# **Special Event Parking**

Managing Risk and Reward

National Parking Association January 28, 2016





## **Best Practices**

- Key elements of managing a special event
- Strategies parking managers use when creating an event management plan
- How is success defined when managing event parking?

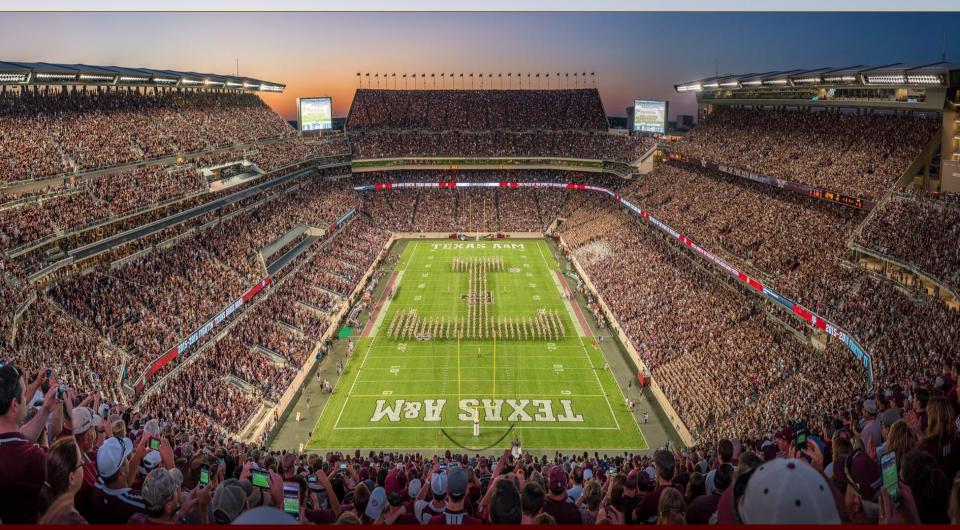


## About Texas A&M University

- Texas' first public institution of higher learning
- Land-Grant, Sea-Grant and Space-Grant University
- Fourth-largest US university 5200 acres
- 12,000 faculty/staff, 58,920 students
- Home to George Bush Presidential Library and Museum

# Texas A&M Venues—Kyle Field Football Stadium

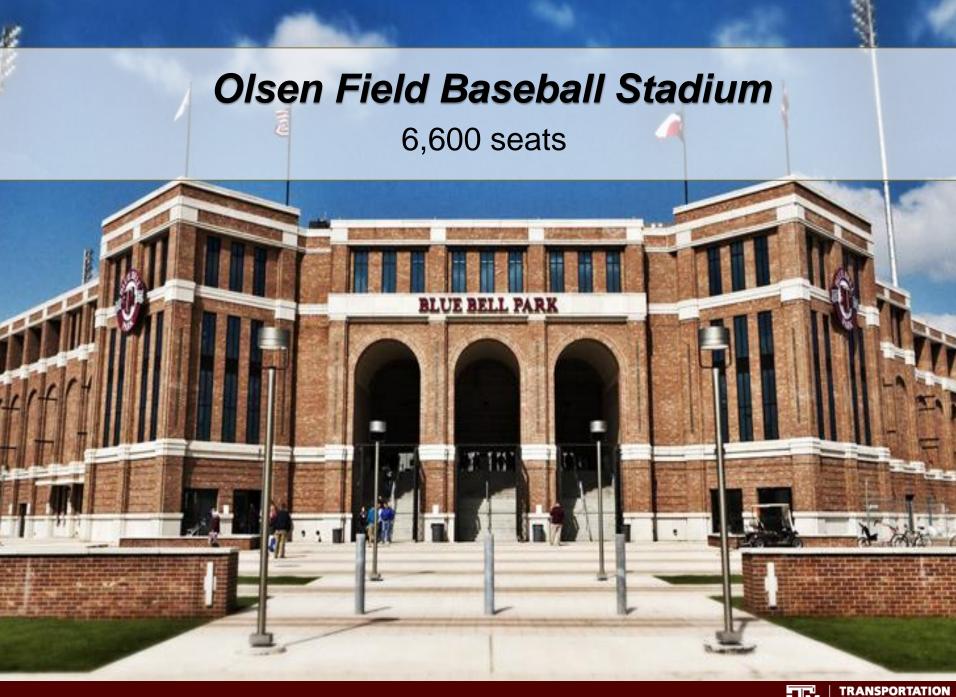
102,700 seats



## Reed Arena Basketball Stadium

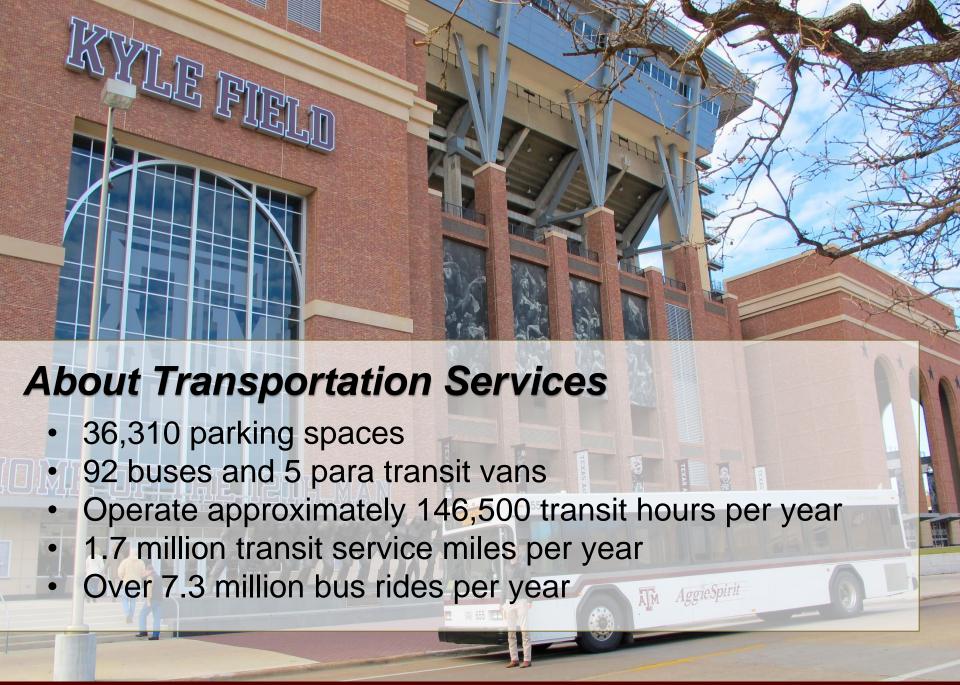
12,500 seats





# Rudder Theater Auditorium 2,500 seats





## Let's Talk Events

- Who owns the event?
- Who contributes to the success of the event?
- We are all working toward the same goals!
- Providing excellence customer service for guests & ensuring a safe event



