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CSULB  
Parking and Transportation Services  
**Annual Report**  
**2021-22**

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# WELCOME MESSAGE

## **Greetings CSULB Community,**

We are pleased to present to you this year's Annual Report for Fiscal Year 2021-22. The purpose of our annual report is to provide a transparent view of parking revenue and expenses along with insight into our in-person and online parking services, and scope of parking infrastructure. Inside this report, you will also find useful statistics, comparisons, and a brief list of program achievements for the past fiscal year (July 1, 2021-June 30, 2022).

The 2021-22 academic year began with a partial return to in-person classes. Students returned to campus at a level of 43% in fall 2021 and at 81% in spring 2022. Many faculty and staff continued a hybrid schedule with a portion of their work week performed at home. On-campus events also began to resume in lower numbers in the fall, but we saw a more significant return during the spring semester with larger capacity sporting events and a series of performances at the Carpenter Performing Arts Center and University Theater.

The reduced levels of student, employee and event frequency on campus continued to significantly impact our revenue in fall 2021 with some improvements in revenue noticed in spring 2022. Even with recent increases in fees, our revenue has not returned to pre-pandemic levels because of the reduced number of students and staff traveling to campus and a number of other factors. Parking and Transportation Services will continue to monitor and adjust to rising costs of labor, construction materials, supply chain disruptions, and commute behaviors to ensure our facilities are safe and modernized. Fully funded reserves allows us to pay off our parking structure loans, initiate the necessary maintenance to our lots and structures, plan for future parking technology needs and ensure our readiness for economic uncertainty.

We are committed to providing safe and effective parking facilities, shuttle services, sustainable transportation options, and delivering the exceptional customer service that our campus deserves!

Sincerely,

**Your Parking and Transportation Services Team**





# PARKING FEE SCHEDULE

## 5-YEAR INCREASE 2021-26

We were reluctant to take this step, but in summer 2020, a parking fee correction plan was presented to the Student Fee Advisory Committee and approved. This 5-year increase (effective on July 1, 2021) created a sustainable parking budget moving forward, started the process to fund vital parking construction, and better aligns the cost of parking permits with the cost of repairing and maintaining the amount of infrastructure that exists on our campus.

Every year, we face the reality of the rising costs to provide various parking services and safe, effective parking facilities on campus. Things like parking structure maintenance, asphalt repairs, elevator certifications, staffing the Visitor Information Center, and customer service at the Parking and Transportation Services office are a few of the areas where costs are outpacing revenue.

The new fee schedule will allow for the necessary funding to repair parking facilities, fund programs like the campus shuttles, as well as enforcement, appeal processing and event services. As always, our department continues to promote the use of sustainable transportation alternatives to driving and parking on campus. This is not only less expensive but is in keeping with our campus-wide initiative of achieving carbon neutrality by 2040.

# WE DELIVER SUPERIOR CUSTOMER SERVICE

**“We appreciate your and your team’s quick and thorough work on this matter.”**

Siobhan Cullen  
Director, Equity & Diversity

**“Can’t thank you enough for your help! Really appreciate it.”**

Larisa Hamada  
Assistant Vice President, Equity & Diversity

**“Just a quick note to say thanks again for sorting our parking challenges yesterday. I appreciate your quick work to support our efforts to promote the museum!”**

Paul Baker Prindle, MFA  
Director, Kleefeld Contemporary Art Museum

**“Your team is amazing!”**

Laura M. Butt  
ASI Government Affairs Senior Coordinator

**“Hey, this email is overdue but wanted to say thanks. I ran out to my car and talked to the enforcement officer. He was very nice to me and helped me review my permit status. When I went to the parking office a lady named Evelyn helped me out. She understood the error I made and helped me get current. She actually spent some time on me because I could not figure out how to log in to the system so she took the time to Zoom with me so I could complete my task. Anyway, just wanted to say thank you to you and your staff. They were very patient with me and helped greatly. I very much appreciate it and wanted you to know.”**

