



CALIFORNIA STATE UNIVERSITY
LONG BEACH

Parking and Transportation Services

2022-23

ANNUAL REPORT



WELCOME MESSAGE

Greetings CSULB Community,

We are pleased to present to you this year's Annual Report for the fiscal year 2022-23. The purpose of our annual report is to provide transparency on parking revenue and expenses along with insight into perhaps unseen parking services and the scope of our parking infrastructure on campus. Inside this report you will find a detailed list of parking financials, interesting statistics, comparisons, and a brief list of our program achievements over the last fiscal year (July 1, 2022-June 30, 2023).

The 2022-23 academic year was unique in that we saw a full return to in-person instruction with 74% of classes available on campus, 5% of classes as hybrid with some portion of instruction held on campus, and 21% held fully online. With the campus back to full capacity, we are proud to report that parking capacity has met parking demand at every stage of the post-pandemic, repopulation process.

During this past year, we also saw campus events, theater performances, and athletics resume to near pre-pandemic levels. Our parking events team and enforcement officers responded with exceptional skill, safety practices, professionalism, and customer service to ensure traffic flow and parking for this surge in events was seamless and smooth. We enjoyed watching some events return to full capacity for the first time since the pandemic such as the Southern California Special Olympics and the World Jiu-Jitsu Championships.

Lastly, after a thorough review of our revenue, expenses and financial projections, we were excited to have the ability to freeze the scheduled parking fee increases for 1 year. Starting July 1, 2024, parking fee increases will be based on Consumer Price Index (CPI) or 5%, whichever is lower.

We remain committed to providing safe and effective parking facilities, efficient shuttle services, discounted sustainable transportation alternatives to driving to campus, and exceptional customer service to our students, staff, faculty and community partners. We look forward to serving you in the year to come!

Sincerely,

The Parking and Transportation Services Team



WE DELIVER SUPERIOR CUSTOMER SERVICE

“Thank you. I deeply appreciate this prompt action by your reviewer and the department.”

Gurmohan Bevli
CSULB Faculty

We wanted to take a moment to extend a heartfelt thank you for your participation in the Parent and Family Orientation (PFO) Resource Fair and at our New Student Mixer for New Student Orientation! Your presence and expertise enriched the orientation experience for all in attendance. The resources you shared at your table were incredibly valuable and contributed significantly to helping parents, families, and incoming students, better understand the university’s resources, policies, and support systems as it relates to parking and transportation.

Rachel Sanchez
Interim Associate Director
New Student & Family Programs

“Thanks so much for the understanding and flexibility.”

Allen Caveness
CSULB Faculty

“I am incredibly grateful for the Parking Department’s exceptional communication efforts, particularly through social media, as they consistently provide valuable information not only on parking, but also on alternative transportation methods and updates pertaining to campus construction and other traffic impacts.”

Chris Woolett
Director of Student Affairs Communications

“Just saying thank you for making this process as easy as possible to renew for our employee. We will continue to update as needed.”

Sean Ferrera
Senior Associate AD, External Relations

“I love our Parking and Transportation Office! Their Instagram page is a great place to keep students updated and share our campus sustainability efforts.”

Miranda Bates
Office of the Provost

“Thank you so much for your informative response to my parking inquiry. Everything is cleared up now.”

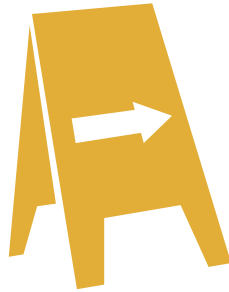
Lola Worthington
Lecturer, American Indian Studies