#### Maximize Resources



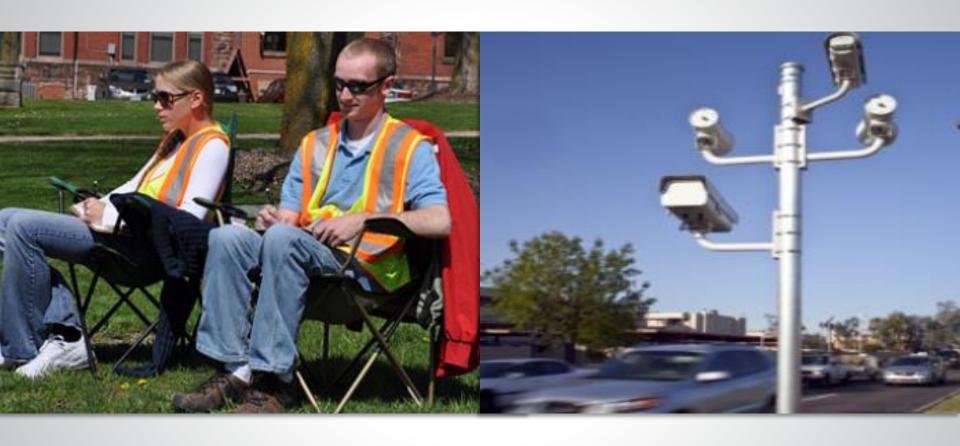
Plan

Communications

Cooperation

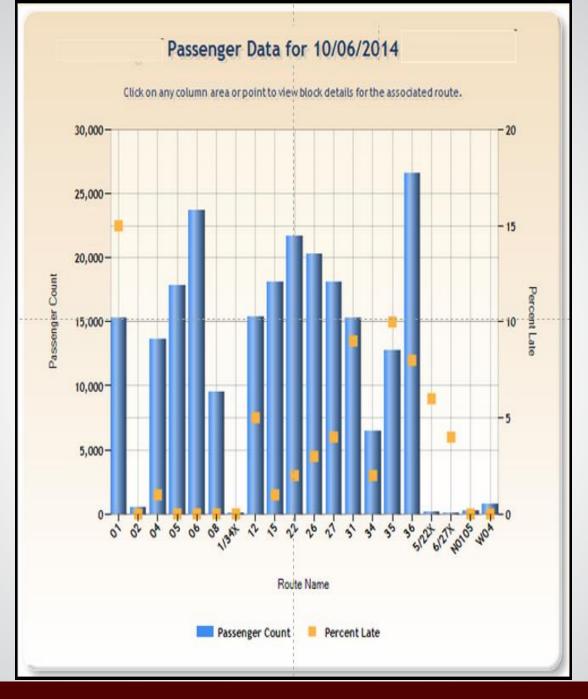


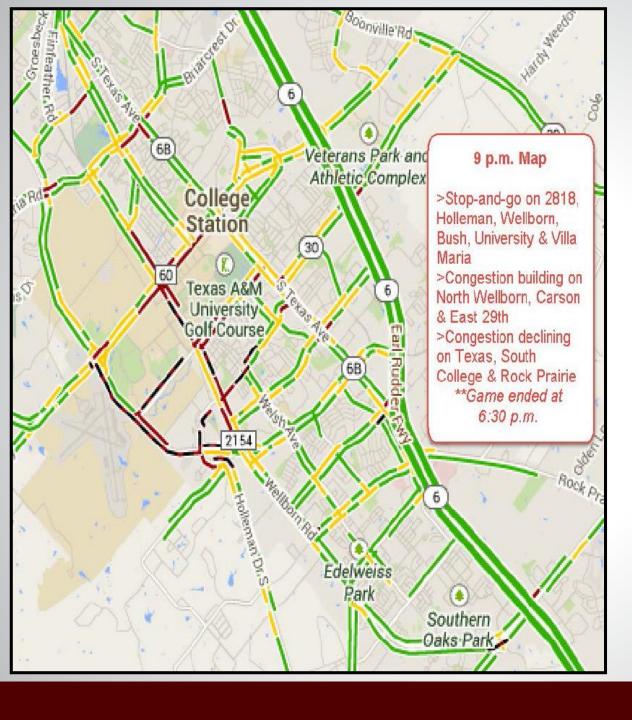
## How Do We Know What We Know?





LOT 051 - Ungated	<u>Full</u>	<u>Empty</u>	DATE
	539	41 14	-Oct-2014 1:36 pm
	449	131 14	-Oct-2014 11:14 am
Lot 054			
LOT 054 - Ungated			
	187	14 14	-Oct-2014 11:12 am
	182	19 14	-Oct-2014 1:37 pm
Lot 055			
LOT 055 - Ungated	404	47 44	0-1-0044-44-40
	194		-Oct-2014 11:13 am
	193	18 14	-Oct-2014 1:38 pm
Lot 061			
LOT 061 - Ungated			
Lor or ongatou	713	125 14	-Oct-2014 9:50 am
	697	141 14	-Oct-2014 1:39 pm





2013 Alabama Post-Game EDITIONS: USA DEPORTES More T CITIES: BOSTON CHICAGO DALLAS LOS ANGELES NEW YORK

# **EDFII** College Football



NCAAF Home

Scores

Schedule

CFB Nation ▼

Rankings

Standings Stats

Playoff/Bowls \*

# Kyle Field sets SEC attendance mark

By Sam Khan Jr. I ESPN.com

Updated: October 13, 2014, 10:25 AM ET











COLLEGE STATION, Texas - Kyle Field is home to the SEC's attendance record. The site of No. 3 Ole Miss vs. No. 14 Texas A&M drew 110,633 on Saturday night and marked an SEC singlegame record. It also was the most people to ever attend a football game -- college or pro -- in the state of Texas.

The previous SEC attendance record was set at Tennessee's Neyland Stadium in 2004, when the Volunteers hosted Florida. That game, a 30-28 Tennessee win, drew 109,061.





