

JIM M. SAYRE

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Higher Education Professional

Offer extensive experience leading all facets of a University department for several higher education institutions. Bring a track record of developing and implementing transformational strategies and new programs that improve customer experiences, drive operational excellence and increase departmental sustainability.

PROFESSIONAL PROFILE

Strategic Campus Planning	Project Management	Program Development	Training / Development
Logistics Management	Operations Leadership	Budget / Fiscal Oversight	Large Event Coordination

Collaborative leader – Build highly effective, cohesive teams by providing the coaching and tools necessary to succeed.

Solutions focused – Uncover and seize opportunities to enhance performance and increase operational effectiveness.

Consensus builder – Unite our team and community stakeholders around compelling strategies and visions of success.

PROFESSIONAL EXPERIENCE

University of Arizona- Tucson, AZ

2019-present

Executive Director, Parking and Transportation Services

Provide strategic leadership, and financial and operational oversight to a large transportation services department.

- Manage a diverse set of divisions and team members to be high performing with a focus on service excellence.
- Direct overall budget and fiscal activities for multiple units in a highly complex system.
- Develop, implement, evaluate and direct the department's strategic vision and plan.
- Represent the University on various internal and external committees and commissions.
- Operational support and management – Direct and manage a highly complex system of services. Direct and manage administrative, fiscal and human resource functions. Assure quality and compliance with federal and state guidelines. Represent and negotiate outcomes on behalf of the University. Establish service expectations and metrics.

University of Iowa – Iowa City, IA

2008 – 2019

Director, Parking and Transportation Department

Provide leadership to the Parking and Transportation Department for the University of Iowa and its teaching healthcare campus. In this role I have oversight of a multifaceted department of approximately 400 employees and an operating budget of \$35M.

- Manage a diverse set of divisions and team members to be high performing with a focus on service excellence.
- Direct overall budget and fiscal activities for multiple units in a highly complex system.
- Develop, implement, evaluate and direct the department's strategic vision and plan.
- Represent the University on various internal and external committees and commissions.
- Operational support and management – Direct and manage a highly complex system of services. Direct and manage administrative, fiscal and human resource functions. Assure quality and compliance with federal and state guidelines. Represent and negotiate outcomes on behalf of the University. Establish service expectations and metrics.

Associate Director, Parking and Transportation Department

Plan and direct day-to-day and event specific operations of a 400+ employee department, including overseeing a campus transit service that provides more rides per year than the entire Des Moines Metro Area Transit Authority. Manage \$10M in annual operating budgets and coordinate \$25M in expenses. Develop and implement department-wide strategic plans.

- Initiated and managed multi-year project to replace a "home-grown," 30-year-old software management system – a complex project that has improved service quality while allowing for the elimination of three full-time positions.
- Appointed to the 10-member Future Transit Needs Committee of the Metropolitan Planning Organization of Johnson County (MPOJC) that successfully created a 30-year plan for transit within the metro area.
- Developed and rolled-out written performance standards for all full time staff to clearly establish expectations, standardize performance management and increase performance.
- Led deployment of a metro-wide transit tracking system that enhances commuter experiences and drives ridership by

allowing customers to see travel-times / schedules in real time.

- Created an automated access and payment mechanism for the Graduate Medical Education department at UI Hospitals and Clinics, a key step in reducing staffing levels, curbing theft and increasing service excellence.
- Worked directly with the US Secret Service to help provide several safe and successful US Presidential campus visit

Arizona State University – Phoenix, AZ / Tempe, AZ

2003 – 2008

Parking and Transportation Manager (2005 – 2008)

Led a team of 20 within the multi-unit Parking and Transportation department and all operations and strategic planning. Reported to Director of Auxiliary Services of ASU west campus. Managed \$3M+ Parking and Transit Services budget.

- Introduced several new services to enhance customer experiences, including a free city bus pass, an intercampus shuttle and – using legacy systems – an online parking permit purchase.
- Created a department-wide Service Excellence retreat that increased team cohesiveness and improved performance.
- Partnered in deploying hundreds of solar panel structures over parking spaces, providing covered parking for customers while also generating solar power that was fed back to the grid.

Program Coordinator (2003 – 2005)

Manage 50-member department, including a large student employment program. Oversaw all day and night parking field operations for 15,000+ surface spaces and seven structures.

- Improved department's image and uncovered opportunity to drive compliance by reducing the amount of citations issued at one time, with a focus on addressing most egregious abuses while more effectively education customers.
- Earned praise for developing and implementing a community relations program that further enhanced the department's image by merging parking enforcement officers with the larger campus community.
- Worked directly with US Secret Service to coordinate an on-campus US Presidential Debate attended by multiple candidates, the President, Vice President and their spouses.
- Coordinated parking and transit for Arizona Cardinals games prior to the team moving to a newly built stadium. In addition to regular season NFL games, coordinated parking for the annual NCAA Fiesta Bowl game.

ADDITIONAL EXPERIENCE

Parking Coordinator – Northern Arizona University – Flagstaff, AZ

2001 – 2003

Supervised up to 25 people and managed Parking Services operations, Motorist Assistance Program and special events. Oversaw campus Vending Services. Provided fixed route Transit Services for the campus, a system that provided 500K rides per year. Partnered in managing the T2 Powerpark conversion project.

Parking Field Operations Supervisor – Northern Arizona University – Flagstaff, AZ

2001

Lead Parking Enforcement Officer – Northern Arizona University – Flagstaff, AZ

1999 – 2000

Lead Maintenance Technician – Northern Arizona University – Flagstaff, AZ

1999 – 2000

Supervised parking maintenance techs and enforcement officers. Oversaw event parking. Hired and trained new personnel. Maintained parking meters and parking access control system. Audited and collected meter revenues.

EDUCATION AND CERTIFICATIONS

Master of Administration, Public Management – Northern Arizona University – Flagstaff, AZ

BS, Criminal Justice (Minor, Sociology) – Northern Arizona University – Flagstaff, AZ

Certified Administrator of Public Parking – University of Virginia – Charlottesville, VA

Certified Auxiliary Services Professional – National Association of College Auxiliary Services

SELECT PROFESSIONAL AFFILIATIONS

Former President / Founding Member – Southwest Parking Association

Advisory Board Member – International Parking Institute

Professional Recognition Committee - International Parking Institute

Member – National Association of College Auxiliary Services

Member – Big Ten Parking and Transportation Association

Member – Midwest Campus Parking Association

SELECT COMMUNITY DEVELOPMENT EXPERIENCE

Member – City of North Liberty Board of Adjustment – North Liberty, IA

Member – The City of North Liberty Transit Advisory Committee – North Liberty, IA

Appointed Member – Metropolitan Planning Organizations Future Transit Needs Committee – Iowa City, IA

Iowa Ambassador Family – March of Dimes – Iowa City, IA

Volunteer– Ronald McDonald House – Iowa City, IA

SELECT TECHNICAL SKILLS

Productivity Applications: Microsoft Office Suite, Adobe Tools (Acrobat, Contribute), Google Applications, Evernote

Parking and Transportation Applications: EDC-AIMS Parking Management System, T2 Systems, Duncan MeterTrax, Amano-McGann, Federal APD ScaNet, TicketTak, Meter Management, Counting House

JIM M. SAYRE

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REFERENCE S

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Additional references available upon request