

Text TAMUDUKE595 to 37607 once to join and be set to participate in audience polls

IPMI
CONFERENCE
& EXPO June 9-12



Anaheim • CA

Outside the Stadium & Arena

Two Powerhouses Share Best Practices on Event Parking

Duke University and Texas A&M University

Duke | Parking and
Transportation Services



TEXAS A&M UNIVERSITY
Transportation Services

Download the #IPMI2019 mobile app to provide
feedback on this session/speaker.



PRESENTERS



Carl DePinto

Director
Duke University



Chuck Landis

Systems Manager
Duke University



Lynn Wiggs

Assistant Director
Texas A&M University



Debbie Hoffmann

Director
Texas A&M University



Download the #IPMI2019 mobile app to provide feedback on this session/speaker.



OBJECTIVES

- Showcase best practices in university event management
- Increase the customer experience while getting them where you want them to go
- Ease the friction of paying for event parking while also limiting traffic

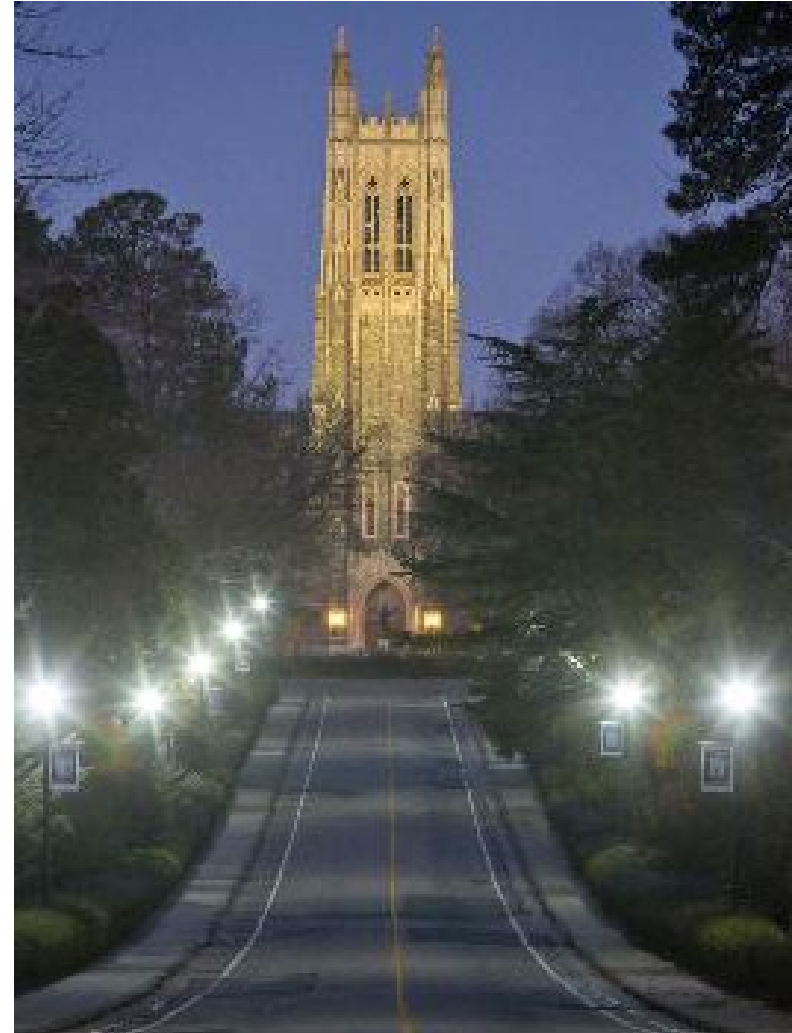


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Duke University

- Private University
- Manage parking and transit services
- Over 8,600 acres
- Over 16,000 students; 40,000 employees
- 27,000 parking spaces; 8 garages; over 100 lots
- 148 gated lanes
- 102 budgeted employees



Texas A&M University



- Public Land Grant University
- Manage parking, transit and fleet services
- Over 5,200 acres
- Over 63,000 students; 12,000 employees
- 35,225 parking spaces; 6 garages; over 120 lots
- 87 gated lanes; 58 in garages; 29 in lots or streets
- Nearly 130k combined venue seating capacity
(102k in stadium; 6,600 in baseball; 12,500 in arena; 4,000 in softball, 3k in track)
- 175 budgeted employees; 325 student and wage employees

Do you work for a university, municipality, airport, hospital or as a vendor?

University

Municipality

Airport

Hospital

Vendor

How do you balance parking resources between event attendees and customers with permits, like faculty and residents?

Do you give customers with permits a free place to park when large events consume your campus?

No, we don't allow regular campus parkers to park for free during events

Yes, we allow at least some of them to park with their permits

We don't stop usual campus parking during events



NO
LEFT
TURN

STORM DRAIN



Duke  TRANSIT

ATTENTION



Vehicles must be removed by
12pm
day before game

NO EXCEPTIONS



STOP
ALL
VEHICLES
MUST STOP



**(P) EVENT
PARKING**

\$20 CASH
ONLY

HAVE PAYMENT READY

OR

**ANY VALID
PERMIT**

PAYING CUSTOMERS

STOP
ALL
VEHICLES
MUST STOP





Golf

Patrons obtain
permit at front desk
Any Valid Permit 10pm-6am

Permit Required

ENFORCED
Violators will be towed



Hullabaloo Hall

30

Permit Required

24hr Reserved

ENFORCED
Violators will be towed

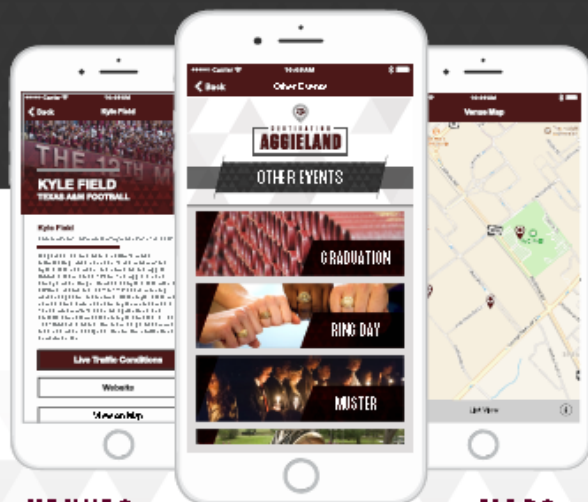


TEXAS A&M UNIVERSITY
Transportation Services

What technology do you use to simplify managing events and improve the customer experience?



