



## Student Fee Review Board Application Checklist

- Cover Sheet
- Executive Summary
- Application Questions
- Budget Form A
- Budget Form B (**one-time requests**)
- Budget Form C (**non-SFRB funding**)

Please submit an electronic version of this application via email to [SFRB@unm.edu](mailto:SFRB@unm.edu) and 13 hard copies of this application to the **GPSA Office**, Student Union Building suite 1021.

**DEADLINE September 6, 2019, 5:00 PM.**

**\*Late applications will not be accepted.**

**Student Fee Review Board  
Funding Application for Fiscal Year  
2020-2021**

Parking & Transportation Services (PATS)  
Name of Unit

Barbara Morck Director  
Dean/Director Title

2401 Redondo Drive NE  
Campus Address

277-1969 bmorck@unm.edu  
Campus Phone E-mail Address

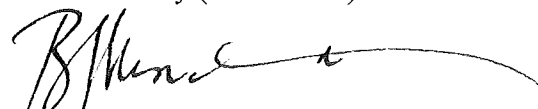
\$ 50,000.00 \_\_\_\_\_  
Total Amount Requested Alternate Email Address

One-Time Funding  Recurring  Requesting Increase

**CERTIFICATION**

I certify that the statements herein are true and complete to the best of my knowledge and accept the obligation to comply with the terms and conditions of the Student Fee Review Board. I understand that the SFRB is a **recommendation** body and that its funding allocations are subject to revision by the Budget Leadership Team before final approval.

Barbara Morck  
Submitted By (Print Name)

  
Department Head Signature

9/3/2019  
Date

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**DEADLINE September 6, 2019, 5:00 PM.**

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## **Executive Summary, SFRB 2019-2020**

### **UNM Parking & Transportation Services (PATS)' ABQ RIDE Bus Sticker Program**

UNM Parking & Transportation Services (PATS) mission is to help ensure access to the University by students, faculty, staff and visitors. This is accomplished through a variety of services that consider the needs of each customer. Data indicates that over 44,000 students, faculty, staff, patients and visitors are on the UNM campus and are in addition to those accessing services offered by UNM Hospital. To meet parking and transportation needs, PATS provides a range of services that include the ABQ RIDE Bus Sticker Program (Bus Sticker Program).

PATS is 100% self-funded with services and operations funded primarily by permit sales and hourly parking revenue. The funding request to the Student Fee Review Board (SFRB) of \$50,000 has and will continue to be used exclusively for the Bus Sticker program. It does not fund operational needs that include but are not limited to: business services; shuttle services; enforcement; facilities repair and maintenance (e.g. parking lots); capital purchases (e.g. shuttle buses), and other alternative transportation services. The SFRB funding will be used towards partial payment of the Bus Sticker program with the remainder paid by PATS. Last year, this funding model enabled 13,178 UNM students to utilize the ABQ RIDE public transit system at a program cost of approximately \$4.49 per year, thereby saving students \$225 (cost of an annual city bus pass).

PATS' alternative transportation programs, which include the Bus Sticker Program, support UNM's continued commitment to ensuring access to campus using a range of sustainable transportation modalities. Alternative transportation programs are a vital element the mission to: 1) offer free and/or low-cost transportation service that helps to ensure equitable access to UNM, and 2) reduce the University's carbon footprint by decreasing (e.g.) use of Single Occupancy Vehicles (SOV) while advancing UNM's sustainability goals.

New construction at UNM is one of several elements impacting PATS' effort to ensure and improve access to the University. Construction activities generally result in the loss of parking spaces, thereby reducing available parking spaces while increasing demand. To address the impact to customers and improve services and service delivery, PATS' continues to seek input through a variety of modalities that include social media, email, in-person contact, customer surveys, etc.

There is an ongoing need for students to be able to access low-no cost alternative transportation resources. PATS is requesting that the (reoccurring) funding of \$50,000 per year for use towards the ABQ RIDE Bus Sticker program be continued in the next funding SFRB cycle (2019-2020).

Thank you for your consideration and support of this program,

Barbara Morck, Director UNM Parking & Transportation Services

## Application Questions

1. Describe the history and mission of your unit, and how its services support the mission of the University. Please address each of the following bullet points in your answer.

