The Department of Transportation Services

Annual Report
Fiscal Year 2006

Division of Student Affairs
University of Maryland,
College Park
## Table of Contents

I. Overview of Basic Services

- Organizational Chart ........................................ Addendum "A"
- Functions and Responsibility Summary .................. 3
- Departmental Mission Statement ......................... 3
- DOTS' Commitments ........................................... 4
- Key Statistics .................................................. 5

II. Annual Report

- 2005 – 2006 Goals / Objectives and Accomplishments ... 6
- 2006 – 2007 Goals and Objectives ......................... 10
- Issues, Problems and Challenges ............................ 12
- Key User Statistics .......................................... 12
  - Remote Cashier Operations ............................... 12
  - Student Parking Registration ............................ 12
  - Faculty/Staff Registration ................................ 13
  - Parking Enforcement ...................................... 13
  - Parking Violation Review Unit ........................... 14
  - PITCrew ...................................................... 14
  - MAV Operations ........................................... 14
  - Support Services .......................................... 14
  - Student Ticket Review Section (STRS) ................. 15
  - University Appellate Board ............................. 15
  - Towing Program ........................................... 15
  - Research & Identification ................................ 16
  - Data Processing ........................................... 16
  - Flagging Program ......................................... 16
  - Special Events ............................................. 17
  - Shuttle-UM Transit Services ............................. 17
  - Commuter Service ........................................ 17
  - Evening Service .......................................... 18
  - Paratransit .................................................. 18
  - Ridership Data ............................................. 18
  - Charter ....................................................... 18
  - Information Technology (I.T.) ........................... 19
  - Parking Budget ............................................ 20
  - Shuttle-UM Budget ........................................ 21
  - Recycling Initiatives & Accomplishments ............... 22

III. Departmental Diversity Plan ............................. 24

- Employee Demographics ................................. 24
- Participation in Services .................................. 25
- Current Accomplishments .................................. 25
- Diversity Goals as part of the PRD Process ............ 27
- Summary of Highlights .................................... 27
I. OVERVIEW OF BASIC SERVICES

A. Organizational Chart

Please see addendum “A” following Section III

B. Functions and Responsibility Summary

The University of Maryland College Park, Department of Transportation Services (UMCP-DOTS) is a self-support agency under the staff supervision of the Vice President for Student Affairs. DOTS is dedicated to providing service to the campus community through planning, education, and enforcement. DOTS is the primary agency responsible for administering parking and transit management programs on the College Park campus.

The primary activities of the Department of Transportation Services include: Parking registration for faculty, staff and students; Parking enforcement; Transit and charter operations; Departmental fleet vehicle and bus maintenance; Development of programs relating to and promotion of, alternative transportation options; Event parking; Revenue and fine collection; Appeals processing; Visitor parking; and Facilities / lot maintenance.

Departmental Mission Statement

In working across the department and including all staff in the process DOTS has set the following mission statement.

The Department of Transportation Services will honor the mission and values of the University of Maryland by providing safe, cost effective, and innovative services which anticipate the needs of our campus community and constituents as they relate to accessing institutionally supported facilities and destinations.

The goals set by the Department of Transportation Services to meet the above stated mission is to coordinate the availability and safe use of campus transportation venues, which include parking facilities and transit vehicles, by students, faculty, staff and visitors. In order to accomplish this, the Department of Transportation Services is charged with operational objectives that include:

- Effective planning to ensure the maximum allotment of parking spaces and safe and dependable transit service routes provided
- Creation and dissemination of administrative policies, procedures and regulations
- Equitable availability of transit services, parking spaces utilizing permit assignments, standardized enforcement, and parking violation reviews
- Facility management, including lot placement, construction, and repair and transit vehicle replacement and maintenance
- Coordination of permanent and special parking and transit programs
DOTS' Commitments

In order to accomplish its mission, the Department of Transportation is committed to the following:

1. Establishing and prioritizing short-term goals and long-term plans to provide a broad direction to all phases of the program.

2. Formulation of policies, procedures and programs necessary to efficiently manage and address the changing needs of the campus community.

3. Development of annual budgets and management of the collection and disbursement of revenue.

4. Provision of training and staff development resources in order to maintain an efficient and diverse public relations and customer service oriented office.

5. Proper registration of all University of Maryland, College Park affiliated individuals. This includes faculty/staff, students and regular or special visitors.

6. Consistent enforcement of all University, transit, and parking rules and regulations in order to ensure the availability of transport services and parking spaces and to maintain a safe campus environment.

7. Education of the University of Maryland College Park community regarding transit and parking rules and regulations, the availability of parking and transit services and other alternative means of transportation to and from campus, and maintaining accessible services.

8. Maintain consistent and equitable administration of the parking violations review process.

9. Participation in long-range planning sessions designed to discuss campus trends, program changes, and capital projects in order to anticipate and address the impact upon parking and transit services.

10. Assessment of safety and maintenance requirements associated with campus parking lots, garages, and transit vehicles and to work with relevant campus agencies to resolve identified problems.

11. Respond to unforeseen and/or emergency problems, which impact upon the provision of parking and transit services on campus. This includes assisting or providing services that support the transportation program such as the availability of emergency response vehicles, lot attendant services (PITCrew), and construction projects that affect parking and the flow of traffic in and out of parking areas.
12. Development of a means to effectively manage the parking requirements and transportation demands associated with special events.

13. Act as principle coordinator of the State of Maryland Flagging Program, which is designed to collect campus-generated parking fines from individuals.

14. Organize Departmental Transportation Services Coordinator workshops in order to heighten communication between Department of Transportation Services and University of Maryland College Park faculty/staff.

15. Promote student development, learning, and involvement opportunities for student employees as they comprise 50% of our staff.

16. Disseminate parking, transit services, and alternative transportation information to University of Maryland College Park, using various methods of communication.

17. Provide parking and traffic flow management information to campus decision-makers in order to help facilitate decisions for future campus development.

18. Initiate service provision surveys in order to identify general concerns, to forecast trends, and to anticipate transportation needs of campus community.

19. Communicate with peer universities regarding their operational programs in order to potentially improve the University of Maryland College Park Department of Transportation Services operations and act as a resource to them.

20. Actively participate in professional organizations such as the International Parking Institute (IPI), the Middle Atlantic Parking Association (MAPA), American Public Transportation Association (APTA), and the American College Personnel Association (ACPA) in order to stay abreast of the latest techniques and technology as they relate to parking and transit management in a university environment.

C. Key Statistics

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>320</td>
<td>Total number of employees (140 regular, 180 students)</td>
</tr>
<tr>
<td>508</td>
<td>Total number of staffed special events</td>
</tr>
<tr>
<td>111</td>
<td>Total number of vehicles impounded / towed</td>
</tr>
<tr>
<td>58</td>
<td>Total number of shuttle / transit vehicles</td>
</tr>
<tr>
<td>1,008</td>
<td>Total number of Maryland license plates flagging w/MVA</td>
</tr>
<tr>
<td>21,509</td>
<td>Total number of parking spaces</td>
</tr>
<tr>
<td>25,861</td>
<td>Total number of parking appeals received</td>
</tr>
<tr>
<td>29,075</td>
<td>Total number of parking permits issued</td>
</tr>
<tr>
<td>73,865</td>
<td>Total number of parking violation notices issued</td>
</tr>
<tr>
<td>1,660,447</td>
<td>Total number of shuttle passenger transports</td>
</tr>
</tbody>
</table>
II. ANNUAL REPORT

A / B. 2005 – 2006 Goals / Objectives and Accomplishments

Goal: Increase Ridership by 15%
In FY '06, Shuttle-UM will begin serving University View, a new 1000-bed apartment complex on US Rt. 1, adjacent to campus. This apartment complex will be served by a bus route with a 15-minute frequency during most times of the day. This apartment complex will also be served by the "Blue" route. Additionally, the evening services are going to be reconfigured so that there are two "Purple" route buses six nights per week. In FY '05, "Purple" route ridership grew 40% and has the potential to continue an increased trend.