DESTINATION AGGIELAND



VENUES

MAPS

SPORTS & EVENTS

GET THE OFFICIAL APP



TEXAS A&M UNIVERSITY
Transportation Services



DESTINATION AGGIELAND



Plan your trip to Aggieland before you leave home and make the most of your Aggie experience!



PARKING

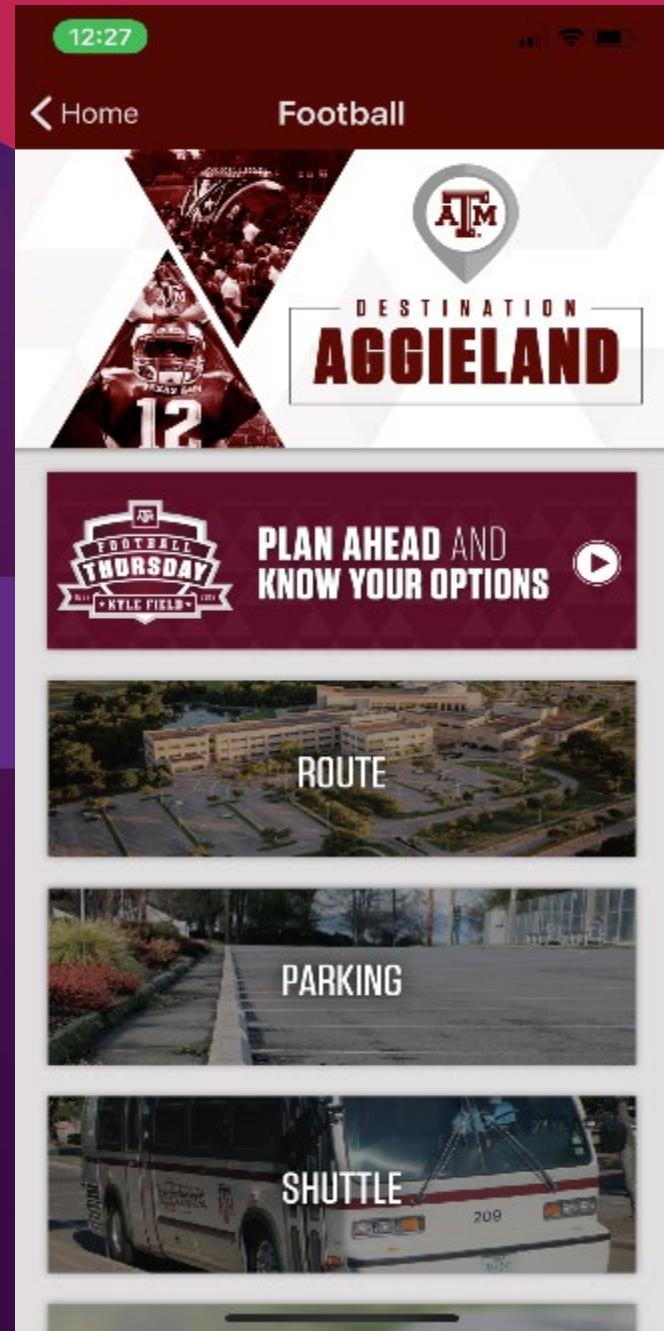


SHUTTLES



AROUND TOWN

LEARN MORE AT
transport.tamu.edu/da





V
I
S
I
T
O
R



Garage
Availability



↻ **CAIN 336**
Cain

↻ **CCG 42**
Central
Campus

↻ **UCG 222**
University
Center

↻ **WCG 332**
West
Campus

04:32:44 PM





Only

Permit Only

8:00-2:00

Permit Only

Permit Only



BHI

GTHC
NORTH CAROLINA



PARKING & TRAFFIC —ALERT—



Courtesy: GoDuke.com

Parking and Traffic Alert – April 12-14

Courtesy: Duke Sports Information
Release: 04/12/2019















































































































































































































































































































































