

**Parking Advisory Council**

**Meeting**

**October 20<sup>th</sup>, 2017**

**10:00 a.m.**

**Student Affairs Conference Room**

**Building 58E, Room 2201**

**Minutes**

**Members Present:** Everett Malcolm (Chair), William (Cap) Mewborne (Vice Chair), Ashley Faulkner (Faculty Association), Elizabeth Arflin (A&P Association), Katrina Willis (USPS Association), Amelia Stark (Student Government), Corinne Housley (USPS Association), Ko Sze Lee (Faculty Association) and Patrick Moore (A&P Association)

**Members Absent:** Gloria Turner (Student Government) and Cole Poppell (Student Government)

**Others Present:** George Androuin (Business and Parking Services), Neal Fisher (Parking Services), Courtney Manns (Parking Services), and Thomas Beaucham (President of Student Government)

The meeting was called to order at 10:00 a.m.

- 1) **Permission to audio record the meeting**
  - **William (Cap) Mewborne** made the council aware that the meeting is being recorded to help with the accuracy of the minutes. No objections were made.
- 2) **Approval of minutes from the October 6<sup>th</sup> meeting**

**William (Cap) Mewborne**- informs the council that the minutes recorded on October 6<sup>th</sup> have not been completed, therefore there are no minutes to approve. There is a motion to strike it from the agenda.

**William (Cap) Mewborne**- introduces Thomas to the council who is temporarily on the PAC council. Everyone introduces themselves to Thomas.

- 3) **Revisions to timeline for required tasks**
- 4) **Cancel PAC meeting scheduled for November 17<sup>th</sup> and add PAC meeting for December 1<sup>st</sup>**

**William (Cap) Mewborne** - we are cancelling the November 7<sup>th</sup> meeting and replacing it with December 1<sup>st</sup> are there any objections?

*-Silence-*

**5) Further discussions on Types of Permit Categories, number of spaces for each category, and sales ratio for each category for 2018 / 2019**

**William (Cap) Mewborne** - Okay now let's discuss move on to item number 5 on the Agenda. I was wondering if we all could get the data on the number of daily permits being sold because when we talk about the ratios and possibly changing them, I think it would be best to have the data of how many daily permits are being sold.

**George Androuin**- I believe it was about the same and if more it was just a smidge more. It wouldn't be a dramatic increase. The percentage change was so small I don't think it would have any kind of dramatic impact. I think what is affecting the campus is how we had to increase more for housing A and borrow it from Blue.

**William (Cap) Mewborne** - Yes but I would just like to see the data if you don't mind.

**George Androuin**- oh yes absolutely we can provide that to the council.

**William (Cap) Mewborne** - alright, sweet.

**Amelia Stark**- are the daily passes already in the ratio?

**George Androuin**- no.

*-Ko Sze Lee enters the room and introduces himself to Thomas-*

*- The room is silent for 3 minutes-*

**William (Cap) Mewborne**- does anyone have anything to add about increasing the blue?

**Elizabeth Arflin**- well I think what we were told was we need to wait because we need more data that we will receive next year.

**Patrick Moore**- has student government received any complaints about parking from students?

**Amelia Stark**- I've only heard about how lot 5 was closed but that was because of the armada games which that was just a temp event.

**Patrick Moore**- has there been an impact on parking usage since last year?

**George Androuin**- not that I am aware of. It is mostly the same as last year except the small switch for housing.

**Patrick Moore**- so the only thing we can do is wait for more data to come in for this year.

*-Silence interrupted by murmurs-*

**Ko Sze Lee-** have we ever decided on doing faculty surveys like the students are?

**Ashley Faulkner-** I know we have and that was last year and it was about a \$20 increase for the blue and a 20 decrease for the gray. But the students received that as well.

**Ko Sze Lee-** oh okay. Do you hear any faculty complains?

**Ashley Faulkner-** I have not heard continuing complaints but I was talking to a colleague about our new system and she complimented about the new scan by plate system that we have now.

**George Androuin-** the LPR system has become so efficient and there's been twice more citations written than what we had before.

