

**Parking Advisory Council**

**Meeting**

**April 7<sup>th</sup>, 2017**

**10:00 a.m.**

**Business Services Conference**

**Room Building 8, Room 1106**

**Minutes**

**Members Present:** Everett Malcolm (Chair), William Mewborne (Vice Chair), William Godwin (Student Government), Elisabeth Avilla (Student Government), Katrina Willis (USPS Association), Patrick Moore (A&P Association), Ashley Faulkner (Faculty Association), and Diane Tanner (Faculty Association)

**Members Absent:** Cole Poppell (Student Government), Decato Burke (A&P Association), and Glenda Kelsey (USPS Association)

**Others Present:** George Androuin (Business and Parking Services), Neal Fisher (Parking Services), and Courtney Manns (Parking Services).

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

**1) Permission to Audio Record the Meeting**

- Everett Malcolm made the council aware that the meeting is being recorded to help with the accuracy of the minutes. No objections were made in regards to recording.

**2) Approval of minutes from the February 24<sup>th</sup> PAC meeting**

- Everett Malcolm asks the council if there were any changes that needed to be made to the minutes recorded on February 24<sup>th</sup>, 2017. No changes were suggested.

**3) Discussion on Survey Data**

**Everett Malcolm-** We will first start with the student survey. Everyone should have a copy of that data and I will have our Student Government leaders walk us through their survey.

**Elisabeth Avilla-** So the first question is, "What is your affiliation?" And you can see that 475 of them are students and they are the ones that we are concerned with.

Questions 2, 3, and 4 are questions that deal with the car electronic stations, so we can skip over those. Question 5 is, "What type of parking permit do you plan on purchasing fall 2017?" And so out of the 462 students who answered, you'll notice nearly 20% said housing, 40% said Blue, roughly 30% said Gray and 6% said Daily Permit. Which leads us to question 6, "If the cost to purchase a blue permit increases from \$160 to \$180 (a \$20 increase) and the cost to purchase a gray permit drops from \$95 to \$75 (a \$20 decrease), which type of parking permit would you prefer to buy fall 2017?" And so from those results, we has blue decrease from 40% to 37%, gray jumped from 33% to 59% and daily permits dropped from 6% to 3%. And for question 7 we had, "If the cost to purchase a gray permit drops from \$95 to \$75 (a \$20 decrease), which type of parking permit would you buy for fall 2017?" And this was for housing students only so they didn't have the option of blue. Housing was 57%, gray 38% and daily was 4%. Out of the 91 students who answered 35 of the housing students said that if gray permits did drop than they would purchase a gray permit instead of a housing permit and 52 said they would still prefer the housing permit.

**Everett Malcolm-** Just out of curiosity, how does students who live in the Flats play into this? That area is a gray permit only.

**Elisabeth Avilla-** I do not know. We just handed out the surveys with a cupcake and they took it.

*-Laughter is exchanged throughout the room-*

**Elisabeth Avilla-** So I would assume that if you live in the Flats you know you can only purchase the gray because when you go and purchase a permit you only have the option of purchasing a gray. But because we have had several complaints about that, I'm assuming they all know that they can only purchase a gray.

**William Godwin-** The survey also didn't have a perimeter for that.

**Everett Malcolm-** Oh alright then.

**Neal Fisher-** Because Housing is moving towards not having non UNF students living in the Flats next year, everyone won't have that information.

**Everett Malcolm-** Hopefully that stays true. Bob's numbers right now are looking real strong. So not in a negative way but hopefully we won't have FSCJ or other college students living in our campus, come forward in 2017-2018. And a lot of our conduct

challenges from the Flats have come from students from FSCJ. Are there any further questions on the student's survey data?

*-Silence-*

**Everett Malcolm-** Okay then. And please keep in mind the council next year, when we come back in September, we plan on surveying in the fall again. So we will have current data for 16-17 and we will have another set of data come fall, so that when we make our recommendation on pricing, we will have two academic years of data and that is what will be presented to VP Shuman who will present it to the President of UNF, prior to going to the BOT. This year we discussed how timing was in issue because permits are going on sale on Monday for faculty and staff, so we will be well ahead of the game for 17-18. Again, are there any other questions on the student survey data?