- a. What services does your unit specialize in that are not offered in a similar form elsewhere within the University?

UNM Parking & Transportation Services (PATS) mission is to ensure access to the University by students, faculty, staff and visitors through the provision of a wide range of services. With over 44,000 individuals on campus at any given time and approximately 13,000 parking spaces for them to choose from, without looking past merely providing parking spaces to meet customers' needs and encourage sustainable transportation behaviors, we as a community would be hard-pressed to meet the need for appropriate and adequate access to the UNM campus. In effort to meet the needs of our customers, the services provided by and through PATS include, but are not limited to: parking (permit and hourly), shuttle services (the second largest transportation system in the state with just over 1.2 million passengers boardings in FY 2019), UNM-related special event support (barricades, parking and/or shuttle services for e.g. Popejoy, Commencement, Fiesta, etc.), a Transportation Information Center (TIC) located in the ground floor of the Student Union Building (SUB) where students can join in on the ABQ RIDE Bus Sticker Program (Bus Sticker Program), get public transit "travel planning" assistance, and a variety of alternative transportation programs such as information about bike lockers rentals, bicycle routes, etc. The Bus Sticker Program is by far the most popular of PATS' alternative transportation programs, and in the past has been partially funded by student fees: \$10,000 - SFRB 2009-2010; \$15,000 - SFRB 2010-2011; \$100,000 - SFRB (split between 2012-2013 and 2013-2014); \$50,000 - SFRB 2014-2015; \$50,000 – SFRB 2015-2016 (reduced to \$49,250 due to UNM/SFRB budget cuts); \$50,000 – SFRB 2016-2018 (reduced to \$49,250 due to UNM/SFRB budget cuts); \$50,000 – SFRB 2017-2018 (reduced to \$49,250 due to UNM budget cuts); \$50,000 – SFRB 2018-2019 (reduced to \$46,774 due to UNM/SFRB budget cuts); and \$50,000 – SFRB 2019-2020 (reduced to \$43,210 due to UNM/SFRB budget cuts).

PATS is 100% self-funded and, other than the SFRB funding grant, does not receive any monies from the University or other sources to fund its operational and capital program needs that include business services, transportation/shuttle services, parking enforcement, parking facilities maintenance, and alternative transportation services. PATS services are funded primarily through the sale of annual parking permits and hourly parking, and its revenues are reinvested in its program services, operations and capital projects (e.g. purchase of new buses, major repairs of parking lots and structures, construction projects including major parking lot modifications, purchase of parking-related IT equipment, etc.). PATS also provides direct financial support to UNM.

- b. How does your unit serve the University's commitment to diversity?

PATS employs a multi-modal approach to meet the ever-changing needs of the UNM community. This approach includes alternative transportation services and programs. The range of services helps support UNM's continued commitment to supporting a diversity community environment that values the need for equitable access to the campus while

being ever mindful of sustainability. Alternative transportation programs play a vital role in supporting the department and the University's mission in two key ways: 1) the provision of free and/or low-cost transportation services that helps ensure equitable access, and 2) helping to reduce the University's carbon footprint while advancing its sustainability goals.

2. Briefly describe each program/project in your unit that is funded specifically by student fees. What are the outcomes, so far, of each program/project? What, if any, changes do you plan to make to these programs/projects?

The Bus Sticker Program is available to UNM students, faculty and staff, and the bus stickers are valid for use for the duration of the academic year. By showing their Lobo ID with the Bus Sticker on it, the bearer is able to ride the ABQ RIDE public transit system – which will include the ART buses once operational – for free, saving the user \$225 a year (the cost of an annual ABQ RIDE bus pass).

The current cost for the Bus Sticker Program is \$100,000 per year. \$50,000 of program cost would be paid by SFRB funding and the remaining \$50,000 by PATS' operating funds. The positive outcome of this program can be seen in its continued popularity and regular use by UNM students. In Academic Year (AY) 2018-2019 approximately 16,967 bus stickers were distributed to UNM students, faculty and staff: 13,178 (78% of total) to students, and 3,789 (22% of total) to faculty/staff. For FY2019, ABQ RIDE reported approximately 448,967 boardings by UNM students, faculty and staff using the Bus Sticker Program. Because of this program, students can ride any ABQ RIDE bus whenever they choose to for free, saving them the \$225 cost of an annual City bus pass.

