

Parking News

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Monday –Thursday
7:00 am – 6:00 pm

Friday
7:00 am – 5:00 pm

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Special thanks to Beth Gee for her assistance with this newsletter

Please address all questions and comments to:

prkpermitreq@boisestate.edu
Subject: Newsletter Questions

Or write to:

Newsletter Questions
Parking and Transportation
1910 University Dr.
Boise, ID 83725-1290

Meet the New Director

By Alicia Eshbach

On April 1st 2003 (April Fool's Day) Jared Everett began his first day of work as the Director of Parking and Transportation Services at Boise State University. Prior to working at BSU Jared was Program Coordinator Senior for Parking and Transportation Services at Arizona State University. (Continued on page 7)

Striving for Improvement

By Jared Everett and Alicia Eshbach
Boise State Parking & Transportation Services

Boise State University continues to grow each year. With this comes the challenge to meet the demand created by this growth. Many if not all departments on campus must shift resources each year in an attempt to better meet the needs of the campus community. Parking & Transportation Services (PTS) is one such department. PTS has initiated several policy changes this year — some of which are already in effect and some are planned for the spring and summer of 2004. All of them are designed to improve our service and responsiveness to our customers.

Cost Control and Customer Service

- Reduced cost of shuttle service by 40%, using new vendor.
- PTS owner-operator of evening shuttle program.
- Student employment opportunities with parking in the afternoon and evening.
- Fixed time schedule for evening shuttle.
- From 2 PM to 5 PM two shuttles will be operating compared to only one last year.
- All permits are now pro-rated for each semester, compared to last year when only reserved permits were being pro-rated.
- Motorcycle conversion permit created for general permits.
- Fifty additional parking spaces created on campus by redesigning motorcycle-parking configurations.
- Opening of second phase of parking garage, improvements on lighting and visibility increased safety in and around the structure.
- Changes in towing policy benefit BSU and vehicle owners. (See additional article)
- Extended office hours; parking now has staff available until 9:00 PM for service.
- Some vacated staff positions were filled by student employees, reducing Parking's payroll expenses, while offering much needed employment opportunities to students on campus.

Proposed/Upcoming Changes:

- Possible creation of 2nd level citation appeals board, independent of Parking Services
- Additional automation of staffed visitor parking lots, decreasing the time required to enter and exit the lot. Automation will replace two staff positions currently vacant. This provides cost savings to Parking and service improvements.
- Redesigning of Stadium West Parking Lot and Royal and Lusk General Lot could result in the net gain of 200 resident and general parking spaces.
- Upgrading of parking management software to interact with BroncoWeb. This will allow payments to be made on-line, appeals on-line and payments to be made at multiple locations on campus. This will also enhance the current on-line permit purchases.

Parking 101

"What Every Driver Must Know"

To be completely informed of campus parking rules, we encourage you to look on line at <http://www.boisestate.edu/parking/regulations.html> and read the Parking Rules and Regulations.

Avoiding Citations

- If it is not specifically designated as a parking space by a sign, wheel block, or striping, it is a No Parking zone.
- Park between the yellow lines in paved lots or centered on the wheel blocks in dirt lots to avoid a citation for more than one space
- There are 185 meters, each meter has a time limit, which is indicated on the meter.
- If a meter is not functioning, call the parking office and report the problem.
- Enforcers cannot pay the meter for you.
- When using the garage pay for extra minutes, there is no grace period.
- Enforcers are not allowed to accept notes.
- Fire Lanes, marked with a red curb and the words FIRE LANE, are never open for parking for any reason.
- Yellow Curbs are no parking zones unless otherwise designated by signs and yellow striping denoting a loading zone.
- There are 64 Loading Zones on campus. There is a 15-minute limit in loading zones.
- The striped area next to a Handicap Accessible spaces are for the off loading and loading of handicap customers and must be kept clear.
- Let the parking office know any time your vehicle information changes, including the use of a rental car.



The Power of the Web

Never stand in line in the hot August heat to get a permit again. PTS now offers permit registrations on the Internet! You can renew reserved permits and apply for general parking permits by simply going to <http://www.boisestate.edu/parking/>.

Departments can now order Volunteer, Special Departmental passes, and Day passes on this site as well. The web page will also list events that will affect parking on campus. Watch for additional enhancements to the PTS web page coming in fall 2004 (see Striving for Improvement for details).

Impounding and Towing

Some important changes have been made to the impounding procedures. These changes represent a better situation for the University and the individual whose vehicle is being impounded.