Accomplishment
The actual ridership increase for FY '06 ended up being 13.1%, spurred by large growth on the commuter service routes such as: College Park Metro Station (11.5% increase); Silver Spring Metro Station (59.3% increase); Campus Connector South (45.4% increase); and the evening service routes Purple (238.55% increase) and Blue (72.31% increase). The new University View route has proven to be incredibly popular and boasts the second highest commuter-route ridership numbers – trailing only the College Park Metro Station route. Also notable, is a 25.2% increase in ridership on the Laurel Park and Ride route.

Goal: Online Registration and Scheduling for Paratransit
In FY '05, DOTS began exploring a more effective way of scheduling passengers for paratransit service. This exploration led to the creation of a web-site and a web-based application for paratransit scheduling. Certified, registered passengers will be able to use their University common login and password to access paratransit scheduling on-line. This web application will be fully operational by the Fall 2005 semester.

Accomplishment
DOTS partnered with the web design firm, Laurel Marketing and Design, to create a web based paratransit scheduling application at a cost of $12,500. This application was tested and completed during the Spring 2006 semester and will be fully operational by the fall 2006. The system operates in a similar fashion to calendaring software such as Outlook or Corporate Time. As the users schedule rides throughout the day, they appear in real time on the Shuttle-UM dispatcher's computer screen and are dispatched via radio to the paratransit drivers. DOTS has received very positive feedback concerning improved customer service and responsiveness since the implementation of this application.

Goal: Online Registration for Faculty and Staff
DOTS is in the planning stage of developing a web-based parking registration program for faculty, staff, and affiliates. This program will improve customer service, reduce paperwork and data entry requirements, and will provide the option of outsourcing the permit issuance process. The program is being developed and implemented in phases with an anticipated completion date of September 2006.
Accomplishment
The Faculty/Staff and Special Projects Section of Transportation Services continues to issue permits to faculty, staff, non-affiliates, and visitors to the campus. For the past year members of Senior Staff, departmental IT section, Data Entry and the Faculty/Staff section have been working with the IT Systems Analyst for the department in order to create an on-line registration program for faculty and staff. Although this has been a tedious process, on-line permit registration for faculty and staff will be much easier for those wishing to purchase a permit and the recordkeeping process will be easier in that lot quotas and usage will be available for review at all times. On-line permit registration is expected to be available for the upcoming 2006 two-year permit registration.

The Special Projects Section interacts with contractors, service representatives, construction workers, Emeritus professors, Alumni and others, on a daily basis. Requests for Special Projects permits must be submitted to the section in writing. As a result of the changeover from use of social security numbers to University ID numbers, the department has begun using University ID's instead of social security numbers for individuals purchasing Special Projects permits.

Goal: Use of Real-Time Information Technology for Passengers (similar to NextBus)
Real-time information for passengers is a technology that will greatly improve and enhance DOTS Shuttle-UM service, by providing accurate arrival times at bus stops via GPS tracking systems.

Accomplishment
For this project, we contracted with a transit technology integrator firm, Connexionz, Ltd., to develop a Real-time Tracking and Passenger Information (RTPI) system at a cost of $350,000. This project will be completed during the summer of 2006 and will be fully operational at the beginning of the Fall 2006 semester. The Connexionz system uses a three-pronged approach to provide bus location and estimated arrival times at specific bus stops. The first method is through the use of 30 BusFinder terminals at various bus stops. These terminals are battery powered and receive tracking information via radio signals. A passenger simply pushes the button for the particular route of interest, and the terminal displays the estimated arrival time of the next bus on that route at that bus stop. The second method is through the use of passengers' cell phones. The passengers may contact an Interactive Voice Response (IVR) system at the phone number listed, enter the passenger stop number and route, and receive the estimated arrival time of the next bus on that route at that bus stop. The passenger may also send an SMS text message and receive the same information on his/her cell phone. The third method involves the use of the Internet and World Wide Web. Passengers may visit the website by following a link from the main DOTS website. This website displays a dynamic map showing the locations of the various buses as they travel along their routes. The map will also provide estimated arrival times at bus stops along those routes. The Connexionz system provides this information in real-time using historical data to estimate arrival times at any point along the route. Simply put, the longer the system is in operation, the better the accuracy of the prediction service. Each bus is equipped with a GPS and radio transmitter BusPack which is constantly in communication with the Real-time Tracking server (RTT). This information, coupled with data from the Historical server, is used to determine the estimated arrival times. The Shuttle-UM dispatchers use an automatic vehicle location (AVL) application to track the buses on their routes and monitor for any route or time deviations. This project is scalable, and can be further enhanced with future additions.
Goal: Expand Training and Development Standards and Initiatives
Continue to create and enhance the current training and development expectations across the department with a focus on the following areas: 1) the creation of customer service standards and training of all front-line staff to adhere to the standards with the development of a “secret shoppers” program which will be put in place to review staff performance: 2) the diversity initiatives and training program will be restructured to meet the needs of the staff, diversity programs will be planned and organized at the beginning of each semester, and large, all-campus programs will be created in concert with other departments: 3) a tracking system will be created to follow staff’s involvement in training and professional development activities, appropriate follow-up with those who engage in training and those who do not – to encourage involvement, and reflect on the learning experience. A program will be established to utilize staff who undergo training, to serve as trainers for other staff members.

Accomplishment
For the past several years, the managers overseeing the pay lot cashiers have utilized a secret-shopper program to ensure acceptable and consistent levels of job knowledge and customer service. This initiative has proven valuable, and will eventually be implemented across the department. The DOTS diversity committee mission of promoting awareness and initiating professional development through recognition, understanding, and advocacy of multicultural issues has been directly linked to the PRD process as of March 2006. DOTS supervisors approved a professional development plan for exempt, non-exempt, and contingent II employees establishing several yearly expectations that includes at the minimum one diversity education program every year. Employees who do not complete this requirement will not be eligible for merit increases. The DOTS Training and Development unit is responsible for coordinating diversity education programs for staff in meeting this PRD requirement which goes into effect July 1, 2006.

Goal: Expand the Alternative Transportation Program
Vendors are already responding to a car-share bid, which had a closing date of July 8, 2005. We anticipate having a car-share vendor on our campus by September 2005. Working with alternative options currently provided by the department, we will explore additional options including telecommuting, condensed work weeks, and other programs. We will hold another Alternative Transportation Fair in mid-fall to include Commuter Connections, PG, Howard and Montgomery County transportation services, WMATA, MTA, and others represented to offer options to students, faculty and staff.

