



ANNUAL REPORT 2025

**A year of progress,
improvements, and continued
partnership. Explore how
ParkUToledo is enhancing
operations, investing in
infrastructure, and improving
the parking experience across
The University of Toledo
campus community.**

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Park**U**Toledo

2025 AT A GLANCE



695 EVENTS HOSTED

19,697 EMAILS SENT

23,893 PHONE CALLS

146,100 SOCIAL MEDIA VIEWS

1,868,641 VEHICLES SCANNED



CAMPUS HORIZON: 2025 PARKUTOLEDO ART SCHOLARSHIP WINNER

LETTER FROM OUR EXECUTIVE DIRECTOR

As ParkUToledo enters its fifth year operating The University of Toledo's parking system, 2025 marks an important milestone in our partnership. This year represents both the completion of our initial asset reinvestment commitment and the continued evolution of a parking system designed to better serve students, faculty, staff, patients, and visitors.

Over the past four years, ParkUToledo has reinvested more than \$10 million into parking infrastructure across Main Campus and the Health Science Campus, addressing long deferred maintenance while improving safety, accessibility, and the overall campus experience. In 2025, targeted improvements to Area 19 and Area 44B demonstrate our ongoing commitment to thoughtful, high impact investments that support campus growth, connectivity, and long term reliability.

Equally important to physical improvements is the way we serve the campus community every day. ParkUToledo remains committed to a customer focused approach that emphasizes responsiveness, clarity, and respect. Our customer service team works closely with students, employees, and visitors to answer questions, resolve concerns, and provide guidance that helps parking feel more approachable and easier to navigate.

By prioritizing timely responses and consistent service, we aim to build trust and improve the overall parking experience.

Clear and proactive communication continues to be a key focus of our work. Throughout 2025, ParkUToledo collaborated with University partners to keep the campus community informed about parking operations, construction activity, events, and policy updates. Through coordinated emails, website updates, signage, and social media, we strive to provide accurate information in advance, reduce confusion, and support smooth campus operations during both routine days and major events.

ParkUToledo also remains committed to being an active and engaged campus partner. Our collaboration with University departments, student organizations, and community groups reflects a shared goal of supporting campus life beyond parking alone. Whether assisting with campus events, supporting student engagement initiatives, or coordinating closely during periods of change, we value our role as a reliable partner working in alignment with the University's broader mission.

As we look ahead, ParkUToledo remains focused on responsible stewardship, continued collaboration, and delivering a parking system that supports the daily needs of The University of Toledo community. We are proud of the progress made to date and remain committed to building on this foundation in the years to come.



CLAIRE DAU

Executive Director, ParkUToledo

THE CONCESSION

ParkUToledo operates The University of Toledo's parking system through a long term concession partnership focused on improving campus infrastructure, delivering reliable operations, and creating long term value for the University and its community. ParkUToledo is a nonprofit entity established to operate the parking system for the benefit of the University.

In 2021, the concession partnership provided The University of Toledo with an upfront payment of **\$52 million**, supporting the University's strategic priorities while transferring responsibility for parking operations, maintenance, and long term capital investment.

Since the start of the concession, ParkUToledo has reinvested more than **\$10 million** into parking facilities across Main Campus and the Health Science Campus. These investments have addressed deferred maintenance, improved safety and accessibility, and enhanced the overall parking experience for students, faculty, staff, patients, and visitors.

