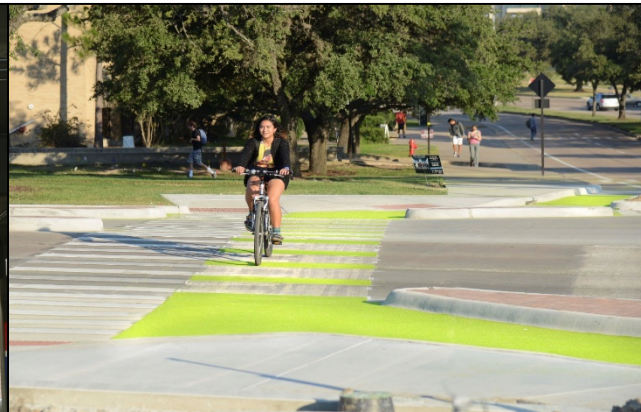




45 Best Practices & Innovative Ideas in 45 Minutes

Texas A&M Transportation Services



Associate Director Debbie Hoffmann





Today's Focus

- Garage Design
- Campus Infrastructure
- Bike Services & Alternative Transportation
- Data & Technology
- Marketing
- Customers
- Employees

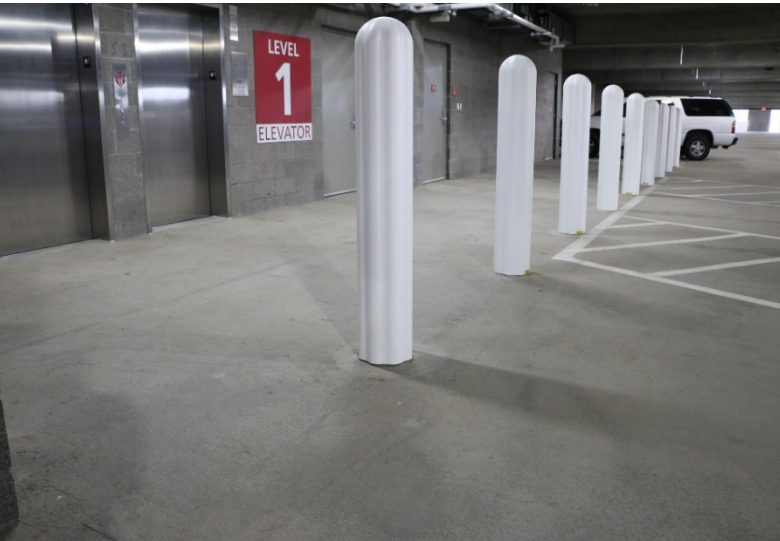


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Focus on Garage Design



Design with Limited Curbs

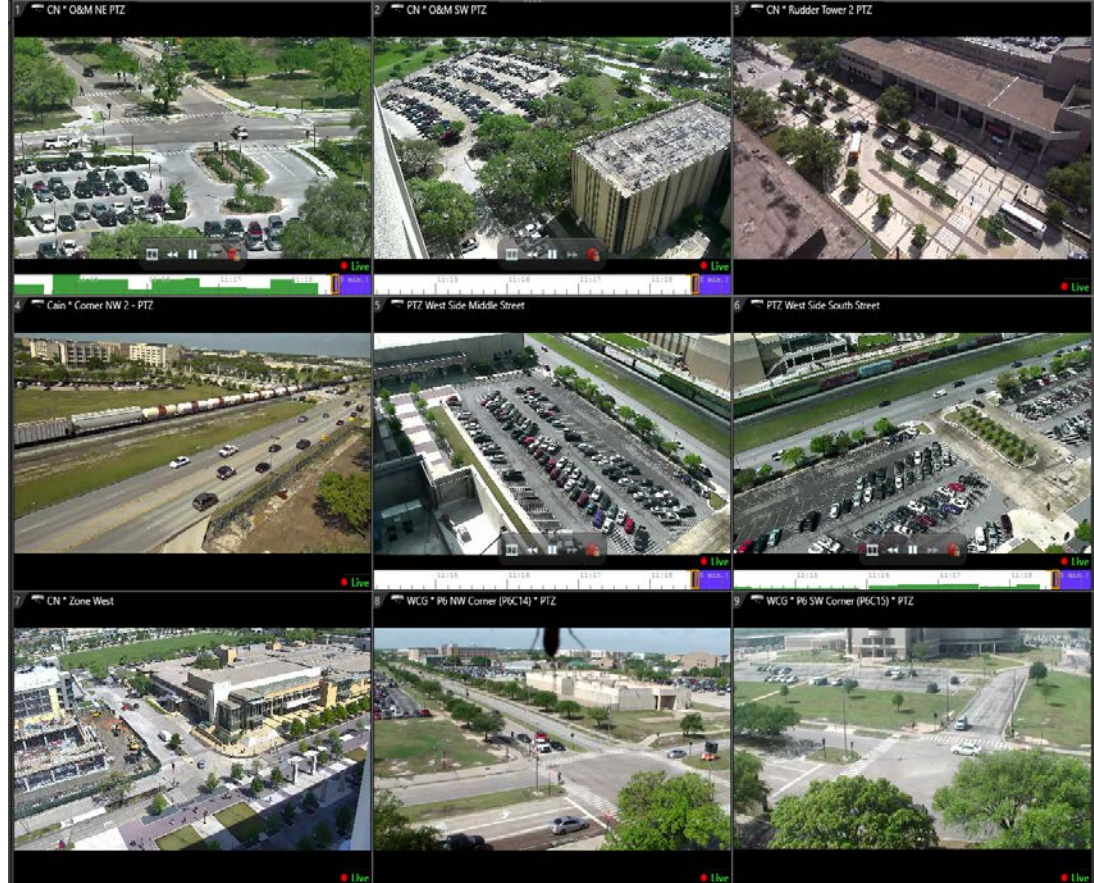


UNIVERSITY OF HOUSTON



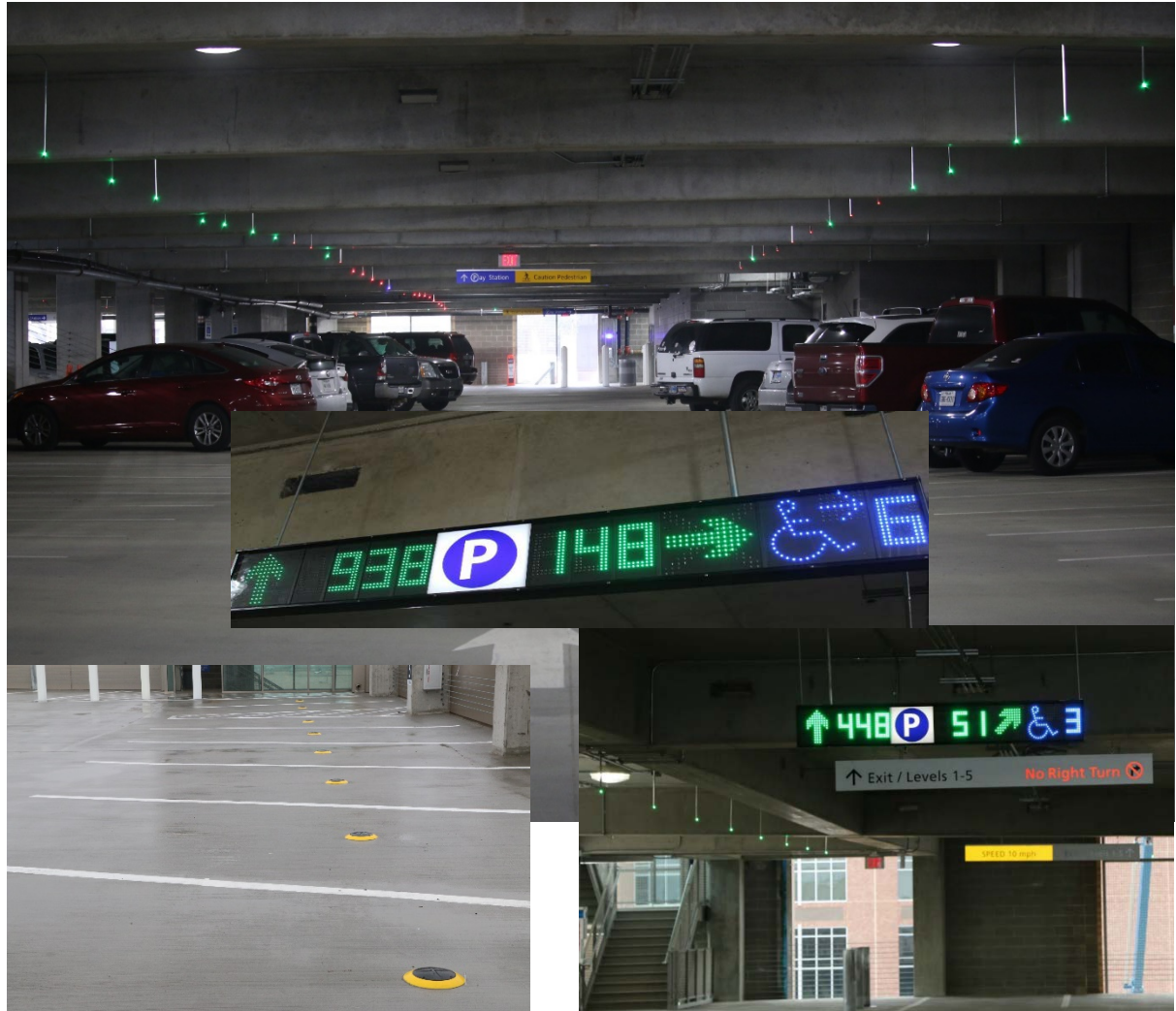
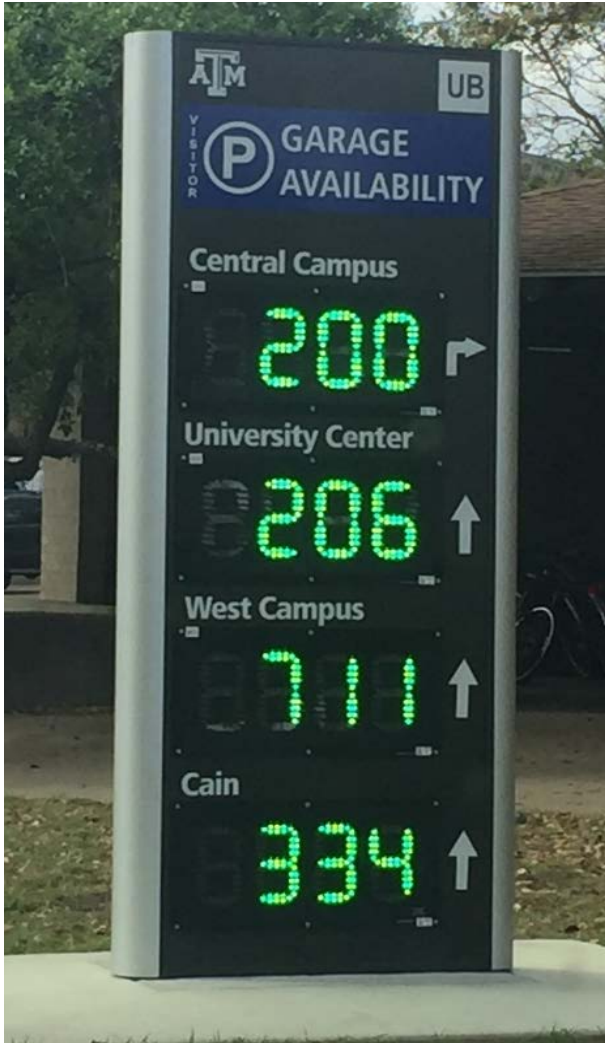