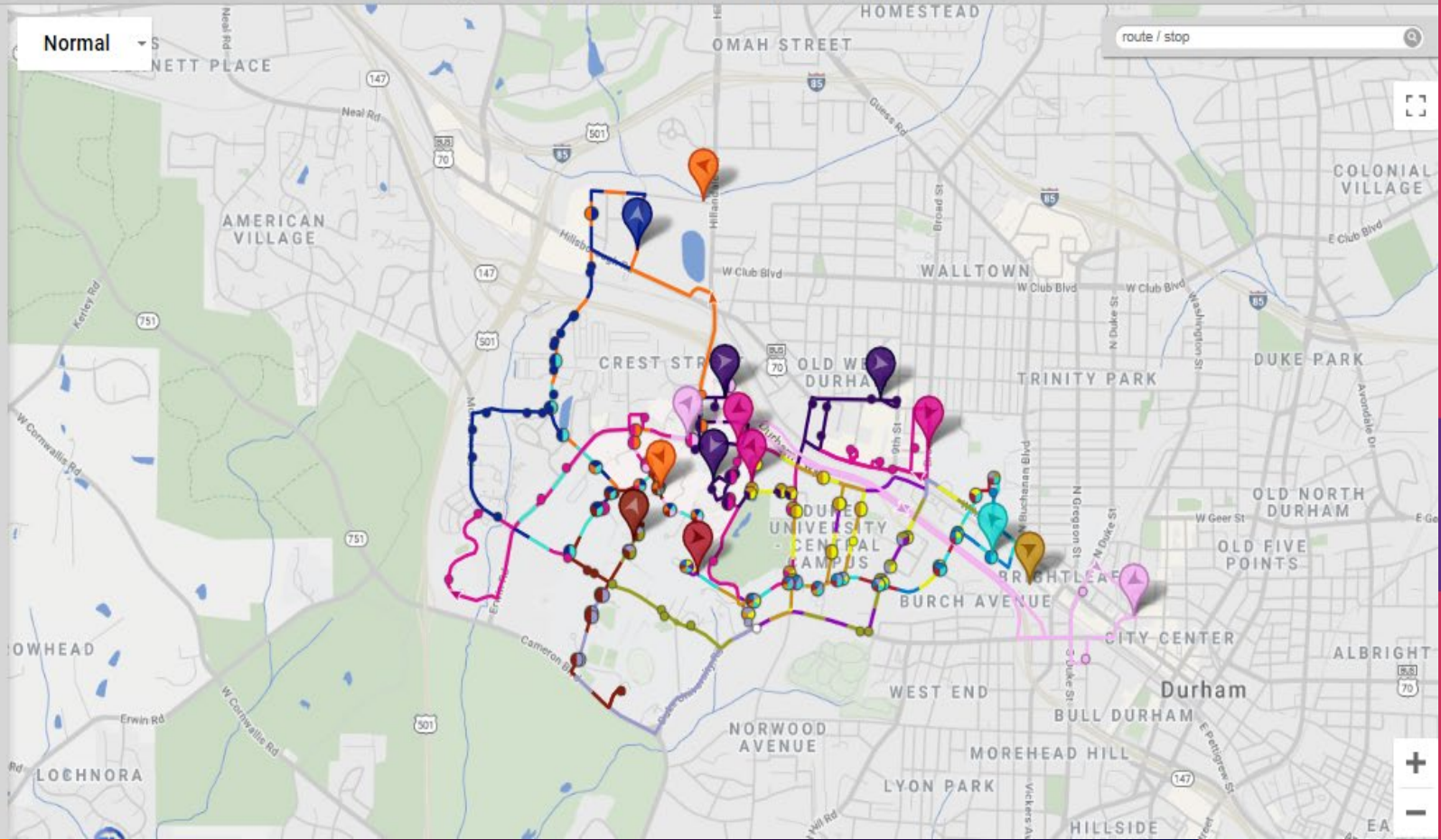
Route Display all none

Normal

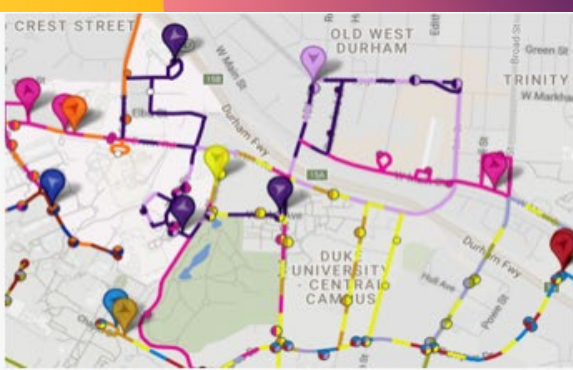
route / stop

- Routes
-  C1S
 -  C1: East-West
 -  C2 East-Central-West
 -  C3: Class Change
 -  C3: East-Science
 -  C4: Central-West
 -  CSW: Smith Warehouse
 -  H2: Hospital Loop
 -  H5: Broad-Erwin
 -  H6: Remote Lot-Hospital
 -  LL: LaSalle Loop
 -  LL: Tripper
 -  PR1: Bassett-Research
 -  Shuttle: Downtown Pilot
 -  Swift Express

- Announcements
-  Swift Shuttle
 -  Memorial Day Transit and Parking A...
 -  Bus Stop Relocated from Rear Entr...

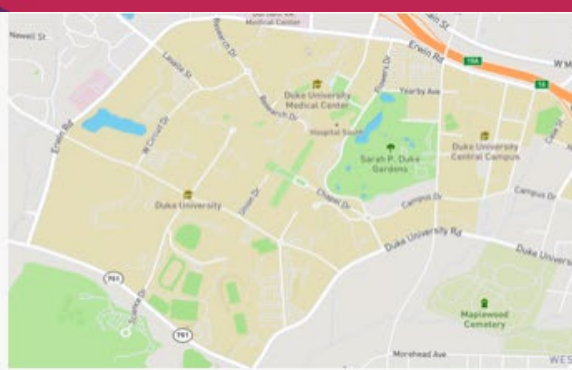


Live bus tracking app at transloc.duke.edu
for all gameday shuttles



Track this bus route in real time using Transloc

[Transloc \(track bus routes in real time\)](#)



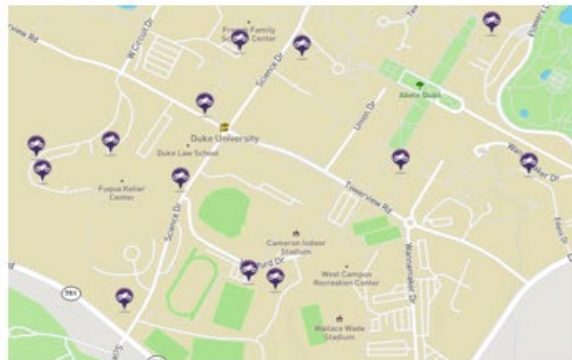
[Duke University Interactive Map](#)