**Ashley Faulkner-** Ko Sze, why did you ask that question about if we made a survey? Were you wanting to make one or?

**Ko Sze Lee-** I wouldn't want anyone ignored. If the students are doing it again this year then I believe we should as well.

**Ashley Faulkner-** I agree. The one think you have me thinking about is that occasionally an emails go to George and I would prefer if those emails were sent to you and I, Ko, especially if there are new faculty members who don't understand parking rules, we can address that and inform them of what to do.

**Ko Sze Lee-** I agree on that. That is a good idea.

**Amelia Stark-** How often is the LPR vehicle able to go around campus and issue tickets?

**Neal Fisher-** The majority is two to three times a day.

**Amelia Stark-** Okay I just wanted to make sure because during second level appeals, I hear a lot of people complain about how it's not fair that they received a citation now when they've been able to park since the beginning of the semester and not receive a citation.

**Neal Fisher-** We have had to adjust with the new equipment we received.

**George Androuin-** Yea it's been more of a learning process for us all. They intended to do it one way and now the efficiency is going through the roof.

**Amelia Stark-** yea students have noticed that recently.

**William (Cap) Mewborne-** What has become our new frequent violation that we see a lot in second level student hearings is people not updating their new license plates. For example, they would register their license plate in the beginning of the year and then during the summer they would get a new license plate from the DMV and forget to update it in their parking portal and receive a citation. We recently have seen those citations decline since then.

**Neal Fisher-** the problem with the current software that we have is that it is a permit driven software. Not tag driven. So you register your vehicle and you think it's attached to your permit. But if you have more than one vehicle on your account, you have to make sure you go in there and select up to five that you want under your permit. If you leave one off then you will get cited.

**William (Cap) Mewborne-** Right, everyone who has had this problem has already gotten it fixed which is great. Courtney just goes in when going through the appeals and makes sure that their vehicle is linked to their permit before they even get to us. So that's nice.

**Neal Fisher-** That's what we are trying to do now is to assist our customers by attaching their vehicle to their permit so they won't have that problem going forward. So once they learned that they will know how to handle an issue like this in the future.

*-The room is silent-*

## 6) Parking concerns

**William (Cap) Mewborne-** For general parking concerns, we have the data from Appeals. So first level and second level. Is there a reason? I don't remember anyone requesting this?

**Ashley Faulkner-** Yes, I'm the reason. I had asked Everett and George, since many of us on the council are new this year and I feel like we all should know and understand how this process works. I get emails from faculty sometimes and they ask if they appealed it correctly, if it's worth appealing or not and I would like for us all to review the process of appeals in case we are ever questioned about it. That way we can have accurate knowledge to inform others who ask.

**George Androuin-** Do you want to go through that process? You probably know more in detail about it than I do. I can do a quick overview but not in as much detail as you probably can.

**Courtney Manns-** Okay, let me just sit closer so everyone can better hear me.

*-Laughter is exchanged-*

**Courtney Manns-** Okay so, the Appeals guidelines page that you all have in front of you explains what would be considered legitimate when appealing in first level. So if you write in your appeal that you are upset about the citation, upset that you couldn't find a parking spot which I have had a lot of students, faculty and staff complain about, your appeal will not be approved in first level. I require documentation in an appeal. For example, if someone claims in their appeal that their leg is hurt and they needed to park closer which they parked in a space that they did not have a valid permit for and they provided me with a valid doctors note with specific dates written on it, I would then approve it and reach out to the individual who wrote the appeal that they would need to obtain a disability permit and that if they do this again their appeal will not be approved regardless of the type of documentation they provide me with. By reaching out to them, it solves the situation that they are in and helps prevent future citations on their account related to this issue. Previously, I wouldn't reach out to them. I would approve it once and they would continue to receive citations and write appeals which were then denied. They wouldn't know what to do in this situation and would rack up a ton of citations on their account. On the bottom of the page lists a summary of excuses that will not be considered legitimate and would result in a first level denial. Being late for class, displaying an expired permit, disagreeing with the rules on parking at UNF, unaware of the rules and regulations, someone else used your vehicle, saw someone violate the

