

RV Meetings Summary Notes: 02-21-2014 – WebEx at 10:00 AM and Hilton Ballroom at 2:30 PM

03-07-2014 – WebEx at 10:00 AM and Hilton Ballroom at 2:30 PM

**Presenters: Peter Lange
Debbie Hoffman
Lynn Wiggs**

2-21-2014: 23 people on the call at 10:00 AM; 50 people in Hilton Ballroom at 2:30PM

3-7-2014: 11 people on call at 10:00 AM; 9 people in Hilton Ballroom at 2:30PM

Space Utilization

- Even in the Alabama game we had open space in each RV lot. Attendance and space utilization as it relates to the dry lots; is it the same or different (based on the lot)?
- Process should be the same for all lots (appeals, removal of pass, etc.).
- The lots with hook ups should be treated different than (the other) dry lots.
- Utilization in those (Olsen and Penberthy lots) is higher, but there are still unused spots.
- Only issue there is having permit holders that never come.
- Lots of unused spaces in the other lots. We've been in all of them.
- It's frustrating when you see empty spaces every game.
- Rain game, SMU, had too many people in grass area getting stuck; would've been able to use the open spots in surface areas.
- Went to Penberthy every game to see occupation, and there were 3 to 5 spaces open every game.
- There should be some type of online check-in, 24 or 48 hours in advance of Game Day (or Friday check-in) to determine how many spaces will be utilized.
- What is more important: filling the spots or controlling the resale value?
- So, is the rule stating that the owner of the space has to attend 2/3 of the games in place to prevent people from reselling for profit or to allow the university to maximize usage? Or both?
- From our perspective it is usage. We get a lot of pressure from Olsen/Penberthy that the waitlist doesn't turn. Folks on the waitlist know there are season permit holders that don't come, haven't in a really long time, and resell their spaces to family/friends. Think those spaces should become available to the people on the waitlist. There was some effort to try and get some turnover; mostly in Olsen & Penberthy.

Reselling Permits

- As it relates to resale – (give) your thoughts on do we, Transportation Services, get in on the mix? Should we try to do something to make it easier to resell permits than the space exchange?
- The ability to sell permits works very well as is; generally they go to the list of people that want them first. I like the current system. For the very few times I have sold my spot, I have not had any trouble. I feel that there are very few weekends that spaces in Olsen and Penberthy have empty spaces.
- We've liked the website that was provided and had no problem getting docs to purchaser.
- The website is useful; however some people are not selling spaces when they know they are not coming; need to find a way to get them to sell their spaces.
- When finding out last minute the need to sell a space, trying to get the permit to the buyer is difficult.
- They could be handed out at a lot check-in.
- Should have some type of temporary pass that the buyer can print to use, and then the original permit should be deactivated.
- Our obligation to let you know who we sold the space to; they would have to give their name at the gate.
- Have sort of an online "will call" or as soon as you post it on the page, a temporary permit pops up that replaces the original.

- Don't mind having to pay a handling fee to resell permits.
- We know specifically of some people that only come to a few games and sell the rest.
- I do not feel that is good; something needs to be done to fix that.
- How should we do that: at our discretion, a board or committee? Should we do attendance; that caused issues previously?
- At your discretion with an appeal process where you can get petitions from the folks in your lot as at least one method to validate reinstatement.
- Have a 6 panel group to assess those issues.