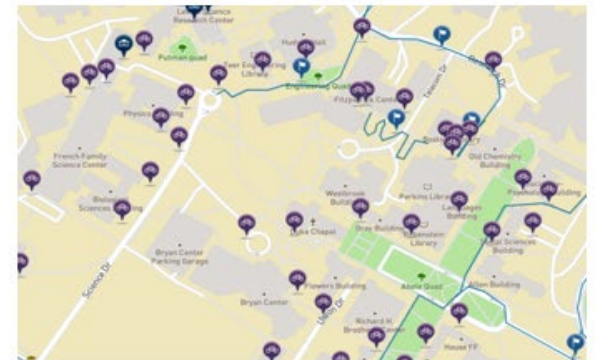
[Duke Transit Weekday Route Map](#)



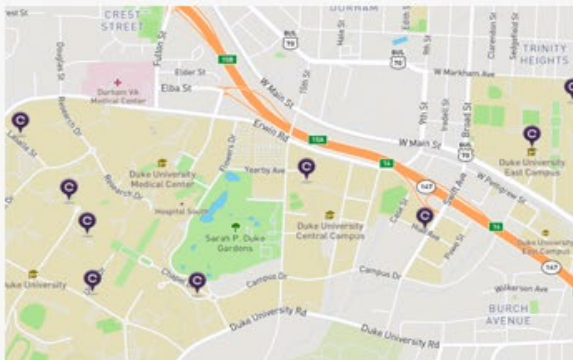
[Van Services Boundary Map](#)



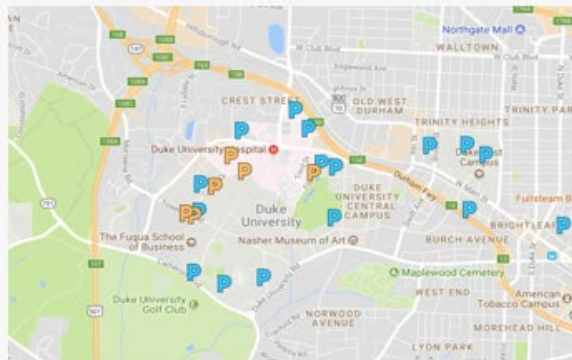
[Moped & Scooter Parking Locations](#)



[Campus Bike Racks and Fixit Stations](#)



[Enterprise CarShare Locations](#)



[Carpool Parking Spaces](#)



[Duke University/Medicine Pedestrian, Bicycle, and Transit Map](#)



Duke University Command Center

What access or services do you provide for customers with mobility impairments?





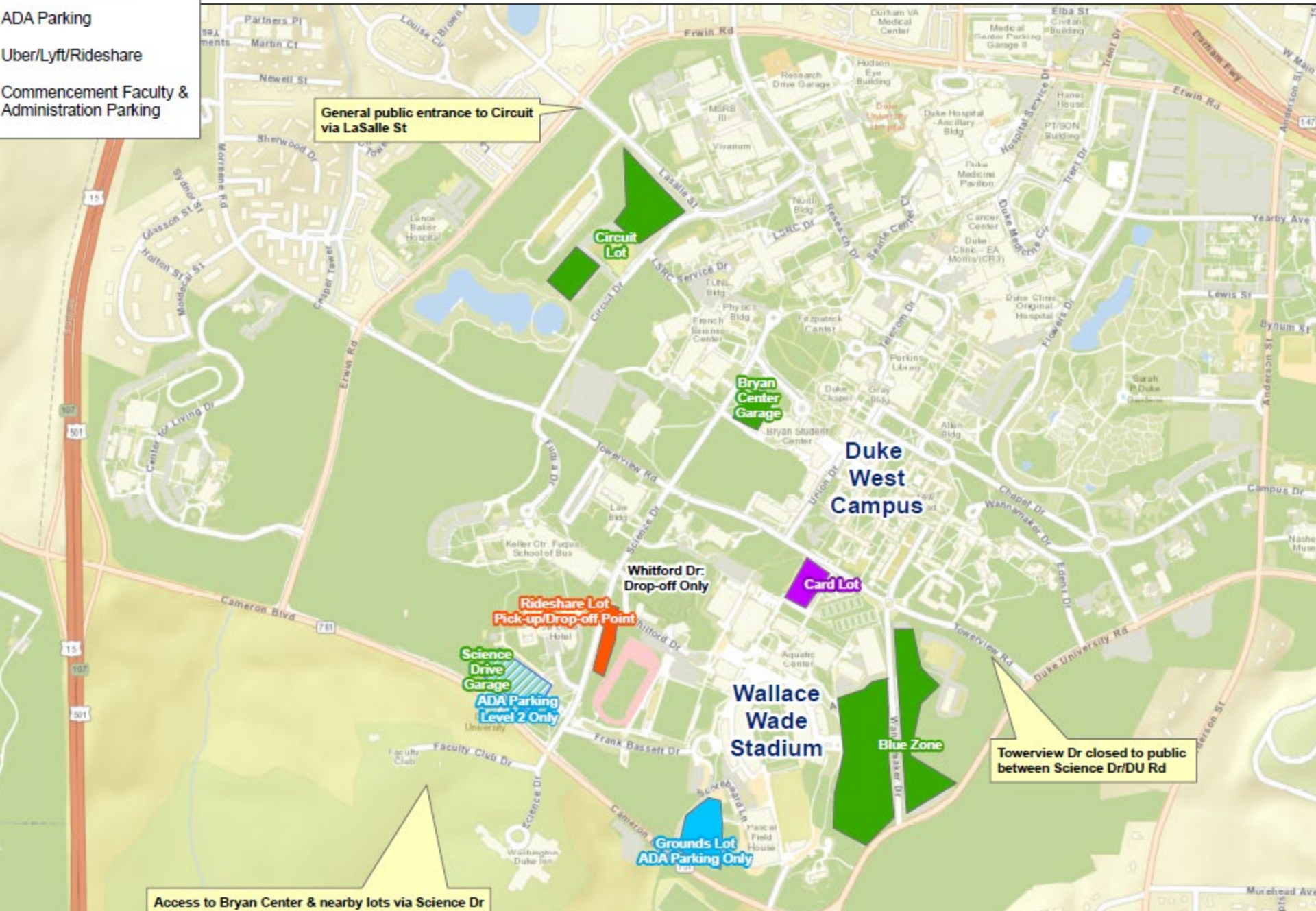
D

D

Duke
BROOKS FIELD AT
WALLACE WADE
STADIUM
DUKE UNIVERSITY
101 SOUTH BURNETT DRIVE

Duke Commencement Parking May 12, 2019

- General Parking
- ADA Parking
- Uber/Lyft/Rideshare
- Commencement Faculty & Administration Parking





