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Transit and Parking Department Annual Report

Transit and Parking

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2021

## Transit and Parking Department Annual Report, 2021

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# FY 2021

## Annual Report

### Transit and Parking



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## **Transit and Parking Mission and Vision Statements**

### **Mission**

The Transit and Parking Department is committed to providing safe, reliable, and convenient transit and parking services for the university and surrounding community.

### **Vision**

Transit and Parking will be dynamic and innovative in providing services in a changing world, to better support the overall educational mission of the university.

## **Transit and Parking Accomplishments FY21**

### **Department**

Established a food pantry cabinet in Union Station in coordination with the Associated Student Government.

Implemented software to track all departmental radios to ensure parking patrol is effectively covering the campus and to be able to recover any misplaced radios.

### **Transit**

Extended route 48 to provide bus service to the Cottages on Hollywood Avenue.

Implemented demand response service for some low ridership routes.

Ordered five buses from the newly implemented state bus consortium bid.

Provided bus service with no closure throughout the COVID pandemic, beginning March 2020.

### **Parking**

Prepared a return to campus plan for staff who were working remotely due to COVID. Implemented the plan in March 2021.

Prepared for implementation of the license plate recognition (LPR) system. This included informing the campus about the elimination of physical parking permits, parking so their vehicle license faces the driveway, and ensuring their vehicle license information was correct in the converted parking database. The effort also entailed installing a process to ensure the multiple space parking meters would interface with the LPR system and defining every parking space on campus within the LPR system to ensure the enforcement process was accurate.

Implemented front parking tags to allow drivers to back into or pull through perpendicular parking space where appropriate.

Migrated from self-hosted T2 Flex citation management system to being hosted in the cloud.

Prepared database for transfer to an off-campus site, including ensuring the data transferred correctly and we did not inconvenience our customers.

Worked with university recreation department to design parking for new tennis facility on Indian Trails Road.

Added an electric vehicle charging station to the Harmon Avenue Garage. This station provides level 2 charging for two vehicles at a time.

Implemented Time Clock Plus for non-classified and hourly staff.

Replaced Duncan electronic parking meters with CivicSmart single space meters, which connect to the parking office via cell service, to allow notification of meter issues and provide parking space usage data.

Moved metered spaces in the Harmon Avenue Garage from levels 8 and 9 to levels 1 and 2, to encourage hourly turnover vehicles to use Williams Street and Duncan Avenue. This helped to separate this traffic from the pedestrian traffic on Harmon Avenue.

Developed a plan for the closing of lot 71 due to the construction of the Institute for Integrative and Innovative Research and the relocation of permit holders.

## Time Line

Transit Events	
Parking Events	
Other Events	
<b>1972-79</b>	University Police manages the parking program, Facilities Department (Physical Plant) manages shuttle bus system.
<b>1978</b>	Parking permit costs were: \$100 for Reserved parking, \$20 for faculty/staff, \$10 for student (on or off campus).
<b>1979</b>	July 1979 - Parking program and shuttle bus service combined to form the Transit and Parking Department. Frank Scott was hired as the first Director. Blue, Green, Brown and Orange bus routes and paratransit van service begin in August 1979.
<b>1980</b>	Buses operate for final exams. Gray and Tan bus routes established. One-millionth passenger carried on October 1. Buses operated from 7:00a.m. - 5:30p.m., Monday-Friday.
<b>1981</b>	First use of "Park and Ride" to identify parking lots near transit bus stops.
<b>1982</b>	December 1982 - Transit and Parking moves from its location at 608 Storer St. (Scott House) to its current location at the Administrative Services Building.
	Total parking spaces on campus - 6,300.
	11 Full time bus operators.
<b>1987</b>	Transit service reduced due to budget cuts (Orange route discontinued, other routes reduced number of buses on route and stop time for service was cut back to 5:00 p.m.)
<b>1988</b>	First night reserved parking lots (reserved until 7:00 p.m.).
	First federal grant awarded for operation of Razorback Transit,. Transit maintenance facility destroyed by high winds. First bus stop shelter erected.
<b>1989</b>	First electronic parking citation system implemented.
	First fixed route summer service implemented. Razorback Transit Red Route implemented. First permanent bus stop shelters (7) erected.
<b>1990</b>	First payroll deduction program for payment of parking permits and citations. First commuter permits issued.
<b>1991</b>	New Transit Maintenance Facility dedicated.
	First Razorback Transit Night Service.
<b>1992</b>	First use of credit cards to pay for parking permits and citations (April 1992). A charge was implemented for Visitor and Vendor permits. First use of Arkansas Crime Information Center to identify vehicle license numbers of unknown parking violators.
<b>1995</b>	Frank Scott, First Director of Transit and Parking, retires after 16 years.
<b>1996</b>	First year for hangtag permits.
<b>1997</b>	Total parking spaces on campus - 8,658.
	Total parking spaces on campus - 8,897.
<b>1998</b>	UA hosts Transit Day. Ads are used inside of Transit buses. Transit student fee established summer 1998 after reduction in federal transit administration funding.
	Transit student fee of \$8.00 a semester implemented by a vote of students.
	Total parking spaces on campus - 8,824.
<b>1999</b>	Intermodal Transit Facility (Stadium Drive Parking Garage) dedicated with 586 parking spaces.
<b>2000</b>	Total parking spaces on campus - 9,190.
	Total parking spaces on campus - 9,810.
<b>2003</b>	Pomfret Express route added, Spring 2003. Safe Ride started, April 2003. Saturday transit service started, August 2003.



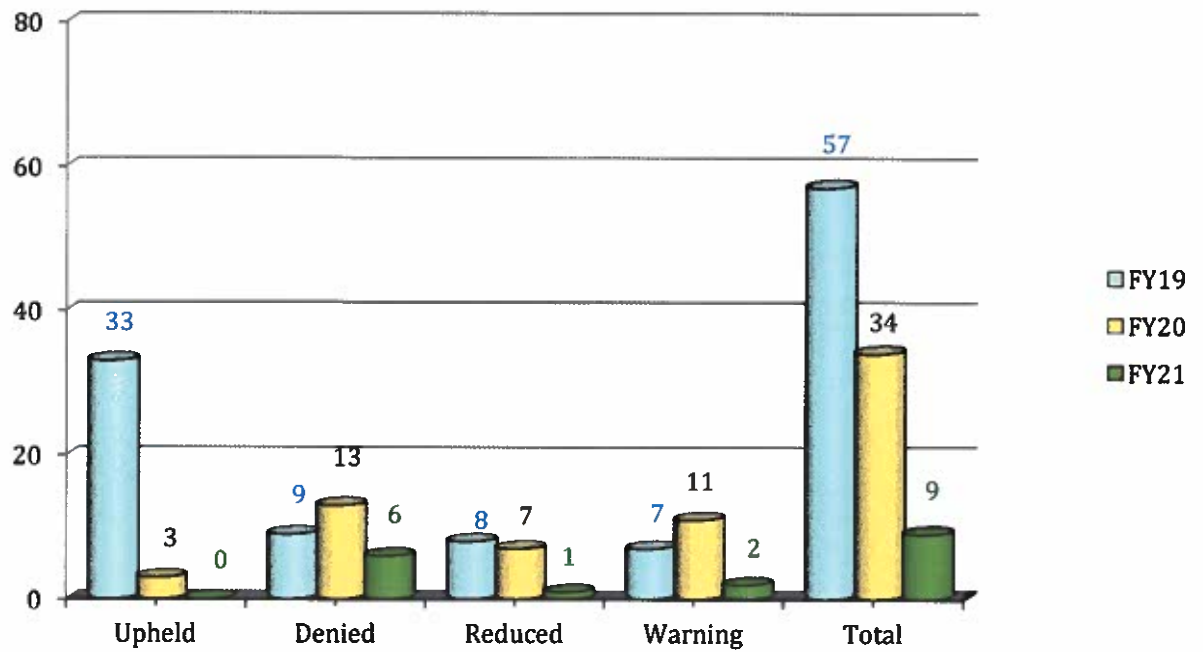
2004	Total parking spaces on campus - 9,224.
	Lot 56 Express Route established, March 9, 2004.
	Fourth Safe Ride vehicle added, a cutaway bus.
2005	Total parking spaces on campus - 10,127.
	First year for repositionable permits.
2005	Phase I of the Harmon Avenue Parking Garage opened with 511 parking spaces. The cost of construction was approximately \$23 million, with total project cost including A&E fees, William Street and Harmon Avenue was approximately \$29 million. The completed Harmon Avenue Parking Garage opens August 2005 with a total of 2,149 parking spaces.
2006	Total parking spaces on campus - 11,899.
	Published first Parking Survival Guide. On campus tow storage lot implementation.
	Installed first bicycle racks on Razorback Transit buses.
	Three vans purchased with Safe Ride funds to be used for Safe Ride operations. Expanded Safe Ride program to Monday and Tuesday nights with Night Owl route from 10:30 p.m. - 12:30 a.m. Implemented uniforms for Razorback Transit drivers. Fleet size 21 buses, 6 paratransit vans, 3 Safe Ride vans purchased.
2007	Total parking spaces on campus - 12,247.
	Online parking permit sales, appeals and citation payments available via web site.
	Implemented Purple Route, August 2007.
2008	Total parking spaces on campus - 11,380.
	Upgrade PowerPark Classic to Flex, April 2008.
	Construction begins on the Garland Avenue Parking Garage (December 2008).
2009	Total parking spaces on campus - 12,209.
	Added two cutaway buses for charter services.
	Full-time parking employees - 29; Full-time transit employers - 34, Total - 63.
	Implemented scooter parking.
2010	Total parking spaces on campus - 11,763.
	Hertz on Demand introduced.
	Started using Luke meters from Schlumberger.
	Garland Avenue Parking Garage completed - August 2010 (1,501 spaces)
2011	Total parking spaces on campus- 12,900.
	Implemented meter codes at Luke meters.
	Started selling ad space in garages.
2012	Total parking spaces on campus - 12,896.
	Parkmobile introduced.
	Added 2 buses to the transit fleet for a total of 25 buses.
2013	Total parking spaces on campus - 13,075.
	Transit topped 2 million riders.
2014	Performed garage condition assessment for Stadium Drive, Harmon Avenue and Garland Avenue Garages.
	Added second information technology support position.
	Began transportation study with Nelson Nygaard.
	Added a collection position when citation billing and collections were returned from the treasurer's office.
	Implemented Work-It-Off Program for student citations.



