

FY  
2018

# ANNUAL REPORT

OSU TRANSPORTATION SERVICES



Oregon State  
University



I am pleased to introduce the Transportation Services Department Annual Report. This report summarizes the department's activities and accomplishment's from the previous fiscal year, July 1 through June 30. It is designed around the Division of Finance and Administration's Strategic Plan goals: providing high service levels, a healthy and safe environment and managing resources effectively.

OSU is committed to mitigating traffic and parking burdens on campus and in the surrounding community, as well as decreasing the university's carbon footprint. Transportation Services leads OSU's efforts to reduce parking demand and single-occupancy vehicle use.

In addition to managing campus parking, Transportation Services manages a Motor Pool for short- and long-term rentals. We also operate the Beaver Bus campus shuttle and several programs that encourage active transportation and ridesharing. We regularly survey and analyze trends and new technologies to support the dynamic transportation needs of the OSU community.

Throughout the year, please visit our website, [transportation.oregonstate.edu](http://transportation.oregonstate.edu), for the latest updates. I now invite you to review this year's report.

Sincerely,

A handwritten signature in black ink that reads "Meredith Williams".

Meredith Williams

Director of Transportation Services



# OUR CAMPUS COMMUNITY

24,672

Fall 2017 Corvallis Enrollment

Source: OSU Office of Institutional Research

5,412

November 2017 Corvallis  
Employees\*

Source: OSU Office of Institutional Research

57,961

Corvallis 2017 Population

Source: American Communities Survey 1 year Population Estimates



**LAND, SEA, SUN AND SPACE**

One of two land, space, sea and sun grant universities in the US



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\* Not including graduate assistants or student employees.



## OUR MISSION

Transportation Services supports the University's mission by providing safe, customer-focused, fiscally-sound and sustainable transportation programs and services.

## AN EVOLVING ORGANIZATION

In 2013, the Motor Pool, Transit and Parking Services and Transportation Options joined forces to create the Transportation Services department. In 2017, Transportation Services became a part of the University Facilities Infrastructure and Operations (UFIO) unit within the Division of Finance and Administration. This organization has helped us maintain a close working relationship with the Capital Planning & Development and Facilities Services departments with whom we have common projects, needs and goals.

**24**  
Full-Time Employees

**35**  
Student Employees

## STUDENT EMPLOYEE PROFILE

Hudson Rennaker '18, a senior Graphic Design major, worked for Transportation Services for two years. During that time, Rennaker designed posters, parking permits, department brochures and marketing materials. "Working for Transportation Services gave me real world experience - not just working on projects that live within a classroom," Rennaker said. This year Hudson won a national competition for his design of the new Campus Parking & Transportation Association logo.

Rennaker doesn't own a car for "purely financial reasons" as he puts it, so he rides his bike everywhere. His first-hand experience using transit and riding bikes shows in the work he creates for the department. "I've learned that graphic design is about compromise and not just your own expression of art."

Transportation Services student employees provide a variety of services for the department including customer service, facility maintenance, car detailing, bicycle repair, parking enforcement and graphic design.



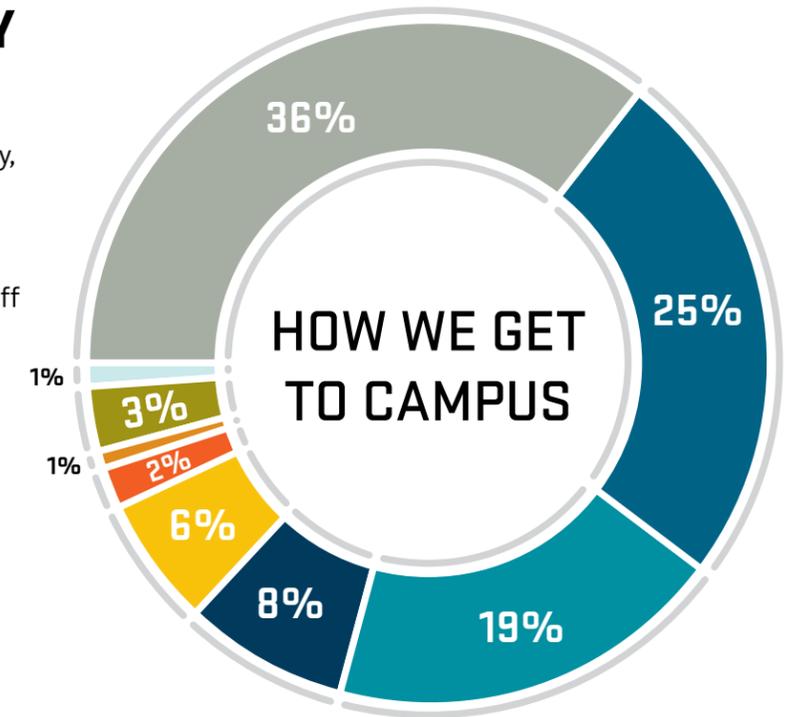
## CUSTOMER SERVICE

In December of 2017, Transportation Services filled a new Community Relations position to review policies and improve customer service. We regularly review comments and appeals looking for opportunities to improve department policies and procedures.

## TRANSPORTATION BY THE NUMBERS

Source: OSU Corvallis Campus Travel Survey, November 2017

- Drive Alone
- Walk / Skate
- Bike
- Transit
- Carpool / Vanpool
- Pick Up / Drop Off
- Motorcycle
- Telecommute
- Other



**5,063**  
Commuter Parking Spaces

**1,118**  
Resident Parking Spaces

**129,215**  
Annual Beaver Bus Ridership

**10**  
Transit Routes Serving Campus

**3.4M**  
Miles Traveled in Motor Pool Vehicles

**8,843**  
Bike Parking Spaces

**8**  
Skateboard Parking Racks

**470**  
Motor Pool Vehicles

**9,887**  
Motor Pool Trips



# FACILITATING EDUCATION AND RESEARCH

With over half of our Motor Pool vehicle rentals directly facilitating education and research, we play an important role in connecting OSU students and employees to the physical environment.