PARKING AND TRANSPORTATION SERVICES AT A GLANCE



120

PAY STATION
ASSISTANCE
CALLS



270

DIRECTIONAL
SIGNS
DEPLOYED



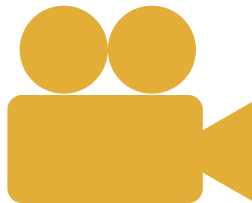
39

TRAFFIC
CONTROL
ASSISTS



95

CUSTOMER
SERVICE
RESPONSES



21

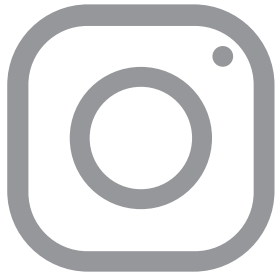
TV & FILM
RESERVATIONS



97

BATTERY
JUMPS

WE COMMUNICATE



3,750+

INSTAGRAM
FOLLOWERS



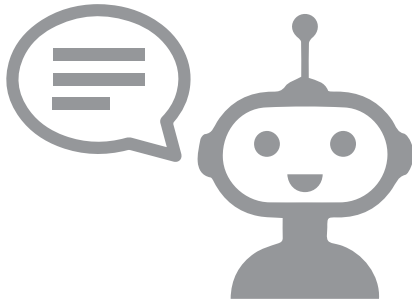
28

TIK TOK
VIDEOS



1,000+

X/TWITTER
FOLLOWERS



7,000+

CHAT BOT
QUESTIONS
ANSWERED



120,000+

INDIVIDUAL
EMAILS SENT TO
STUDENTS, STAFF
& FACULTY



5

PARKING ADVISORY
COMMITTEE MEETINGS



10

NEWSLETTER
MENTIONS

SOAR

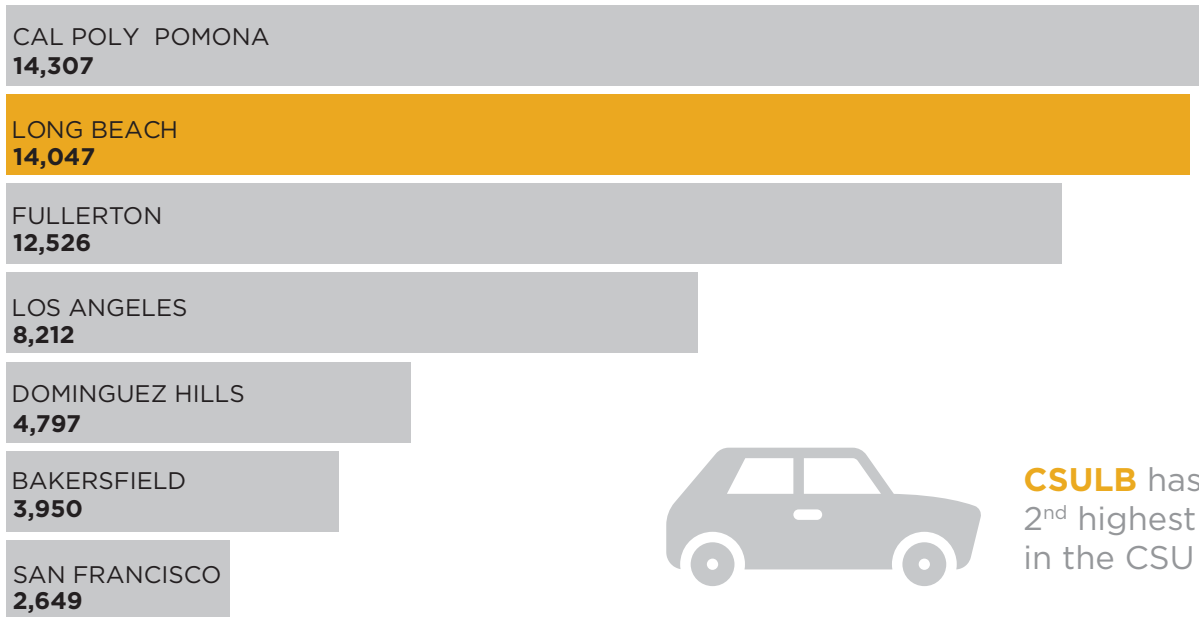
Student Orientation, Advising & Registration
Division of Student Affairs

