

**Transportation Services Gameday RV Advisory Committee Meeting
10-03-2015; 9:30 a.m. to 11:00 a.m.
Gibb Gilchrist Building, Room 103**

Meeting called by: Transportation Services

D = Debbie Hoffmann
L = Lynn Wiggs
DM = David Marberry
AJ = A.J. Wolf

Welcome

• **Introductions**

- D - Peter is unable to attend the meeting today. He has been up all night. Tim Lomax of the Texas Transportation Institute is joining us for this meeting.
- L - Responding to the question regarding identifying committee members in the lots, we will make new placards for those of you who want to display something identifying you.

Updates

• **RV Lot South of Penberthy**

- L - The possibility of building a new RV facility has been delayed, and we are unsure the duration of the delay. Any construction in the area will be held off for the time being.
- D - We anticipate a minimum of 1-2 years.
- This facility would accommodate 100 or so RVs? Will there be any changes with current slots?
- L - Possibly, the last several years we have tried to find a single area to consolidate RVs. Seven different locations stretch our staffing. It also keeps people in different lots from being together. Ideally we would like to put all dry lots in one location, but land is the challenge. So no definite yes or no for changes for now.
- D - Nothing eminent on the horizon.
- What about the issue of the 12th Man Foundation? Will they come in and take away our lots? Any news on this?
- D - 12th Man at times has been interested. Donor associations have premium areas across the nation. RV Parking is considered a premium area (but this has not been the model here). Committee members like how this is. The previous leader of the foundation was interested but current leadership is not as interested in this area, and only limited discussion has occurred. We have discussed pros and cons of managing RV Parking. As Lynn said, it is a big operation. Honestly, we don't know if they have the staff to do it.
- Any lots they are looking for specifically?
- D - No specific lots have been discussed.
- How many spots are they looking for?
- D - This has not been mentioned either.
- Before expansion, they parked right there right (Kyle Field)?
- In the 70's.
- How many?
- L - There were only 10 there – they moved because Homeland Security said they had to be moved – this was 8 or 9 years ago.
- Bottom line is they would have to take it away then ask you to run it for them, and that would be a tough sell. They don't have the staff to run it.

- D - We like to be transparent, so we hold nothing back about it. We have a great relationship with you all, but it is a lot of work to manage RV's, and we share this with them.
 - When Lot 74 donors for whatever reason were not allowed to stay there when they went to that new system. We thought the world had come to an end, but in hindsight that's the best thing that has happened to us. The transparency and the openness and caring was not visible over there.
 - D - If you require people to pay to reach the required donation level, I don't think you'll have the demand needed to consume the RV Parking on our campus.
 - Agreed.
 - For those who were not able to make the previous meeting, Peter was going to offer the proposed lot to the 12th man.
- **Attendance/Check-In Changes Implemented**
 - L - A few items: the person performing check-in is in a different colored vest (orange is not the ideal color around here, but it's for safety).
 - No, paint it (the vest).
 - L - If you can find a maroon safety vest, I'll buy it.
 - L - We also implemented a tab at the bottom of the permits as a secondary check. I will let David speak and then hear from you all.
 - DM - I haven't heard any negative comments resulting from our attendance procedure; especially about the tabs. It's (the tab) not required. Basically, when the RV comes in the attendant tears the tab off and writes the season permit holder's name on it as a secondary backup in case you don't end up on the check-in list for some reason. I make sure stubs are accounted for in the check-in process.
 - D - We haven't had a lot of negative feedback even with requesting a photo ID. We have had very little confrontation. Over all it has been good, but it may be different on your side?
 - Two customers have come to me about the intersection of Penberthy and Tom Chandler. The station where the attendant sits isn't located back far enough. My RV fills up the only available slot, but there are people coming from both ends and so we block the intersection. The student worker should use common sense and walk the person into the lot some more to keep from blocking the lot – it's a minor flow process.
 - It is set up this way due to the location of the Lot 115 entrance and the entrance to the dump area. We could look into setting it up differently.
 - Do you have a lot of turnover in the gate keepers?
 - AJ - We rely on students and what they pick up, so we try to maintain the same students in the same lots, but it's dependent on what students decide to pick up and work.
 - In lot 88 since we can't get in until 6:00 there is a large backup. They (the students) have been here every game and they are currently training someone. Look at training a little better beforehand or something. There's no reason for it to take 5 minutes or more for to check in.
 - AJ - It depends on what the RV person is asking. We have people coming in asking where they park. Many spots in Lot 88 are single game parking and these people have a lot of questions about where the space is, set up, additional car parking, etc. It takes longer to process these individuals. We can tell them their space is around the corner and half way down, but many of them want to know the exact spot on a map. If it's not a season permit holder it does take them (the attendants) a while to get them in.
 - L - We instituted a new training program; David did training videos and we did in-person training sessions before the season started. David does briefings before each opening. With three lots opening within 15 minutes of each other – our supervisors are spread across them helping with flow. There will always be some backup and someone new in Lot 88 no matter what. Until the students are in the process, they don't feel as comfortable with it.
 - AJ - That's why we paired the new individual with someone who has been there before. So if they have questions they can ask the senior student.

