



To APO or not to APO...

Lessons Learned at Texas A&M University



T2 Executive Forum – February 2018

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Associate Director
Texas A&M University Transportation Services



Discussion

- What is APO?
- The MATRIX
- What about APO with Distinction
- Selecting a site reviewer
- Strategies for data collection
- Strategies for data organization
- What counts as evidence?
- Is now the time for APO?



What is APO?



Standard of Excellence

Industry Best Practices

Ongoing Evaluation & Improvement



What about

APO With Distinction?

- ▶ Must meet each of the 25 required criteria for this designation in addition to 80% of all other criteria for Accreditation.
- ▶ Meet 80% of the *APO with Distinction* criteria.





The MATRIX

Governance and Organization-8₅

Financial Budgeting-10₇

Marketing and Communication-12₇

Safety, Security and Risk Management-9₄

Data Management and Security-12₉

Sustainability-10₁₂

Regulations, Enforcement, Adjudication and Collection-21₇

Personnel Education and Development-11₅

Access Management-8₆

Asset Maintenance- 9₇

Access and Revenue Control-22₃

Third-Party Contractors and Service Level Agreements-8₁

Planning and Monitoring-6₄

Customer Service-10₁₀



Selecting a Site Reviewer



	EVIDENCE		Initial When Your Portion is Complete
mission and/or vision	Mission	Debbie	
correspondence.		Therese;Lynn; Melissa	Debbie
and short-term planning	Appeals; W/L; always customer in mind; construction planning; Lot 88 policy planning; RV mtgs	Debbie	Therese;Lynn; Melissa Debbie
training program for all staff.	IPI training; annual evals; departmental training	Kelley;Anne; Therese	Kelley;Anne; Therese
	Receptionist and CSU go to CSU for CS training; SPEV	Kelley; Therese; Lynn	
all staff.	Julie's unit's training; Cindy Campbell;SPEV videos	Therese;Julie;Kelley;Lynn	Kelley; Therese; Lynn
	Email;phone, live chat;annual survey; random survey	Therese	Therese;Julie;Kelley;Lynn
customers.	Email;phone, live chat;annual survey; random survey	Therese	Therese
(at minimum).	Survey Monkey	Melissa	Therese
as.	Alt Trans; Wheeler Weds; Fix Flat; Gas; Charge;	Therese	Melissa Therese
	EVIDENCE		
		Therese	
		Therese	Therese
compliance tickets or citations.	Appeal; Pay; In Person; Call; Chat	Therese	Therese
email, text, or in- person.		Therese	Therese
		Melissa	Melissa
	Hub kudos; in responses to cust; Star Awards; Holiday	Debbie	Debbie
events. Conducts contests, special product or relationship to its	Food for fines; iPads for compliance; trick or treat; permit contest; wheeler weds; earth day	Therese; Melissa	Therese; Melissa
other tasks.	TTI students; Lot 88; Counting at NSG; Dutch	Ron; Melissa; Debbie	Ron; Melissa; Debbie
and acts upon the results of th	Mode split; Satisfaction survey/Lot 23, etc.	Melissa; Debbie	Melissa; Debbie
event parking.	TTI plan; Julie's plans; Lynn's plans	Lynn	Lynn

Strategies for data organization

- 1.0 Governance and Organization
- 2.0 Planning and Monitoring
- 3.0 Financial Budgeting and Financial Mgt
- 4.0 Customer Service
- 5.0 Personnel Education and Development
- 6.0 Access and Revenue Control
- 7.0 Asset Maintenance
- 8.0 Regulations, Enforcement, Adjudication and Collection
- 9.0 Safety, Security and Risk Management
- 10.0 Sustainability
- 11.0 Access Management
- 12.0 Marketing and Communication
- 13.0 Data Management and Security
- 14.0 Third-Party Contractors and Service Level Agreements
- Administrative Info
- Matrix



Strategies for data organization

- 1.0 Governance and Organization
- 2.0 Planning and Monitoring
- 3.0 Financial Budgeting and Financial Mgt
- 4.0 Customer Service

