Department/Unit: Facilities Management Services – Parking and Transportation   Year: 2018
Contact Name: Kathy Warden/Joseph Dick
Contact Title: Manager Customer Care Center and Small Projects/Manager Grounds/Transportation

Unit Overview/Mission/Purpose (Customer Care/Parking and Transportation)
The Customer Care Center/Parking and Transportation unit is part of the Facilities Management and Services Division. There are two essential responsibilities within this unit: Customer Care/Parking enforcement and Transportation. Our mission is to provide services that meet the needs of the students, faculty, staff and visitors as the Customer Care Center is the first point of contact for all Parking Services including permits, citations and appeals. Services this office delivers includes parking permits for all students, staff, faculty, contractors, vendors and visitors, and process all maintenance, key requests, grounds, custodial, casualty, sign and HVAC requests for the university. Transportation's core responsibilities include fleet management, shuttle services for staff and students on campus and vehicle maintenance.

Staffing (Parking and Transportation)

	FY16	FY17	FY18	FY19
# Full Time Staff	22	16	17	15
# Student Employee FTE	5	4	10	6

Success Outcome 1:

Customer Care Center: The FMS Customer Care Center is the first line of contact for many of the university patrons and our goal is to provide an experience which exceeds customer's expectations. Quantifying the daily tasks will provide insight to make improvements or identify opportunities to optimize procedures. By exploiting School Dude's capabilities and by using its functions in a more efficient manner will provide quality data for analysis.

KPI 1.1
Data: Information will be gathered to quantify requests by phone, email or in person and to determine the routing of the service requests. The priority status will also be collected to determine if it is life safety or a general request. The data will also include the time, day, and date of the request to identify the maximum and minimum service demands for the Customer Care staff and responders.

> **Result:** The data collected will be used to identify trends based on total requests and work load by including the following metrics:

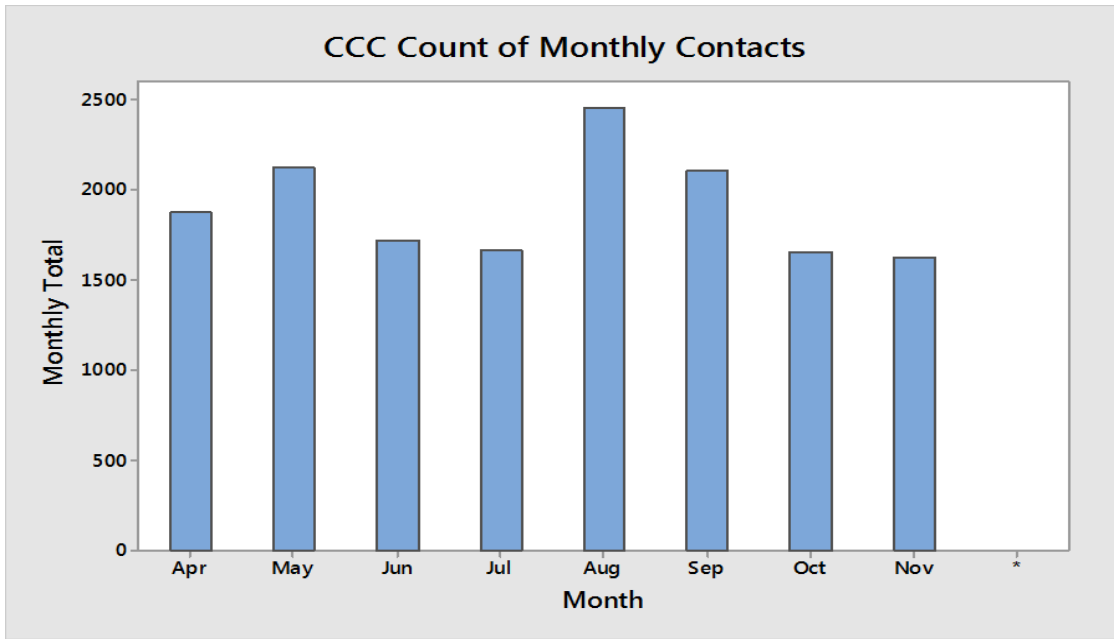1) Number of requests (phone, email, and walk in customers) tracked monthly.