Resale – Monitoring

- We had somebody at lot 43 that was (selling) on Craigslist each game. Should we police re-profit?
- TAMU should have resell ability, but individuals should be able to resale on their own also.
- The University should be involved to have a good understanding of the volume of exchanges and prices.
- Very difficult (to police) unless we (Transportation Services) become the only way to sell permits.
- Should have the same process for all lots for appeals and renewals.
- That would be a good idea, something for a committee to talk about.
- Treat everyone the same. Use “flash seats” to resell.
- Have you reviewed how other SEC schools handle their RV lots?
- Have looked: Georgia does not control; LSU controls through athletics or the Tiger Club; Florida is similar to us, but only gives 4 spaces and (permit holders are) not allowed to resell. A lot of SEC schools do not allow (permit holders) to resell to reduce conflict between opposing team fans.
- Reselling for a profit is a problem. Reselling for face value should be fine. Some people may not be able to go to every home game due to their careers/families. Why should someone be penalized for this? Policing the resale for profit should be easy since it is sold by space number.
- Make a rule that you cannot resell for profit; and if you can prove that someone does, they lose their pass. This fear might keep people honest.
- If you remove the possibility for gainsmanship, people would be more likely to come to the game. If you are not going to be there, put it on the board for no more than face value.
- No resale will cause lots to be empty.
- Why is it any different for RV (permits) than it is for football ticket scalping?
- Thinks this all started with the attendance rule this past year.
- While enforcing the attendance rule, we ended up causing some hardship.
- I think the biggest issue is that there are some people that want in certain spaces and they know the people are not coming. We have people we know that are being rewarded because of this; is it right? We know that those people are never going to come.
- People are jumping the waitlist because they are being given the permits by family members and they were never even on the list. There are people that have been on the list that have been there for 8 to 10 years.
- Could you update the current RV spot trader on the website to enter the cost amount and a license plate number for the purchaser?
- If a permit is sold on the exchange, the name and email address of the purchaser should be there so that the owner can contact them.
- Can those with names on the waitlist be contacted when a space holder will not be attending a game?
- Is there a space on campus that you can do a first come first serve for those who are on the wish list...an overflow lot per say?
- Currently we don't have an overflow lot other than RV field.
- If you have a weekly check-in as well as a face value resale option to offer others on the waitlist the RV space, it will encourage others to sell their tickets if they cannot make the games.
- It might be difficult to just get face value for less popular games.

- Sold permits for less than what was paid to get rid of them because we could not use them. Do not mind people reselling permits for more than face value.
- Have seen problems with people selling the passes to visiting team RV'ers.
- Don't mind having other teams in my lot.
- Knew Alabama permits were being sold for over \$1,000.00.
- This last year I could have sold permits for double the cost if wanted to.
- Paid \$140.00/night for Olsen spot for a big game
- One of the complaints in the fall was people that were never in their slot and selling (slot) for double.
- Have any of the people that do not come, and sell their permits, come to these meetings?
- Yes, there have been a couple of them that have attended.
- Do you have a good idea of how many people are doing that?
- Yes, but they say they are there all the time.
- Can Transportation Services say that we cannot sell the spaces, or that they can't be sold for more than face value?
- I think that is fair, and it is a starting point
- We can talk about making decisions but it will all come down to Transportation Service. We will have to have rules; they will have to be followed and not everyone will like them.

Resale - Willable Asset

- Space holders want the spaces to be a "willable asset". They are not intended to be a willable asset.
- There is some difference between the RV lots. People in Lot 88 feel same way when trying to get into Lot 100e. They don't want those spaces to be willed-out either.
- We think it is different (from lot to lot), and it will probably happen (in lot 100e also).
- Are you sure that it is that big of a problem?
- Have kept a list on Penberthy for about 5 years; some spaces (owners) are never there.
- It's rare to have empty lots in Olsen. Sometimes just for Friday night, folks may arrive on Saturday.
- We do see Olsen (RV spots) on Craigslist all the time.
- Haven't seen Olsen completely full in over 5 years; there were even empty spaces for BAMA. It's one or two spaces, but it makes a difference for the waitlist.
- Lot 100e is best attended lot, but even it had no shows for Alabama.
- We've had a practice that when we know someone isn't attending, we have talked to them and not renewed (their permit).
- We are kind of talking about that "willable asset". (As an example) primary (permit holder) shares spot with 2 other people; they share cost and divide up games, but now the primary person is not coming anymore (moved away). Should other 2people be able to renew (the permit)?
- What's wrong with it being willable?
- What if husband passes away, but wife still wants to come. Should she be able to still come?
- If a husband dies the wife should have the spot.
- Then why can't the son take the spot?
- (What if) it's in husbands name but wife pays for it?
- Can you put multiple names on the account?
- Currently no. The way it has been set-up, we can't change it to the wife/son's name.
- Allow everyone to put additional names on account so that we are set from now on.
- Need to be able to update that information each year when you renew.
- You don't have waitlist for 100e so you don't see the problem, but there is a problem with people wanting to get into 100e.
- What's a good idea to address that?
- I think the line comes back down to utilization. Who is using it now?
- We share. Never sold it (space) for money. I think they have as much right to be in there.