- 1.1-1.8
- 1.9-1.13

- 1.1
- 1.2
- 1.3
- 1.4
- 1.5
- 1.6
- 1.7
- 1.8

- 1.4 2016 RV Manual - KMK
- 1.4 ARC manuals - KMK
- 1.4 Baseball Manual 2016 - KMK
- 1.4 Cashiering CS - KMK
- 1.4 Customer Service Admin Process - ...
- 1.4 Football Manual 2016 - KMK
- 1.4 New Employee Training CS - KMK
- 1.4 New Training Manual SE - KMK
- 1.4 Procedure Manual Remote SE - KMK
- 1.4 AggiEpass Information and Proced...
- 1.4 Basic Register Procedures CS - KMK
- 1.4 Borrow-A-Bike Procedures - KMK
- 1.4 Cashier POS Station Manual SE - K...
- 1.4 Dept Video Transcript CS - KMK
- 1.4 Gameday Procedures Spec Ev - KMK
- 1.4 GeneralCloseOut CS - KMK
- 1.4 How to Check permit availability C...
- 1.4 How to Enter Vendor Service Apps ...
- 1.4 How to Renew your Vendor or Serv...
- 1.4 How to Use BPP CS - KMK
- 1.4 NSF Procedures CS - KMK
- 1.4 Permit Inventory Process - KMK
- 1.4 Proper Barricade Stacking - KMK
- 1.4 STUDENT WITHDRAWAL PROCESS ...
- 1.4 The Records Retention Procedure ...
- 1.4 Transportation Services Rule Policy...
- 1.4 Tweet Deck Instructions CS - KMK
- 1.4 Waitlist Import to Excel Procedures...
- 1.4 Waitlist Move Prep CS - KMK

- 1.2 Debbie Hoffman TS Associate Dire...
- 1.2 Division of Finance and Admin Or...
- 1.2 Doug Williams TS Director job duti...
- 1.2 Kenny Kimball TS Assistant Directo...
- 1.2 Parking Rules Web Page TS - KMK
- 1.2 Peter Lange TS Associate VP job d...
- 1.2 System Offices Org Chart - KMK
- 1.2 TAMU Rule Parking TS - KMK
- 1.2 University Accountability Transpar...
- 1.2 University Leadership Web Page - ...
- 1.2 University Rules Page Showing Rol...

- 1.1 Education Code Enabling Leg - KMK
- 1.1 TAMU Rule Transportation Services...



Financial Budgeting and Financial Management

Maintains and regularly reviews capital plan AND Produces monthly report of revenues and expenses

