

2025

ANNUAL REPORT



Parking and
Transportation Services

Division of Administration
& Finance



Welcome

Dear University of Houston Community,

We are pleased to share the 2025 Annual Report for Parking and Transportation Services. This report offers a clear view of our operations over the past year and reflects our commitment to transparency, continuous improvement, and responsible management of the University of Houston's parking and mobility resources. The progress made in 2025 demonstrates careful planning and a strong dedication to serving the campus community.

This year included one of the most important infrastructure and technology upgrades our department has undertaken. We invested two million dollars in improvements, including a new enterprise software system that now supports every program and service we manage. As part of this effort, we also installed new gate equipment in all parking garages and gated lots to ensure reliable and efficient access. To enhance daily movement on campus, we added license plate recognition technology at every entrance and exit of our garages and gated lots. This has strengthened traffic flow, reduced delays, and created a smoother experience for everyone who parks at the University of Houston.

Our accomplishments in 2025 were recognized through several honors. The Lot Spotters reporting program received distinctions from both the International Parking and Mobility Institute and the Texas Parking and Transportation Association. Our department also earned the Accredited Parking Organization With Distinction designation from the International Parking and Mobility Institute. Director Cindy Crews was honored with the Parking Employee Award of Excellence from TPTA for her leadership and customer focused initiatives.

We also improved space management by merging the two Welcome Center Garages into a single permit, which increased efficiency and allowed us to meet demand without new construction.

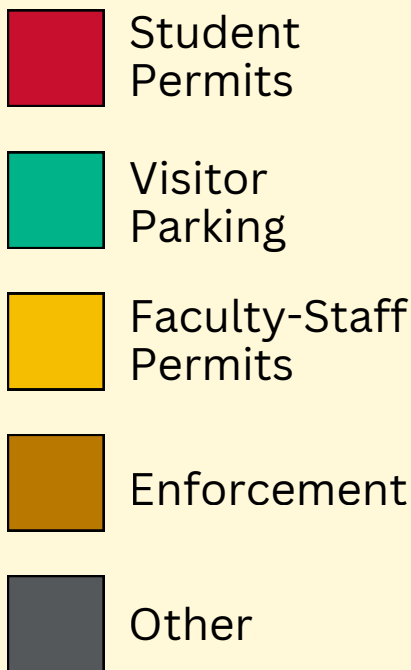
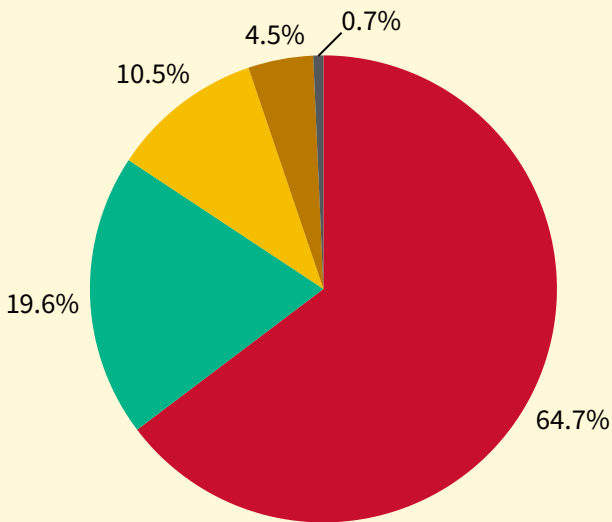
As you review this report, we hope it provides a clear understanding of our work and our commitment to serving the campus community. Thank you for your continued support.

Sincerely,

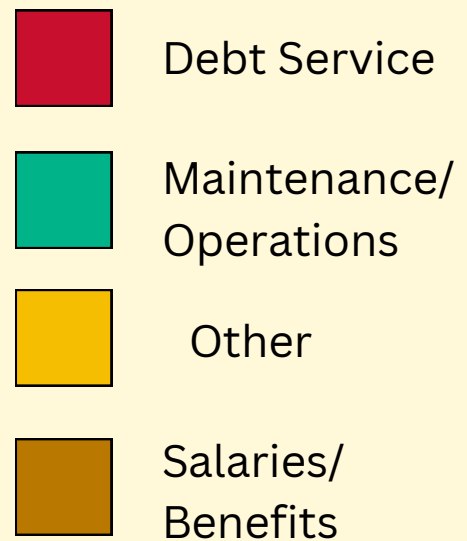
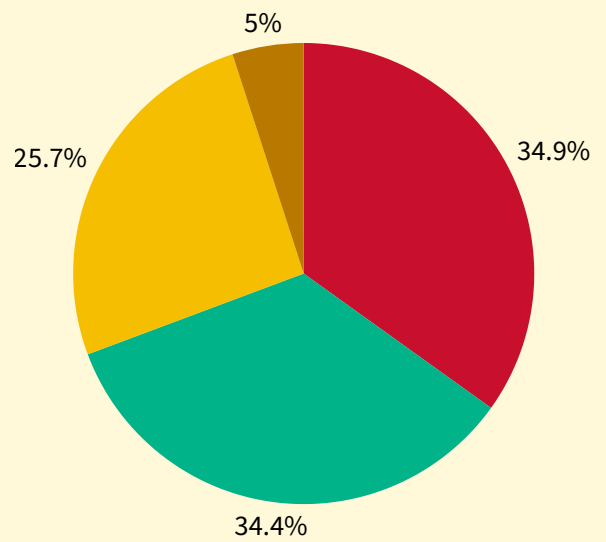
The Parking and Transportation Services Team