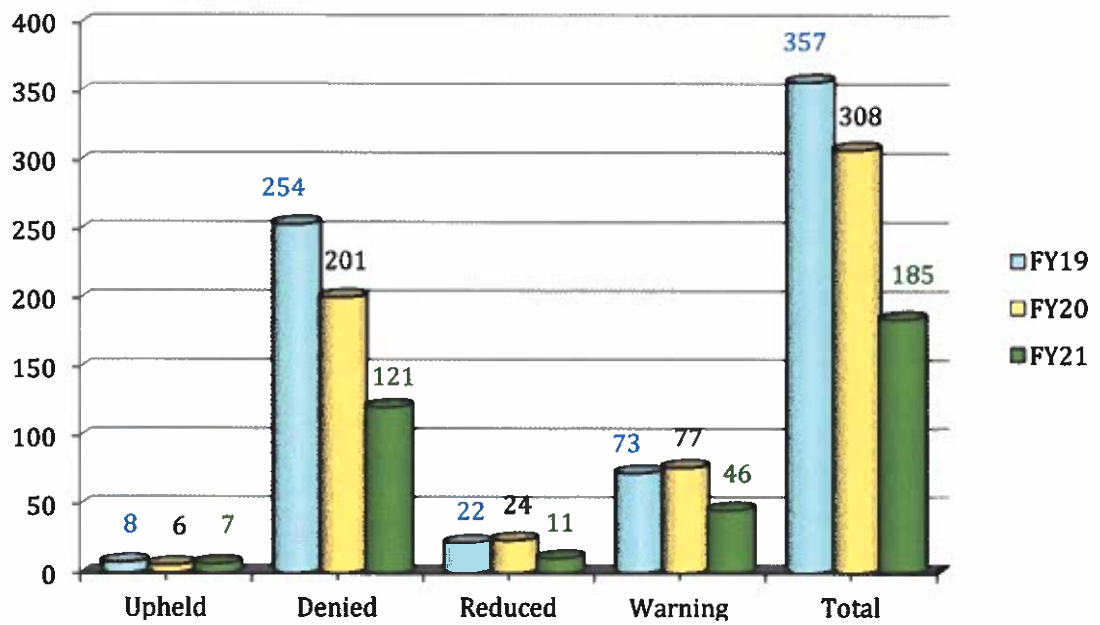
<b>2015</b>	Implemented Reserved Scooter Parking, Zipcar Program and Parkmobile Program for campus departments.
	Added a Fiscal Support Supervisor position.
	Reestablished credit card acceptance in Luke multiple-space meters.
	Lost 135 parking spaces due to campus construction.
	Added pedestrian bridges to the north side of the Harmon Avenue Parking Garage.
	Transit ridership exceeded two million passengers.
<b>2016</b>	Nelson Nygaard submitted the draft Campus Transportation Study.
	Transit implemented bidirectional linear bus routes, reducing the number of loop routes.
	Added two interns to assist with social media.
	Developed new branding for Razorback Transit buses.
	Transit Association.
	Reopened Reserved lot 19 in April.
	Total parking spaces on campus - 13,551.
<b>2017</b>	Implemented maternity parking program.
	Bus operators placed in full uniforms.
	Transit created the Graham Street Training Center.
	Implemented uniforms for parking patrol field supervisors.
	Expanded parking lot 14 creating 60 new faculty/staff parking spaces.
<b>2018</b>	Total parking spaces on campus - 13,570.
	Lot 99 (remote) was constructed adding 1,100 parking spaces.
	Hired Communications Director.
	Razorback Transit received the Excellence in Grant Management award from the Federal Transit Association.
	Removed the gates at Harmon Avenue Parking Garage.
	The transit bus lot was enlarged to accommodate additional bus parking and training area.
	Installed LED fixtures in the Harmon and Stadium Drive Garages.
	Conducted focus groups and an on-line survey concerning transit and parking operations and shared results with the university.
<b>2019</b>	Installed Intelligent Bus System hardware and software on transit buses that included upgraded Automated Vehicle Location (AVL) technology, Automated Voice Annunciation (AVA), Automatic Passenger Counting (APC), and management software that ties all three together.
	Implemented Passio Go! app providing real-time bus location information to passengers as well as route announcements in the event of route deviations or delays.
	Launched VeoRide bike share program for campus, in conjunction with the City of Fayetteville and the Campus Sustainability office. Providing both bicycles and e-bicycles for rent on campus and in the city.
	Razorback Transit received the Excellence in Grant Management award from the Federal Transit Association.
	Expanded campus parking lots 38 and 99, gaining 727 parking spaces.
	Implemented a new bus route to serve Remote parking lot 99.
	Total parking spaces on campus - 14,621.
	Conducted a pilot program allowing parking lot 47N to be used by permit holders and as hourly parking using the Whoosh! smartphone app.
	Developed and published a WordPress site, Talk T&P, to provide more information to our customers.
	Added parking information to campus map including permit requirements and hours.

2020	Worked with the City of Fayetteville and with Spin, as they implemented the use of e-scooters on campus.
	Expanded lot 10 to the north, renumbering it lot 78B, adding 33 spaces.
	Eliminated bicycle permit requirements on campus.
	Constructed lot 77 for resident reserved parking for Adohi residence hall. 130 spaces.
	Purchased the first cut-a-way van for the Arkansas Research and Technology Park shuttle.
	Had used a 15 passenger van previously.
	Tested CivicSmart single space parking meters to replace Duncan single space meters. These meters accept credit cards in addition to coins.
	Developed new sanitizing procedures for transit buses and Arkansas Research and Technology shuttle due to corona virus pandemic.
	Changed garage priority to favor on-campus residents to reduce the number of residents who must move their vehicle for athletic events and to provide closer proximity parking for residents.
	Moved the metered spaces in the Harmon Avenue Garage from levels 8 and 9 to levels 1 and 2 to reduce traffic congestion on Harmon Avenue caused by hourly turn over.
	Total parking spaces on campus - 14,807.
	Citations were not issued from May 19-August 15 and warnings were issued from August 16-August 21 due to COVID-19 Pandemic.
2021	Implemented license plate recognition (LPR) system to eliminate physical parking permits and provide a more efficient patrol and enforcement operation for vehicles without a permit or parked in an unauthorized lot.
	Adapted Razorback Transit and the Arkansas Research and Technology Park shuttle operations to deal with COVID-19 requirements including everyone on the bus and van wearing a mask and additional cleaning and sanitizing the vehicle interiors.
	Began fueling parking and Arkansas Research and Technology Park vehicles at Facilities saving the upcharge from retail stations.
	Transitioned to Workday, the university's new enterprise planning software system.
	Set up Outlook calendar reminder system for students who must move their vehicle for athletic events.
	Implemented on-demand service on some transit bus routes due to lower ridership and staffing shortage.
	Transitioned from remote work to everyone being back on campus due to COVID-19.
	Converted from being self-hosted to being remotely hosted for our T2 Flex software.
	Hired a director for departmental information systems.

