

**TSAC Minutes  
December 2, 2015**

Present:

Dr. Fuller Bazer  
Ms. Marisa Biondi  
Mr. Zach Carlson  
Mr. Mike Caruso  
Mr. Ralph Davila  
Mr. Joe Dillard  
Mr. David Glockzin  
Dr. Eleanor Green (Ms. Misty Skaggs)  
Dr. Angie Hill Price  
Dr. Margaret Hobson  
Dr. CJ Woods (Ms. Stacy Wright)  
Mr. Peter Lange (Ms. Debbie Hoffmann)

Ms. Robbie Lukeman  
Dr. Clint Magill  
Mr. Robert Pottberg  
Ms. Flora Reeves  
Ms. Veronica Sprayberry  
Dr. Bob Strawser  
Ms. Hannah Wimberly  
Ms. Deborah Wright

Guests:

Mr. Travis Mendoza

Absent:

Mr. Wayne Beckerman

1. Dr. Angie Hill Price opened the meeting and asked everyone to review the minutes. Mr. Caruso motioned to approve the minutes; Mr. Magill seconded and all approved.
  
2. Ms. Debbie Hoffmann, from Transportation Services, submitted a proposal to use a collection agency for citations. She went over data on citations issued, and what percent are unpaid. Furthermore, she explained how Transportation Services reaches out using a 1-Day, 7-Day, and 15-Day letter. The fine escalates from \$30 to \$40 by the time the 15-Day letter is sent. Ms. Hoffmann mentioned that collection rates improved after incremental notices were sent. The customer's monthly statement already states the account may be referred to a collections department. Please refer to the following presentation:  
<http://transport.tamu.edu/Media/Presentations/TSAC/2015/TSACCitationCollections.pdf>
  - 2.1. Ms. Hoffmann asked for committee feedback on the timeline for citation escalation and the communication plan.
    - 2.1.1. Dr. Hobson asked who is not paying the fines. Ms. Therese Kucera responded that it was a large variety, some staff and faculty. We can follow up with staff and faculty by not issuing an annual parking tag if their fines are not paid. The problem is with the people not affiliated with TAMU, or former students/employees.

- 2.1.2. Dr. Magill asked if we are able to recoup 100% of what is collected. Ms. Hoffmann answered that we collect 100% of our fines that are due, and Texas statutes allow us to assess 30% in addition to that to cover collection fees.
- 2.1.3. Mr. Caruso asked how booting and towing will relate to the escalation process. Ms. Hoffmann said that is already part of the process.
- 2.1.4. Dr. Hill Price suggested that Transportation Services present the idea to constituent groups to see if there are any unintended consequences.
- 2.1.5. Ms. Kucera suggested a timeline to implementation, during an off-peak time like late spring, and suggested that TSAC members get feedback from their constituents.
- 2.1.6. Dr. Hill Price asked how sending a bill to a collections agency would affect someone's credit rating.
  - 2.1.6.1 Ms. Kucera said that only Equifax reports parking debt, and only if we send it to them directly, so the effect would be minimal.
- 2.1.7. Mr. Caruso suggested we find out what other universities use collection agencies and find out about some of the unintended consequences of doing so.

3. Ms. Hoffmann presented the following presentation about booting and towing and asked for feedback:

[http://transport.tamu.edu/Media/Presentations/TSAC/2015/TSACBoot\\_Tow.pdf](http://transport.tamu.edu/Media/Presentations/TSAC/2015/TSACBoot_Tow.pdf)

- 3.1. Ms. Hoffmann made the point that the benefit of booting is that people still have access to their vehicle, but it is immobilized. It reduces the hardship of finding a ride to the tow lot. The resolution time is also greatly reduced. Booting is also an effective advertisement/deterrent to other violators.
- 3.2. Ms. Hoffmann asked for input from the TSAC committee on Booting and Towing policy issues. For instance, how long should the boot be in place? Several members of the committee suggested only while day time staff is present. She also asked the committee for feedback on what kind of fines should be assessed for the boot, tamper fees, and theft.
- 3.3. Ms. Hoffmann described the different types of boot styles and administration.
  - 3.3.1. Dr. Hill Price asked what the administrative costs would be for the 3<sup>rd</sup> party system. Ms. Hoffmann said she would find out. Ms. Hoffmann mentioned that there would also be a fee assessed from Transportation Services with each boot.

- 3.3.2. Mr. Davila asked why we assess a fee along with the boot and Ms. Hoffmann said it was to re-coup the cost of installation and to act as a deterrent to repeat offenders.
- 3.3.3. Dr. Hill Price asked how much the 3<sup>rd</sup> party vendor would charge and Ms. Hoffmann said it was dependent on the scale of our operation.
- 3.3.4. Ms. Kucera mentioned that from a customer service perspective, booting helps avoid conflict with customers.
- 3.3.5. Mr. Dillard asked besides the boot itself, what other notification is there to people that they've been booted? Ms. Hoffmann responded that it is on the driver's side, so they can't avoid seeing it. Ms. Biondi also mentioned that there is a sticker placed on the windshield.
- 3.3.6. Dr. Hill Price asked if there is a way to notify a student they've been booted. Ms. Hoffmann said there was not.
- 3.3.7. Ms. Lukeman asked what percentage of vehicles have to be moved and why, when comparing towing to booting. Ms. Hoffmann said she'd pull the data.
- 3.3.8. Dr. Hill Price wrapped up the discussion by mentioning that the committee had a favorable response to booting over towing, and that going to the 3<sup>rd</sup>-party vendor seemed like the best option.

4. Ms. Hoffmann reported on the Bike Action Plan, which has three parts: Encouragement, Education and Engineering.

- 4.1. For the engineering piece, Transportation Services is working with city road departments in Bryan and College Station to reconfigure or update markings on some roadways, such as Wellborn, to be more pedestrian and bicyclist friendly. Furthermore, with input from the Committee for the Built Environment, Transportation Services is presenting a three-fold plan to realign the drive lane for Lot 54 with the Bizzell Street intersection, to make associated bicycle and pedestrian path improvements. These improvements include a "Dutch Junction," a pedestrian and bicycle-friendly traffic circle.
  - 4.1.1. Ron Steedly, Alternative Transportation, has done some ground work at New Main and Texas, with the city side at Walton, to incorporate "green paint" for bicycle safety.
- 4.2. For education and encouragement, Alternative Transportation plans to bring back "Wheeler Wednesday," which is a weekly meet-up to present bicycle education, safety, community concerns and initiatives. Alternative Transportation will also launch its own "Bike Page" to reach the on and off-campus bike community.

- 4.3. Another encouragement piece of the Bike Plan will be when we launch "Bike to Campus Day," which is still in the works. It will probably take place near the end of the spring semester, and would be dedicated to celebrating cycling in all its forms. It might be a good place to connect with student groups like MSC Town Hall.
5. Ms. Madeline Dillard, Transit Services Unit, Transportation Services, mentioned as an update to the last meeting that she presented the Fall 2016 route changes to both undergraduate students and graduate students and got their feedback. She said she did not sense that people were opposed to the changes presented.
6. Dr. Hill Price wrapped up the meeting by asking if the committee wanted to cancel the January 6, 2016 meeting, because faculty and students would not have returned to campus after the holiday break. The committee voted to cancel that meeting.

The next TSAC meeting will be February 3, 2016, Koldus 110-111.