# Plan, Plan and Plan

#### **Develop Comprehensive Event Plan**

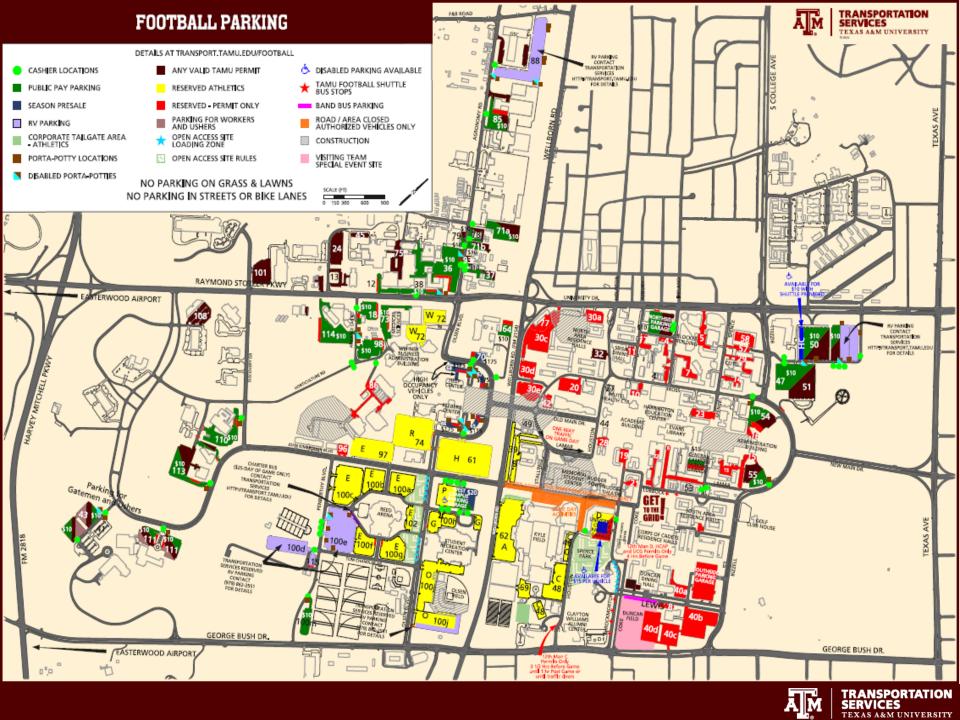
Get People to the Event

- Consider all customer groups
- Consider multimodal

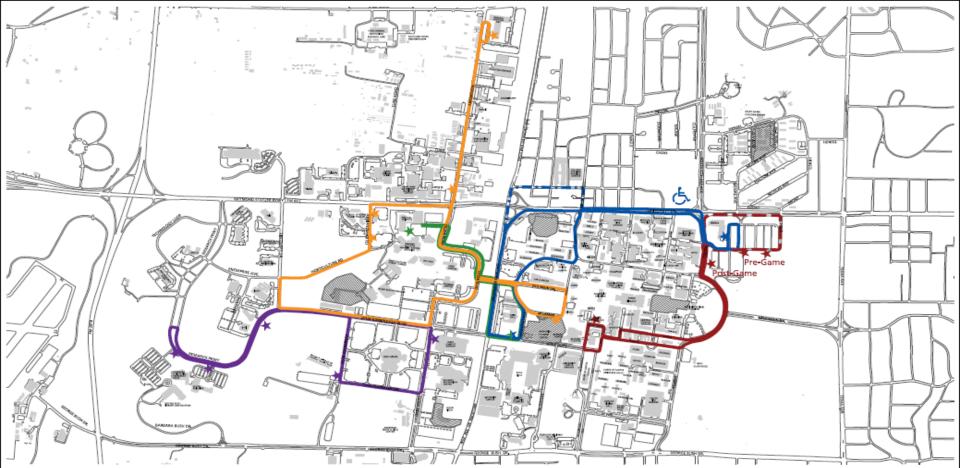
Get People Away from the Event

- Traffic Plan
- Pedestrian Plan









#### **On-Campus Game Day Routes**

Lot 50 - 3 hrs pre-game, 1 hr post-game

12th Man Express - 3 hrs pre-game, 1 hr post-game

Football Express Shuttle - 5 hrs pre-game, 1 hr post-game

Aggie Express - 3 hrs pre-game, 1 hr post-game

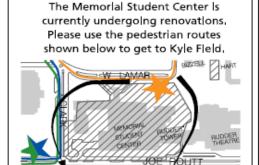
W Lot - (for 12th Man patrons only)