*-Silence-*

**Everett Malcolm-** And again, I really want to thank the students for enabling this to happen for their data questions. So again thank you. Neal and George, do you want to walk is through the faculty and staff survey?

**George Androuin-** Sure, this was really just a two question survey. The first question was, "What type of parking permit do you plan on purchasing for fall 2017?" And the follow up question is, "What would you do if we made these changes to the gray and blue permits?" Data for faculty and staff stayed relatively the same obviously, blue did drop about 10%, grays doubled, and oddly daily permits jumped up and I am not sure exactly why but there must be a reason why it went from 5% to 12% if we made the change. We added a comment bar below and they were very vocal about not agreeing with this change because of the price and the stipend decrease due to not having had a pay increase in a while. What they are mostly saying is, we haven't had a raise in a while and if you are trying to raise the parking permits while reducing the stipends it's not fair. This mostly affects the faculty and staff more than it does the students and they were very vocal to the point where we had about 250 people commenting out of the 631 that took the survey.

**Diane Tanner-** Wow.

**George Androuin-** I haven't read through all of the comments yet but it was interesting to get that sense from that population.

**Everett Malcolm-** George, would it be possible to get those comments? We don't need the comments today but when the council comes back in the fall, could the council have access to all of the comments?

**George Androuin-** Yes, I have them now. I could probably email them to everyone if you want, but if you want them the following year I could save them for then.

**Everett Malcolm-** It may be best to wait because some people may cycle off the council, there might be a new students coming to the student government council, so we will solidify the council, say in August, then this data can be part of that agenda when it gets put together.

**George Androuin-** Absolutely.

**Everett Malcolm-** And on the student's side, is it possible when we resurvey in the fall, does your surveys allow for a comment field?

**William Mewborne-** Yes.

**Elisabeth Avilla-** Yea.

**William Godwin-** Yes, we have done that in the past.

**Everett Malcolm-** Okay, so maybe in the fall we can add that comment field for the president and Shari to make a real valid decision.

**George Androuin-** The other request I have is I really liked the way you added the electric car station questions, but is there a way to separate, because when you ask a question, "electric", "hybrid", I have a hybrid Camry and it doesn't need plugged in so instead of saying, "hybrid," could you ask if the vehicle needs to be plugged in in order to charge their car? That would give us the most accurate data.

**William Godwin-** That part of the survey was a student initiative that we made a part of parking but we can definitely add a note to have that changed.

**George Androuin-** Yes because I don't know if those six cars on the survey were all electric cars that need to be plugged in to a charging station. We do have two that we fit in lot 53 and surprisingly those actually get used.

**William Godwin-** Yea we had people tell us about that.

**George Androuin-** Yes it's not getting as used as much as I hoped but it's getting used so that's good.

**Everett Malcolm-** Okay, any other questions on both surveys and the data that was provided?

*-Silence-*

**Everett Malcolm-** okay hearing none, this information will come to the 2017-2018 PAC council and we will be resurveying in fall 2017, so that we will have all the appropriate data moving forward.

#### **4) Discussion on scan by plate**

**Ashely Faulkner-** My global question, George and Neal especially, would be, what would you say, or have myself say to faculty, simply on the question of, "Why?" And I believe that question came up a lot on the stipend change potential and I think it's a word faculty like to say, but what would be your answer to the pure rationale to having LPR?

**George Androuin-** There's a whole bunch of reason as to why we have decided to convert to LPR. Number one it's much more efficient. We've had two individuals, our coordinator, Bill Dickenson, and our Appeals Associate, Zachary Schaad, who left Parking Services, and as a result of the LPR, it allowed us to reorganize our staff to have an overall savings with benefits at \$27,000 and that resulted us in saving money.

