

**Transportation Services Gameday RV Committee Meeting
10-29-2016; 9:30 a.m. to 10:30 a.m.
Conference Room, West Campus Garage**

Meeting called by: Transportation Services

L = Lynn Wiggs

A = A.J. Wolf

DM = David Marberry

Welcome & Introductions

Aggie RV Park Overview, Lot Entrance, Porta-Potties, Water Supply

- L – The open forum is set for UTSA or Ole Miss game. Debbie is currently out-of-town. It is great being able to have Aggie RV Park open early and have larger RV spaces, but there have been some complaints on dust and light plants. We prefer to have lights on for safety at night and are doing our best to find the best solutions for some customers who find them too bright. Light plants are only adjustable for height and light direction. Aggie RV Park is borrowed land, therefore any modifications need to be addressed via the appropriate channels. Peter and I have talked about possibly having some permanent lighting and what our budget can accommodate for this.
- Perhaps a covering or filter could help with the lights being too bright?
- L - We can look into the coverings. Some lights have sustained some damage from customers attempting to turn off the lights.
- Would it be possible to have a water station for convenience? Should there be an emergency the extra water would be excellent.
- L - There are 3 banks of porta-potties in various locations at Aggie RV Park. Some customers have varying views about the locations.
- There are jugs with excrement on the ground due to there not being enough porta-potties. Perhaps some porta-potties could be placed on the bend of Row A.
- L - It may be possible to have a 4th bank of potties.
- L - We are continuing to work on the staffing configuration of Aggie RV Park's lot entry to enable better egress.
- Perhaps move the lot attendants a little further west to accommodate people who still need to leave the lot but do not have the room?
- D - A plan was in place for the Tennessee game which looks like it will help. We just need to improve the execution of it by our student workers.
- L - We are proud that David is doing a great job, he's constantly tweaking plans for making it a better experience for everyone.
- L – We are sold out for Ole Miss.

Lot 58 and the Established RV Waitlist

- L - Everyone is enjoying it (Lot 58) and really liking the atmosphere there. Everything is operational.
- Is there a master plan for the lot?
- L - It should be available online. It was part of a "land swap" involving new intramural fields, track and softball complexes.
- L - How should we assign season permits for Lot 58 as they become available? Do we use the existing waitlist to fill these openings; give priority to those from 43, 50 and 88; or open a waitlist in spring on a first-come-first-serve basis?
- L - Barry will you start?
- I prefer to have hookups (discussed with his neighbors) there. People who have been here deserve priority. People who were moved should have the opportunity to move to 58 when spots become available.
- I agree. Is the waitlist updated as people are moved/relocated?
- D - Those people currently on the waitlist are contacted in order and given the option to move to the available opening. If we are unsuccessful in getting a hold of them or they do not want the opportunity they are taken off the waitlist and we give the next person the choice. The list has not been cleaned up yet - taking people off who are now in Lot 58.
- There should be list made for those from Aggie RV Park who want hookups.
- L - It would not work to combine the existing list and a new list.
- D - We plan to call people on the waitlist in order to get it updated.
- I would like a more exact number of those who desire to move from Aggie RV Park to Lot 58. It would make it easier to know who wants to move.
- D - The attendance policy has definitely increased the movement of people from the list into RV spaces.
- I have been told of concerns about some loud generators on Row C in Aggie RV Park for this weekend.
- D - We have not been made aware of this. If the affected customer lets us know, we will address noise issues.
- L - Are there any concerns about dogs in Aggie RV Park?
- Have not heard of any.

Feedback on new point system for Fall 2016

- L - Do you have any feedback on the new point system?
- It is too complicated.
- It is a better plan for partial credit.
- L - There is an increase in Exchange-listed spaces this year.

3-day RV season permit – selecting and selling 3rd day.