During the AY2019-2020 and in preparation for the eventual start of services on the City's ART bus route, and in collaboration with ABQ RIDE Marketing Department, PATS will be increasing the promotion of the Bus Sticker Program. During this same period and as part of PATS' other alternative programs, PATS' will continue to be actively involved in the local transportation planning efforts, e.g. MRCOG Active Transportation Committee on the City's Master Bicycle Plan, Bike Share programs, and other on-going transportation planning efforts for the Albuquerque and County communities.

3. Does your unit have an SFRB balance forward? If so, please justify this balance forward and describe how you will utilize it.

PATS does not have an SFRB balance.

4. Describe any increase in SFRB funding you are requesting, and provide justification detailing how raising student fees will improve your unit's impact on the student population. If requesting increases for multiple programs/projects, which program/project is your top priority? If requesting an increase, please state any reserves in your unit's budget and provide justification for not using said reserves for the requested increase.

The Bus Sticker Program provides much-needed transportation for those students who do not own a vehicle, have limited resources for covering vehicle expenses (e.g. fuel, maintenance and repair, insurance, parking fees) or who are focused on participating in

helping to reduce UNM's carbon footprint by using public transit.

As per UAP 7000 and as a self-funded department, PATS keeps a reserve fund. PATS' reserve fund is to be used in the event of a budgetary shortfall (e.g. increased financial impact due to declining enrollment, loss of parking spaces) and to ensure there is adequate funding for its capital program needs (e.g. bus purchases, construction of a new parking structure, major parking lot repairs or modifications, etc.).

5. What are your unit's current non-SFRB sources of funding (e.g. Instructional & General, state or federal grants, self-generated revenue), and if applicable, what additional funding sources are you seeking this fiscal year?

- a. What increases or decreases from non-SFRB funding sources do you anticipate compared to your budget last year?

As a self-funded department that relies primarily on the sale of parking permits and use of its pay station system for its revenue stream, PATS is affected by student enrollment and the loss of parking spaces through UNM campus construction activities. With an estimated (up to) 7% continued decline in enrollment for AY2019-2020 PATS, along with other UNM departments, continues to seek alternative and/or new revenue sources and consistently looks to identify and implement funding opportunities to increase efficiencies in the operational costs of existing services.

- b. Please complete **Budget Form C** for non-SFRB income. (attached)

6. Describe student participation in your unit, and any plans to improve it, addressing each of the following bullet points.

- a. How are students involved in the governance/decision-making of your unit?

PATS has a long history of welcoming student involvement in its programs and services, and especially through student employment positions in its Business and Facilities operations. Information obtained through the "Parking and Transportation Summits," held in collaboration with ASUNM and GPSA, provide students an opportunity to ask questions and voice concerns directly to members of PATS' management team and staff about i.e. the cost of permits, how permit eligibility requirements are determined, request a change in shuttle service (out of which was born the Night Bus route), ask about the purpose of enforcement activities, etc., and for PATS to gather direct input from the students regarding their customer experience with PATS and its services.

- b. How many students do you employ (including graduate assistants, interns, etc.)?

PATS currently has seven (7) of the ten (10) student employees positions filled: The students work in the Business and Facilities operations. PATS' is working on adding Enforcement services to this list and, hopefully, Transportation. The students are a mix of work-study and "regular" student employees.

7. Describe specific improvements your unit has made in the last fiscal year to the visibility/accessibility of its services, and any plans to further improve visibility/accessibility.

PATS is continually working to improve the provision of its services and operations, and

to be transparent and accountable as a UNM department. PATS' did a major update of its webpage and customer interface to make it accessible via a smart-phone. This improvement enabled customers using smartphones to access on-line services including on-line permit purchasing, checking their parking account, etc. In early 2018 and in order to improve the functionality of T2-Flex, the parking software used by PATS, the data base was migrated to the software vendor's web-hosted environment. Although there continues to be occasional challenges (in Fall 2018 UNM internet services went down during permit sales), overall the move has shown positive results. PATS regularly participates in tabling events, does presentations to new students -New Student Orientation (NSO) and Transfer Non-Traditional (TNT), and Family Connections (FC) for their parents - and actively seeks to collaborate with other departments whenever and however possible.