Last Year's Procedure:

- Vehicle impounded for 3 or more unpaid parking citations, safety hazard, or using a lost/stolen permit.
- Vehicle is towed to impound yard in Garden city, owner is charged about \$130 for tow fee plus the cost of all citations

This Year's Procedure:

- Vehicles impounded for the same reasons.
- Between 7 AM and 5:30 PM, vehicle will be "Booted" instead of towed. Owner has this time frame to pay citations plus a \$50.00 impound fee. The vehicle is then released on campus.
- After 5:30 PM vehicles are towed to vendor in Boise.

Questions and Answers

What does parking do with all the money they collect?

Parking and Transportation Services is self sufficient, receiving no money from student fees or the State. A large portion of revenues received from permit sales and citations pay for the bond payment on the parking garages, the BUS contract for the free ride program, and for maintenance related to parking. Department salaries plus the other financial needs of the department are also derived from permit sales and citations. Parking and Transportation Services also assists in funding University Security allowing for additional security officers and a safer campus.

What improvements are being made to parking this year?

- The second phase of the Parking Structure opened for fall classes; this adds 600 additional spaces.
- 50 additional spaces have been added throughout campus by reconfiguring some of the lots.
- Look for automated ticket dispensers coming to the Visitor Lots
- We have made security enhancements in the parking structures. These enhancements include painting the ceiling to increase lighting by 20%, added exterior lighting and additional emergency telephones within the structures.

What is parking doing to control costs?

- We are replacing vacated staff positions with student workers.
- We are adding automated ticket dispensers at visitor lot entrances to reduce payroll expenses.
- Encouraging competition in bidding processes

Is it true that the parking enforcement officers have a quota to meet each day, and receive a commission off each citation and tow?

No, the parking enforcers **do not have a quota** to meet and they do not receive any kind of commission.

What challenges does Parking face in the short term?

- With the growth of the West Campus (Canyon County), PTS will need to ensure that parking facilities have been developed.
- As the campus population increases, so does the demand for services. This becomes a challenge as we attempt to meet increasing demand with limited resources.

Why, during football games and some Pavilion events am I not allowed to park in some parking lots that I have a permit for?

BSU hosts many special events each year. These events enhance the University experience. PTS tries to limit the impact of the number of events that affect parking on campus. However, we need to remember these events are important to the University. During an event permits may not be valid for the particular lot, but PTS offers alternative parking locations to reduce the inconvenience.

Why are there times when the general area of the Morrison Center lot is blocked off?

The Morrison Center presents many performing arts events throughout the year. During some of these events the Morrison Center lot is closed to general parking to accommodate MC staff, performers and large trucks for loading/unloading purposes. Please check the Morrison Center web site, <http://mc.boisestate.edu/pages/schedule.html> for scheduled events. If you regularly park in that area, please plan to park in the East Stadium and use the free Bronco Shuttle on those days.

How do I appeal a parking citation?

All appeals must be submitted in writing within five working days from the day the citation was issued. You can e-mail your appeal to prkappeals@boisestate.edu. Be sure to include the ticket number and license plate number with your appeal request. An appeal form* is also available to download at <http://www.boisestate.edu/parking/ticketappeal.pdf> or may be picked up at Parking and Transportation Services.

PTS will send written statement of whether the appeal is accepted or denied within ten working days of receiving the appeal. It is important to note that lack of knowledge of parking regulations will not be accepted as grounds for dismissing citations. Please familiarize yourself with the parking regulations by visiting our web page at http://www.boisestate.edu/parking/prg_i.html.

**Requires Adobe Acrobat – [click here to download](#)*

**If you have a question for Parking and Transportation services send it to: prkpermitreg@boisestate.edu
Subject: Newsletter questions.**

Alternative Transportation

By Alicia Eshbach

What would it be like if you could arrive at campus and go straight to class without having the hassle of finding that ever elusive parking space? That dream can be a reality with a little planning and some help from the folks at Parking and Transportation Services (PTS). The secret is **alternative transportation**. It not only benefits the environment and reduces the frustration of finding a place to park; in most cases it's **free**.

Each year Boise State PTS spends \$176,255.00 covering the cost of bus service for all BSU students, faculty and staff. Here is how it works: Any current BSU student, faculty or staff member who has a valid BSU ID card can go to the Parking office, and for no charge receive a sticker allowing them unlimited access to the BUS during the Fall and Spring semesters. You ride the BUS, Parking and Transportation Services picks up the tab.

But wait there's more. In the summer students, faculty and staff can purchase from Parking and Transportation Services, a BUS pass good from the last day of spring semester to the first day of fall semester. The cost is \$18.00 (a \$63.00 savings).