- Been doing this since 1996, looked at it as the space being Transportation Services, and you allow me to use it for the games. If I don't use it, I have no right to sell it because it isn't my spot.
- Between me and my sons we have two spots in 100e. We like being able to share the spaces, when someone can't come, we give the space to another family member.
- Someone could have a medical issue that could sideline them for days. We are trying to have some kind of balance that would help those individuals that may have to miss a football season due to some personal/health issues, not the individuals that we know are no longer coming to the games and giving the permits to family.
- During the years that our boys were playing high school football, we couldn't use our space in Olsen as frequently, but only for a couple of years. Hate for someone to lose a spot over a temporary situation. There are absolutely some that haven't been in over 10 years or more.
- When the rules noted that the owners had to use the spot a certain percentage of the time, I purposely didn't try to sell my spot. However, when our trailer was in the shop, we sold our spot for every game we couldn't make.
- So do you think that there is some middle ground in there that we could figure out a way to get some turnover?
- Agree that there is middle ground. Be careful that rules are applied across the board. Between Olsen and Penberthy there are at least 30 people that never use there spot. Some people share.
- Many folks are doing their best to attend every game in order to adhere to the current attendance rule. From what I'm hearing, this is all because there are folks on a waiting list who are upset because they can't get into the desirable lots. Can this rule be applied to only the more desirable lots?
- The attendance rule was abandoned in the middle of the season.
- Sounds like it should be different for Olsen/Penberthy? It doesn't seem to be an issue in the dry lots?
- Only way to do that is turn over the policing to Transportation Services.
- Should a committee evaluate and make the call, or should Transportation Services make the call?
- There should be a firm policy on this; you don't want a committee to make decisions on "gray areas".
- Why not, we are the one in the lots; seeing the misbehavior and listening to the loud generators.
- How should a committee be used, as an arbitrary committee?
- Have very clear rules. After rules special situations - handles grey areas.
- As one of the people that had to go out and check the IDs, it would be kind of awkward to for them to do.
- How do you check attendance if not by checking IDs?
- Maybe you should do it (willable asset) as long as it is in the immediate family.
- If we control the resale problem, would that get rid of the issue? Is that the way to go about it?
- I think you need to be real careful when you get into this willable stuff. You better have a really good attorney. You're opening up a can of worms.

Generators

- Generators seem to be a hot topic. Over the years generators have gotten quieter. One of the things that happen when we have someone that has an old generator is that it stands out.
- Part of the group that helped create rules 10 years ago. Tried to come up with a group of suggested rules that were aggie friendly. If you get into business of trying to regulate everything, (your) going to go crazy. It takes away from the fun. If a person wants a very quiet time, they need to go elsewhere. You're not going to make everyone happy.
- It seems that when you box-in a generator, you are also boxing-in the exhaust? Tailgating with multitudes of RVs will cause noise. I look forward to it every football season.
- It's not going to be perfect. People in a lot should tell each other, if it is a problem.
- Not always as easy telling someone they need to change something. They do not always agree.
- Did you have a lot of complaints?
- A number of folks show up with loud, commercial generators. When near your RV, it can be loud.