8. How does your unit collaborate with other campus units and/or off-campus entities?

PATS collaborates and coordinates efforts with other UNM departments, and especially those directly connected to the student experience as well as outside entities such as Mid-Region Council of Governments (MRCOG), the City of Albuquerque and ABQ RIDE, Rio Metro, etc. Collaboration with UNM departments include but are not limited to: Dean of Students offices, Student Affairs, Student Services, Student Health and Counseling (SHAC), Global Education Office (GEO), ResLife/Student Housing (RLSH), American Campus Communities' (ACC) Casas del Rio and Lobo Village, Real Estate's Science & Technology Park (S&TP) and Lobo Rainforest, and the Health Sciences Center (HSC). PATS seeks to engage with students whenever possible and in whichever format is appropriate to the task at hand, e.g. social media (Facebook and Twitter), email notices to permit holders, signage, tabling events, etc.

9. What methods have been used in evaluating your unit's impact on the student population (e.g. surveys, focus groups, interviews), and how effective have those methods been?

Please provide any data collected if it pertains to the application.

The Customer Service survey conducted by PATS in 2016 asked students questions that included: purpose of their visit to PATS' offices (60% purchase of permit, 27% citation issue, 26% general information); rating of their in-office experience (47% good, 25% excellent, 21% fair); length of wait time in office (50% less than 10 minutes, 29% 10-20 minutes, 10% more than 30 minutes); were needs met (90% yes, 10% no); etc. The survey results have been used to make improvements in services. The survey was also compared to responses in a similar survey done in 2010, which indicated a solid improvement in the provision of customer service. PATS will be conducting another survey in Spring of AY2019-2020 with similar questions to identify any area that may still be lagging and/or any new areas of opportunity for improvement. PATS will also be releasing a Commuter (aka Transportation) Survey during the Fall 2019 semester with the goal of identifying how students are getting to/from campus (e.g. single occupancy vehicle, public transit, bicycle, etc.), where they are coming from and where they are going (e.g. home, work, etc.) and what if any additional transportation-based needs might need to be considered (e.g. use of UBER/Lyft, increased use of bicycles or public transit, etc.). In collaboration with ASUNM and GPSA, PATS will again hold a "Parking and Transportation Summit" during the fall (and spring) semesters.

**10.** If your unit received specific recommendations from last year's SFRB, what are your unit's current plans to address these recommendations?

None were noted.

**11.** Provide any other information or a narrative that will assist the SFRB in making its decision to fund your unit.

With the goal of improving current services and identifying possible need for additional services, PATS continues to work on improving its practices, products, and the delivery of services to the UNM community. As a UNM department, PATS remains very cognizant of who the core customer of the University is – the student – and works diligently to identify customers' needs based on actual input, and to then make decisions about how best to meet these varied and wide-ranging needs.

The Bus Sticker Program is one of PATS most popular alternative transportation programs. With a slight uptick in the cost of gas over the last couple of years, which in turn affects ridership on public transit (as well as the financial solvency of the state), the continued awareness of the need for the creation and involvement in sustainable practices that include consideration of economic value and environmental impact become increasingly important. The Bus Sticker Program supports UNM's sustainability efforts in that it helps reduce the carbon footprint through removal of single occupancy vehicles (SOVs) from City and UNM roadways, reduces wear-and-tear of UNM infrastructure including roadways, and provides economic benefit to students who would otherwise bear the cost of operating a vehicle. PATS continues to promote the Bus Sticker Program through a variety of modalities that include: tabling events; presentations given to new students, faculty and staff; listserv communications (e.g. to permit holders); social media (e.g. Twitter and Facebook); printed media (brochures/flyers, advertising in the Daily Lobo, etc.).