10,500+

SOAR ONLINE
LEARNING
MODULES TAKEN

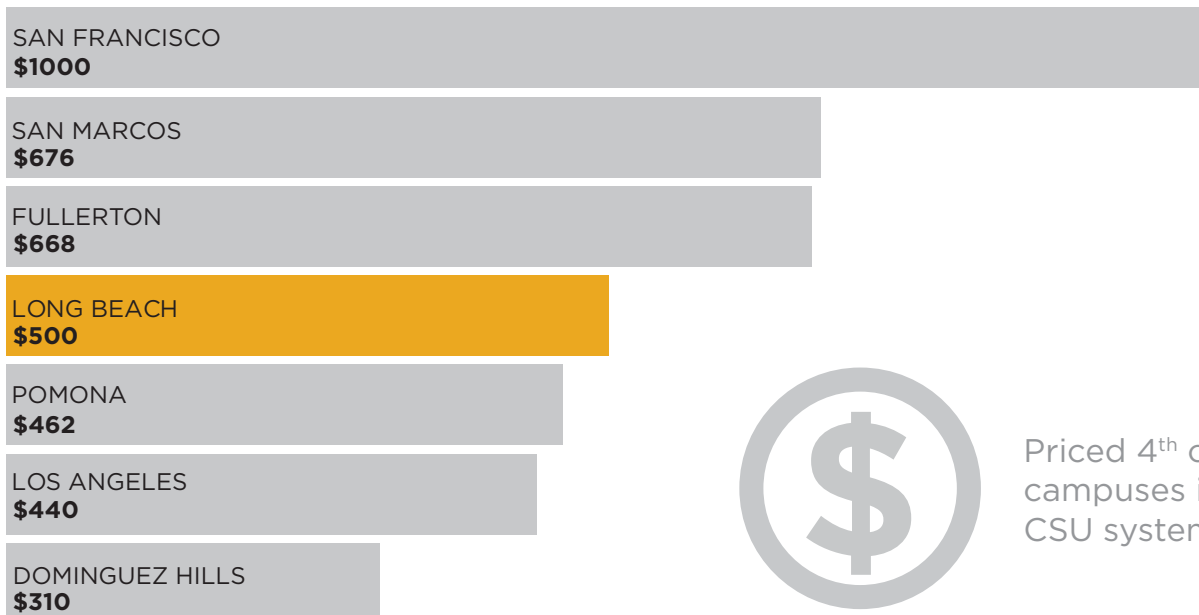
HOW WE COMPARE WITHIN THE CSU

PARKING SPACES PER CAMPUS FISCAL YEAR 2022/23



CSULB has the 2nd highest space count in the CSU system.*

STUDENT PERMIT PRICE ACADEMIC YEAR 2022/23



Priced 4th of 23 campuses in the CSU system.*

*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 parking and transportation services and the different sustainable transportation options available to them within the City of Long Beach and the greater LA/OC area.



Large events for FY 2022-23:

- Clean Air, Cool Rides (1)
- SOAR Resource Fairs (31)
- Parent Family Orientation (8)
- Week of Welcome (2)
- International Student Day (1)
- Earth Week - Shuttle Trivia (4)



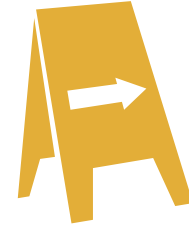
STAFFING, SIGNAGE, AND CUSTOMER SERVICE FOR CAMPUS

EVENTS



4,000+

TOTAL EVENTS IN
THE SYSTEM



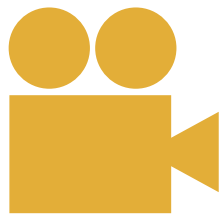
250+

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



150+

EVENTS ASSISTED
BY EVENT SERVICES



21

TV & FILM EVENTS



TOP EVENTS OF THE YEAR

- International Brazilian Jiu-Jitsu
- ASI Big Event 2022: T-Pain
- 23rd Annual US Sumo Open
- 2022 USA Volleyball Cup Tournament
- Damn Yankees
- 9 to 5 The Musical
- Grease
- Cinderella
- An American in Paris



Our Event Services team handles all event parking on campus including the Carpenter Performing Arts Center (CPAC), University Theater, Bob Cole Conservatory, and Walter Pyramid events including LBSU Athletic games and outside tournaments. Some of their services include barricading lots, coning and monitoring spaces, equipment management, and payment assistance for patrons using app-based software or pay station kiosks.

PARKING ENFORCEMENT

TRAFFIC CONTROL

BATTERY JUMPS &

SAFETY

Parking Enforcement officers perform a wide range of duties outside of simply issuing citations. While out on patrol, these individuals are often the first person our students, employees and visitors see and approach for questions about parking, reporting criminal behavior, campus directions or even roadside assistance.