**Ashely Faulkner-** And that's going to faculty raises!

*-Everyone laughs-*

**George Androuin-** No let me tell you what this actually saves for us. There's a return investment on this which I'd say is three years. Right now what it costs us to print and mail permits is \$70,000. So once this system has paid for itself, that \$70,000 will be an addition to our budget. So once we have this system it will be much more efficient in how we do things. We have some faculty and staff that have this impression that we don't cover areas fast enough. Well with this system we will be 3 or 4 times quicker than what we normally are going through lots catching people who are

parking where they are not supposed to be parking. And if the behavior of violations are fixed then the ratio that we planned out about the number of spaces and permits being sold, work. We wouldn't have people say those spaces aren't available. Every savings that we can acquire and maintain, at the time it helps us not to raise permit fees. And there was a discussion about a new 500 bed facility. And if that occurs what's the parking needs? If we needed to build a garage we would be able to because of the money we have saved. This really puts us in a good financial situation. I also want to point out that we haven't raised permit fees since 2007 and part of that is because of what Neal and his staff have been doing. The other good thing about this whole thing is, we have seen an increase of fake permits being made mostly from students and especially from the pay and display machines. So with this system, when you go to a pay and display machine it won't print out a permit for you because your permit will be you license plate. You will just need to type in your license plate and it will be in the system.

**Everett Malcolm-** Another thing would be theft of permits.

**George Androuin-** Yes, there won't be any theft of permits. When we first started doing this I heard about the lack of marketing. By having LPR, UNF's name won't be on a permit, on a car. But what I hear from a lot of people is that they don't want that sticker on their car telling stranger's where they work. Because nowadays, in today's day and age, if someone is having road rage and is angry with you and if they are angry at your child who is a student here, I don't think I would like for people to know where my kid spend most of their time at or where I do as well. It just eliminates that kind of identification.

**Ashley Faulkner-** I have a UNF license plate so the genie is out of the bottle.

**-A wave of laughter is dispensed throughout the room-**

**George Androuin-** And yes that's fine and I'm sure a lot of people will continue to support us by doing that in the future. But I am the type of person who prefers his privacy for safety reasons but that is just my preference. The other issue is to remove those stickers, you have to remove it with a razor blade. That's a pain, it scratches tint of your car, etc. This really eliminates a tons of issues. I think the only concern is, that people now have to remember to do two things. Number one is to remember their license plate and two is nosing in their vehicle when they park.

**Ashley Faulkner-** And that brings me to my other question. The zero and the 'O' on license plates.

**George Androuin-** Yes, all Florida license plates do not use the letter 'O.'

**Ashley Faulkner-** But some states do!

**George Androuin-** Yes and some states do and some states have both. So what we have decided to do is, 99% of the plates are FL license's plates. So what we have configured on the pay and display machines is that when you press 'O' it will automatically place a zero in there. So it reduces any change of errors.

**Ashley Faulkner-** Well what about online registering?

**George Androuin-** What I suspect is going to happen in this case is if someone accidentally types in a zero and the car is going through, it should be easy for they patroller to check and see the license plate and determine whether it is a zero or an 'O.' I think the easiest way to fix that is by having us fix that internally.

**Ashley Faulkner-** But the bottom line is that they wouldn't get a citation?

**Neal Fisher-** Changes to license plates can be made by the individual only, if a citation has not been issued. Once a citation has been issued, the plate cannot be changed by the owner. It would be up to Parking Services to go modify the plate. It would be that simple.

**George Androuin-** And I would go back and have that citation fixed. My gut is saying no they should not receive the citation, so by changing the plate and voiding out the citation is what I would do.

**Neal Fisher-** The patroller in the field will have the capability to change the tag prior to issuing the citation.

**George Androuin-** Correct.

**Neal Fisher-** So that's where the patrollers is going to be the one responsible in that situation.

**Ashley Faulkner-** Yea it seems like the patroller becomes key.

**George Androuin-** Yes there are some things that we will need to keep our patrollers up

with and teach them new things for when they are out in the field. And we understand that people make mistakes and we can correct it which I prefer to do instead of issuing a citation to someone that accidentally inputs the wrong plate numbers.

