

Minutes

Provost Level Employee Communication Council meeting – April 14, 2004

Present: Brian Bader, Doug Moseley, Kathy Soule, Linda Hunt, Michael Kidd, Ann Zook, Faye Snyder, Lauren Killgallon, Jo Ann Addison, Iva Gillet, Alan Cohn, Rebecca Peters, Glenn Taylor, Anda Webb, Jean Varner, Chris Loss

Jo Ann Addison called the meeting to order. Attendees introduced themselves to Becca White, director of the UVA Department of Parking and Transportation (P&T), who gave a 30-minute talk with questions and answers about her organization.

Ms. White has been with P&T for 22 years, starting as a student bus driver in the 1980s, and stepped into the role of director three years ago. Ms. White says her job involves a lot of planning and is a lot of fun. P&T is an auxiliary service which generates its own revenues, one of the biggest sources being permit sales. P&T gets no state or tuition money. Its budget is \$11 million. About a half of that is parking permits and a third is University transit and the rest split up between a maintenance shop [and other operations]. There are 15,000 parking spaces at UVA and this number has stayed the same for many years. P&T has 65 full-time employees. P&T's employee council is the one that Leonard Sandridge has, the executive vice president's. P&T serves daily: 2,000 patients, 15,000 bus riders, and, with most of the parking spaces taken up every day, 15,000 additional people. Crossovers with staff and faculty include a presidential committee (which met on April 14); employee councils can name people to that committee – Carole Lohman of the Education Library is on it. There is another policy board which crosses over to staff and faculty in the Medical Center where P&T clients have different needs from those on the University side.

Some recently developed and upcoming goals for P&T include:

- Meet transportation needs of first year students who are not allowed to have an automobile for their entire first year (previously only their first semester).
- Make the P&T website interactive (including online citation appeals, paying citations, requesting a charter, requesting special parking reservations, and renewal of permits)

- Conduct a customer survey (a risky thing according to Ms. White). This is a big issue for all auxiliary services. The survey will be offered online.

Ms. White then made some P&T-related announcements:

- Parking permit renewals should be out within the next few days.
- Social security numbers have been removed from renewal forms.
- The forms combine as many permits as possible on one form.
- There will be a Thursday night football game in mid-October 2004, the fourth game of the season, with the first three all being home games.
- There may be an occasional parker program for people who often bike or take the trolley to work but who may sometimes need to park at UVA. This could potentially free up some regular parking permits.
- P&T is exploring a ridership program with Charlottesville Transit Service (CTS) to get more UVA people on city transit. CTS bus Routes 7 (along highway Route 29) and 4 (to Johnson Village) are very popular routes.
- The new UVA Architect, David Neuman, is also a planner and has an interest in linking land use to P&T operations.

Ms. White then gave some figures about P&T:

- The cost of fixed route bus service is \$40.00/hour. This includes new bus purchases. (A P&T goal this year is to reduce fleet age – a new bus costs \$330,000.)
- Citation revenues are \$650,000-700,000/year, down from \$800,000-900,000 ten year ago. Gate access has helped drop revenues.
- The cost of equipping one lane with a gate is \$16,000-18,000. It costs \$25.00 to replace a broken gate.

Ms. White summed up her talk by reminding the Council that one can only have two of the following when offering services such as P&T's: plentiful, cheap, and convenient.

The Council next asked questions about P&T matters.

- Q. If one opts for the occasional parker program and because of changed circumstances wants to change back, what will happen?

A. The person will lose their old permit and not get it back. The occasional parking program will be in the Emmett-Ivy garage.

- Q. Will the C-1 parking be equipped with a gate?

A. Likely not. Heavy duty parking usage, box office parking, performance events parking all affect the placement of a gate.

- Q. People on a Council representative's office are upset about parking cost increases. Does P&T ever evaluate each lot as far as cost goes?

A. Prices are based on proximity. The closer in, the more money. Low prices and accessible parking work against a regional traffic plan so P&T in part bases costs on helping with the regional traffic plan. (Staff would argue that rates are too high while the city would argue that by keeping rates low, everyone drives to work.) P&T is now working on a three-year rate plan. The current one has actually taken five years to implement because of cost increase deferments due to salary freezes. One council member noted that people who park where she does feel that their rates are high because of crowding (cars being parked four deep) and sharing with construction workers who park there, as well as with emergency response vehicles.

- Q. The Council and Ms. White discussed Give Air a Break Day (coming on May 7) when people are encouraged to use alternative transportation to work. In this discussion, the relationship between University Transit Service (UTS) and CTS was covered.

A. A P&T goal is to get more employees on mass transit. Transferring from UTS to CTS buses is possible but P&T and CTS are working on facilitating transferring the other way. P&T subsidizes the free trolley service at \$40,000/year, up from \$20,000. A geocode survey has identified faculty, staff, and student proximity to the free trolley route (all people who live within 150 yards of a trolley stop). The trolley runs from 6:00 AM to almost midnight. Students will probably be the first to lose the transfer barriers (enabling them to go from CTS to UTS). Their comprehensive transportation

fee goes up to \$111.00 from \$101.00. On May 7 (Air Break Day) local transit providers will drop their fee and a free ride home will be given to anyone who registers for alternative transportation.