Accomplishment
During the 2006 fiscal year, DOTS has expanded its efforts with regard to Alternative Transportation. DOTS began the academic with a bike giveaway that ran for the first six weeks of school. The bike giveaway led up to our Alternative Transportation fair that included individuals representing local and regional transit agencies. DOTS also added a new commuter route from a Park and Ride located in Burtonsville - in Montgomery County. DOTS, additionally, introduced the Flexcar program to our campus community. As part of this program, campus members that do not own a parking permit may use any of the 4 Flexcar vehicles, on our campus, at no charge for up to 3 hours per day and up to a maximum of 12 hours per month.

~Department of Transportation Services~
- 8 -
GOAL: Explore New Technology for Enforcement
To explore technologies that are available in the parking management area to determine if these products can improve customer service, business operations, increase revenue collection and decrease operational costs.

"Virtual Permitting" uses the license plate as a permit. The equipment reads the license plate to determine if the vehicle is legally parked. If not, the equipment can be used by the enforcement officer to issue a parking violation notice. Students, faculty and staff would still register and pay for parking but would not purchase, or be issued, a permit. This would result in a substantial savings in printing and processing costs, and would also eliminate lost/stolen permits and the altering of permits.

New technology is available to easily locate scofflaws parked on campus. The equipment reads a license plate and then searches the database to determine if the license plate has outstanding tickets. This technology can read up to one thousand license plates per hour, which would identify scofflaws more efficiently and thereby increasing revenue collections. Additionally, a self-releasing booting device, and a collection service, is available for use with this process (but not required).

Accomplishment
DOTS contacted a vendor whose product specialized in "Virtual Permitting" and a demonstration was scheduled. It was determined that the equipment developed by the vendor had to be further enhanced to produce a functional product. The equipment could only read license plates parked in surface lots which had bright sunshine. It could not read license plates located in parking garages and at times could not read plates on vehicles parked in surface lots on overcast days. Also, the equipment could not read specialty plates, only standard plates. And DOTS has not successfully located a product that meets our requirements. As industry improvements are made to this type of product, DOTS will continue to explore new types of permit and enforcement technology.

Goal: Implement Divisional Recycling Program
We have provided all staff with recycling bins and appointed 'coordinators' at the Regents and Shuttle-UM offices to be responsible for overseeing recycling at their locations. We will continue to develop this new initiative. Additionally, we have put a number of steps in place to increase our recycling;

1. We will be flushing all diesel engine fuel system with a additive to help clean internal parts of carbon and other harmful byproducts of combustion.

2. We will have the majority of our large buses' exhaust and intake valves adjusted and injectors recalibrated. This will maximize the engines' efficiency.

3. We have installed Diesel Oxidation Catalyst in eight of our buses. This devise is EPA-verified, and proven on-the-road technology. DOC eliminates 25% of PM, 70% of CO and 70% HC gases. This technology is very expensive, and we plan to install it in eight more buses in FY '07

4. We will be installing crankcase ventilation systems on all of our buses. This will eliminate crankcase emission. Byproducts of combustion will no longer be venting in to the atmosphere as it will be all going back into the engine and will be reused.
5. We will be switching to a cleaner burning, Ultra Low Sulfur, fuel, by March 2006 (or sooner) if it becomes available in this area.

6. We ran a test use of bio-diesel fuel in the early summer of 2005. B20, which is 80% diesel and 20% alternate fuel source, was our test product. We will explore options for funding the use of bio-diesel in the future.

7. Every transit University of Maryland bus will now be required to shut down after idling for only three minutes. Our buses are equipped with a turbo charger - thus it is recommended to idle engines for at least three minutes before shutting down so that the bus will cool down the turbo charger.

**Accomplishment**
DOTS has flushed all diesel engines fuel system (item 1). DOTS has adjusted the exhaust and intake valves, and recalibrated the injections, on all of our large buses (item 2). We have been able to fund 24 buses (eight more than anticipated by this time) to be equipped with the Diesel Oxidation Catalyst (item 3). All buses have had a crankcase ventilation system installed (item 4). We have begun using a cleaner-burning Ultra Low Sulfur fuel (item 5). DOTS used the Bio-Diesel B-20 product for the entire fiscal year. However, funding is not available at this time to continue utilizing this product for FY07 (item 6). DOTS has modified their standard operating procedures relating to "idle" time, requiring drivers to turn-off the ignition once the bus has remained idle for 5-minutes.

**GOAL: Continue to Pursue Outside Revenue Sources**
DOTS plans to pursue the challenge of negotiating memorandums of understandings with different types of public or private entities. The goal will be to provide transit services that will ultimately promote the mission of the institution and increase transit revenue through non-student fees. DOTS is currently in negotiations with the University Town Center and Beltway Plaza Mall to provide transit from these locations to the University. DOTS plans to increase this revenue during FY '06 by $300,000. These increases in revenue will ultimately reduce the cost burden to all students and employees for transit services.

**Accomplishment**
DOTS continues to be successful in negotiating with area apartment complexes and developers. We have added Spring Hill Lake, Seven Springs and University Town Center apartments to the list of area complexes that pay for our services. The department nets approximately $220,000 from these three apartment complexes.

C. 2006 – 2007 Goals and Objectives

**Goal: Install, and make operational, a Real-time Tracking and Passenger Information (RTPI) system.**

RTPI is a technology that will greatly improve and enhance DOTS Shuttle-UM service, by providing accurate arrival times at bus stops via GPS tracking systems. The installation will be completed during the summer of 2006. The system itself will then monitor, and store into memory, true route times during the first half of the Fall 2006 semester. This information collection is imperative, so as to give passengers more accurate times. After gathering enough
route information, we will then go live with the RTPI system in the second half of the Fall 2006 semester.

**Goal: Regent’s Drive Garage Renovation**
In FY '07, DOTS will commence the project to repair, and perform preventive maintenance on, the Regents Drive Garage. This project will start at the end of December 2006 and will continue through the summer 2007. This project will require devising a plan for relocating approximately 550 vehicles, many of which are faculty and staff, to alternate locations during the Spring 2007 semester.

**Goal: Recycling During Football Games**
DOTS will implement a recycling program during home football games beginning with the Fall 2006 season. We will provide football patrons with recycling containers which will be collected at the end of each game. DOTS will promote “Recycle Blitz”, a public relations campaign that will hopefully encourage University members and visitors to recycle during their tailgating festivities by giving out various prizes.

**Goal: Procuring an Automated Exit-Lane Pay Station for Mowatt Lane Garage**
The Mowatt Lane Garage is our only 24-hour weekday parking facility, and is also our only facility that has resident students assigned to it. The fact that residents are assigned creates many challenges, one of which requires DOTS to keep gates and spitters in operation at all times in order to maintain the integrity of the pay facility. Tracking proximity card usage, by recording each entry and exit by the permit holders, allows us to enforce our anti-passback restrictions. The down-side is that in order to keep the gates and spitters in a 24-hour mode, we would need to staff a cashier to process out cash customers, which becomes quite expensive considering that very few overnight and weekend transactions would involve cash paying customers. For this reason, DOTS is looking into the acquisition of a single automated exit-lane pay station for this facility. This machine has the ability to accept bills, coins and credit cards. It can even generate a “lost ticket” for cash customers who have misplaced theirs. If purchased, we intend to eliminate at least one overnight position, PLUS, this pay station could also be used as an exit lane during day and evening operations, thus potentially saving DOTS the expense of additional 2 full-time positions.