CCC Count of Monthly Contacts

Figure 1: Depicts total monthly contacts from April 2018 – November 2018

2) Tracking the types of calls by time of Day

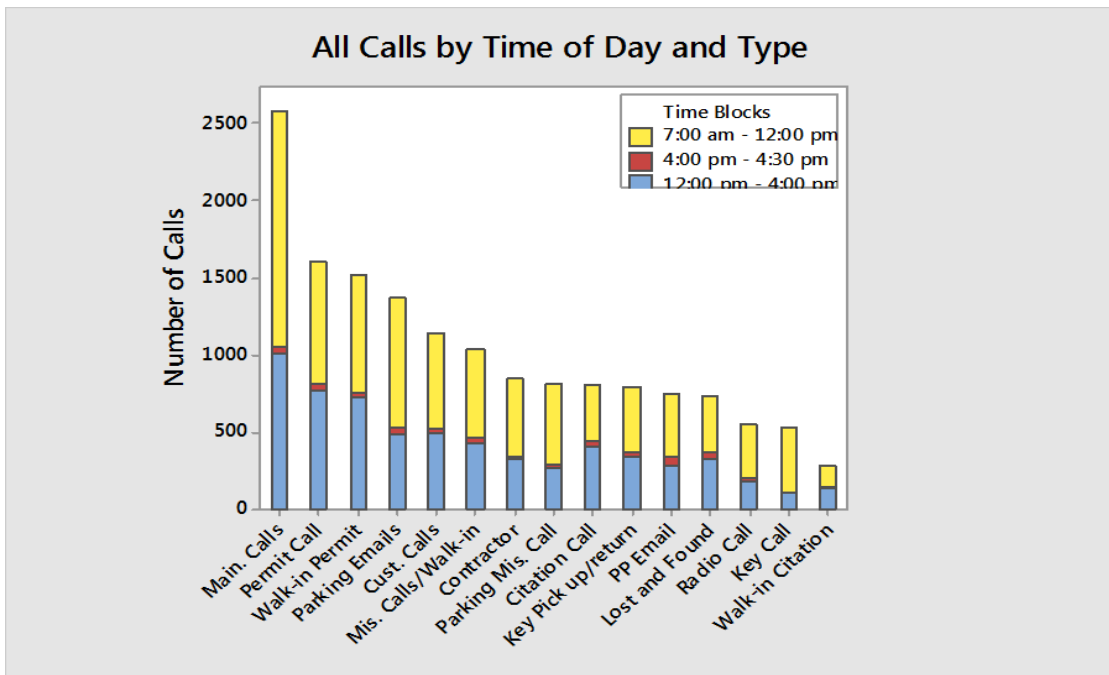**All Calls by Time of Day and Type**

Figure 2: Number of contacts based on type of contact April 2018 – November 2018

Response/Action Plan:

Tracking the all types of contacts coming into the Care Center will show trends and provide us an opportunity to monitor staffing levels by need. Currently in order to obtain these measures we manually monitor these contacts. It leaves room for errors. We are investigating the opportunity to track phone calls with the use of Q-Master and hope to have that up and running with by the start of FY19. We are revisiting the use of a customer surveys to see where our customers feel we need to improve. A specific date has not yet been determined.

Success Outcome 2 (Parking):

Parking: To measure the success of the parking lot, a sufficient number of spaces would be available to serve commuters at peak times. The parking booth would also be successful by ensuring the appropriate level of staffing is available to direct visitors to parking spaces and suitable visitor spaces. The daily usage of the parking lots and the parking booth will be tracked to monitor their use by time, day, and date to identify peak periods of usage and to identify potential staffing and student to faculty ratio improvements of parking assignments.