## MOTOR POOL RENTALS

The Motor Pool maintains an inventory of sedans, vans and trucks to support the research, academic and administrative needs of the university. OSU's research and other activities take our vehicles all across the country. Customers can make reservations using an online portal that remembers rental preferences, or by phone or in person. Vehicles may be returned 24 hours per day using our after-hours drop box. Fuel is included in the rental rate and can be estimated using route distance.

## VEHICLE TYPES

### Passenger Vehicles

- SUVs
- Sedans

### Vans

- 6-Passenger Mini Vans
- 12-Passenger Full Sized
- Mini Cargo Transit Connect
- 3/4 Ton Cargo

### Trucks

- 1/4 Ton Compact
- 1/2 Ton
- 3/4 Ton
- 1 Ton

50%

Percentage of Motor Pool Trips for Research and Education Purposes

2,641

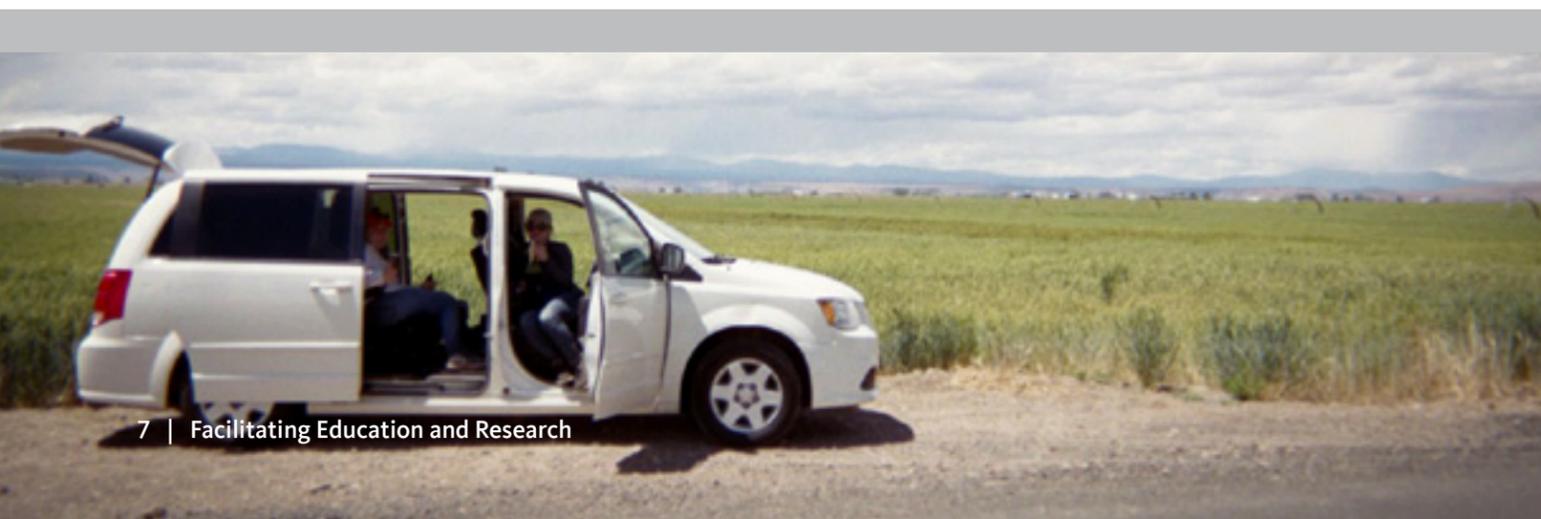
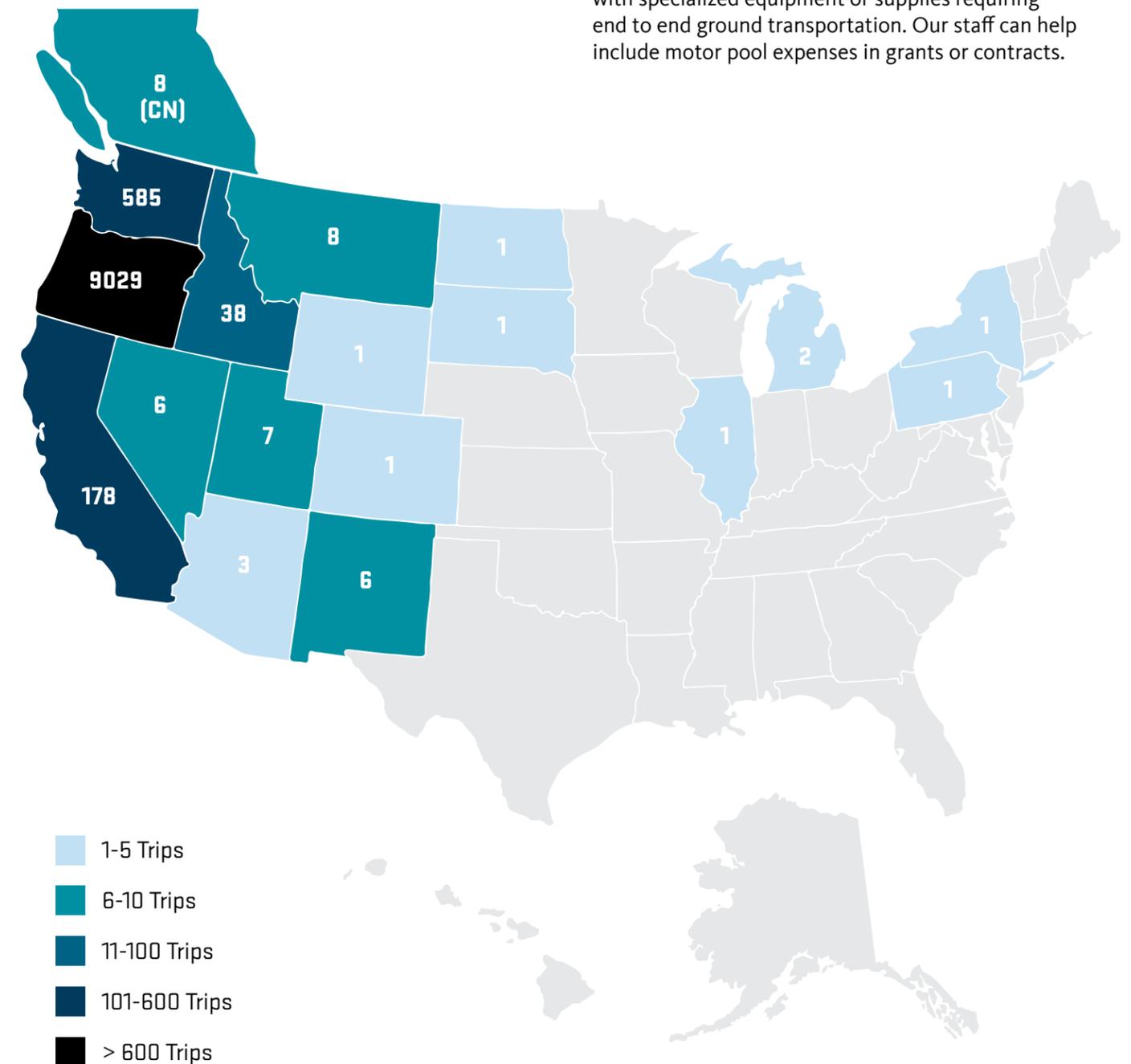
Number of New Motor Pool Customers this Year