- Usually the loud generator is as far away from their RV as possible. Maybe enforce a proximity rule.
- Most boxes around commercial generators do little to muffle the noise.
- Boxes or better mufflers should be used, or the users should face the muffler back toward their own trailer instead of at the other trailers in the area. This is true especially overnight.
- Other SEC schools require the muffler extensions that extend above the RV to be used. If these could be used on the contractor generators, that may help.
- We were told that that is an SEC issue and they said that A&M will have to go there.
- What happens if they resell the space and the person that buys it comes with a big generator; or if my generator stops working and need to rent one? Those (for rent) are loud.
- If the spot is rented (re-sold) then they (the original permit holder) need to tell the person who is getting the space. They should provide the rules.
- Most problems are with people that come for only one game.
- More monitoring needs to take place. Not fun to do, but only way to mitigate the issue.
- If rules are not enforced, there really are no rules.
- All of this needs to be enforced by someone other than student workers.
- David will be the liaison/ambassador for the RV lots. He will get to know everyone and will be addressing the issues that come up.
- Is the decibel level something we should look at?
- State parks/national parks and NASCAR have some decibel rules. Do we send out something and say your generator must not be above this decibel reading. Please check your generator before arriving?
- It needs to be a common courtesy kind of thing, but we would need a hard number in order to enforce consequences.
- If they show up with one louder than required decibel, do you send them home or allow vendors to come in to rent them one like the ice vendors and septic vacuum trucks?
- Can fines be placed on those grossly out of the decibel levels?
- All those generators have a decibel reading (rating) on them.
- In Olsen now, but concerned about the future bump down to non-electric lots. So, I would be in favor of some sound limit for the future, but it's a decision current users need to provide feedback on
- Decibel levels are the only absolute way to measure. Must be measured close enough to generator so that background noise will not influence measurement.
- Add electric outlets to the dry lots.
- Electric outlets discussions are occurring, but of course will not be in place for the coming season.
- Do you think we are in the ballpark with this kind of concept?
- I think so.
- What happens when someone does have a box, but is still loud? Is this a big enough problem to deal with
- What should the punishment be?
- Previous suggestions were to unplug the generator; give the owner one time and tell them they cannot come back with that generator; fine them.
- Suggest enforcing a decibel level rule, with a one weekend warning if they are not in compliance. I think placing a rule in the regulations is a starting point with a (maximum) decibel reading.
- If not an inverter style that is less than 65 DBA... a one weekend warning followed by a fine if (guidelines) not adhered to, might work.
- A generator that is not in compliance results in moving to another area/lot?
- We are out of areas to move violators into.
- Rules would need to be printed on passes so that one time/first time users would have reasonable notice.
- Using the Exchange – we would have a better ability to communicate general rules.
- Have advisory board address it first; then it goes to Transportation Services. Then if that wouldn't resolve it, they are gone. Give your staff the authority/ability to evict troublemakers.
- If going to make any major changes in generator rule, you need to be clear so I know when I renew that I will be compliant. Therefore, if there were problems last year with particular people, they should be addressed personally.

- We can notify everyone in advance about a (new) rule before renewal.
- Quantity of comments shows that there is a problem and there needs to be a rule.
- Yes, these are reasonable requirements and should be enforced for the enjoyment of everyone.
- Agreed. Just establish a decibel level requirement and method to enforce. If someone loses on board gen-pack and has to rent, then offer them the temporary sound box or send up a vendor to provide services.
- Design a (generator) box; put it online and say “build it like this”.
- Can transportation services have boxes on hand that would be required to be rented and installed (facing the proper direction and distance from users RV) by transportation services personnel?
- Short answer is maybe. Haven’t found any good resources to purchase boxes, found DIY sites, what type of material would we have to keep on hand, what size should we have, we don’t know how deep we would like to get involved in that, it could be a challenge
- Could it be a fund raiser for a student group or Greek organization?
- Maybe everyone in RV park could chip in and have materials on site to lend someone with a noisy generator.
- TAMU has a great Mechanical Engineering school. There should be someone that can figure out something.
- Get generator deals/discounts with Honda to encourage spot owners to purchase them.