KPI 2.1
Data: The seasonal demand on parking across campus is determined by the number of types of parking passes purchased from Faculty/Staff and Students. By monitoring this data, Customer Care Center will be able to determine seasonal trends in parking lots and booths.

Result: Data will be displayed in histograms to show:

1) Number of types of parking passes by faculty, staff, and students.

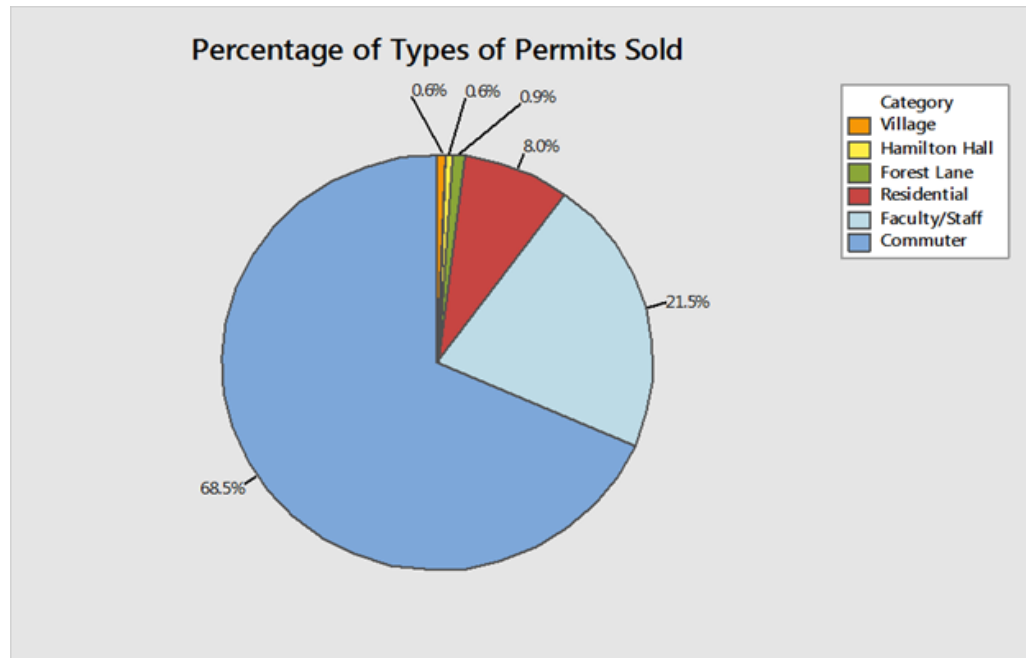*Figure 1.Shows the percentage of parking passes sold by type. It specifies Housing student permits sold, Faculty /Staff permits and Commuter students.*

2) Compare the percentage of permits sold by revenue generated based on type and time of year.
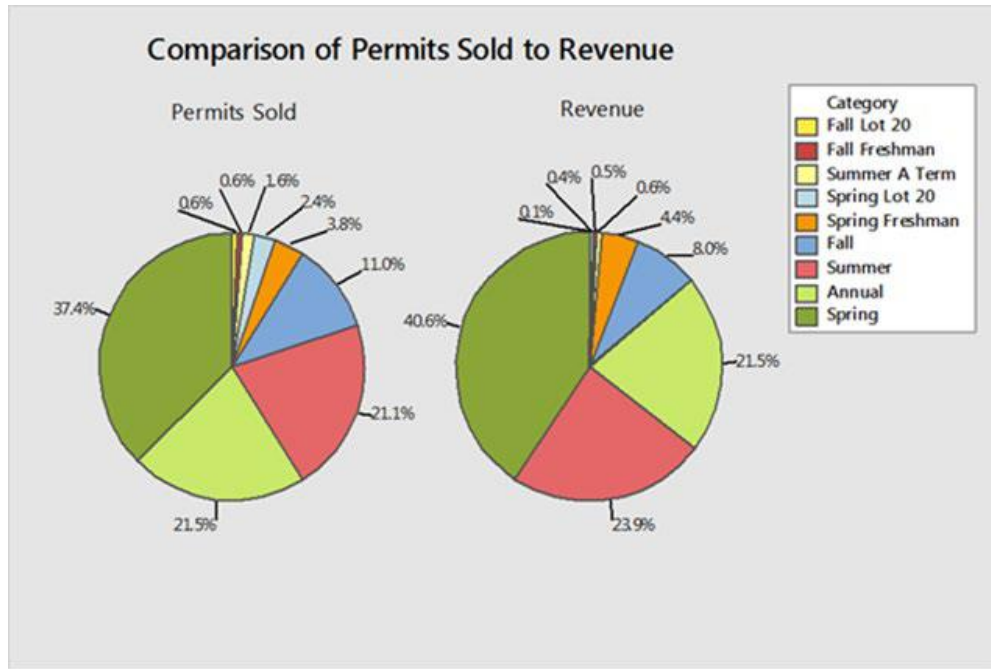