*"I teach two large field courses that require complicated, last minute arrangements, and it's simply a joy to work with the unit."*

— Aaron Wolf, Professor of Geography, College of Earth, Ocean, and Atmospheric Sciences

## TRIP DESTINATIONS

While the majority of trips begin and end in Oregon, our vehicles help facilitate OSU business throughout much of the U.S., as well as parts of Canada and Mexico. Many departments opt to rent passenger vans for group travel to out of state conferences and workshops at a lower financial and environmental cost than air travel. Many researchers must travel with specialized equipment or supplies requiring end to end ground transportation. Our staff can help include motor pool expenses in grants or contracts.





## IMPROVING THE COMMUTER EXPERIENCE

We want to help make the commute to campus as easy as possible. Let us show you the many different ways to get to and around OSU, Oregon and beyond.

## TRANSPORTATION OPTIONS

### ZAP OREGON STATE

In the spring of 2018, Transportation Services launched ZAP Oregon State, a bike commute rewards program. ZAP encourages new bike riders and rewards existing bike commuters with monthly prize drawings. The program's team challenges help build a culture of bicycling on the OSU Corvallis campus through friendly competition.

3,784

Total Miles Biked to Campus by ZAP Participants

### PROMOTING RIDESHARING

Transportation Services supports carpooling for daily commutes to campus. Shared rides extend the capacity of parking assets by accommodating more people in every parked car.

10

Reserved Carpool Spaces

282

Members of Shared Carpool Parking Permits

*"My husband and I carpool to OSU together to help the environment, save gas and save money."*

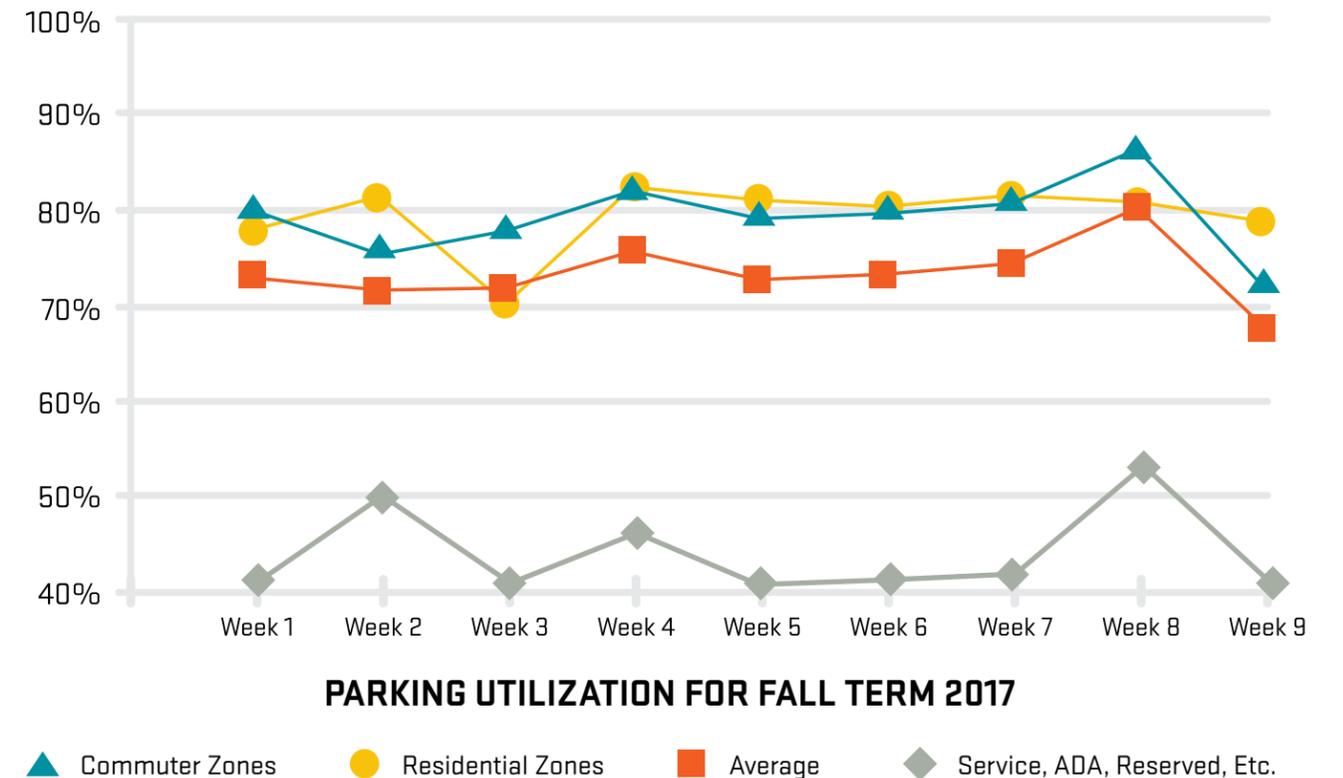
— Heidi Melton, Benefits Consultant, Office of Human Resources