Advisory board

- We would like to have an advisory board or committee. The question is how many should be on the board; the length of term; how they are chosen - elected, nominated, volunteer - one from each RV lot or all in general (particular lot doesn’t matter)?
- 2 year staggered term so you always have an old and new.
- 2-4 (year term).
- 2 (years), at least to start. Can revisit later.
- A 5-7 member board. Must be odd number.
- 2 or 3 from each lot with terms of 2 - 4 years.
- 3 year terms, with first year having 1, 2 and 3 year members, must roll off for at least 1 year before coming back on. 12 always is a good Aggie numb
- Should it (representation) be proportional to the lot size?
- Proportional representation seems reasonable. No more than a two year term.
- Need equal representation from the different (RV) lots.
- Should there be 2 different committees; one for Olsen/Penberthy and one for dry lots?
- 12 people is good. Volunteer basis weighted by number of years having RV pass.
- I think the board should be pro-rata based on number of spaces in lot.
- 15 to 20 members.
- A certain number of people per lot.
- A certain number of people per row in lot 100e.
- 2 people per lot - one long term customer, one new customer. Should be 4 representatives from 100e; 2 for 5th wheel (bumper pulls) and 2 for motorhomes.
- There needs to be a mixture from all lots, but not heavily favoring one over another. Also a mix of RV types.
- Is it important to know what type of trailer they have?
- No, we are all just RV’ers.
- Yes, have different issues.
- Types: bumper pull, fifth wheel, bus, coach vs. 5th vs. trailer, Class A & C coaches, trailers, size, tow vehicles, generator onboard vs. exterior.
- We are trying to understand the issues between them (types).
- Issues: space size, parking access, need for tow vehicle, slide outs, generators.

- I don't think different type RV issues warrant trying to keep up with. Seems more important that members of a given area deal only with items affecting their area; i.e. Olson and Penberthy representatives don't need to be setting generator issues.
- Majority of issue are the same (in all lots).
- One more thing about the board. It shouldn't be too big so that meetings can happen. 15 to 20 is a good working number, term of a couple of years, rotate off before you rotate on, let the first group figure out the rest of it.
- From past experience with advisory boards, a 10-15 (member) panel is manageable. Larger, and they can be difficult to manage.
- Try small group first and then expand from there. Only 1 person from Penberthy, since they are all the same "hook-ups".
- How should we choose: election, appointment, volunteer? Should we send out an email asking?
- Have individuals self-nominate and then pull them (final selection) out of a hat.
- Email everybody and tell them about the board, what they will do: details, goals and expectations, and the term. Then give them the opportunity to volunteer.
- Transportation Services should be able to pick people from the volunteers since they know them. Then let committee decide how to select new members.
- Want to point out the attendance that the person on the advisory board should have to meet.
- Board would need to have a WebEx option to participate.
- Had a lot of experience with WebEx and feel the first meeting should be in-person to get everyone acquainted.
- People on the committee should be committed to come to first meeting in person.
- Might not be able to get everyone together.
- There are some people who are very passionate that will come to the meetings.
- Board would only really need to meet when issues to resolve. I would not see a whole lot of meetings.
- How do you rotate (members) off? Some will have to serve longer to get it going. Before doing rotating, how do we get people to participate? Should we select; should you (RV space holders) elect?
- A few serving longer to start the board is no problem.
- Once the board is there, look at the critical issues but also look at by laws
- Go back to the conversation about people not using their permits. Do we let the board decide that, potentially putting the board in confrontation with fellow RV'ers, or should we decide that?
- Ultimately it is your decision - you consult the board, but you decide.
- That's what happens with the Transportation Services Advisory Board.
- Is the advisory board only going to receive complaints and hash them out, or are they going to police?
- It may put the group in a bad spot if they have to police the lots.
- Don't want to sit there and listen to complaints all weekend.
- Are we looking for folks to be Marshalls, would you want the advisory board to take on this role?
- No Marshalls. Friendly submission of concerns if RV is loud. No need for sound cops.
- Agree on the marshaling, but would caution on the tenure weight as there often things that newbies are aware or concerned with that older folks may have forgotten about over time.
- Using the attendance figures from meetings all together there is about 100 people that have attended. So I think around 40 that may be interested in being on the advisory board.
- How many slots does Transportation Services have for RV's
- About 700 that includes 12th man.

