



Parking & Transportation Services

Annual Report
Fiscal Year 2021
July 1, 2020 – June 30, 2021

147 Perkins Student Center
Newark, DE 19716
phone: 302-831-1184
parking@udel.edu

407 Wyoming Road
Newark, DE 19716
phone: 302 831-1187
bus@udel.edu

From the desk of Transportation Services

As with most if not all departments, the past year has presented several challenges and growth opportunities. Working from home was new to most of us, with Zoom meetings taking place in our dining rooms, living rooms, and basements. This new work environment has forced everyone to adapt to new lines of communication and put organizational skills to the test.

Bus Operations

Bus operations abruptly ended at the beginning of the pandemic only to resume with a fraction of the regular capacity. Looking back at Fall semester of 2019, UD Bus operated thirteen buses during the day with a total ridership of 250,000. As we cautiously entered the Fall of 2020, much was still unknown about covid and our future. Online classes drastically impacted the need for buses and resulted in only four buses operating on a modified South College route and ridership falling to 6500 passengers. Buses that once carried almost 50 passengers were reduced to 10 passengers due to social distancing. As we progressed through the year, we slowly increased the number of passengers on each bus and improved the routes to meet the needs of the campus as it reopened.

As well as shuttling students within the campus, UD buses have historically shuttled students from nearby apartment complexes. We have been able to seize the opportunity to reexamine our agreements and develop new routes for the 2021-2022 academic year. Many of our longstanding partnerships have agreed to continue to have UD buses shuttle their tenants to campus.

Motor Pool

Similar to Bus operations, the news of the pandemic immediately halted all Motor Pool travel. Historically, Spring Break is one of the busiest times of the year for Motor Pool. As we approached Spring Break of 2020, the fleet remained disappointingly dormant. The capacity of a ten-passenger van was reduced to three and one person to a sedan for appropriate social distancing. Requests for Motor Pool vehicles are slowly increasing; however, the trend of traveling off-campus for staff and students remain a shadow of Summers's past.

Vehicle Maintenance

Our Vehicle Maintenance staff faced the challenges of breathing new life into a fleet that was sidelined for much of the year. Staffing was especially impacted by two veteran mechanic's retirement. Although much of the campus was working remotely, our Maintenance and Operations, UDPD, and Grounds teammates continued to look after our campus. Between these three units, 150 vehicles were kept road worthy. Fortunately, the two vacant positions have since been filled by two fantastic mechanics. The lack of supply of replacement parts still delays some of our deadlines, however, we are seeing improvement every day. The unforeseen hurdles crop up every week only to be met with a tenacious and dedicated staff.

Medical Transportation

Medical Transportation had the most tumultuous year of any of the Transportation units. For weeks, shuttles were endlessly dispatched to our students in need. Medical Transportation provided shuttle service not only to Student Health but also for students who were required to be quarantined and those placed in isolation. From September 2020 – May 2021, 710 students were transported that were related to COVID-19. The entire staff faced this unprecedented situation with unwavering dedication.

As more students return to campus, typical bus service, medical transportation, and trips using Motor Pool vehicles will continue to become more common. We are seeing a glimpse of a future that is more reminiscent of past semesters and we can finally begin to imagine a campus full of life and learning.



325 Academy Street
Perkins Student Center, Room 147
Newark, DE 19716
Phone: 302-831-1184
Fax: 302-831-0594

From the desk of Parking Services

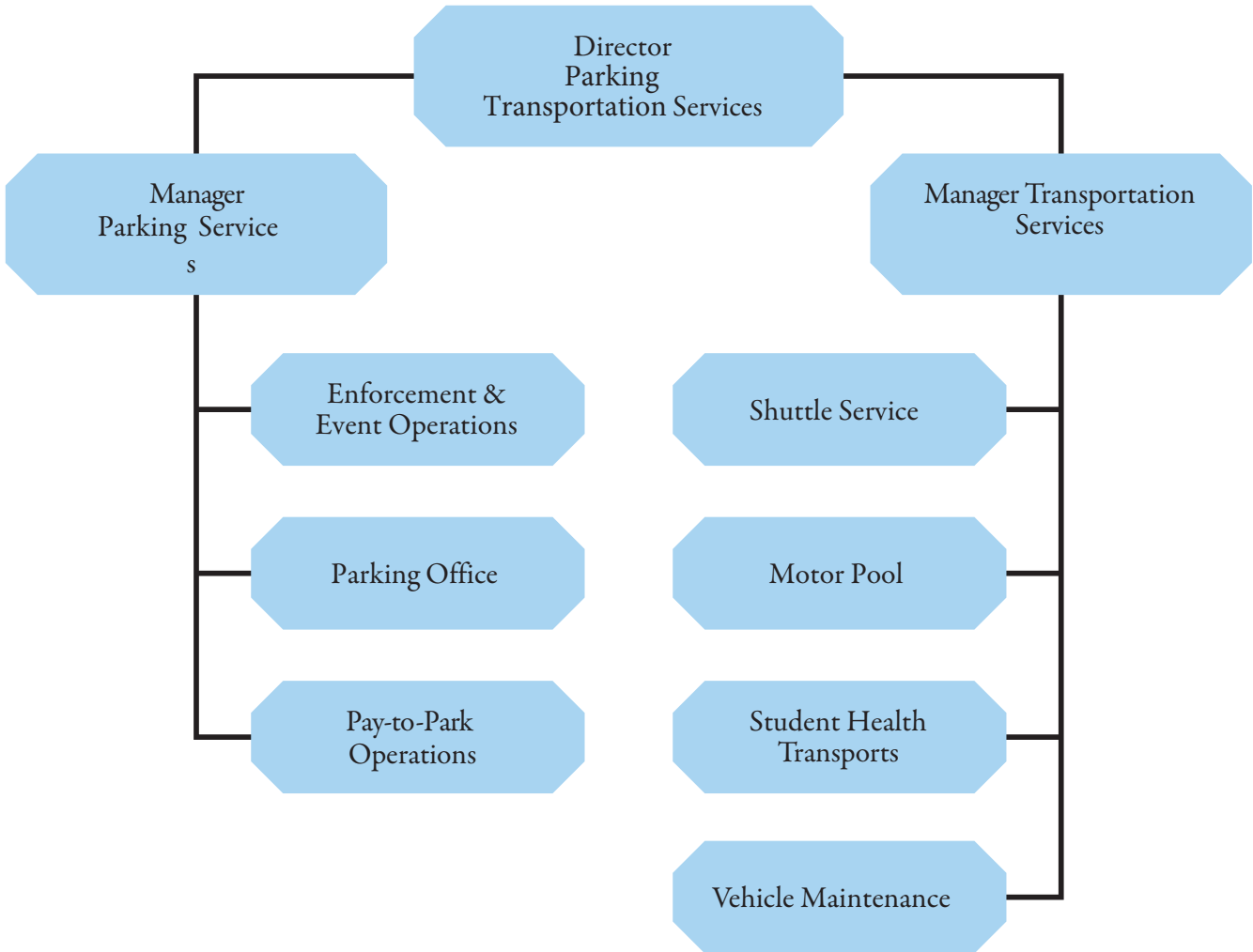
As we emerge from a challenging year and look back over the covid-19 pandemic we see growth, adaptability, and teamwork.