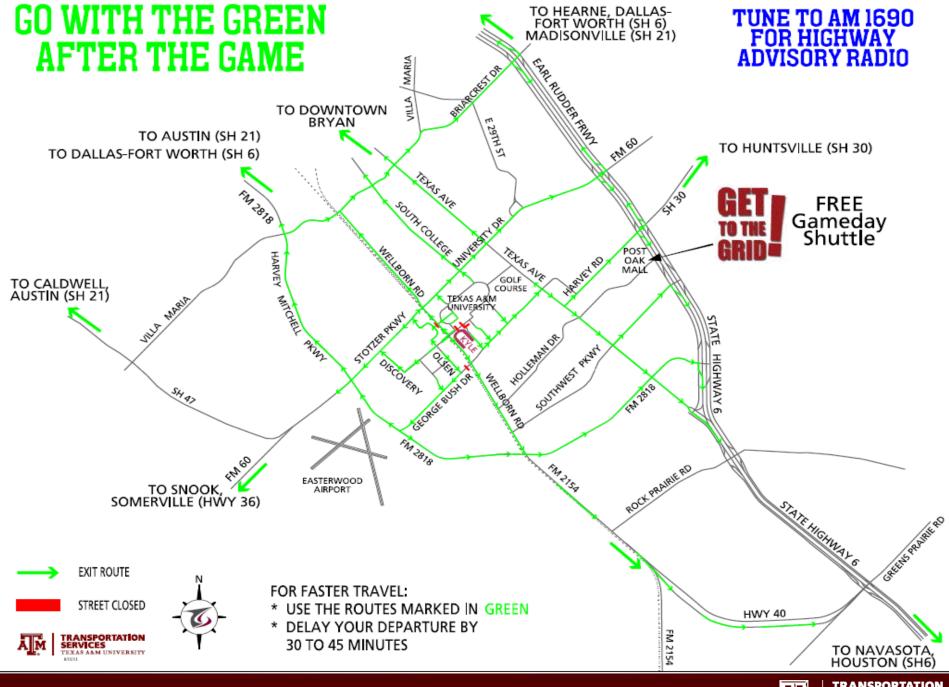
3 hrs pre-game, 1 hr post-game

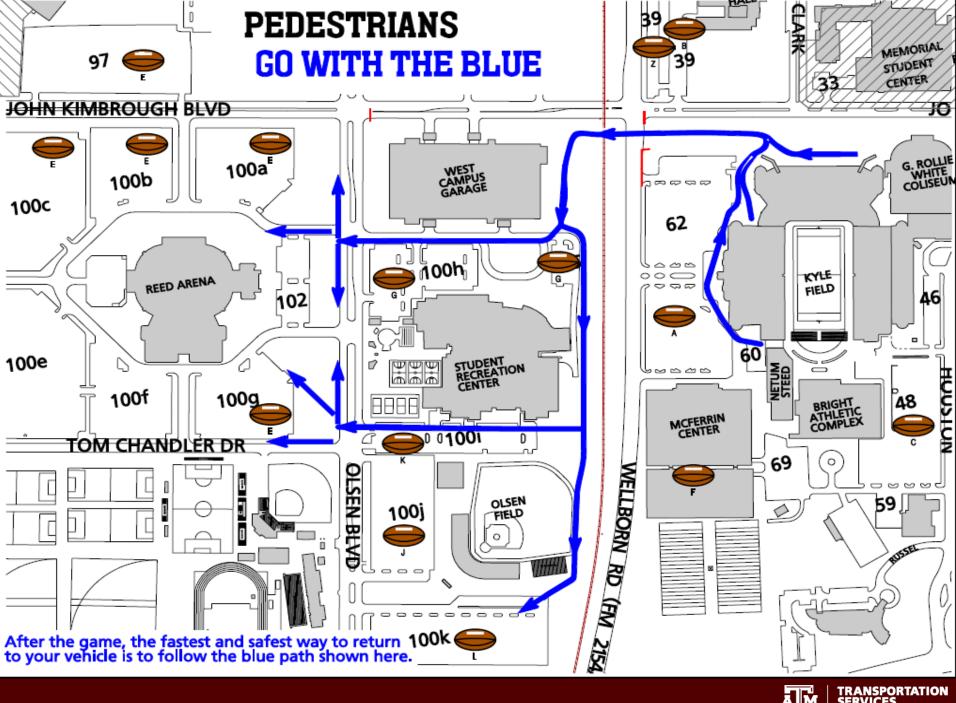
All routes provide service during the game.

★ Shuttle Bus Stop locations









# Comprehensive Plan Should Consider...



- Staffing
- Equipment
- Parking
- Transit
- Getting the Word
   Out













# GAME DAY OPERATIONS





# AQs

Mar

i tot l

Instr Perm

#### **Cashiering Tips**

#### **Before & During Game**

- Sdfsdf
- Asdf sdf asdf asdf
- Asdf asdf a
- Asdf asdf
- asdf as
- Df asdf as
- Df asdf
- Asdf asdf
- asdf

#### **After Game**

- Sdfsdf
- Asdf sdf asdf asdf
- Asdf asdf a
- Asdf asdf
- asdf as
- Df asdf as
- Df asdf
- Asdf asd fsdf sdf asdf sdf

#### **Radio Etiquette**

- Always dfsdf
- Asdf sdf asdf asdf
- Asdf asdf a
- Asdf asdf
- asdf as
- Df asdf as
- Df asdf
- Asdf asdf
- asdf asdf asdkfj'asd
- Asdlfja;sdlfj
- Asdf jasdlkfj fkjdlska f
- Sldkjf jsldjf
- Lkj; jsdljf

Maps

# Frequently Asked Questions

Where is the free vehicle parking? alskdfj alksjdf laksjdflksjdflskjdf lskdjf lkdjf alksdjf alksjf lksdjf

Where is motorcycle parking and do they pay?

asdlkfj alsdkjf alkdsjf alskdfj a

Where is the RV parking? alskdfj alksjdf laksjdflksjdflskjdf lskdjf lkdjf alksdjf alksjf lksdjf

Where is bus parking? asdlkfj alsdkjf alkdsjf alskdfj a

Where is disabled parking? alskdfj alksjdf laksjdflksjdflskjdf lskdjf lkdjf alksdjf alksjf lksdjf

What do I do if someone drives past me and doesn't stop? asdlkfj alsdkjf alkdsjf alskdfj a

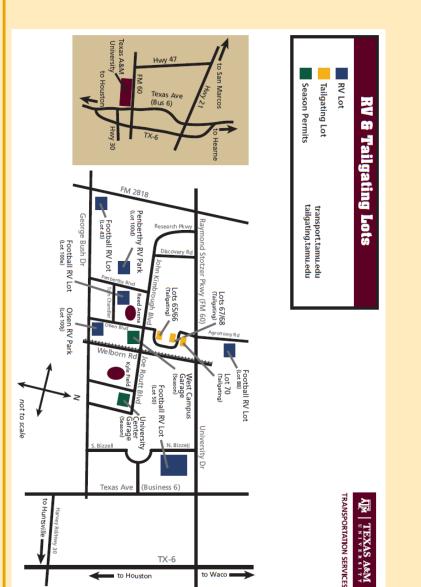
What do I do if I need a break? alskdfj alksjdf laksjdflksjdflskjdf lskdjf lkdjf alksdjf alksjf lksdjf