Command Center





Parking Guidance Systems





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Creative & Safety Garage Features



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UNIVERSITY





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Efficient Lighting





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Focus Campus Infrastructure



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Bollards to Protect Paths





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Bollards to Protect Paths





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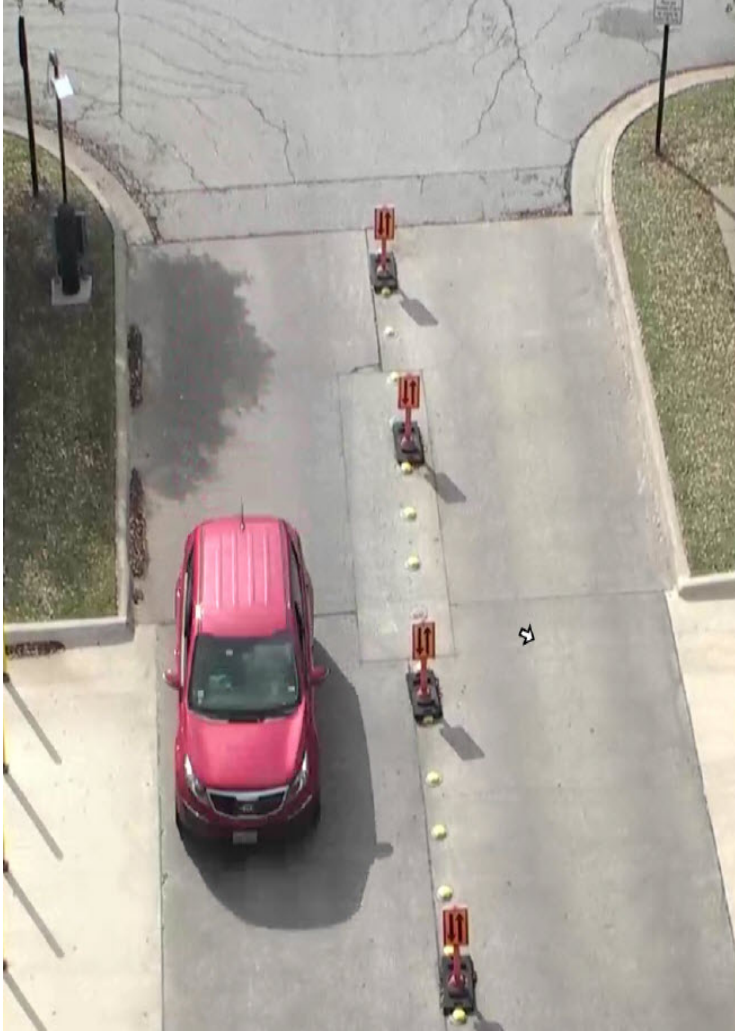
Dual Purpose Projects





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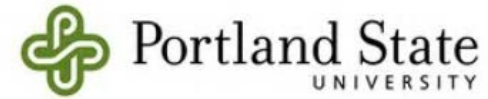
License Plate Recognition