FY 2020-2021 started out amidst the pandemic with new and challenging opportunities around every corner. Our staff adapted to each and every challenge with strength and flexibility. Parking permits remained complimentary for the year; carrying over from March 2020. In lieu of in-person service, our staff adapted to maintain a high level of customer service by hosting open Zoom meetings during business hours. Our front office staff was able to transition traditional in-person sale groups to on-line and electronic processing using creativity and technology.

Our field staff excelled during the unique move-in, move-out and commencement ceremonies. As these large events were transformed UD staff excelled at the teamwork needed during these unique times. Flexibility was key in accommodating six different commencement ceremonies over 3 days with limited staff.

Though we are happy to see the challenges of 20-21 in the rear-view mirror, we embrace the future of 2021-2022. Parking permit charges will resume as will the popular Cans for Cites program that was canceled for 20-21. We hope to incorporate the lessons learned during the pandemic and partner them with our knowledge, technology, and talented staff to create an exceptional future.

**University of Delaware
Parking & Transportation Services
Organizational Chart**



UD Parking & Transportation Services • Departmental Scope

Mission

The mission of Parking & Transportation Services is to balance the diverse transportation needs of the University community while providing first-class customer service.

Responsibilities

- **Manage campus parking supply:** Allocate the 9,415 parking spaces on the Newark campus to best serve the University community, which includes faculty, students, staff, visitors, contractors and UD service vehicles while ensuring adequate, accessible and well-maintained parking facilities.
- **Administer permit and pay-to-park programs:** This involves issuing faculty, student and staff parking permits as well as managing the visitor parking program, which includes issuing visitor permits along with overseeing the pay-to-park locations (3 garages plus Visitor's Center Lot) and parking meters campus-wide.
- **Coordinate special event parking:** The large number of events held across campus highlights the need for close management of parking resources to ensure reasonable parking availability for all user groups.
- **Enforce parking regulations:** Our enforcement efforts include automated systems such as card access systems, LPR-equipped vehicles, kiosks and gate controlled entrances/exits as well as our enforcement staff members who patrol lots, provide customer assistance (i.e., lock-outs, jump starts) and issue citations to those who violate parking regulations.
- **Manage citation adjudication and appeals process:** This involves collections of parking citations and operating the appeals process, which includes administrative review and an Appeals Board composed of representatives from all areas of the University.
- **Develop/update parking regulations:** With the assistance of the Parking & Transportation Advisory Committee, regularly review policies and recommend revisions, additions, deletions, etc. to better serve the needs of the University community.
- **Develop/update/implement bicycle policies and infrastructure:** Initial efforts have focused on policy creation, bike registration and storage. Expanding, maintaining and improving bicycle infrastructure (racks, repair stations, shelters) is a core responsibility as well.
- **Operate UD Shuttle & Unicity bus systems:** The UD Shuttle bus system is the primary means of campus transportation for students and staff and also serves limited off-campus residential destinations. The Unicity bus service is provided in conjunction with the City of Newark and provides city-wide transportation to the UD community and the general public.
- **Operate Student Health Transport services:** In partnership with Public Safety, UD Transportation Services provides transportation to those students requiring long- or short-term assistance moving around campus, as approved by the Office of Disability Support Services or Student Health Services.
- **Provide/coordinate charter bus service for University use:** Many UD departments, athletics teams, student organizations, etc. require special charter service which is provided by UD buses and personnel when available or coordinated through outsourced providers when UD buses are unavailable and/or coach buses are required.
- **Operate UD Motor Pool operations:** Motor Pool maintains a regularly serviced base fleet of 37 rental vehicles for temporary business use by the University community. Also responsible for registration and titles for all motor vehicles owned by the University and insured through the State of Delaware located on the Newark, Wilmington, and Lewes Campuses. Motor Pool is the liaison to the University Risk Management and State of Delaware Insurance Coverage Offices for purposes of motor vehicle and property damage claims arising from use of University owned motor vehicles.



PARKING MAP & INFORMATION 2021-2022