Figure 2: .Shows the percentage of parking passes sold with comparison to the percentage of revenue obtained from the sale of the permits. The Spring permits sold represent those students enrolling for Fall and Spring Semesters. Annual permits represent Faculty /Staff permits sold. Fall, Spring and Summer permits show students who initally purchased parking permits for just those semesters.

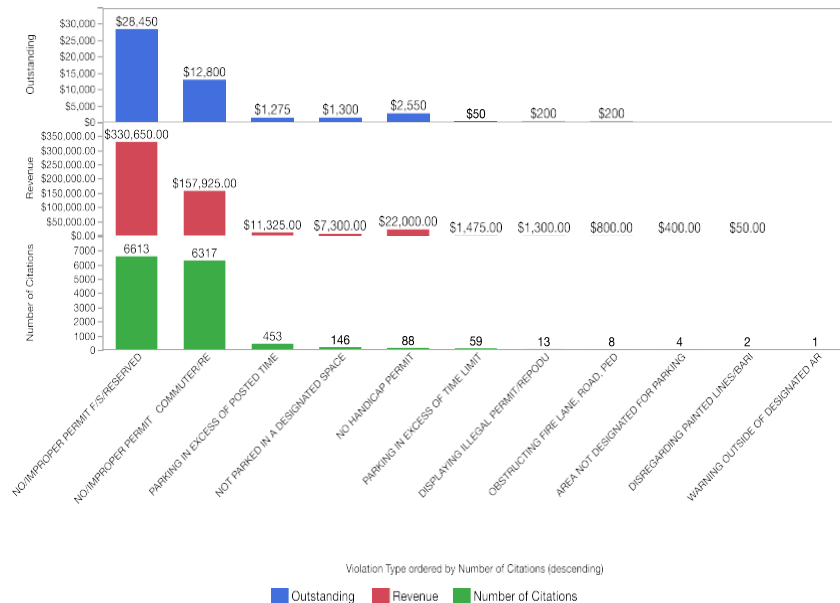3) Citations issued by type.

Figure 3: Parking violation for FY17-FY18. Top panel: Parking citation revuenue outstanding by type of violation. Middle panel: Parking Citation revenue by type of violation. Bottom panel: Parking violations by type.