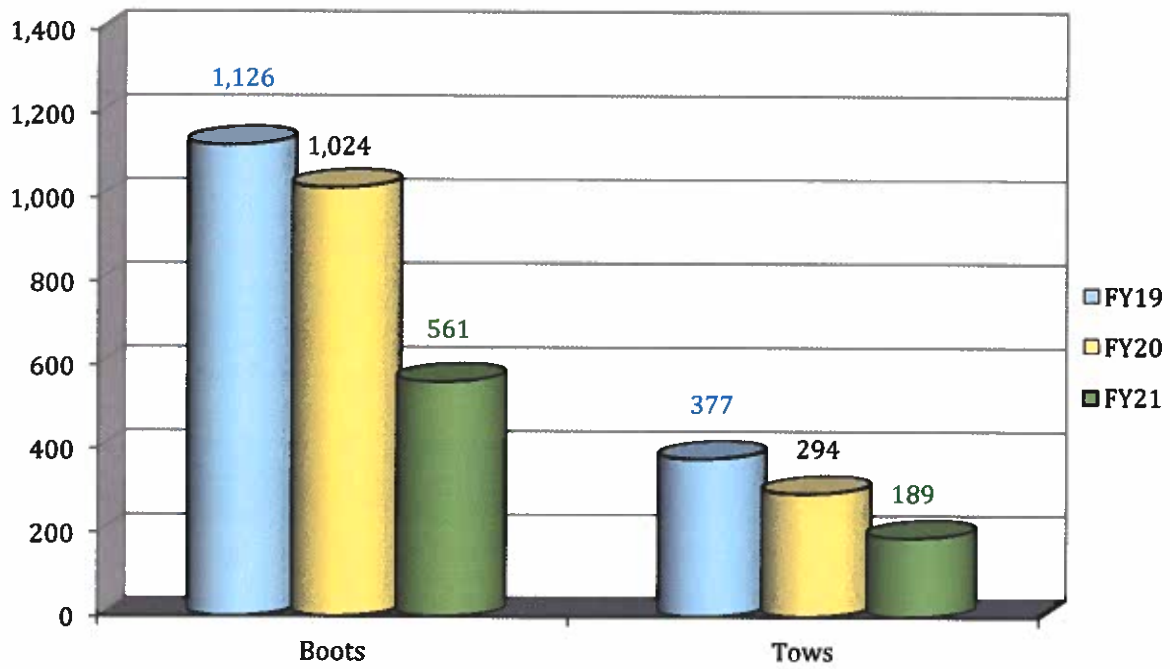
## Oral Appeals



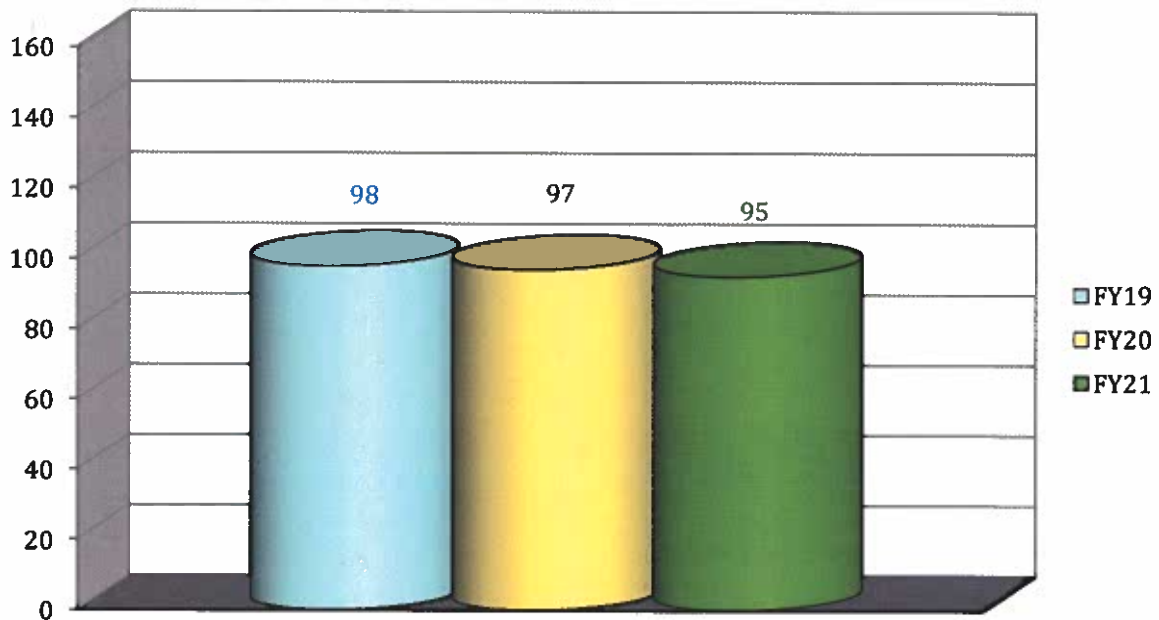
## Written Appeals



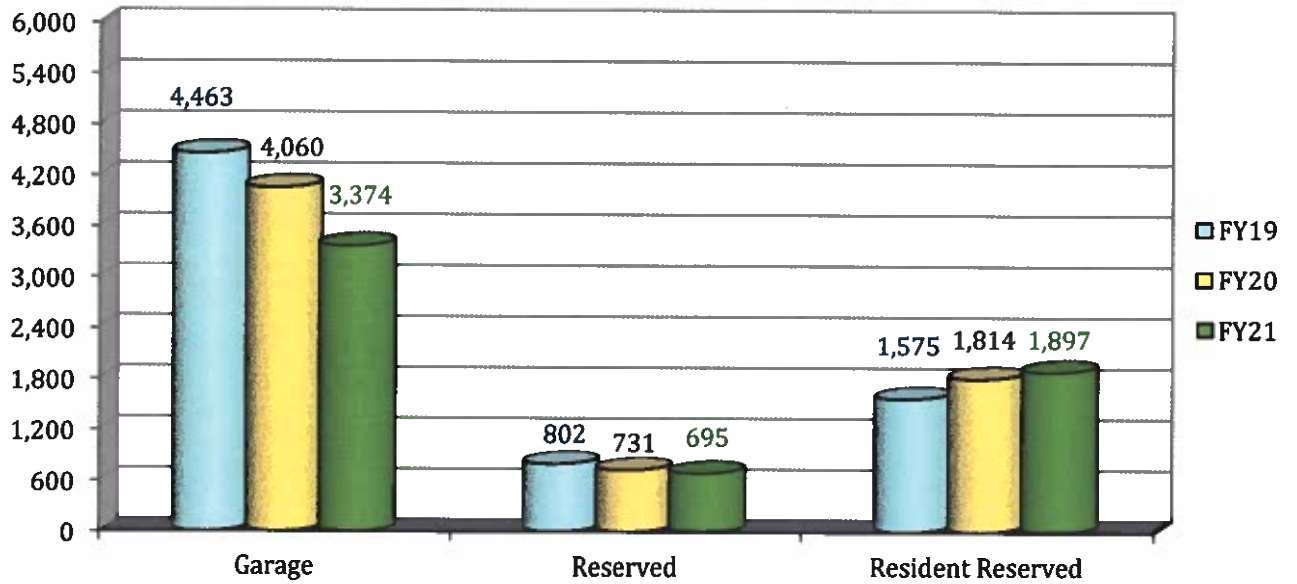
## Boots and Tows



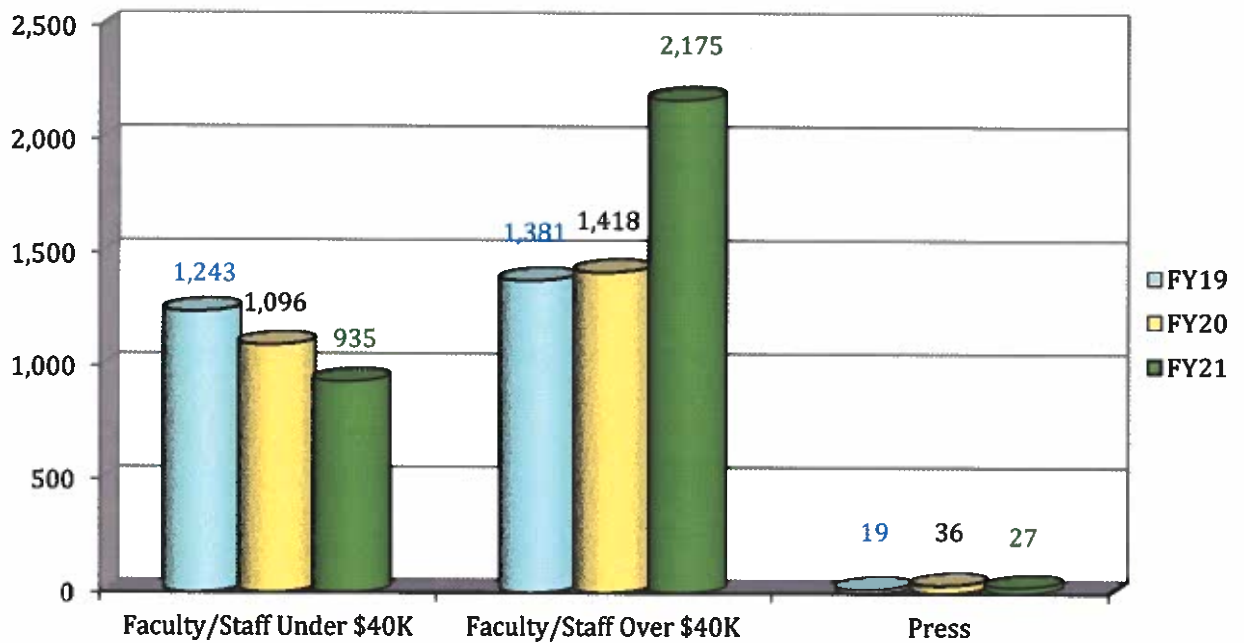
## All Area and 24 Hour Reserved Permits