Valley Ride offers 20 daily routes throughout Boise. Service begins as early as 5:15 AM and stops as late as 7:40 PM. Consult the BUS schedule for specific times and routes or call the helpful folks at Boise Urban Stages (336-1010) for assistance in route planning.

The most popular reason given for not taking the bus is "I don't live in Boise."

Good news, if you live outside the BUS area of coverage there are still a number of options to choose from. The Ada County Highway District's Commuter Ride program will assist you in finding fellow students and employees with which to car pool. Additionally they offer vanpools for those living in Emmett, Meridian, Nampa, Caldwell, Mountain Home, New Plymouth, Ontario, Payette, Kuna, South Five Mile and Maple Grove areas. Those opting for the van pool get a free thirty-day trial ride, and seats can be shared with fellow students or employees if you only come to campus a couple days a week. For more information on Commuter Ride Services call 345-7665.

If Commuter Ride isn't the answer for you, check out the Commuter Bus, now serving Caldwell/Nampa and Middleton/ Eagle. This is a park and ride service with lots located conveniently throughout the areas served. Get on the bus (they offer coffee service and the newspaper free) sit back and relax. The fares are \$5.00 to \$7.00 dollars round trip (its less expensive if you buy a monthly pass) and can be purchased as you board the bus. Contact the Commuter Bus at 459-0459 for more information.

Now the bus is not for everyone, sometimes it just does not work with your schedule. If that is the case try riding a bike. There are bike racks located throughout campus right next to the building you need to go to. In fact if you ride your bike you will undoubtedly have a shorter walk to class or your office than if you drive and park in the nearest appropriate parking space. And remember, you can use a combination of bus and bicycle since the BUS has bike racks.



Finally, if you must drive your car to campus remember there are a number of outlying parking lots that have better availability. And once again PTS is making it easier and more convenient to use these lots. PTS pays for the Bronco Shuttle. If you are tired of the twenty-minute wait for a space in the Towers general lot, try parking in the East Stadium, the lot at Denver and University or at Health Science Riverside and ride the Shuttle. Not only is it free, it stops at nearly all the buildings on campus including the facilities on the west side of Capital Blvd.. Truth is, a person could park in the East Stadium parking lot and take the shuttle to the education building and have a shorter walk than someone parking in the Towers reserve lot. The shuttle is available from 7:00 AM to 10:00 PM Monday through Thursday and 7:00 AM to 5:30 PM on Fridays. (Bronco Shuttle schedule on following pages).

Using alternative transportation does require some advanced planning as well as a little flexibility in one's schedule. If the benefits to the environment, the reduction of stress and the overall cost savings are not incentive enough, think on this; There are over 20,000 students, faculty and staff members at BSU and about 5561 parking spaces. The best place to park really is at home.

Mail to: Parking and Transportation Services
1910 University Drive
Boise, Idaho 83725-1290

Alternative Transportation Form

If you have used alternate transportation in the last month enter to win a prize

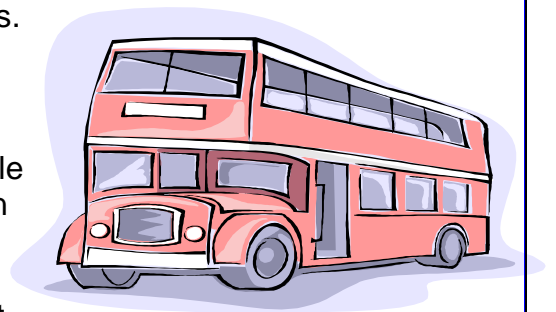
Name: _____ Phone: _____
Address: _____ City: _____
State: Idaho Zip: _____ or BSU Mail Stop: _____

Bronco Shuttle Schedule

The shuttle circulation service is provided free of charge to anyone who wishes to use the service, and no identification sticker is required. (Identification sticker is only required for city bus service) There have been some service enhancements and schedule changes to the Bronco Shuttle service.

Enhancements:

- New vendor is providing the same service at 40% price reduction from last year.
- PTS are now owner-operators of the evening shuttle service that runs from 5:00 PM to 10:00 PM, M-Th.
- Student employment opportunities for evening shuttle drivers.
- New partially enclosed bus shelters will be completed and available for use at many of the shuttle stops.
- From 5:00 PM to 10:00 PM, M-Th, PTS will be operating on a fixed schedule. This means rather than knowing the shuttle we be circulating at 20-minute intervals, you can know within a couple minutes when the shuttle will be at each specific bus stop. (Rather than waiting up to 20 minutes at the shuttle stop, individuals can remain in buildings and arrive at shuttle stop shortly before the schedule arrival time.) See schedule below.