rules and assuming it was okay, previously parked in a similar way and got away with not receiving a citation, received incorrect information on parking from someone who is not a team member at Parking Services, and thinking that the area is unsafe. When this occurs, I usually reach out to the individual through email and informing them that they can use their cell phone to call UPD, wait in their car until UPD gets there, and have UPD drop them off at wherever they needed to be. There are also blue safety poles around campus which you can go to, to make contact with UPD. Also a big thing that isn't tolerated is parking on the grass and parking in a no parking zone. After an appeal is denied, it is up to the individual who had their appeal denied to email me for a second level. Every email that I receive I make sure to reply to it right then and there so that nobody is skipped.

**George Androuin-** So sorry but a quick overview for an appeal is after the appeal has been submitted, Courtney adjudicates it and follows the rules from the page that she's reading off of for what's allowed and not allowed. If it's denied, the individual will have to respond to the denial letter. Courtney will not contact them first asking if they want to do a second level, they will need to reach out to her first.

**Courtney Manns-** We have two different types of second level hearings. One is a Student Hearing and the other is a Non- Student Hearing. Non- student hearings are held the first Wednesday of every month usually in the morning at 9:00 AM. With student hearings, they are in the mornings usually twice a week, depending on the schedule I receive from Student Government. The appeals will not be approved in second level, they can only be reduced up to zero but the letter will still state that you are in violation but your appeal was approved based on the circumstances.

**Ashley Faulkner-** And how were these policies arrived at? Where exactly did these policies come from?

**George Androuin-** It actually came from the input of the Boards at the time. We also looked at other institutions and saw what they had too.

**Neal Fisher-** Once, we had one Board. It consisted of faculty, staff, and students. Appeals would go as far as 3-4 hours per session. Faculty, staff, and students did not have the time to do that. So we split that board up about ten years ago. Students on one side, faculty, staff, and students on the other. So far it's been working out great. Several years ago, we started doing the two level appeal process because it's fairer. After looking at the citation, violation code, the evidence, Courtney renders a decision, if it's denied, the individual would reach out to her, schedule for second level, and they would attend the second level hearing.

**George Androuin-** There is also photo evidence of their vehicle in violation that she reviews as well.

**Ashley Faulkner-** I think I'm looking at it more from the position of a faculty. I remember coming to my hearing and I wasn't aware that I could bring a doctor's note because I was new and that isn't advertised out there for an appeal. I still don't know exactly where it originated from but it sounds like it originated from Parking Services based on what was seen at other institutions. So my question is, where was the faculty input in this? Where was the gather?

**George Androuin-** We received feedback from the Boards at the time and one consisted of faculty and so all of the Boards agreed upon these and it was approved by the BOT and when the appeals process added an additional level which is the second level hearing to provide more fair appeal results the rules and regulations were vetted by various associations that consisted of Faculty, UPSA, and so on. We held

an open forum and no one showed up so we went ahead and moved forward. So we never have any problems with our policies since then and it's been working so far and is fair.

**Ashley Faulkner-** so it came from the people who were on the board ten years ago?

**George Androuin-** No these were agreed upon two years ago from all of the boards.

**Ko Sze Lee-** so the process defining if an appeal is legitimate or non-legitimate, how long ago was that decided?

**George Androuin-** That was two years ago. Are there items on there that are a concern?

**Ko Sze Lee-** This set of guidelines is from a select group of students and non-students and I feel like this should be looked at again.

**George Androuin-** well why we went to the Boards on this is because they deal with multiple complaints about parking, they hear most of it and so we asked them to review these and input on what they disliked and agreed on. They were the best feedback there is to get.

**Ko Sze Lee-** Is this okay to share with the rest of the faculty to see what their input on this is?

**George Androuin-** yes this isn't a secret.

**Courtney Manns-** Yes I tell this to people who reach out to me when they ask if before they appeal online, will this reasoning be considered legitimate or am I just wasting my time? I reply back what is and what isn't and I also inform them when they are going to appeal to upload any kind of documentation to back up your claim in your appeal.

