

APPROVED MINUTES Provost Employee Communication Council Minutes – June 11, 2003 Meeting

Present: Annamarie Black, Jo Ann Addison, Lauren Killgallon, Rob Schuett, Michael Kidd, Ann Zook, Sarah Seat, Kathy Soule, Susan Fogler, Chris Loss (guest), Suellen Hill, Anda Webb (ex officio), Alan Cohn (ex officio), Pat Hartsook, Brian Bader, Diane Russell, Melody Palmer, Mary Gentry, Brad Holland (ex officio)

The meeting began with introductions by all attendees, including several newly elected council members. Susan Fogler had prepared a membership list dated June 11, 2003, which is appended to these minutes. (It was in need of one minor correction and so was not handed out at the meeting.)

Ms. Fogler also prepared a handout and whiteboard display of council membership representation by school/department. It was pointed out that council representation has been a long-standing topic of interest and that there might be the need for checking current proportional representation since the numbers on Ms. Fogler's list are from 1994. The council membership representation hand out is appended to these minutes.

The election for new council officers (chair, vice chair, and secretary) will be slated for the July council meeting. An email will be sent out in advance with details about the election along with an agenda. Also at this meeting will be a council orientation led by Alan Cohn for all council members (old and new).

Becca White, UVA Parking and Transportation (P&T) Director, spoke about P&T operations and issues, and answered questions from council members. Prior to today's meeting, Annamarie Black solicited questions from council members and made them available to Ms. White. Ms. White consolidated the questions and prepared written answers to them. The written questions and answers are appended to these minutes.

Ms. White began her talk with background information about P&T. Like the bookstore, printing and copying services, daycare, and certain other UVA organizations, it is an auxiliary service, self-supporting and receiving no state funds. P&T serves approximately 15,000 parking customers daily, with as many as 50,000 on a football game day. Unlike the majority of its parallel organizations at academic institutions, it integrates parking and bus operations, as well as academic and hospital parking and transportation operations. Such integration enhances P&T's functionality, during such times as special events when changes to normal parking routines are necessary.

Ms. White pointed out that P&T issues are sometimes frustrating for all involved. To address this situation, P&T endeavors to be responsive to UVA faculty, student, and staff needs in a variety of ways. It maintains contacts with the many academic departments via a special presidential council, which permits, for example, better communication with P&T customers about construction issues and parking changes during sports events. P&T maintains a close relationship with the Student Council; about 90 out of the 100 P&T bus drivers are student employees. Recently P&T has started weekend shopping runs for students.

P&T is also working on enhancing its website for greater interactive usability, making it less of a regulatory document, and is also trying to start a vanpool commuting service from Augusta County, which at this point has very low participation.

P&T annually collects approximately \$800,000.00 in citation revenues, issuing 50,000 tickets, one-third of which are warnings. Ninety-two percent of citations are paid. A new bus costs

approximately \$320,000.00; P&T tries to purchase one new bus per year. P&T carries approximately \$1,300,000.00 in service debt mainly for construction of new parking facilities.

Ms. White pointed out that as a rule the three primary, desirable parking and transportation goals are 1) plentiful, 2) cheap, and 3) convenient services. She also admitted that the difficulty in simultaneously achieving all three goals is the source of much frustration. Frustration is indeed reflected in the tone of several of the written questions appended to these minutes, but, on a positive note, several council members had praise for P&T's operations and customer service efforts in the question and answer period following Ms. White's introductory remarks.

