

# CSULB

Parking and Transportation Services

Annual Report | 2020-21

# WELCOME MESSAGE

Greetings CSULB Campus Community!

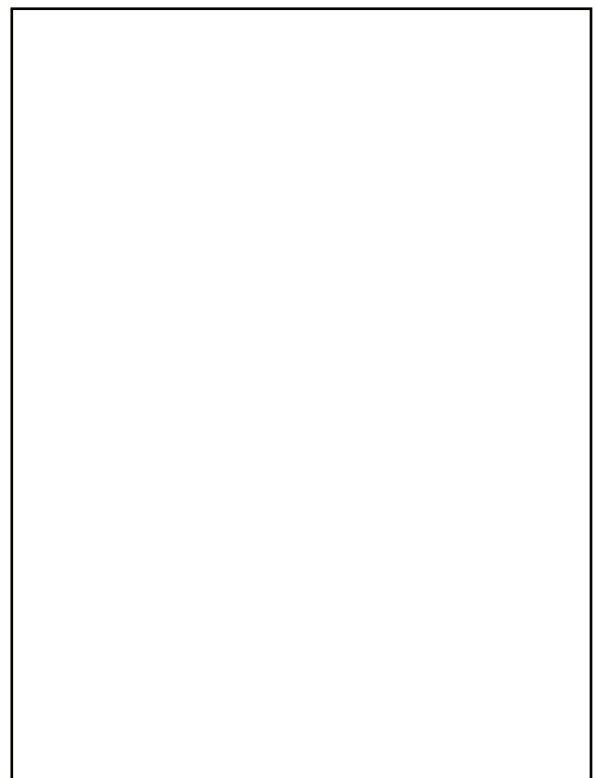
We are pleased to present to you this year's Annual Report for Fiscal Year 2021-22. With purpose m

# 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

WE DELIVER SUPERIOR

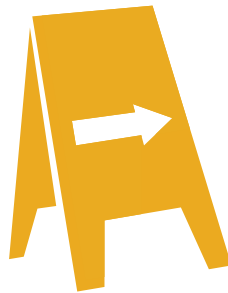
# CUSTOMER SERVICE

PARKING AND TRANSPORTATION SERVICES

# AT A GLANCE



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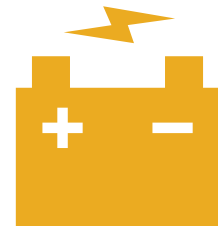


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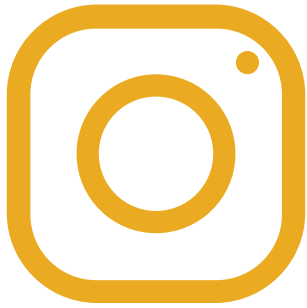
PAY STATION  
ASSISTANCE  
CALLS

DIRECTIONAL  
SIGNS  
DEPLOYED

TRAFFIC  
CONTROL  
ASSISTS



WE  
COMMUNICATE



FOLLOWERS

300+ posts  
160+ stories



FOLLOWERS

40+ tweets

CHAT BOT

11

# HOW WE COMPARE WITHIN THE CSU

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POMONA  
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SAN MARCOS  
\$676

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The 2<sup>d</sup> most  
spaces of any  
CSU campus!\*

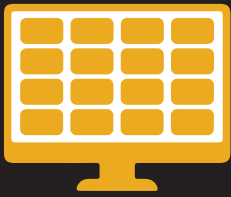
SAN DIEGO  
13,707

FULLERTON  
10,347

LOS ANGELES  
7,557

DOMINGUEZ HILLS  
4,881





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 year18 0 0 1830 0 4 4H eo thTJ T\* [(muonlin9c213M educa

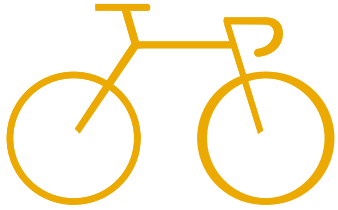


WE **HELP**

# RIDE CSULB

PARKING AND TRANSPORTATION SERVICES

HOW DO YOU **RIDE?**



# Parking Revenue

## 0





# Financial Outlook

## 5-Year Review (pg. 1)







# Financial Notes

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## 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% decrease 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.