Our officers also “step out” to perform traffic control to help keep campus roadways moving during peak times of campus travel. We are thankful for our dedicated officers who show up daily to improve lot security, roadway safety and other customer assistance duties like performing battery jumps for stranded motorists.



NEW SERVICES

2022-23



Extra Shuttles

Additional West Loop and Beachside shuttles were added at the beginning of the fall 2022 and spring 2023 semesters to respond to a sharp increase in student demand on these two service routes during the first 4 weeks of each semester. Shuttles get students to their classes on time and stress free.



Additional EV Chargers

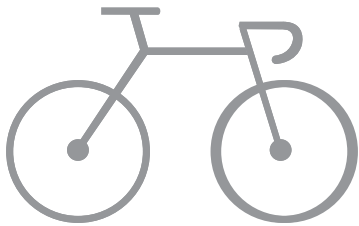
Four new EV charging spaces were added in Lot E8 on upper campus to expand the EV charging capability on upper campus from 8 spaces to 12 spaces. The first two charging spaces were added in February 2023 with the remaining two chargers coming online in July 2023.



Tik Tok account

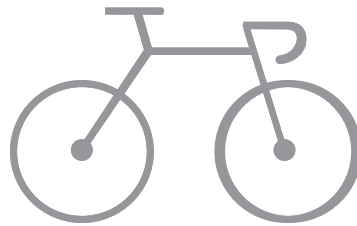
We launched our Tik Tok account in July 2022 and quickly added over 25 short videos of 30 seconds or less to better engage our changing student audience. By establishing a presence on Tik Tok, we were able to expand our communications to new groups beyond our previous reach.

SUSTAINABLE TRANSPORTATION ALTERNATIVES



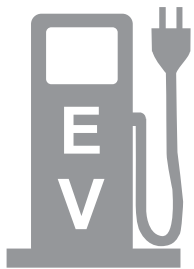
66

BIKE RACKS
ON CAMPUS



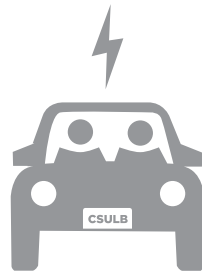
1,690

BIKE PARKING
SPACES



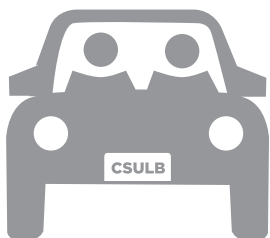
50

EV CHARGING
STATIONS



159,058

kWh OF
ELECTRICITY
CHARGED



1,279

ZIPCAR
RESERVATIONS



12,066

SHUTTLE
HOURS
DRIVEN

4,400

LB TRANSIT
GO BEACH!
PASSES
PURCHASED

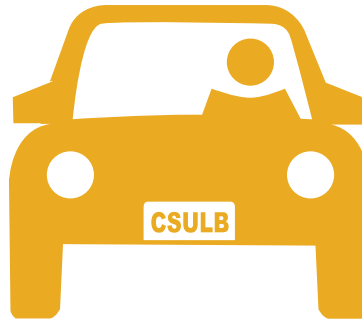
434,404

NUMBER OF
BUS TRIPS
TAKEN



PARKING REVENUE

\$16.8M



86.8%

Permit Sales



6.5%

Cost Recovery/
Campus/Aux/
Events



5.5%

Fines &
Forfeitures
(Citations)



0.5%

Other
Revenue



0.4%

Sustainable
Transportation



0.3%

Interest
Income

PARKING EXPENSES

\$8.2M



34.5%

Debt Service
Payment

Loan payments for the PV South & PV North parking structures continue through 2035.



25.0%

Staff, Student
Assistants &
Benefits



14.3%

Supplies & Services
(campus shuttles)



12.5%

Regular
Maintenance



3.0%

Services from
Campus/EO1000



2.9%

State/CSU
Overhead



2.5%

Utilities (electricity,
water, etc.)