4) Percentage of permits sold by revenue generated based on type and time of year.
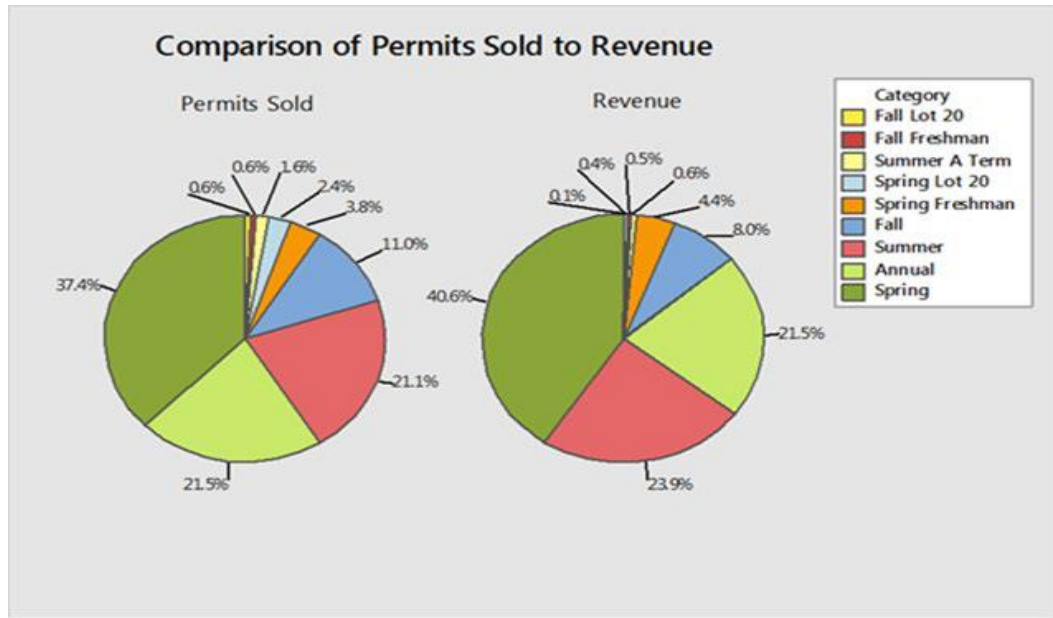

Figure 4: Parking violation for FY17-FY18. Top panel: Parking citation revuenue outstanding by type of violation. Middle panel: Parking Citation revenue by type of violation. Bottom panel: Parking violations by type.

Response/Action Plan:

Tracking types of permits sold over time will provide trends. These trends may assist in determining how to plan for Resident needs for future years. It will also assist Parking Services to determine if there is a need to reassign parking to the various housing areas across campus.

Enrollment trends determine the number of parking permits sold throughout the year. Parking Services can use these trends to anticipate what our upcoming budget should look like for the next fiscal year. Along with other factors such as customer complaints, this information will help us plan for changes to the main campus lots. It might also suggest Enrollment Management may look at these trends and determine reasons that students may only enroll for short periods of time and how to lessen those percentages.

The graph showing the types of citations we are receiving provides a clear picture of what's happening in the lots. We will continue to monitor these lots and use this information to see where we are noticing the trends, such as higher number of citations in different lots for students who are parking in Faculty/Staff spaces and why. It may require Parking Services to re-evaluate the lots to determine a change to the ratio of parking spaces available between our Faculty /Staff and Students.
We've just started tracking this information and plan to continue. We will track the visitor parking booth activity and regular counts of our parking lots to monitor the actual usage.

Transportation: To determine how the shuttles are used on a daily basis through-out the year and what revenue their use generates and to monitor the cost of maintaining the fleet.

Success Outcome 3 (Transportation):

KPI 3.1
Data:
The shuttle service will be measured by monitoring the use of the shuttles balanced against the revenue generated and the cost to maintain each. Each vehicle in the fleet require scheduled maintenance, noting whether or not that schedule is adhered to, for each and the cost to repair each through-out the year.

Response/ Action Plan: The data will be displayed in a graph comparing the number of vehicles to the cost of maintaining them over time (FY).

Concluding Statement

Parking and Transportation and Customer Care Center are first points of contacts for the university. The Customer Care Center and Parking Services have merged as part of the Customer Care Center.   We provide a way for all customers students staff, faculty, contractor, vendors and visitors to have one place to go for parking, maintenance, custodial, keys, signs , grounds, casualty requests and concerns. Our Transportation's core responsibilities are in line with that of the Customer Care Center as it provides a service to those who use the shuttle service provided by the university as well as oversees the maintenance of our fleet. The metrics we chose for this survey align with our mission. We will use this data to better understand how what we do each day affect those we serve.