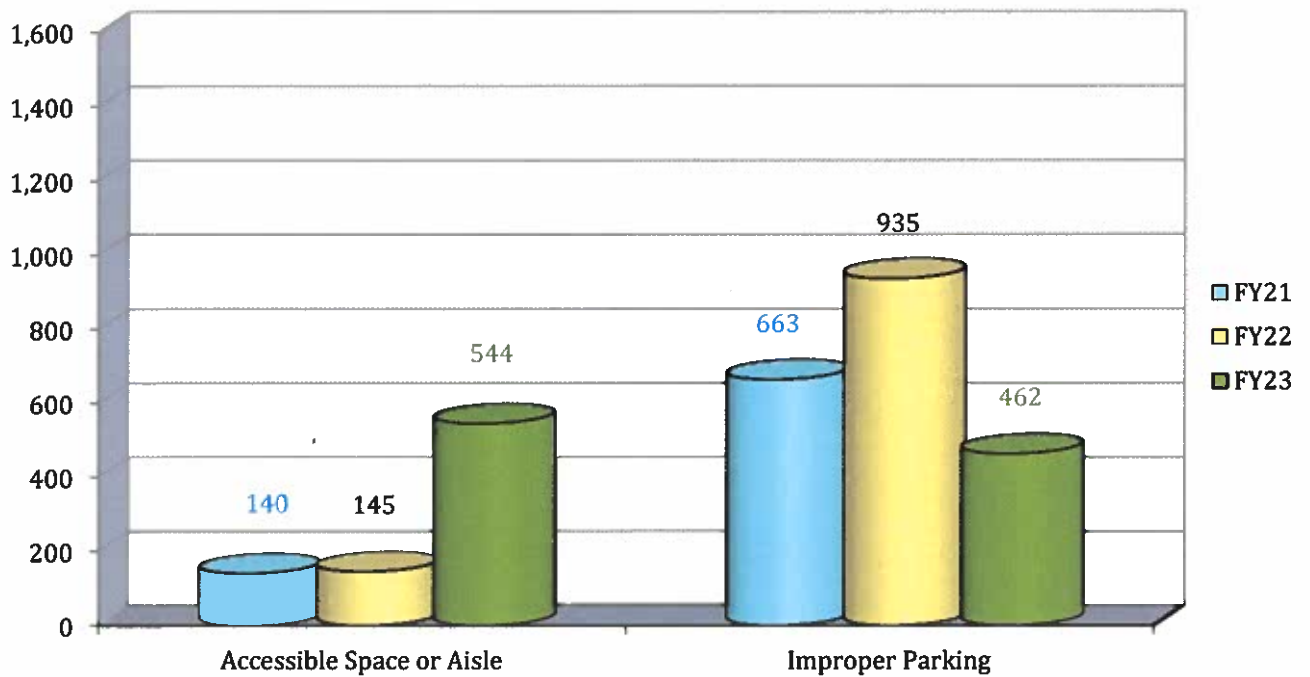
Permits - All Other Categories



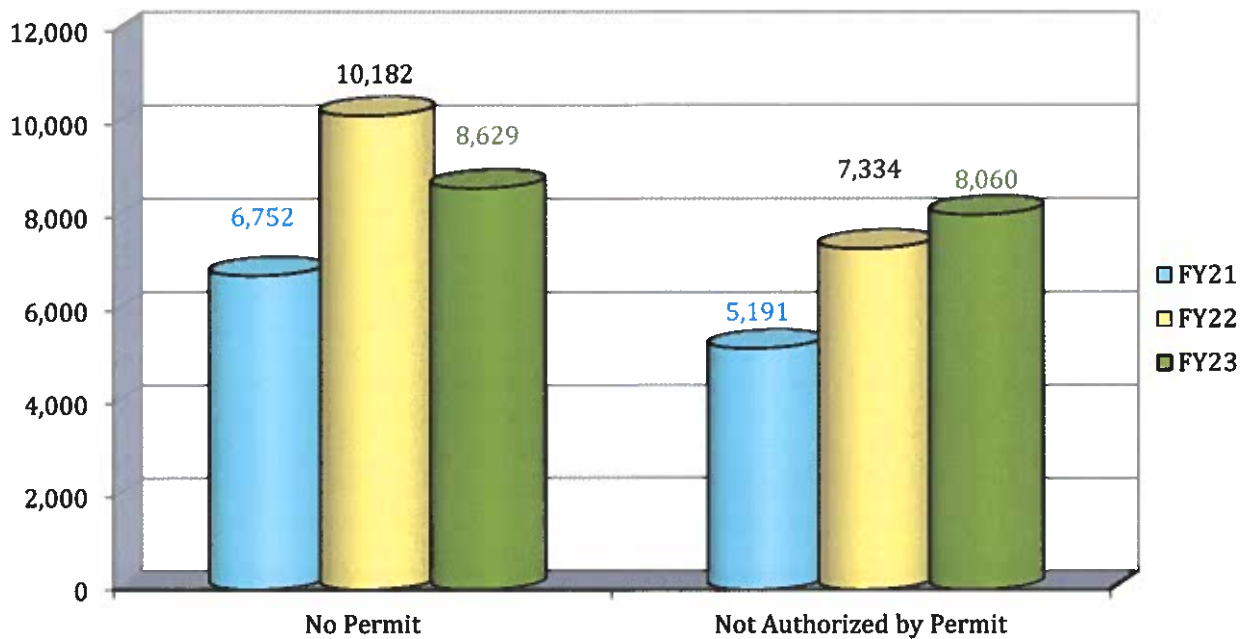
Total Parking Permits Issued



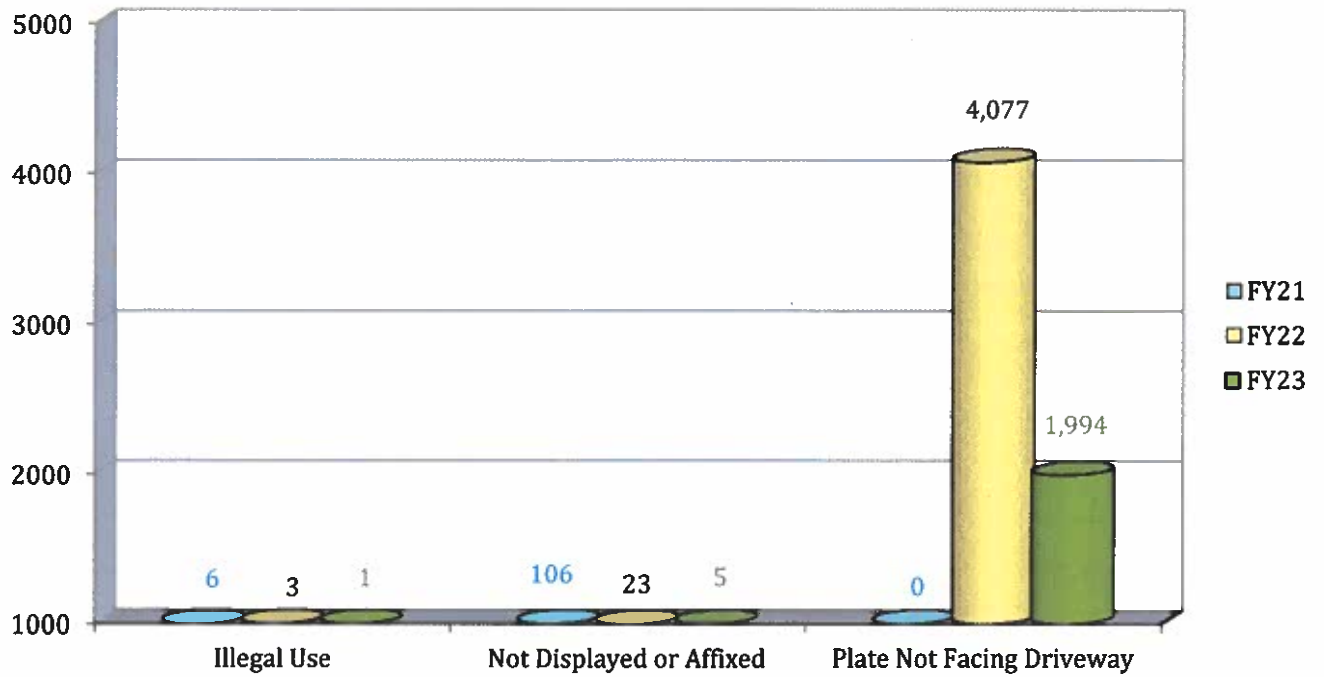