2.3%

Misc. Other
Expenses



1.5%

Insurance
Premiums



1.5%

Technology

Financial Outlook

3-Year Review (pg. 1)

Revenue

Operating Revenues	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Student & Employee Parking Permits	\$6,537,030	\$11,206,127	\$10,553,864
Short-Term Parking Permits	2,219,935	3,070,063	2,232,787
Fines & Forfeitures (Citations)	649,151	919,698	690,000

Other Revenues	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Parking Event Services	205,926	270,183	293,332
Sustainable Transportation	37,959	63,782	60,000
Interest Income	106,617	58,629	200,000
Cost Recovery/Campus/Aux/Events	862,869	1,090,899	812,000
Other Revenue	13,351	80,716	75,500
Total Revenue (Operating + Other)	\$10,632,838	\$16,760,097	\$14,917,483



Financial Outlook

3-Year Review (pg. 2)

Expenditures

Compensation	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Management Salaries	\$325,134	\$267,901	\$357,210
Staff Salaries	726,056	758,921	884,543
Student Assistants	59,220	124,976	147,822
Other Salary Costs	13,116	62,788	15,000
Benefits	847,209	834,140	947,132

Operating Expenses	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Utilities	192,045	201,314	176,364
Technology	181,840	121,493	208,500
Debt Service	2,588,431	2,822,562	2,824,905
Regular Maintenance	999,936	1,024,910	1,136,000
Supplies & Services*	131,715	1,165,026	1,543,417
Insurance Premiums	80,715	120,355	146,185
Misc. Other Expenses	161,147	190,506	173,900
State/CSU Overhead	204,059	238,434	245,000
Services from Campus/EO1000	422,970	250,759	452,111
Total Expenses (Compensation + Operating)	\$6,933,592	\$8,184,083	\$9,258,089
Budget Balance Available	\$3,699,246	\$8,576,014	\$5,659,394

*In 2021-22, \$575,000 of shuttle expenses were paid by campus and HEERF funds.

Financial Outlook

3-Year Review (pg. 3)

Designated Balances & Reserves Summary

Designated Balances & Reserves Summary	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Beginning Balance	\$9,016,202	\$12,159,547	\$13,425,237
Year End Balance Available	3,699,245	8,576,014	5,659,394
Transfer to Construction/Maintenance Fund	(555,900)	(7,310,323)	(5,750,000)
Total Designated Balances & Reserves	\$12,159,547	\$13,425,238	\$13,334,631

Designated Balances & Reserves	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Capital Improvement	\$7,254,976	-	-
Equipment	-	887,983	500,000
Future Debt Service	2,957,475	2,824,905	2,824,905
Maintenance & Repair	-	5,750,000	6,409,726
Outstanding Commitments	-	561,487	-
Catastrophic Events	-	100,000	100,000
Encumbrances	220,134	300,862	-
Reserve for Economic Uncertainty	1,726,961	3,000,000	3,500,000
Total Designated Balances & Reserves	\$12,159,547	\$13,425,237	\$13,334,631

Parking Maintenance and Construction Fund	2021-22 Actuals	2022-23 Actuals	2023-24 Budget
Beginning Balance	\$0	\$121,626	\$7,338,674
Transfer from Parking Funds & Reserves	561,291	7,310,324	5,750,000
Project Expenditures	(439,664)	(93,277)	(12,000,000)
Ending Balance	\$121,626	\$7,338,674	\$1,088,674

Financial Notes

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Operating Revenues

Student & Employee Parking Permits (Monthly, Semester, Academic Year, Annual)

Permit sales and revenue have returned to pre-pandemic levels as a result of campus repopulation post-pandemic. There are now more students on campus and a slight increase in enrollment.

Short-Term Parking (Short-Term, Daily, Event)

Budgeted numbers for Short-Term revenue are forecasted to decrease due to the introduction of a new Evening/Weekend permit at \$10 as an alternative to the previous option of a full Daily permit at \$15.

Fines & Forfeitures (Citations)

Citation revenue increased with the increase in the amount of vehicles driving to and parking on campus resulting from campus post-pandemic repopulation.

Other Revenues

Sustainable Transportation

Sustainable Transportation revenue has increased due to increased EV charging on campus. This is a result of increased vehicle travel to campus after repopulation and an increase in EV ownership.

Interest Income

Changes in fund balances, and volatility of the market created a fluctuation in the amount of income received from investments managed centrally at the CSU Chancellor's Office.

Cost Recovery/Campus/Aux/Events

Revenue in this category fluctuates based on the amount of guest permits, and hosted events hosted by the campus and auxiliaries which are paid directly to parking through charge backs. As revenue increases, the expenditures required to support these events also increases.