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Food Trucks





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Wayfinding



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Sustainable Designs





Have Your Own Sign Shop





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Have a Maintenance Plan





Focus on Bike Services & Alternative Transportation



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Offer Bike Services





Offer Bike Services





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Offer Bike Services





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Offer Bike Services

ASU
ARIZONA STATE
UNIVERSITY



 **Portland State**
UNIVERSITY



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TEXAS A&M UNIVERSITY



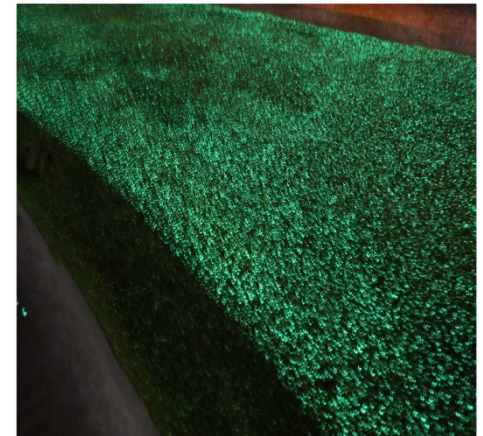
Contraflow Bike Lanes





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Dutch Junction



Shared Use Paths





No Wheel Zones





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Golf Cart Planning





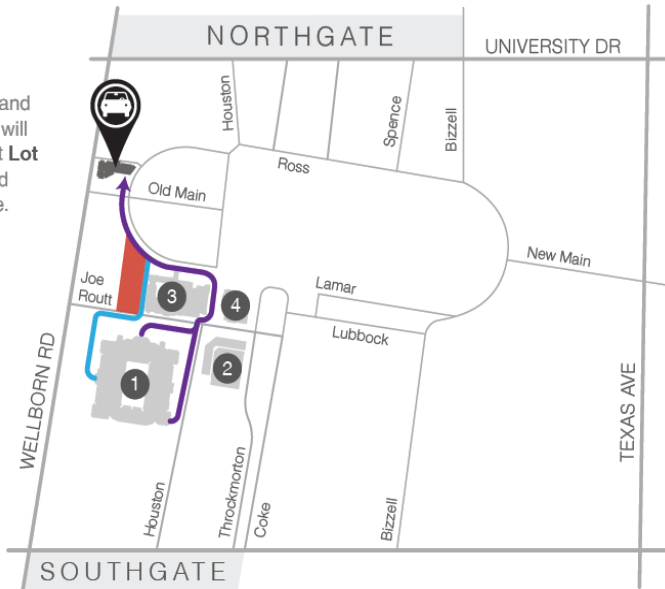
Ride Sharing Partnerships

RIDE SHARE & TAXI

service location & pedestrian paths



Uber drivers and taxi services will be available at Lot 30e during and after the game.



KEY

- Ride Share & Taxi Location
- Preferred Path from Kyle
- Alternate Path from Kyle
- Construction Area
- 1** Kyle Field
- 2** Koldus/UCG
- 3** Memorial Student Center
- 4** Rudder Tower



tune in for emergency highway advisories



FOLLOW US ON TWITTER

@GetToAggieGame for gameday traffic updates



WHERE'S MY BUS?

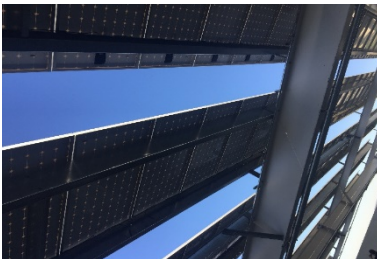
visit m.tamu.edu for real-time bus locations





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Electric Vehicle Charging Stations





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Valet/Stacking



ASU
ARIZONA STATE UNIVERSITY





Alternative Transportation

Zagster

LOCATIONS PRICING HOW IT WORKS FAQ [SIGN UP](#) [LOG OUT](#)



Bike Share

at Texas A&M University

This bike share serviced by Aggilard Cycling

Join and ride with our app.

[SEE IT FOR IOS & ANDROID](#)

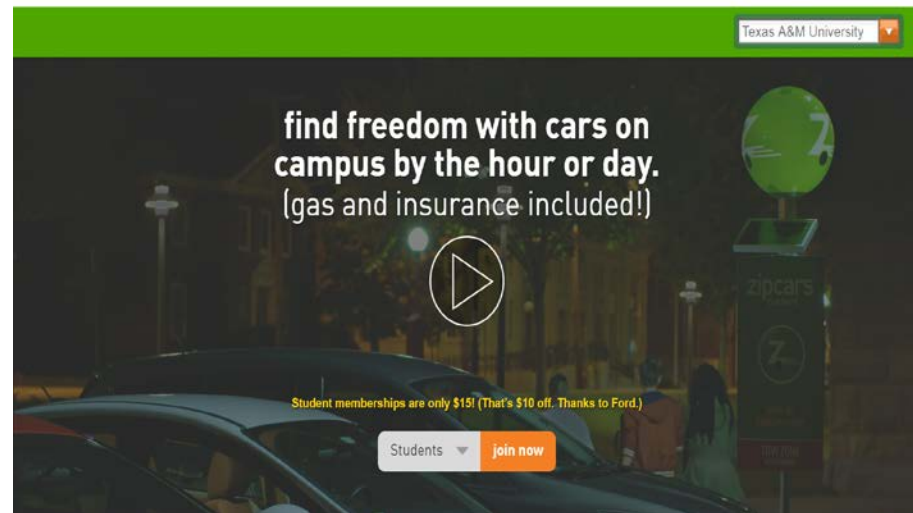
Locations



Break/Weekend Shuttle



Kerrville Bus Company (Coach USA) offers weekend and holiday service to Houston, Dallas, and Grand Prairie with connectivity via Megabus to other destinations. Weekend service departs College Station on Friday and returns Sunday.