Parking Finances

REVENUE

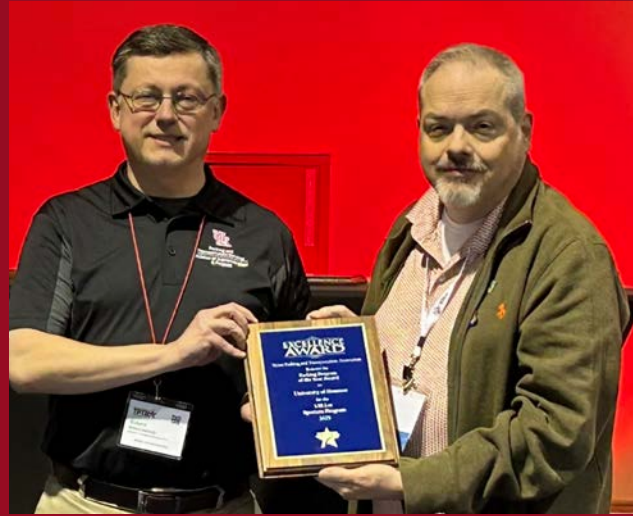


EXPENSES



Awards & Recognition

Parking and Transportation Services reached a major milestone when it earned the Accredited Parking Organization (APO) with Distinction designation from the International Parking and Mobility Institute (IPMI). This elite recognition places UH among the most respected parking, transportation, and mobility organizations in the nation. The department was recognized at IPMI's national conference in Louisville in June 2025.



Parking and Transportation Services received top recognition at the Texas Parking and Transportation Association (TPTA) Annual Conference, held April 22-24, 2025, in Galveston.

Two prestigious awards were presented to the department:

- Parking Employee Award of Excellence – awarded to Director Cindy Crews
- Parking Program Award of Excellence – awarded for the department's innovative Lot Spotters initiative

Only one recipient was selected in each award category.

What's New

NEW ENTERPRISE SYSTEM IN PLACE

Parking and Transportation Services transitioned to AIMS as the new enterprise system for managing the department's programs and services. The AIMS parking management software platform introduced a significantly enhanced online portal that streamlines a wide range of customer interactions. Whether purchasing permits or updating vehicle/license plate information, users can now complete these tasks more quickly and efficiently.



LPR REPLACES TAG READERS

License plate readers were installed at all campus parking garage and gated parking lot gates in 2025. These have replaced toll tag readers. The first wave took place over the summer at the parking garages. That was followed by the gated lots at the end of 2025.

NEW GATE EQUIPMENT INSTALLED

State-of-the-art hardware was installed at all campus parking garages and faculty-staff gated lots. This work was done over the summer by PsX, in time for the start of the fall semester. The new equipment improves gate access with tap technology, which allows permit holders to simply tap their Cougar Card at the reader, making entry quick and easy if for some reason the LPR did not open the gate first.



ADA PARKING EDUCATION PROGRAM LAUNCHES



12

Number of individuals completing the course through Dec. 31.

Parking and Transportation Services team developed the ADA Accessible Parking Education Training program to address a recurring challenge on campus: individuals parking in ADA accessible spaces without the proper credentials.

Working in partnership with the Justin Dart Jr. Student Accessibility Center, PTS designed a first-time offender program that teaches participants the importance of ADA parking, encourages responsible behavior, and fosters a culture of inclusion and respect.

WELCOME CENTER GARAGES MERGED

The Welcome Center Garage and the Welcome Center Student Garage were merged into one permit for the start of the fall 2025 semester. The garages were renamed the Welcome Center South Garage and Welcome Center North Garage.

These changes, which also included the creation of a Welcome Center Premium permit for faculty-staff for the ground floor of the South Garage, allow more permits to be sold, thus creating space without building more space.