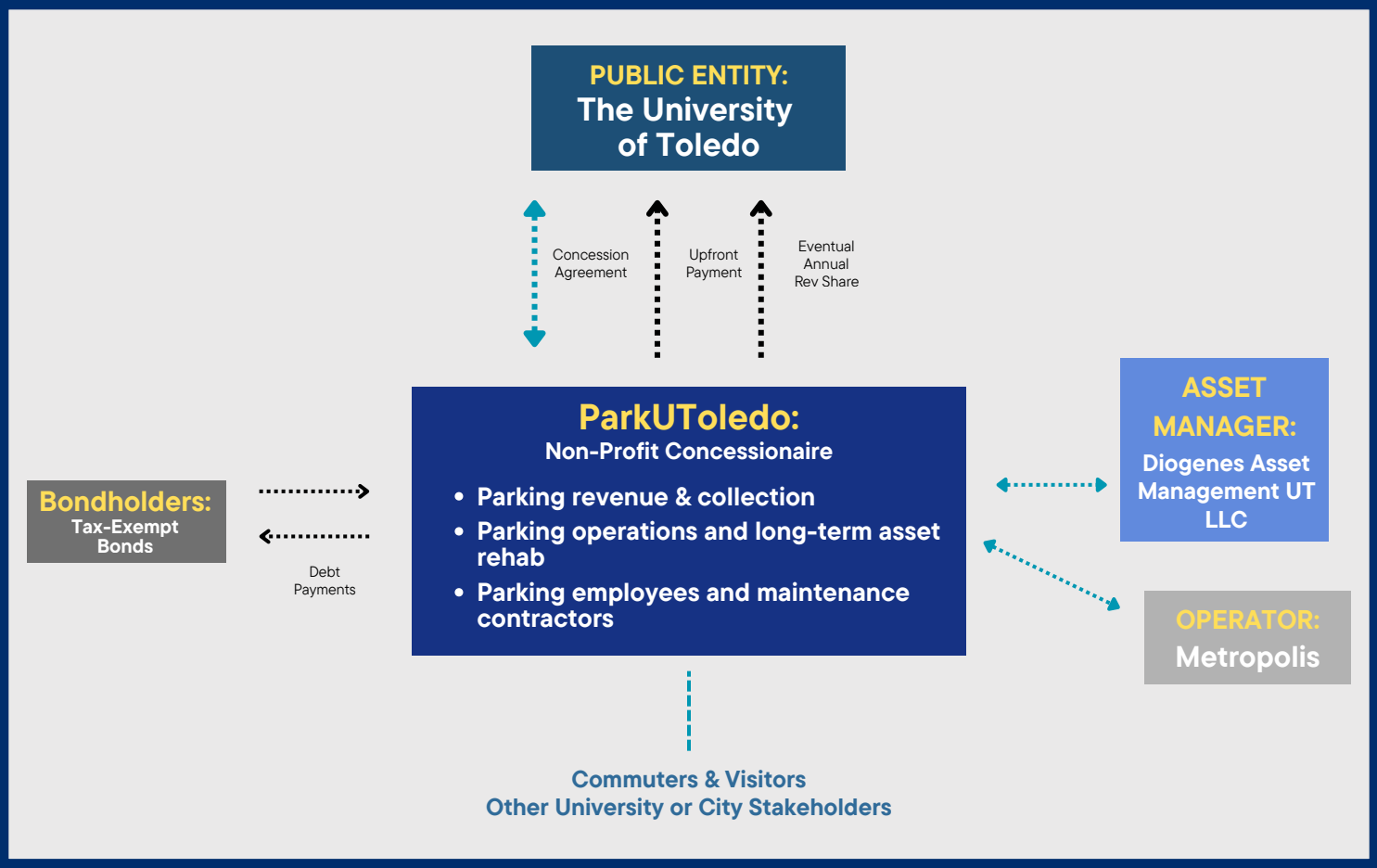


The concession framework is designed to support long term financial sustainability for the University while ensuring parking assets are responsibly maintained. As operating costs, capital investments, and system stabilization continue to be prioritized, the partnership establishes a structure that allows future surplus revenues to be returned to the University in alignment with the concession agreement.

Operational stability and accountability remain central to the partnership. ParkUToledo works closely with University leadership to manage daily operations, maintain consistent service, and uphold clear governance standards that ensure transparency and alignment with University priorities.

As the partnership continues, ParkUToledo remains committed to responsible stewardship of parking assets, ongoing collaboration with campus stakeholders, and delivering a parking system that supports the evolving needs of The University of Toledo community.