Unauthorized Parking in or Blocking an Accessible Parking Space/ Improper Parking



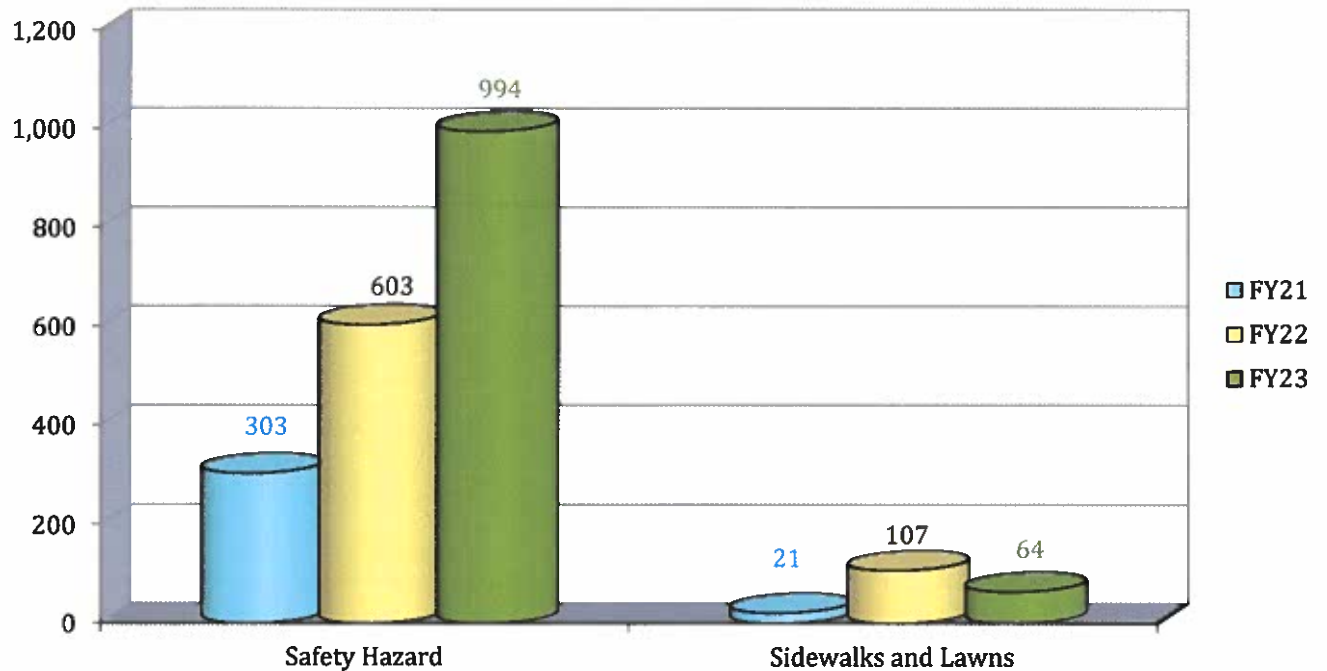
Parking Permit Citations - No Permit, Not Authorized by Permit