Page 16

Expenditures

Compensation

Management Salaries

Vacant staff positions resulted in a decrease in expenditures during FY22/23. These positions have been filled, and we anticipate expenditures will return to previous levels in FY23/24.

Student Assistants

Events and activities on campus resumed to pre-pandemic levels demanding an increase in the number of student assistants hired to facilitate this increased number of campus events. We also saw an increase in foot traffic and phone calls into the Parking Office as campus repopulation continued. This produced a demand for more student assistants in our main office for customer service support.

Other Salary Costs

A one-time bonus approved for all employee groups by the CSU, and other salary increase obligations per collective bargaining agreements and actual overtime worked.

Utilities

Utilities costs are managed centrally on campus and are billed to Parking based on actual usage within parking managed buildings and structures. Rates spiked in FY22/23 and may continue to increase in FY23/24.

Technology

Increased expenses are projected based on the upcoming need to upgrade our parking pay station credit card processing system.

Debt Service

This covers the loan payment on the Palo Verde parking structures based on financing through the Systemwide Revenue Bond program.

Financial Notes (cont'd)

Regular Maintenance

These costs are related to regular ongoing maintenance to parking lots and structures and buildings. Larger projects are managed through the Parking Maintenance/Construction account on page 16.

Supplies & Services

This includes contracts for services and supplies for regular operation of campus parking. In FY21/22, federal HEERF funds and the campus covered a large portion of the shuttle contract. The campus portion of the contract for FY22/23 will be used in FY23/24.

State/CSU Overhead

Several charges are passed through by the campus budget office from the State or the CSU Chancellor's office to cover costs generated by those entities on behalf of CSULB parking.

Services from Campus/EO1000

Parking contracts with the campus for a number of financial management and technology services. These charges are determined each year by Financial Management through the EO 1000 cost recovery process.

Page 17

Designated Balances & Reserves Summary

Reserves in FY22/23 increased because revenue increased more quickly post-pandemic while the department kept operating at a low rate of expenditures. Large maintenance projects were suspended during the pandemic, and balances were being saved to fund larger projects in FY23/24 and each year after.

Designated Balance & Reserves

This table shows the designated areas where reserves may be needed to cover one-time expenses above and beyond the expenditures planned in the annual budget. These categories are used in CSU operating funds across all CSU campuses.

Capital Improvement

We had previously set aside money in this category but will now shift funds to the Maintenance and Repair category going forward as that is the more appropriate designation since no new Capital projects (structures or buildings) are planned at this time.

Equipment

This category sets aside money to support needed updates to vehicles, pay stations or elevators in our parking lots and structures.

Future Debt Service

The amount is equal to the following year's required debt service payment. This ensures that if revenues decline, there will always be adequate funding to pay our debt service obligations.

Outstanding Commitments

Funds in this category are set aside for known expenses in the following year, but are not yet encumbered.

Maintenance & Repair

These funds will be transferred to the Construction & Maintenance Fund each year to pay for scheduled updates and maintenance required in our parking lots and structures. These projects were halted during the pandemic but are restarting in FY23/24.

Catastrophic Events

The funds in this category would be used if a catastrophic event such as a fire, flood or earthquake, affected parking lots or structures. The amount of our insurance deductible that would be paid in the event of a large catastrophic event would be \$100,000.

Financial Notes (cont'd)

Encumbrances

Encumbrances at year end are saved in our Designated Balances and Reserves and then moved into the operating expenses the following budget year.

Reserve for Economic Uncertainty

The Reserve Policy requires that all CSU operating funds set aside 3-6 months of operating expenses in a reserve that can be used in case of unplanned changes in revenue or expenses. We use our total operating expenses for the year as our basis of determining how much to set aside.