**Goal: Online Ticket Appeals and Payments**
DOTS is continuing its’ pursuit to offer E-Business services that will enhance customer service to the campus community. Currently, DOTS is in discussion with a vendor to develop a web-based software product that would provide customers the ability to request a review of a ticket and/or pay a ticket via the web. This web site would provide convenient and easy access for faculty, staff, students and visitors to complete transactions.

**Goal: VPSI Departmental Staffing at DOTS Main Office**
DOTS will initiate a full service Commuter Services section within our department that will provide the campus with comprehensive and consolidated commuter services to promote the use of alternative transportation, including university, local and regional resources. In addition, this new section of DOTS will coordinate all efforts related to biking, walking, MetroChek, car

---Department of Transportation Services---
- 11 -
sharing, and all non-personal motor vehicle related methods to arrive at, and move throughout, the University of Maryland campus.

D. Issues, Problems and Challenges

DOTS expects the following two areas to be the greatest challenges during this fiscal year. One is dealing with the unknown in terms of steadily rising fuel costs, and the impact it will have on our budget. The second area of concern is the replacement of two members (Assistant Directors) of our Senior Staff. Although both positions have now been filled, trying to replace the knowledge and experience of both these key positions concurrently will be difficult. One position is the Assistant Director for Business & Finance, as Ruth Spellerberg retired effective June 30, 2006. The other Assistant Director position oversees Human Resources, Marketing, Diversity, Training and Development, and also serves as the Equity officer for the department.

E. KEY USER STATISTICS

Remote Cashier Operations (Visitor parking spaces)

<table>
<thead>
<tr>
<th>Garage</th>
<th>Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Union Lane Garage</td>
<td>ULG</td>
</tr>
<tr>
<td>Stadium Drive Garage*</td>
<td>SDG</td>
</tr>
<tr>
<td>Paint Branch Drive Visitor Lot*</td>
<td>PBDVL</td>
</tr>
<tr>
<td>Mowatt Lane Garage*</td>
<td>MLG</td>
</tr>
</tbody>
</table>

285 spaces
350 spaces
159 spaces
400 spaces

*Mixed-use facility that has parking spaces designated for faculty, staff and students in addition to visitors. The number of spaces shown here reflects the allocation for visitor parking within each facility.

Cashier Attended Facilities FY '06 Revenue

<table>
<thead>
<tr>
<th></th>
<th>Union Lane</th>
<th>Stadium Dr</th>
<th>Pt. Branch Dr</th>
<th>Mowatt Lane</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$ 619,611</td>
<td>$ 213,160</td>
<td>$ 163,970</td>
<td>$ 315,039</td>
<td>$ 1,313,080</td>
</tr>
<tr>
<td>Coupons</td>
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<td>Validations</td>
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<td>FY TOTALS</td>
<td>$ 534,539</td>
<td>$ 180,620</td>
<td>$ 248,068</td>
<td>$ 374,279</td>
<td>$ 1,444,263</td>
</tr>
</tbody>
</table>

Student Parking Registration

On-line parking registration for students continues to be accomplished by staggering the start dates for parking registration based on the student’s class standing. Graduate students register two weeks prior to seniors who are able to register a week before juniors and freshman. The lottery for lot 5 which is located in the Regents Drive Garage continues to be available to graduate students and commuting seniors. The lottery process gives priority to graduate students.
All Fall 2006 student permits will be processed in-house by the Student Supervisors and various staff members. The process will also include mailing permits to those who desire to have them mailed.

Faculty/Staff Registration
The Faculty/Staff and Special Projects Section of Transportation Services continues to issue permits to faculty, staff, non-affiliates, and visitors to the campus. For the past year members of Senior Staff, departmental IT section, Data Entry and the Faculty/Staff section have been working with the IT Systems Analyst for the department in order to create an on-line registration program for faculty and staff. Although this has been a tedious process, on-line permit registration for faculty and staff will be much easier for those wishing to purchase a permit and the recordkeeping process will be easier in that lot quotas and usage will be available for review at all times. On-line permit registration is expected to be available for the upcoming 2006 two year permit registration.

The Special Projects Section interacts with contractors, service representatives, construction workers, Emeritus professors, Alumni and others, on a daily basis. Requests for Special Projects permits must be submitted to the section in writing. As a result of the change over from use of social security numbers to University ID numbers, the department has begun using University ID’s instead of social security numbers for individuals purchasing Special Projects permits.

FY '06 Total Permits Issued

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>22,105</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>6,970</td>
</tr>
<tr>
<td>Total</td>
<td>29,075</td>
</tr>
</tbody>
</table>

As a result of the Student walk-in registration and Faculty/Staff registration process and payment of parking violations received through the mail, significant revenues are collected by DOTS. Sales totaling $1,932,369 were processed by the DOTS main lobby cashiers. Beginning next fiscal year the computerized cashiering process will be further enhanced by the integration of the new Power Park Flex-T2 system which will allow the cashiers to view payments, tickets and ticket appeals in real time.

Parking Enforcement
The Parking Enforcement Section is responsible for coordinating the availability of parking and maintaining safe parking habits within parking lots, garages and metered spaces on campus. This is accomplished through the consistent enforcement of all areas and the cooperative efforts among the units.
Parking Violation Review Unit
The Parking Violation Review Unit receives all appeal requests for University issued parking violation notices. Requests for appeal/review of a parking violation notice (PVN) must be made within 15 calendar days of issuance. Students who incur parking violation notices and wish to appeal the action must do so through the Student Ticket Review Section (STRS), or the Prince George’s County District Court. Faculty, staff, and visitors may request a review of a parking violation notice through either DOTS or the Prince George’s County District Court. When a University review is requested, based upon the type of violation and/or the affiliation of the recipient, the PVN will either be reviewed by DOTS or STRS.

STRS reviews all student parking violation notice appeals. DOTS administratively reviews all parking violation notices issued to faculty, staff and visitors.

<table>
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<tr>
<th>Ticket Review Section Statistics</th>
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<tr>
<td>VOIDED</td>
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<tr>
<td>FAC/STAFF</td>
</tr>
<tr>
<td>STUDENTS</td>
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<tr>
<td>TOTALS</td>
</tr>
</tbody>
</table>

PITCrew
In addition to Motorist Assistance Vehicle (MAV) calls, the Parking, Information, and Transportation Crew (PITCrew) assist event planners and their clients with the logistics of parking on campus by installing sign packages, reserving parking areas, distributing maps and permits, and by monitoring parking areas to direct visitors to events.

MAV Operations
DOTS offers a free service to motorists parked on campus. The Motorist Assistance Vehicle (MAV) is operated by members of the PITCrew who perform jumpstarts, lockouts (proof of ownership required), tire changes or inflations, and/or driving motorists to a gas station to purchase gasoline. The Department currently has two vehicles dedicated to this program.

MAV was operational for 252 days of the fiscal year, averaging 3.5 calls per day. During the year, 894 motorists were serviced.

Support Services
Support Services consists of five contractual employees and one/two part-time students. The main role of the Support Services staff is to provide support to nearly every section of the department. Requests for staff on short-term projects come regularly from the Faculty/Staff, Main Administration, Data Processing, Communications, Special Event Parking, Phone Operations, and Parking Violation Reviews sections of the Department. Consequently, the range and extent of training has included Enforcement and Special Events. In addition to using the MVS systems, Power-park program, Meter repair databases, MAV statistics databases, and CTS log database, additional databases have been developed for Lost/Stolen permit tracking, PVN Statistics, the Waitlist program, and a Sophomore Exceptions database.
Student Ticket Reviews Section (STRS)

The Student Ticket Reviews Section began formal operations in July 2001. Students begin training in STRS by reading manuals supplied by Judicial Programs. Students must also read and sign a memorandum of understanding related to the student honor code restricting unethical activity.