- D - I think I'm hearing it's still slower than it needs to be; so we can look at how to speed it up.
- I didn't think about explaining things to the one-timers.
- L - Yes, they have lots of questions.
- AJ - We did a lot more of that last night.
- D - We'll work on it.
- In dealing with your student workers – 90% or more of those men and women are polite and cordial and professional; for the most part they do a great job – they are good Aggies.
- For your information, my stub has only been taken one time.
- Mine has never been taken.
- DM - Are you checking in as you come in?
- I already have mine stuck to the dash.
- DM - What game did they take yours?
- Last game; but not first and not this one.
- You want the stub off the RV permit?
- But you are not checking in if you are in a 3-day permit?
- L - That's correct.
- Would it be advantageous if we published (or whatever) that they take the stub with them and their ID to check-in?
- DM - They have a list to check and I don't want them to turn anyone away if they come up just with an ID. There is more training we can do to fix that. We've only had 2 student workers that have been in Olsen both games; we've had to change out the others for one reason or another. If I don't feel they are doing a good job, then I pull them because I want to make sure we get an accurate record. We can address this and make sure they understand the stub portion. If you have suggestions, we will gladly take them.
- Explain to them since they are the first contact they are the face of Transportation Services. They should be mindfully aware that they are on the firing line.
- L - We have stressed that.
- AJ - If it's not happening (greeting and being respectful), we would like to know.
- Mine is good, I've just torn off the wrong tab.
- DM - Up to now, I have accepted the tow vehicle stub. I can't fault you all.
- I've been pulling the wrong tab (tow vehicle).
- DM - You've been counted.
- L - It would have been nice to have the tab just on the RV permit, but with the way it's printed, we can't.
- My tow vehicle tag was completely taken and given a ticket instead.
- DM - Was that this weekend?
- I'm not sure.
- L - I think it was last game.
- The kids seemed to be confused about the tabs.
- What is the process – I'm in Penberthy and I have folks I travel with in Olsen. What's the process for me to go to Olsen with my tow vehicle to visit them in Olsen and then go back to Penberthy?
- DM - Friday or Saturday?
- Both days.
- L - Saturdays, you don't have access with your tow vehicle. The parking spots are all pre-sold so you must have an Olsen tow vehicle permit or a 12th man O permit to get in over there. They do have a bus that runs
- You can get a \$20 pass for you to visit.
- Am I understanding that you can buy an additional tow vehicle permit for a guest to come in any time in Olsen?
- L - Not Olsen; your guest permit would be for Lot 63 across George Bush Drive. It's the e-mail that you're getting from parking.