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Concierge Service



UNIVERSITY of
WASHINGTON



Focus on Data & Technology



Benchmarking & Big Data





Education & Accreditation



PARKING ROUNDTABLES





Real Time Occupancy & Bus Locations

Hourly Visitor Parking Real-Time Availability

Garage	Spaces Available
Cain • Cain Garage 📍	356
CCG • Central Campus Garage 📍	4
UCG • University Center Garage 📍	187
WCG • West Campus Garage 📍	680

Map showing a bus location with a popup window. The popup window displays the following information:

- Bus
- 01 Bonfire
- 65% full
- Next Stop: 10:39 Koldus
- [Zoom to](#)

Map showing a parking garage location with a popup window. The popup window displays the following information:

- University Center Gar... **\$2.00**
- 660 Throckmorton St 0.28 Miles
- College Station, TX 77840
- 97% Full · Credit Cards Accepted



Payment Card Industry (PCI) *Data Security Standard*





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Focus on Marketing!

Get Out There!



The HUB

Texas A&M Transportation Services' Alternative Transportation Program Wins Top Honors at International Transportation Conference

Texas A&M Today

Published August 16, 2016



PORTLAND, Oregon— The Texas A&M Transportation Services' Alternative Transportation Program received the 2016 Association for Commuter Transportation, (ACT), Marketing & Community Outreach Award, as a result of the successful implementation of the department sponsored "Wheeler Wednesday"—a weekly event aimed at promoting cycling on campus.

This most recent recognition is another accomplishment for the Alternative Transportation unit as their overall effort to create a more bike-friendly campus resulted in Texas A&M receiving the prestigious Bike Friendly University designation in fall of 2015.

Wheeler Wednesday provides students, staff, and faculty with the opportunity to receive free information and resources about biking on and around campus. The weekly event also offers

additional information regarding alternative transportation options available through the university's Transportation Services Department.

The Association for Commuter Transportation announced the award winners during the 2016 international conference held in Portland, OR, July 31st - August 3rd. ACT represents major

Story

TICS BUSI

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NEWS



rk

as soon as it garage. We

TE 27



Have a Marketing Department

EVERY DAY TO RIDE Texas A&M Day to Ride
Published by Kristina Garcia on September 14 - 18
Get excited! Texas A&M University's very first "Dutch Junction" is coming this fall!
photo by: Texas A&M Cycling Team



(Left) A six-foot long aluminum marketing cling was designed and applied at various locations on campus. The cling provided information about the project and once scanned, a QR code played a video that explained how to use the Dutch junction and bike pathways.

2017-18 Online Parking Permit Registration



NOW - July 5
transport.tamu.edu

Just Point.
Click. Permit.



traveling to
KYLE FIELD?

GREEN BIKE LANES AT ROSS & BIZZELL

MAKING CAMPUS SAFER FOR EVERYONE

WHY ARE THE NEW BIKE LANES GREEN?
The green bike lanes denote protected bike lanes in intersections, driveways and other potential "conflict zones."

WHAT MAKES THEM DIFFERENT?
They create a designated space on the street for a person riding a bicycle that is physically separated from traffic and pedestrian activity.

WHAT MAKES THEM SAFER?
They create a clear and sensible environment for users on foot, on bicycles or in cars and provides more time and space for everyone to see and react to one another.



- PEDESTRIANS**
- do not block or stand in protected bike lanes
 - wait in prohibited areas until able to cross street
 - cross street using white dashed lines
 - watch for people on bicycles before crossing bike lanes when it's your turn-right of way

- CYCLISTS**
- use protected green bike lanes to navigate intersections
 - yield to people walking at crosswalks
 - watch for crossing vehicle traffic at intersection
 - after yielding to people in crosswalks, advance to the end of the crosswalk and cross with caution

- MOTORISTS**
- when turning, yield to people walking and cycling
 - be aware of raised concrete islands at the intersection
 - follow the white dashed lines when making left turns

Whether you're walking, bicycling, or driving, always follow traffic laws



GET **OUT** OF LINE

VISITOR PARKING IN
CAIN GARAGE
NOW OPEN
Access from Gene Stallings Blvd, facing the MSC
ATM TRANSPORTATION SERVICES

DESTINATION AGGIELAND MOBILE APP

Download Destination AggieLand for campus event information in the palm of your hand!

- My Route: Traffic info & maps
- Buy Parking: Reserve your parking space ahead of time
- Around Town: Restaurants, hotels & entertainment
- My Shuttle: Shuttle routes & locations
- Campus Events: Football, Baseball, Muster, Parents' Weekend & more!
- @GetToAggieGame

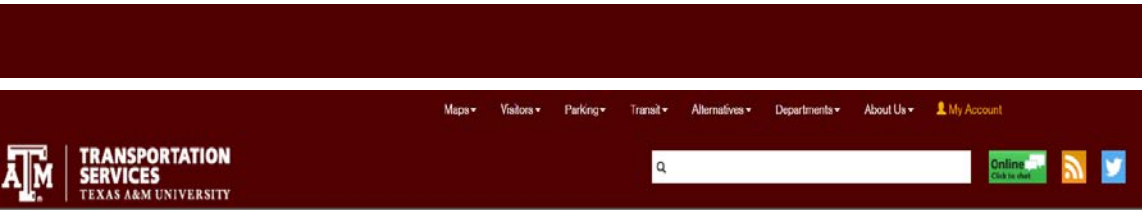


transport.tamu.edu/da

click here for
GAMEDAY info



Have a Marketing Department



ZAGSTER BIKE SHARE IS HERE!
 HOURLY PARKING AT CAIN GARAGE
 BASEBALL/SOFTBALL PARKING & RESERVATIONS
 BREAK/WEEKEND SHUTTLE
 BASKETBALL PARKING & PERMITS
 BICYCLE SAFETY TIPS
 PARKMOBILE APP MAKES PARKING EASY!
 WHEELER WEDNESDAYS
 SHARE A RIDE THIS SPRING BREAK!