Service

- Projected Res
- Required Res
- Debt Service

FY 2034
FY 2035

	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036	FY 2037	FY 2038	FY 2039	FY 2040	FY 2041
Beginning Reserve Balance	\$ 13,043,827.63	\$ 14,022,996.58	\$ 15,436,284.32	\$ 16,896,856.14	\$ 18,476,496.49	\$ 20,213,979.42	\$ 22,076,271.90	\$ 24,031,139.20	\$ 26,055,403.14	\$ 28,228,156.96	\$ 30,540,409.61	\$ 32,982,160.00	\$ 35,543,409.24	\$ 38,215,168.51
Revenue:														
Permit Revenue	\$ 13,896,420.17	\$ 14,611,247.51	\$ 15,130,384.91	\$ 15,475,789.80	\$ 15,622,248.46	\$ 15,618,693.72	\$ 15,571,131.74	\$ 15,484,796.72	\$ 15,347,675.41	\$ 15,164,994.17	\$ 14,948,331.66	\$ 14,698,304.96	\$ 14,423,952.14	\$ 14,131,388.00
Volunteers & Fees	1,588,112.06	1,599,953.18	1,615,952.71	1,632,112.20	1,648,435.56	1,664,917.69	1,681,562.54	1,715,366.36	1,752,320.00	1,789,845.25	1,787,844.68	1,785,027.12	1,782,027.12	1,779,027.12
Aggr Fee	29,939.59	30,229.29	30,541.79	30,847.20	31,150.67	31,467.23	31,786.90	32,099.72	32,420.75	32,744.90	33,072.17	33,402.59	33,737.15	34,075.86
Online Parking Reservations	294,729.25	297,173.24	299,341.29	301,144.69	302,739.14	304,139.59	305,445.58	306,659.12	307,784.20	308,823.14	309,772.14	310,634.29	311,414.58	312,117.92
Volter - Lot 57	57,813.80	58,155.59	58,523.89	58,915.12	59,330.12	59,768.53	60,230.80	60,717.50	61,229.20	61,765.40	62,326.60	62,913.40	63,516.40	64,136.20
Volter - Lot 61	23,225.75	23,457.97	23,692.53	23,929.48	24,168.77	24,410.46	24,654.54	24,901.13	25,150.12	25,402.42	25,658.64	25,918.12	26,181.30	26,447.80
Volter - Lot 122	49,446.13	49,806.59	49,979.89	49,823.29	47,291.42	47,794.34	48,241.98	48,734.49	49,212.84	49,709.78	50,200.00	50,704.00	51,200.00	51,700.00
Volter - Lot 74	39,341.98	39,578.91	39,775.70	39,948.41	40,072.00	40,150.61	40,187.60	40,190.61	40,167.80	40,120.28	40,057.11	39,979.34	39,887.04	39,781.04
Volter - Lot 108	107,561.39	108,657.80	109,743.92	110,814.42	111,869.82	112,903.02	113,918.00	114,907.64	115,875.00	116,819.44	117,744.00	118,649.00	119,526.00	120,378.00
Volter - Lot 31	217,340.50	219,512.96	221,708.94	223,926.12	226,165.39	228,428.00	230,706.00	233,000.00	235,310.00	237,630.00	239,960.00	242,300.00	244,650.00	247,000.00
Volter - Lot 80	30,425.87	30,569.93	31,479.03	31,931.22	32,452.54	33,037.08	33,676.80	34,371.60	35,122.40	35,929.20	36,792.00	37,710.80	38,685.60	39,717.40
Volter - 2023 Garage (Lot 57-108)	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00	900,000.00
Volter - 2020 Garage (Lot 57-108)														
Volter - 2023 Garage (Lot 57-108) (green area)														
Volter - 2024 Garage (Lot 57-108)														
Volter - 2028 Garage (Lot 57-108)														
Volter - 2038 Garage (Lot 57-108)														
Volter - Central Campus	960,125.61	974,776.88	984,524.63	994,389.88	1,004,322.54	1,014,326.71	1,024,390.28	1,034,740.28	1,045,292.74	1,056,148.88	1,067,299.10	1,078,740.00	1,090,476.00	1,102,502.00
Volter - Northside Garage	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00	574,000.00
Volter - University Center	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00	1,460,000.00
Volter Parking - 6403	948,125.00	951,892.29	955,339.12	958,781.23	962,249.82	965,742.11	969,259.18	972,799.94	976,364.40	980,000.00	983,700.00	987,460.00	991,280.00	995,160.00
Volter - Lot 72	842,000.00	847,471.60	853,048.31	858,745.78	864,468.78	870,221.54	876,009.54	881,827.11	887,669.60	893,540.40	899,444.00	905,384.00	911,354.00	917,358.00
Volter Conference	875,186.48	879,676.34	884,177.13	888,743.90	893,380.54	898,092.93	902,876.98	907,738.59	912,674.60	917,681.88	922,758.24	927,902.56	933,112.76	938,387.84
Athletic Expenses	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03	1,585,976.03
Tuition Main Charges	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00	1,720,250.00
Mainenance Items	45,720.00	46,147.39	46,628.81	47,095.34	47,548.09	48,000.00	48,522.17	49,000.00	49,500.00	50,000.00	50,500.00	51,000.00	51,500.00	52,000.00
Maintenance and related	280,127.42	283,844.93	287,544.86	291,231.87	294,906.65	298,569.89	302,221.20	305,862.83	309,494.29	313,115.90	316,728.00	320,331.00	323,924.00	327,507.00