Issues addressed in the question and answer period follow:

- Ms. White will make available the membership list of the above-mentioned presidential council. (It is appended to these minutes.) Some Provost Employee Council members were not aware that such an advisory group even existed or did not know who represented them.
- Opening of the new Emmett/Ivy parking garage has been delayed until October 25. The return of students for the fall 2003 semester will unquestionably cause problems at U-Hall parking. P&T is working on creative solutions including one that will optimize available parking space by concentrating together parked vehicles while allowing them to exit without hindrance.
- Drivers who arrive late (at 9:00 AM or later) are often at a great disadvantage when it comes to finding available parking spaces. Ms. White encouraged people to contact her directly for possible solutions for this, and any other, P&T problem.
- Blue route bus service is pared down during the summer due to decreased demand, and not for budgetary reasons. This situation combines with other bus service operations to create greater gaps in bus schedules between 9:00 AM and 2:30 PM. There is also a need to extend Central Grounds shuttle service past 5:30 PM during the summer. Ms. White will look into this.
- Ms. White discussed the North Grounds connector update. There will be limited access at the crossover at the 250 Bypass from the connector road. There will not be a cross over at the 250 Bypass for anyone to make left hand turns. Ms. White stated that this route is a right turn only access.
- For the annual new parking permit changeover, there is as always a one-week grace period during the first week of June. All permit holders who have paid for a new permit before May 31 should receive in their home mail a new permit by the work week ending June 20. In the meantime, if a permit holder receives a ticket, and has paid for but not received a new permit, the ticketed individual may send the ticket to P&T via interoffice mail to have it voided in the "EPA" process.
- Issuance of new dashboard permits is behind schedule. Dashboard permits are given to individuals who have special parking needs, such as needing once-a-week parking in a place other than their regular parking place. Ms. White reported that P&T is trying to get this and other permit transactions online.
- Warning ticket policy is the same for all. A warning ticket is issued when the fine is less than \$100.00 to anyone who has not been ticketed in the previous calendar year.

- Handicap parking spaces are limited at Clark Hall due to construction. Ms. White will look into this.
- Proposed arts precinct construction has raised concern about effects on an A-9 lot. Since this construction is several years away, P&T currently has no plans concerning the A-9 lot.
- "Storage parking" in the Blue lot at U-Hall (parking primarily by students who often do not move cars on a daily basis like commuters) can inconvenience commuters by distancing them from bus stops. Ms. White explained that the opening of the Emmett/Ivy garage should decrease this problem, though there are not plans to regulate storage parking in the new garage. The philosophy of "same payment for same bus stop access" and the desire to allow permit holders access to any available space prohibits P&T from regulating storage parking.

Following Ms. White's presentation and the question and answer session, it was suggested that the council create a working group for parking and transportation matters. This suggestion is to go into a tickler file for the time being.

The next council meeting will be July 9 in the Booker House Conference Room. Parking passes will be available for those who need them. Parking spaces could be at Booker, Madison, or Carr's Hill Road depending on availability that morning.

Minutes by Brian Bader

**2003-2004 Provost Employee Communication Council
Membership list as of June 11, 2003**

University of Virginia Library Brian Bader <i>term ends '04</i> Doug Moseley <i>term ends '04</i> Kathy Soule <i>term ends '04</i>	Engineering & Applied Sciences (School of) Jo Ann Addison <i>term ends '04</i> Jason Dalton <i>term ends '05</i> Iva Gillet <i>term ends '05</i>
All Other Provost Units Carolyn Laquatra <i>term ends '05</i> Mary MacNeil (alternate) <i>term ends '05</i> Jean Varner <i>term ends '05</i> Kathy Woodson <i>term ends '04</i>	Law (School of) Rebecca Peters <i>term ends '05</i> Glenn Taylor <i>term ends '05</i>
Architecture (School of) Jennifer Hitchcock <i>term ends '05</i>	Provost Office Deirdre Davie <i>term ends '05</i> Anda Webb – ex-officio
Arts & Sciences (School of) Suellen Hill <i>term ends '05</i> Linda Hunt <i>term ends '04</i> Michael Kidd <i>term ends '05</i> Deb McDaniel <i>term ends '05</i> Melody Palmer <i>term ends '05</i> Ann Zook <i>term ends '04</i>	Human Resources Alan Cohn – ex-officio
Commerce (McIntire School of) Mary Gentry <i>term ends '04</i>	Past Chair Susan Fogler – ex-officio – <i>term ends '04</i>
Curry (School of Education) Brenda Boyd <i>term ends '05</i> Peggy Powell (alternate) <i>term ends '04</i>	
Continuing & Professional Studies (School of) Sue Morris (alternate) <i>term ends '04</i> Sarah Seat <i>term ends '04</i> Faye Snyder <i>term ends '05</i>	
Darden Lauren Killgallon <i>term ends '05</i> Rob Schuett (alternate) <i>term ends '05</i>	