Parking Maintenance & Construction Fund

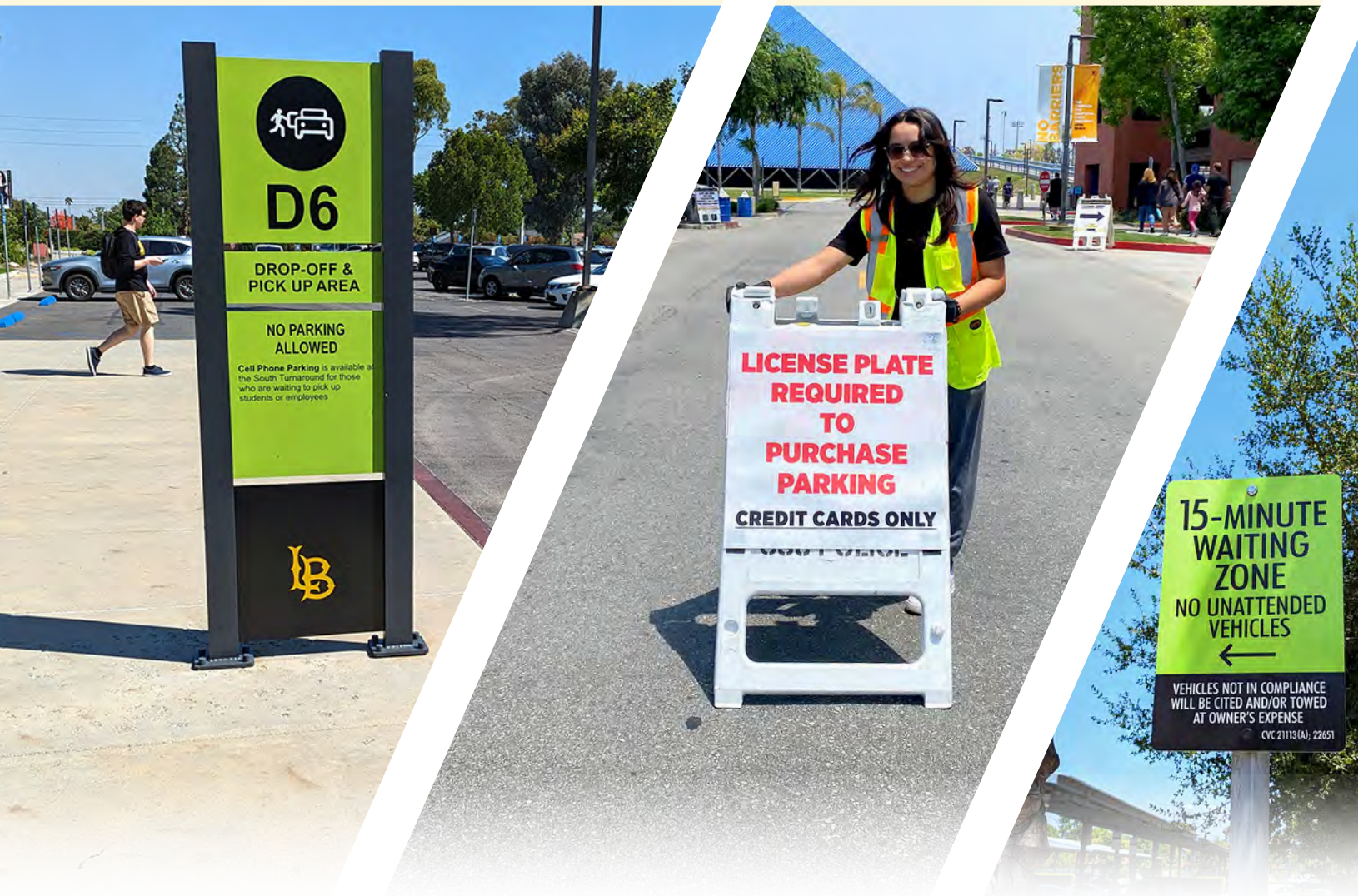
State statues require that all large maintenance and construction projects are managed in funds outside of the operating funds. At CSULB, we use PK004 as our maintenance and construction fund. As projects are planned with Beach Building Services & Design and Construction departments on campus, funds are moved out of our operating funds and reserves to pay for these costs. Now that the campus is back to normal operations, long-delayed parking maintenance projects will resume, and more funds will be moved to this maintenance and construction fund each year.



LOOKING AHEAD

Look for these
NEW SERVICES
coming to CSULB
in 2023-24:

- 1-year Permit Fee Freeze
- Reduced Rate Evening/Weekend Permit
- Expanded Daily Permit Privileges
- Improved Pick-Up/Drop-Off Areas
- No-Fee Cellphone Waiting Area





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
www.csulb.edu/ride