- L - We have had some feedback that the 3rd day of 3-day permits should be up to the purchaser; 1 in Penberthy and 7 elsewhere

- L - I prefer that all dates be the same for all purchasers who purchase these permits to make the process more streamlined and less cumbersome for our staff.
- I would like to come on Thursday and leave on Saturday rather than Wednesday through Friday.
- L - The difficulty associated with keeping track of more types of permits is burdensome. We would rather have a 2-day permit and have patrons schedule extra nights. We prefer not to have “floating” nights, but consecutive set nights. This would not limit you from purchasing 3 nights.
- I like this idea and think it will work better in the end.
- L - We are leaning towards only a 2-night Season permit being offered. Currently when 3 night Season permit holders place their permit on the Exchange there is not a way to compensate for that 3rd night. Having a 2-night season permit and purchasing a 3rd night when you want it is more cost effective for our customers. There is not an issue with purchasing permits for Thursday night for the space you are in as a season permit holder. We want people to get the best bang for their buck.
- D - Further clarified the process again and talked about processing refunds for the extra night purchased with 2-day Season permits.
- L - Discussed who is eligible to make “early” reservations; how season permit holders may make reservations for their spots only and the process of selling on the exchange.

Game day shuttle bus stop locations

- L - People are requesting the bus stop be moved near Tom Chandler Drive and Penberthy Blvd. This decision is Transit’s and based on access, need, safety and other considerations.
- L - We have also received feedback on the intersection of Tom Chandler Drive and Penberthy Blvd. A study was conducted based on daily needs and the result was the removal of the stop signs on Penberthy Blvd. This has made a huge difference in weekday traffic flow. Prior to the change, a parking officer was needed daily to move traffic through the intersection and vehicles were backing up past the intersection of Penberthy and George Bush Drive.
- L - Should additional studies be made, they want to examine the window 2-3 hours pregame and review the interaction between traffic and pedestrians. Maybe if the bus stop is moved this will alleviate the intersection traffic/pedestrian issues?

Lot representation on the Committee

- L - Is three (3) committee members enough from Aggie RV Park? Is 3 members too many for other lots?
- What is the number of season permit holders in Aggie RV?
- L - Reported the season permit number in each lot.
- 2 (Olsen), 2(Penberthy), 4(Aggie RV), 3(Lot 58) is a reasonable number of representatives.
- I would like a nice mix of people to come to the meetings because it is usually the same number of people. By increasing the total number you might get better input and diverse opinions. Likes the layout that Lynn distributed to group. I do not think 58 needs any more representation.

- D - We need to be clear on what we expect from lot representatives. I would like to have 3-4 representatives from Aggie RV Park.
- They should be spread throughout the lot in Aggie RV Park due to its size.
- We would like a sign or A-frame indicating who the lot representatives are so people can find us easily and approach us.
- Lynn's layout looks good to me.
- I agree, the number of people who are here and the potential number of people can be difficult to manage.
- L - I want people to know that they do, in fact, have a voice for RV matters.
- Committee member spoke about her proactive behavior regarding her tenure as a representative and how things were minor that people discussed with her.
- Committee member spoke about lot size and talked about how much he likes this Aggie RV Park and complaints are minimal.
- L - People have called to get out of the lot and then wanted back in.

Olsen RV space updating

- L - We want to upgrade Olsen to full service and enlarge the spaces as well. Increase in space size and adding sewer are the two biggest priorities in Olsen Park. Olsen's expansion ETA is approximately 2 years (2018). How many spaces is reasonable to lose through attrition to make the spots bigger?
- Can you add spots to 58 or Penberthy?
- L - No to Lot 58 because you will not be able to park cars (tow vehicles) in the lot.
- You could get rid of the dump station in Olsen to create 2 parallel spaces.
- L - We may have the possibility of adding space in Penberthy, however there is no date on this.
- I suggest 40 spots, 20 feet wide.
- L - There are also plans to upgrade Olsen Pavilion. Does anyone have suggested vision or style of where to go on this?
- D - It just has to blend and be fluid with the surrounding buildings.
- What is the usage and bookings for the structure?
- L - It is full for football.
- A - We have issues with available parking for Olsen Pavilion customers.
- Can RVs be parked in actual parking spaces?
- The 12th man uses most of the regular parking spaces in Lot 100J.