OUR STRUCTURE



ASSET IMPROVEMENTS 2025

In 2025, ParkUToledo continued its commitment to modernizing campus parking with over nine hundred sixty five thousand dollars in improvements to Area 19 on Main Campus and Area 44B on the Health Science Campus.



Area 19, located on the east side of Douglas Road near North Engineering on Main Campus, was fully reconstructed to provide a smooth, durable, and clearly marked parking area. Working in partnership with The University of Toledo, ParkUToledo also added a new bike path west of the lot and created 68 additional parking spaces that strengthen pedestrian and bicycle connectivity near the new pedestrian bridge.

AREA 19





AREA 44B



Area 44B, located on the Health Science Campus (HSC) near the Collier Building, was rebuilt in 2025 with a new base layer and pavement. The upgrades provide a smooth, durable parking surface and expand high-quality parking options for all HSC employees and students.

INFRASTRUCTURE INVESTMENT

Since its inception, ParkUToledo has invested \$10 million across nearly 30 surface lots on Main Campus and Health Science Campus to address deferred maintenance and enhance the quality, reliability, and overall parking experience at The University of Toledo. For more info, please scan the QR code!



IMPROVEMENTS IN TECHNOLOGY

SMARTER CITY SOLUTIONS



ParkUToledo has made significant advancements in its parking software, including upgrading its parking permit and enforcement systems to Smarter City Solutions (SCS) vPermit and vCompliance. While ParkUToledo's system was already fully digital, this upgrade introduced a more user-friendly interface and enhanced features that were previously unavailable.

The SCS platforms provide a streamlined customer experience through an improved online portal for permit management and vehicle registration.

This enhancement reflects ParkUToledo's continued commitment to prioritizing customer experience and leveraging modern technology to better serve the needs of the UToledo campus community.



“Much easier and less time consuming for UT staff and visitors/guests 😊 YAY!”

-UToledo Employee

“I did get a chance to use the new system this week and I found it very easy!”

-UToledo Employee

OFFSTREET

In addition to the upgrade to SCS, ParkUToledo launched OffStreet in late 2025 to directly address customer needs



related to events, guest permits, and ease of use for multi day parking and contractors.

OffStreet provides a streamlined and flexible solution specifically designed for guest and event parking, allowing users to quickly register vehicles without requiring an app or account, and enabling departments to easily manage parking for visitors, vendors, and special events.

The platform also supports customizable parking rules, automated permit creation, and real time event management tools that improve efficiency while reducing administrative burden. Its ability to integrate with existing enforcement systems and provide a simple, user focused experience has enhanced how parking is managed across campus, particularly for large events and short term parking needs.

ParkUToledo is proud to continue expanding its technology partnerships with innovative companies such as SCS and OffStreet in order to better serve The University of Toledo community. These efforts reflect an ongoing commitment to improving usability, increasing operational efficiency, and staying at the forefront of emerging parking technologies.





CUSTOMER CENTERED COMMUNITY OUTREACH

Customer satisfaction is a top priority for ParkUToledo. While parking can at times be a challenging topic, the primary objective is to ensure that each customer feels heard, respected, and informed following every interaction. To support this goal, ParkUToledo provides regular training for Customer Service Representatives to promote consistent, high quality service and positive customer experiences.

A key part of the customer experience is ensuring that those who pay for parking and hold valid permits have reliable access to available spaces. This is achieved by promoting payment compliance and preventing misuse that could reduce availability and create capacity issues.

ParkUToledo also provides University of Toledo students with on campus employment opportunities, supporting compliance with parking rules and helping maintain a fair and efficient parking system for all users.

In 2025, ParkUToledo ambassadors jumped 33 car batteries and scanned 1,868,641 vehicles.

Placed bumper to bumper, the total number of scanned vehicles would nearly stretch from Toledo, Ohio, to Cairo, Egypt.