In FY '06, STRS completed 11,831 ticket reviews. STRS voided 64% of the total tickets reviewed, reduced the fine amount in 15% of the reviews, and denied 21%. Efforts have been made to distribute reviews evenly between individual students, as the style, attitudes, and decision ratios can vary. STRS completes approximately 1000 reviews per month. Since no more than 1 or 2 students review tickets on any given day, a student can complete between 25-50 reviews during his/her shift (2-3 hrs average).

<table>
<thead>
<tr>
<th>FY '06</th>
<th>REDUCED</th>
<th>VOIDED</th>
<th>DENIED</th>
<th>REVIEWED</th>
</tr>
</thead>
<tbody>
<tr>
<td>STUDENTS</td>
<td>1,720</td>
<td>7,644</td>
<td>2,467</td>
<td>11,831</td>
</tr>
</tbody>
</table>

Students may appeal a STRS review within 7 business days of the decision to the University Appellate Board at the Office of Student Conduct.

University Appellate Board

Students may appeal a STRS review within 7 business days of the decision to the University Appellate Board at the Office of Student Conduct. Payment up to $50 must first be made at DOTS to complete a second, written appeal. Students are asked to first read literature supplied by the Appellate Board and to meet certain conditions not addressed in their original review. Upon payment, these tickets are placed in "Paid Court" status in the DOTS system, pending decision by the Appellate Board. DOTS staff notify students as to the outcome of the decision, or if further action is required. DOTS maintains original reviews letters for up to 10 days past the original decision date to accompany documents submitted for a 2nd appeal. DOTS processed 201 Appellate Board reviews in FY '06.

Questions regarding the outcome or status of an Appellate Board review may be sent via email to: studentconduct@umd.edu

Towing Program (section previously referred to as Lost, Stolen and Altered Permits)

The Towing Program enables DOTS to enforce parking management by identifying and addressing repeat parking violators, enforce unlawful disabled parking and misuse of departmental issued parking permits. To expedite this program, DOTS purchased two tow trucks and became independent from a towing contract with a local company. Repeat parking offender's license plates and lost/stolen permit information is downloaded into the handheld ticket writing devices to alert the Enforcement Officer in the field when a PVN is being issued to an offender. Vehicles displaying/possessing lost or stolen permits receive a $300 fine, and referral to the Office of Student Conduct. Vehicles towed for outstanding parking violations are required to pay all overdue parking violations before a vehicle may be released to the owner/driver. All vehicles towed are subject to a DOTS Tow fee of $80; $20 UMPD administrative fee; and Storage fee (if applicable) of $10 a day. During FY '06, 111 vehicles were impounded. Of those impounded, 98 had incurred 3 or more outstanding parking violations, and 13 were cited for misuse of departmental parking permits.

~Department of Transportation Services~
- 15 -
Research & Identification (RAI)
Research and Identification (RAI) is a DOTS program established to identify Parking Violation Notices (PVNs) issued to out-of-state vehicles. Out-of-state license plates with two or more outstanding PVN's are researched and identified using the Criminal Justice Information System (CJIS) to obtain vehicle registration information, and DOTS information (current and archived). Vehicles that are not identifiable or are associated with non-affiliated UMCP students are placed on an internal impound list.

During FY06, DOTS upgraded to a security enhanced Omnixx-NCIC system as required by the Maryland Department of Public Safety and Correctional Services (DPSCS). Since this upgrade, DOTS has increased online vehicle registration access using CJIS, from 33, to 41 states.

Research and Identification (RAI) Billing Statistics

<table>
<thead>
<tr>
<th></th>
<th>Affiliated</th>
<th>$ 151,725</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Affiliated</td>
<td>3,090</td>
<td>$ 260,290</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>4,573</strong></td>
<td><strong>$ 412,015</strong></td>
</tr>
</tbody>
</table>

Amounts shown reflect billings rather than payments received.

Data Processing
Data Processing is responsible for all online insertion of data into DOTS' programs stored on the UMD IBM mainframe computer.

### DATA PROCESSING STATISTICS

<table>
<thead>
<tr>
<th>DATA PROCESSING STATISTICS</th>
<th>NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Violation Notices (PVNs)</td>
<td>73,865</td>
</tr>
<tr>
<td>Paid PVN's (DOTS)</td>
<td>27,376</td>
</tr>
<tr>
<td>Voided PVN's (DOTS)</td>
<td>24,568</td>
</tr>
<tr>
<td>Prince George's (PG) County Court Appealed PVNs</td>
<td>104</td>
</tr>
<tr>
<td>PG County Court Voided PVNs</td>
<td>27</td>
</tr>
<tr>
<td>PG County Court Paid PVNs</td>
<td>18</td>
</tr>
<tr>
<td>PG County Court Failure to Appear (FTA)</td>
<td>15</td>
</tr>
<tr>
<td>PG County Courts Voided Prior to Court Appearance by J. Summons (VX)</td>
<td>44</td>
</tr>
</tbody>
</table>

Flagging Program
The DOTS Flagging Program works in conjunction with the State of Maryland, Department of Motor Vehicles (DMV) registration and flagging program. The program enables DOTS to withhold the vehicle registration renewal of a license plate that has outstanding tickets on the UMCP campus. DOTS established flagging criteria consists of Maryland license plates with two or more outstanding Parking Violation Notices or an account balance greater than or equal to $35.00. Once a flag on a vehicle has been established with DMV, a notification letter is sent from DOTS Flagging Department to the registered owner prior to DMV's notification system. After payment for outstanding PVNs and a $20 DOTS Flagging Administrative fee is received, a
Traffic Control/Parking Fine Receipt (VR-119 form) is administered that allows the registered owner to renew their vehicle registration at any full service Maryland DMV office.

<table>
<thead>
<tr>
<th>Number of Tags Flagged</th>
<th>1,008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Collected</td>
<td>$172,353</td>
</tr>
<tr>
<td>Average Amount Per Tag</td>
<td>$177.68</td>
</tr>
</tbody>
</table>

Note - $20 DOTS Administrative Flagging Fee per flag release is included in above figure.

**Special Events**
The Special Events Section coordinates and manages parking for individuals and groups during special events on campus.

<table>
<thead>
<tr>
<th>Revenue FY '06</th>
</tr>
</thead>
<tbody>
<tr>
<td>PITCrew Services</td>
</tr>
<tr>
<td>Signs</td>
</tr>
<tr>
<td>Meter Permits</td>
</tr>
<tr>
<td>Surface/Visitor Permits</td>
</tr>
<tr>
<td>Total Revenue</td>
</tr>
<tr>
<td>Total Events</td>
</tr>
</tbody>
</table>

**Shuttle-UM Transit Services**

Shuttle-UM, was created in November 1972 by students who were responding to violence on campus. Seeking a way for students to cross campus at night without walking alone, they purchased two vans and initiated two evening security routes. Today, we provide commuter, evening, paratransit and charter services to university students, faculty, staff and visitors.

Shuttle-UM is a student-managed transit system that offers a variety of employment opportunities to University system students. All student staff enter as drivers and can move into positions that include dispatcher, maintenance assistant, human resources instructor, trainer, recruiting specialist, graphics specialist, marketing staff, and management staff.