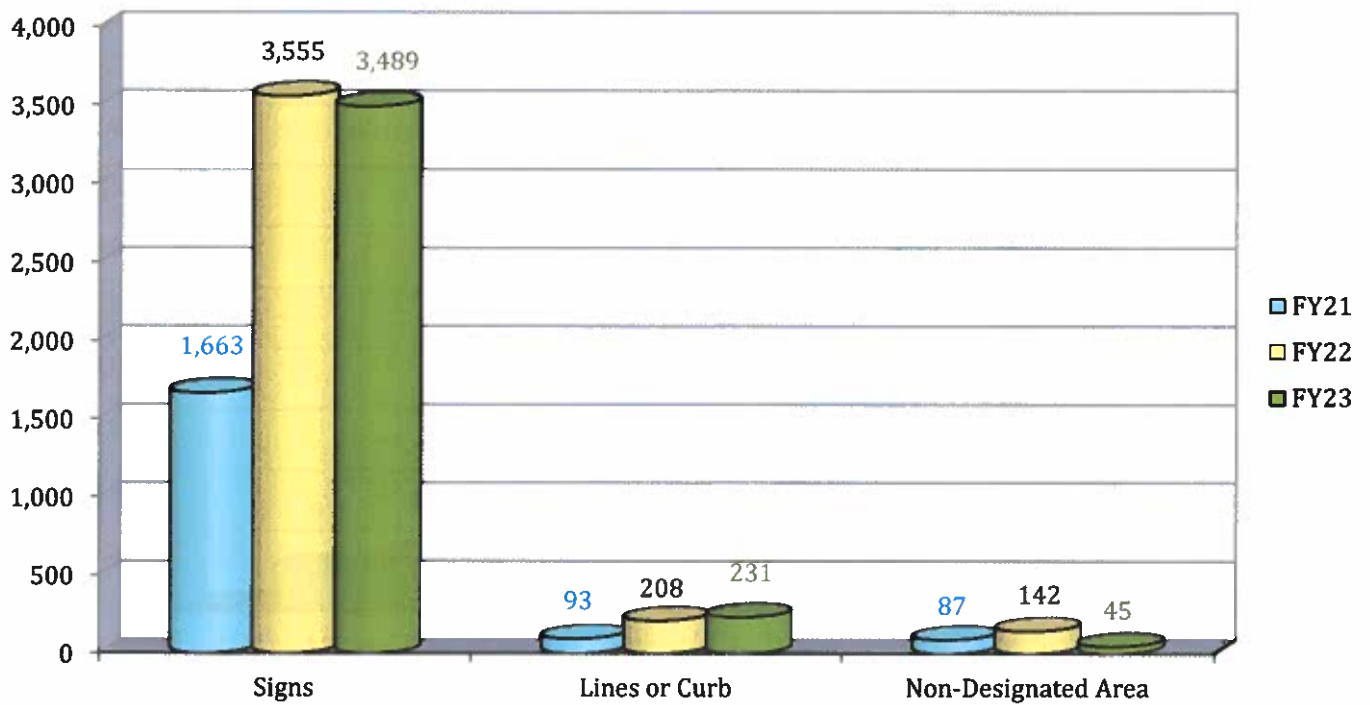
Permit Citations



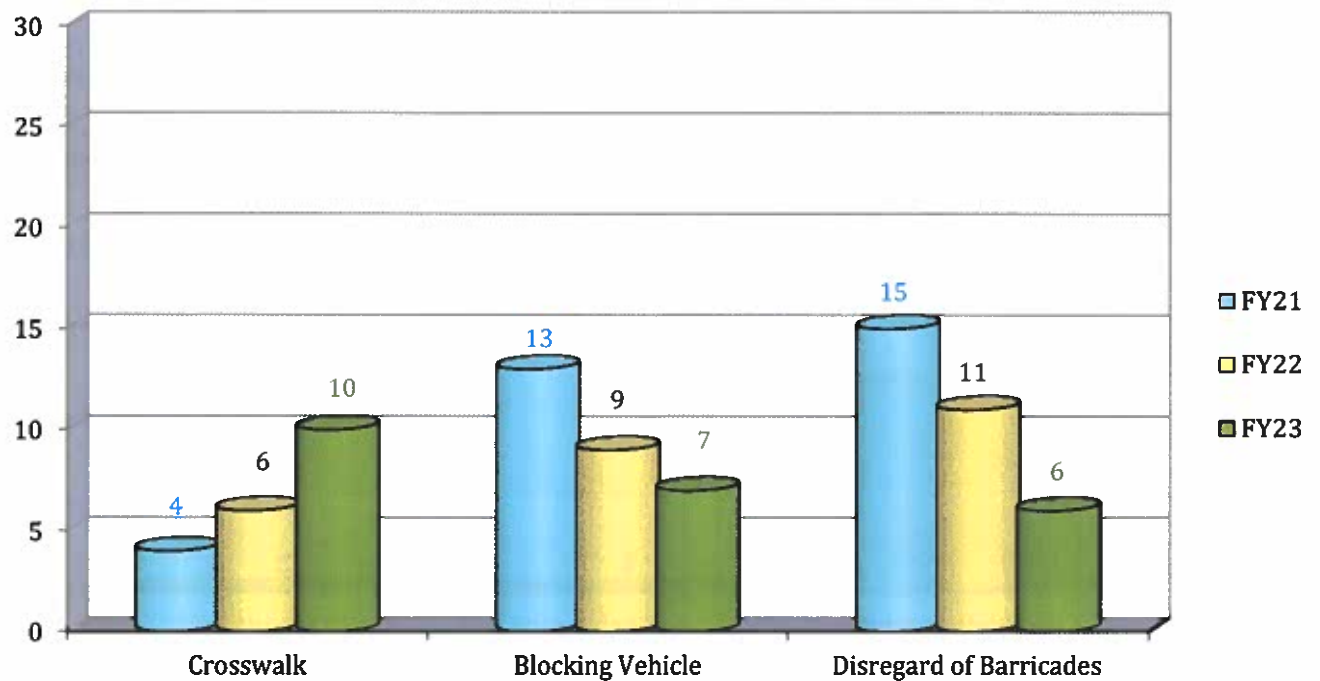
Safety Hazard, Sidewalks, and Lawn



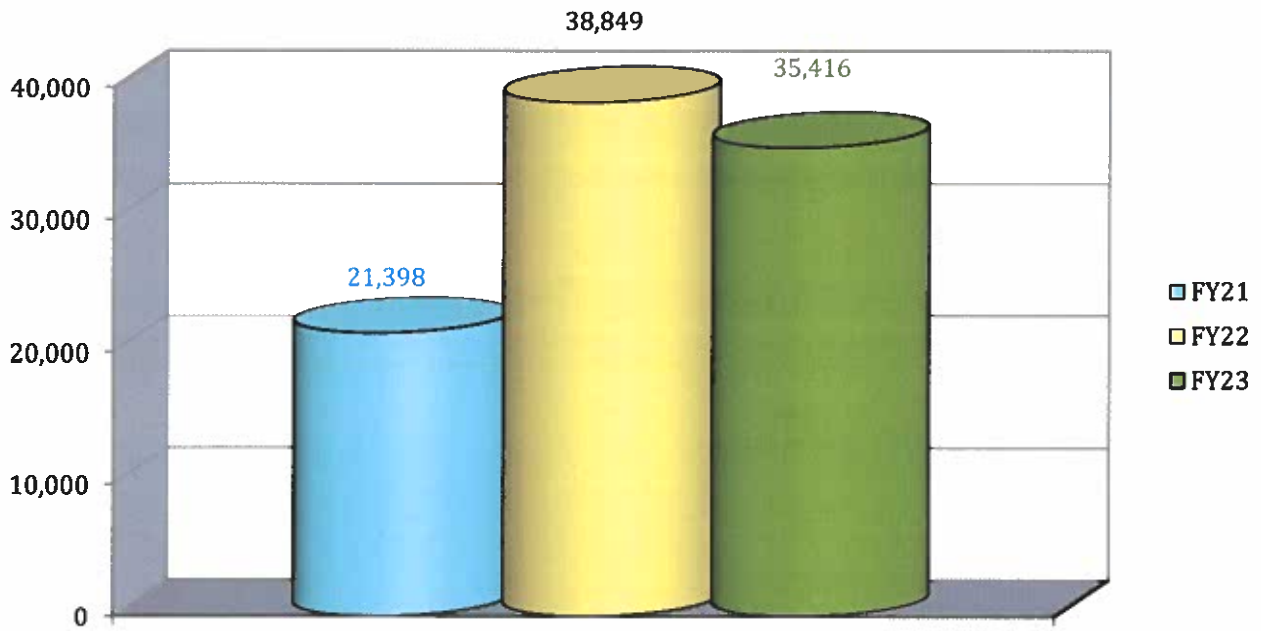