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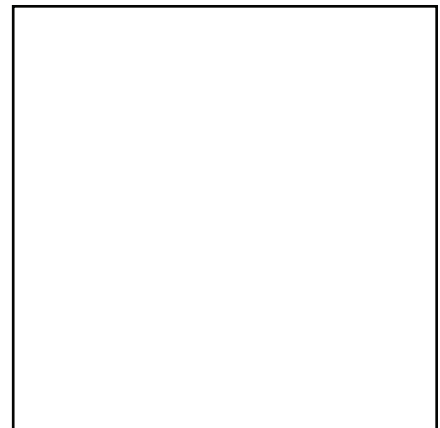
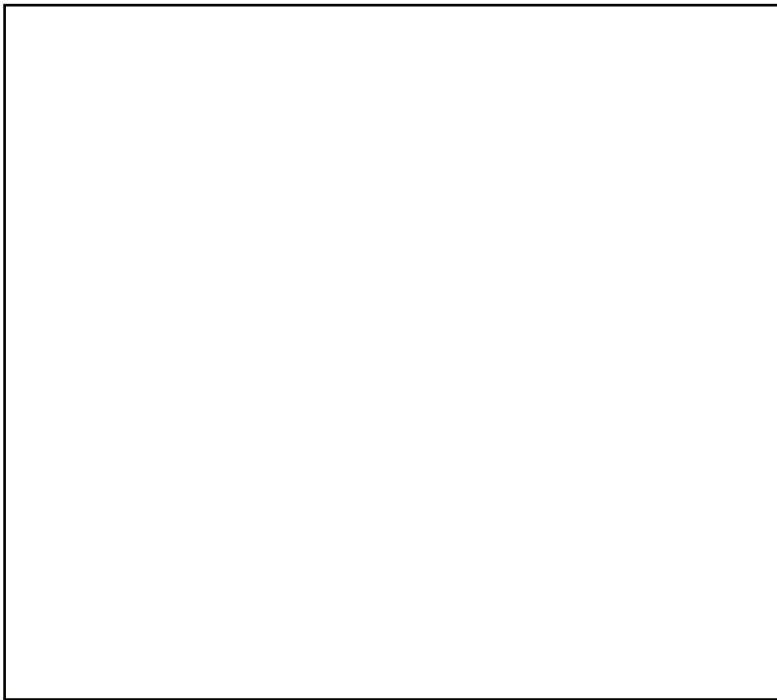
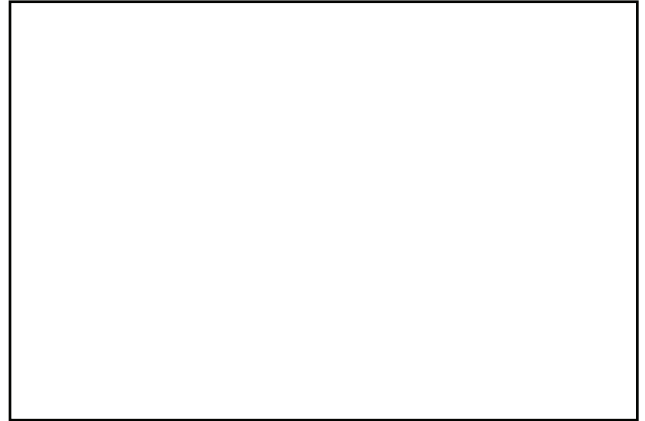
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# Financial Notes (cont'd)

# 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

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1250 Bell over Boulevard, Long Beach, CA 90840

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

[www.csulb.edu/parking](http://www.csulb.edu/parking) | [www.csulb.edu/ride](http://www.csulb.edu/ride)