Facilities welcomes Parking & Transportation, Real Estate

Departments align with Facilities team to enhance customer service

Our Facilities Division team has new members, and we’re excited to introduce them and their services to everyone in this special issue.

As was announced on April 5th, Parking and Transportation Services (P&TS) and Real Estate Services are now a part of the Facilities Division. These changes were made to increase efficiency and effectiveness across UAB. We’re excited to have André Davis and Kevin Jaquess and their teams join our Facilities family.

Parking and Transportation Services has always worked closely with our Planning Design & Construction (PD&C) team to manage existing and future demand. P&TS recently completed a Parking and Transportation Study, which led to the creation of a five-year plan to look at parking demand, create a more fiscally sustainable transportation system, and improve customer service for UAB that is compatible with the campus master plan.

Real Estate Services touches all parts of our campus, in regard to leases, purchases, and sales of property. UAB leases space to businesses, such as banks, that complement its mission to provide useful services to students, faculty, and staff. This team will report to Greg Parsons, Assistant Vice President of PD&C, which will help streamline our goals in regard to campus planning.

We highlight more about these groups in this issue. Help us welcome our new team members to the Facilities Division!

Long-range plan adopted to alleviate parking needs

Parking and transportation are two very popular topics across the UAB campus. Although UAB is an urban campus, drivers want the convenience of parking close to their offices, classes, or residences. However, this isn’t always possible.

Parking and Transportation Services (P&TS) has been working with Planning Design & Construction (PD&C) to generate a comprehensive plan for short and long-term improvements.

“We’re excited about the growth of our campus, the projected growth of our campus, and this plan allows us to continue to not just grow but actually improve our on-campus transportation system,” said James Fowler, Team U Director of PD&C. “And it helps us continue to move away from being a commuter campus and makes us a part of an urban, vibrant community.”

André Davis, P&TS Director, said strategic plans include:

- to manage and to improve parking availability resources
- to enhance transit services
- to encourage pedestrians and bicycle traffic
- to improve administrative policies, departmental technology, and funding

“For the first time we have evidence and design-based strategies to guide us and enable us to anticipate the needs of the campus community and visitors,” Davis said. “University leadership supports the plan to continue improving facilities and services during the next several years.”

Areas for improvement were chosen based on feedback collected during the 2016 campus-wide survey, public town halls, and demand forecasts.
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PARKING STUDY
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“We are working very closely with UAB Facilities, including UAB Sustainability, to ensure that these strategies complement their efforts to create a campus community that is inviting and ecologically sound,” Davis said.

For transit, improvement opportunities include better efficiency, direction and length of routes, route stop locations, service for all users, and improved reliability. For parking, the needs are to address capacity, enhance perimeter lots, user type-specific parking, pricing, and customer services in the Parking and Transportation Department.

Improvements are being implemented in phases, several of them underway and ongoing through 2021. Action items recommended in the Parking and Transportation study fall into four categories:

• **Manage supply and demand**
  Initiating a Transportation Demand Management program to promote alternatives to single-occupancy vehicles, coordinating class schedules with parking supply and issuing parking permits by zones are among the priorities.

• **Make physical improvements**
  Enhancements to deck security and lighting, increasing the number of bicycle facilities, improving crosswalks to promote pedestrian activity, and building additional parking decks are on the to-do list.

• **Extend transit services**
  A primary goal is to continue improvements to the Blazer Express transit system, such as number and length of routes, efficiency, and reliability. Some changes in parking lot assignments and transit routes were made in early 2017 to save time for employees who park in Express Lots.

• **Enhance management and operations**
  Organizing all campus parking — including the medical district — under one management authority to be called Transportation Services, establishing new budget protocols, upgrading management technology, and potential rate increases will be critical.

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Facilities Division would like to welcome Alan Thornton as a member of the team!

Alan began working at UAB about six months ago. He’s a one man department that specializes in moving and delivering gas cylinders across campus.

“I escort Air Gas orders to places all over campus,” said Thornton. “I do this because it’s very important make sure the orders and deliveries are correct.”

He said he keeps up with all accounts and always double checks to make sure the orders are right.

“I deliver items like liquid gas, helium, and nitrogen,” said Thornton. “So it’s very important to make sure that each delivery safely makes it to the right place.”

His commitment to safety is part of our values, and we’re excited to welcome him to Facilities!

M.A.R.S.
Motorist Assistance Roadside Service (MARS) is a free service available to all visitors, students, and employees who park on campus. The services include help with dead batteries, air for flat tires, keys locked in a car, and empty gas tanks.