Danny Blakley  
Beach Building Services

**“Thank you for figuring out the Parking situation this morning! Also, I wanted to share that my colleague visiting wanted you all to know that the person who was working at the Info Booth was spectacular. He really appreciated her time, patience, and kindness as this matter was resolved. I don’t know her name, but please send along a thank you from both my colleague and me.”**

Piya Bose, Ph.D.  
Dean of Students

**“Parking has been going very smoothly for our production workers, so I just wanted to thank you for your help on that!”**

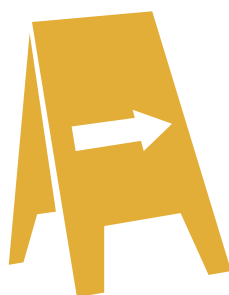
Bren Thor  
Company Manager, Musical Theatre West

# PARKING AND TRANSPORTATION SERVICES AT A GLANCE



**156\***

PAY STATION  
ASSISTANCE  
CALLS



**200\***

DIRECTIONAL  
SIGNS  
DEPLOYED



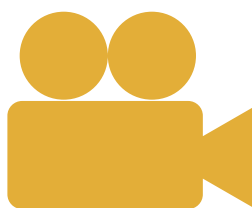
**52\***

TRAFFIC  
CONTROL  
ASSISTS



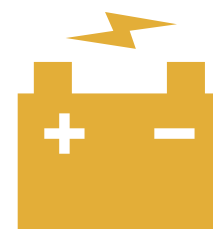
**78\***

CUSTOMER  
SERVICE  
RESPONSES



**17\***

TV & FILM  
RESERVATIONS



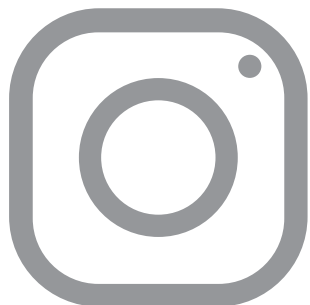
**36\***

BATTERY  
JUMPS

\* Numbers were impacted during Fall 2021 due to a reduced student population on campus.



# WE COMMUNICATE



**3,600+**

FOLLOWERS

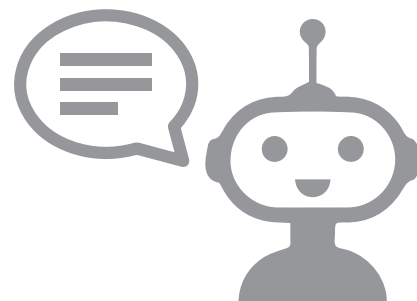
*450+ posts  
400+ stories*



**1,100+**

FOLLOWERS

*180+ tweets*



**9,400+**

CHAT BOT  
QUESTIONS  
ANSWERED



**200,000+**

INDIVIDUAL  
EMAILS



Student Orientation, Advising & Registration  
Division of Student Affairs

**11,000+**

ONLINE LEARNING  
MODULES TAKEN



**3\***

PARKING ADVISORY  
COMMITTEE MEETINGS



**10**

NEWSLETTER  
MENTIONS

\* Numbers were impacted during Fall 2021 due to a reduced student population on campus.

# HOW WE COMPARE WITHIN THE CSU

## PARKING SPACES PER CAMPUS FISCAL YEAR 2021/22



CAL POLY  
POMONA  
**14,306**



**LONG BEACH**  
**14,092**

*The 2<sup>nd</sup> most spaces  
in the CSU system.\**



SAN DIEGO  
**13,707**



FULLERTON  
**12,197**



LOS ANGELES  
**8,196**



DOMINGUEZ HILLS  
**4,906**

## STUDENT PERMIT PRICE ACADEMIC YEAR 2021/22



SAN MARCOS  
**\$676**



FULLERTON  
**\$594**



LOS ANGELES  
**\$440**



**LONG BEACH**  
**\$420**

*The 7<sup>th</sup> of 23 campuses  
in the CSU system.\**



DOMINGUEZ HILLS  
**\$370**



SAN DIEGO  
**\$348**



SAN LUIS OBISPO  
**\$308**

\* There are 23 campuses in the CSU system.