## PARKING PREDICTABILITY

### ZONAL PARKING

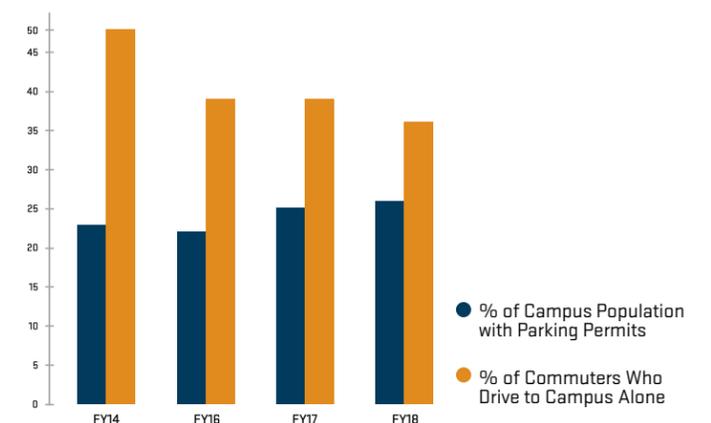
In 2014, OSU moved to a zonal parking system to redistribute parking demand across campus. Through careful monitoring of the campus population, volume of parking permits sold and parking space capacity, we balance parking supply and demand through the zonal parking system.

Each week last year, we recorded parking lot utilization during peak periods. This information guided our permit sales decisions to meet demand in each zone while maintaining parking availability.