Prohibited by Signs, Lines or Curb, and Non-Designated Parking Area



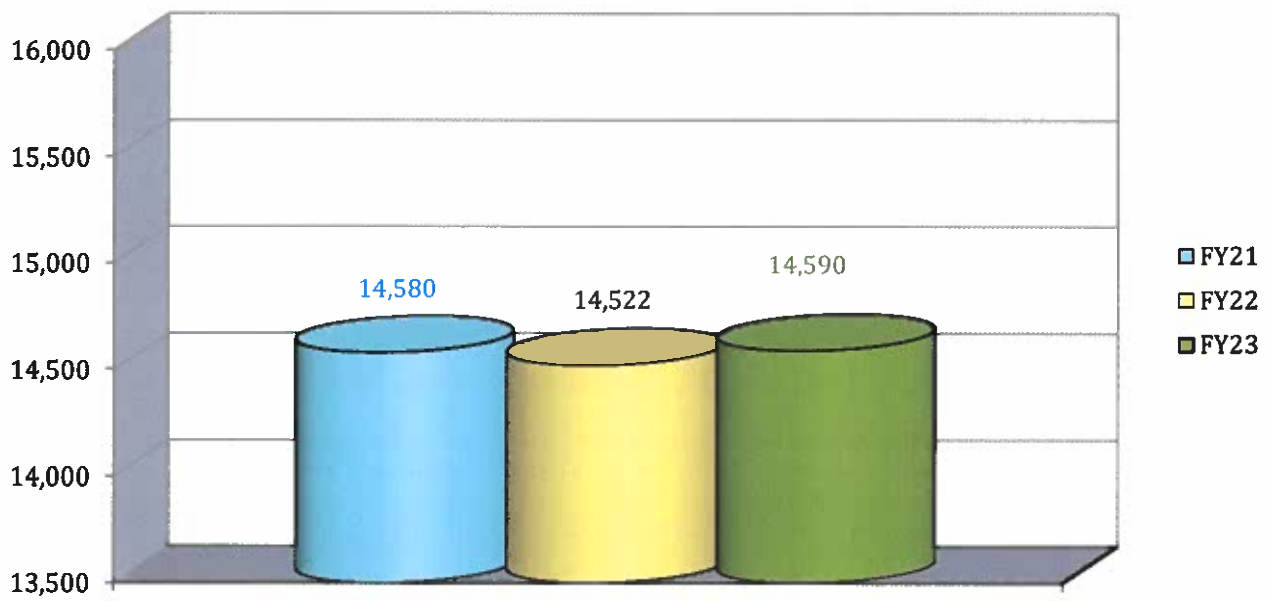
Parking in a Crosswalk, Blocking a Vehicle, and Disregard of Barricades