## Reserved Permit Categories

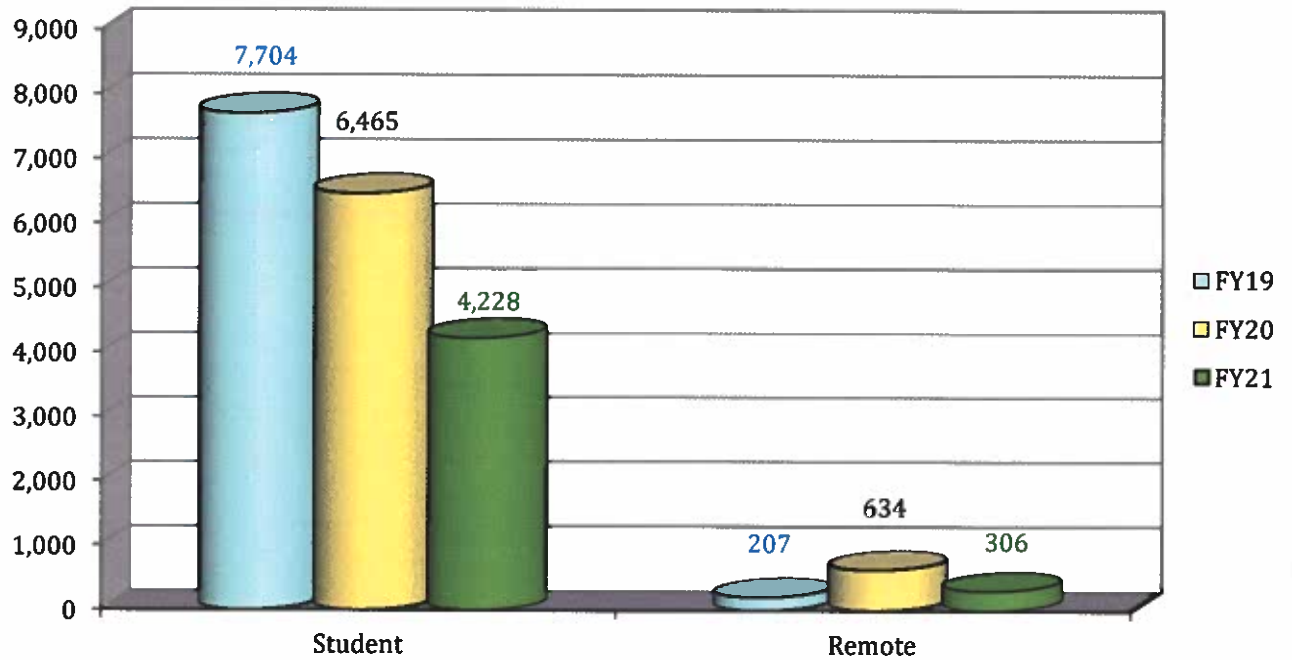


## Faculty/Staff Permit Categories

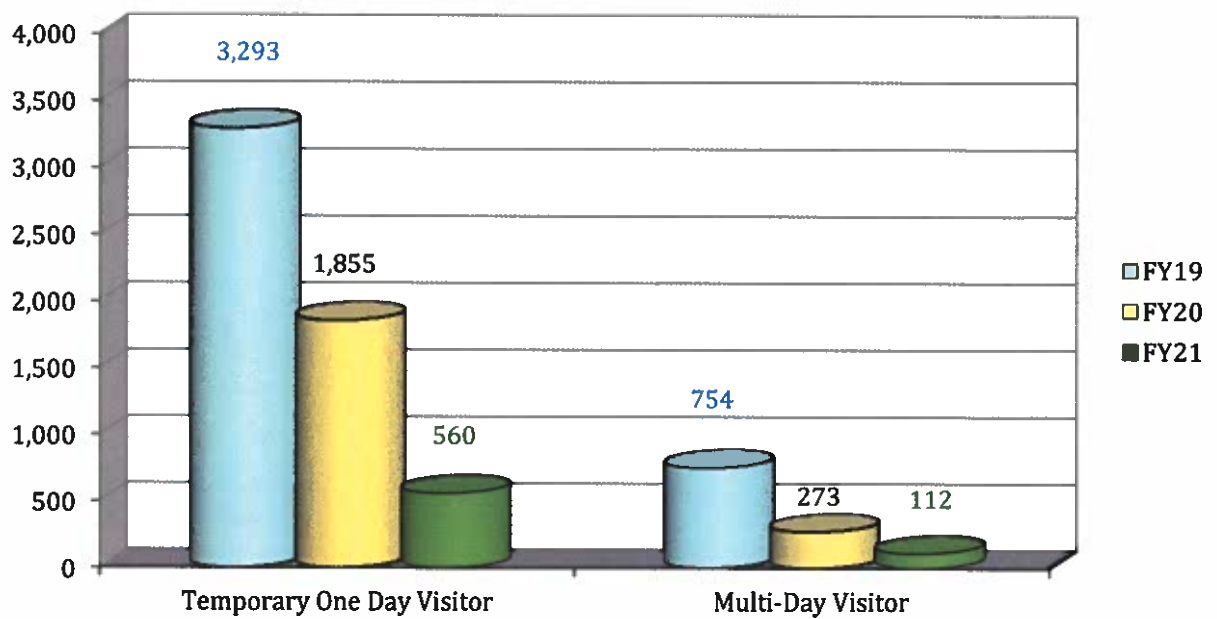




## Student Permit Categories

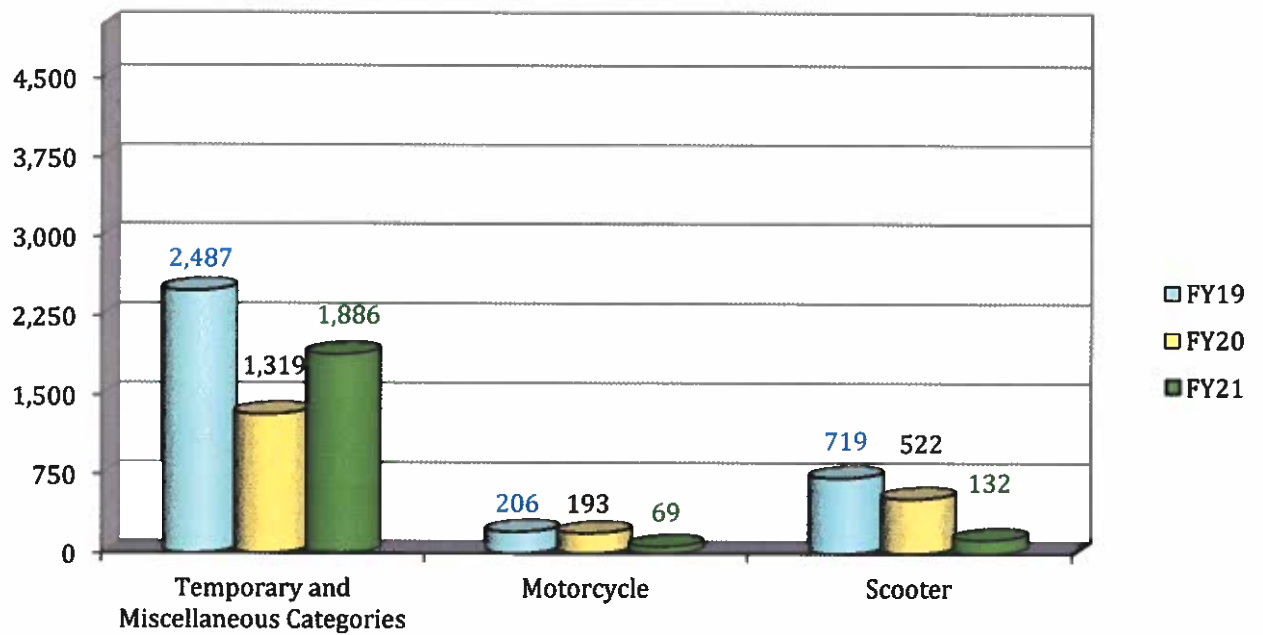


## Temporary Visitor and Multi-Day Visitor Permits

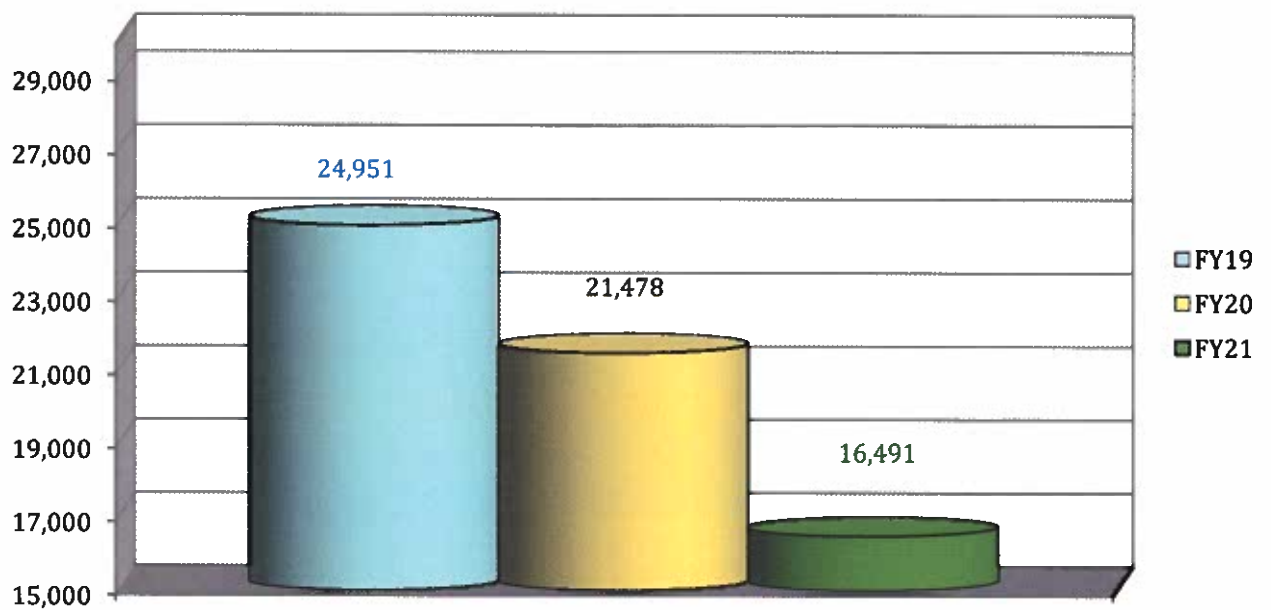




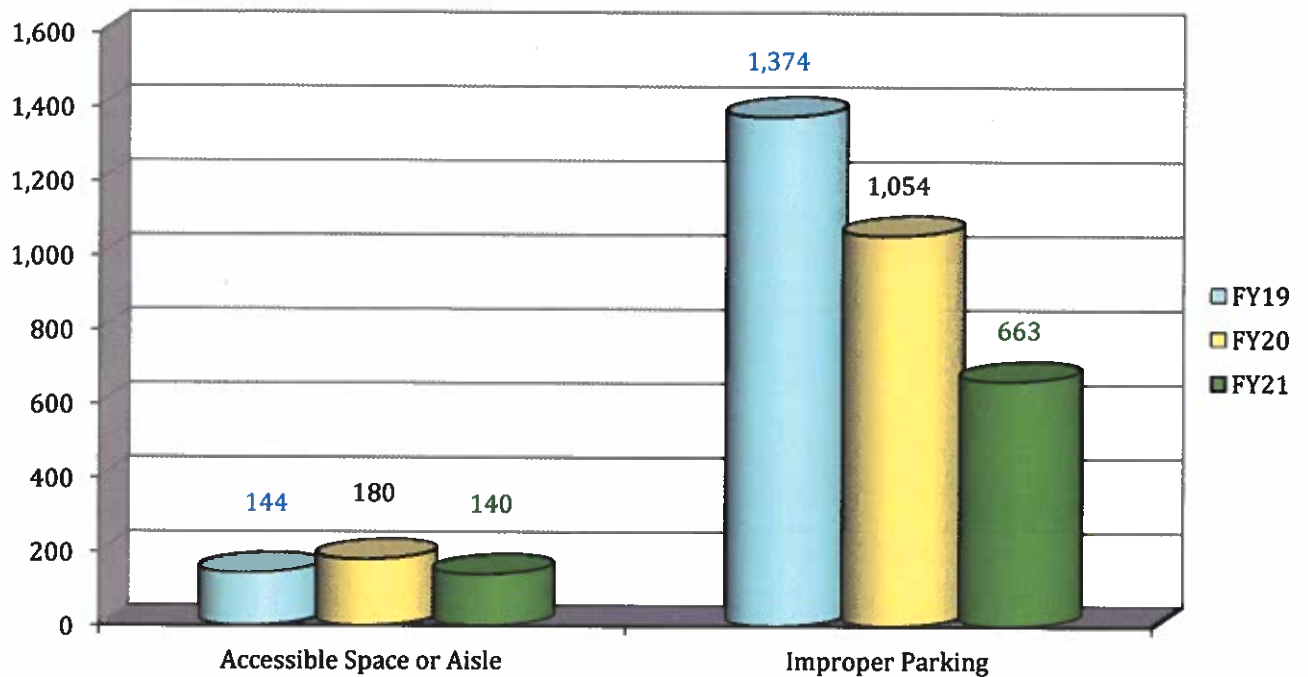