Advertising														
Total Revenue	\$ 27,068,759.97	\$ 28,327,246.85	\$ 29,544,909.30	\$ 30,726,829.78	\$ 31,876,599.79	\$ 33,000,176.57	\$ 34,094,769.96	\$ 35,155,322.27	\$ 36,176,920.58	\$ 37,154,424.65	\$ 38,092,707.26	\$ 38,988,070.26	\$ 39,835,070.12	\$ 40,638,424.85
Expenditures:														
Salary Related Expenditures	\$ 4,306,701.40	\$ 4,391,827.47	\$ 4,480,094.22	\$ 4,571,928.22	\$ 4,666,714.26	\$ 4,764,948.50	\$ 4,866,047.52	\$ 4,970,520.47	\$ 5,078,989.44	\$ 5,191,059.22	\$ 5,307,347.42	\$ 5,427,384.00	\$ 5,551,720.00	\$ 5,681,902.25
Wages - Budgeted Over Time	527,551.78	528,011.78	528,471.81	528,931.81	529,391.81	529,851.81	530,311.81	530,771.81	531,231.81	531,691.81	532,151.81	532,611.81	533,071.81	533,531.81
Wages - Students	288,996.78	294,770.60	300,604.01	306,479.23	312,392.92	318,344.58	324,334.58	330,362.58	336,428.58	342,532.58	348,674.58	354,844.58	361,042.58	367,268.58
Longevity	126,136.89	124,840.48	123,579.20	122,354.08	121,164.29	120,008.82	118,886.29	117,796.51	116,738.29	115,711.29	114,715.29	113,749.29	112,813.29	111,907.29
Payroll Benefits	1,533,631.04	1,567,189.40	1,601,008.14	1,635,144.22	1,669,527.11	1,714,166.11	1,759,057.22	1,804,200.44	1,849,604.11	1,895,276.11	1,941,216.11	1,987,432.11	2,033,924.11	2,080,692.11
Utilities:														
Utilities	442,071.44	443,120.67	444,169.24	445,217.30	446,264.97	447,312.24	448,359.00	449,405.26	450,451.00	451,496.22	452,540.90	453,585.12	454,628.88	455,672.12
Operating Expenditures:														
Auxiliary Assessment	479,094.34	486,127.78	493,191.88	499,286.88	505,412.88	511,569.88	517,757.88	523,976.88	530,226.88	536,507.88	542,819.88	549,162.88	555,536.88	561,942.88
UNPAID Assessment	148,200.78	149,975.29	151,750.22	153,524.64	155,298.54	157,071.94	158,844.94	160,617.54	162,389.54	164,161.04	165,932.04	167,702.54	169,472.54	171,242.04
Office Supplies	25,435.29	25,589.63	25,743.52	25,897.00	26,050.00	26,202.50	26,354.50	26,506.00	26,657.00	26,807.50	26,958.00	27,108.50	27,259.00	27,409.50
Total Expenditures	\$ 14,076,931.81	\$ 14,322,846.51	\$ 14,570,763.30	\$ 14,820,474.32	\$ 15,071,814.79	\$ 15,324,819.20	\$ 15,579,487.52	\$ 15,835,720.47	\$ 16,093,529.66	\$ 16,352,804.10	\$ 16,613,651.14	\$ 16,876,070.26	\$ 17,140,062.12	\$ 17,405,616.85
Net Income	\$ 13,043,827.63	\$ 14,022,996.58	\$ 15,436,284.32	\$ 16,896,856.14	\$ 18,476,496.49	\$ 20,213,979.42	\$ 22,076,271.90	\$ 24,031,139.20	\$ 26,055,403.14	\$ 28,228,156.96	\$ 30,540,409.61	\$ 32,982,160.00	\$ 35,543,409.24	\$ 38,215,168.51
Capital Costs (Storage and Gate Equipment)	\$ 495,787.27	\$ 520,555.74	\$ 544,583.51	\$ 575,912.70	\$ 602,408.24	\$ 631,738.75	\$ 664,475.69	\$ 697,954.48	\$ 732,474.20	\$ 769,087.91	\$ 807,952.61	\$ 847,992.40	\$ 890,226.97	\$ 934,666.80
Debt Service Annual	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00	
MCO Loan (to debt number normally)	\$ 7,000,000.00	\$ 6,975,614.86	\$ 6,951,348.86	\$ 6,927,244.52	\$ 6,903,301.54	\$ 6,879,518.92	\$ 6,855,887.64	\$ 6,832,407.82	\$ 6,809,079.46	\$ 6,785,902.56	\$ 6,762,877.12	\$ 6,740,002.14	\$ 6,717,276.62	\$ 6,694,700.56
Safety Savings (to White Creek Bridge Transfer TC Way Expansion Street Repairs)	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	\$ 1,000,000.00	
Total Capital, Transfers and Encumbrances	\$ 11,495,000.29	\$ 11,811,170.40	\$ 12,492,532.19	\$ 13,234,787.22	\$ 14,038,609.16	\$ 14,903,620.51	\$ 15,829,254.34	\$ 16,815,457.90	\$ 17,862,477.97	\$ 18,970,241.93	\$ 20,138,962.34	\$ 21,368,779.61	\$ 22,659,802.24	\$ 24,013,400.24
Ending Reserve Balance Available (to FAMS)	\$ 14,022,996.58	\$ 15,436,284.32	\$ 16,896,856.14	\$ 18,476,496.49	\$ 20,213,979.42	\$ 22,076,271.90	\$ 24,031,139.20	\$ 26,055,403.14	\$ 28,228,156.96	\$ 30,540,409.61	\$ 32,982,160.00	\$ 35,543,409.24	\$ 38,215,168.51	
Estimated 30-Day Coverage	\$ 3,729,846.23	\$ 3,776,713.63	\$ 3,822,440.82	\$ 3,867,933.14	\$ 3,912,697.89	\$ 3,957,736.47	\$ 4,002,042.30	\$ 4,045,608.71	\$ 4,088,427.20	\$ 4,130,498.28	\$ 4,171,824.44	\$ 4,212,406.18	\$ 4,252,244.07	\$ 4,291,338.59
Debt Service	\$ 7,000,000.00	\$ 6,975,614.86	\$ 6,951,348.86	\$ 6,927,244.										