Traveling to Kyle Field?
 Know your gameday options
 Download the **Destination Aggieland** app today from TAMUmobile.

MyRoute
 Traffic info, maps & pedestrian routes

MyParking
 Find your parking spot & pay before you go

MyShuttle
 Shuttle routes & locations

Gameday Central
 Events, tailgating & purchase tickets
 aggieathletics.com/gameday

Kyle Field
 Find your gate & get to your seat

AroundTown
 Restaurants, hotels & entertainment

Destination Aggieland — the smartest distance between you and gameday fun!



CAIN GARAGE NOW OPEN FOR VISITOR PARKING AT THE MSC & KYLE FIELD

Hourly visitor parking is available for *everyone* at the **same rate** as all other garages. Whether you're a student swinging by the MSC Bookstore or in town to visit Kyle Field, the Hall of Champions or Kyle Field Zone Club, Cain Garage is the perfect place to begin your journey on campus. Enter from Wellborn via Joe Routh Blvd or Old Main.

[Read more >](#) [See live availability](#) [Log in](#)



GREEN BIKE LANES ARE HERE!

Why are the new bike lanes green?
 The green bike lanes denote protected lanes in intersections, driveways and other potential "conflict zones"

What makes them different?
 They create designated space on the street that physically separates cyclists from traffic and pedestrian activity

Where are the green lanes?
 The lanes are a part of the campus' first Dutch Junction at the intersection of **Bizzell Street & Ross Street**, near lots 54 & 16



Social Media



TWEETS 2,204 FOLLOWING 137 FOLLOWERS 2,893 LIKES 58 MOMENTS 0

Edit profile

TAMU Transport Svcs

@aggieparking

Texas A&M University parking

College Station, TX

transport.tamu.edu/parking

Joined June 2009

554 Photos and videos



Tweets Tweets & replies Media

Pinned Tweet
TAMU Transport Svcs @aggieparking · Jan 31
Tired of waiting in long lines for a parking spot? Come to Cain Garage! There are more spaces, central location and same rate. **PARK AT CAIN!**



Your Tweet activity

Your Tweets earned 1,564 impressions over the last 24 hours

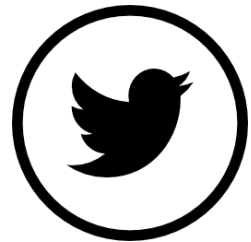


View your top Tweets

Who to follow · Refresh · View all

GPSC | Texas A&M @GP...
Followed by TAMU EHS and others

Follow





Social Media

Facebook interface for Texas A&M Day to Ride. The page features a cover photo of a cyclist with the text "EVERY DAY IS A DAY TO RIDE" and the URL "transport.tamu.edu/bicycles". The page includes a navigation menu on the left, a "Create a Post" section, "2 Scheduled Posts", "This Week" statistics (271 Post Reach, 0 Website Clicks, 0 Learn More), a promotion for business growth, and a "Photos" section at the bottom. The right sidebar contains "Event", "Page Tips", and a list of recent likes and followers.





Communication Tools

Maps • Visitors • Parking • Transit • Alternatives • Departments • A

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Home | Parking

- My Account
- Find My DPR
- Visitors
- Disabled
- Rates
- Vendors
- RV
- Sports
- Camps
- Department/Group Parking
- Regulations
- Break & Summer
- Night & Weekend
- Maps

Request to Activate Toll Tags from Austin, Dallas or Houston

Customers with toll tags from Austin, Dallas or Houston may have their toll tag activated to open the on-campus gates for their assigned area(s) by completing this form.

First Name:

Last Name:

UN:

Email Address:

Toll Tag #: DNT

or Photo of Tag:

Choose File | No file chosen

Upload

Submit Request

LIVE CHAT

by

TRANSPORTATION SERVICES

COLLEGE STATION CAMPUS

Welcome to Transportation Services Live Chat for the College Station Campus!

For Galveston Campus assistance, please contact UPD at police@tamug.edu or 409.740.4545.

Fields marked with * are required

Your Name: *

Your Email Address: *

Your Question: *

Start Chat

Transit Riders

We want to hear from you!

