

**Transportation Services Gameday RV Advisory Committee Meeting**  
**05/16/2014; 1:00 p.m. to 5:00 p.m.**  
**Village Center conference room**

**Meeting called by: Transportation Services**

P = Peter Lange  
D = Debbie Hoffmann  
L = Lynn Wiggs  
A = A.J. Wolf

**Welcome & Updates**

- **2014 Football RV registration process update**
  - P - Renewals closed @ 5:00pm on 05-14-14.
  - P - We only had about 20 people that wanted to move to another lot.
  - P - In Lot 100e we are looking at people who want to move within the lot and making those moves. We are then going to look at expanding the RV spaces (that haven't been expanded yet from 4 car spaces to 6).
  - Do you think we lost people due to the rule changes?
    - Unsure; there is also the permit price increase, 12<sup>th</sup> man additional spots as well as team and stadium changes.
  - How did this year's renewal registration compare to years before?
    - D - More permit holders did not renew this year as compared to previous years.
    - D - We were diligent about notifying people by email.
  - For people that missed the email is there a grace period?
    - No.
    - Notifications were sent including reminder emails during the week the renewal process closed. (Reminders were sent 4/14, 5/2, 5/13 & 5/14)
    - There are a number of reasons there is no grace period:
      - The timeline for processing all the stages of RV permit issue is very tight and space moves begin immediately after the renewal process closes, followed by allowing new customers to request season passes
      - Electronic communication has become a universally accepted form of official communication
      - The size of the group has gotten so large it isn't reasonable to hand hold through the process
  - Does the waitlist roll from year to year?
    - D - The waitlist does not restart each year for Penberthy and Olsen. We do not plan to keep customers on the list from year to year for the dry lots
  - P - As of yesterday, 12<sup>th</sup> Man reports they have assigned half of the spaces at the new Equine RV lot
  - P - If 12<sup>th</sup> man has any Equine spots that they don't sell, they will go back to Transportation Services (TS) for sale, but will not be guaranteed to renew for following seasons as we have agreed to give 12<sup>th</sup> Man the first opportunity to fill the spaces.
  - L - Displayed pictures of the Equine Complex RV Lot to the RV committee.
  - What is the (permit) cost at the Equine lot?
    - L - \$215.00 per game.
  - Was there a way during the renewal process to request to move?
    - L – Yes, there was a link sent to a survey to request a move to another RV lot; there no longer was the ability to request to move to a specific space number since so few spaces open up each year and customers were rarely being able to move to the exact space they desired. If spaces becomes available, we contact the customer at the top of the priority list to offer the space, or choice between available spaces, if there is more than one.
- **2014 RV Lot Rules feedback update**
  - A - We really haven't had many RV rule comments.

- P - The draft RV rules were send on 04/08/14 to all RV Committee members and RV Permit holders.
- A - We had 2 to 3 requests for clarifications (how to check-in when other people bring and set up an RV, for example).
- D - I had a customer call with concerns the new rules may not stop people working the system to meet the attendance requirements.
- P - Anyone (RV Advisory Committee members) have feedback?
- I had a little but nobody was violently opposed to what we were doing.
- P - I didn't think that what changed in the rules was too different from what we talked about in the fall RV meeting.