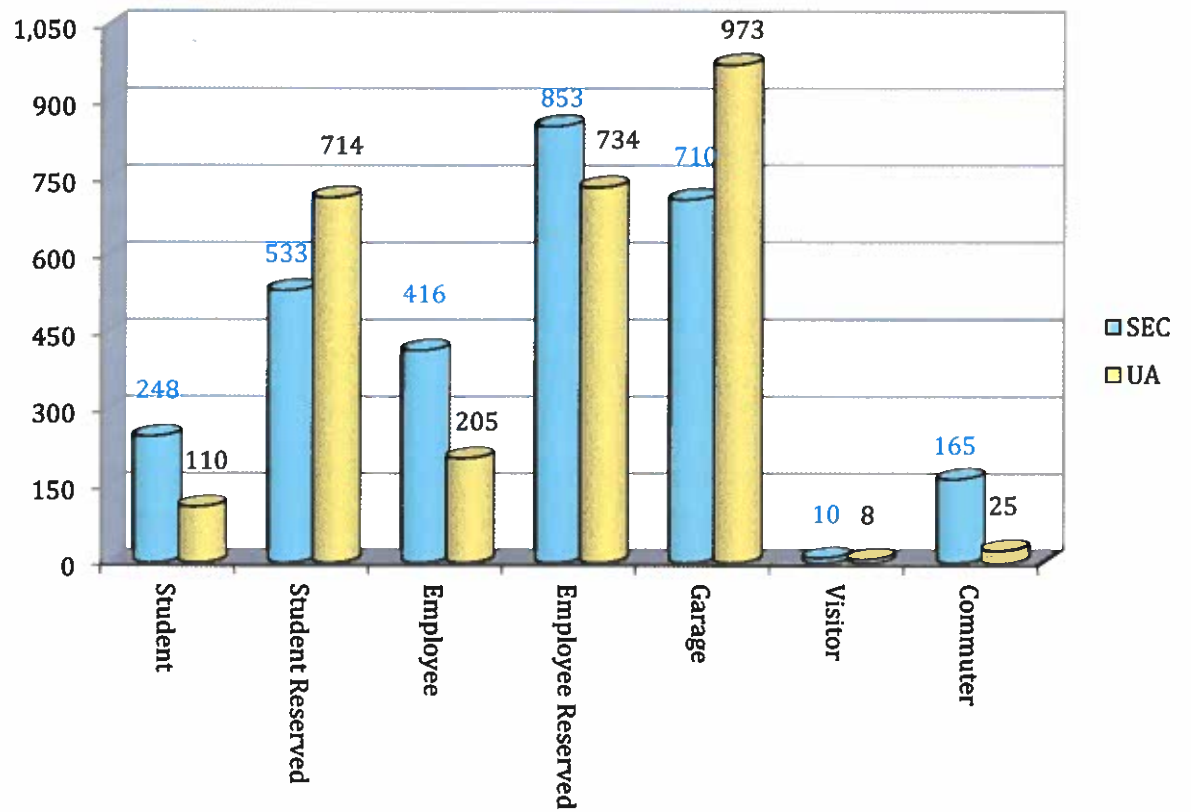
Total Citations Issued



Total Parking Spaces



FY23 SEC Parking Permit Fee Comparison (SEC Average vs. UA)