BONFIRE & PARA LOT

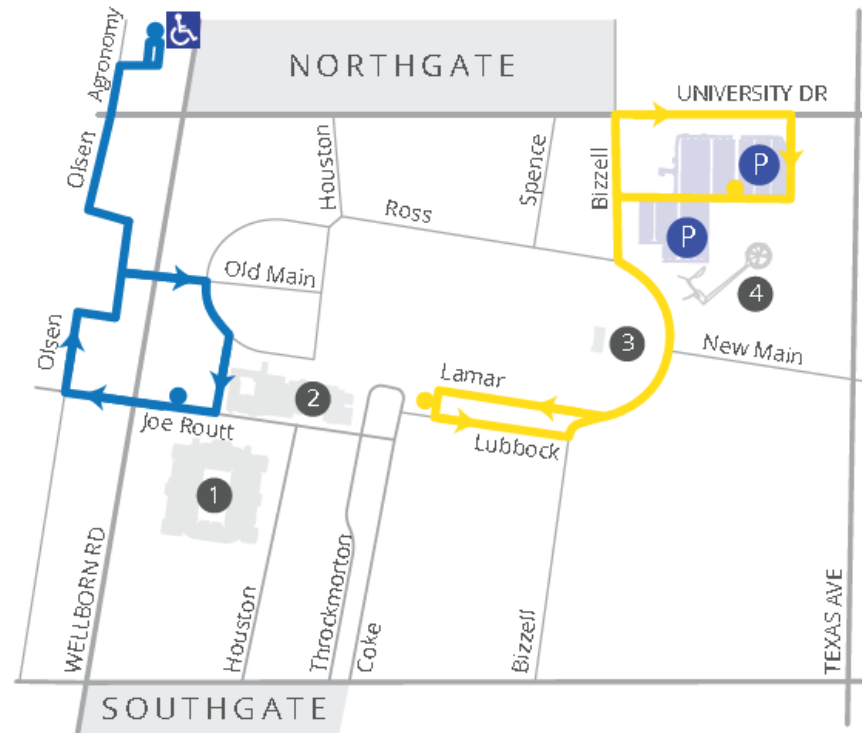
football gameday bus routes

Free shuttles serving
Lots 47, 50, 51 & 88

Transit for the mobility impaired
is available in Lot 88.

Routes operate from 3 hours
pre-game through 1.5 hours
post-game.

***Para Lot has moved to Lot 88**
in the General Services Center
parking lot.



➔ Bonfire Route

➔ Para Lot Route

● Bus Stop

♿ All routes are accessible
for people with disabilities

P Pay Parking Lots 47, 50 & 51

1 Kyle Field

2 MSC/Rudder Tower

3 Administration Building

4 Bonfire Memorial



DESTINATION
AGGIELAND



**AGGIE
ATHLETICS**

visit 12thman.com for
tickets and athletics info



**FOLLOW US
ON TWITTER**

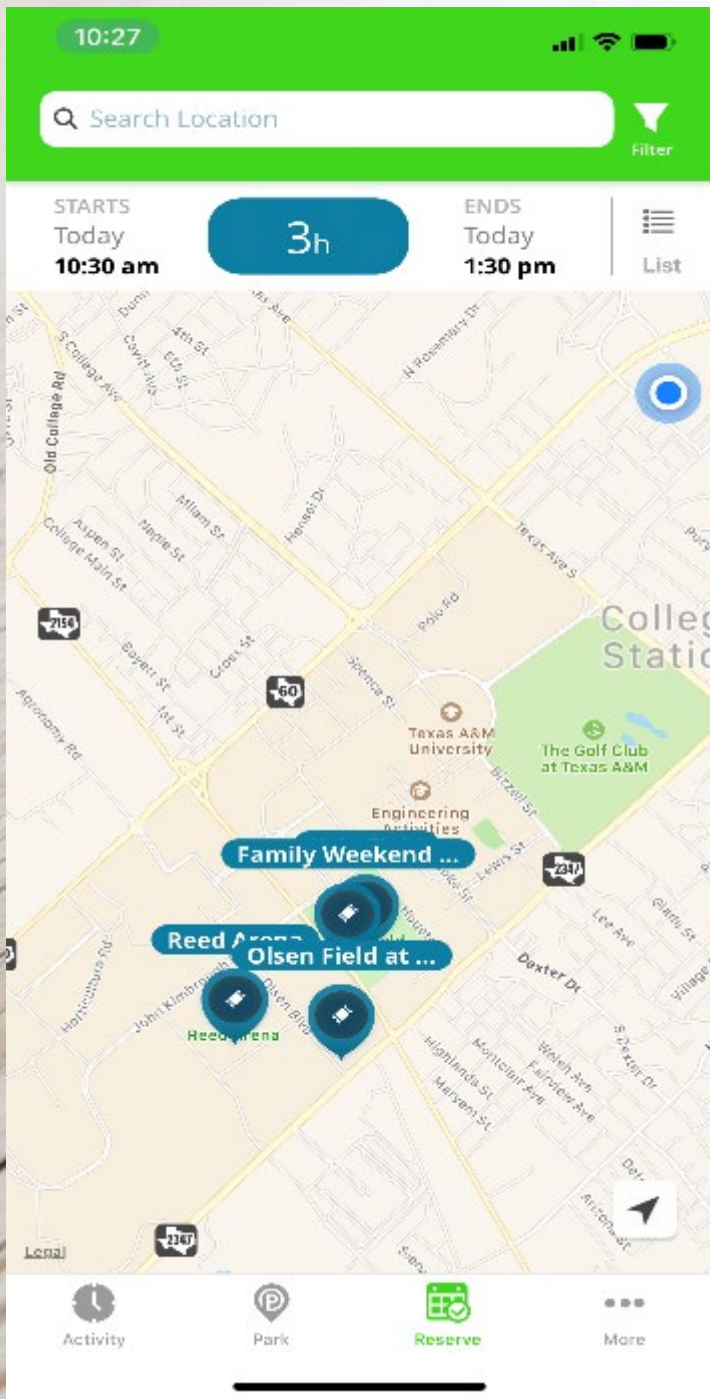
@GetToAggieGame for
gameday traffic updates