### Permits - All Other Categories



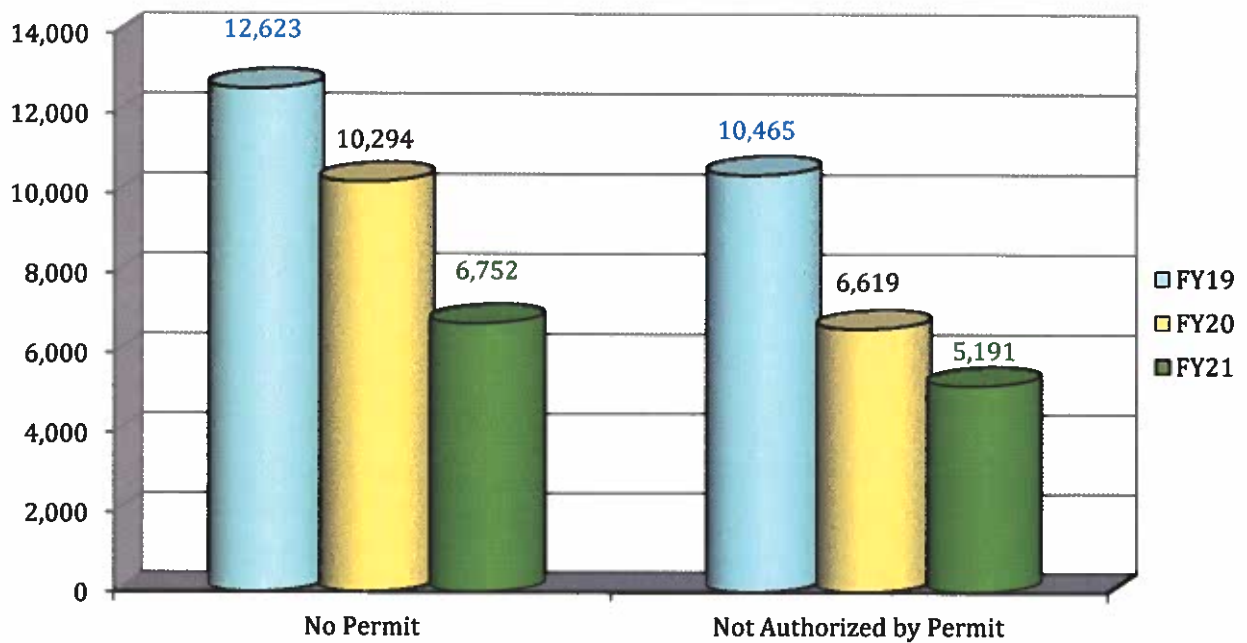
### Total Parking Permits Issued



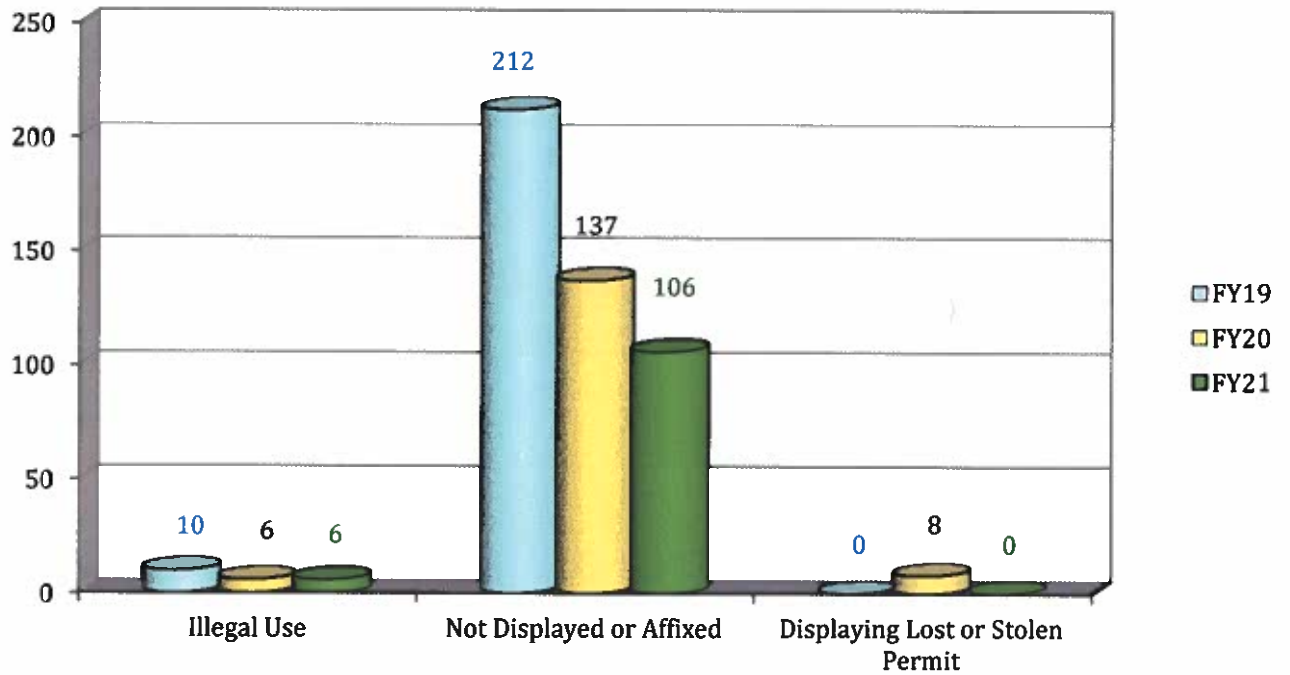
### Unauthorized Parking in or Blocking an Accessible Parking Space/ Improper Parking



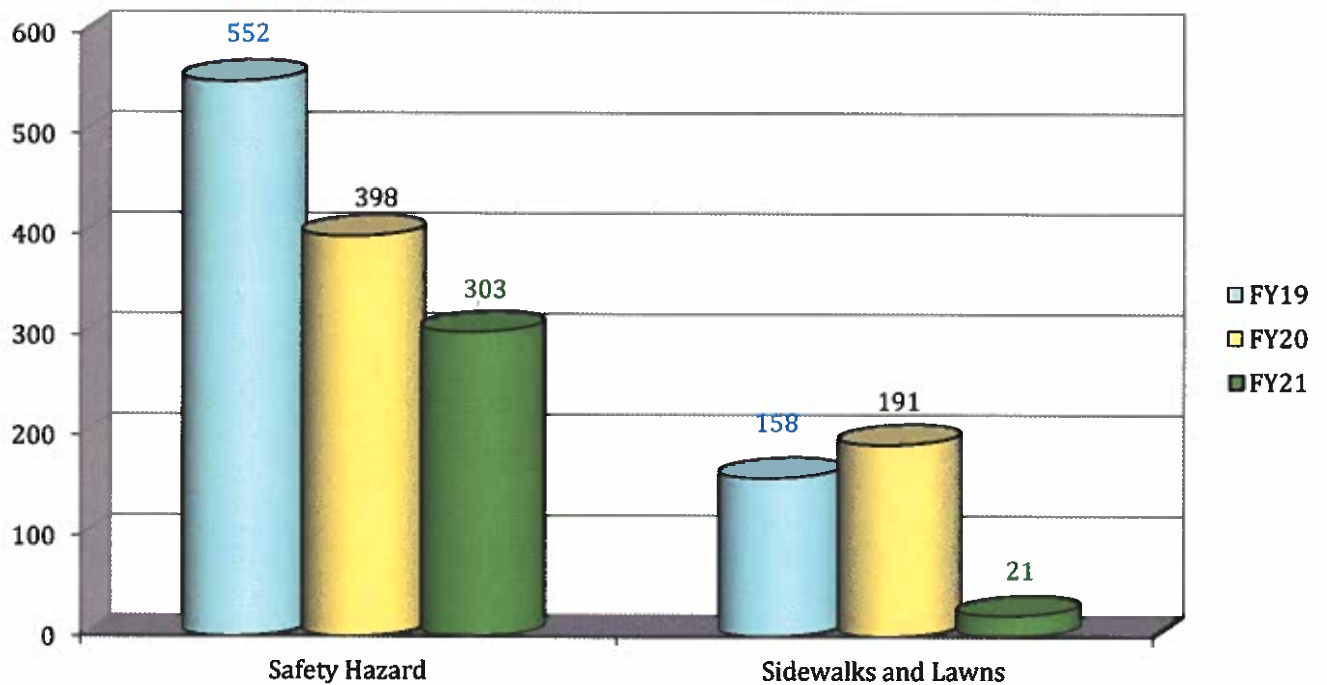
### Parking Permit Citations – No Permit, Not Authorized by Permit