The shuttle circulation schedule is provided below.

BSU Shuttle Circulation Schedule			
Day (s)	Beginning Time	Ending Time	Frequency
M - TH	7:00 AM	9:00 AM	20 Minutes
M - TH	9:00 AM	5:00 PM	8 Minutes
M - TH	5:00 PM	10:00 PM	20 Minutes
Friday	7:00 AM	9:00 AM	20 Minutes
Friday	9:00 AM	5:30 PM	8 Minutes
Saturday	No Service Provided		
Sunday			
BSU Holidays			
Winter Break			
Summer Sessions			

The following schedule identifies the approximate time the shuttle will be at each stop, during this time frame. **Please note**; the schedule is approximate and riders should arrive early, the shuttle may actually arrive a few minutes prior or after the recorded time. Poor traffic, construction, and unusually heavy shuttle usage could affect the ability to meet the schedule

Evening Fixed Time Schedule

5:00 PM to 10:00 PM Monday - Thursday

(Times are approximate, actual time may vary slightly)

Location	Minutes After the Hour		
East Stadium	0	20	40
Varsity Center	0	20	40
University Drive, East Stadium	1	21	41
Applied Technology	1	21	41
Bronco Lane, REC Center	2	22	42
Student Union Building	3	23	43
Special Events Center	3	23	43
Administration Building	4	24	44
Public Affairs/ Arts West	5	25	45
Parking Structure	6	26	46
Park Apartments	7	27	47
Health Science Riverside	8	28	48
Dale St	9	20	49
University and Lusk	10	30	50
Towers at Campus Drive West	12	32	52
Morrison Center – CDW	13	33	53
Education Building – CDW	14	34	54
Business Building - CDW	14	34	54
Library at Campus Drive East	15	35	55
Ampitheater – CDE	15	35	55
West Stadium – CDE	17	37	57
East Stadium - CDE	18	38	58

2 Minute Buffer time in Stadium

(Meet the Director (continued))

At ASU Jared received his Bachelor's degree in Supply Chain Management. Jared is a Certified Parking Facility Manager through the National Parking Association. Additionally he is 50% completed on a higher certification the Certified Administrator of Public Parking, which is the two-year program offered by the International Parking Association. Due to the commitment involved and stringent testing and experience requirements fewer than 10 people per year complete the CAPP certification.

Jared feels two elements are extremely critical for a new Director of Parking. The first is planning. Jared feels too many parking operations focus on meeting the needs of the customer today. While this is extremely important, it can lead to a lack of attention on planning to meet the needs five and ten years out. "A new parking garage can easily take three years or more to complete, from conception to opening day. With this type of time frame, it is important to have a clear understanding of where we need to be in five years and take action early to meet the future demand." Second, Jared wants to focus on costs. "Many customers complain about the high cost of parking resources, while parking cannot control most of these costs - such as employee wages and benefit costs that are set by the state, or construction costs that are determined by competitive bids - we can control some of the smaller costs. It is important to me, and we have a duty to our stakeholders to ensure the revenue we receive from our customers is used as efficiently as possible. While we won't always be able to control the costs of parking and transportation, we can assure our customers through our actions that we are as efficient as we can be, that the cost of parking at BSU reflects the true cost to operate such a system, and that our customers are not paying for inefficiencies that could be eliminated. Hopefully, as our customers notice the cost savings measures we have enacted this year, they will realize that we have a serious fiscal commitment to our customers."

Don't Wait for a General Parking Space



Upgrade to a Reserved Garage Permit At 50% OFF

Now through March 31, 2004 any General Permit holder may return their permit for a 50% refund and apply that refund to the cost of the reserved parking permit. Reserved parking permits are now 50% off.

Did You Know That With A Reserved Garage Permit:

- The cost of parking in the garage drops to \$1.11 per day between now and the last day of spring semester.
- If you also attend summer classes the cost drops to \$.70 per day

The Benefits of a Reserved Garage Permit

Aside from the cost savings a Reserved Garage permit has many added benefits:

- **Safety and Security.** Improvements to the parking structure have created a safe and secure environment. We have increased the lighting to detour vandalism and installed additional security phones in the event that you might need assistance.
- **Out of the Elements.** Parking in the garage keeps your car warmer in the winter and cooler in the summer.

Contact the Parking Office Today to Get Your Garage Permit

1001 Lincoln Ave Boise, ID 83725 (208) 426-1681