**WHERE'S
MY BUS?**

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

Tell us about strategies you use for easing the friction of paying for parking and traffic congestion.





BEYOND THIS POINT

 **GP** PERMIT PERMIT

PRE-PAID

and  Parkmobile

ONLY





ROAD CLOSED





REED/SEN

638

2 for \$3

635

BUSH

WELLBORN

ROAD CLOSURE

CROSSING

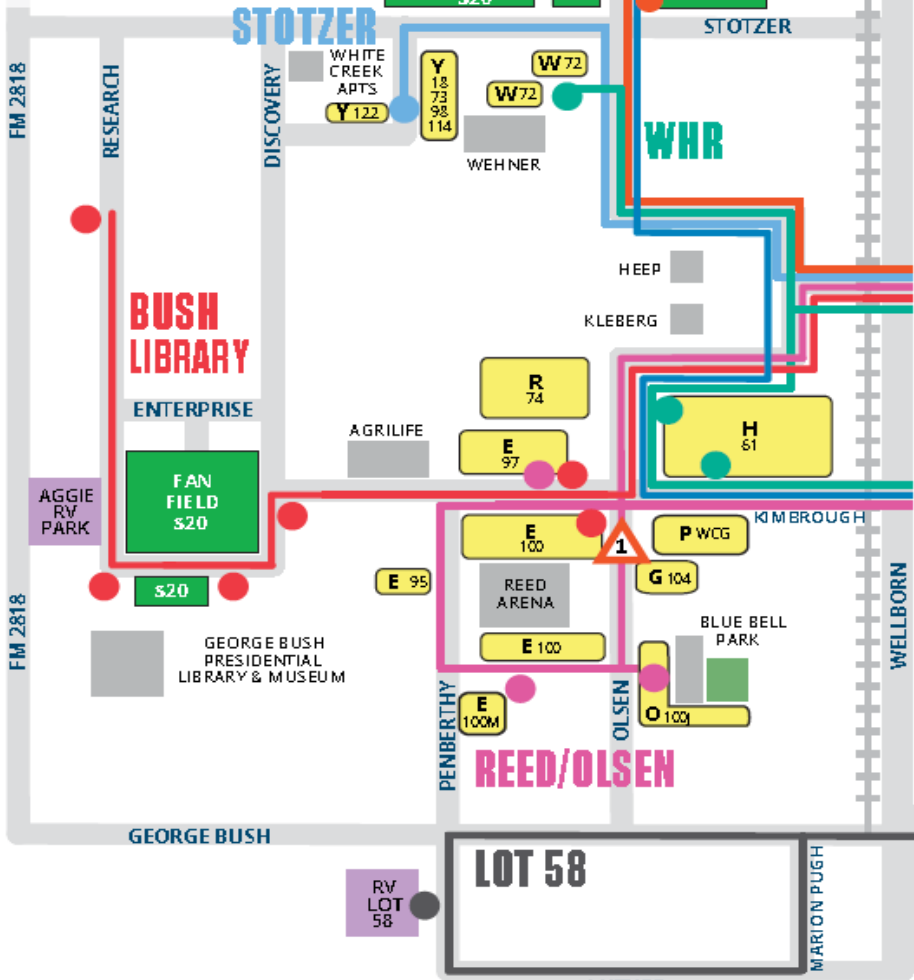




LEARN MORE AT
footballthursday.tamu.edu

GET THE OFFICIAL APP

DESTINATION
AGGIELAND



Direct shuttle service to and from campus. Located on Regent Avenue.

GAMEDAY PARKING & TRANSIT

All routes begin 3 hours pre-game, except
Bush Library (5 hours), and
Get to the Grid! (3.5 hours)

Limited service is provided throughout the game.

Service on all routes until 1.5 hours post-game, except:
Bush Library (2 hours)

- *Route times **do not apply** to Football Thursday
- *Bonfire route **does not run** on Football Thursday

- Real-time bus locations:
m.tamu.edu
- Live updates:
[@GetToAggieGame](https://twitter.com/GetToAggieGame)
- Pay Visitor Parking
- 12th Man (reserved)



GET TO THE GRID!
Direct shuttle service to and from campus. From American Momentum Plaza at University Drive and Copperfield.