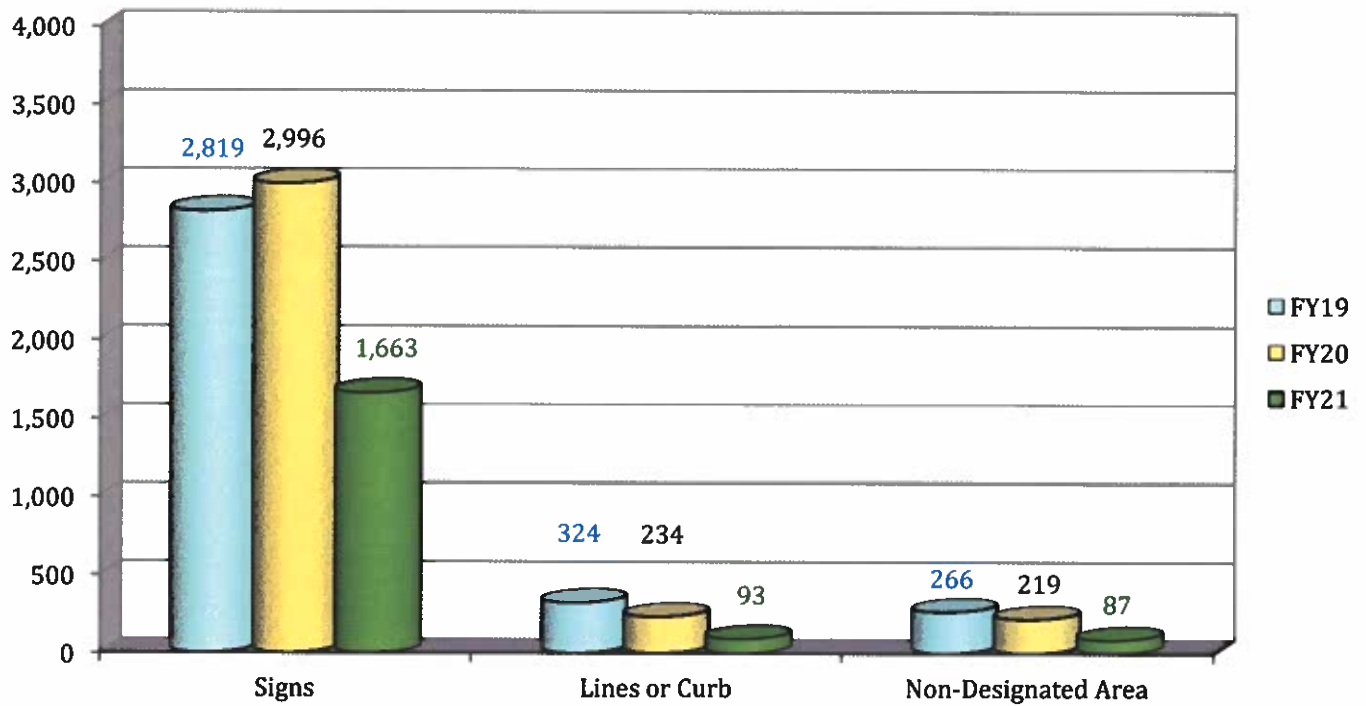
### Parking Permit Citations



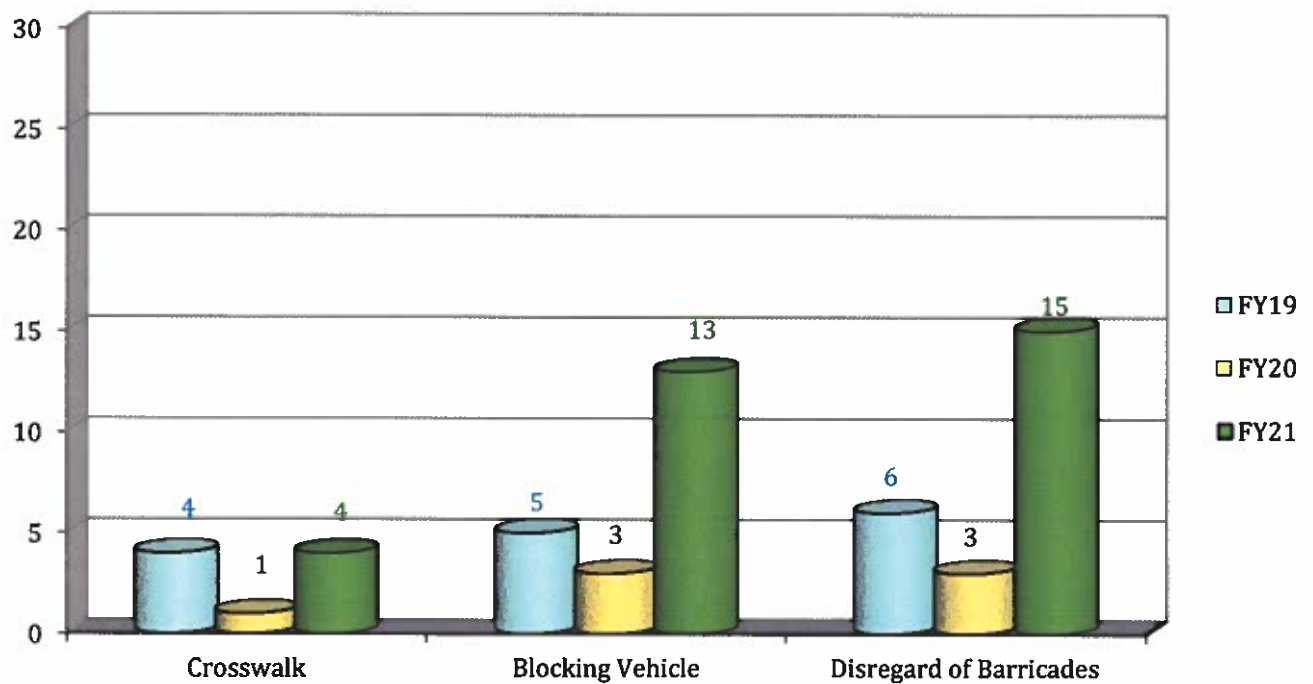
### Safety Hazard, Sidewalks, and Lawn



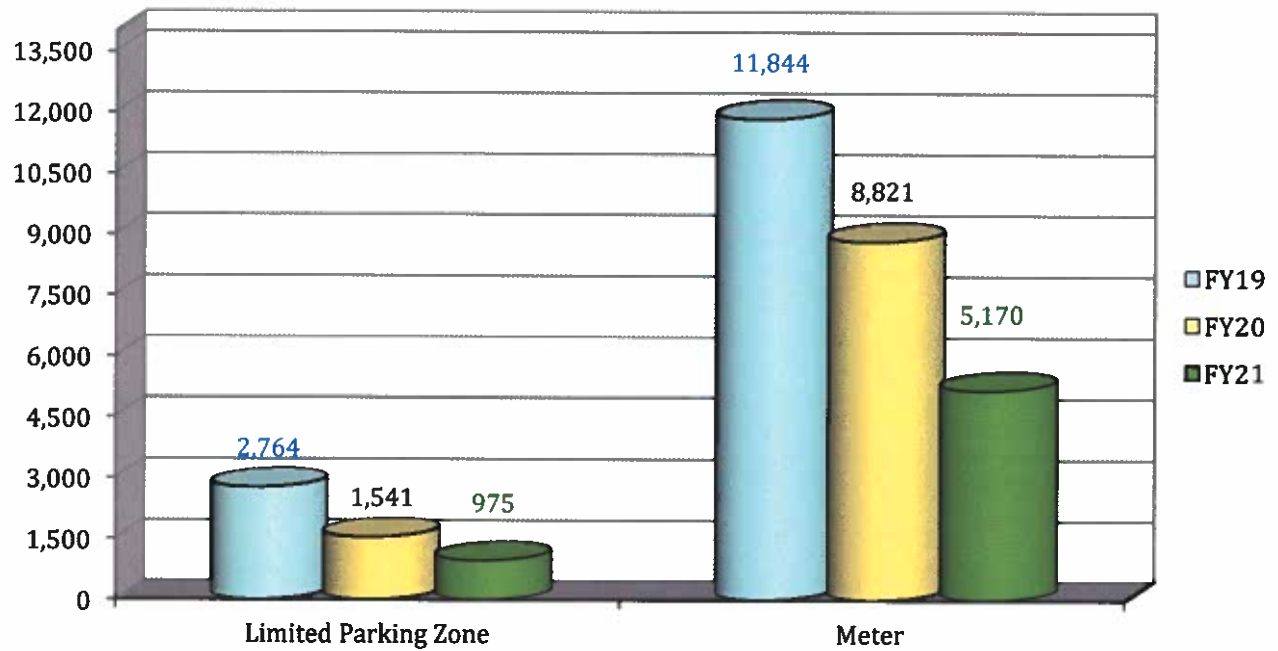
## Prohibited by Signs, Lines or Curb, and Non-Designated Parking Area



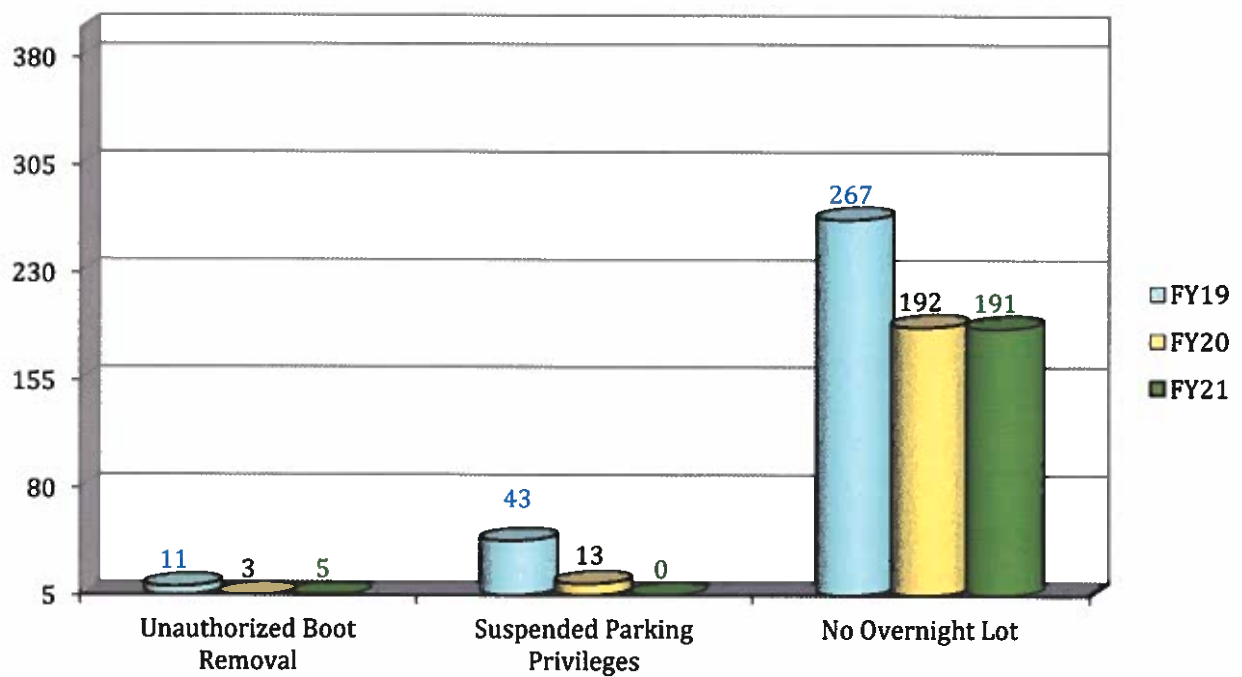
## Parking in a Crosswalk, Blocking a Vehicle, and Disregard of Barricades



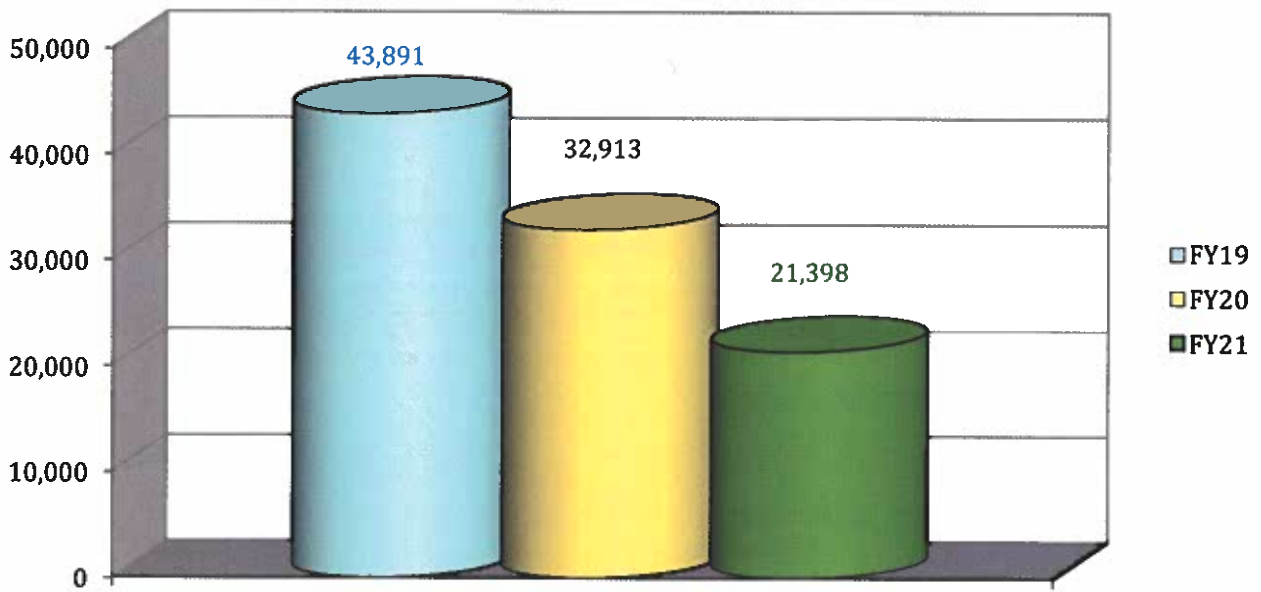
## Overtime Parking



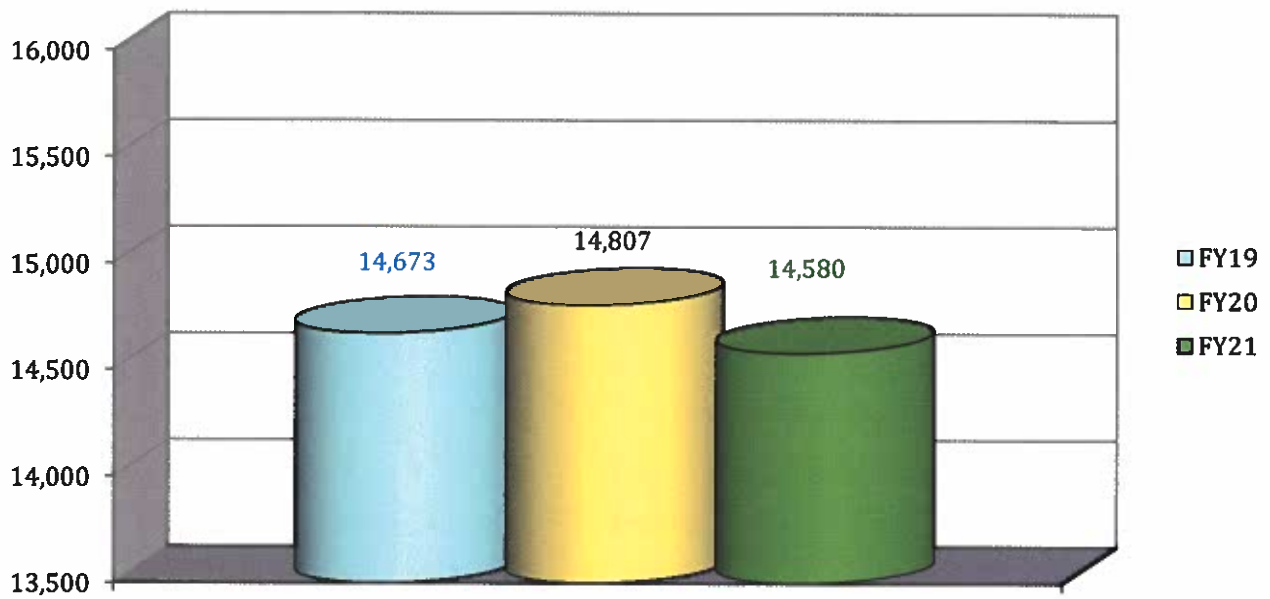
## Boots, Suspended Privileges and No Overnight Lots