In addition to daily customer interactions, ParkUToledo is committed to strengthening relationships across The University of Toledo community through proactive outreach and ongoing engagement. The intent is to create positive first impressions so that initial interactions occur in welcoming settings such as new student orientation, employee onboarding, student involvement fairs, fall move in, system trainings and other campus engagement opportunities, rather than through parking enforcement.

ParkUToledo meets monthly with University of Toledo Student Government representatives to maintain an open line of communication and better understand student perspectives, and also engages regularly with other campus stakeholders to ensure alignment with broader community needs and priorities. While this outcome is not always possible, ParkUToledo continues to dedicate time and resources toward increasing its presence and positive impact within the campus community.

Clear and accessible communication is also a priority. Through social media, email, text messaging, and University communications such as UT News, important information is shared to ensure the campus community remains informed of parking rules and regulations, as well as any closures, updates, or changes affecting parking operations.

Additional initiatives further support community engagement. ParkUToledo awards an annual scholarship to a University of Toledo student, with the selected artwork displayed in the ParkUToledo lobby.



GROWING TOGETHER

SECOND APPEALS COMMITTEE

In January 2025, in collaboration with University of Toledo Student Government, ParkUToledo introduced the Second Appeals Committee.

While first appeals are approved only when a citation is found to have been issued in error, the Second Appeals Committee, made up of University of Toledo students and employees, provides an additional level of review. The committee considers a broader range of circumstances and makes subjective decisions to approve or deny second appeals.

This initiative has contributed to increased transparency, strengthened trust, and the development of student and employee advocates who help share accurate information about parking policies and processes.

These efforts collectively reflect ParkUToledo's ongoing commitment to customer service, community engagement, and continuous improvement in serving the University of Toledo campus.

DONATED EVENTS

ParkUToledo is committed to providing flexible, accessible parking that meets the diverse needs of The University of Toledo campus community. Through a range of permit types, short term options, and event support, ParkUToledo ensures parking is convenient, efficient, and responsive to campus life.



In 2025, ParkUToledo donated over **\$60,000** in event parking to support university programs, community partnerships, and campus initiatives. These contributions help advance UToledo's mission to serve and engage the Toledo community, reinforcing its identity as The University of Toledo for Toledo.

PRACTICAL IMPACT

While people remain a central focus, sustainability and efficiency are also important priorities for ParkUToledo.

ParkUToledo supports electric vehicle use through 12 charging stations on The University of Toledo main campus. In 2025, these stations recorded 1,460 charging sessions and more than 4,700 charging hours, offsetting approximately 3,200 gallons of gasoline. Since installation in 2023, the stations have contributed to a reduction of over 40,000 kilograms of greenhouse gas emissions, comparable to planting more than 1,000 trees and allowing them to grow over time.



ParkUToledo has also reduced paper usage by issuing parking citations electronically. By issuing first notices digitally in 2025 alone, nearly 3.7 miles of paper were saved, improving efficiency while reducing unnecessary paper use.



3.7 MILES OF PAPER SAVED

That's equal to:

- About **65 football fields** laid end to end
- Roughly **70 ice hockey rinks** in length
- Nearly **60 soccer fields** long
- About the **distance of a 5K race**
- Or roughly the distance from downtown Toledo to UToledo's main campus.



AERIAL VIEW OF AREAS 2, 3, 4, 18, AND 19 ON MAIN CAMPUS.



VISION

ParkUToledo will be known for a welcoming, efficient, quality parking experience that leaves a positive lasting impression of The UToledo campuses.

MISSION

To provide safe, secure parking and to optimize the surplus cash flows distributed to The University of Toledo over the life of the concession.

EXTERNAL VALUES

- **Dependable:** Provide parking options and the highest levels of service to all parties on the UToledo campuses.
- **Innovative:** Continuously develop and implement new strategies and technologies to keep ParkUToledo at the forefront of the industry.
- **Quality:** Maintain functional, attractive and safe parking areas.
- **Efficient:** Execute day-to-day operations efficiently while maintaining and optimizing lifecycle costs of the assets.



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