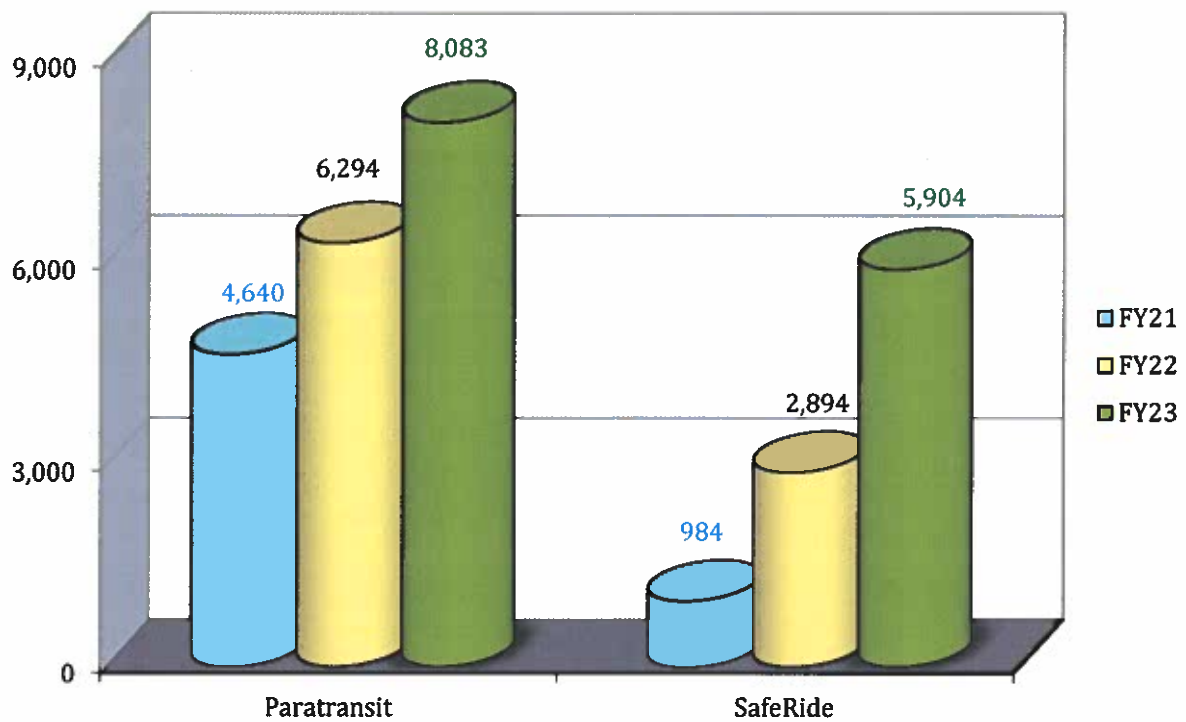
Permit Fees

Permit Type	FY21	FY22	FY23
Reserved:	Fee	Fee	Fee
Garage Reserved 7am-5pm	\$926.00	\$944.52	\$972.86
Faculty/Staff 24 Hour	\$1,199.91	\$1,223.91	\$1,260.63
Faculty/Staff All Area	\$965.63	\$984.94	\$1,014.49
Faculty/Staff	\$698.75	\$712.13	\$734.11
Resident Student	\$679.33	\$692.92	\$713.71
Scooter	\$211.45	\$215.68	\$225.15
ADA Reserved:			
Faculty/Staff	\$698.75	\$712.73	\$734.11
Student	\$186.73	\$190.46	\$196.17
Non-Reserved:			
Visitor/Vendor	\$194.87	\$198.77	\$204.73
Faculty/Staff >\$40k	\$194.87	\$198.77	\$204.73
Faculty/Staff <\$40k	\$133.58	\$136.25	\$140.34
Student	\$104.79	\$106.89	\$110.10
Remote/Commuter	\$70.49	\$71.90	\$74.06
Motorcycle	\$70.49	\$71.90	\$74.06
Scooter	\$70.49	\$71.90	\$74.06
Emeritus	Free	Free	Free
Garage Temporary (per day)	\$17.14	\$17.48	\$18.00
Temporary	\$7.63/day or \$30.54/wk	\$7.78/day or \$31.15/wk	\$8.01/day or \$32.08/wk

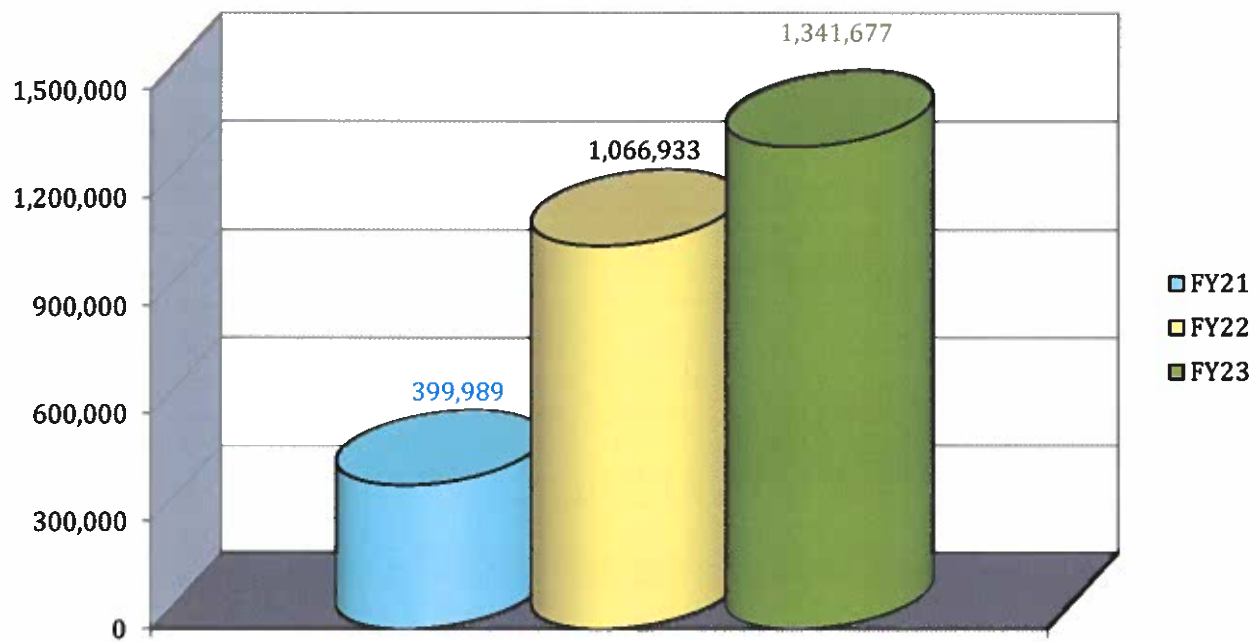
Parking Violations and Charges

Parking Violation	Administrative Charges		
	FY21	FY22	FY23
Unauthorized parking in or blocking of a disabled person parking space or access aisle	\$250	\$250	\$250
Safety hazard (parking in a fire or traffic lane, blocking drive, blocking fire hydrant, or standing where prohibited)	\$75	\$75	\$75
Parking on UA property without a permit/ePermit?	\$75	\$75	\$75
Parking in a lot or space not authorized by permit/ePermit	\$75	\$75	\$75
Parking or driving on grass, lawn area or sidewalks	\$40	\$40	\$40
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	\$35	\$35	\$35
Parking where prohibited by yellow lines or curb	\$35	\$35	\$35
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)	\$50	\$50	\$50
Overtime parking in a limited parking zone	\$20	\$20	\$20
Meter violation	\$30	\$30	\$30
Parking in an area not designated as a parking area	\$25	\$25	\$25
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	\$125	\$125	\$125
Failure to remit garage fee	n/a	n/a	n/a
Parking overnight when prohibited	\$75	\$75	\$75
Permit or vehicle license plate not properly affixed or displayed	\$10	\$10	\$10