### Total Citations Issued

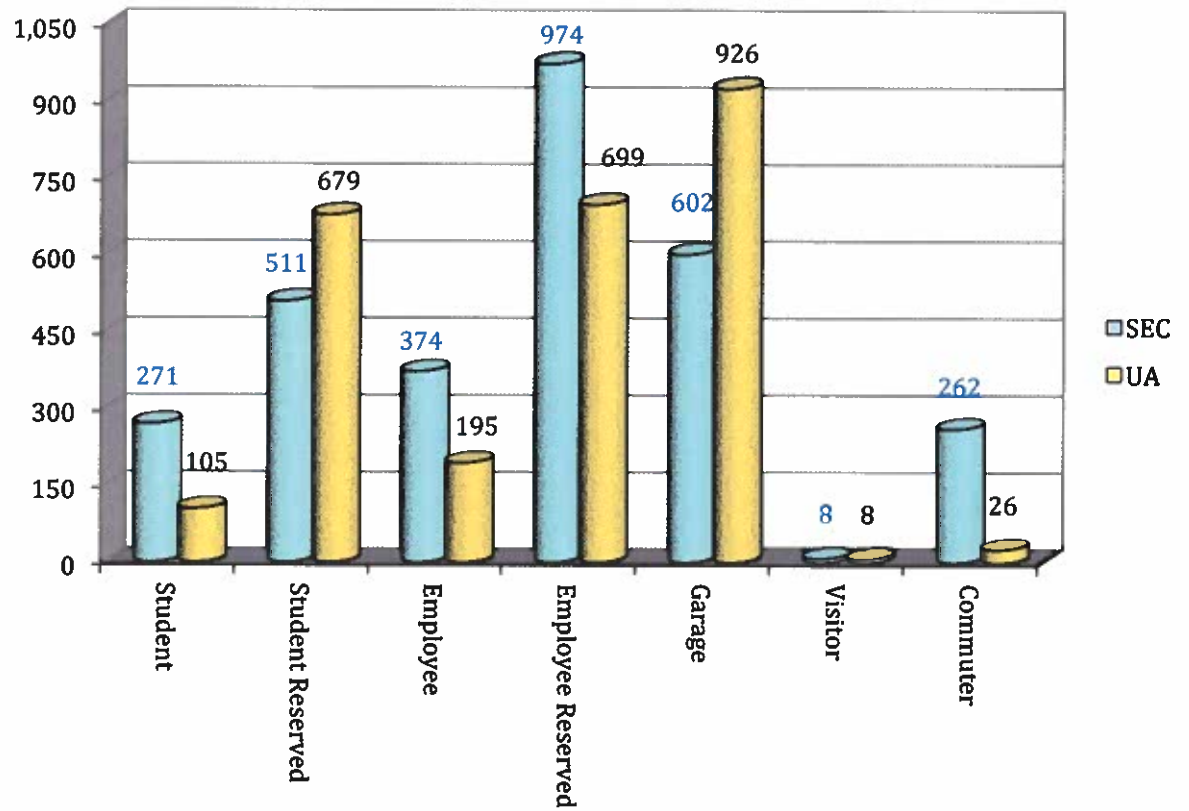


### Total Parking Spaces





### FY21 SEC Parking Permit Fee Comparison (SEC Average vs. UA)



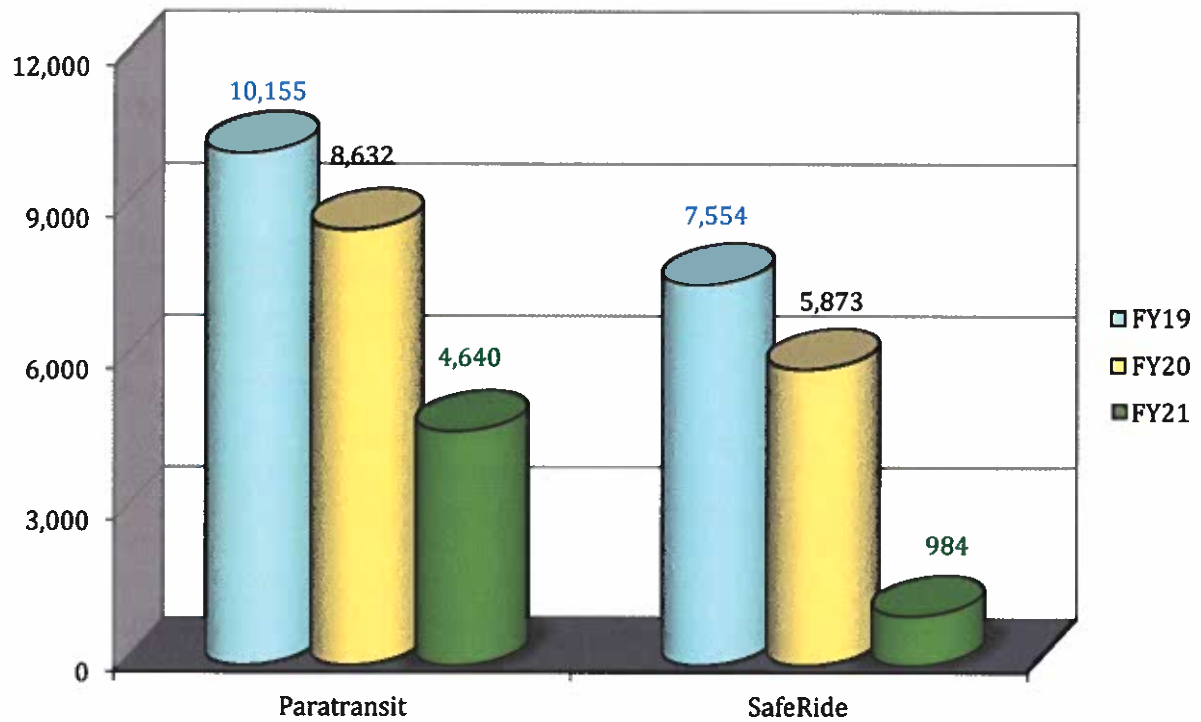
## Permit Fees

Permit Type	FY19	FY20	FY21
Reserved:	Fee	Fee	Fee
Garage Reserved 7am-5pm	\$926	\$926	\$944.52
Faculty/Staff 24 Hour	\$1,199.91	\$1,199.91	\$1,223.91
Faculty/Staff All Area	\$965.63	\$965.63	\$984.94
Faculty/Staff	\$698.75	\$698.75	\$712.73
Resident Student	\$679.33	\$679.33	\$692.92
Scooter	\$211.45	\$211.45	\$215.68
ADA Reserved:			
Faculty/Staff	\$698.75	\$698.75	\$712.73
Student	\$186.73	\$186.73	\$190.46
Non-Reserved:			
Visitor/Vendor	\$194.87	\$194.87	\$198.77
Faculty/Staff >\$40k	\$194.87	\$194.87	\$198.77
Faculty/Staff <\$40k	\$133.58	\$133.58	\$136.25
Student	\$104.79	\$104.79	\$106.89
Remote/Commuter	\$70.49	\$70.49	\$71.90
Motorcycle	\$70.49	\$70.49	\$71.90
Scooter	\$70.49	\$70.49	\$71.90
Emeritus	Free	Free	Free
Garage Temporary (per day)	\$17.14	\$17.14	\$17.48
Temporary	\$7.63/day or \$30.54/wk	\$7.63/day or \$30.54/wk	\$7.78/day or \$31.15/wk

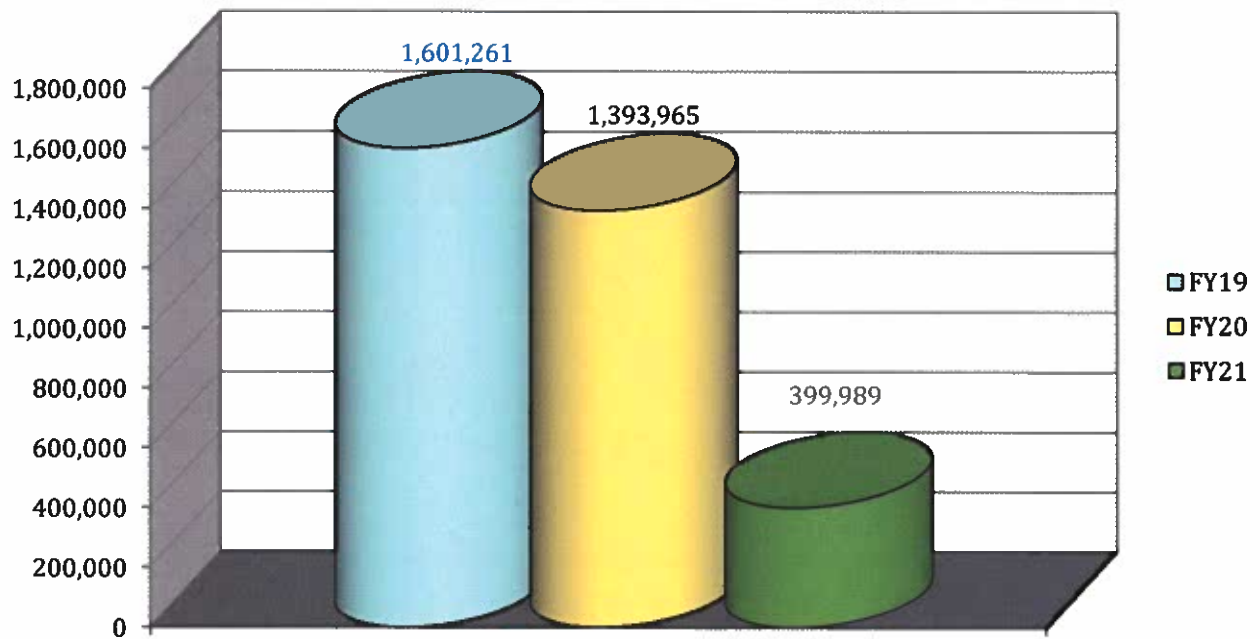
## Parking Violations and Charges

Parking Violation	Administrative Charges		
	FY19	FY20	FY21
Unauthorized parking in or blocking of a disabled person parking space or access aisle	\$150	\$200	\$250
Safety hazard (parking in a fire or traffic lane, blocking drive, blocking fire hydrant, or standing where prohibited)	\$50	\$50	\$75
Parking on UA property without a permit/ePermit?	\$40	\$55	\$75
Parking in a lot or space not authorized by permit/ePermit	\$50	\$55	\$75
Parking or driving on grass, lawn area or sidewalks	\$30	\$30	\$40
Illegal use of permit/ePermit (reproducing, altering, defacing, using a revoked, transferred or another person's permit)	\$100	\$100	\$100
Disregard of barricades	\$20	\$20	\$20
Parking where prohibited by sign	\$25	\$25	\$35
Parking where prohibited by yellow lines or curb	\$25	\$25	\$35
Parking in crosswalk	\$25	\$25	\$25
Parking over curb	\$20	\$20	\$20
Blocking a legally parked vehicle	\$25	\$25	\$25
Improper parking (disregard of stall lines, more than one foot from curb, or facing wrong direction)	\$20	\$20	\$50
Overtime parking in a limited parking zone	\$20	\$20	\$20
Meter violation	\$20	\$25	\$30
Parking in an area not designated as a parking area	\$20	\$20	\$25
Displaying a lost or stolen hangtag	\$100	\$100	\$100
Boot fee	\$30	\$30	\$30
Unauthorized removal or attempted removal of a boot	\$100	\$100	\$100
Parking on campus while parking privileges are suspended	\$100	\$100	\$100
Athletic lot prohibited by sign	\$100	\$100	\$125
Failure to remit garage fee	\$100	\$100	n/a
Parking overnight when prohibited	\$75	\$75	\$75
Permit or vehicle license plate not properly affixed or displayed	\$10	\$10	\$10