The service is available weekdays 7:30 a.m. - 10 p.m., except holidays.
For help, call 205-975-6277.
Parking and Transportation Services (P&TS), led by Director André Davis, is a team that impacts the majority of people that visit UAB’s campus. The team is made up of four divisions, including Parking Services, Automotive Services, Motor Assistance Roadside Services, and Blazer Express Transit System. Each group is responsible for supporting parking and transportation needs in the most efficient way possible.

“Our job is to provide good customer service, assist customers with parking options, and try and solve problems that may arise,” said Valerie Henderson, Program Coordinator and a UAB employee for nine years.

“We have customers that call us regularly to tell us that they are happy we provide and enforce our services because they know we are here to help them,” said Davis, “Our job is to make everyone’s parking experience the best it can possibly be.”

Davis said parking is often mistaken as an inconvenience. However, the team works hard to promote its services as a solution for employees, students, and visitors that follow UAB parking policies and regulations.

William Lewis, Lot & Deck Services Specialist, who identifies himself as “a problem solver,” said he believes the transition to the Facilities Division will help provide customers with education about the services and solutions P&TS offers on campus.

“I think our customers will learn to think of our services as a much larger problem solver than just writing tickets for violations on vehicles, and I am glad to be a part of this process,” said Lewis.

Several of the team members agreed that they are happy to join Facilities and to have the opportunity for new growth and development. They also expressed that they look forward to a smooth transition and getting to know their new teammates in the Facilities Division.

“I believe this transition will help propel us even further toward the goals we have set for Parking and Transportation Services,” said Sam Perry, Parking Facilities Coordinator of eight years.

Perry said a few of their goals for the future are to build new and improve upon current parking facilities for a better user experience. He also said they aim to improve customer service by incorporating new technology and investing in new parking assets.

Davis said Parking and Transportation Services is also determined to continue collaborating with others and improving their outlook on services to stay consistent with UAB’s overall enterprise.

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**Parking & Transportation, by the numbers**

**OVER 21,500** PARKING SPACES ON CAMPUS
- **OVER 12,500** UAB OWNED
- **OVER 6,000** PRIVATE OWNED
- **OVER 2,000** ON STREET

**OVER 4M SQUARE FEET** OF PARKING DECKS & LOTS

**65,000** BLAZER EXPRESS PASSENGERS / MONTH

**6,000** MARS CALLS / YEAR

**8,400** EMPLOYEE PERMITS ISSUED / YEAR

**6,500** STUDENT PERMITS ISSUED / YEAR
UAB Real Estate Services (RES) is not a stranger to the Facilities Division. Before the department joined Business and Auxiliary Services, the small department had been a unit within Facilities over 14 years ago. However, RES continued to collaborate with Facilities regularly to plan for the growth and evolution of the campus. RES believes the transition back to Facilities will simplify the process for establishing and completing continued plans for the changing campus.

“During the property acquisition process, our group will continue to engage and coordinate with the entire Facilities team to integrate each new property and building into operation,” said Kevin Jaquess, CCIM and Director of Real Estate.

The team continues to participate in the evolution of the UAB through property acquisitions. In conjunction with Campus Planning, RES identifies strategic properties to purchase within the footprint of the Campus Foundation Plan. These properties are purchased for eventual development and use by the university and hospital.

For much of the Birmingham community, the perception was “UAB is taking over Southside.”

“Currently, our focus is becoming better stewards of the properties we currently own and repurposing some of these into more efficient uses by the campus,” said Jaquess.

RES has recently identified a few non-adjacent campus properties to sell with the goal that these would be developed by the private sector into projects complementary to UAB and the City of Birmingham.

“We are also actively engaging and encouraging the private development community to purchase and redevelop properties within walking distance of the campus,” said Jaquess.

Other recent projects for the RES group is the renovation projects for two recently purchased hotels on campus, the DoubleTree Hotel and the Courtyard. The DoubleTree Hotel is undergoing a $20M plus renovation which will include an upgrade from a DoubleTree to a Hilton as well as a new restaurant along University Boulevard.

“Our goal is to integrate this hotel into our campus and transition it into a true amenity for our visitors and guests to campus,” said Jaquess.

Meanwhile, the Courtyard is currently undergoing a $1M renovation project which will include painting the exterior and new signage.

“This hotel is an excellent resource for our hospital patients as well as visitors to the hospital,” noted Jaquess.

Real Estate Services promotes a campus that is full-service to accommodate all the needs and wants of students, faculty, staff, patients, and visitors.

Real Estate, by the numbers

- **UAB Occupies**: 100+
  Blocks of Birmingham
- **With Over**: 100+
  Buildings in Operation
- **Over**: 130
  Current Property Leases
- **2**: UAB Owned Hotels
- **In the Last 4 Years**: 13
  New Properties Purchased
  For a Total of
- **$56.4 Million**