**Ashley Faulkner-** And if that does happen and if they do get a citation they can simply walk it through the office at parking services? They won't have to do an appeal? Because that seems crazy to do.

**George Androuin-** I agree that's more paper work for everybody. That's not a road I want to go down. I'd rather do the corrections and have the patrollers correct it before it gets any further.

**Neal Fisher-** One issue that we are looking at doesn't concern faculty, staff, and students, but for guests. Guests who come onto campus for the first time and don't know the difference. They put in their tag and the patroller goes back to try to adjust the citation before it's issued on that tag before it's issued. The guest won't know the tag number. They will have to get out of their car to go back behind, read their tag and so forth. It's inconvenient for them the first time. Second time would be even more.

**Patrick Moore-** Do you think you guys can put signs out in the major lots? Something about needing you tag number or take a picture of it?

**George Androuin-** Getting people to take a picture of their license plate and registering it will probably be the number one things that we need to do to get it out there.

**Neal Fisher-** One of the services provided is WHOOSH, which is pay by phone. You can establish your account, add you plate number, buy your permit and you won't have to worry about anything.

**George Androuin-** When you buy a daily permit on the machines, they aren't going to know who you are. So what you are going to have to do is type in your license plate, today, tomorrow, and the next day. But when you are on WHOOSH, you just do it once since it already knows who you are, all you need to do is pay for it.

**Ashley Faulkner-** Thank you, that's all very helpful, the only thing that I want to mention, and maybe because it's that I'm an English guy, is that if I say, "'LPR' or 'scan by plate'", nobody knows what I am talking about. If I say, "'Your plate is your permit'", everybody knows what I am talking about.

**George Androuin-** Yea I think we did that on a document before that we sent it out and somewhere on it, it said that. And that seemed to connect people.

**Neal Fisher-** And that's one of the benefits of this is, you can't have five cars on your account with a physical permit. You can transfer it or if you forgot you can get a temporary pass but with LPR you don't need to worry about all of that.

**George Androuin-** Yes, temporary permits will be gone.

**Ashley Faulkner-** Am I correct in thinking, George and Neal, that if I do that, do I need to go in on the site and say what car I am driving that day?

**George Androuin-** No you don't need to tell it which car you are driving. As long as one of those plates that you listed is there then it will know. On the account it checks for all the vehicles that you have on there.

**Ashley Faulkner-** It's smart enough to make that determination, unless I have both cars on campus at the same time then I am clear? Is that correct?

**George Androuin-** Correct. If there's two cars on the campus at the same time for the same virtual permit, we will send it two patrollers to both locations and once they confirmed that both vehicles are on campus at the same time, then that is when we start issuing the ticket.

**Ashley Faulkner-** But the way it's designed and expected to work is, I have those two vehicles, I put them both in the system and I can drive them both into work whichever day I want just not at the same time?

**George Androuin-** Yes correct.

**Ashley Faulkner-** Okay thank you.

**Neal Fisher-** One of the other items is motorcycles. We were talking about the revenue loss and we decided a motorcycle can be included in a permit with other vehicles. You won't need a motorcycle sticker for it. But on the other hand if you have just a motorcycle then you need a motorcycle permit. We have more motorcycle spaces on campus than motorcycle permits being sold.

**Katrina Willis-** How will it work for departments who want to purchase a registered guest

pass?

**George Androuin-** Yes well we are working through that right now and what we found out was we can use validation codes. So what will end up happening is that you, as a department, will be given a code and that you could give to the guest coming in and they can register their license plate with us. And about every month we will change codes so that way they can't always be used. The neat thing about this is, it actually saves your department money and you will only be charged for the number of people who type in that code.