- D - (Showing location on map.)
 - Since we are discussing this, I did have people come to me this morning and say there has been a problem with them dropping things off on Friday night and the attendant wouldn't let them come in.
 - L - David will take care of that.
 - Show me Lot 63
 - D - (showing locations on map)
 - L - Out of 138 guest permits that we allocated, 27 of them were purchased for this weekend.
 - Is it possible to let Olsen buy an additional permit for guests coming in?
 - D/L - Not in Olsen; it's a 12th Man lot.
 - L - That's why we used Lot 63; it's the closest we have.
 - D - For Penberthy, parking is in the lot.
 - L - Penberthy RV people are the only ones in the lot. The other lots have guest parking in additional lots (Lot 50 in an adjacent 50 lot; Lot 88 in Lot 85; Lot 43 in Lot 111, etc.).
 - What is the possibility to charge more for Olsen and add sewer connections in Olsen only?
 - L - That is in the works – in the next few years we are going to be renovating the entire lot.
 - Any other lots being looked at for electrical?
 - L - We have looked at this, but at this point, it's too expensive to do – we will continue to look at it.
 - It probably doesn't justify the costs to do it based on usage the rest of the year.
 - L - We only fill up Parents Weekend - and this weekend we didn't.
 - What is the projected fee for Olsen with sewer added?
 - L - Projected is an additional \$20 per game – similar to Equine. David came in last night and said we need to brainstorm; we had a lot more people yesterday who needed to get to the dump station than in previous games. We talked last night about reversing our strategy – it's always been to protect Lots 100D and 115 at the same time. We want to block off Lot 115, move our attendant down into the throat of 100D to leave the dump station open. When someone needs in Lot 115, the cashier would move the barricade.
 - Where is Lot 115?
 - D - We would barricade the front and back entrance of Lot 115 (showing location on map.)
 - This was the busiest I've seen that dump station ever.
 - Regarding the issue of coming in yesterday – they (attendant) just need to go back a little deeper to clear the intersection.
 - L - Do you like the idea?
 - Yes.
 - A thought for you all is to add another person on that gate and the person is in charge of directing traffic on that intersection.
 - L - We are limited in the number of people who are allowed to do traffic, and they are pretty tied up on Friday already.
- **Impact to date of 25% RV Exchange purchase fee**
 - L - Last year RV Exchange sellers were refunded 75% of the permit price. This year the person purchasing the permit is charged 25% over the permit price (to cover the processing costs) & the seller gets a full refund back. It has made an impact on the RV Exchange. I know of at least 4 purchasers who have rejected the sale after claiming the permit – there have been 31 claimed and rewarded and not paid for in the first 3 weeks (same number as the entire season last year).
 - So it goes back and goes to waste?
 - D/L - It goes back on sale.
 - How many have been sold?
 - L - This weekend 20.
 - What did you do last year?