## **RV Advisory Committee Organization**

### **• Terms, Commitment and Meetings**

- P - 2 to 3 year terms seems to make sense.
- We need a term limit to help determine how much is going to be expected of the members.
- P - This year will be the most work. I hope from an ongoing perspective that we have one meeting during the season, one post-season and one prior to registration opening.
- P - I would hope that once we get through this initial year, it will slow down.
- I would like the meetings early in the season.
- P - Hopefully we can get enough feedback that we don't have rewrite RV rules again every year.
- At some point we will have to stop changing the rules.
- Will the 12<sup>th</sup> Man have totally different rules?
- P - Probably not. They seem to generally follow what we do.
- We should have a meeting for the entire RV population during the season, then one for the committee post season
- D - We expect this to be an advisory committee; we (TS) want to be the ones making the final call on rules so we don't put our advisory committee members in a tough position. It's our intent to accept and follow your advice.
- P - We don't want the Advisory Committee to police the lots.
- To keep continuity in the group from year to year: If it is decided to have 3 year terms, do a draw replacing 1/3 of the original advisors after the first year; put the names of the representatives from each lot in a hat and pull one name out to take off the committee at the end of the first year. Then at the end of the second year the remaining 2 go in the hat.
- We could just let the three representatives from each lot sit down together and decide which would like to roll off after the first year and draw from a hat if there isn't agreement.
- I would like membership to continue into January so that those rolling off can give input regarding the season before they leave.
- P – Members could only have a consecutive term if no one else from the lot wants to be on the committee.
- I like the idea of putting nominations in the hat. How many people were in the hat to start?
- **43 total:**
  - Penberthy: 7
  - Olsen: 6
  - 100e: 15
  - 88: 6
  - 50: 5
  - 43: 4
- D - Would you like to discuss which members will roll off after the end of this first year now or at the end of the year?
- At the end of the year.
- I was only on the board to get the generator issue and attendance issue resolved so I probably won't serve another year.
- D – Decisions about rolling off will be made in January.

### **• Nominations**

- Nomination period will approximately one month beginning after the last game with a vote occurring in late January

### **• Representation**

- D - There has been some talk that representation from all dry lots is similar and that it wouldn't be necessary to have representatives sectioned from each dry (or wet) lot, just to ensure there was an appropriate representation from each lot type.
  - Is TS happy with the number of representatives on the committee this year?
  - D - You tell us?
  - Should always be an odd number to avoid voting ties and one is not enough.
  - Maybe later down the road having one representative from each dry lot would be enough.
  - P - Should representation be based on the different type of RV because some with larger RVs, pull behinds, 5<sup>th</sup> wheels, etc. have different issues than others?
  - D - Remember that advisory committee is not the only feedback we will have. We are working on getting an account setup so season pass customers can send feedback to us and the committee. We also plan to continue having an open forum in the fall.
  - Need to come up with a total number of committee members that would be ideal.
  - P - To be able to say at least this many, or no more than this many.
  - D - Can we nail down an opinion?
  - We need to come up with number before we come up with anything else.
  - 3 per lot is good for me.
  - If we have trouble recruiting new members, we could go around the lot each weekend and talk to people and see who would volunteer. If we are unable to get three people from each lot, then we could get more members from other dry lots or wet lots, depending upon which type of lot was having trouble recruiting.
  - P - Like and agree with that, 3 per lot unless there isn't enough interest and then have at least one representative from each lot.
  - D - Or do we let the committee shrink if we have fewer than three customers per lot interested in serving?
  - If no one in the lots wants to represent then why bother trying to get someone from that lot.
  - D & P – We believe we should work to always have at least one from each lot.
  - Since it is an advisory committee don't you want as many people to offer input as possible?
  - D - With the nomination process starting after the season, you won't be able wait until the nomination process has started to recruit in the lots because the season will have ended.
  - D – Should we draw names from a hat or allow the customers to vote?
  - Draw from a hat.
  - If we don't have anyone to fill a vacant spot this year, but are able to fill both open spots the next year, we will need to explain one position will have a 2 year term and the other will have a 3 year term.
  - If the committee member moves lots they stay on the committee for the rest of the season and then are the automatic first to roll off.
  - D - What if they are not RVing in our lots at all then what?
  - Let them finish the year but not their term or give the option to quit.
- **Recap**
    - 3 committee members from each lot is desired.
    - At a minimum the committee should have 6 members - one from each lot
    - If we don't have 3 per lot will settle with one or two.
    - 3 year terms (after the inaugural group).
    - Person from the committee whose term ends cannot go back into the pool for a consecutive term unless there is no other interest.
    - If a committee member is moving outside the TS lots or moving from one TS lot to another, he/she has the option to finish out the year, but not the term.
    - If you move from one TS lot to another you can self-nominate for the next available term for the new lot.
- **Attendance**
    - Do we need to attend all meetings?
    - P - On a lot of committees there is an understanding not all members will be able to make all meetings. We are taking notes and we have people on the phone (conference call).
    - Volunteers need to be able to contribute and we should expect them to attend 2/3 of the meetings.
    - Would my spouse be an acceptable substitute?
    - Needs to be the representative and not a sub.
    - Wait to see if attendance becomes an issue - Topic moved to "Parking Lot" (for more info and discussion)

- **Other**
  - P - Anything else?
  - What if we have someone breaking the rules?
  - Take it to Transportation Services
  - Take it to the person first to try to resolve it. Then escalate it to the other committee members, then to Transportation Services.
  - Also report so that Transportation Services is in the loop.
  - Are there any doggy bag dispensers at Olsen? (Moved to “Parking Lot” for more info and discussion.)