# WE TEACH

Our tabling events are a great place to educate students, staff and faculty on the many valuable parking and transportation services and the different sustainable transportation options available to them in the greater Los Angeles and Orange County area.

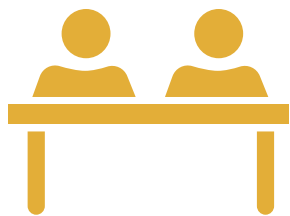
Large events for FY 2021-22:

- **Clean Air, Cool Rides (1)**
- **SOAR Resource Fairs (16)**
- **Parent Family Orientation (4)**
- **Week of Welcome (4)**





# STAFFING, SIGNAGE, AND CUSTOMER SERVICE FOR CAMPUS EVENTS



**2,500+**

TOTAL EVENTS IN  
THE SYSTEM



**200**

DIRECTIONAL SIGNS  
DEPLOYED  
(Both custom event signage  
& ParkMobile signs)



**170+**

EVENTS ASSISTED  
BY EVENT SERVICES



**17**

TV & FILM EVENTS



# TOP EVENTS OF THE YEAR

- Swearing In ceremony for UPD chief and officers
- ASI Big Event presents Giveon
- Musical Theatre West Series
- The Marriage of Figaro Opera
- Chief Fernando Solarzano retirement
- International Brazilian Jiu-Jitsu
- Beach Pride Events
- Park Drive-In movie: Jurassic Park



Event Services handles all event parking on campus including the Carpenter Performing Arts Center (CPAC), University Theater, Bob Cole Conservatory, and a variety of LBSU Athletic games and competitions. Some of their services include barricading lots, coning off and monitoring spaces, traffic control, venue coordination, ADA spaces, and assisting patrons with their digital parking purchases.



# TRAFFIC CONTROL AND SAFETY

## BATTERY JUMPS

Parking Enforcement is more than citations. Our officers on patrol are often the first contact for students, employees and visitors for a variety of services. Individuals in parking lots often need information. That can be in the form of purchasing the correct permit, operating the pay stations, where to park, vehicle assistance and even safety issues where University Police coordination would otherwise be necessary.

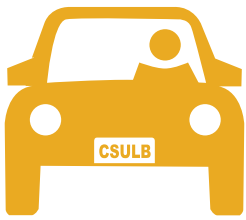
These same officers also perform traffic control during peak times of vehicle congestion on campus, they improve lot security during their patrols and even jump batteries for stranded motorists.





# NEW SERVICES

## 2021-22

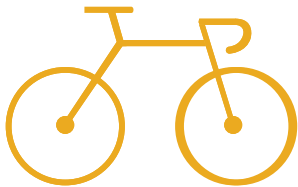


**42**  
CLEAN AIR  
VEHICLE  
SPACES

### **Clean Air Vehicle Priority Parking Spaces**

Campus commutes are the largest contributor to CSULB's GHG emissions. These Clean Air Priority spaces provide an incentive for individuals to drive zero emission vehicles or to consider a clean air vehicle as their next purchase.

Electric, plug-in hybrids, and hydrogen fuel cell vehicles, as well as other less common clean air vehicles that are on the California Air Resources Board list (CNG & LPG), are eligible to park in these spaces.



### **Bike Cages**

Three long-term bike storage cages were added to campus for the students living in Parkside North. These covered cages protect bikes from the elements, and they offer an extra level of security against theft as they are accessible only by residents of Parkside North.



### **Lot Construction**

***Lots G6, G8, G9, G12, E9, E10 & E11***

Pothole fills, crack repair and deficient asphalt patching.

