



University of California, Riverside Transportation Services

Judge's Comment

"As someone whose life was saved by blood donations, most people would not understand the impact their Donation for Citations program has on the community. What an innovative way to support their local community and, in turn, save lives like mine."

The mission statement of University of California, Riverside Transportation Services (UCR TS) makes it clear why the organization has been recognized by IPMI as Organization of the Year: "As a leader in our industry, we will move UCR forward with innovative, environmentally sound, and resourceful transportation options to support the future growth of our community." UCR TS effectively manages the parking and transportation needs of a 1,200-acre campus, serving more than 30,000 students and 4,500 faculty and staff.

Guided by a vision "To be the example of efficiency and sustainability in our industry," and embracing core values of dedication, accountability, integrity, and respect, UCR TS operates with a team of over two dozen full-time staff and a

dedicated group of student employees, structured across seven key units: Alternative Transportation, Citations & Appeals, Event Parking, Field Maintenance & Repairs, Fleet Services, Parking Enforcement, and Permit Sales & Customer Service.

The department is both nimble and strategic, able to respond to unexpected crises like COVID-19 by introducing flexible parking options to accommodate hybrid workers while simultaneously taking an active role in campus-wide, long-range planning efforts. Knowing what's coming has helped shape UCR TS's 10-year budget model for capital investments and operational elements, influencing future transportation system growth.

Pioneering transportation programs that serve the campus and community abound at UC Riverside. The successful Donations for





Citations program, which won an IPMI merit award in 2023, is held annually in partnership with LifeStream Blood Bank. Campus members who donate blood receive a voucher that covers the cost of a first-level citation. Contributing to UC's Global Food Initiative, UCR TS planted 92 fruit trees near parking lots that now yield over 5,500 pounds of fruit annually.

In partnership with the Riverside Transit Agency, UCR TS promotes equitable transportation options through the U-PASS program, offering fully subsidized transit passes to students and staff. Programs like Shuttle Route 52 enhance campus accessibility for individuals with mobility challenges, while the R'Commute Program encourages the use of sustainable transportation options. Motorist assistance services, including free battery jumps and tire help, reflect a commitment to customer care.

Technology plays a central role in UCR TS's vision. The department has implemented license plate recognition for campus-wide enforcement and Offstreet to streamline event and departmental parking. Tools like Japa sensors are also being introduced to monitor ADA space availability and improve access for all users.

UCR TS has been an IPMI Accredited Parking Organization with Distinction since 2018, becoming the first University of California campus to achieve this certification. Led by Irma Henderson, PTMP, the department boasts several certified professionals, including three PTMPs with team members actively serving on various IPMI committees and regularly contributing to industry initiatives and conferences nationwide.

The department's active role in strategic campus planning promotes the long-term integration of mobility solutions, sustainability, and equity. Whether planting trees, shaping policy, or improving everyday access, UCR Transportation Services exemplifies how a university department can lead transformational change.

“The efforts of the leadership and staff from UC Riverside’s Transportation Services department demonstrate routinely that they are partners with the City of Riverside and remain focused on our shared successes. They continue to be partners in progress who understand their impacts and work towards resolutions and improvements that benefit our shared community. This vision beyond the boundaries of their campus is what makes them a leader in their industry and our city.”

**—PATRICIA LOCK DAWSON
MAYOR, CITY OF RIVERSIDE**