## **Multiple Trailer Registration**

- **Customers who share or rent RVs**
  - L – With the new rule requiring customers to check in with picture ID, we believe it really doesn't matter who owns the RV just that it's a valid RV plate
  - P - The RV license plate is captured during the registration process so we can confirm it is issued to an RV, does it matter that it's your RV?
  - P - We have people that share RV's.
  - D – We are asking: as the permit holder is attending 3 games it doesn't matter who owns the RV they are using?
  - The only concern you (TS) have is if you have somebody that is abusing the attendance rule and that lives close by. It is easy for them to get around the attendance rule by showing their ID even when they aren't really staying in the RV.
  - P - We are setting ourselves up for people not to have to track the RVs used.
  - Since Transportation Services is in the lots, permit holders don't have to report anything regarding RV usage.
  - P - We will check for vacant spots, but do not plan to check RV license plates.
  - D - We will know if someone shows their ID and if their spot is vacant.
  - D - There is an appeal process if someone needs an exception to the attendance rule.
  - What about spouses – can they check in for the space?
  - P - If the spouse came and if they are on the account, it counts towards the attendance.
  - P - We will add the option to include spouses on the RV permit account before the start of the 2014 season.

## **Committee Review of Suggested Solutions**

- **Tow vehicle space assignment (lot maps being shown on projector screen)**
  - L - The issue was previously brought up that in Lot 50 some RV spots were difficult to get into due to other permit holders using the adjacent tow vehicle spaces. We examined tow vehicle spaces in Lots 50, 100E and 88 where some of the RV spots are parallel to the curb and developed lot maps with assigned tow spaces for the parallel spaces to alleviate this issue.
  - L - Grey shaded spaces on the RV parking maps for these three lots would be open to anyone in the other RV spaces to park their tow vehicles and those in parallel RV spaces would have assigned tow vehicle spaces.
  - Can the customers with RV spots in the middle have a tow vehicle spot included in their RV area?
  - L - Yes.
  - D - They would have the option to use one of the grey shaded spaces on the map or to park the tow vehicle within their RV spaces.
  - P – Does it matter if the assigned tow vehicle spot is in front or in back of the RV spot?
  - It doesn't matter.
  - D - Is it fair to not assign a tow vehicle space for customers assigned to park in the middle of the lot?
  - You may be questioned about this from people.
  - Are there enough grey spots to assign one to everyone?
  - L – We thought it was better to let those in the middle sort it out naturally as some park their tow vehicles in their spaces allowing more access to the grey shaded spaces. By assigning them, some RV customers in the middle of the lot may have to walk further because of the way the assignments would fall within the lay out of the lot.