**Commuter Service**
The commuter routes serve residential areas densely populated by students, faculty, staff, and a Park and Ride lot. These routes provide links with WMATA's Metrorail and Metrobus service; the Maryland Transit Administration (MARC) commuter rail service between Baltimore, MD and Washington, D.C.; Montgomery County's "Ride-On" bus service; Prince George's County's "The Bus" service; and Howard County's Corridor Transit "Connect-A-Ride" service.

Shuttle-UM's commuter service consists of twelve routes. University ID's are required on all off-campus commuter routes.
Evening Service
Shuttle-UM's evening service consists of five routes which serve areas on campus and in the immediate vicinity seven nights a week beginning at 5:30 p.m. during fall, spring, and summer semesters. This service is provided throughout the academic year when residence halls are open. No University ID is required.

N.I.T.E. Ride is Shuttle-UM's demand-response evening service. This supplemental curb-to-curb service operates seven nights a week, 5:30 p.m. to 7:30 a.m. The service area includes the entire campus and immediate vicinity.

Paratransit
The Paratransit service is provided for students, faculty, and staff with permanent and temporary disabilities. The service area covers the entire campus and immediate vicinity. This service operates Monday through Friday, 7:30 a.m. to 5:30 p.m., during the fall and spring semesters and 7:30 a.m. to 7:00 a.m. during the summer when classes are in session.

Ridership Data
The following table shows a comparison of FY '05 and FY '06 ridership data

<table>
<thead>
<tr>
<th></th>
<th>Commuter</th>
<th>Evening</th>
<th>NITE-Ride</th>
<th>Paratransit</th>
<th>Transit Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer '04</td>
<td>83,244</td>
<td>965</td>
<td>8,742</td>
<td>293</td>
<td>93,244</td>
</tr>
<tr>
<td>Fall '04</td>
<td>471,516</td>
<td>207,889</td>
<td>7,683</td>
<td>3,293</td>
<td>690,381</td>
</tr>
<tr>
<td>Spring '05</td>
<td>440,630</td>
<td>212,383</td>
<td>7,432</td>
<td>3,517</td>
<td>663,962</td>
</tr>
<tr>
<td>Summer '05</td>
<td>46,298</td>
<td>1,941</td>
<td>1,099</td>
<td>146</td>
<td>49,484</td>
</tr>
<tr>
<td>Total</td>
<td>1,041,688</td>
<td>423,178</td>
<td>24,956</td>
<td>7,249</td>
<td>1,497,071</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Commuter</th>
<th>Evening</th>
<th>NITE-Ride</th>
<th>Paratransit</th>
<th>Transit Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer '05</td>
<td>81,069</td>
<td>6,878</td>
<td>4,245</td>
<td>257</td>
<td>92,449</td>
</tr>
<tr>
<td>Fall '05</td>
<td>493,909</td>
<td>257,588</td>
<td>3,651</td>
<td>2,156</td>
<td>757,344</td>
</tr>
<tr>
<td>Spring '06</td>
<td>475,085</td>
<td>271,240</td>
<td>3,639</td>
<td>2,385</td>
<td>752,349</td>
</tr>
<tr>
<td>Summer '06</td>
<td>53,761</td>
<td>2,490</td>
<td>1,937</td>
<td>117</td>
<td>58,305</td>
</tr>
<tr>
<td>Total</td>
<td>1,103,824</td>
<td>538,196</td>
<td>13,472</td>
<td>4,955</td>
<td>1,660,447</td>
</tr>
</tbody>
</table>

Charter
As determined by availability, given Shuttle-UM's regularly scheduled services, buses are available for rent by University organizations, students, faculty, and staff. The transit bus charter rate is $56.00 per hour. The Motor Coach charter rate is competitively priced.

In FY '05, charter bookings continued to be high in demand. DOTS has 5 Setra Motor Coach buses to serve the University of Maryland community. DOTS, this year, converted one of the five Setra motor coach buses into an "ultra-luxury" executive coach bus with updated first-class seating, tables, and additional amenities.
Information Technology
The role of the Information Technology (IT) section is to help the Department succeed through
the appropriate use of cost effective information systems and technology. The IT section works
with the rest of the Department to provide Server and work station development, administration,
security and support. Hardware and software installation, maintenance and inventory control;
Database development, synchronization, and administration; Mainframe-client connectivity,
integration and synchronization; Data warehouse query and ad-hoc report development;
Network connectivity support; User training and support; Computer aided design and
geographic information systems development and maintenance; and Internet based application
and Website development and maintenance.

Accomplishments
- Implemented a Spam filtering system (Spycatcher) to protect departmental PC's from
  external spam and adware attacks.
- Maintained 99% server availability during peak work hours and a 97.5% availability
during other times.
- Began upgrading all workstations to Windows XP
- Implemented a Secure VPN connection for M.I.L.E.S. (Maryland Integrated Law
  Enforcement System) connection
- Replaced all Social Security Numbers stored in Departmental Databases with UID
  numbers
- Currently working on upgrading the ticket management software (PowerPark) to a newer
  more scalable software package (PowerPark Flex) which should be completed 07/20/06
  Once upgraded this will provide the ability to offer on-line citation payments and on-line
  appeals (tentatively scheduled for availability on 08/30/06).
- Keep the website up to date

Financial & Informational Data (Parking and Shuttle-UM Budgets) are shown
on the following two pages.
# DEPARTMENT OF TRANSPORTATION SERVICES
## FISCAL YEAR 2006 - BUDGET INFORMATION

### FY 2005 PARKING BUDGET TOTALS

<table>
<thead>
<tr>
<th>Revenue:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Parking Fees</td>
<td>$3,859,646</td>
</tr>
<tr>
<td>Faculty/Staff Parking Fees</td>
<td>$3,259,910</td>
</tr>
<tr>
<td>Visitor Parking Fees</td>
<td>$1,957,560</td>
</tr>
<tr>
<td>Special Event Parking Fees</td>
<td>$692,500</td>
</tr>
<tr>
<td>Parking Meter Income</td>
<td>$369,312</td>
</tr>
<tr>
<td>Parking Fines</td>
<td>$2,750,032</td>
</tr>
<tr>
<td>Rebates</td>
<td>$32</td>
</tr>
<tr>
<td>Credit Card Sales (Misc.)</td>
<td>($44,472)</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$12,844,520</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditures:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages*</td>
<td>$5,131,798</td>
</tr>
<tr>
<td>General Operating</td>
<td>$1,807,431</td>
</tr>
<tr>
<td>WMATA Charges</td>
<td>$83,065</td>
</tr>
<tr>
<td>Utilities</td>
<td>$358,523</td>
</tr>
<tr>
<td>Maintenance &amp; Renewal (FM)</td>
<td>$554,917</td>
</tr>
<tr>
<td>Special Event Parking</td>
<td>$161,157</td>
</tr>
<tr>
<td>Capital Set-Aside (Bond)</td>
<td>$3,559,821</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$11,656,712</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transfers:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Overhead - 3.5%</td>
<td>$280,616</td>
</tr>
<tr>
<td>Cost Containment</td>
<td>$479,214</td>
</tr>
<tr>
<td>Facilities Renewal**</td>
<td>$393,953</td>
</tr>
<tr>
<td>Transfer from Plant Fund</td>
<td>($130,285)</td>
</tr>
<tr>
<td>Transfer for SDG (Bond)</td>
<td>($120,705)</td>
</tr>
<tr>
<td>Transfer for Computer Lab (RDG)</td>
<td>($9,580)</td>
</tr>
<tr>
<td>Transfer to VPSA</td>
<td>$14,032</td>
</tr>
<tr>
<td>Transfer to CVS</td>
<td>$7,000</td>
</tr>
<tr>
<td>Transfer to Shuttle-UM</td>
<td>$379,414</td>
</tr>
<tr>
<td>Transfer from Shuttle-UM</td>
<td>($160,000)</td>
</tr>
<tr>
<td><strong>Total Transfers</strong></td>
<td><strong>$1,133,659</strong></td>
</tr>
</tbody>
</table>