Provost Employee Communication Council Membership Representation Numbers

Alderman Library - 3 council members

All Other Provost Units - 3 council members

Architecture - 1 council member

Arts & Sciences (undergrad & grad.) - 7 council members

Commerce - 1 council member

Curry - 1 council member

Darden - 1 council member

Engineering - 4 council members

Law - 2 council members

Provost's Office - 1 council member

SCPS - 2 council members

The numbers reflected above are from the membership roster on 2/18/94.

P&T QUESTIONS AND ANSWERS FOR/FROM BECCA WHITE

What is the incentive for an individual to present a ticket for Hospital Garages vs. claiming lost ticket?

The fee for exiting without a ticket at the Hospital Garages is \$35.00. As mentioned, if a vehicle is parked in the garage for 10 hours or longer, it is actually cheaper to claim that the ticket is lost than to pay to the hourly rate. There is no other incentive besides being honest and the price itself to turn the ticket in. Whether you claim lost ticket or pay the hourly rate, vehicles parked in the hospital garages for that length of time are tracked and investigated for potential abuse of the patient parking areas.

What is the policy for exiting the Hospital Garages without payment?

P&T allows for individuals to exit the garage without payment by virtue of a voucher form or delayed payment form. An administrative fee of \$5.00 is added to the parking fee if P&T has to bill an individual from the delayed payment form. Individuals may return to the booth the same day to satisfy the fee and can therefore avoid the \$5.00 billing fee. Individuals can also return the delayed payment form with verification of patient status in which case the fee is waived.

What are P&T's operating funds and how are permit revenues used?

P&T's operating funds include Academic Permit Parking, Medical Center Permit Parking, Bus Operations, Garage and Meter Operations, Parking Enforcement, Vehicle Maintenance, Flight Operations, Administration

On the academic side, permit revenues, including individual permits, departmental spaces, service pass, and special events, total approximately \$2.5M for the current fiscal year. The medical center represents an additional \$2.2M in permit revenue. The largest expenses paid from these revenues include debt service (20%), commitments to parking renovation and expansion reserve accounts (20%), support of UTS bus service (10%), salaries (12%), snow removal (12% this year, usually 6%). The remainder is spend in many different expenses including landscape maintenance, trash removal, software costs, printing, uniforms, office supplies, signs, insurance, utilities, miscellaneous repairs, etc. We hope to get an annual report on our web site by the end of 2003/2004.

Why can't permit rates rise at the same level as salary increases?

P&T is an auxiliary service, and as such, must be fully funded from non-state funds. The permit fees are set at UVA based on the costs of the P&T operation. Since so much of the funding is coming out of employees' pockets, strategies are used to keep the permit costs as low as possible. A few years ago, P&T started charging VAF (formerly VSAF) for the spaces used to support Athletic events. P&T has entered joint funding arrangements with other department for the loss of parking space due to construction (Clark Hall expansion, Stadium expansion, Arena construction, etc.). Rates are now set for three years at a time instead of year to year. For the current three-year plan, increases have been deferred twice due to compensation issues at UVA (rate increased for 2002/2003 permit year deferred from June 1, 2002 to December 1, 2002 and rate increase for 2003/2004 permit year deferred from June 1, 2003, to June 1, 2004).

How will R1 permit holders be accommodated during and after the construction of academic swing space in the R1 parking lot?