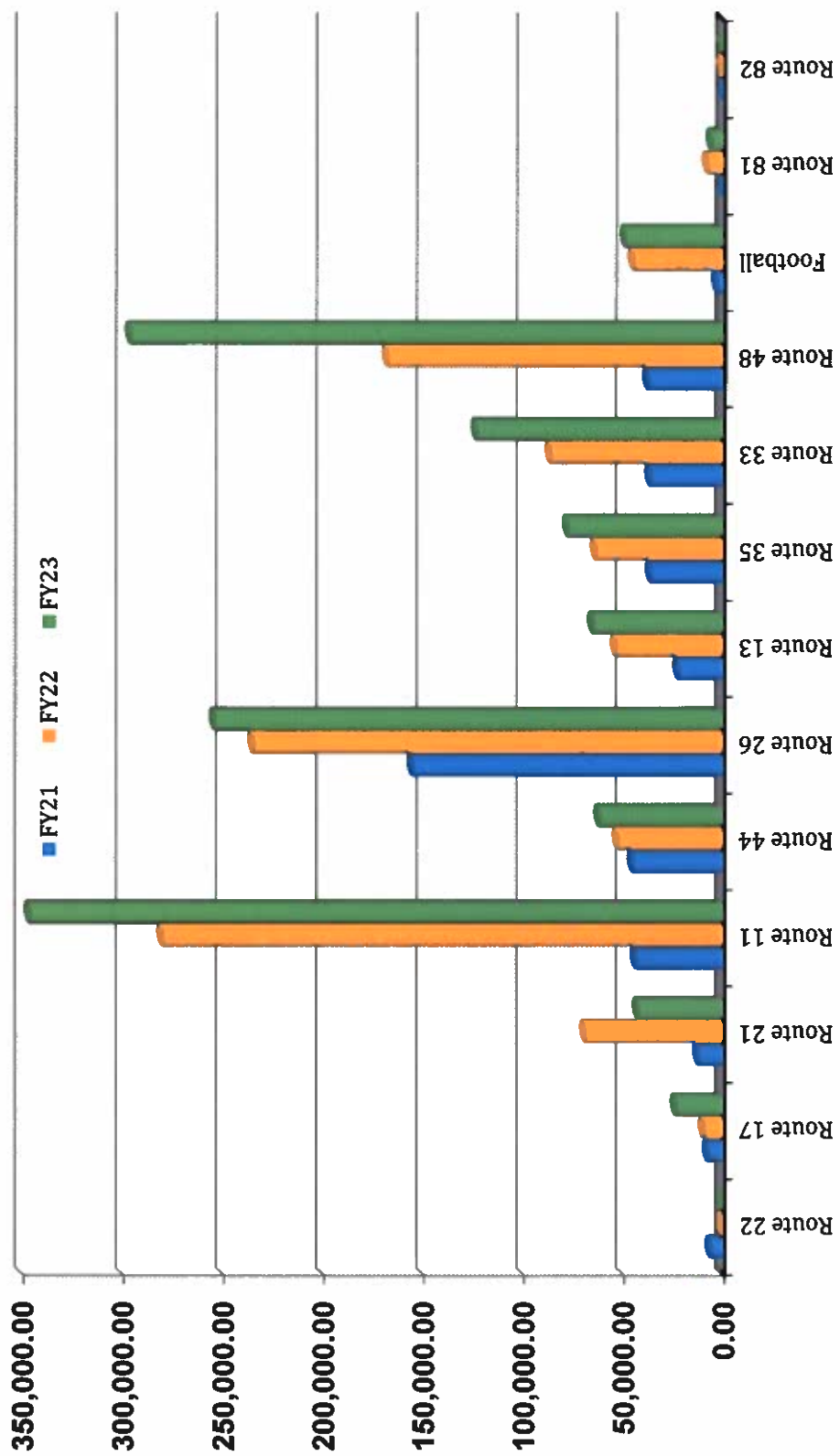
Paratransit Service and Safe Ride Passengers