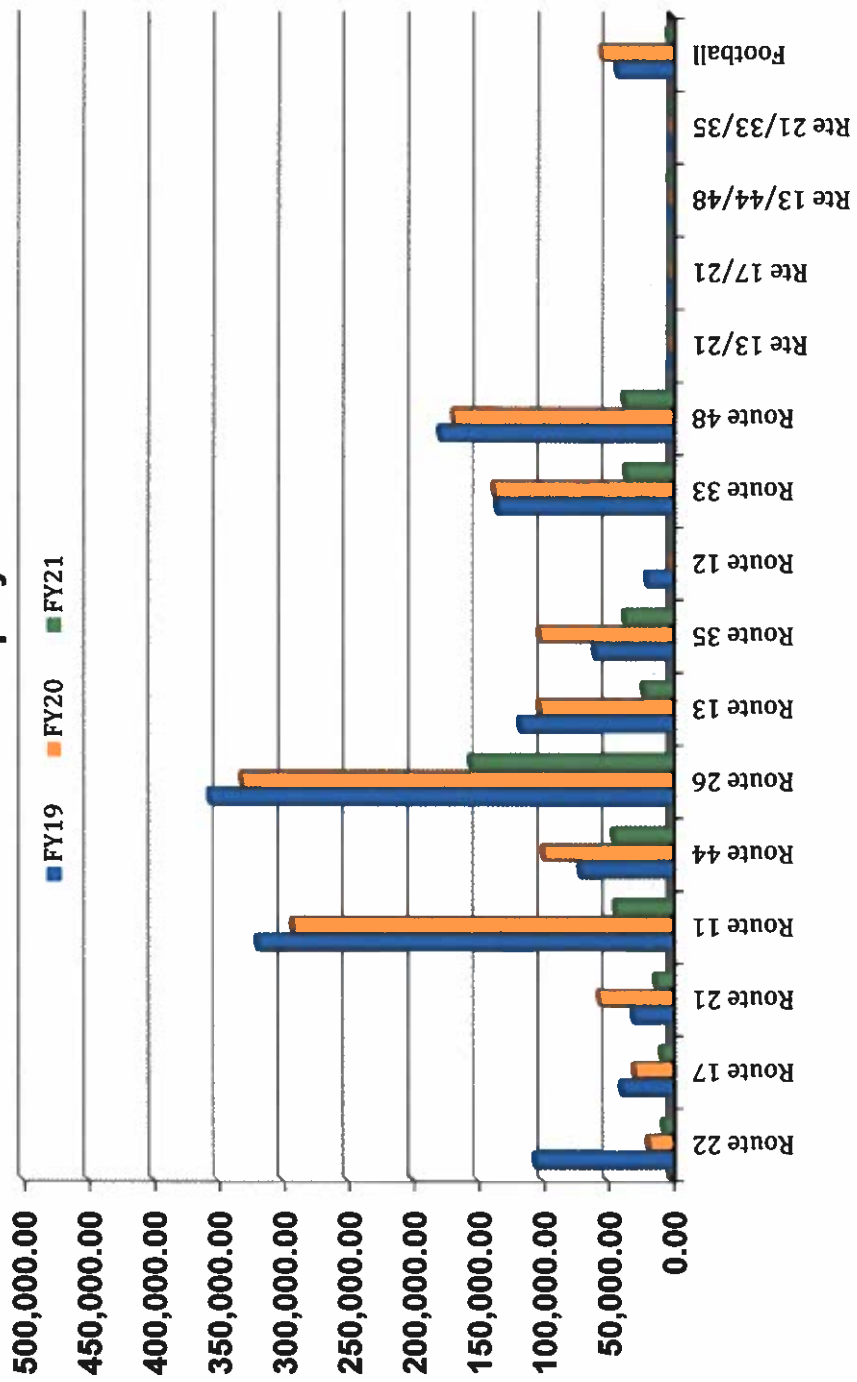
### Paratransit Service and Safe Ride Passengers



### Total Razorback Transit Passengers - All Routes



# Razorback Transit Ridership by Route



Razorback Transit Ridership July 1, 2018 - June 30, 2019

Month	Route 01	Route 02	Route 03	Route 04	Route 05	Route 06	Route 07	Route 11	Route 12	Route 13	Route 17	Route 21	Route 22	Route 26	Route 33	Route 35	Route 44	Silver	Gold	PT Van	Total
Jul	7,324	13,768	Note 1	Note 2	7,932	1,165	Note 3	23,229	2,177	7,772	3,062	Note 4	14,259	22,763	12,341	Note 5	3,696			648	45,664
Aug	7,193	10,436	Note 1	Note 2	6,380	2,147	Note 3	45,964	4,685	13,415	5,747	Note 4	26,877	22,795	23,601	Note 5	5,489	13,559	1,200	938	116,507
Sep	3,235	5,681	Note 1	1,815	1,905	3,986	Note 3	46,378	5,636	14,506	6,470	Note 4	28,742	26,127	21,698	Note 5	7,253	17,603	1,537	1,019	180,392
Oct	3,407	6,345	Note 1	2,164	2,107	3,436	Note 3	38,373	4,142	12,734	5,645	Note 4	25,187	21,411	13,783	Note 5	5,941	6,459	649	923	194,428
Nov	2,695	5,075	Note 1	1,827	1,663	2,885	Note 3	13,894	1,693	4,682	2,327	Note 4	9,791	13,092	7,208	Note 5	2,544			629	155,392
Dec	2,313	4,753	Note 1	2,189	2,700	1,295	Note 3	26,779	11,039	2,326	3,636			35,890	8,843		7,528			764	69,110
Jan	1,318	3,310	Note 1	2,169	2,710	280	Note 3	41,203	15,779	4,113	6,931			49,337	11,862	13,923	10,718			878	112,938
Feb								30,896	11,365	3,229	5,782			41,075	9,365	10,695	8,262			845	154,744
Mar								42,335	12,858	4,087	6,504			51,715	11,791	13,794	10,542	451	414	1,026	121,514
Apr								8,413	6,746	977	3,460			31,484	5,617	6,267	5,199			790	68,953
May									5,513		2,584			25,331	4,414	5,292	3,915			643	47,692
Jun																					
YTD	27,485	48,868	0	10,164	25,397	15,194	0	318,464	18,333	116,409	37,983	28,897	104,856	355,847	134,208	58,814	69,905	36,072	3,800	10,155	1,422,851

Note 1 Combined with Route 02

Note 2 Combined with Route 01

Note 3 Combined with Route 05

Note 4 Combined with Route 17

Note 5 Combined with Route 33

Razorback Transit Ridership July 1, 2019 - June 30, 2020

Month	Route 11	Route 13	Route 17	Route 21	Route 22	Route 26	Route 33	Route 35	Route 44	Athletics	PuraTransit	Total
July	5,490	4,322	4,322	4,490	4,863	3,823	5,515	734	54,481			
August	12,089	9,213	1,057	5,289	30,359	8,542	7,791	6,698	11,469	9,257	982	102,746
September	53,495	15,506	4,533	7,399	51,263	17,023	16,565	14,284	28,488	16,188	1,100	225,844
October	54,799	16,309	5,104	8,006	54,559	17,854	15,623	14,664	27,154	5,948	1,157	221,177
November	43,431	12,418	4,312	6,849	43,272	13,432	12,170	11,699	22,236	14,884	854	185,557
December	27,302	7,908	1,119	2,956	4,628	31,861	10,211	8,435	14,473	1,008	688	110,589
January	34,007	9,448	3,713	6,386	5,093	35,357	13,542	10,701	11,786	20,598	3,587	154,977
February	46,293	12,768	5,432	7,885	8,282	41,241	16,829	13,421	14,252	25,020	2,479	194,808
March	20,232	8,958	3,113	4,365	4,241	24,129	8,426	7,343	8,313	11,571	637	101,936
April		1,228		729	6,829	1,353	1,056	1,590	541	0	173	13,499
May		1,183		660	6,271	1,489	870	1,472	521	0	289	12,755
June		1,335		691	7,973	1,676	1,265	1,669	605	0	382	15,596
YTD	291,648	101,764	28,383	55,537	17,616	331,125	136,517	101,879	98,685	168,191	53,988	1,393,863

Razorback Transit Ridership July 1, 2020 - June 30, 2021

Standard Daily Routes											
Month	Route 11	Route 13	Route 17	Route 21	Route 22	Route 26	Route 33	Route 35	Route 44	Route 48	
July	0	1,515	0	883	0	8,004	1,427	1,483	1,959	669	
August	1,620	2,247	369	1,421	552	10,569	2,761	1,362	1,925	806	
September	6,403	3,117	1,132	1,517	1,606	13,624	4,327	2,853	5,595	5,659	
October	5,957	2,306	1,185	1,425	1,416	17,902	3,997	4,178	6,462	5,578	
November	4,506	1,833	837	925	1,182	11,954	3,070	3,200	3,949	4,405	
December	2,630	1,178	547	628	860	9,747	2,520	2,231	3,251	2,353	
January	4,943	1,830	515	1,039	0	12,567	3,075	3,180	3,977	3,631	
February	3,871	1,445	481	815	0	13,549	2,647	2,363	3,192	2,781	
March	6,751	2,584	957	1,324	0	20,289	3,908	7,788	5,314	4,684	
April	5,395	2,323	843	1,271	0	13,585	3,287	2,928	4,355	3,554	
May	996	501	209	302	0	10,766	1,827	1,841	2,300	1,205	
June	0	0	0	0	0	12,360	1,982	2,119	1,904	789	
YTD	43,072	20,879	7,075	11,550	5,616	154,916	34,828	35,526	44,183	36,114	

On-Demand Routes				
Route 13/21	Route 17/21	Route 13/44/48	Route 21/33/35	Total
0	0	0	0	15940
0	0	0	0	23632
0	0	0	0	595
27	0	0	0	522
108	0	0	0	953
181	0	0	0	698
186	0	0	0	34943
133	0	0	0	31277
78	35	0	0	53712
22	1	0	0	37564
5	0	471	401	20824
0	0	1,071	743	20968
740	36	1542	1144	399989



# Transit and Parking