BusBuzz Text Connect™

Look for this sticker & send us a text

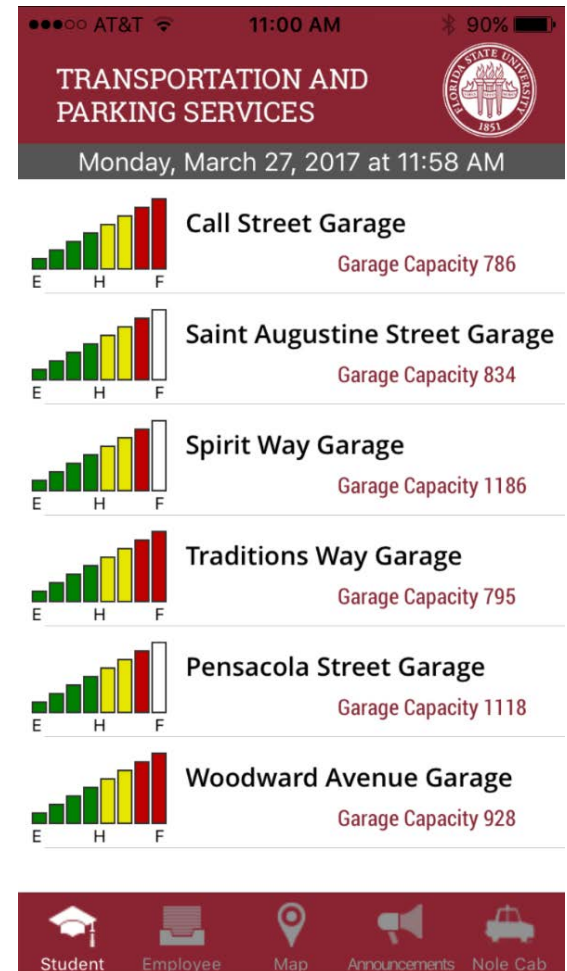
Bus Buzz

Have a comment or question about our service? Send us a text!

Look for the bus specific stickers on your bus for your bus number, send us a text message at 72727 and follow the simple prompts. It's easy and fast.



Mobile Apps





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Focus on Customers



Growing Visitor Parking Demand

- Pay by Space
- Hourly Motorcycle Parking
- Prepaid Parking
- Pay and Display
- Pay by Plate
- Extend by Phone



HOW IT WORKS

- 1 Look for the Parkmobile sign or sticker.
- 2 Once registered, use the Parkmobile app to enter in the zone number listed on the sign to start a parking session.
- 3 *That's it!* And just to make life easier, you can opt-in to receive a notification 15 minutes before your parking session is set to expire.



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Pay by Mobile

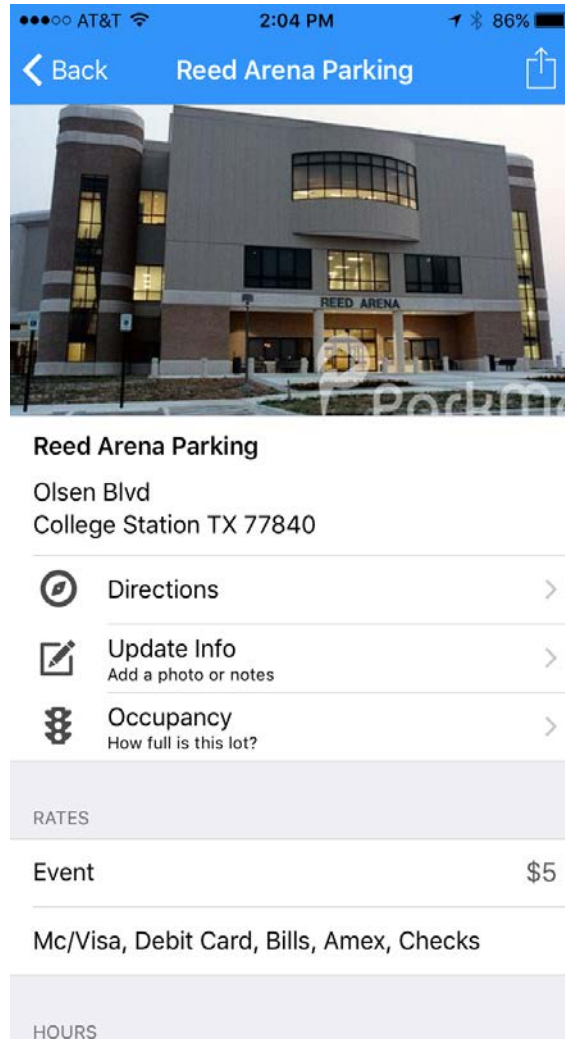
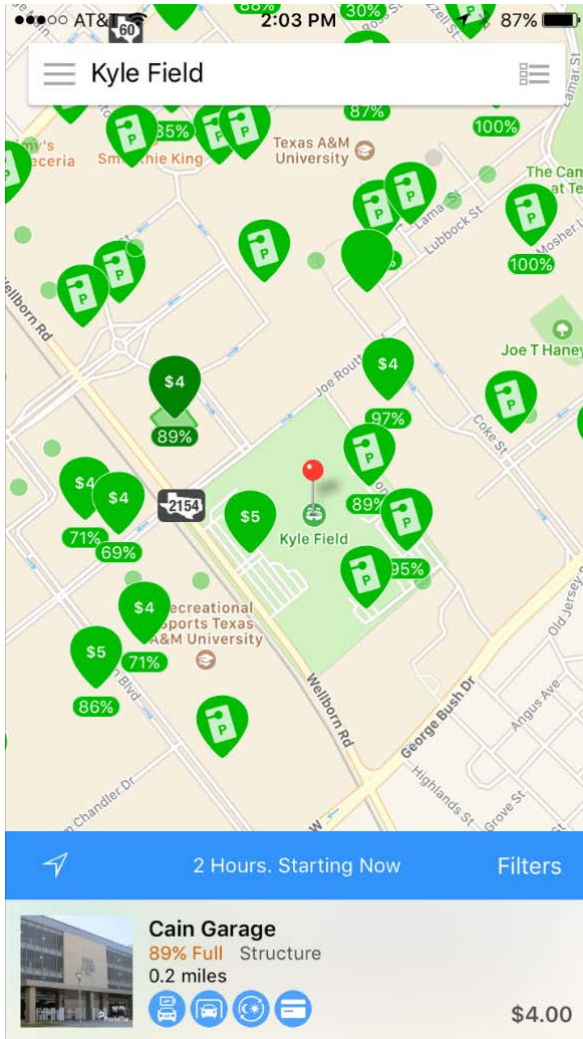