**Total Adjusted Expenditures** $12,790,371

### FY 2006 UNEXPENDED / UNCOMMITTED BALANCE

$54,149

*Annual Amount of Student Wages: $54,449

**Transferred to Ledger 7 (Plant Fund)
## FY 2005 SHUTTLE-UM BUDGET TOTALS

### Revenue:
- Shuttle Charter Coach Buses: $626,759
- Shuttle Charter Transit Buses: $177,624
- Shuttle Bus Fees: $3,325,096
- UMUC MOU for Shuttle Transit Service: $143,208
- UMUC MOU for Charter Bus Service: $160,618
- Riverside Association MOU for Transit Service: $76,180
- Powder Mill Village MOU for Transit Service: $27,707
- Beltway Plaza MOU for Transit Service: $5,000
- University House MOU for Transit Service: $20,000
- University View MOU for Transit Service: $80,000
- Seven Springs Village MOU for Transit Service: $80,000
- Miscellaneous: $63

**Total Revenue**

$4,722,255

### Expenditures (Auxiliary):
- Salaries & Wages: $2,268,711
- General Operating: $664,933
- Utilities: $44,318
- Fuel Oil #2: $628,601
- Vehicle Maintenance/Repair: $190,232

**Total Expenditures**

$3,796,795

### Transfers:
- Cost Containment: $265,193
- Facilities Renewal**: $-
- Transfer from DOTS: $(379,414)
- Transfer from Summer School: $(104,000)
- Transfer to VPSA: $112,000
- Transfer from VPSA for BioDiesel: $(80,000)
- Transfer to DOTS Plant Fund: $-
- Transfer for Plant Projects: $36,337
- Loan Repayment: $882,042
- Transfer to DOTS Parking: $160,000

**Total Transfers**

$892,158

### Total Adjusted Expenditures

$4,688,953

### FY 2006 UNEXPENDED UNCOMMITTED BALANCE

$33,302

---

*Annual Amount of Student Wages: $1,066,622

**Transfer to Ledger 7 (Plant Fund)
E. RECYCLING INITIATIVES AND ACCOMPLISHMENTS

Waste Reduction
All staff were provided with recycling bins and two 'coordinators' were appointed at the Regents and Shuttle-UM offices to oversee recycling efforts at these locations. Role and responsibilities of coordinators was discussed in staff meetings.

Transit users are encouraged to download schedules to their PDAs or to print a schedule directly from the Web site to save paper and print only as needed. The number of printed schedules was reduced this year, from 20,000 to 5,000 and printed in black ink on a low-bleached paper.

Diesel Oxidation Catalysts were installed in eight of the 33 buses. This device is EPA verified, and proven on-the-road technology. DOC eliminates 25% of PM, 70% of CO and 70% HC gases. We will secure funding to install it in eight more buses. Any new buses purchased in the future will automatically have this feature.

The following documents, which DOTS used to print every year, are now only available on the department's Web site: Annual report; Parking Regulations; Large color campus maps.

Shuttle-UM, DOTS provides 4 evening routes and used to print Individual schedules (20,000) for each. Now these schedules are combined into one large schedule (2500) for all 4 routes.

DOTS uses AM radio announcements to share football parking information with the university community. Consequently the department is using fewer printed flyers (500 vs. 1000).

Salvage and Reuse
DOTS reuses all parking signs.

DOTS retreads all rear tires for Shuttle-UM buses as opposed to using new tires. (240 tires retread three times, adding 3 years on to the life of a tire.)

Waste Recycling
Existing departmental programs and/or practices in place for waste recycling include: materials and products currently recycled through Facilities Management or other means and existing standards for placement/location of recycling containers in the department's assigned buildings.

The department recycles the following materials: paper, plastic, glass, metal, vehicle batteries, printer cartridges, cardboard, and oil.

Recycling containers are present in all office space.

We have placed recycling containers on every level of our 5 parking garages.

~Department of Transportation Services~
- 22 -
Public Information/Education – Waste Recycling, Reuse and Reduction
Division environmental expectations were distributed to Senior Staff and discussed at both the staff meeting and at supervisor meetings.

DOTS website was improved and publicized the move to bio diesel and provided general information about DOTS environmental practices.

Give aways, including 10 bikes, were also incorporated to gain public attention.

Shuttle drivers were given BIODOTS t-shirts to wear.

The BIODOTS logo was placed on all buses, and a banner at Regents Drive garage

Full page ad in the Diamondback to promote initiatives

Encourage use of alternative transportation options

Web site has many forms for internal and external use in lieu of paper forms

Accident reports for internal use are documented electronically (State still requires paper form for reporting purpose to the State.)

Departmental list serves for internal communication, thus reducing the use of paper.

Energy and Water Conservation
All garages on campus and some DOTS office spaces utilize new low-energy lights.

Bus washing facility uses 70% less water than previous system to wash the shuttle buses.

Product Purchasing
DOTS offices use recycled paper, lead-free paint for striping parking lots, environmentally friendly cleaning supplies, such as bus wash soap and detergents.

Salt-free, environmentally friendly, de-icing material used in garages after winter storms.

Paper with some post-consumer recycled content is used for new printed materials.

We tested the use of “B20” bio-diesel (80% diesel and 20% alternate fuel) in summer 2005. All our transit vehicles will now be run on bio-diesel.

Outdoor Environment
Bicycle racks were installed on the front of off-campus commuter buses.

Every transit bus is required to shut down after idling for five minutes (the five minute time frame is necessary to cool down the turbo chargers).

Crankcase ventilation systems are being installed on all buses eliminating crankcase emissions. Byproducts of combustion will no longer be venting in to the atmosphere. Instead, it will be recycled back into the engine.

~Department of Transportation Services~
- 23 -
Short Term and Long Term goals

Short Term
We have installed Diesel Oxidation Catalyst in eight of our 33 buses. This device is EPA verified, and proven on-the-road technology. DOC eliminates 25% of PM, 70% of CO and 70% HC gases. We plan to secure funding to install it in eight more buses.

We will require our vendors to provide recyclable and or recycled parking permits.

Long Term
DOTS will develop new Park and Ride routes, and increase ridership on our existing routes.

We will initiate an online parking appeal process and online faculty and staff parking registration process, to save unnecessary paper usage.

Explore possibility of having parking tickets and envelopes printed on recycled paper.

Complete low energy light installation.

Share Division Environmental Expectations with student staff.

Place signs in garages to inform and remind users to deposit recyclables in appropriate containers.