12th Man RV Parking

- At this point, 12th Man does not want anything for the 2014 season. Equine Center is a new area with 41 spaces, full hook-up including sewer and charging \$230.00 (2 nights). We told them if they didn't assign all the spaces, we would want the ability to sell the rest. They have not talked to us about 2015. 12th Man makes their own rules about assignment of spaces.

- Is there a shuttle for the Equine lot?
- We will talk about TTI study in a minute; the plan is to rework shuttle routes. The plan is to serve Equine. Only question is if the route that goes out to Lot 88 needs to go to Equine each time or not.
- Why is 12th Man handling the new lot?
- 12th Man asked for the Equine center lot. They are seeing demand for access to premium RV spaces.
- 12th man doesn't own the university, how can they take over the slots
- Can you just tell them you are not interested (in providing more space to them)?
- Final decision would rest on the President since it is so politically charged.
- Will Transportation Services continue to control lots 100, 88, 43, 50?
- We haven't had any signals or signs they want anything to do with that so we would continue.
- Is Equine competing with our spaces?
- No they won't be competing.
- 12th Man is limiting RV passes to one per donor this year. You may expect more requests for spaces this year from those displaced by the new rule.
- We could see a shift in spaces; there are some in our RV lots that would like to be in R Lot, so there may be a flip/flop.
- Surprised they haven't contacted us about taking over Olsen and Penberthy for 2015, because he has been told personally that they plan on it.
- The issue with the 12th Man is concerning for those that have been in Olsen for 20 years.
- Hopefully the Advisory Board could provide insight to them in the event that they do take it over.
- If it happens I imagine it would be more of a swap out for the R lot.

2014 & 2015 RV Pricing Schedules

- So, from 2012 to 2015 the price doubles (looking at PowerPoint information)?
- The price did double from 2012-2015.
- Lot 43 will be going up 80% in price by 2015. Are we getting additional services?
- Don't have any additional things to offer currently.
- We really appreciate the "honey wagon" (portable dump station) at 100e on Sunday mornings. Please keep it there.
- So will it double again by 2018?
- We can't say that it won't increase. All based on (our) cost of operations. We left cost alone for such a long time. Some of our services are no longer in-house, which increased cost substantially.
- That's about \$15,000 (total) a game.
- What percentage of this operation is compared to total transportation income?
- Parking is (approximately) 20 million; 12 million – permit; 2 million – citations.
- Would definitely like the prices to be looked at again regarding the difference between dry lots and hookups. At \$180, it will be hard to get face value for a game against a lesser opponent. .
- If the costs keep increasing, it will be difficult to manage what ticket owners do with their tickets.
- I spend more on just generator gas than the price difference.
- Where does it stop? We have been seeing it the last 4 years and nothing has changed.
- Agreed. 24% increase for Lot 50. That's a large increase.
- What about charging less for less popular games?
- You see that at other schools, but the cost (to maintain and set up for each game) doesn't change for us.
- If you raise Olsen and Penberthy to \$400.00 per game it might solve some of these (ticket resale and vacant spots) problems.
- What costs are doubling?
- Cost for everything that we put out there in the RV lots goes up every year, coal bins, dumpsters, security, landscape maintenance, trash pickup after the game and port-a-potties.
- How do the rates compare to other SEC schools for similar lots (hookups v. dry lots)?