The construction of the academic swing space in the R1 lot will benefit many academic departments for years to come. P&T received relatively short notice on the construction of academic swing space in the R1 parking lot, but has worked hard to provide accommodations for permit holders. The construction schedule has not been set, but P&T has received assurances that the construction will not begin until the Emmet/Ivy Garage is completed. Construction will last about 6 months. During that time, R1 permit holders will have to be temporarily relocated. Fortunately, with the Provost's, Brown College and Residence Life's support, we have been successful in re-designating the R6 lot (Dell lot), for Faculty and Staff commencing with the start of the construction. With R6 and R1 reopened, all permit holders will be returned to one of those two lots. For the construction period, we are currently working with surveys sent to the R1 permit holders to try and meet their needs.

How was and will the supply and demand of parking space at Uhall be impacted due to the Arena construction?

Starting in mid-April, the arena construction project reduced capacity at University Hall for permit holders. In mid-April, 300 spaces were taken out of service. In early May, an additional 100 were taken out. After graduation, another 400 spaces were taken out of service. When the Emmet/Ivy parking garage opens in Fall 2003, the last 250 spaces on the arena construction site will be taken out of service. In response, P&T relocated Green Route service to the west side of Uhall on April 14 and relocated Blue Route service to the west side of Uhall on May 19. We had officers and large laminated maps/signs in place at the bus shelters to help permit holders find open space. We also had information on our web site. Since a Blue permit is valid in any Uhall lot, we were having to use areas that blue permit holders were probably not familiar with or even knew existed for them as an option. While the students were still here, the demand at Uhall was high and the supply was getting lower, resulting in fewer open space that were harder to find. We will be facing the same convergence of supply and demand for the first 6 weeks of the Fall semester due to student return. Even though there will be 550 fewer student permit holders than there were in April due to first year prohibition, parking will be tight again at Uhall until the Emmet/Ivy Garage opens. Permit holders will again be looking for space in areas not used before including the Cage lot and West side lots. According to P&T's analysis, the current supply is 1300 spaces and the demand is 650. When the students return, before the Emmet/Ivy Garage is open, the supply will remain 1300, but the demand will increase to about 1200-1250. Once the Emmet/Ivy garage opens, the supply will be reduced at Uhall to 1050, but increased at Emmet/Ivy to 1200. The demand at that time will be approximately 1000 for the Emmet/Ivy Garage and 200 at Uhall..

How will the Emmet/Ivy Parking Garage be used?

For the first three years of operation, the Emmet/Ivy Parking Garage will cost the same and function exactly the same as the Uhall parking does now. Same permits, same prices, same bus routes, etc. The garage will not be set up to charge hourly rates. After the arena parking garage is open in 2006, the price for the Emmet/Ivy Garage will probably go up

to the mid-ranged reserved permit (ie, the same as E1, E3, or A9). We do not anticipate having to relocate permit holders from the Emmet/Ivy Garage for events. We intend to use the space that naturally turns over at the end of the business day to support events.

Why do events force permit holders to leave lots at 4PM?

The only time lots must be cleared at 4PM is when UVA hosts a weekday football game. In these cases, the lots surrounding Scott Stadium must be cleared at 4PM and unfortunately, individuals must make personal arrangements to make that happen. Working with the Provost, we work out alternative accommodations for people who cannot move by the deadline while everyone else has to work out something with their supervisors. I know it is a major inconvenience, but I guess UVA finds the national showcase for our institution and students worth the tradeoff. Fortunately, for each weekday game so far, P&T has only had to tow less than 10 cars each time. For normal game operations, football lots must be cleared by 1AM on the day of the game and basketball lots must be clear of faculty/staff by 5:45PM the day of the game (for a weekday game) and two-hours pre-game for a weekend game.

Why does UVA charge more for permits than VPI and JMU?

As mentioned above, the permit fees at UVA are set based on the cost of our operation. UVA has more structured parking than most universities in the state and has a much bigger bus system and therefore has a more expensive system to support.

Why is there no relief for low-income staff?

UVA provides a low cost alternative for parking permits. Granted, the alternative is not as convenient as the closer in parking, but the \$11/month fee, coupled with pre-tax payment, results in some relief for low-income staff.