III. DEPARTMENTAL DIVERSITY PLAN

A. Employee Demographics

Dept. of Transportation Services - Demographics - All Employees

<table>
<thead>
<tr>
<th>Year</th>
<th>Race/Ethnicity</th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2002*</td>
<td>Amer Indian/Alaska Nat. US</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Asian/Pacific Islander US</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Parking staff only</td>
<td>Black/African American U.S.</td>
<td>23</td>
<td>19</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Hispanic: U.S.</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>White: U.S.</td>
<td>19</td>
<td>19</td>
<td>38</td>
</tr>
<tr>
<td></td>
<td>Not Reported: U.S.</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Total Employees</strong></td>
<td><strong>45</strong></td>
<td><strong>42</strong></td>
<td><strong>87</strong></td>
</tr>
</tbody>
</table>

<p>| FY 2003*   | Amer Indian/Alaska Nat. US      | 0      | 2    | 2     |
|            | Asian/Pacific Islander US       | 4      | 2    | 6     |
| *Demographic information does not include Shuttle-UM student staff | Black/African American U.S. | 26     | 19   | 45    |
|            | Hispanic: U.S.                  | 1      | 2    | 3     |
|            | White: U.S.                     | 17     | 19   | 36    |
|            | Not Reported: U.S.              | 1      | 1    | 2     |
|            | <strong>Total Employees</strong>             | <strong>49</strong> | <strong>45</strong> | <strong>94</strong> |</p>
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<th>Female</th>
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B. Participation in Services

Unfortunately, we were unable to locate this data in the files of a former employee who would have tracked such information.

C. Current Accomplishments and Future Plans Related to Workforce Diversity and Programs

DOTS coordinated several workforce diversity programs and moved towards attaining a sustainable diversity initiative through a more involved diversity committee in 2005-2006. The committee formed in the summer of 2005 and agreed upon a mission that strives to manifest an inclusive, respectful, and supportive community as well as promote awareness and initiate professional development through recognition, understanding and advocacy of multicultural issues. Goals of the committee include promotion of on-going staff development opportunities that expands awareness and increases knowledge for diversity, acts as a core group of advocates for multicultural issues, and improve the overall department’s climate for diversity.
The committee informed a total of 14 professional development programs that were coordinated for DOTS staff and some that were open to the larger university. A brief description of these programs is included below.

- Two trips were available for DOTS staff to visit George Washington’s estate, Mt. Vernon in July. Each trip featured a guided tour by an employee of the estate. The two tours available to DOTS staff explained slave life and the role of Martha Washington. Debriefing sessions were facilitated by members of the DOTS training staff following each tour.
- DOTS recognized Disability Employment Awareness Month in October by coordinating a joint trip to the Smithsonian Museum of American History exhibit “Whatever Happened to Polio?” and the Franklin Delano Roosevelt Memorial. The latter component included a guided tour of the memorial by Mr. Jim Dickson of the American Association for People with Disabilities. Mr. Dickson was instrumental in the inclusion of a statue of FDR in his wheelchair as a permanent piece of the memorial.
- Rosa Parks Day was commemorated December 1, 2005 by placing a 2' by 3' black and white photograph of Ms. Parks in the front seats of every Shuttle-UM commuter bus. This photograph prevented passengers from using these seats. The intent of the program was to honor the legacy of Ms. Parks.
- Four Diversity committee members completed Rainbow Terrapins Training with the Office of Lesbian, Gay, Bisexual, and Transgender Equity and opted to join the Rainbow Terrapin Network in January 2006.
- The Islamic holiday of Eid Al-Adha, Chinese New Year, Asian Pacific American Heritage Month, and Lesbian, Gay, Bisexual, and Transgender Pride Days were observed as passive programs and informational displays throughout department locations and in DOTS publications in 2006.
- DOTS collaborated with the Department of Resident Life in February 2006 to screen the film “Crash” in the Hoff Theatre. This event and ensuing dialogue attracted a crowd of over 50 DOTS employees.
- DOTS was a co-sponsor organization of the Latino Student Union and Enlaces Latino-Americanos theatre trip to the Guston Arts Center for a performance of El Emigrante.
- DOTS was a co-sponsor organizer of the Lambda Theta Alpha Latin Sorority Inc. theater trip to the African Continuum Theatre Co. for a performance of “The Story”.
- Black History Month was recognized in February 2006 by two trips to the Reginald F. Lewis Museum of Maryland African-American History and Culture. The first trip featured author Fergus Bordewich speaking about his book, Bound for Canaan: The Underground Railroad and the War for the Soul of America, and the second trip included a screening of the film, Standing on My Sisters’ Shoulders.
- The Office of Human Relations Program University of Maryland 150th Anniversary timeline was on display in the DOTS Regents Drive Office lobby for the entirety of the month of March 2006.
- Four DOTS Diversity Committee members made themselves available as stewards for staff who were interested in visiting the Tunnel of Oppression in May 2006.
D. Diversity Goals as part of the PRD Process

The DOTS diversity committee mission of promoting awareness and initiating professional development through recognition, understanding and advocacy of multicultural issues has been directly linked to the PRD process as of March 2006. DOTS supervisors approved a professional development plan for exempt, non-exempt, and contingent II employees establishing several yearly expectations that includes at the minimum one diversity education program every year. Employees who do not complete this requirement will not be eligible for merit increases. The DOTS Training and Development unit is responsible for coordinating diversity education programs for staff in meeting this PRD requirement which goes into effect July 1, 2006.

E. Summary of Highlights

Two highlights of the DOTS diversity initiative in 05-06 were the commemoration of Rosa Parks Day and the screening of the film, Crash. The idea for observing Rosa Parks Day by blocking off the front seats of every commuter bus with a large sign of Ms. Parks, originated with a student member of our diversity committee. The program was a solemn commemoration of the Parks legacy and was recognized by many individuals throughout the university including representation on the front page of The Diamondback.

The screening of the film, Crash, was coordinated in partnership with the Department of Resident Life. The screening attracted a significant number, over 50, of DOTS staff; the majority attended an hour-long post-film discussion. Feedback from the event was overwhelming positive. Several staff members talked about issues related to the film after the screening and stated they would purchase the movie to share with family.

A continual challenge to our diversity initiative has been low staff involvement for optional events. Despite positive feedback from attendees of DOTS diversity events, attendance has generally been lower than anticipated. Inclusion of diversity programs into the PRD is a potential solution to this dilemma but the challenge of attracting more staff to optional programs remains.
J. David Allen
Director

David Davitaia
Assistant Director

M. Riddick
Aux. Service Manager

T. Noyes
Asst. General Manager

D. St. Armand
Fleet Manager

C. Wood
Program Mgmt Spec.

Admin Staff

E. Brown
Maint. Manager

H. Brown
Maint Manager

Mnt St. Manager

V. Metta
Maintenance

F. Cowman
Maintenance Field Supervisor

D. Arrington
Maintenance

MA Staff
Student Staff

J. Gomez
Superv. Light Construction

J. Woods
Maint. Sr.

M. Luna-Bonilla
Maintenance Aide

Maint Aides

Mnt Training Staff

C. Chapman
Charter Supervisor

Safety/Training Manager

Ops. Ping Manager

Commuter Service Manager

Dispatch Manager

Evening Service Mgr.

Demand Response Mgr.

Charter Staff (5)

Training Staff (6)

Dispatch Staff (15)

Student Drivers

Fulltime Drivers

Shift Supervisors (4)

Student Staff Positions

Addendum A – page 5 of 5

ADDENDUM