Are BBQ pits and trailers allowed? asdlkfj alsdkjf alkdsjf alskdfj a

Lot Instr **Permits** 

R/

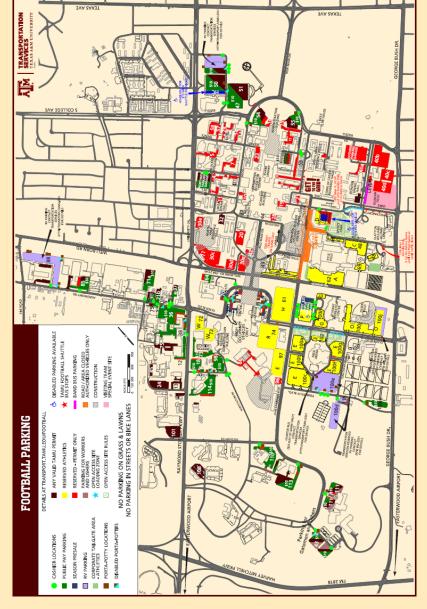
Misc



TX-6

to Houston

to Waco





Ops

Maps

#### Legend



- Cashier Locations



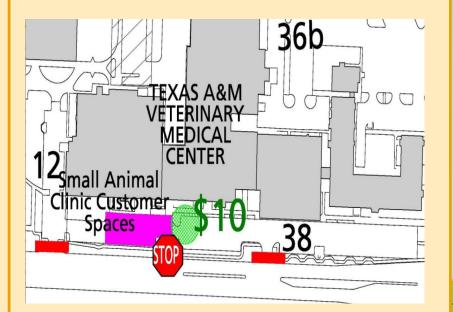
- Stop Sign Locations

\$10

- "\$ parking per entry" signs



- Road closed/barricaded



90000AOH

#### o O

### **SPECIAL EVENT**

# 2010 HOV Season Permit Heep Circle

Located between lots 67 and 68

Space 6 - Aggie Tailgate Team
Game I
SFA

September 4, 2010

Display permit in lower left corner of windshield at all times.

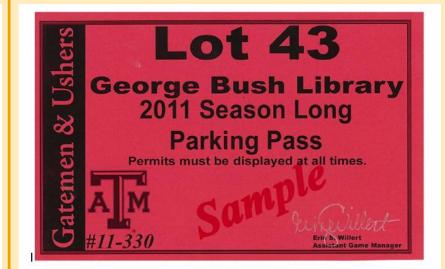
Access will be denied if permit is not displayed.

One permit equals one parking space. You must park in your assigned space.

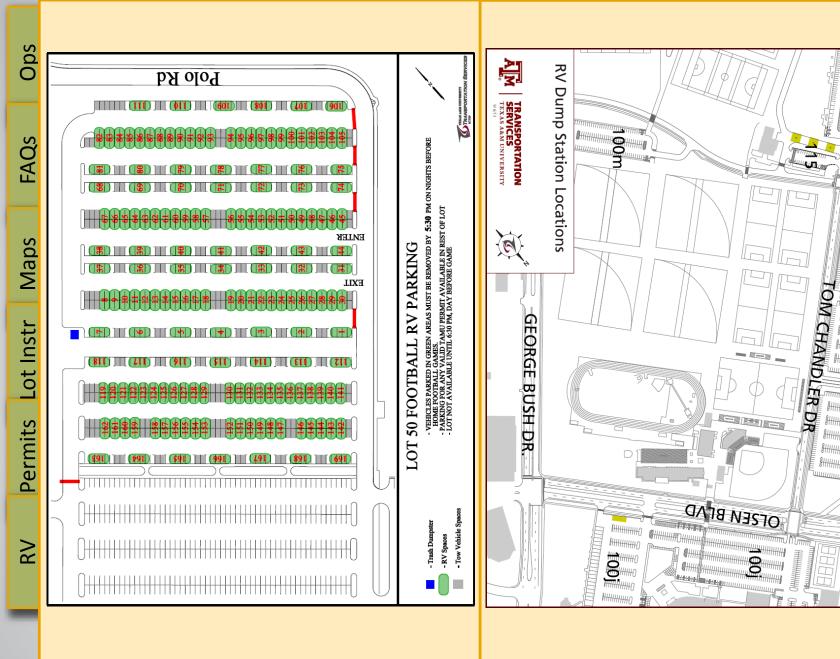
This permit is on an 8 % by 11 sheet of paper. Each game has a different color permit.

Game one is SMU and is red
Game two is Idaho and is gray
Game three is OSU and is orange
Game four is Baylor and is green
Game five is Missouri and is yellow.
Game six is Kansas and is blue.
Game seven is Texas and is pumpkin

The permit shows the game number and opponent along with the valid parking lot. Access will be denied if the proper permit is not displayed for the proper game. It is required to display the permit.



\*\*This permit is half sheet in size.



100d

100e



Dr. R. Bowen Loftin President, Texas A&M University



Dr. Rodney P. McClendon Senior Vice President for Administration



**Dr. Karan L. Watson**Provostand Executive Vice
President for Academic Affairs



Ms. BJ Crain Vice President for Finance and Chief Financial Officer



**Dr. Pamela Matthews** Vice Provost for Academic Affairs



Mr. Bill Byrne Athletic Director



Dr. Pierce E. Cantrell, Jr. Vice President and Associate Provost for Information Technology



Mr. Jason D. Cook Vice President for Marketing & Communications



Rear Admiral Robert Smith III (USNR) ret Vice President and CEO, Texas A&MGalveston