- L - First game last year, we didn't have 10.
- Those are soft games.
- How many are putting them up for sale?
- L - 2nd game there were 45 for sale. This game, 3 didn't sell so there were 23 on the exchange page. 1st game, 2 didn't sale so there were 17. Right now there is nothing else posted until game 7.
- I say wait until the end of the season and then compare because a lot of regulars don't even come to the 1st games. Now, let's see what they look like for today, South Carolina, etc.
- Is there a way to make it clear about the price upfront?
- L - As long as they read; we moved the information's position and highlighted it.
- D - And if they call beforehand, we tell them about the 25% fee.
- Shouldn't be unreasonable for processing and handling fee.
- What is the rationale for the 25% fee?
- L - We are actually reissuing the permits and getting them to the person – the seller doesn't do anything past posting it to the page – if it sells then they get a refund.
- I have a personal example of guy having death in family, and who posted it to Lynn to sell on the Exchange and it went.
- I sold mine directly.
- L - It's still fine for you to do that.
- So is the concern that all the space are not being used?
- L - I don't have a concern at this point, I just wanted to give you all an update – I'm not looking to change anything or do anything – it's just an update.
- Can you tell how many of those are sold to people who are visiting – I've got inquiries from people elsewhere in the SEC.
- L - I can see their address, and I check to make sure the household doesn't already own a permit somewhere else before I award it. I haven't seen anyone use the exchange outside of TX. There is a local customer who purchases every game from the Exchange instead of purchasing a season permit.
- What's the process for buying something in the overflow lot since we've already got an RV?
- L - Your friend with the RV needs to be the one to purchase the permit.
- Is the rationale scalping?
- L - That's part of it, but it's also to make sure you actually own an RV (how do we know you own 3 RVs?).
- I understand that; the problem was a few years ago.
- What is that? Renting it out? I know it's going on in Lot 43. I'm new, so I know it's still going on.
- D - Let's be clear; if I own an RV business and I use it to sell my RV or promote my RV business that's not allowed to sell for upcharge, etc.
- There's a guy in 43 who does that – he pulls RVs in and does this for multiple lots.
- D - We have some people who pay other people to set up for them before they arrive.
- L - There are people who rent their RV from a company, but the person staying in the RV is the owner of the space.
- Correct me if I'm wrong, there is someone setting up in 100E and selling at a premium, \$1,015 per weekend.
- I understand the good Aggie thing. I understand the scalping thing. The question I have taking the good Aggie part off the table, is that if we own the parking pass, we have the possibility to sell the pass for the market value if we want to do that. On Stub Hub there are permits in 100E for \$450/\$500 for the Alabama game. Is there a possibility to reopen that discussion?
- D - Let's discuss that.
- Ok. We are permit holders, not donors. That (donor policy) leaves the legacy of being in the lot after I'm dead and the family owning a space for a premium price. The feeling from the

original committee was this is state property; you were the lucky winner of the contest; there at the right time. Treating it like a willable asset ends up blocking my friends who have children here at the time from getting a space. The feeling of the committee was this is not like the football tickets where you made a serious donation. This is a parking permit; the same as students just parking in the garage. That's the original discussion.

- That was a long discussion that day.
 - Have you ever thought of going into Craigslist and check and see who is doing it?
 - L - We have & we've tried, but we need proof of purchase before we can do anything about it.
 - That would be a full-time job to check all the websites.
 - L - People just report it to me. And if 12th Man comes up, I pass it on to 12th Man. One customer purchased a \$3,000 space for one game.
 - Is the face value the same no matter what the game is? Alabama is worth more than Nevada. Can we change the face values at the beginning of the season and lock them in – just leave the total the same but allocate the price per game?
 - L - We can look at and discuss further.
 - Is that going to be a lot of work for you to determine it?
 - D/L - It's just a matter of determining and setting it before getting the permits printed.
 - How many total?
 - L - 361 season permits/ 54 individual permits in Lot 88 and then Lot 126 and RV Field.
 - What percent of that sells weekly (posted permits)? 1%, 0.5%, that's a small percentage. Can we use our resources elsewhere? Let's work on entrance; let's work on other things than that?
 - L - We're not researching it – it gets forwarded to me – we would only know if someone paid more than the face value if that someone contacted us and told us.
 - Another piece on the Exchange page, can we change the policy where you get reimbursed at the end of the season? Can we make it like Stub Hub where you get your payment on a weekly basis instead of a one time basis?
 - L - We can look at it – it's time consuming because it takes 2 offices to issue a refund. We do it and then another office has to process it. So it would be two offices taking the time to do it every week.
 - D - We can look into it, or maybe a compromise of mid-season and end-of-season?
- **Noise Complaints and the implementation of 75 dB this season**
 - L - This game hasn't been too bad. I'll turn it over to David.
 - DM - The lowering of the decibel level has sparked a bunch of people to make complaints. There were not as many last season. I've been pulled back and forth and sideways to go lot to lot to lot for generator complaints. Last game I expected it because the lots were empty, and noise carries. When it's full there is less noise. We had several the first game. Three people just went out and bought a new generator because of it. It has been a lot of work. Most of the generator noise has been lower than 75 decibels.
 - DM - Originally there was not a noise level. It was just if there was a complaint it was too loud. Last season we set it at 80 decibels per the committee. This season we lowered it to 75. The too loud rule is still in place – if it's not inverted, you still must have a muffling device. We try to work with them (like one earlier this season where we helped him move it into the bed of his truck). We've had a lot of complaints. Most of them on Saturday morning after people are unable to sleep Friday night.
 - D - Have most of them been solved?
 - And most of the time the noise is below the 75?
 - DM - Yes, today there was one at 76; that was the first one.
 - The complaints, are they mostly contractor generators, etc.?