**Ko Sze Lee-** right and I was thinking back then at the time I heard street talk about don't worry about the first week of school only warnings are issued. So I feel like people that are new to the University should first be informed of the guidelines so they are not unaware and listen to the street talk around campus.

**Ashley Faulkner-** right and that they aren't taken for surprise and then become upset when parking services has to deal with them. So I think what we could do is highlight this for faculty in our meetings so that we can help solve all of this confusing.

**Ko Sze Lee-** (While chuckling) yes faculty can be very ignorant about a lot of things.

**George Androuin-** correct me if I'm wrong but I believe before all of this we didn't have first level or second level hearings. Appeals would go straight to the Board and the Board would just waive the citations. This is why we have these procedures and guidelines. If you are new to campus and you receive a citation and you appeal it, we will uphold the appeal. We send them a letter informing them that you know the rules and regulations so please follow them in order to avoid any further citations. With what we have consider legitimate is more of a customer service so that no one's time is wasting going to the Boards over something very honest and unintentional.

**William (Cap) Mewborne-** I am the head of the student hearings board and I am on the non-student hearing board, I would like to point out that all of the applicable appeals are only for first level. If you look at the second level, there is no criteria. So it is up to the board however they see fit how we would like to do our ruling. At the very least, we can sympathize. The same way with the non-student board is.

**Neal Fisher-** I audit all the results from both of the Boards to make sure the results are fair. A lot of things that you may not see is the F-bomb emails that are sent to Courtney in regards to her decision.

**William (Cap) Mewborne-** Actually we see some of those sometimes.

**Neal Fisher-** When those occur, I will send those emails to the appropriate places. If a faculty or staff does it, I send it to their Dean or supervisor. If a student does it, they are sent to Student Conduct.

**William (Cap) Mewborne-** we do take students behaviors into account.

**Ashley Faulkner-**my hypothesis is, a lot of this comes to a surprise with faculty not knowing how the rules are. I think if they are informed of this then they will not lash out with anger.

**William (Cap) Mewborne-** the biggest thing is to stop the behavior from happening. If we see it happen once and think it's not going to happen again, we feel more comfortable with letting the ticket be dismissed. With students we have representation in second level and during that we educate the students who ask for it about the rules and regulations of Parking Services.

**George Androuin-** I would like to add that the rules and regulations on parking have what are not allowed on our website. So everyone can view them.

**Everett Malcolm-** Ashley, would it be helpful if for one of the upcoming faculty association meetings if George and others to come to explain the appeals process and inform them of all of this information. Would that be helpful?

**Ashley Faulkner-** I would hope so. I see this as reasonable.

**George Androuin-** I'd be happy to speak to any group and have that conversation.

**Neal Fisher-** Parking Services has direct contact during orientations to educate new students and staff on parking at UNF. However we don't have anything set up yet with faculty so that is an issue for us.

**Ashley Faulkner-** Ko, let's talk to Raita about getting this in their orientation.

**William (Cap) Mewborne-** just to be clear, is your concern about the process of the appeals or educating about the appeals?

**Ashley Faulkner-** shared governess. Faculty are allowed to have input on it since they are a part of it. I think these should be revisited every two years if we haven't been doing that already.

**George Androuin-** We are changing some language due to change to LPR.

**Elizabeth Arflin-** well these meetings are open to the public so if they wanted to join us for a review and to see what is discussed they can come to these meetings if they are interested. But you see they don't. And I'm not sure what the appropriate manner would be for faculty because I am not a faculty member I am a staff.

**William (Cap) Mewborne-** and also it's not that hard to get this information from parking. You can simply make a call and ask if your permit is allowed in a lot.

**Elizabeth Arflin-** I've always found Parking Services to be very helpful. I did recently receive a citation that I appealed and it was approved (Looks at Courtney) Thank you very much.