Safety, Security & Risk Management

*Conducts testing and drills
AND
Conducts periodic inspection
AND
Documents safety and risk management practices*

TEXAS A&M UNIVERSITY EMERGENCY TELEPHONES NORTH DISTRICT

EMERGENCY PHONE SURVEY FOLLOW-UP TUESDAY, JANUARY 24, 2017

TEL #	LOCATION	PROBLEM
7-9560	ACADEMIC/HARRINGTON MALL	
7-9509	LEGETT BRAZOS COUNTY	
7-9948	MILITARY WALK @ BEUTEL HEALTH CENTER	
2-1756	BEUTEL BACK DOOR HANDICAP RAMP. BRAZOS COUNTY/911 BUTTON ONLY	
2-1746	BEUTEL/WEST ENTRANCE BRAZOS COUNTY/911 BUTTON ONLY	
7-9527	LECHNER HALL	
7-9508	HAAS HALL	
7-9511	MCFADDEN HALL	
7-5396	HUGHES HALL	CANNOT DIAL OUT. FIXED.



EDUCATION CODE

TITLE 3. HIGHER EDUCATION

SUBTITLE A. HIGHER EDUCATION IN GENERAL

CHAPTER 51. PROVISIONS GENERALLY APPLICABLE TO HIGHER EDUCATION

SUBCHAPTER A. CONTROL OF FUNDS

Sec. 51.202. RULES AND REGULATIONS. (a) The governing board of each state institution of higher education, including public junior colleges, may promulgate rules and regulations for the safety and welfare of students, employees, and property, and other rules and regulations it may deem necessary to carry out the provisions of this subchapter and the governance of the institution, providing for the operation and parking of vehicles on the grounds, streets, drives, alleys, and any other institutional property under its control, including but not limited to the following:

- (1) limiting the rate of speed;
- (2) assigning parking spaces and designating parking areas and their use and assessing a charge for parking;
- (3) prohibiting parking as it deems necessary;
- (4) removing vehicles parked in violation of institutional rules and regulations or law at the expense of the violator; and
- (5) instituting a system of registration for vehicle identification, including a reasonable charge.

Governance & Organization

*Documentation of the
organization's authority and
jurisdiction*



Transportation Services Mission Statement

Transportation Services is an empowered team of professionals dedicated to providing efficient, dynamic and innovative fleet, parking and transit services to the community. We support the teaching, research and public service mission of Texas A&M University, with focus on customer service and communication.

Transportation Services Vision Statement

Our vision is to be the premier transportation services provider in the nation.

Both are available to the public at: <http://transport.tamu.edu/about.aspx>

TEXAS A&M UNIVERSITY MISSION STATEMENT

Texas A&M University is dedicated to the discovery, development, communication, and application of knowledge in a wide range of academic and professional fields. Its mission of providing the highest quality undergraduate and graduate programs is inseparable from its mission of developing new understandings through research and creativity. It prepares students to assume roles in leadership, responsibility and service to society. Texas A&M assumes as its historic trust the maintenance of freedom of inquiry and an intellectual environment nurturing the human mind and spirit. It welcomes and seeks to serve persons of all racial, ethnic and geographic groups as it addresses the needs of an increasingly diverse population and a global economy. In the 21st century, Texas A&M University seeks to assume a place of preeminence among public universities while respecting its history and traditions.