***Pyramid, PV North, PV South Parking Structures***

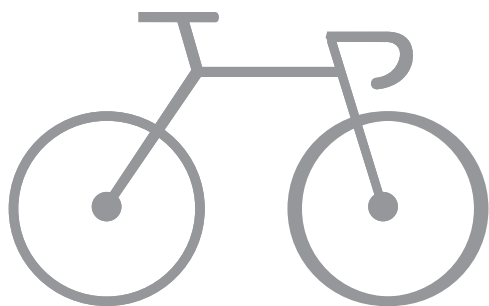
Improved Wi-Fi connectivity transmitters installed.

Brick veneer - loose tile removal for pedestrian safety.

# RIDE CSULB

PARKING AND TRANSPORTATION SERVICES

## HOW DO YOU RIDE?



**66**

BIKE RACKS  
ON CAMPUS

**46\***

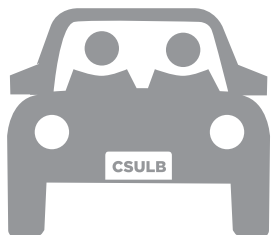
BIKE SHARE  
MEMBERSHIPS  
PURCHASED

**91,707\***

kWh OF  
ENERGY  
DISTRIBUTED

**370\***

CONNECTED  
EV DRIVERS  
(CHARGEPOINT)



**961\***

ZIPCAR  
RESERVATIONS



**6,177\***

SHUTTLE  
HOURS  
DRIVEN

**191,015\***

NUMBER OF  
BUS BOARDINGS

**2,322\***

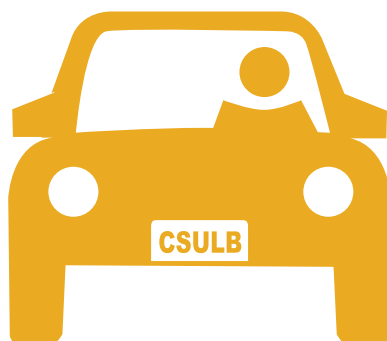
DISCOUNTED BUS  
PASSES SOLD



\* Numbers were impacted in Fall 2021 due to a reduced student population on campus.

## PARKING REVENUE

# \$10.9M



## 86.1%

### Permits



## 5.9%

### Fines & Forfeitures (Citations)



## 2.7%

### Student Excellence & General Fund



## 2.1%

### BAAC Rental



## 1.9%

### Event Parking



## < 1%

### Earned Interest



## 0.4%

### Sustainable Transportation Programs



# PARKING EXPENSES

# \$13M



## 42.4%

Lot Maintenance, Repairs,  
& Construction Reserves



**20%**  
Debt Service  
(Loans)



**13.6%**  
Staffing  
(Admin)

**Debt Service** is the loan payment for the PV North & PV South parking structures that continue through 2035.



**7.7%**  
Grounds, Utilities,  
Custodial, Trades  
& Auto



**5.7%**  
Sustainable  
Transportation  
Programs



**4.7%**  
Enforcement  
& Citation  
Services



**3.6%**  
Equipment  
Reserve



**2%**  
Event  
Services



**0.3%**  
CalPERS  
Repayment

# Financial Outlook

## 5-Year Review (pg. 1)

Sources of Revenue	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Actuals	2022-23 Budget
Parking Permits	\$10,083,827	\$10,432,983	\$1,388,003	\$9,401,777	\$13,240,229
Parking Events	818,990	594,446	56,585	205,926	614,243
Interest	160,867	253,579	287,695	106,617	202,189
BAAC Space Rental Revenue	231,408	231,408	231,408	231,408	231,408
Fines & Forfeitures (Citation)	889,855	732,898	224,096	649,151	667,391
Student Excellence/State Funding	276,000	284,733	283,050	292,181	289,530
Sustainable Transportation	64,775	21,824	4,345	37,959	37,959
Refunds due to COVID-19 (spring 2020)	-	(1,748,093)	(6,593)	-	-
<i>One-time HEERF Funding for Lost Revenue</i>	-	-	<i>2,500,000</i>	-	-
<b>Total Sources of Revenue</b>	<b>\$12,525,722</b>	<b>\$10,803,778</b>	<b>\$4,968,588</b>	<b>\$10,925,019</b>	<b>\$15,282,949</b>

