

# UMKC

## Parking Operations

### Newsletter

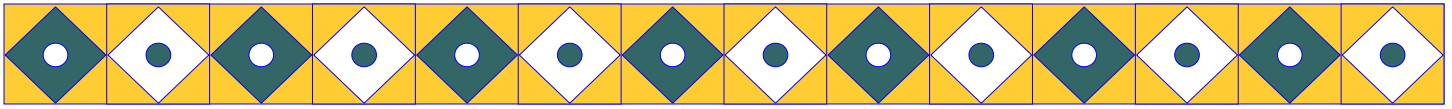
September 2008



## Customer Satisfaction Survey

A Customer Satisfaction Survey was conducted for Parking Operations and it is clear that customers are most concerned with the cost of parking at UMKC. As most UMKC constituents know, Parking Operations is a recharge operation and must obtain sufficient revenue to cover expenses, including the debt service on two parking garages. The cost of parking at UMKC is more than most large rural institutions, like the University of Missouri-Columbia. This is because UMKC is an urban institution with less land and less surface parking. For example, the full cost to cover the debt service of a parking space in a new garage is approximately \$100/mo. Other urban institutions have costs similar or in excess of UMKC. Copies of the UMKC Parking Operations budget are available and may be obtained by contacting Parking Operations.

---



## Customer Survey Continued

There were also several comments about the cost for visitors to park, ticket prices, etc. But as previously stated, the only revenue for Parking Operations is from user fees. Therefore, if one revenue stream goes down, another must go up. Parking Operations strives to create a balance from its revenue streams.

There were many other comments on the Customer Survey that came from customers who did not know the Parking Operations Policies and Procedures. To help address this issue, the web site for Parking Operations will be expanded to better communicate polices and procedures. A new feature to be added to the Parking Operations web site in the near future will be a “Frequently Asked Questions” section. All customers are encouraged to call or email any comments, concerns or questions to the Parking Operations Office.

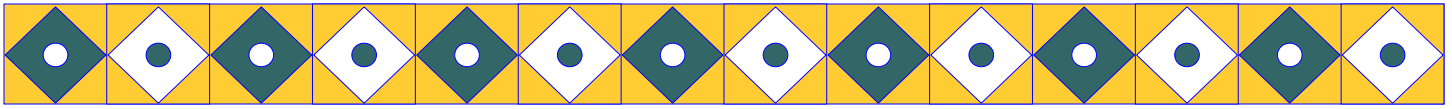
## Fall Parking Fees

In conformance with the Parking Five-Year Fee Plan, parking fees for faculty, staff and students will be increased 10% this fall. This increase is required to meet the debt service requirements for the parking garages. This increase is the forth year of scheduled increases. The new rates effective this fall are as follows:

Employees:	\$44/month
Students:	\$106/semester

## Updated Regulations

Two new Parking Regulations have been adopted by the Parking and Traffic Committee, Section F—Visitor Policy, and Section G—Immobilization and Towing Policy. These regulations essentially codify existing unwritten policies and update costs for services. Significant updates include parking meter cost increase from \$.75/hr. to \$1.00/hr. and single day hang tag cost increase from \$5/day to \$7/day. The complete updated regulations can be viewed on the Parking Operations website.



# Hospital Hill Garage

## Food Service

The University has leased the remaining retail space in the Hospital Hill Garage to Perk-up. Perk-up will offer coffee, desserts, soups, salads and sandwiches. Perk-up is also planning to have lounge space, a large screen TV and pool tables. Construction is scheduled to begin this fall with the opening by the end of the year.



## Meter Card

Only on campus a few hours a week? You may be interested in purchasing a “Meter Card” that can be used in all UMKC single-space parking meters. The card functions much like a debit card. You can place up to eight hours of time on the meter and when you return to the meter and there is still time remaining, you can put the card back into the meter and it will refund that amount of time to your card. Cards cost twenty-five dollars and come loaded with twenty dollars worth of time. Meter cards can be purchased and time added to the card by visiting the Parking Operations office.

## On Line Permit Sales

Why wait in line when you can go on-line? Just a reminder to all students that permits can be purchased on-line through the Parking Operations web site. You can even choose if you would like to pick up your permit in our office or have it mailed to your home. If you want to have the permit mailed, the address on your on-line application MUST be an official address on file with the University Records Office. If ordering on-line, the charge for the permit will be billed to your student account.