Q. What is the status of Lethal Towing?

A. As of April 7 Lethal is off the list of approved towers for UVA. Wrecker companies are held to guidelines for prices, storage, and customer treatment. Complaints result in an investigation. There are price caps for charges to all UVA affiliated personnel, staff and students. Payment methods include check, Master Card, and Visa. The charge is \$30.00 with a storage fee of \$10.00/day and a \$10.00 after hours release fee. The P&T and Student Council websites have charge amounts. Lethal Towing had more than one documented occasion of customer mistreatment so it was dropped. Ms. White is not sure how Lethal can get back on the approved list; the tower remains a provider for the UTS shop. She will check with Procurement about how it might get back.

Q. How did the 4:00 PM time for gate openings come about?

A. This predates Ms. White. It has to do with the balance of not allowing cut-through traffic and allowing employees to get out of their parking lots more conveniently. Some council members reported students flying through open gates at 5:00 PM and wondered how to slow down traffic. It was agreed that speeding is a global problem, as evidenced in places other than the Central Grounds gate/bus stop on McCormick Road, such as Newcomb Road near Alderman Library and the UVA Bookstore, as well as near Culbreth Theatre.

Katherine Mawyer, service and sales manager at the UVA Community Credit Union, spoke next. This is the fiftieth anniversary of the Credit Union. The Credit Union's annual meeting at the end of May will be a celebratory one. Its charter allows membership of UVA personnel, as well as people who work or live in Albemarle, Fluvanna, or Greene Counties. (State regulations set limits on membership.) Ms. Mawyer had service guides to distribute to the Council.

Investment services are now available at the Credit Union. Contact Tracy Collins at the Berkmar office. The Credit Union has recently added a third Visa card opportunity: the Platinum card (in addition to the Classic and Gold cards). The Platinum has a higher credit limit but also an income requirement. One can transfer balances to any of these cards. The Credit

Union has home equity lines of credit as low as the prime rate, currently 4.0%. It also offers auto loans at 4.25% for the life of the loan. It offers financial literacy seminars for members; the next one is on managing a checking account. There is also going to be a class on identity theft. Seminars are held in the evenings from 5:00-7:00 PM.

Paperless financial statements are being considered by the Credit Union. On-line banking, currently available, helps members save time and money with such features as the bill paying service for which there is no fee (there used to be a charge of \$5.75/month). The service is free as long as one pays at least one bill per month on-line. Members will be notified about companies which do not accept on-line payment. All of the above information is on the Credit Union website (<https://www.uvacreditunion.org/>). Basic requirements for on-line banking include a computer with a modem, a checking account, and a password.

The Credit Union has an ATM machine in Alderman Library (the only one on Central Grounds due to the Bank of America contract with UVA) and another in the Hospital cafeteria. In a general discussion of ATMs Ms. Mawyer pointed out that the Alderman machine averages 1,200 monthly uses and that it generally takes 3,000 uses to break even.

Questions and answers followed:

Q. How do ATM and night deposits compare?

A. They are posted to an account in the same time frame. For most ATMs, one does not have to leave one's car to make a deposit. Security is very high at both ATMs and night deposits. The Credit Union recently relocated an ATM from its High Street location to the Citizens Commonwealth Building at Preston and McIntire offering much better access. A council member praised the Lake Monticello Credit Union location. The Credit Union is able to survey customers by teller/customer interactions. Surveys are getting a lot of positive responses with over 50% writing notes on survey documents.

Q. What is the Credit Union doing about identity theft? (And what is being done in Oracle?)

A. In Oracle, a person's social security number is not an identifying number. The Credit Union has a sophisticated firewall system and a security orientation/training plan for all employees. Employees, for example, do not send email with customer names or numbers. The Credit Union's privacy

policy is on its website. It aggressively ensures that customer information under Credit Union stewardship is secure. There is no sharing of information, no selling of lists, no joint marketing. The Credit Union sometimes must share information for business such as with Liberty Check Printer or the Equifax check clearinghouse.

Q. The credit card rate is not really low and has no money back or charitable contribution features.

A. There is no annual fee for the Credit Union credit cards (which can be as high as \$130.00) and they have a very lenient grace period for late payments before interest accrues. They do not kick up the interest rate if a payment is missed.

Ms. Mawyer's talk ended with distribution of Credit Union pens, pencils, magnets, and flyers.

Council Chair Jo Ann Addison reminded the Council that elections are coming up and will be discussed at the May meeting. There will be three library vacancies. There are still no answers from Mr. Sandridge's office and Mr. Gausvik's office from the February and March Council meetings. (Since the April 14 meeting, Mr. Sandridge's office has supplied the answers which are now on the Council website; Mr. Gausvik's office has promised to have their answers at or before the next council meeting.)

The Council discussed an April 2, 2004, article in the Daily Progress, "Colleges Suffer from Impasse." Collette Sheehy, Vice President of Management and Budget, indicated in the article that no state budget may mean the possibility of layoffs. Anda Webb of the Provost's Office gave the opinion that legislators who are up for reelection next year will probably come up with a budget. She also reminded the Council that UVA has a lot of its budget from tuition but the State does appropriate it. In the case of no budget, the Governor can invoke emergency powers. The press sometimes misquotes people and it is hard to correct them without coming off as being defensive. The Board of Visitors could conceivably redirect part of endowment money in a no-budget situation. Ms. Webb indicated that Council members and classified staff should contact their representatives and senators to express concern over the budget impasse.

The Council Chair mentioned that she and Linda Hunt, Co-Chair, have inquired about when the next executive committee meeting with all council

leaders will be held. (Since the April 14 meeting, Jo Ann has heard that the meeting will be in May.)

The next Council meeting is May 12 at the Booker House. Bob Lake, Director of University Training, and Owen McKenzie, Program Manager of the Faculty and Employee Assistance Program (FEAP), will be guest speakers.

| Submitted by Brian Bader