- DM - Yes, and mostly people who are renting an RV and then rent the generator too. Or people who have individual game permits or Exchange permits. But I've seen an increase in all of the lots; not any in Olsen or Penberthy.
 - Is it a problem to have multiple generators?
 - DM - No – those are usually inverter style. It's the people with contractor style generators.
 - Do the lot attendants at check-in discuss that with them when they see the generator?
 - DM - A lot of them don't see the generator. We are trying to get them to be proactive and just take care of it before calling me to handle it. If they hear a loud one they need to handle it before people lose sleep. Yesterday I didn't have any complaints; today there's been a few.
 - It's probably the weather.
 - D - Is the rule at an appropriate level?
 - DM - Yes, they often don't think they are too loud.
 - It seems like this is a lot over complaints, etc.
 - Where do you measure from?
 - DM - From the complainant's spot. Most of them take care of it and resolve it when we talk to them.
 - D - Is 75 (decibels) appropriate?
 - Yes, anyone complaining can go to a state park.
 - It is what it is. You have to have a generator.
 - Are they required to turn it off at night?
 - DM - No.
 - Most state parks have a silent hour time.
 - D - Do they have electricity?
 - Some of them, but not the dry parking.
 - AJ - We are dealing with a parking lot that is heated up during the day; they arrive late so they can't cool the RV down quickly and there's not a lot of shade.
 - Has anyone thought about the stacks for the generators? In some venues you are required to have one in dry camping.
 - D - We have done some research.
 - AJ/DM - Muffling is easier and quicker if you don't already have a stack. We can educate them for the next game, but if we need to fix it immediately a stack is not plausible.
- **Open Forum**
 - D - We will have an open forum. We are looking into it but game times are not announced well in advance, so we will look for a late game. Once we have it, we will post it. We will probably take the first available opportunity.
 - L - Unless it's Alabama.
- **Other Business**
 - Next year maybe add on the info page something about the use of vulgarity – we had someone rent a space where the person and his son were arguing using the f-bomb, etc. My wife went and told them they were in mixed company and it wasn't appropriate. They got offended. I wanted to tell them to get out and let them be aware that's not appropriate.
 - I want to tag team on that. There is one particular resident in our lot (100e) that has been habitually unprofessional. He is not an Aggie and he is verbally abusive to the students when he checks in. He is constantly trying to stir the pot; hates the rules; constantly threatening to get his lawyer involved. Is there a way that we can help you all to tighten these rules so you are able to deal with these issues?
 - D - We have had a customer in the past that went to the extent where livelihood of our staff was threatened. In that circumstance we went to University Council and they said unless there was physical harm to one of our team they would not support our decisions.