Why does UVA have more citable violations and higher fines than other schools?

UVA is allowed to set violation fines at the institutional level. The fines are meant to deter illegal parking.

Why is the amount of fine on a ticket printed in small letters, but the “if the fine is \$0.00” printed in big letters? This may lead to misunderstanding about whether a fine is due?

We have received this feedback before and plan to change the type fonts with our next order to correct the perception.

Why doesn't UVA build more structures with parking below and programming space above (like the Central Grounds Garage and Bookstore)?

Building structured space is much more expensive than building surface parking. The average cost per space in a parking garage of 400 or more spaces is approximately \$12,000-\$14,000 per space. If that space is completely underground, the cost goes up to about \$30,000/space. Most of these costs are associated with the foundations, ramping, and elevator systems so with a facility smaller than 400, the costs per space go way up and become completely prohibitive. The master plan of the university calls for more

concentrated parking on the periphery (Emmet/Ivy, South Lawn Project, etc.) than to maintain smaller quantities in grounds.

Why aren't the routes and times posted at every stop. Also, please review the summer UTS service and the evening commuter bus service between Grounds and Uhall?

Parking & Transportation entered a joint project with Student Council to provide information posts at many UTS bus stop with the routes and times. We continue to develop that project and enjoy routes and time-tables at over 60 bus stops in our system. We also post the maps and schedules on the major commuter bus shelters (ie, Uhall, Hospital, etc.) The bus service during the summer and student holidays change slightly. Please note, Green Route, Stadium Hospital Shuttle, and Central Grounds Shuttle schedules do not change for the summer. The only routes that do change are Blue/Orange and Grounds Loop. Night service is different in the summer as well and there is no weekend service in the summer. An example of the afternoon service Grounds to Uhall is printed below.

Minutes Past the Hour	Stop	Route
00	Chapel Side	Blue Route
:05	Library Side	Central Grounds Shuttle
:20	Chapel Side	Blue Route
:20	Library Side	Central Grounds Shuttle
:35	Library Side	Central Grounds Shuttle
:40	Chapel Side	Blue Route
:50	Library Side	Central Grounds Shuttle

The two buses do leave at the same time at 5:20PM. We figure 5:20PM is the highest demand time after work. Longest gap between buses is 15 minutes.

I will bring some bus schedules and can review any other specific route questions at the meeting.

What accommodation is available for staff who have quick trips around grounds?

Parking & Transportation allows departments to purchase low cost or free permits that allow short term parking in various lots throughout grounds. Examples include permits valid for 15 minutes in any UVA lot (no charge), permits valid on Tuesdays and Thursdays after 1PM (charged at the Blue/Commuter rate). Maybe this approach could accommodate employee short term needs.

Why can't commuters who move in and out of a lot every day park closer to the bus stops?

Behaviors of commuter parkers and storage parkers are different. As mentioned, commuters move in and out of a lot every day while a storage parker may not move all week or may move at hours other than traditional business hours. The lots at Uhall are shared by commuter and storage parkers. We have not carved out areas for one type of permit holder or another because of the inherent inefficiency of that approach. With the existing approach, any permit holder can use any open space. To address the issues, we have placed a bus stop every 250 to 300 feet inside the parking lots so nobody has to

walk any farther than that. When we moved bus operations to the west side of Uhall, we added bus stops to maintain the 300 foot standard. The Emmet/Ivy garage will have one bus stop located outside the east stair tower.

Will P&T revive the shuttle service between Fontaine and Central Grounds?

P&T conducted a pilot shuttle between the Fontaine and Central Grounds. Unfortunately, less than 10 passengers a week were using this service so it was not cost effective. The departments needing access to grounds who are housed at Fontaine may get permits valid on grounds for their personnel traveling back and forth. As more departments move to Fontaine, another pilot could be tried.

How is P&T preparing for the relocation of B1 permit holders during the South Lawn Project?