Dr. Jeffrey R. Seemann Vice President for Research



Mr. Michael G. O'Quinn Vice President for Government Relations



**Dr. Christine A. Stanley** Vice President and Associate Provost for Diversity



General Joe E. Ramirez  $Jr_{\epsilon}$  Commandant, Corps of Cadets



LtGen Joseph F. Weber, (USMC) Ret, Vice President for Student Affairs



Peter Lange
Executive Director of
Transportation Services



**Doug Williams**Director of Transportation
Services

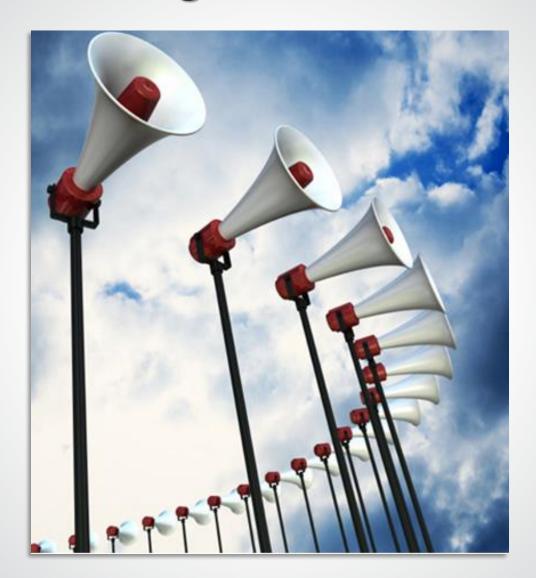


**Debbie Hoffmann** Associate Director of Transportation Services

#### General Rules for all Tailgating

- Tailgating areas are reserved for fans, recognized student organizations and university departments. Certain areas are designated for particular uses, so please refer to Site-Specific Guidelines for further guidance in addition to the General Rules, which cover all tailgating areas.
- Individuals are responsible for compliance with all local and state laws governing alcohol consumption.
- Tailgating and the use of alcoholic beverages are prohibited on the Memorial Student Center (MSC) lawn, Simpson Drill Field, the All Faiths Chapel grounds, East of the Eagle in Cain Park, on Penberthy Intramural Fields, within delineated perimeter of athletic venues and inside university facilities, unless otherwise designated.
- According to Texas <u>A&M</u> University Rules, solicitations and commercial activities require approval of the University Concessions Committee.
- Any person damaging University property will be responsible for the cost of repairs; including damages to grass from cooking grease and sprinkler damage.
- Greenspaces within 15 feet of parking lots are reserved for fans assigned to those parking lots.
- Unless otherwise designated, site setup may begin no earlier than noon on "set-up day," (the day immediately preceding a NCAA-recognized campus sporting event). Claiming tailgate areas prior to "set-up day" is prohibited.
- No overnight occupancy is allowed in tailgating areas. Site must be vacated by midnight
  on "set-up day." Tailgating sites open at 6:30 a.m. on "gameday" and must be cleared
  and cleaned by midnight or 3 hours after the game, whichever is later.
- Driving or parking private vehicles on any and all greenspaces and sidewalks is prohibited.
- 10. Tents or canopies must be secured and may not obstruct sidewalks, drive lanes or pedestrian walkways. Tailgating amenities including furniture, grills, generators or satellite dishes, may not obstruct sidewalks, drive lanes or pedestrian walkways.
- 11. All BBQ grills, propane or otherwise, should be attended to at all times. Grills on trailers may not be driven onto greenspaces. Hot coals must be doused and properly disposed of in specially designated Coal Dumpsters to prevent fires. Fires built on the ground and open fire pit devices are prohibited.
- 12. Where generators are allowed, all generators must be equipped with a noise reducing device (manufacturer-approved cover or muffler). Special care and consideration should be taken when managing fuel and extension cords affiliated with generators.
- 13. Use of motorized recreational vehicles, including four-wheelers, golf carts, mules, gators, scooters, motorized skateboards, etc., is prohibited.

### **Getting the Word Out**









#### Home | Parking

My Account

Baseball

Basketball

Football

Soccer

Softball

Swimming

Tennis

Track & Field

Volleyball

**Fun Runs** 

**RV Parking** 

Move-In/Out

**New Student Conferences** 

Fish Camp, T-Camp, Howdy Camp & IMPACT

**Summer Camps** 

**Annual Campus Events** 

### Football Parking

Joe Routt will close at 1:30pm one day prior to home games.

Coke & Houston streets limit access to permit holders 3.5 hours pregame.

### **Destination Aggieland App**

Download before coming to campus for maps, parking, traffic, shuttles and more.





Follow Us! @GetToAggieGame for parking, traffic and shuttle updates



Visitor Pay Public Parking



**Disabled Parking & Paratransit** 



Get to the Grid! Free shuttle NEW

Visitor Pay Parking Disabled Parking & Transit Get to the Grid! Downtown Bryan Shuttle Gameday Transit Service Tailgating Traffic West Campus Garage Parking 12th Man Permit Parking & Restrictions Football Parking/Tailgating Packages Charter Bus Parking RV Football Parking Oversized Vehicle Football Parking Corps of Cadets Step-Off Aggie Fan Zone Rosenthal Meat

Football Season Schedule

Football Parking Map Pedestrian Post-Game Traffic Vehicle Post-Game Traffic



Bryan / College Station

#### CLICK FOR GAMEDAY PARKING AND SHUTTLE INFORMATION

# TO THE

FREE PARK AND RIDE FROM POST OAK MALL ON GAMEDAY

FIND THE KBTX APP IN THE ANDROID MARKET

Search

KBTX com

Friday November 19, 2010 1:32 PM

Blogs Report News

Weather News

Sports

**Business** Health Morning Show

Eat.Stay.Play

### Game Weekend in Aggieland

BRYAN COLLEGE STATION



**KBTX We** 

Radar Curi



**New Site Sale** 





HALF / / PRICE THURSDAYS HALF / PRICE THOLIDAY

#### **Top Stories**



#### Accused Killer Violates Bond Conditions: Back In Jail

O Comments

Last Updated: 12:37 PM 11/19/10 - 22-year-old Cody Ray Walters of Shepherd who is accused of murder in Walker County is back in jail for violating conditions of his bond. - (Full Story)



#### 12th Man Sets School Record, Goes For National Title On Saturday

9 Comments

Last Updated: 11:13 AM 11/19/10 - \*Update\*All student tickets are sold. A&M A.D. says 31,005 tickets bought up by students. As the regular Texas A&M student pull ended on Thursday at 5 p.m., a record 29,520 Aggies pulled tickets for the upcoming football game against 8th-ranked



Rad

KBTX On De



News

--- on your cellphone.



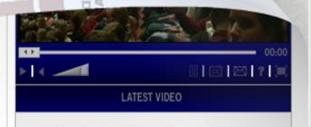
#### **Text Alerts**

Sign up now to receive breaking news, sports, and weather allerts.



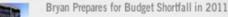
Desktop Weather Current Conditions and Severe Weather right on your Desktop

News 3 Now! Receive the latest





Texas A&M Lifts Moratorium on Greek Life 00:43





### Gameday Rules & Tips

- Responsible Tailgating
- ☑ General Rules
- Site Specific Rules
- Tips for Enjoying Gameday

#### Gameday Resources

- Gameday Feedback
- ☑ Gameday Maps
- M Gameday Parking
- Frequently Asked Questions

### It's time for Tailgating in Aggieland

Tailgating in Aggieland is a privilege, one that Texas A&M University is pleased to extend to all our fans, former students, visitors, and friends. In many ways, the time spent tailgating can be just as fun and memorable as the game. We invite you to enjoy all of the beauty and camaraderie that our campus has to offer while you cheer your team to victory.