Uses of Revenue	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Actuals	2022-23 Budget
Debt Service	\$2,948,725	\$2,937,187	\$2,952,475	\$2,588,431	\$2,957,475
Unrelated Business Income Tax (UBIT)	56,818	-	-	-	-
CalPERS Repayment	-	47,300	45,900	45,900	45,900
CO & State Overhead	164,591	181,477	194,151	223,521	223,521
Equipment Reserves	300,000	-	-	-	-
Construction Reserves	2,149,638	-	-	5,492,722	5,008,454
Parking Administration	1,440,797	1,984,228	1,337,767	1,539,043	1,829,564
Parking Info Technology	308,179	453,617	471,714	464,157	664,573
Parking Event Services	283,767	280,688	194,767	254,515	297,606
Parking Repairs & Maintenance	75,510	6,847	5,809	16,589	75,510
Parking Citation Services	284,990	204,005	36,661	197,355	180,631
Utilities/Grounds/Custodial/Trades/Auto	871,518	929,484	933,008	979,318	979,318
Parking Field Svc/Enforcement	601,349	614,667	386,062	424,312	505,067
Sustainable Transportation	2,127,224	1,918,556	88,344	749,935	1,314,721
<b>Total Uses of Revenue</b>	<b>\$11,613,106</b>	<b>\$9,558,056</b>	<b>\$6,646,658</b>	<b>\$12,975,798</b>	<b>\$14,082,340</b>

Total Sources & Uses of Revenue	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Actuals	2022-23 Budget
<b>Net Operating Revenue/(Loss)</b>	<b>\$912,616</b>	<b>\$1,245,721</b>	<b>(\$1,678,071)</b>	<b>(\$2,050,779)</b>	<b>\$1,200,609</b>

# Financial Outlook

## 5-Year Review (pg. 2)

<b>Operating Budget (PK001/PK002)</b>	<b>2018-19 Actuals</b>	<b>2019-20 Actuals</b>	<b>2020-21 Actuals</b>	<b>2021-22 Actuals</b>	<b>2022-23 Budget</b>
Beginning Fund Balance (July 1)	\$5,587,100	\$6,499,716	\$7,745,437	\$6,067,367	\$4,016,587
Add: Revenue	12,525,722	10,803,778	4,968,588	10,925,019	15,282,949
Less: Total Expenses	(11,613,106)	(9,558,056)	(6,646,658)	(12,975,798)	(14,082,340)
<b>Ending Fund Balance (PK001 &amp; PK002)</b>	<b>\$6,499,716</b>	<b>\$7,745,437</b>	<b>\$6,067,367</b>	<b>\$4,016,588</b>	<b>\$5,217,196</b>

<b>Construction Reserve (PK005)</b>	<b>2018-19 Actuals</b>	<b>2019-20 Actuals</b>	<b>2020-21 Actual</b>	<b>2021-22 Actuals</b>	<b>2022-23 Budget</b>
Beginning Fund Balance (July 1)	\$102,821	\$1,579,002	\$2,600,108	\$2,331,045	\$7,254,976
Add: Contribution from PK001	2,149,638	-	-	5,492,722	5,008,454
Add: Interest and Investment Earnings	8,984	-	-	-	-
Less: Construction Expenses	(682,441)	(82,000)	(269,062)	(568,791)	(7,000,000)
Funds returned for Cancelled Construction projects	-	1,103,106	-	-	-
<b>Ending Fund Balance (PK005)</b>	<b>\$1,579,002</b>	<b>\$2,600,108</b>	<b>\$2,331,045</b>	<b>\$7,254,976</b>	<b>\$5,263,430</b>