- The grey spaces by the trash bin in Lot 50 are overflow parking.
  - Does the Committee think it is workable to assign spaces for parallel RVs and not for the others?
  - Yes.
  - P - We will have to change the marking on the pavement for the assigned tow vehicle spaces so that it is very visible that it is assigned.
  - Add a "T" before the number that matches the RV space number.
  - Could you put your RV on your assigned tow space?
  - L - No, tow vehicle spaces are only for tow vehicles, not additional space for tailgating.
  - Don't think that tow vehicles are that big of an issue in 50.
  - L - The setup in Lot 43 does have parallel RV parking, it doesn't really require assigning tow vehicle spaces because there is plenty of room for maneuvering.
  - L - We looked at Lot 100e and increased the size of some of the RV perimeter parallel parking spaces and assigned tow spaces to these.
  - L - We also looked at Lot 88 but it is similar to Lot 43 (with plenty of room) and didn't need assigned tow spaces.
  - You should have something to hand out when customers enter the lot about assigned tow spots at 1<sup>st</sup> game.
  - On Friday nights is there any way Transportation Services can cone off the first 2 spaces in Olsen's parking rows to permit RV people who are coming in late to back in more easily?
  - P - Would need to grab them Thursday night and then pick up the cones as people come into the lot.
  - This is not a problem in Penberthy.
- **Visitor parking**
    - L - We talked about ways to add an option for RV customers to purchase visitor passes in nearby lots for guest parking. It was discussed limiting visitor parking to 1 per RV permit holder. The options are for Lot 100e & Penberthy – Lot 115 and also Lot 63 on George Bush Drive
    - P - What are the other options?
    - L - Visitor parking options for Lot:
      - 43 – would be Lot 111
      - 50 – would be the parking area in Lot 50 adjacent to the RV section
      - 88 – would be Lot 85, just south of Lot 88, on Agronomy Road.
    - D - Do you think there is a demand from RV customers for guest parking?
    - What would the cost be and (purchase) limit?
    - D - One per person?
    - D - Do you want a season pass or the ability to purchase a pass per game?
    - L - It would be \$15 to \$25 per game.
    - Think you should start at first selling them as game-by-game.
    - P - Lot 115 isn't big enough to supply the demand for the area, so it would be sold on a first come-first served basis.
    - Should be sold game-by-game.
    - Would you have the data to know how many people bought a ticket for every game? No.
    - Right now you are limited to one, what if the lot is empty, can you buy more on Friday night?
    - D - We will check to see if 2 per customer can be purchased in Lot 63.
    - P - I don't think it will fill up.
    - How will you get the visitor parking pass?
    - D - Print it from online.
    - L - We will check the date on the pass.
    - So I can pre-buy a spot for each game?
    - D - Yes.
    - D - We have some lots, such as Lot 63, where we know we have other commitments for game day parking so we the number of visitor passes in the lot many not equal the number of spaces in the lot.
    - P - What do we need to say in the email?
    - Think the purchase timeframe needs to be the period after the game (just played) and before the next game that they can buy a visitor spot for the next home game.
    - There are available spots in Penberthy; at least 50 and this is unique to Penberthy.
    - P - Penberthy is not a 12<sup>th</sup> Man lot so we are not holding any spaces for a purpose other than RV customers.
    - All along the lot in Penberthy there is space for more parking and you could sell some visitor spots in Penberthy to Penberthy RV customers.
    - P - Talked about this in prior meetings and is this something we want to try?

- P - This could take pressure off some other lots.
  - D - We have some other commitments in Lot 63 so we don't have ability to sell the whole lot.
  - Can you limit the presale to Penberthy?
  - We can re-evaluate guest pass parking at the end of the season to see if selling per game and the quantities sold worked well.
  - D – Should we have the guest parking permit in Penberthy include the RV owner's space number to help ID them if you have to find them so an RV can move in or out? Yes.
  - Does Transportation Services manage Lot 41?
  - L - No it is for the Presidential Library.
  - P - We need to make a note that will tell dispatch what we are doing. We could tell RV customers who are boxed-in and they could call dispatch.
  - Could we put dispatch number on permit?
  - P - And instructions on permit for what to do.
  - Are there any doggy bag dispensers at Olsen?
  - D - Do we need more doggy bag dispensers in the Olsen area?
  - Yes.
- **Early Arrival at Lots 50 and 88**
    - L - Let's start with Lot 50.
      - At 3:30pm we put someone at the lot and tell students they can't enter the RV parking area and we also email them that they will be towed from this area beginning at 6:00pm.
      - We now tow 6 or less vehicles per game which is a significant improvement over previous years.
      - We don't want to go back to towing large numbers of vehicles because we have moved the time up for when RVs can enter and annual permit holders have to be out of the lot.
      - From our perspective, we prefer trying to incrementally move back the arrival time by 15 minutes at a time.
      - D - This is the single most popular lot because it is one of the only student lots on that side of campus and it services the growing engineering program plus architecture and liberal arts.
    - What about having a valet person out in the lot?
    - D - At what time of day do you collect the person's keys?
    - I don't think you want that liability.
    - Can we come in and park earlier than the posted RV arrival time if no one is in the way?
    - L - We have tried that before and it has backfired on us. The customers have been very abusive to the staff if they see someone else is able to get in earlier than they are able to.
    - If that happens why can't they lose their permits?
    - P - People have an awful lot of free speech rights.
    - D - Another discussion is using Fan Field for people to stage early.
    - Like it.
    - D - What time should Fan Field open for RV staging?
    - Noon.
    - D - We will probably have an attendant there to check people's permits and we would need RVs out of the lot on Friday.
    - L - Lot 88
      - The arrival time here is a little earlier than Lot 50. Staff has to be out by 5:30pm and we feel we have little or no leeway here because the adjacent building is all staff.
      - There would be room in Fan Field for these people also.
    - D - Any other comments?
    - Does anyone know the rules on the use of golf carts on camps?
    - P - Private carts are prohibited from being used on campus.
    - D - If people who want to use golf carts weren't in one of the areas we talked about having visitor parking they could pay to park and ride the bus in for free.
- **Permit face value**
    - L - We plan to put the "face value" on the permit for each game.
    - L - On the back of the permits there will be information about how to report someone selling it for more than face value.
    - Since we discussed last time TS would resell RV permits but keep 25% of the face value, it will encourage people to sell the permits themselves. The handling fee should be charged to the new customer.