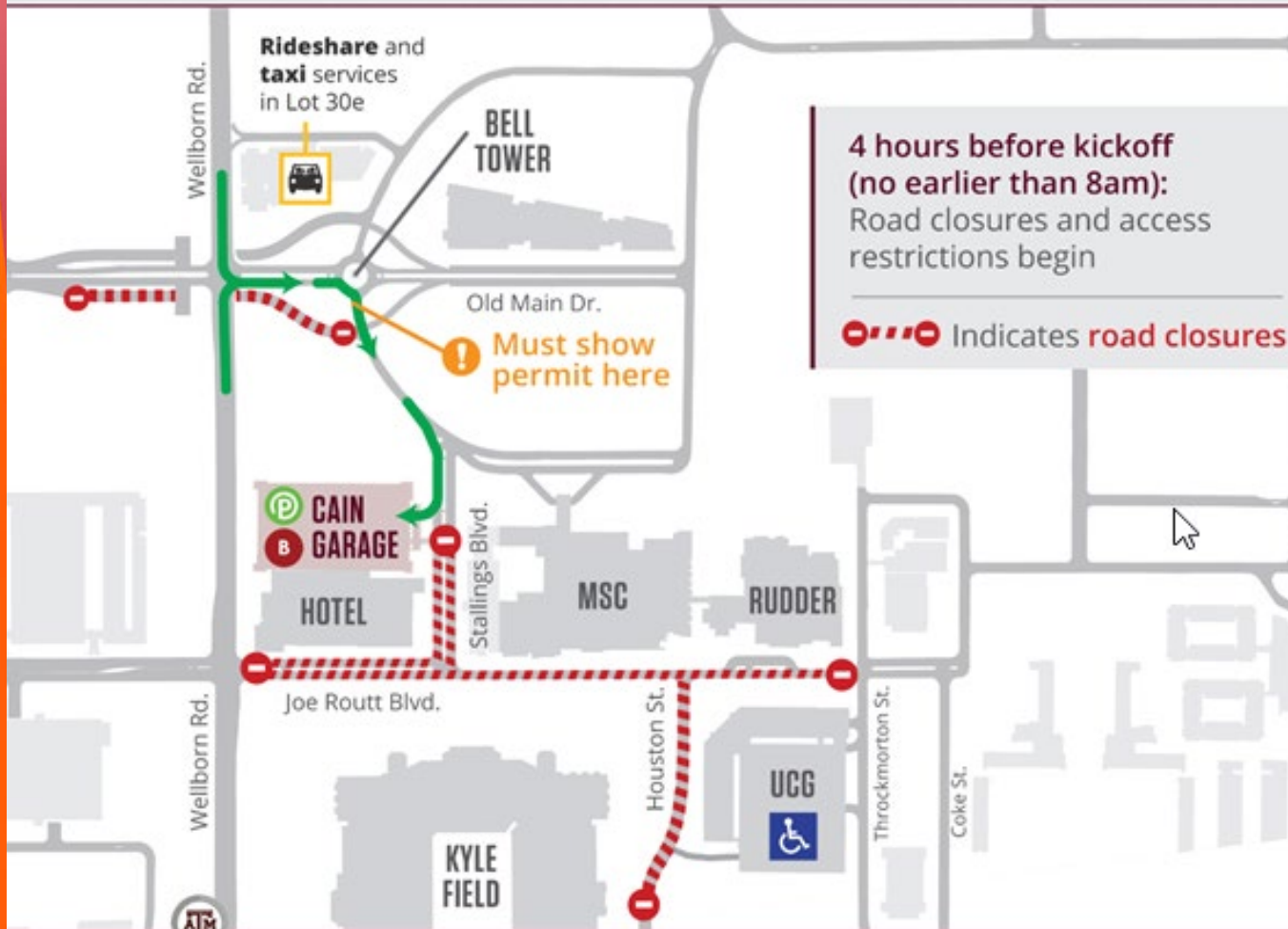
ROAD CLOSURES 4 hours before kickoff (8am at earliest)

- Olsen Blvd closed between John Kimbrough Blvd. and Reed Arena, no thru traffic
- No left turn onto Houston St. from George Bush Dr.; Houston St. closed north of lot 59, no thru traffic



ROUTES AND CLOSURES NEAR THE MSC

closures help protect pedestrians and improve traffic and transit flow



DESTINATION
AGGIELAND



visit 12thman.com for tickets and athletics info



@GetToAggieGame for gameday traffic updates



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



Are you ready for family weekend, Maroon & White Game, and Ring Day activities? Would you like some helpful tips on parking and transit services for the weekend? Go to today.tamu.edu/2019/04/11/tex ... @TAMU @TAMUResLife @AggieNetwork @AggieFootball @tamustudentlife

PARKING AND TRANSIT TIPS

FAMILY WEEKEND
RING DAY
MAROON & WHITE GAME
AND MORE...



5:00 PM - 11 Apr 2019



Big Event | Big Impact
⚠️ There is a lot of exciting events happening this Saturday at Texas A&M! With those events, there will be road closures that day. To see a list of all closures visit transport.tamu.edu/parking/events ...

@TAMU @TheBigEventTAMU @AggieBaseball @AggieSoftball

BIG EVENT | BIG IMPACT
Visit transport.tamu.edu to see all closures and parking info.

The Big Event

Aggie Baseball

Aggie Softball

6:00 PM - 28 Mar 2019



Heading to the Women's Soccer game tonight? Find all parking information at transport.tamu.edu/sports ⚽

@TAMU @AggieSoccer

AVOID LANE CLOSURES!

Find all soccer parking information on our website!

transport.tamu.edu/sports

1:01 PM - 7 Apr 2019



Duke University

SUSTAINABLE TRANSPORTATION




Green
Blue.
Live
Green.

GREEN

GREEN



9:35
App Store



simple, worry-free parking


Welcome to PayByPhone

Sign in your PayByPhone account to retrieve your parking profile or register now

SIGN IN

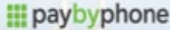
REGISTER

or Sign in with:



Continue without an account

9:36
App Store



Duke

Search by location number

3104


Welcome To PayByPhone
Using the app, you can park at any location where PayByPhone is available, easily extend your parking and receive reminders when your parking is close to ending.