Governance & Organization


*Mission and Vision
statements are current and
available to the public*



TEXAS A&M UNIVERSITY
Transportation Services

Governance & Organization

Mission is current and available to the public



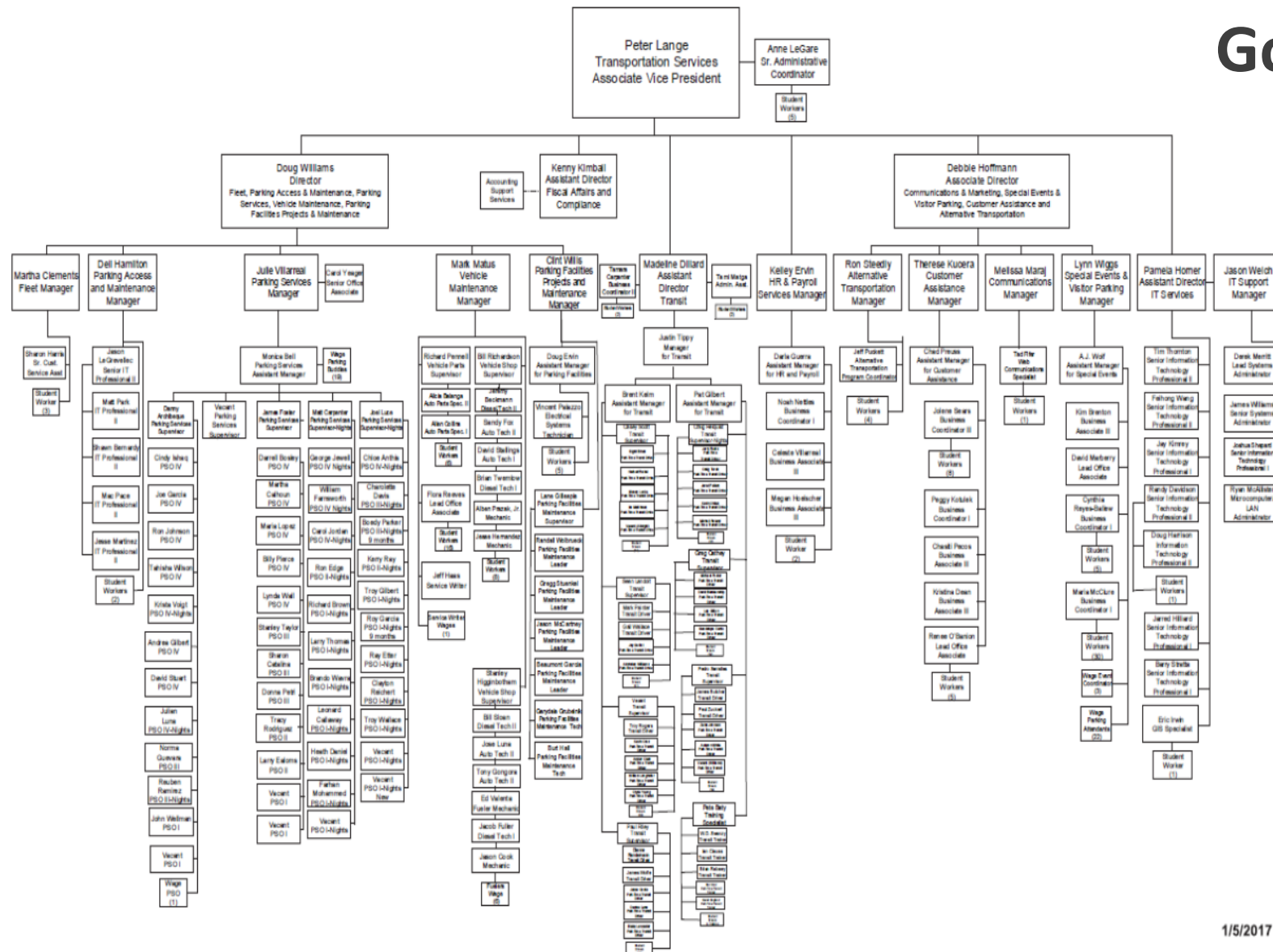
Transportation Services is an empowered team of professionals dedicated to providing efficient, dynamic and innovative fleet, parking and transit services to the community. We support the teaching, research and public service mission of Texas A&M University, with a focus on customer service and communication. Our vision is to be the premier transportation services provider in the nation.



TEXAS A&M UNIVERSITY
Transportation Services

Governance & Organization

Current org chart reflects the program's mission



1/5/2017



Vendor/Service App Check

1. Scan in paper vendor/service apps
2. Open scanned form and verify the company account is set up with info in each field highlighted below:
 - a. Last Name (Company Name)
 - b. Classification (Pay in Full Customer)
 - c. Subclassification (Pay in Full Company)
 - d. Permanent Phone
 - e. TAMU Classification (Vendor/Service)
 - f. Employee Title (Type of Company)

Customer Type	Individual ▼
Name Prefix	▼
First Name	
Middle Name	
Last Name	BRITT RICE ELECTRIC
Name Suffix	▼
Group Name	
UIN	
AggieID	
COMPASS ID Number	
Access DL	
Classification	Pay in Full Customers ▼
Subclassification	Pay in Full Company ▼
Disallow Checks	<input type="checkbox"/>
Campus Phone	
Local Phone	
Permanent Phone	(979)693-4076
Registration Snapshot	COMP.PIFC.VD.PIFC...04-

Governance & Organization

*Policies and procedures
are documented*



theHUB

Welcome Debbie

Admin Links Flex Dispatch Kronos



Vehicle Maintenance workers **Ethan McWhorter, Austin Morris & Matthew Pruski** were tasked with installing all the new radios on buses, Para vans, Transit vehicles & Shop vehicles. **Great job, fellas!**



Mission

Transportation Services is an empowered team of professionals dedicated to providing efficient, dynamic and innovative fleet, parking and transit services to the community. We support the teaching, research and public service mission of Texas A&M University, with focus on customer service and communication.

Vision

Our vision is to be the premier transportation services provider in the nation.

Distinction: Customer Service

Gives credit to the team





SHOP
GRAND
OPENING

**Distinction:
Customer Service**

Gives credit to the team



TEXAS A&M UNIVERSITY
Transportation Services



Distinction: Customer Service

Gives credit to the team



TEXAS A&M UNIVERSITY
Transportation Services

FLEX RETURNED CHECK PROCEDURE

Check to see if student is Billable or Non-Billable.