<b>Equipment Reserve (PK006)</b>	<b>2018-19 Actuals</b>	<b>2019-20 Actuals</b>	<b>2020-21 Actuals</b>	<b>2021-22 Actuals</b>	<b>2022-23 Budget</b>
Beginning Fund Balance (July 1)	\$604,893	\$911,618	\$906,230	\$906,230	\$887,984
Add: Contribution from PK001	300,000	-	-	-	-
Add: Interest and Investment Earnings	6,725	-	-	-	-
Less: Equipment Expenses	-	(5,388)	-	(18,246)	(30,000)
<b>Ending Fund Balance (PK006)</b>	<b>\$911,618</b>	<b>\$906,230</b>	<b>\$906,230</b>	<b>\$887,984</b>	<b>\$857,984</b>



# Financial Outlook

## 5-Year Review (pg. 3)

Total Reserve Amounts	2018-19 Actuals	2019-20 Actuals	2020-21 Actuals	2021-22 Actuals	2022-23 Budget
Future Debt Service	\$2,948,725	\$2,952,475	\$2,957,100	\$2,957,475	\$2,948,725
Catastrophic Events	800,000	1,317,349	-	-	-
Economic Uncertainty	1,693,768	3,196,046	2,789,163	1,726,961	2,268,472
Construction	1,579,002	2,600,108	2,331,045	7,254,976	5,263,430
Equipment	911,618	906,230	906,230	-	857,984
<b>Total Reserve Amount</b>	<b>\$7,933,113</b>	<b>\$10,972,208</b>	<b>\$8,983,538</b>	<b>\$11,939,412</b>	<b>\$11,338,611</b>

Reserve Requirements (in accordance with EO-994 & ICSUAM 2001)	2018-19 Campus Requirement	2019-20 Campus Requirement	2020-21 Campus Requirement	2021-22 Campus Requirement	2022-23 Campus Requirement
Future Debt Service	\$2,948,725	\$2,952,475	\$2,957,100	\$2,957,475	\$2,948,725
Catastrophic Events	800,000	800,000	-	-	-
Economic Uncertainty	2,276,663	2,389,514	1,661,665	1,726,961	2,000,000
Construction Reserve	4,000,000	4,000,000	4,000,000	7,254,976	5,389,886
Equipment	1,000,000	1,000,000	1,000,000	0	1,000,000
<b>Total Reserve Requirements</b>	<b>\$11,025,388</b>	<b>\$11,141,989</b>	<b>\$9,618,765</b>	<b>\$11,939,412</b>	<b>\$11,338,611</b>

Reserve Requirement Comparison	2018-19	2019-20	2020-21	2021-22	2022-23
Total Reserve Amounts	\$7,933,113	\$10,972,208	\$8,983,538	\$11,939,412	\$11,338,611
Total Reserve Requirements	11,025,388	11,141,989	9,618,765	11,939,412	11,338,611
<b>Total Reserve Balance</b>	<b>(\$3,092,275)</b>	<b>(\$169,781)</b>	<b>(\$635,227)</b>	<b>\$0</b>	<b>\$0</b>

# Financial Notes

## Page 16

### Sources of Revenue

#### *Parking Permits*

Parking permit revenue increased over FY20/21 due to campus repopulation in FY21/22. Current numbers still remain below pre-pandemic levels.

#### *Parking Events*

Parking event revenue increased in FY21/22 over FY20/21 but is still 75% below pre-pandemic levels as events slowly returned to campus.

#### *Fines and Forfeitures (Citation)*

The number of citations increased in FY21/22 as the campus repopulated. Revenue was down 27% compared to pre-pandemic levels.

#### *Sustainable Transportation*

Sustainable Transportation revenue increased in FY21/22 over FY20/21 and should return to pre-pandemic levels with increased campus population.