OK

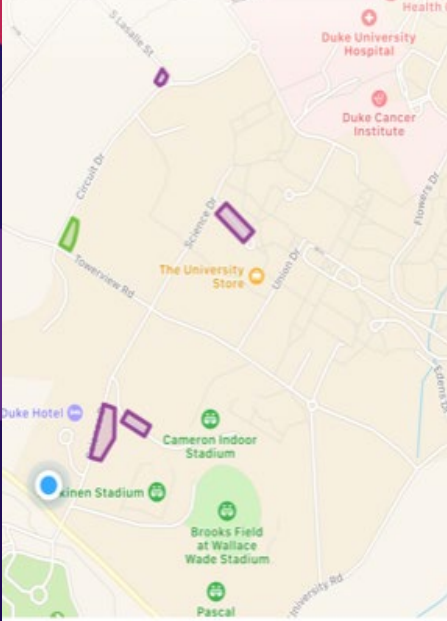
New! Tap below for the map view

View map

9:37
App Store



3104



3104
Towerview spaces
Duke University

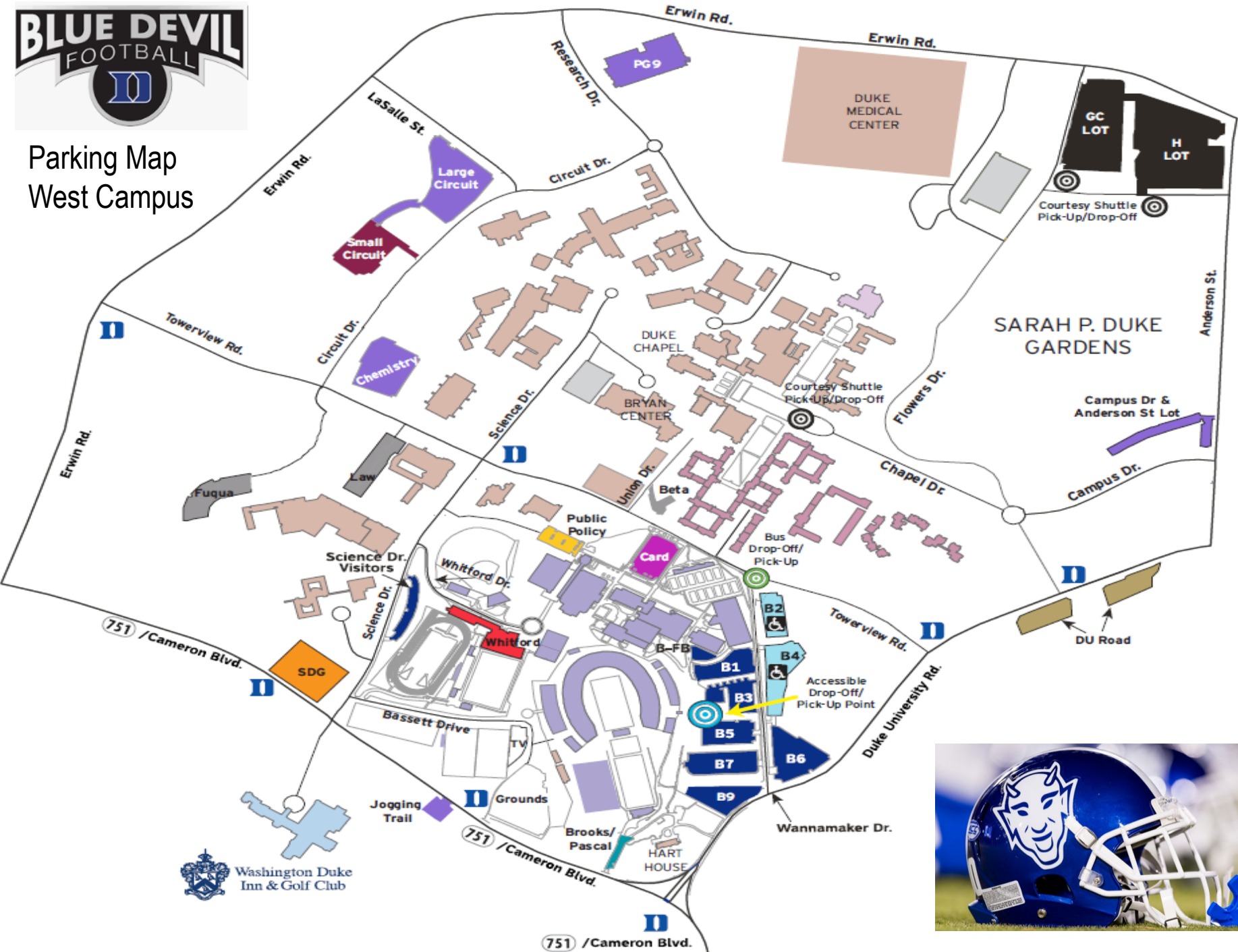
MORE INFO **PARK**







Parking Map West Campus



751 / Cameron Blvd.

Duke University Parking Pass credentials



Do you charge for event parking?

Yes

No

**Now can you tell us how
these tools we have been
talking about apply to large
scale events?**



TEXAS A&M UNIVERSITY
Transportation Services



By Yisrael Rubin



By Aaron Doster

Duke

Parking and
Transportation Services



Bank of America

DUKE 20:00 UNC

0 0

PERIOD 1

WELCOME TO CAMERON INDOOR STADIUM

Coca-Cola IMITREX

2004

20

20

20

20

20

20

20

20

ACC

ACC

D

D

Memorial
Student
Center
Rudler
The Dome
←
Speed Arena
→

STOP
ALL
VEHICLES
PAUSE HERE



W • H • R
**(12th Man
patrons only)**

**3 hrs pre-game
1.5 hr post-game**

**Shuttle runs during the game
No open containers on buses**

Shuttle Stop



WEST CAMPUS GARAGE

VISITORS



CLEARANCE 8'-2"

CLEARANCE 8'-2"

FULL

STOP
ALL
VEHICLES
MUST STOP



ONLY



PK MOBILE
G & P ONLY

RED AREA
BEYOND THIS POINT
ONLY
EGP
PERMIT
E-GP
PERMIT

30





Do you staff major events with department staff, contract, or both?

Department
Staff

Contract

Both

Do you operate an events command center and channel communications through it?

Yes

No

What type of events do you want to know more about?

IPMI
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Q+A



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