Go to receipt and "reverse receipt"

The screenshot shows the TAMUflex software interface. The top bar displays "MOVING FORWARD FOR YOU" and "Total \$0.00 [Check Out]". The left sidebar contains a menu with options like "Reprint Receipt", "Reverse Receipt", "View Financial History", "Create", "Search", "Recent", "Financial", "Cash Drawer", "Processing", "Monitoring System", "Configuration", and "My Settings". The "Reverse Receipt" option is highlighted with a red circle and a red arrow. The main area shows details for receipt number 353037, dated 11/13/2008, with a payment method of "Electronic Check". It also lists financial transactions, including a payment of \$30.00 for a citation (083600330).

Then, go to citation paid or permit purchased, and click "Apply Fee" and click "save"
If more than one citation, pick any citation to add NSF .

The screenshot shows the TAMUflex software interface for editing a citation. The top bar displays "MOVING FORWARD FOR YOU" and "Total \$0.00 [CH]". The left sidebar contains a menu with options like "Address Search", "Add to Basket", "Apply Fee", "Adjust Price/Fee(s)", "Transfer/Share Fine", "Recall Citation", "Mark As Uncollectible", "Reduce To Warning", "Void Citation", "Write Off Citation", "Reverse Markdown", "Place on Admin Hold", "Generate Letter", and "Print Record". The "Apply Fee" option is highlighted with a red circle and a red arrow. The main area shows details for citation number 083600330, issued on 11/12/2008 at 1:29 AM. It lists various fields such as "Date for extended appeal", "Permit Number", "Reinstatement Date", "Officer", and "Violation Code".

Personnel Education & Development

*Provides formal instruction on
functional responsibilities and
procedures*



TEXAS A&M UNIVERSITY
Transportation Services

CREATING A NEW UNIVERSITY VEHICLE IN FLEX

1. Click *Insert Vehicle*
2. Enter the license plate (without the dash) and click **Next**

Step 1 Step 2

Enter Vehicle Information.

State	TEXAS
License Plate	1120300
Plate Type	NA
Plate Reg Exp Month	
Plate Reg Exp Year	

Cancel

Next

3. Enter the *TAMU* followed by the four digit vehicle number in the **Vin** field, select the **Vehicle Make, Vehicle Style** and **Year** then click the **Save** button:

Step 1 Step 2

Enter Detailed Information.

State	TEXAS
License Plate	1120300
Plate Type	NA
Plate Reg Exp Month	
Plate Reg Exp Year	
Vin	TAMU7051
Vehicle Make	CHEVROLET
Vehicle Model	
Vehicle Style	VAN
Vehicle Color	
Year	2011
DL Engraved on Frame?	<input type="checkbox"/>
Vehicle is Retired	<input type="checkbox"/>
Ignore Vehicle for duplicates?	<input type="checkbox"/>

Cancel

Previous

Save

Personnel Education & Development

*Provides formal instruction on
functional responsibilities and
procedures*



TEXAS A&M UNIVERSITY
Transportation Services

Posting Appeal Outcomes

Go to Search Appeals in Flex

Search by Appeal Number or Appeal UID

Look at Citations tab on the right and see if there is an amount due. If the amount due is 0.00 and the Appeal Board reduces or grants the appeal, then there will need to be a refund given to this customer.

To Post the Decision

Select....[Apply Results](#)

Select the decision made from the [Appeal Decision Worksheet](#).

Click [\[Next\]](#)

Select the Appeal Note code, here is a list you may print out- M:\Customer Services\Procedure Manual\Adjudication\Responses. The list is in numeric order, which is what is used on the Appeal Decision Worksheet, but FLEX has no numbers and the codes are in alphabetic order.

If it is a reduction, you will need to adjust the fine by using a negative number.

The [Reinstatement Date](#) should be already filled in and will be the day you are posting.

[Judgment Decision Description](#) is where you type any additional comments or if the Appeal Board selected more than one note code (you may copy and paste from the note code page above)

Make sure the Address field is blank. Choose [\(TAMU EMAIL\)](#) for students and choose [\(BPP EMAIL\)](#) for employee appeals. If an email address is not available, you will need to choose a mailing address and print the letter out and mail it. The Email Delivery Format should be changed to [\(PDF File as Attachment\)](#). The Letter Template should be [\(TAMU Appeal Results\)](#).

Click [\[Finish\]](#)

When the letter pops up close it out unless it is a letter for mail and then continue to the next appeal. I use a highlighter on the Appeal Decision Worksheet to keep track of the appeals that have been posted.

Regulations, Enforcement, Adjudication & Collections *AND* Personnel Education & Development



Citation Appeals Process

The appeal process allows a customer to appeal a parking citation believed to have been issued in error. The appeal form must be completed within 14 calendar days of the issue date of the citation. Appeals that are submitted beyond the fourteen-day period or appeals that are vague or incomplete will be rejected.