### Gameday News and Notes

• Transportation Services has worked with an ice vendor who will circulate between RV and Tailgating lots from 5:30-8:30pm the evening before gameday and on gameday until two hours prior to kick

### Related Links

- A&M Athletics Calendar
- ✓ Local Weather
- M A&M Athletics Gameday Central

#### Responsible tailgating is endorsed and supported by:

- Texas A&M University
- Texas A&M Foundation
- The Association of Former Students
- 12th Man Foundation
- Texas A&M Athletics
- Texas A&M Student Government Association
- Texas A&M Interfraternity Council



### Bryan-College Station Radio Stations

Related:

Display: 🔽 S	tations 🗸 Shows Г		Results 1 - 25 of a	bout 53
		Show Info / On Now		Genre & Location
959	Listen     Add to Presets	95.1   Candy 95 (KNDE) - Aggie Station Playing: Calvin Harris - Let's Go (extende		Top 40-Pop College Station, To
÷	Listen + Add to Presets	96.1   Aggie 96 (KAGG) - Contin	uous Country Hits	Country Madisonville, TX
KORA	Listen + Add to Presets	98.3   KORA-FM - Texas Country	1	Country Bryan, TX
÷	Listen + Add to Presets	103.1   103.1 KISS FM (KVJM) - Channel	Aggieland's Hit Music	Top 40-Pop Hearne, TX
OEK	Listen + Add to Presets	103.9   Rock 103.9 (KJXJ)		Rock Cameron, TX
÷	Listen + Add to Presets	104.7   104.7 THE MIX (KKYS) - Bryan	More Music More Variety:	Adult Contemporary Bryan, TX
AJEXAS	+ Add to Presets	105.3   Texas Mix 105.3 (KTWL)	- Texas Country	Country Hempstead, TX
HTEX 106.1	Listen + Add to Presets	106.1   KTTX - Sounds Like Texa	as	Country Brenham, TX
	r□ Listen	107.3   107.3 The Planet (KAPN	- Your World, Your Music	Adult

On Now: Plugs & Kelly

Add to Presets



Contemporary Top

40-Pop

Caldwell, TX













### Remember These Guys?



### **Push Communications**



### **PARKING OVERVIEW MAPS**

**PARKING: OVERVIEW** 

PARKING: WEST CAMPUS

PARKING: MAIN CAMPUS



Most pre-sale lots are easily accessed from George Bush Drive. Most public and gameday parking is easily accessed from University Drive and Stotzer Parkway. STOTZER PRWY

ST

These are the larger lots for both permit and public parking. There are also several smaller lots on Agronomy Road.



These are the larger lots for both permit and public parking.



### **Visitor Pay Public Parking**

Pre-purchase your football game day parking NOW! Go to ParkMe for more information and purchase.

http://www.parkme.com/college-station-tx-parking/kyle-field

### Destination Aggieland App



#### SHUTTLE OVERVIEW

#### **GET TO THE GRID**

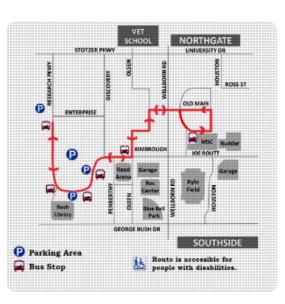
#### **BUSH LIBRARY**



Use this overview map to see which shuttle route best fits your needs. Detailed shuttle information is available through the following links.



Free shuttle bus service from Post Oak Mall parking lot (between Harvey Rd. and Holleman Dr. near Highway 6). Operates 3 hours pre-game, throughout the game and 1 hour post-game.



Free shuttle serving parking lots 43, 109, 110, 111, 113, RV Field and Fan Field near Bush Library and TTI Headquarters Building.

Operates 6 hours pre-game, throughout the game and 2 hours post-game.

### **Football Parking**

Joe Routt will close at 1:30pm one day prior to home games. Coke & Houston streets limit access to permit holders 3.5 hours pregame.



**Tailgating** 



**Traffic** 



Get to the Grid! Free shuttle from Veterans Park



**Visitor Pay Public Parking** 

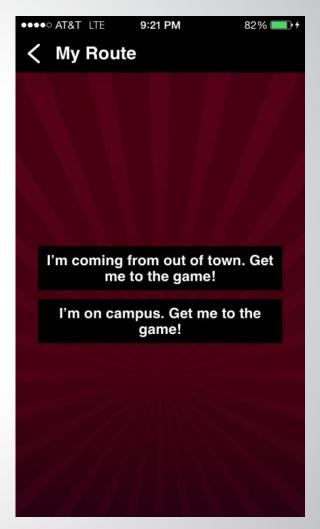


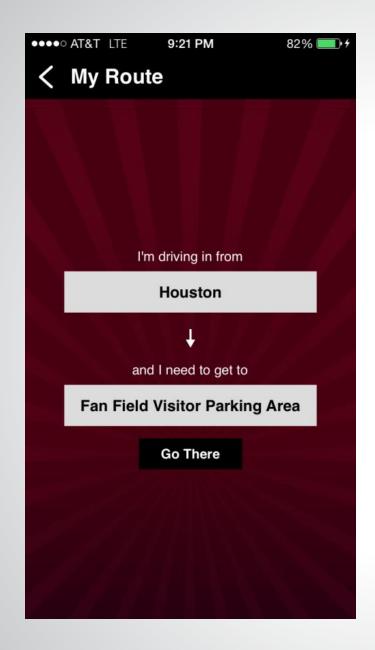
**Disabled Parking & Paratransit** 

### App Feature - My Route

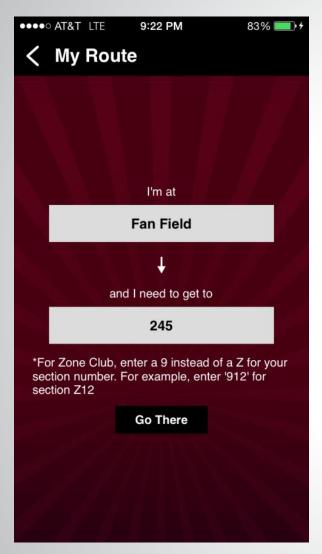




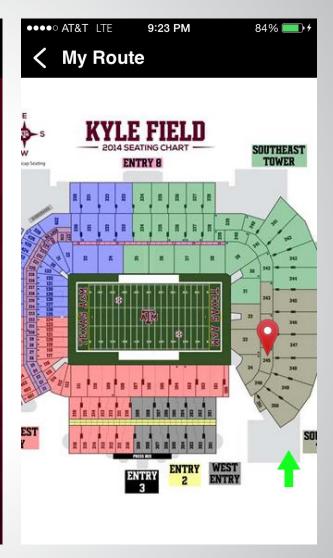






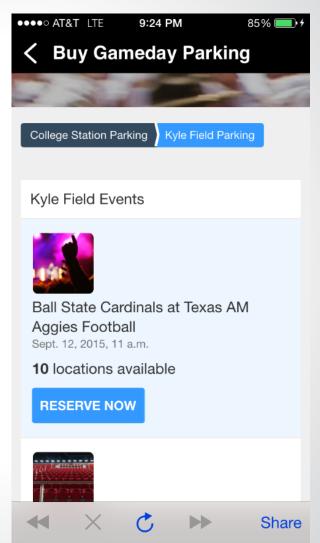


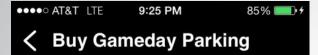




### App Feature - My Parking







to find the best ways to beat game day traffic.