- We are cheaper than any other SEC schools (most require permit holders to also be donors).
- You will landscape regardless.
It's a process of maintenance we are charged for.
- Any chance of installing sewer in Olsen & Penberthy lots - especially with these increased prices?
- Not on our radar screen in the near term to add sewer to Olsen and Penberthy lots, but in the long term it could be a possibility.
- A large number of the RV owners store their RVs in the Bryan College Station area in between games at a cost of \$40-\$100 per month. For those of us in Olsen and Penberthy we have the option of leaving our RVs in the space in between games but it is expensive. Is there a chance that there can be a season fee to leave your RV in the space all season (not connected) that is more cost effective? This would be an additional way for Transportation to raise money, and make it more convenient for the RV'ers.
- RV stations around town charge lower rates to store RVs.
- That is something we can look into. The spaces in Olsen and Penberthy can be rented during the week and off season.

2014 RV Renewal & Purchasing Calendar

- Last year we only had 7 Season Passes open so we opened more in Lot 88 last year.
- If you're not changing anything (individual information) why can't we just pay (when we renew)?
- We have to assign the permit in order for you to renew. We are trying to get there; it just won't be this fall.
- You could at least put a big button that says "RENEW" rather than have to refer to email instructions to renew. (The current setup) makes it difficult.
- We are leaps and bounds ahead of other universities on what we do online. We are trying to get better and it will just take a little time.
- Are we creating a new waitlist?
- Would like to be offered non-renewed spaces to switch before they are offered to new people
- From a renewal perspective, they (current pass holders) will be completely done with everything before we open the waitlist. This is a one-time waitlist. A temporary spot for new customers only.
- What if we want to try to move to a different space in the same lot?
- When you go in to make your renewal, if you want to move to a different space you can select that you want to move to a different space. We will contact you and let you know what space is available later.
- Will those moving from 12th Man lots have priority over existing customers?
- No, they will not have priority over non 12th Man (customers).
- I think, on the 12th man folks that additional season passes in lot 88 will possibly be opening up to accommodate them.
- You have people that are on a waitlist, why not use that wait list to fill empty spaces?
- The majority of the people that are on the waitlist are current customers.
- Can you (Transportation Services) work on cleaning up customer accounts? It shows cars that have been sold, old addresses and such.
- Are additional (RV) spaces in 100e changing to the larger (6 car) spaces?
- We will (continue to) make 4 space (sites) larger depending upon renewals.
- So if we renew in our same space, does the space size remain the same?
- If your 4 space neighbor (RV space) did not want to renew, we would contact you (adjacent space holders) to see if you would like to expand your space (to 6 spaces).
- It is important to know, for people that ask to move to 100e, that if you know someone that did not renew in 100e, and also know that no one new was placed in the lot, this would be the reason why.
- We (are doing this because we) learned from customers that they would like to have more space.

TTI Game Day Study

- (TTI) is looking to see if there are ways to make larger RV areas. Can't do this for 2014 season though.
- If they talk about putting all RVs closer together, that means further out?
- Shuttles (routes) are (being looked at as) a 2014 improvement. They are looking at the Lot 88 shuttle route, trying to give it a straight shot to Kyle.
- The shuttle from Lot 88 to Kyle is quick and the drop off and pick up point is great. The return trip route can take a long time, however.
- Would be great to put parking lots farther out in town and then shuttle them in.
- What about the Wal-Mart parking lots with shuttle services?
- Currently we are able to take all RVs using RV field. Not sure if we want to get into the Wal-Mart's. There are more RV lots around town that some utilized especially for Alabama. College Station also offered spaces in baseball lot down Wellborn Road.
- We are looking into using ParkMe (program) for football, using it for basketball and baseball (currently). I know that Penberthy Lot (RV'ers) would like to be able to purchase (spaces) in Lot 115 for guests. Looking into making this an option by using ParkMe.
- You can't get back to Olsen after the game. You have to wait 2 hours (before traffic control opens the street for return traffic).
- If we had a bus that picked up at Olsen and dropped off at the Zone, would that help?
- KBTX has an app with real time traffic.
- Real important to have shuttle drops closer to stadium