Pricing proposal

RV Reservation Rate Increase/Cancellation Policy Amendment Proposal was handed out to Committee Members

- L - Our staff have come up with some pricing proposals they feel will cover the expense we incur for certain customer actions and requests.
- L - There is a lot of extra work on our end to track people down who sneak into the lots and do not pay.

- Double the rate when they do that.
- I agree.
- You could charge the daily rate plus the parking fine stacked on top of it.
- How do you find out who snuck in.
- L - We drive through the lots (before entry time) and get with David to see who paid and who did not.
- D - It is frustrating; it takes a lot of time to take care of this. Olsen is the lot it is happening in most currently.
- Why do not we open the lots at 8am on Football Fridays?
- L - That is not an issue anymore, but they would have to pay for being there.
- Committee agreed that noon is a fair check-in time.
- Committee agreed that the fee plus "fine" charge is a good idea.
- L - We also get a substantial number of requests from customers to replace their "lost" permits. This is a great deal of extra work for us especially when the request is last minute. It has been proposed by our staff that we charge a \$25 replacement fee for lost season permits. This may be steep?
- We don't think it's too much
- D - Explained what he has to do when someone needs a replacement permit and how it is not as easy as it seems.
- Committee agreed that \$25 is a fair and reasonable price.
- There should be a fee for sure.
- L - We have not had an increase in the daily rate (non-season) since 1998.
- If no permit and in Olsen....charge higher fee. Discount for season permit holders.
- L - For football, yes. Other times, no.
- L - Lot 58 is great to have especially if we go full. We went full for conference play in the 2015 season.
- I like the rate increases as listed on the handout
- L - What do you think of the cancellation policy?
- D - The largest amount of cancellations are for baseball. The proposal is to provide notice a week in advance in order to receive a refund on the cancellation.
- L - Is 72 hours more reasonable for cancellation?
- Committee agreed and felt that it is customary in most places and felt this would make it easier to resell for staff than the 24 hour cancellation policy.
- Make Olsen reservations a 3 night minimum and one night reservations are sent to Lot 58.

Other Business:

- Tow vehicle reserved parking spaces in Olsen.
- L - This was discussed at a previous meeting and it was decided to paint numbers in the line of parking spaces in front of the RV spaces next to the railroad tracks in order to reserve them for their tow vehicles allowing the RV owners to maneuver in and out. Those RV'ers parking along the tracks were having issues getting in/out of their spaces and asked Dennis to speak with the Committee.

- Do not think it helps and should be reconsidered?
- Is it possible to increase the number of reserved spaces?
- L – We would love to, but we cannot due to the limited number available.
- D - It is not unreasonable, but we will definitely review what we can do and revisit this topic.
- L - We will look into it.
- L - Everyone wants to be close, so will look at it and see what we can do because we already have signs made for it for baseball season. We could try non-reserved specific spaces first and go from there.
- What was going on in Lot 58 yesterday (Friday, 10/28)?
- D - The issue concerned what is acceptable to have in an RV space. We asked that the customer comply with our rules regarding what is allowed in RV spaces. Tents alone (without an RV in the space) are not allowed.
- L - Read the rule that states this.
- Committee agreed there was nothing wrong with requesting the customer follow the rules.
- A - We offered alternatives which were refused. The construction fence did affect the size of the tailgate area, however nearby alternate tailgate areas were suggested.
- I like this committee and think it is a great idea. I want to say how helpful it has been.
- L - I am backing off more to let David have more power and want people to recognize him more for any RV related matters.
- L - We appreciate everyone being here.