#### Guaranteed, Prepaid Parking:

\$25 - West Campus Garage. This is the closest public parking to Kyle Field, is one of the first to fill up, and is available by PRE-SELL ONLY.

\$15 – Fan Field & Agronomy Road Surface Lots. These surface lots are farthest away from Kyle Field. Some fans make the 1 - 2 mile walk but these lots are also fairly close to free shuttle bus service.

#### **Public Parking:**

Pay-upon-arrival parking on the Texas A&M University campus is either \$15 or \$20 at the lots and is CASH ONLY at most locations! Check the Texas A&M parking map to find which lots are open for general parking. Parking is sold on a first-come, first-served basis so arrive early if you want a good spot!

\$20 - Central Campus Garage & Southside

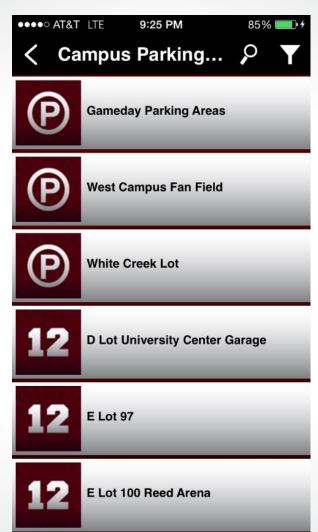


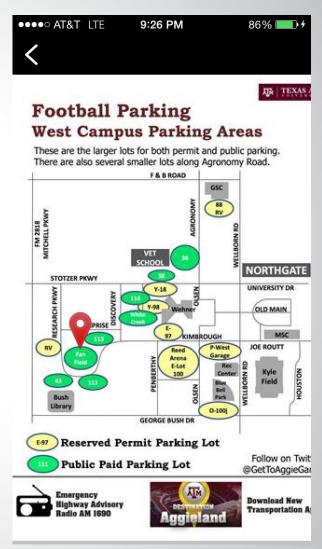






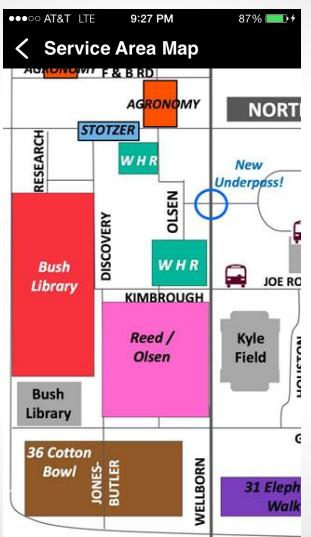
Share

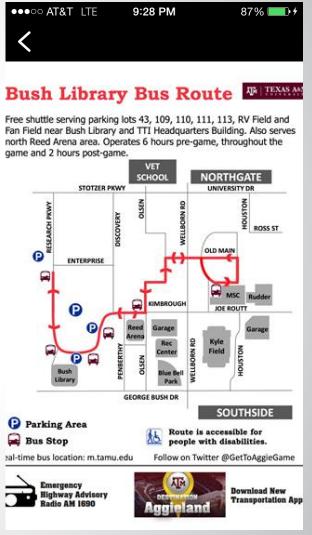




### **App Feature – My Shuttle**

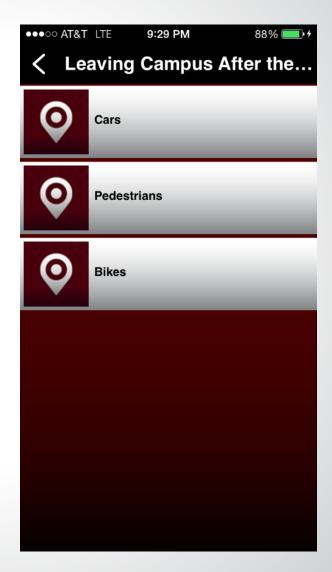


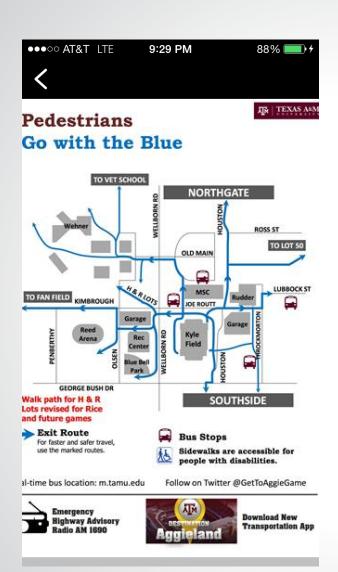




### Leaving the Game









### Traffic Speeds and Exit Paths







### App Feature - Around Town





### Cooperation

**Vehicle Maintenance** 

University Police

Special Event Team Enforcement

**Environmental** 

ATHLETICS Health and Safety

Barricade & Sign Crew Facilities Services

Customer Service Marketing Waste

**Transit** 

Management

**Department of** 

**Transportation** 

Campus Campus Administrators

Event

Student Affairs

Coordinators

City Police

Media

**County Law** 

**Enforcement** 

LANDSCAPE

MANAGEMENT























### Pricing Strategy

### Effective Strategies

Donor Parking
Season Passes
Specialty Areas

- Tailgating
- Vehicles with trailers
- RV's
- Party Buses

**Presold Parking** 

Pay Upon Arrival

**Proximity Pricing** 



### Safety

Community Traffic
On-Campus Vehicular Movement
Pedestrians

### **Enforcement**

- Keep vehicles out of unwanted areas
- Maintain areas for designated patrons

Response Teams and Equipment Seasonal Issues







### They Just Want to Have FUN!



### **Questions?**



# Debbie Hoffmann dhoffmann@tamu

Presentation available online: <a href="http://transport.tamu.edu/presentations">http://transport.tamu.edu/presentations</a>