

I. Vision

Transportation & Parking Services will be a respected and collaborative campus partner by providing an efficient parking infrastructure and exceptional customer service that exceeds the expectations of the community.

II Values

Shared with Division of Student Life:

Student Centered – We place students at the heart of all we do.

Excellence/High Quality Service – We provide high quality service and programs developed with creativity, innovation and a commitment to continuous improvement.

Inclusiveness – We respect and celebrate the diversity of individuals, perspectives, and ideas while promoting social justice.

Learning – We support the engagement of students in opportunities that promote and support their growth, development and well-being.

Collaboration – We foster partnerships and build community.

Sustainability – We contribute toward a sustainable future and model sustainable practices.

III. Mission

Transportation & Parking Services supports the campus mission by maximizing responsive and efficient campus access, by providing exceptional customer service, and through strategic and sustainable management of fiscal and physical resources.

IV. Goals

Transportation & Parking Services Goals Mapped to the UMD and Student Life Strategic Plans

Transportation & Parking Services Goal	Mapping to University Goals	Mapping to Student Life Goals
1. Provide safe and well-maintained campus parking facilities for all university students, employees, and visitors.	1, 5, 6	1.1, 3.2, 5.1
2. Provide exceptional customer service to university students, employees, and visitors.	1, 2, 5	2.1, 3.1, 4.1

3. Apply a strategic and sustainable approach in developing, managing, and assessing human, fiscal, physical, and technological resources.	1, 5, 6	5.1
4. Develop a culture of continuous improvement where innovation and growth are encouraged.	1, 2, 5, 6	3.1, 3.2, 4.3
5. Collaborate with campus and local partners in the encouragement of multi-modal transportation methods.	1, 5, 6	3.1, 3.2, 5.3

V. Objectives/Outcomes/Assessment

Objective/Outcome	Mapping to Department Goal	Assessment Strategy
Complete the reconstruction project of residential green permit parking lot U including replacement of curb and gutter where necessary, new asphalt paving, LED lighting, new storm water control features, security cameras and infrastructure for future EV charging stations.	1, 3, 5	Completion of project scheduled for August 2023.
Complete the reconstruction project of blue permit parking lot Y (RLB) including new asphalt paving, LED lighting, new storm water control features, and infrastructure for future EV charging stations. In an effort to reduce impervious surface and restore green space on campus, this lot will be reduced in size from 49 spaces to 25.	1, 3, 5	Completion of project scheduled for September 2023.
Conduct a study and reorganization of staffing and assigned duties within the TPS team.	2, 3, 4	Completion of study and reorganization plan by end of FY24.
Conduct annual UMD campus DTA ridership data analysis.	2, 3, 5	Completion of analysis with recommendations made to Director of TPS by the end of FY24.

Conduct annual parking space designation and permit distribution analysis.	1, 3	Completion of analysis with recommendations made to Director of TPS by the end of FY24.
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