**Neal Fisher-** We are going to have several types of hang tag parking permits. Board 1, Board 2, and Green.

**George Androuin-** The other thing I want to bring up is I was thinking about students and the impact of students who get sent to student conduct. Several individuals end up racking up around \$1,000 fines. I don't know how they do it or why, it's as if they are trying to get a high score. But we are able to tell now who these people are when issuing the citation so we probably aren't going to get up to that point anymore. We will get to them before they get too out of hand. Students will get mad but as a parent, I would be glad that you finally stopped my son or daughter from getting up to \$1,000 in citations before you found them. And we are hoping to minimize the stress for the parents and the financial burden on the students.

**Elisabeth Avilla-** Will it completely eliminate citations to where students claim that their permit hasn't come in the mail yet and that they have an expired temporary? They'll just instantly have a permit?

**Neal Fisher-** Right.

**Elisabeth Avilla-** Mostly because we've seen a lot of booting due to that issue.

**Neal Fisher-** Well we have a form that we have people sign saying that they never received their permit. Once they sign off on that, and we issue a permit, that very first permit is deactivated. If we find that permit on campus then we boot that vehicle because you have an illegal permit.

**George Androuin-** Or you find it on EBay trying to get some extra cash.

*-Laughter fills the room-*

**William Mewborne-** Wow that's funny!

**Neal Fisher-** And we found some on Craig's list.

**William Mewborne-** Regarding transposed letters and stuff like that, how will that be handled through Parking Appeals? So if someone appeals something and you look at it and it's one of those 'O' and zero situations, how will that be handled along those lines? Is that grounds for approval? Is that a first level thing?

**Ashley Faulkner-** Great question because after a citation is issued, a lot of times, people just go and appeal.

**George Androuin-** What we are hoping is that the patrollers will see that and correct it before that goes beyond them. Now if it does, I've mentioned before that there were two individuals that left our department, one of them was Zach Schaad who was our appeals clerk. We have taken the appeals responsibilities and have given them to Courtney, and so she has done a fine job at it, and as a result to all of these changes we at Parking Services will have to go through the appeals process to make sure it matches up to this new program. I suspect once we do that in the first level, maybe make it to where at the first level appeal an obvious transposing number is a void and fix the plate so that the person does not get this fee.

**Neal Fisher-** The first time it happens.

**George Androuin-** Yes.

**William Mewborne-** Basically, I just wanted to know if it would go to us and if we would have to approve it by reducing it to zero. I just wanted to know where it officially falls under.

**George Androuin-** Yes we are going to work more on that in the future. If we see that the board is reducing fees to something we don't agree on, maybe it's something that we need to look at and see if we need to change something or not. We need for you to know what our expectations are so that you are able to adjudicate these things with consistent manner throughout. So if we find out that you guys are consistently reducing something then maybe we need to have a conversation as to why that is happening. It's just an educational thing on your end or maybe it's you guys teaching us by why you make your decisions and maybe cause us to change some of our rules.

**Everett Malcolm-** Neal, when the parking attendants are scanning the plate, what are

they actually scanning? Are they scanning the decal or the actual plate?

**Neal Fisher-** The camera is a high speed camera. It can scan up to 20 mile per hour in a parking lot. It hits the tag itself when scanning. Parts of the problem have been Florida tags having different types of tags. Oranges, manatees, UNF, other pictures. All of this may throw it off. If you've noticed how Georgia tags have now gone to just solid black numbers, the camera systems picks up quicker with those with less error. Florida is moving towards that shortly. But in the meantime, the software uses a fuzzy logic that goes with the camera that helps to try and view it properly. If it can't read it then we get a ding or a red flag and we will have to stop and go look at that tag.

**Everett Malcolm-** Would it pick up an expired tag?

**George Androuin-** No.

**Everett Malcolm-** So it's not reading the decal on the tag?

**Neal Fisher-** No it's not but what we can do is work with JSO and other law enforcement agencies. They can supply a list of tags from their database that the agency is looking for. The system would then notify the agency when the tag is discovered in one of our lots. What happens is our system dings the vehicle and the patroller doesn't even know it. That ding is automatically sent to the agency with a GPS coordinates of where that vehicle is.