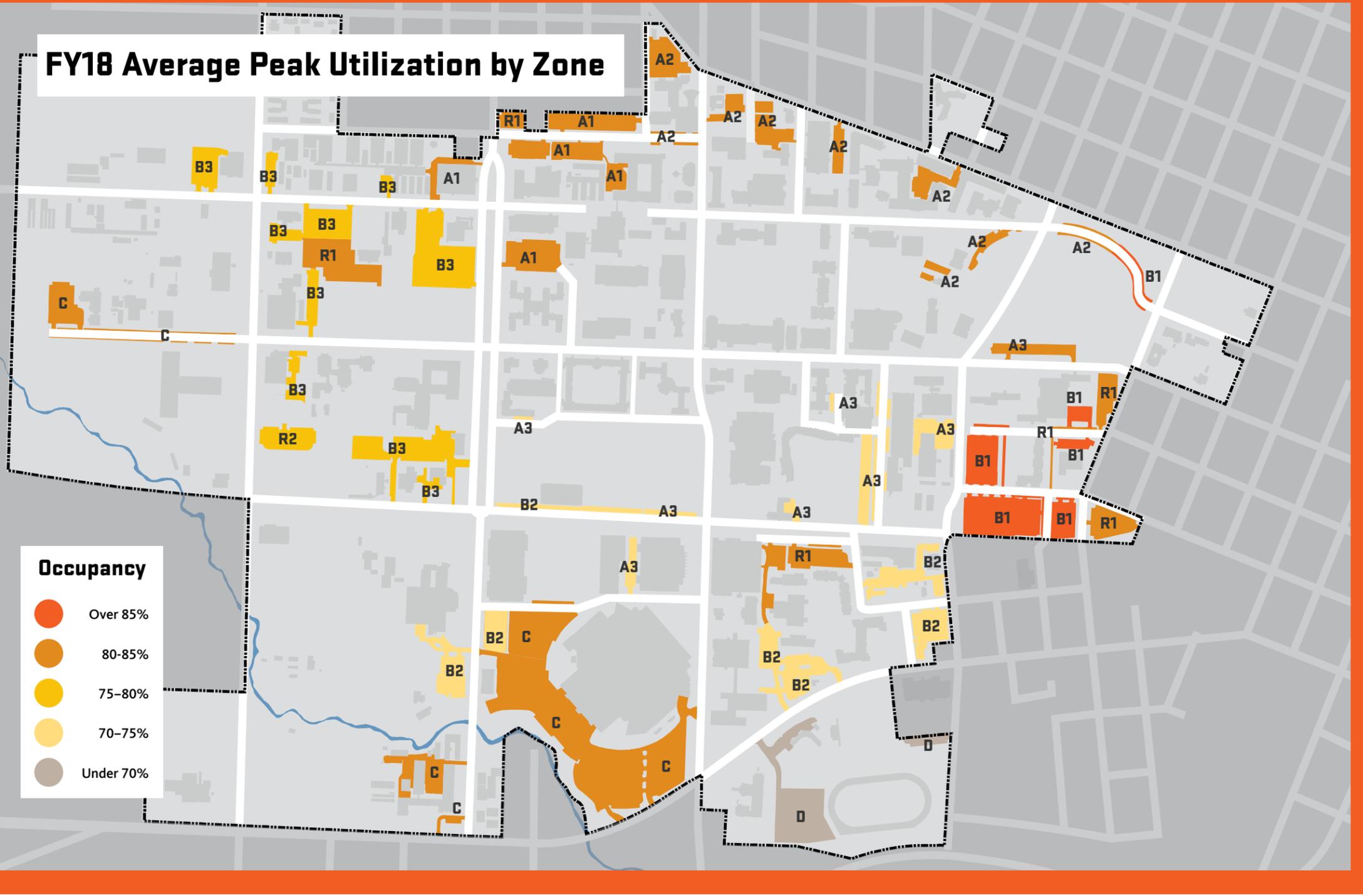


### ACCOMODATING MORE PARKING ON CAMPUS

The annual campus travel survey reflects a decreasing drive-alone commuting rate over the last few years. Over the same time period, campus parking permit sales have increased which is an indication that more people are choosing to park on campus rather than on city streets.



# PARKING PREDICTABILITY



## DEMAND-BASED PRICES

Permit pricing varies to match demand. This ensures a distribution of vehicles across campus that eases congestion in high-demand areas and encourages higher use in otherwise low-demand areas, which in turn avoids the need to build expensive new parking facilities. The number of annual permits sold in each zone is limited to ensure parking availability and to allow daily and monthly permit use.

## ACCESSIBILITY

We partner with the Equal Opportunity and Access department to locate accessible parking in the most useful locations throughout campus. The amount of accessible parking at OSU exceeds the amount required by the Americans with Disabilities Act (ADA).

Last summer, through a pavement renewal project on Benton Place, we rebuilt the ADA parking and pathway to improve access to McAlexander Fieldhouse.



350

ADA Parking Spaces on Campus

# WELCOMING CAMPUS VISITORS

We realize that transportation, and often parking lots, are visitors' first and last impressions of campus. Through continual improvement of our infrastructure, payment options and messaging, we aim to provide a consistent and intuitive environment in which to welcome visitors to campus, whether by car, bike, transit or by foot.



## IMPROVING THE VISITOR EXPERIENCE

Transportation Services provides transportation options and suggestions to all who visit OSU. There are many ways to get around campus – bicycling, walking or taking the Beaver Bus. We also offer parking options for visitors coming for conferences, performances and events hosted by colleges or departments. Daily permits can be conveniently purchased online or at one of ten pay stations around campus. Additionally, campus parking meters accept mobile transactions through the Passport Parking app.

36,535

Daily Permits Sold Online in FY18

91,255

Daily & Hourly Permits Sold at Pay Stations in FY18

## SUPPORTING CAMPUS EVENTS

Transportation Services supports events on campus in many ways, including arranging designated parking areas for events, coordinating or detouring local transit and Beaver Bus operations and providing guidance on campus event planning. Major events that we support include Commencement, Student Move-in Day, OSU Athletic events and START (new student orientation).

41

Number of Events Supported by Transportation Services

40,217

Number of Transactions Using Passport in FY18

## PASSPORT AT PARKING METERS

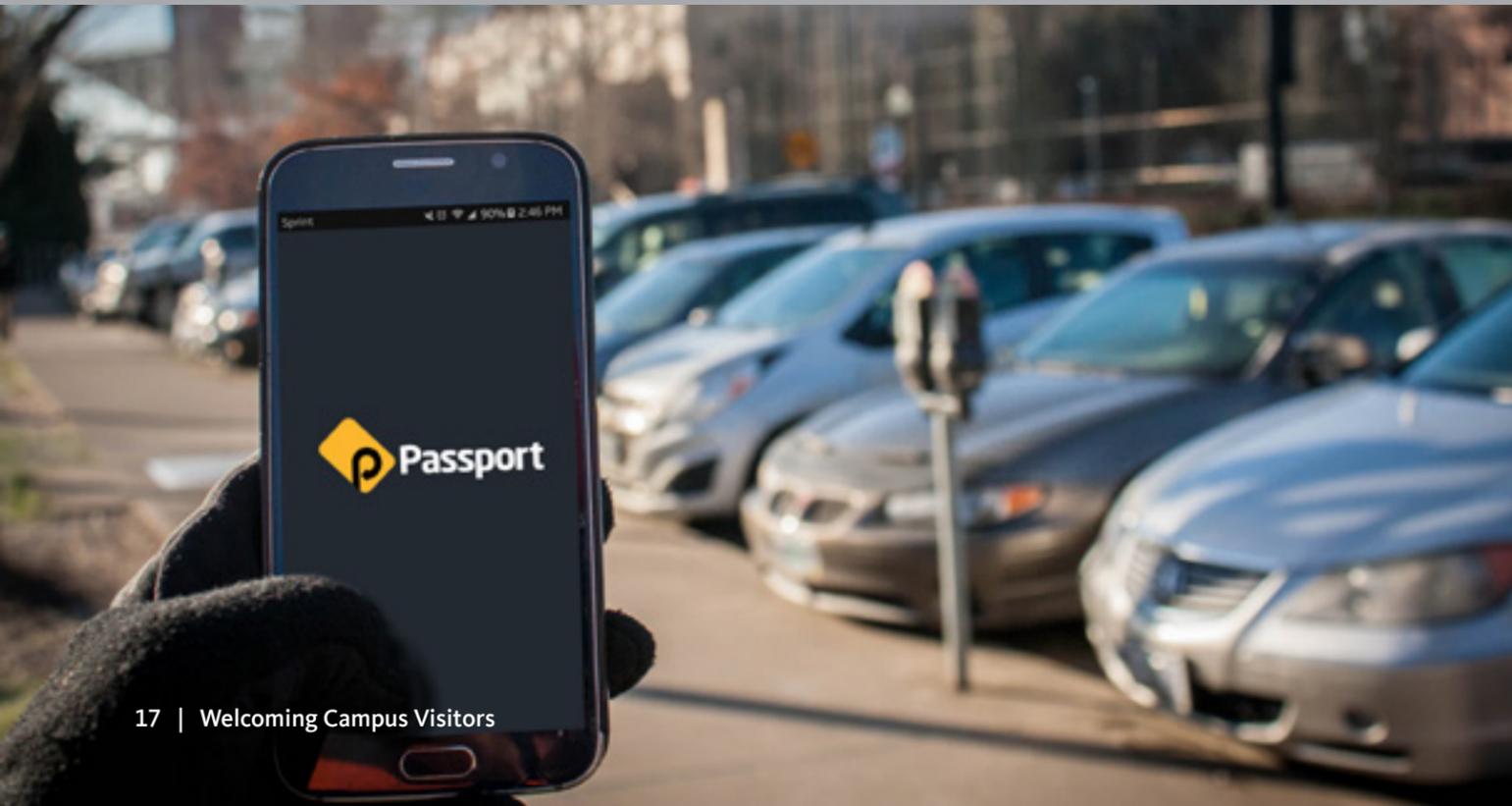
The addition of Passport as a mobile solution to pay for metered parking on campus has provided flexibility for students, employees and visitors. Last year, two-thirds of all transactions at parking meters were made with Passport.