The SFRB funding for the ABQ RIDE Bus Sticker Program supports and assists PATS' effort to ensure students have safe, convenient and economical access to the UNM campus. Once operational (in January 2020?), students will be able to use their bus sticker on the City's ART. This public transit service along with existing transit routes will help ensure students are able to effectively access the University using public transit/alternative transportation.



SFRB Funding Request Form

STUDENT FEE REVIEW BOARD  
FISCAL YEAR 2020-2021

DEPARTMENT Parking & Transportation Services (PATS)  
VICE PRESIDENT Chris Vallejos

INDEX # 314047

	A	B	C	D	E	F
	ORGANIZATION OPERATING BUDGET 2018-2019	TOTAL BUDGET 2019 - 2020	SFRB BUDGET 2019 - 2020	TOTAL BUDGET 2020 - 2021	SFRB BUDGET REQUESTED 2020-2021	SFRB FUNDING INCREASE/DECREAS E REQUEST 2020 - 2021
1 Faculty salaries						
2 Staff salaries	2,908,269.00	3,007,750		3,007,750		
3 SUBTOTAL NON-STUDENT SALARIES (Line 1+2)	\$ 2,908,269.00	\$ 3,007,750.00	\$ -	\$ 3,007,750.00	\$ -	\$ -
4 Student (student employment & workstudy)	66,000.00	70,000		70,000		
5 GA, TA, RA - Pay and Benefits						
6 Fringe Benefits on Staff & Faculty salary	1,354,936.00	1,405,861		1,405,861		
7 TOTAL COMPENSATION (Lines 3 - 6)	\$ 4,329,205.00	\$ 4,483,611.00	\$ -	\$ 4,483,611.00	\$ -	\$ -
<b>GENERAL EXPENSES</b>						
8 63T0 - Contract Services Gen			43,210		50,000	
9 Other Account Codes	2,251,524.00	2,107,711		2,107,711		
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
32 TOTAL GENERAL EXPENSES (Line 8 - 30)	\$ 2,251,524.00	\$ 2,107,711.00	\$ 43,210.00	\$ 2,107,711.00	\$ 50,000.00	\$ 6,790.00
34 GRAND TOTAL EXPENSES (Line 7+32)	\$ 6,580,729.00	\$ 6,591,322.00	\$ 43,210.00	\$ 6,591,322.00	\$ 50,000.00	\$ 6,790.00

# Form B

## SFRB **One-Time** Funding Request Form

Use this form ONLY if you are requesting **ONE-TIME** funding

DEPARTMENT Parking & Transportation Services (PATS)

VICE PRESIDENT Chris Vallejos

INDEX # \_\_\_\_\_

STUDENT FEE REVIEW BOARD

FISCAL YEAR 2020-2021

### Budget for SFRB Funding **ONE-TIME** Request

	I		J
	2019-2020 One-Time Request	2019-2020 One-Time Allocation	2020-2021 One-Time Request
1	Not Applicable		
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17	<b>TOTAL One-Time funding (Line 1 thru Line 6)</b>	\$ -	\$ -

\*The narrative response to question #4 must reflect this information

# Form C

# External Funding Sources

This form is used ONLY if you have **EXTERNAL FUNDING SOURCES**

DEPARTMENT Parking & Transportation Services (PATS)  
 VICE PRESIDENT Chris Vallejos  
 INDEX(es) # \_\_\_\_\_

STUDENT FEE REVIEW BOARD  
 FISCAL YEAR 2020-2021

FUNDING SOURCE	2019-2020 BUDGET	2020-2021 FORECASTED BUDGET	Funding Increase Request for 2020-2021
1 Student Fee Review Board (SFRB)	Not Applicable	Not Applicable	
2 UNM Instruction & General			-
3 Private Donations			-
4 Fundraising/Foundation/Development			-
5 State Funding			-
6 Federal Funding			-
7 Grants (including federal and private)			-
8 Self-Generated Revenue			
9			-
10			-
11			-
12			-
13			-
14			-
15			-
16			-
17			-
18			-
19			-
20			
21			
22			
23			
24			
25			-
26			-
27			-
28			
29			-
30			-
<b>TOTAL OPERATING INCOME/REVENUE</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

\*The narrative response to question #5 must reflect this information