



**WILLIAM
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Parking Sub-Committee Meeting Summary: June 1, 2011

Committee Members in Attendance:

Steve Bolyai, Administration and Finance
Bob Fulleman, Police and Public Safety
Rosemarie Genco, Finance and Administration
Richard Stomber, Administration
John Urinyi, Capital Planning, Design and Construction
Allen Williams, Commuter Student Services

Distribution

Rajender Kaur, English Department
Pam Fuesko, Telecommunications
Facility Advisory Committee

On June 1st, the Parking Committee met with Alexandria Soto, Regional Manager for Standard Parking, at Montclair State University, one of Standard's accounts. A series of questions (below) composed by the Committee were the basis of ensuing discussion. Obtaining the perspective of an operator like Standard is important even at the earliest stages of design, since the operating and revenue models rely upon successful incorporation integrated features and infrastructure.

At MSU, Standard is responsible for enforcement, maintenance of parking equipment, collecting fees, issuing permits and performing facility inspections. They also handle all damage claims, carry liability insurance for all parking facilities, and administrate MSU's special event calendar. Standard manages parking operations in all lots including two garages (1000 and 1500 spaces) and 32 surface lots for a total of about 5000 spaces. This does not include 1300 spaces at the NJ Transit Facility, which Standard manages for NJ Transit.

Standard has approximately 15 FTEs at MSU. Standard handles all enforcement including ticketing, booting, and photo documentation. Standard issues between 600-700 tickets per week during the semester and about 240 per week during the summer. Collections and associated revenue are MSU's responsibility.

The Red Hawk Garage is the only facility that accepts transients, visitors, and upgrades to

standard parking arrangements. 40% of parkers at Red Hawk are transients (dailys) the rest are by the semester. Faculty and staff still have free parking outside of Red Hawk, but must still apply for a permit annually. Fees for Red Hawk range from \$300 to \$850 per year based on salary. The most common student permit is \$219 per year. Red Hawk is the most popular facility on campus and is ideally located for central access. Surface lots are not access controlled, but enforcement is based on several different types of permits (full time, adjunct, student) that restrict parking to certain areas.

Questions on Parking Garage Operations at MSU:

What are Standard Parking's Roles and Responsibilities?

For Security?

Along with University Police, Standard has access to camera feeds within the garage, which are used by Standard primarily for operational purposes. Responsibility for security and patrols is with Police. Standard recommends PTZ cameras throughout the facility and one in the cash counting room.

For Maintenance?

Standard only maintains parking equipment and Signage. MSU is responsible for the rest.

For Fee Collection?

All fees are collected by Standard and deposited with the University. All permits are issued by Standard. Permit applications are available on-line but can be applied for in the office. Standard only takes MC/Visa, but not the campus one-card. Fees for Red Hawk range from \$300 to \$850 per year based on salary.

For Authorization and Credentialing?

Standard issues all permits and programs all gates.

Methods of Credentialing – card swipe, transponders? Students? Staff? Transients?

Red Hawk uses transponders – highly recommended with activation fee (no exchanges).

How are Fees collected and how is it converted into access?

On-line and at office. T2 software and Amano system issues permits and provides access.

Entry points and controls to garage?

Standard recommends two entrances and exits. Need adequate queuing space. If possible have a third lane that is reversible.

Self payment methods?

Pay Stations are available on each floor in the elevator lobby. It is important that the gates and ticket stations have compatible software platforms. A campus standard is preferable. Semester payments for Red Hawk can be made on-line or at the garage office. Standard collects funds from all payment machines and meters.

Who does Standard Parking Report to within the organization?

The Department of Facilities and Parking Operations. MSU pays for utilities, structural repairs and lighting repairs.

What are the staffing requirements? 24/7?

15 FTE's. Standard has a 24/7 presence and offers free roadside assistance.

Roles of Campus Police?

All Security and Traffic Management.

What are the office requirements?

Cash room, safes, office, restroom, and transaction area. It is nice to have the office close to the entrance but need to avoid pedestrian and vehicle conflicts.

Are there other tenants?

No

Security Features?

CCTV and Emergency Phones. Entrance and exit close to office.

What would change about the design?

2nd entrance/exit. Better queuing at exit. Speed bumps.

Queuing issues?

Yes at exit due to insufficient space and transients.

Complaints?

People don't like to park on the roof. Transponders

Who pays for and does the repairs to the gates?

Standard.

Who cleans the garage of debris and snow?

MSU. Previously performed by Standard.

Who maintains the change machines?

Standard

Who does the maintenance on the garage?

MSU

What is the cost of repairs per year to the University?

Less than \$100,000 in maintenance costs for parking equipment and signage.

Do they have any green incentives?

Explore grants for changing stations. Carpool discounts. Hybrid and Electric Vehicle discounts.

Do they have traffic studies for in and out during the semester? At different times of the day? For weekends?

They perform car counts and issue utilization reports to MSU. They scale back staffing during off peak timeframes.

What have they learned from the operation that they would do differently?

Blind spot mirrors, speed bumps, more cameras, pedestrian crosswalks, campus maps in elevator lobby.