- P - It's been published and put in the rules so we are committed for this year, but we can revisit it next year in 2015.
- D - Put it in the "Parking Lot" to revisit before next season.
- Will the face value for each game be the same?
- P – The face value for each game for the season will be priced the same based on the season price divided by six games.
- **RV permit holder contact information**
  - D – Sharing RV customer contact information with the committee raises confidentiality concerns.
  - The way things are anyone can find everyone's information online; most of the time you can get what you need, but not their phone number. I withdrawal the request for wanting access to peoples contact information.
  - P – I think you would want their email to have the committee members email them.
  - People would have a problem with that.
  - P & D - Give Transportation Services authority to release the committee's information?
  - Believe by being on the Committee they have given permission to release their name and email address.
  - D – We will look into setting up an address for RV customers to email the committee
  - P – We put meeting minutes on the website.
  - Design a Advisory Committee placard for putting in advisors RV windows on game-days to let RV lot people know who their representatives are.
  - D - We can commit to that.
  - P - It has been suggested that we (TS) "drive" the decisions of the committee.
  - We had all the information that people came up with at the public forum and we used that.
  - The way the committee meetings are going is good.
  - If you hadn't "driven" the last meeting we wouldn't have gotten done all that we did in 5 hours.
  - It is good that you (TS) do research and bring solutions and ideas to the meetings for us to review and comment on.
  - D - Recapping contact information:
    - We will not share everyone's contact info.
    - Put minutes online.
    - We will provide email link to people.
    - We will set up a way for RV customers to email the committee.
    - Design a placard for RV committee members to put on their RVs.
  - P - Next year should we ask if the email address can be shared with the committee?
  - Yes.
  - P - Not positive that we won't have to have another meeting before football season.
  - D - We will review all the topics to make sure.
  - D - Do you think it would be good to poll the people that did not renew their RV season parking passes to see why they didn't return?
  - Yes. If you wait till you have the problem that people don't want to come to park their RVs, then it is too late, you would need to poll now to prevent the problem.

## **Other Issues**

- **Streamlining renewal process to increase ease of use**
  - P - Would like to hear some things from the group.
  - Having a one step process would be wonderful.
  - The current clicking process doesn't flow well and is not very streamlined; the renewal process is buried in the parking account too deep just to get started. It is hard to get to the renewal process.
- **Severe Storm Planning**
  - With the storms we've had there were not a lot of RV's that were destroyed. Are there any procedures to notify RV permit holders if there is a big storm headed to campus?
  - P - There are lightening sirens in town but there is not a tornado warning system and we don't have a procedure.
  - Could go around with a loud speaker notifying everyone.
  - D - What if it is late Friday night – what would you want from TS to notify everyone that a storm is coming?
  - Have a "safe haven" location.
  - Use text or call cell phones.

- Code Maroon type notification.
- D - Think that Code Maroon could be a great solution.
- **Power for Dry Lots**
  - P - Adding power is very expensive and with other commitments it is not in our budget currently.
  - Place in "Parking Lot" for later discussion.