### Uses of Revenue

#### *Construction Reserves*

Construction Reserves increased in FY21/22 in order to meet expense obligations for projects that were postponed due to the pandemic.

#### *Parking Administration*

Parking Administration expense increase in FY21/22 was due to an increase in temporary staff salary in anticipation of the campus repopulation.

#### *Parking Event Services*

Parking Events expense increased in FY21/22 due to an increase in staff salary and overtime including student assistants in anticipation of the campus repopulation.

#### *Parking Citation Services*

Citation services expense increased in FY21/22 due to salary expenses related to filling the open headcount position and increases in operating expenses due to the increased volume of citations issued such as the county surcharge obligation.

#### *Sustainable Transportation*

Expenses in this category were down 95% because most programs such as the campus shuttles were running at a reduced capacity during Fall Semester 2021. In FY 22/23, expenses are projected to increase more closely to pre-pandemic levels due to the resumption of normal campus operations.

#### *Net Operating Revenue/(Loss)*

A \$2M shortfall was recorded because funding of Construction Reserves resumed in anticipation of future large-scale construction projects. These reserves were not funded at all for 2 years and underfunded prior to 2020. Without construction reserve expense, PTS would have met its operational expenses without shortfall.

## Page 17

### Operating Budget (PK001/PK002)

#### *Less: Total Expenses*

Operating Budget was reduced by \$2.05 million due to the net operating loss for FY21/22. FY22/23 budget provides for an overall increase in net revenue that will allow for reserves to be increased.

### Construction Reserve

#### *Ending Fund Balance (PK005)*

In FY21/22 construction reserves increased in anticipation of the expenses related to deferred lot maintenance. The construction reserve balance is expected to be lower in FY22/23 due to the expenses related to lot maintenance.

# Financial Notes (cont'd)

## Equipment Reserve

*Less: Equipment Expenses*

Equipment Reserve balance was reduced slightly due to some emergency purchases made in FY21/22. Reserve balance is expected to remain about the same with a small amount for emergency purchases in FY22/23.

## Page 18

## Total Reserve Amounts

*Construction*

Total reserve for FY21-22 increased 35% due to increases in the construction reserves. The FY22-23 budget has a reduction in the construction reserve due to lot maintenance.





# LOOKING AHEAD

Look for these  
**NEW SERVICES**  
coming to CSULB  
in 2022-23:



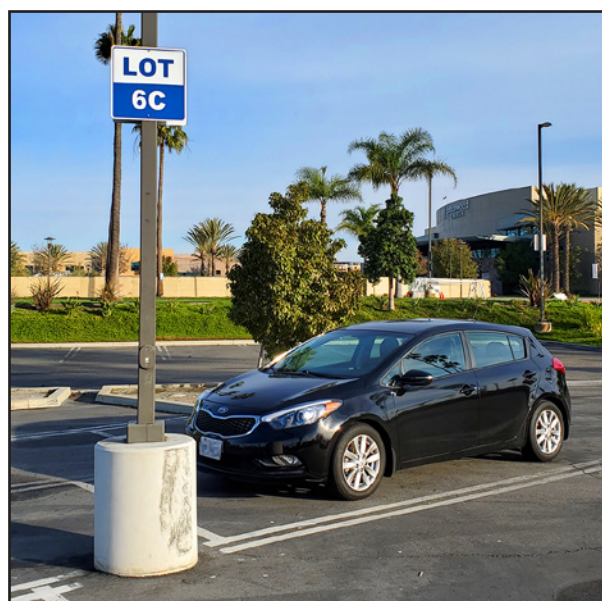
**Employee Vanpool program**



**Additional EV charging spaces**



**Additional social media platform for communications**



**Off-Campus Overflow Lot**  
(Cottonwood Church)



**Instructional Videos**





**PARKING AND TRANSPORTATION SERVICES**  
CALIFORNIA STATE UNIVERSITY, LONG BEACH

1250 Bellflower 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)