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Pre-Paid Event Parking



GOING TO A CONCERT, SPORTING EVENT OR CULTURAL EVENT?

[click here to purchase parking and receive a discount](#)

DISCOUNTED EVENT PARKING



Clear, Concise, Color-Coordinated Event Signage





Events





Customer Surveys



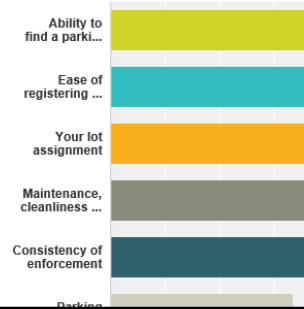
Lot 16/54 Renovation - Lot 16 permit holders



Modes of Travel to and from Campus 2017

If you have a parking permit, how satisfied are you with:

Answered: 2,587 Skipped: 313



How Transportation Services Customer Satisfaction Survey 2017



Dear Transportation Services Customer:

In order to better meet the needs of our customers, in a few minutes to complete the following survey by Web. We provide services we provide for all our constituents. Please do not disclose your personally identifiable information to a

Thank you,

Peter Lange
Associate Vice President
Texas A&M Transportation Services

Modes of Travel to and from Campus 2017 Created 03/27/2017	03/29/2017
Transportation Services Customer Satisfaction Survey 2017 Created 02/20/2017	03/29/2017
Customer Satisfaction Survey Template Created 02/20/2017	02/20/2017
2017 University Fall Parking Rate Survey Created 02/20/2017	02/20/2017
Lot 16/54 Renovation - Lot 16 permit holders Created 03/25/2016	01/25/2017
Lot 23 Reserved Numbered Space Survey - Lot 23 Created 12/20/2016	01/18/2017



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Focus on Employees



Equip Your Team





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Equip Your Team





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Regular Employee Recognition



Regular Employee Recognition





Debbie Hoffmann
dhoffmann@tamu.edu



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Dutch Junction





Dutch Junction

GREEN BIKE LANES AT ROSS & BIZZELL

MAKING CAMPUS SAFER FOR **EVERYONE**

WHY ARE THE NEW BIKE LANES GREEN?

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PEDESTRIANS

- 1 do not block or stand in protected bike lanes
- 2 wait in protected areas until able to cross street
- 3 cross street using white dashed lanes
- 4 watch for people on bicycles before crossing bike lanes even if you have right of way



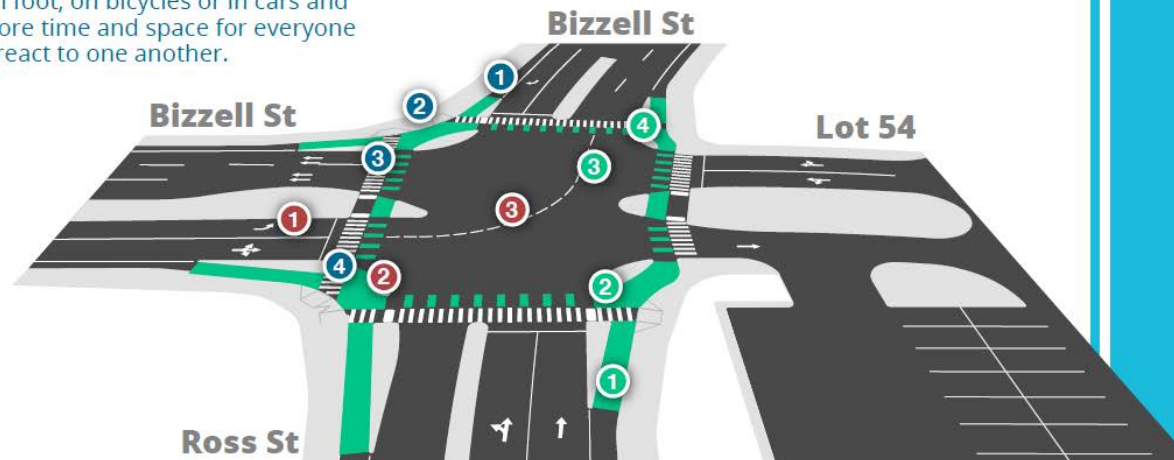
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Whether you're walking, bicycling, or driving, always follow traffic laws

