Greetings from Parking and Transportation Services, and welcome to the fall 2015 semester.

I would like to thank those of you who provided us with feedback on ways we can improve the parking and transportation services we provide to the campus community and our visitors.

Issues related to parking have been a major topic of discussion on our campus over the past couple of years. To address your concerns, Vice President Brekke commissioned a comprehensive operational review of UND’s parking program by SP+ University Services. The report’s recommendations are published on the Division of Finance and Operations’ website.

To ensure the recommendations are assessed and solutions are developed, Vice President Brekke merged units performing various parking and transportation related services into the Department of Facilities Services.

We have assessed our operations, obtained direct feedback from you, and have studied the recommendations made by the consultant. Here is an update on the changes we have made to resolve some of the imminent issues:

- **UND parking permit holders open parking between 4:30 p.m. and 7 a.m. weekdays and all day Saturday and Sunday** - Unless a parking lot is reserved for event parking, individuals with a valid UND permit may now park in any A or S lot and in metered locations on evenings and weekends. Spaces will remain reserved for handicap access, service and maintenance vehicles, loading zones, AVP permits, etc. The parking ramp is also excluded from open parking. Discounted evening permits are available for those tending to business on campus between 4:30 p.m. and 7 a.m. on weekdays. Please visit the [Parking Services website](#) for more information.

- **Apartment A/S/H parking spaces open to current UND permit holders between 4:30 p.m. and 7 a.m. weekdays and all day Saturday and Sunday** - To assist students in locating a parking space when visiting friends living in on-campus apartments, several parking areas will be changed to A/S/H. These lots will be open to all individuals with a current UND parking permit. We are consulting with the students in on-campus housing to address their specific needs.
- **Improve the parking citation process** - We are modifying the process for citations. For infractions that are administrative in nature (e.g., improper display of permits, parking over yellow line, abandoned/inoperable vehicle, etc.), a warning will be issued. After one warning in a twelve month permit period, a citation will be issued. These citations cannot be appealed.

For infractions that violate the Motor Vehicle Code (e.g., parking in a red zone or loading area, or in handicap spaces without permit, etc.), citations will be issued as before. Additionally, citations will continue to be issued for no permit displayed, exceeding time limit, etc. For a full list of citable infractions, please visit the [Parking Services website](#).

- **Promote shuttle bus ridership** - To promote shuttle bus ridership, we will be offering free Wi-Fi access in the shuttle buses. The Wi-Fi access will be available shortly. Additionally, we are working to develop a smartphone app that will tell you the wait time for your bus. Currently you can travel from any one point on campus to another in approximately 10 minutes. During the day, two bus routes make a complete loop around campus in 15 minutes and two additional routes complete a loop in 20 minutes. You can download an app called RouteShout that links the UND shuttle schedule with the Grand Forks Cities Area Transit (C.A.T.) bus schedule from the [Transportation website](#).

- **Purchase visitor passes online** - Visitors can purchase daily or weekly visitor passes on-line from [Parking Services’ website](#).

- **Empowerment of key team members to make immediate decisions** - Allowing our team members to make decisions and take immediate action will give us the opportunity to provide you with much faster resolutions to a number of day-to-day parking issues.

- **Surface parking lot improvements** - We have invested over two million dollars in the rebuilding of the lot directly behind the Archives Coffee House and the student housing lot on the corner of 6th Ave. and Princeton.

We will test these measures over the next few months to ensure they serve the needs of the campus community. Please let me know your thoughts about these measures.

There are a number of issues related to the availability of parking spaces, parking lot repair, ramp parking, traffic flow concerns, etc., that will continue to be assessed and discussed. These issues require input from the campus community and a thoughtful process when looking for solutions. We are recruiting a director of parking and transportation services. S/he will be leading the analysis of these issues over the next few months. Listening sessions will continue with campus constituent groups such as Staff Senate, University Senate and Student Government to garner feedback and suggestions about our services.

If you have questions for our team or recommendations to make the campus parking and ridership experience more enjoyable, please contact me, or any member of the Parking & Transportation Services team.