Earlier Arrival

- This may come up later, but is it possible to get into lots earlier (lot 43 in particular)?
- Getting into Lot 50 at 6:30PM is hard when you get there at dinner time. We are the last ones to get in.
- The TTI study is looking at all game day related things. Arrival times are something they are looking at. We have a lot of competition for parking. From a parking perspective, Saturday is easy. The staggering of opening lots (on Friday) is based on the needs of the workday parkers. Lot 100e is the only area at this point that we have the ability to open up early. Other areas we have to balance the needs of the University with the needs of game day operations.
- Looking at the possibility of opening Lot 50 maybe 30 min early, and will continue to look at other lots and see if we can open any others early.
- Can some type of "holding pen" be made available for those that arrive into town early, but can't get into their lot (even if on grass somewhere)?
- Open to taking a look at a "holding pen" for those that arrive early; most people go shopping, but will be open to take a look at that.
- If you'd "let me in if my spot is open" then I wouldn't be clogging the roadways driving around the block waiting for the set opening time
- I think arrival time should be a factor when considering the RV fee.
- I don't think I have heard that comment before. We are trying to find a compromise

Next Steps

- We hope to have all this done by April 16th. Want to thank everyone. Our goal is to make it the best experience.
- We will continue to have meeting throughout the year and during the season. We like having a dialogue with you and will share comments with all.

Additional Comments:

- Is there a plan to construct additional RV lots in the future?

- We have thought about adding a couple spaces in Penberthy.
- Keeping dogs on leashes and better respect for quiet time would be appreciated.
- Is it possible to work on dumpster placement? At times, where it is placed in Lot 43 can make maneuvering difficult.
- We can look at dumpster placement. Maybe it can go on the grass?
- Maybe even move the dumpster placement so it is not in the same location every game.
- Have seen tremendous growth over the last 15 years, how do we compare to other schools in SEC conference with tailgating?
- Depends on what it is. We don't have a grove like Old Miss, where they tailgate in one area, we have tailgating all over; LSU - you don't get on campus unless you are member of the Tiger Club; at some schools like Auburn, the entire game day parking operation is run by Athletics - very booster focused; Georgia boosters have all the lots & very few RVs - they don't even have an RV program.
- Why can't we have tow vehicle space assigned next to my RV space?
- Would be happy to buy an extra spot in Penberthy to park car.
- Can we purchase an extra vehicle space with the RV space?
- We are looking into pre-selling Lot 115 for Penberthy guests.
- Can we change the alignment of RVs? In other words, could we park in a U-shape as long as we're all within our spaces?
- One of the things we talked about was safety and that is really the bases for the current alignment, but we aren't closing the door on it.
- In Olsen, is it possible to move the traffic cones out into the parking spaces to allow easier parking?
- We could look at that to see if that is a possibility.
- The cones would restrict the parking of tow and other vehicles.
- A neighbor was told that they couldn't run a little bounce house for their kids this past year. Is there anything published stating what is allowable and not?
- We have our general rules. Environmental Health & Safety has rules as well. The bounce houses are a rule that the department maintains.
- Will the increased fees at Olsen provide for newer ice machines?
- It is something we have looked into but we couldn't do it for the upcoming season.
- Would be a nice thing to have a recycling bin available on campus.
- When traveled to LSU, we were given a trash can and a recycle can.
- Make sure to check the location of the coal bin.
- Could use more port-a-potties at Olsen; they are filling up quickly from people going thru the area.