12

Events Supported with Beaver Bus Rentals

## BEAVER BUS RENTALS

OSU departments may rent the Beaver Bus for special occasions. This year, buses were rented twelve times to host groups on campus or for event transportation.





# SUPPORTING CORVALLIS CAMPUS OPERATIONS

Whether you are riding the Beaver Bus, fueling a van, briefly using a loading zone or arranging event transportation, we are with you, helping our campus move in a positive direction.

## BEAVER BUS

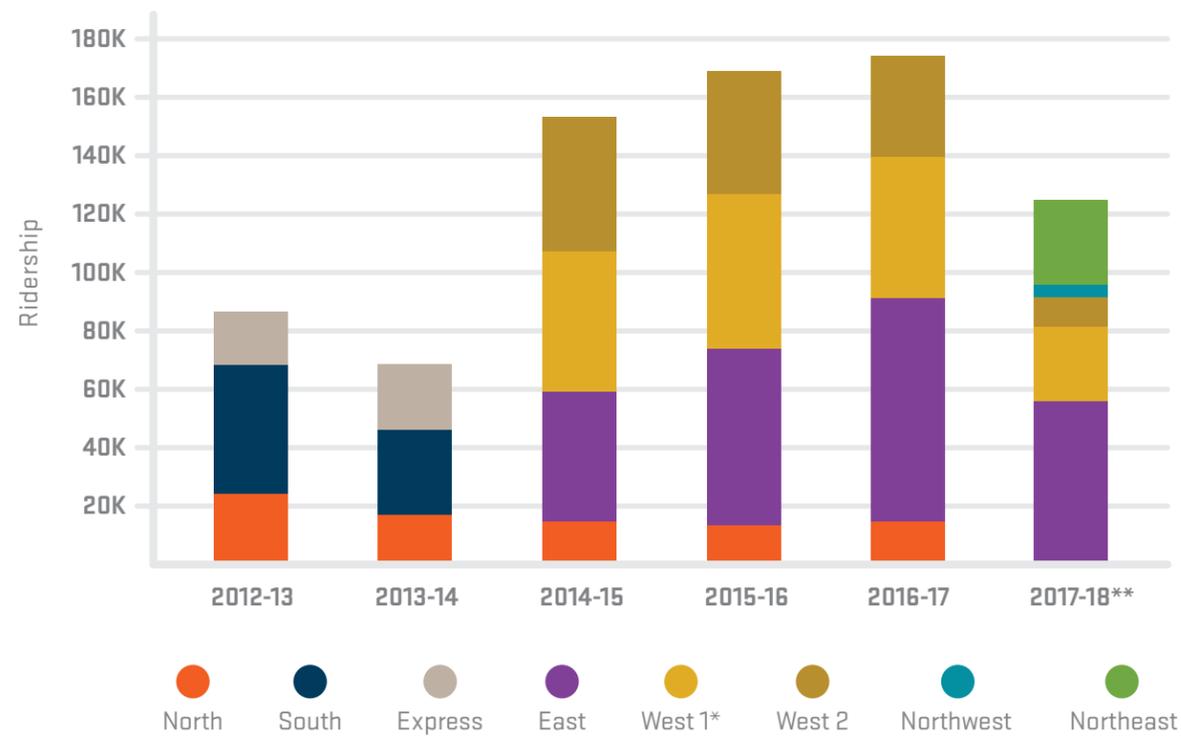
### BEAVER BUS

This year, we added a new Northwest route to better serve the northwest portion of campus. We also improved our ridership data collection system to help with route and schedule planning.

The Beaver Bus runs Monday through Friday, 7 a.m. to 7 p.m., with five routes during the Fall, Winter and Spring Terms, and one Central route during the Summer Term and breaks.



Real-time bus tracking is available through the OSU Mobile App.



\*Includes summer route ridership data

\*\*First full year of data collection via automatic passenger counting equipment

### FLEET SERVICES

Our Motor Pool rents and maintains more than 100 campus-based vehicles used for university operations. We also provide expertise on campus vehicle policies, selection, acquisition and contracts.

### SERVICE AND LOADING SPACES

Service parking spaces are designated in areas where university vehicles need regular, close building access for campus operations.

We manage 47 loading spaces in lots on campus and 67 additional loading areas that accommodate larger or multiple vehicles.

170

Number of Service Spaces Located on Campus

### TRANSPORTATION SYSTEM PLAN

During FY18 Transportation Services worked closely with Capital Planning & Development on the creation of a 10-year Transportation Plan for the OSU Corvallis campus. The Transportation Plan will include designs to improve safety and traffic flow at several areas of conflict around campus.