*-Laughter fills the room-*

**Elizabeth Arflin-** But you know it was my error and I had a new plate that the dealership didn't let me know of but that still falls on me and I was willing to pay but we have a new system and there was a lot of kindness and understanding that went into that process but I think educating people on that process is very helpful. Parking Services isn't the enemy. The reason why they are there is so that they make sure that we all can get what we need to get. To make sure that vehicles that are supposed to be here are allowed to be here instead of random vehicles parking on the property.

**Ko Sze Lee-** I agree with that. I do agree that Parking Services is very helpful.

**Neal Fisher-** Thank you. Can you put that in writing please?

*-Laughter fills the room-*

**Ko Sze Lee-** Oh yes it will be on the recorder!

**Everett Malcolm-** George, are we doing a faculty survey?

**George Androuin-** I would refer that to the Faculty members here.

**William (Cap) Mewborne-** we could probably give you guys the same questions in our survey and you can give that to the faculty association president or however you want to do that.

*-Ko Sze Lee and Ashley Faulkner nod their heads in agreement-*

**Everett Malcolm-** Yes because we do want to be consistent with what we are asking everyone in regards to permits and fees. That way when we compare the data, it's apple to apple.

**Patrick Moore-** looking at the questions that they sent out, I thought that those were great questions. I don't know if you guys added the 'no change' option or not though.

**Amelia Stark-** Yes we did actually. We decreased the options and added 'no change.'

**Patrick Moore-** I feel like for A&P, maybe add some more questions that relate to faculty and staff when sending out theirs.

**Elizabeth Arflin-** yes and maybe and some questions asking how their understanding with parking, appeals, and such so that we can better understand them and educate them better.

**William (Cap) Mewborne-** Well some of it all isn't just students. People just think that Parking Services doesn't have teeth, so around Spring and the end of the semester you'll get a lot of people wanting to do a late appeal because they realize that Parking Services has the ability to put a hold on their account that prevents them from graduating, obtaining their transcripts, and other records.

**Ashley Faulkner-** I would like to also have people made aware that they are allowed to have representation during second level hearings.

**Elizabeth Arflin-** I was also going to ask, does anyone know who's on the committee? I work in a very small office where they all know I am on the PAC committee and I haven't announced it out to everyone that I speak to but is there a place that people know that information is available in order to knock on my door or send me an email to talk about parking?

**George Androuin-** I think there's a website somewhere that has all that listed.

**Courtney Manns-** It's on the PAC website.

**Elizabeth Arflin-** Does it say anything in regards to contacting us?

**George Androuin-** I'm sorry that's on our website. I'm assuming faculty will be searching for the representatives on the faculty website and not parking. I'm not exactly sure though.

**Katrina Willis-** I think for USPS they email a monthly newsletter. I don't know if people read it but it's worth a shot to try to reach out and inform everyone.

**Neal Fisher-** Everyone in the campus community receives the Osprey Update every day. One item we have not done is place this information on the Osprey Update. That might be a great opportunity to try.

***-All the council members nod in agreement-***

**William (Cap) Mewborne-** Students reach out to our student advocate to complain about parking. She's not only the student advocate but she's the representative offered to students for second level hearings. When she meets with them she also educates them on parking and how to avoid receiving a citation by following the rules accordingly.

***-Amelia giggles and smiles and everyone smiles at her addressing her role as Student Advocate-***

**Neal Fisher-** Please wish Courtney the best of luck on transcribing all of this in the minutes.

***-Everyone laughs-***

**Elizabeth Arflin-** Well is that an action we are going to take with the Osprey Updates?

**Neal Fisher-** It will be late in doing it but its better late than never. So we will get it prepared and run it up the line for approval.

***-Everett's cell phone rings and he excuses himself-***

**William (Cap) Mewborne-** in that case, do have anything else we want to discuss?

***-Silence-***

## **7) Next PAC meeting, October 27th**

**William (Cap) Mewborne-** Okay then I believe we are finished here. The next meeting will be held on October 27<sup>th</sup> at 10:00 A.M.

***-END-***

***Minutes Prepared By: Courtney Manns***