There must be **substantial and valid evidence** that the parking violation was not committed, or that it occurred due to circumstances beyond the customer's control. **Valid documentation of the evidence must be provided when the appeal is submitted.** When appealing pay by space violations, please submit your receipt or the last 4 digits of the credit card used to pay, including payments made by Parkmobile. Copies of bank statements will not be accepted.

The following reasons are considered as frivolous and not valid as a basis for appeal:

- Lack of knowledge of the regulations, for example, new to campus or have not reviewed regulations;
- Other vehicles were parked improperly;
- Only parked illegally for a short period of time;
- Stated failure of parking officer to ticket previously for similar offenses;
- Late to class or appointment;
- Inability to pay the amount of the fine;
- No other place to park.

Appeals may be filed **online**. Public access computers are available in computer access labs on campus, in many public libraries and at our Customer Assistance Center in **108 Koldus**.

Regulations, Enforcement, Adjudication & Collections

*Transparent and publicly
available appeals program*





October 17, 2016

UID:3046

[Redacted]
CAMELLIA CT
COLLEGE STATION, TX 77840

Notice of Parking Citation

Citation #:	166900335	License Plate #:	6CJ196
Issue Date:	10/10/2016 7:49 PM	State:	TEXAS
Violation:	Improper Parking*	Vehicle Make:	MOPED
Amount Due:	\$30.00	Vehicle Color:	BLACK
Permit #:	7M0T00530		

Total Due: \$30.00

Our records indicate that you have an outstanding balance. Pay citations online. Use your VISA, AMEX, MasterCard, Discover, or ACH (online payment from your checking or savings account): <https://transport.tamu.edu/account/paycitation/search.aspx>. Online payment is available 365 days a year.

You may also make your payment at the Transportation Services business office located in 108 Koldus during the hours of 8:00 AM - 5:00 PM, Monday through Friday (except when the University is officially closed) or mail a check, money order, or credit card information to the address below. Checks must be made payable to TAMU; please include your citation number with payment sent by mail.

Regulations, Enforcement, Adjudication & Collections

Offers Appellants Access to Multi-Level Review Process



8/23/04 Process for Appeals

ONP if forget permit, but park in correct lot

Ticket ① Free

Ticket ② 10

Ticket ③ 20

Ticket ④ + Uphold

parking year - starts over @ ① each year (Sept.)

sy RT
sj
all jms
R
Rg

Personnel Education and Development

*Provides formal instruction
on functional responsibilities
and procedures*



DAYSHIFT ASSIGNMENT LOG

DATE 01-06-2017

336
OIC

280
Asst.

264
Dispatch

CSS
Asst.

398
LPR 5031

388
LPR 5032

Officer Area Assignments

1	UA 99a, 99b, W-X Row, Ball St	2A 47, 50, 51, 57, 58	2B 15, 16, 54, 55	3 & 4	5 Asbury - Lot 30C	BUSH 41, 43, 111, 113, 110	6 30D, 30E	7	8A Lot 104 G Bush - Kimb	8B Kimb/ 70	WCA 122 a-c, 107, 108, 112, 114 119	8C 18, 72, 73, 98, 116	9A 36 -101	9B 37-92
286	264	314	314	314	286	264	368	368	280	280	388	388	398	398

Vehicles

4643: XXX	4742: XXX	4743: XXX	5014: XXX	5015: XXX	5016: XXX	5017: XXX	5041: XXX	5042: XXX	5043: XXX	5056: Asst. OIC	
5092: XXX	5093: XXX	5094: XXX	5099: OIC	5175: Supervisor	Giant: XXX	Trek 1: XXX	Trek 2: XXX	Fuji 1: XXX	Fuji 2: XXX	Frontier: XXX	Sierra: XXX

Stationary	Time	Officer	Lot Counts		Time	Officer
					Wk 1 Mon & Wed	
LOT 48	1300	398/314	Area 7	60	1130 - 1330	
LOT 60	1300	280	Area 8B	74, 67	1130 - 1330	
LOT 62	1300	388	Area 8C	18, 73, 98	1130 - 1330	
			WCA	114	1130 - 1330	
			Area 9A	24, 36A, 36B	1130 - 1330	

Regulations, Enforcement, Adjudication & Collections

Conducts daily shift briefings





Is now the
time for APO?



ROI

Say.....YES! to APO

**2017-20 ACCREDITED
PARKING
ORGANIZATION™**

WITH DISTINCTION

**Debbie Hoffmann, MS, CAPP
Texas A&M University Transportation Services
dhoffmann@tamu.edu**