100

Number of Motor Pool Vehicles Used for Corvallis Campus Operations



# FINANCIAL STEWARDSHIP

Each year, Transportation Services fine-tunes its long-range plans to make strategic and sustainable investments.

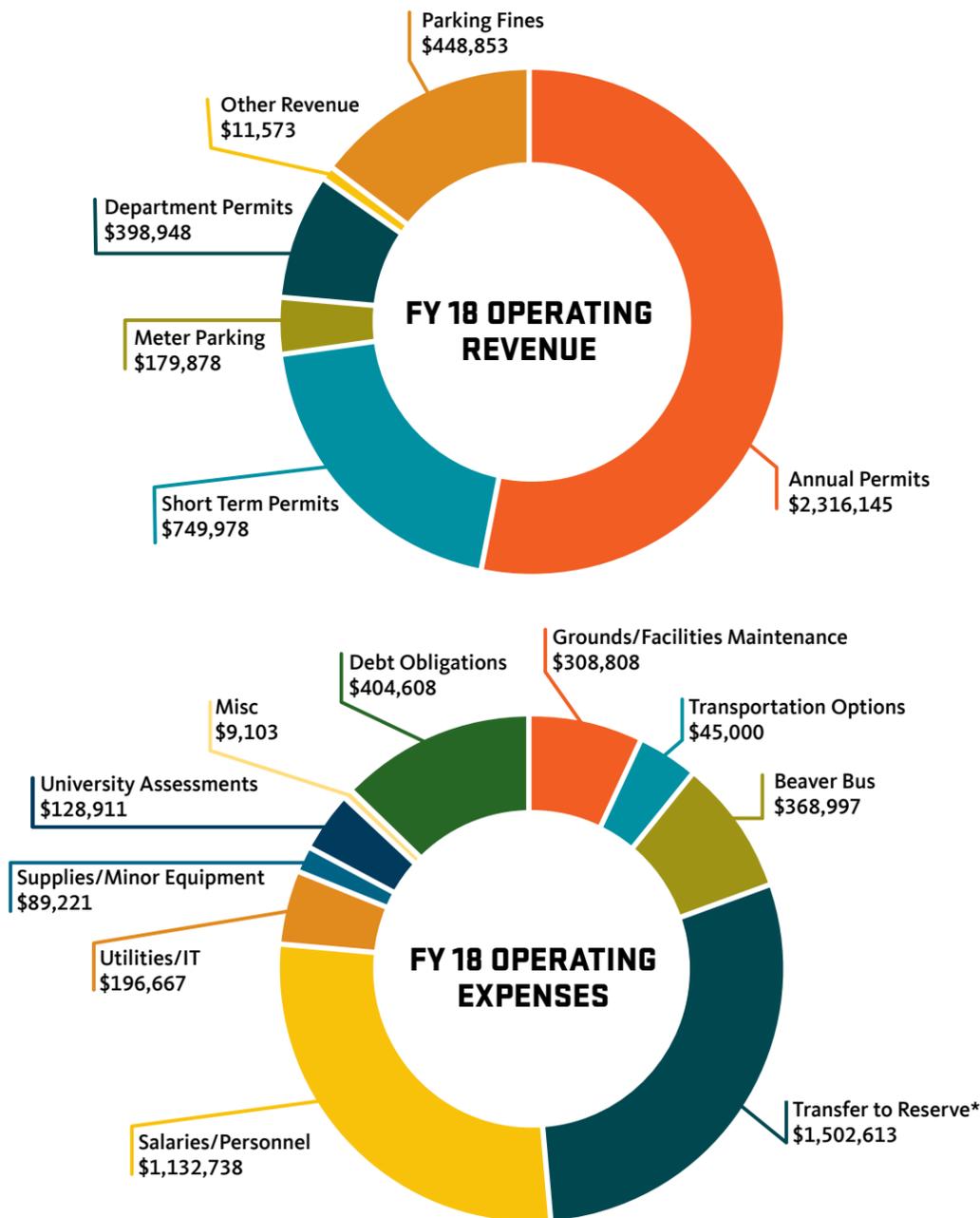


# ASSET MANAGEMENT

Transportation Services seeks to be good stewards of its assets through careful management and maintenance. Our management goals include optimizing the use of existing parking to avoid expensive new parking construction.

## PARKING BUDGET

Transportation Services is a self-supported auxiliary which means that all revenue collected supports the services and infrastructure for parking and transportation options on the OSU Corvallis campus.



\*Funds transferred to our reserve budget are used for capital construction and maintenance projects and equipment.



## PAVEMENT MANAGEMENT PLAN

A major accomplishment this year was the completion of the Pavement Management Plan. This comprehensive assessment and 20-year preventative maintenance plan will guide investments that prolong the life and value of approximately 90 surface parking lots across campus.

Maintenance will maximize asset life and save money overtime. This maintenance requires annual investments of approximately \$550,000.

**\$550,000**

Estimated annual investment in parking lot maintenance.

## VEHICLE MAINTENANCE

Our three talented Motor Pool mechanics provide quality service to ensure safety and reliability of over 450 vehicles at least every six months or 5,000 miles.

## PERSONAL MILEAGE REDUCTION

This year we conducted a study of the annual university expense for employee personal mileage reimbursements. OSU employees can often spend less by renting a Motor Pool vehicle rather than driving their personal vehicle.



## **SUPPORTING SUSTAINABILITY**

From Motor Pool vehicles with high fuel economy to EV charging stations to a robust Transportation Options program encouraging commuting without driving alone, we work to keep OSU's footprint small.

## PARTNERSHIPS

Transportation Services works closely with the OSU Sustainability Office and partners with the Student Sustainability Initiative to find ways to lower the greenhouse gas emissions from our operations.