Total Razorback Transit Passengers - All Routes



Razorback Transit Ridership by Route



Razorback Transit Ridership July 1, 2020 - June 30, 2021

	Standard Daily Routes										On-Demand Routes					
Month	Route 11	Route 13	Route 17	Route 21	Route 22	Route 26	Route 33	Route 35	Route 44	Route 48	Rte 13/21	Rte 17/21	Rte 13/44/48	Rte 21/33/35	Route 89	Total
July	0	1,515	0	883	0	8,004	1,427	1,483	1,959	669	0	0	0	0	0	15940
August	1,620	2,247	369	1,421	552	10,569	2,761	1,362	1,925	806	0	0	0	0	0	23632
September	6,403	3,117	1,132	1,517	1,606	13,624	4,327	2,853	5,595	5,659	0	0	0	0	595	46428
October	5,957	2,306	1,185	1,425	1,416	17,902	3,997	4,178	6,462	5,578	27	0	0	0	522	50955
November	4,506	1,833	837	925	1,182	11,954	3,070	3,200	3,949	4,405	108	0	0	0	953	36922
December	2,630	1,178	547	628	860	9,747	2,520	2,231	3,251	2,353	181	0	0	0	698	26824
January	4,943	1,830	515	1,039	0	12,567	3,075	3,180	3,977	3,631	186	0	0	0	0	34943
February	3,871	1,445	481	815	0	13,549	2,647	2,363	3,192	2,781	133	0	0	0	0	31277
March	6,751	2,584	957	1,324	0	20,289	3,908	7,788	5,314	4,684	78	35	0	0	0	53712
April	5,395	2,323	843	1,271	0	13,585	3,287	2,928	4,355	3,554	22	1	0	0	0	37564
May	996	501	209	302	0	10,766	1,827	1,841	2,300	1,205	5	0	471	401	0	20824
June	0	0	0	0	0	12,360	1,982	2,119	1,904	789	0	0	1,071	743	0	20968
YTD	43,072	20,879	7,075	11,550	5,616	154,916	34,828	35,526	44,183	36,114	740	36	1542	1144	2768	399989

Razorback Transit Ridership July 1, 2021 - June 30, 2022

Month	Route 11	Route 13	Route 17	Route 21*	Route 26	Route 33*	Route 35*	Route 44*	Route 48*	Route 81 "Bud Walton"	Route 82 "Muss Bus"	Route 85 "Gameday Tan"	Route 86 "Gameday Red"	Route 88 Silver	Route 89 Gold	Paratransit	Total
July	0	383	0	232	11,635	3,153	3,129	2,712	2076							542	23862
August	15,182	3,236	651	1,416	18,864	5,823	5,549	5,856	14,062							483	71132
September	46,362	7,307	1,193	7,082	27,513	9,156	9,005	6,150	29,173			293	444	15338	1877	664	161556.5
October	39,140	6,699	1,247	7,809	24,381	9,594	7,383	5,239	22,972			99	191	4363	479	728	130324
November	36,760	6,221	1,272	8,649	23,001	9,351	6,598	4,523	19,164	1676	201	188	339	11410	1178	624	131155
December	16,883	3,343	709	4452	15,359	4,918	3,686	2,970	9,122	1702	169					438	63751
January	21,134	3,509	482	5814	16,261	6,799	3,991	3,823	12,200	2664	223					471	77371
February	28,080	4,529	772	6679	16,923	8,120	4,390	3,578	15,673	1197	223					421	90585
March	31,287	5,207	999	8,741	21,717	10,145	5,675	4,593	15,806	295	26					596	105087
April	34,881	5,767	1210	9,335	23,673	10,247	6,557	4,596	16,957			225	62	7287	792	693	122282
May	9,970	3,132	572	4,701	17,893	5,220	3,886	3,930	6,546							523	56373
June	0	3,790	0	3,646	17,214	3,561	3,430	4,199	3,807							101	39,748
YTD	279,679	53,123	9,107	68,556	234,434	86,087	63,279	52,169	167,558	7,534	842	805	1,096	38,398	4,326	6,294	1,073,227

* Route had an On Demand elements split between more than one route. Ridership numbers for On Demand were split between those routes.

Razorback Transit Ridership July 1, 2022 - June 30, 2023

Month	Route 11	Route 13	Route 17	Route 21	Route 26	Route 33	Route 35	Route 44	Route 48	Paratransit	Route 81 "Bud Walton"	Route 82 "Muss Bus"	Route 83 "56 Express"	Route 85 "Gameday Tan"	Route 86 "Gameday Red"	Route 88 Silver	Route 89 Gold	Total
July	0	3,661	0	3172	15,635	3,427	2,825	3,503	4089	568	0	0	0	0	0	0	0	36,880
August	23,445	6,395	2720	5,691	25,373	11,095	7,949	6,670	27,022	698	0	0	0	0	0	0	0	117,058
September	54,633	8,505	5,558	5,366	29,170	17,836	12,283	7,496	52,674	756	0	0	0	532	949	17814	1104	214,616
October	47,518	6,604	4,085	4,482	28,607	15,304	10,134	7,034	42,684	702	0	0	0	258	302	6521	422	174,657
November	44,162	4,741	3723	3,545	23,828	14,194	8,086	5,751	36,209	689	1324	228	13	314	871	18064	1462	167,198
December	18,575	2,686	1600	2480	15,546	6,799	4,022	3,626	15,492	507	1309	182	10	0	0	0	0	72,834
January	19,922	3,949	543	2102	15,845	6,994	4,305	3,861	16,943	562	1322	220	0	0	0	0	0	76,568
February	42,611	6,804	1272	3664	23,176	13,005	6,999	5,338	32,233	671	1272	140	0	0	0	0	0	137,185
March	39,300	7,238	1317	3,192	22,349	12,607	7,019	5,558	27,621	727	418	73	0	0	0	0	0	127,419
April	42,217	7,270	1633	3,408	23,281	13,140	7,230	5,755	28,045	805	0	0	0	0	0	0	0	132,784
May	13430	4172	656	2654	17788	5,929	3,923	4,004	10,216	691	0	0	0	0	0	0	0	63,463
June	0	2564	0	2297	13,092	2,785	2,330	2,810	2507	713	0	0	0	0	0	0	0	29,098
YTD	345,813	64,589	23,107	42,053	253,690	123,115	77,105	61,346	295,735	8,083	5,645	843	23	1,104	2,122	42,399	2,988	1,349,760

Transit and Parking