Events

Parking and Transportation Services provided staffing, signage and customer service for many events and activities on campus in 2025, including, but not limited to, the following:



17

MEN'S BASKETBALL GAMES AT FERTITTA CENTER

6

HOME FOOTBALL GAMES
AT TDECU STADIUM



3

DAYS OF
FRONTIER FIESTA



ARTS DISTRICT
SHOWS & EVENTS

109

27

COMMENCEMENT
CEREMONIES



EVENTS HELD AT
CULLEN PERFORMANCE HALL

60



Shuttle Programs



**TOTAL COUGAR LINE
PASSENGERS IN 2025**

110,501

22,133

**NUMBER OF SUGAR LAND
SHUTTLE RIDERS IN 2025**



**TOTAL COUGAR RIDE
PASSENGERS IN 2025**

7,191

Sustainable Transportation



**BIKE/SCOOTER PERMITS
ISSUED IN FALL 2025**

482

853

**COAST METRO CARDS
ISSUED IN FALL 2025**

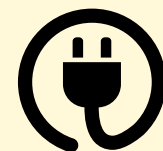


**EV CHARGING PORTS
ON CAMPUS**

58

238

**NUMBER OF REGISTERED
EV MEMBERSHIPS**



**ACTIVE COAST CARPOOL
PERMITS IN FALL 2025**

16

Customer Service



Total Email Conversations

17,544



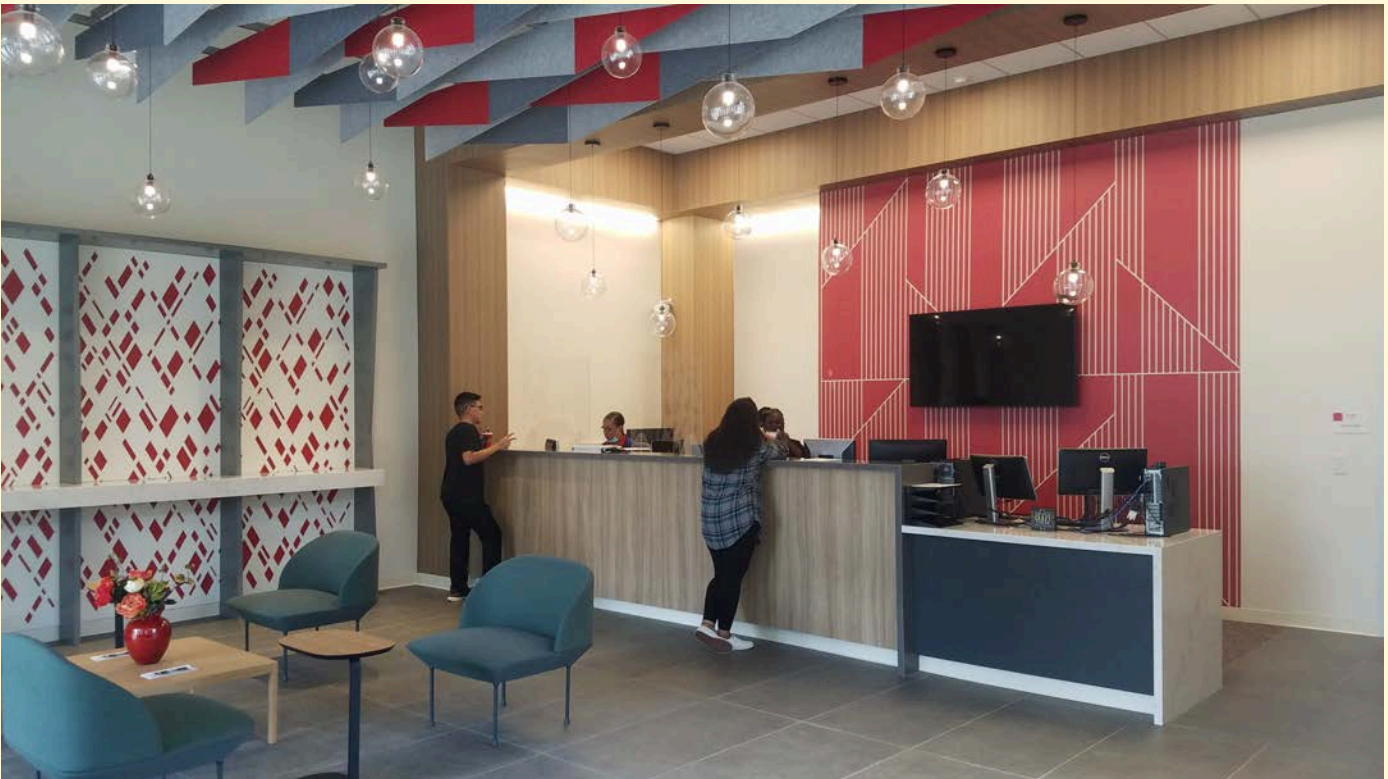
Resolved on First Reply

7,825 (44.6%)



Total Number of Customer
Service Phone Calls Answered

25,631



Communication



EMAILS / TEXTS



2,001,333

INDIVIDUAL EMAILS SENT TO UH COMMUNITY in 2025

33,579

TEXT MESSAGES SENT TO
STUDENTS, FACULTY & STAFF



TOWN HALLS

2

VIRTUAL TOWN HALLS
HOSTED IN 2025



SOCIAL MEDIA



X/TWITTER
FOLLOWERS

3,250



LINKEDIN
FOLLOWERS

76



INSTAGRAM
FOLLOWERS

2,689



LINKEDIN
POSTINGS

21



FACEBOOK
FOLLOWERS

2,379



YOUTUBE
VIDEOS POSTED

20

PARKING AND TRANSPORTATION SERVICES

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