### BEAVER BIKE RENTALS

In 2016, the first new service launched by the Transportation Options program was Beaver Bike Rentals, offering affordable bike rentals to students by the term. Most of the rental bikes are sourced from OSU Surplus Property, giving new life to bikes that have been abandoned on campus. Since its inception, the Beaver Bike fleet has more than doubled to 35 bikes. During the academic year, 90 percent of the bikes are rented out to students.

35

Number of Beaver Bikes

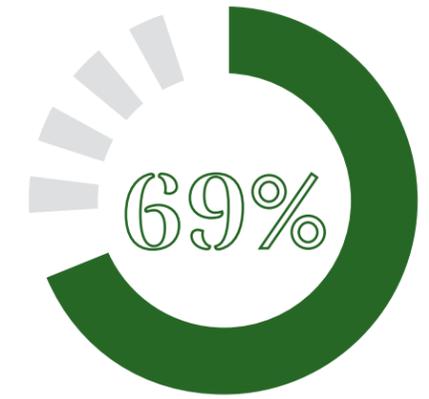
90%

Average Number of Beaver Bikes Rented for School Year

## MOTOR POOL CARSHARING



5.4 Average Occupancy In Motor Pool Vehicles



Percentage of Trips with More Than 1 Passenger

## EV CHARGING

1,440 Connections to Campus EV Charging Stations



## ZIPCAR

Zipcar provides access to six shared vehicles on campus near every dining hall. Recent research has shown that campus Zipcar programs contribute to students' decisions to leave a car at home or postpone a car purchase. Furthermore, student Zipcar members drive less than they would have if they had brought their own car to campus.

78 Personal Vehicles Removed from Campus

462,400 LBS of CO<sub>2</sub> emissions reduced by OSU Zipcar

## BIKE LOCKERS

Campus bike lockers provide secure bike parking for bike commuters, campus residents and drivers alike. In FY18, locker utilization increased from 59 percent to 71 percent.

48 Bike Lockers in 3 locations on campus

Average percentage of rented lockers in FY18 71%



# COMMUNITY SERVICE AND PARTNERSHIPS

We are committed to honestly facing issues as they arise, listening and problem-solving through partnership. This attitude extends to our service both on and off campus.



# STAFF SERVICE ON COMMITTEES

## INTERNAL

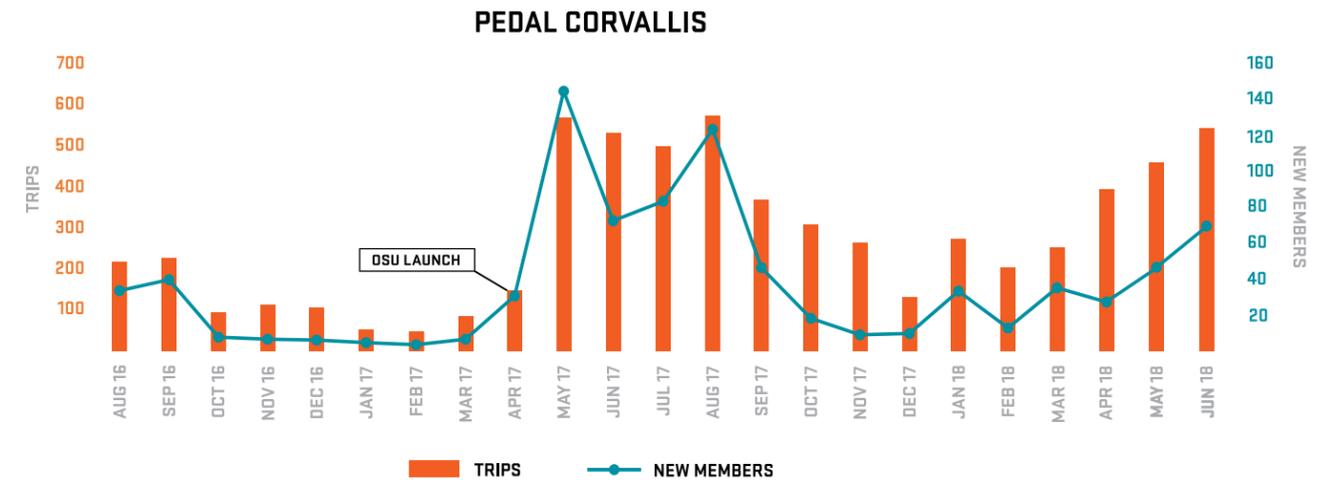
- Faculty Senate
- Transportation Committee
- Campus Planning Committee
- Sustainability Advocates and Practitioners
- President's Commission on the Status of Women
- E-Commerce Committee
- Commencement Committee

## EXTERNAL

- Corvallis Transportation System Plan Steering Committee
- City of Corvallis Transportation Department Advisory Committee
- Beaver Store Board of Directors
- Corvallis Sustainability Coalition Transportation Action Team
- Open Streets Corvallis Planning Committee
- Linn Benton Loop Technical Advisory Committee



**4** Number of Pedal Corvallis Stations on Campus



## SUPPORTING COMMUNITY BIKESHARE

In 2017 Transportation Services facilitated an expansion of the Corvallis community bikeshare system, Pedal Corvallis, to the OSU campus. Together with the Sustainability Office, our department sponsored the placement of two stations and eight bikes on campus, bringing the citywide total to 42 bikes at eight stations.

The campus stations have greatly improved the citywide system's performance and utility, with spikes in membership and utilization following the expansion. In the first quarter that OSU's stations were operational, 53 percent of all Pedal Corvallis trips citywide started at the two campus stations.

In the spring of 2018, we initiated conversations with ASOSU to bring two additional stations to campus in the Fall of 2018.





*transportation.oregonstate.edu*

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**Oregon State University  
Transportation Services**