**Everett Malcolm-** And license plate frames that obstruct the actual numbers and letters, how does that get picked up?

**Neal Fisher-** That may be an issue also with those who have a reflective covers. Most of these cameras have gotten so sophisticated that they are able to go through that and read it correctly.

**Ashley Faulkner-** So just to close this, worst case scenario if they do get a citation and do appeal it, worst thing that can happen is they get a nice note from Courtney reminding them to update their plate in the system?

**George Androuin-** Or we do it depending on how that happens. If you register a vehicle with us, you come in and we do it for you. Those of who do it on their own using the pay stations, well there has to be a limit on how many times this occurs if you put it in incorrectly.

**Neal Fisher-** It's to change the behavior.

**George Androuin-** Yes, how do change that behavior that someone is just constantly making that same mistake. The other thing I do want to let everyone know is, is about our policy. FSU had one but retracted it but I don't know why. But what we do is, if you have a citation and this is your very first citation, this is the first time you've been at campus. What I would do is have it voided and have our rules and regulations sent to them so that they know next time what to do when visiting UNF. Now this works great especially with guests when it's their first time visiting UNF. I've had several guests that came here recently who received a ticket and I went in and voided them out. But you have to have a very good reason and a clean record with us to get it voided. Once you get a citation, I don't care if it was for today, last year, two years ago; you know we issue citations. You know we have rules, and you should have went and read them. It's the individual that came here that just doesn't know at all.

**Neal Fisher-** We do not go back and search for their very first citation for guest users and void them all out.

**George Androuin-** Yes, correct.

**Neal Fisher-** They have to place an appeal. They will need to come to Parking Services, request to speak with a supervisor. The supervisor can then adjudicate their request as a verbal appeal.

**George Androuin-** So a lot of people actually come into UNF, get a ticket, pay it, and then leave. They never would have appealed.

**Ashley Faulkner-** I'm just mainly focused on faculty. That's my prior importance.

**Patrick Moore-** I think a very low percentage of faculty and staff are going to get it wrong the first time. Then later they will fix it or you will fix it and we will never have another issue because it will be in the system.

**Ashley Faulkner-** And it won't be booted.

**George Androuin-** Yea and I'm not really worried about those who signed up through online or the phone app, it's those who are going to the pay and displays keying in their plate numbers, are the ones who are going to be making most of the mistakes, more than just once.

**Neal Fisher-** Guests don't know to take a picture of their tag. Our students on our campus will probably do that right away. But as for guests who come on to campus, it will be their very first time.

**George Androuin-** So you will probably be seeing a lot of signage in the front letting them know about their license plate and about nosing in. The university is going through an ITN process now for digital signage and installing three big signs one at each entrance. What I want to see is nice crisp, clean, easy to read signage, that won't distract you. I don't think it's going to be done by fall but it is another mechanism to better inform guests about parking.

**Everett Malcolm-** Okay, any other questions about the license recognition program that will officially go into effect in August?

*-Silence-*

#### 5) Issues of Concern

**Everett Malcolm-** Okay, hearing none, is there any other issues or concerns that we need to discuss today, this being our final Parking Advisory Council meeting of this academic year?

*-Silence-*

#### 6) Next PAC meeting September 2017

**Everett Malcolm-** Okay, hearing none, on behalf of Vice President Shuman, our President, Parking Services, Auxiliary Services, I really want to thank all of you. You've done an outstanding job bringing issues, discussing concerns, and coming up with solutions. Enjoy the rest of the academic year, the summer, and hopefully we will see everyone around this table come September 2017. Those of you who may be graduation, best of luck!

**Neal Fisher-** And I want to thank Courtney for having to go through all of these conversations in order to do the minutes.

*-The room fills with laughter, goodbyes, and best wishes.-*

***End***

***Minutes prepared by: Courtney Manns***