There are currently approximately 250 B1 permit holders. As the project approaches, P&T will allow attrition to reduce the permit holder demand for the B1 lot and the surrounding lots to try and absorb the loss when it comes. We will work with the Provost and the departments represented in the lot to offer as many options as possible during the relocation. The C1 lot, Ruffner lots, Thornton lots, lots on the south side of the stadium, and the Emmet/Ivy parking garage will all be used as options for permit holders. We usually send out a survey and try to match accommodations to the wishes of the permit holders. The number of permit holders will be a challenge for this one. When the project is complete, I have seen anywhere from 350-425 parking spaces returned to the site which will allow us to bring back all the permit holders when it is complete.

What is the most appropriate way to provide UTS with feedback about a particular driver? The best information we can have is the time of day, the location and direction of the bus, and ideally, the bus number. The bus number is a four-digit number printed over the front doors, over the driver window, and centered under the front and rear windshield. We man our office from 5:15AM-7PM so the best number to call is 924-7711. You can ask for the “on-duty supervisor”. The full time supervisor is Joe Stewart. The assistant supervisor is Nathan Sanford. The Assistant Director for Transit Operations is David Kloss.

Why are medical center permit holders still parking in a reserved lot at the Stadium? P&T has been working for about one year to push the medical center permit holders (Red) in west grounds back into their own lot. It has taken a very long time because of the number of Red permit issued was not controlled and once the new sales were cut off, we had to wait for the number of permit holders to be reduced to the point where the Red lot would be able to absorb the capacity. We continuously count the number of Red permit holders in E3, the open space in E3 and the open space in Red. Our latest surveys show about 45 Red permit holders remaining in the E3 lot, entirely on the middle floor of the Stadium Garage. We’ve been counting over 100 open spaces in E3, and enough open spaces in Red to make the final push to get Red back into their own confines. It has been a long and difficult time for the E3 permit holders.

Why is customer service poor at P&T, specifically during permit renewal time? I would like to apologize for poor service received at P&T. Many permit holders wait until that last pay day to renew their parking permits, resulting in long lines around the first of the June. Our email account, parking@virginia.edu is monitored approximately 2 times per week. Emails are scanned and routed, resulting in an additional 2-3 day delay in response. We are working to put some of our routine transactions on the web for customers so we can provide instant information on the status of a renewal. Currently, we have to look in various piles depending on where we are in the process, whereas if the process were on-line, status would be known instantaneously and there would be no difficulties associated with the post office. We are thinking of putting waiting list requests and status on line as well as citation payment. Citation appeal process is already on line. The goal is to have renewals on line by Spring 2004.

Why does the medical center get a bus that runs every 10 minutes and the academics don't? For the commuting employees, P&T tries to maintain consistent bus service Monday-Friday, regardless of the student calendar. To that end, there are three dedicated commuter routes whose routes and time tables do not change even when the students are not present. The Stadium Hospital Shuttle (from the Stadium to the Hospital) runs every 8 minutes. The Central Grounds Shuttle (from Uhall to Grounds) runs every 15 minutes. The Green Route (from Uhall to Central Grounds via Emmet Street and the Hospital) runs every 10 minutes during morning and afternoon rush hour. The time between buses on the three routes is based on overall demand from those locations and the existence of two routes from Uhall rather than just one.

The Transportation and Parking Committee Membership is:

Shamim Sisson, Associate Dean of Students (Chair)
Carole Lohman, Education School Library
Mark Fletcher, Intramurals
Deborah Gausvik, Employee Relations
Elizabeth Lawson, Facilities Planning and Construction
Paul Norris, Chief, University Police Department
Mark Reisler, Darden School
Leonard Schoppa, Professor in Politics
William Thurneck, Dean's Office, Engineering School
Allison Vonn-Love, Cancer Center at the HSC

Ex-Officio:

Rebecca White
Phil Moran, Patient Assist. Services at UVA Hospital

Students are appointed by the Vice President - usually one member at large and one member from student council.