- Then what can you do to resolve this? This is your business – you have the right to decide who you serve, etc.
- D - We thought so too, but we were not given the support.
- Three formal complaints and its grounds for dismissal.
- Record it.
- The formal complaint is what needs to happen; written from the people in the lot. Give the offender a chance to correct it, then take action, etc.
- Is the issue that it's a state business and not a private business?
- D - Yes.
- I wouldn't have a problem with making them come to one of these meetings. You put a person in this position and they tend to push back.
- D - This person might relish that.
- You can kick a person out of college for behavioral issues, why can't we do the same?
- D - This was a fine line.
- The approach you have used hasn't worked.
- D - We are open to ideas.
- Generally speaking it takes two people to argue. Leave him alone and ostracize him and he will go away and eventually disappear.
- I would like to pose a question about the 25% charged on the Exchange. The Exchange is essentially no different than a person selling it on their own? On one hand you say you can't scalp it, but on the other hand you are.
- D - We talked about that. It wasn't the same practice. The charge covers processing costs of the transaction.
- Asking a person to be here 75% of the time encourages people to sell their tickets as well. I'd like to see the 75% removed – if you buy the space and it's utilized fine; but if it's vacant, what's the harm in it?
- D - Comments?
- If you're willing to pay the fee and only show up 3 times you should be able to.
- It's not for the people in the room who make most of the games, it's the issue of the people selling it commercially.
- And the issue of the wait list.
- I paid for my ticket, I should be able to come or not.
- D - The top of the waitlist has been waiting since 2005. If there was a premium paid there would be less care about how you utilize it or don't utilize it. If it's not being utilized we could consolidate it down, or allow those in who are wanting a space.
- You're in the business of running lots and running spaces. So when you collect your money, at that point then you have completed your job so what difference does it make?
- There are 300 people waiting on that list to get a spot in Olsen.
- It was underutilization. People were parking cars in the RV spaces,
- D - The other areas, we don't reserve - we back fill. We don't do this in the RV parks, however we want them to be utilized.
- Question, would it be possible to send previous minutes?
- They are posted online.
- Originally, Peter and his entire team – eloquently expressed his thoughts on maximizing and utilizing the RV space.
- The example of RVs in RV Field getting stuck in mud when there were lots of cement lot spaces open because people were not using them.
- Maximizing.
- The RV experience here is better than any other location. Without rules there would be chaos.
- D - Are there other thoughts about attendance?

- AJ - To be clear, it's 50% of total (home) games and if that is not a whole number, it is rounded up.
- We still have a major safety issue at 100E. We are at the bottom and the kids especially at night are allowed to come down on bikes and scooters, etc. We have observed near miss accidents. It's not a matter of "if"; it's a matter of "when" we have a major accident coming into those gates coming in. The situation has gotten a little worse since we've expanded from 4 to 6 spots and the kids come shooting right through the open areas. To me that's just rude, and I know you can't tell people how to raise their kids, but is there anything you can put in the announcement to remind people about keeping kids under control?
- D - We can send something out again – midseason every season.
- L - We had this discussion after the first game.
- DM - I would encourage you to talk to the kids anytime they come through
- We've done that and then they huddle up and dare each other to come through the spot (laughing).
- DM - Maybe we could put a barricade up. I need to visualize it.
- I was told to mention RV storage still and the price of leaving them.
- D - For those who don't know, the question has come up previously about storing RVs between games; could the University allow it and offer it at a reduced price. The University Administration has frowned upon it. So it is not our intention to do this. We've done it before on a small basis, but it is not our intent to offer storage long term.
- Liability issue?
- D - It is not the intended use of state property.
- I really want to say thank you to the people listening to us when we complain or ask a question, you're doing a great job.
- The use of your tow vehicle parking spot - if you don't have a tow vehicle you can't set up tents, etc. in the tow vehicle spot – is that still the rule?
- L - The purpose of the tow vehicle spot is for the tow vehicle only; all things must fit within the RV space
- In Lot 50 the gates are locked.
- L - They are actually unlocked – we just leave them closed.
- D - There was the request to leave them closed for post-traffic. And an e-mail was sent out.
- Yeah, that came up last night – tell them to unlock them! We also had a horse trailer in there the past two games.
- L - It actually has living quarters and thus qualifies.
- In Olsen, can you assign a tow number to the lot for each RV?
- D - We have done that where it makes sense and is needed due to space limitations.
- L - We did that because of the way some lots were set up. If RVs had problems getting in because someone was already parked in a Tow Vehicle space, we looked at it and assigned the Tow vehicle space to the RV so there would be better maneuverability.
- Some of us have larger RVs and they do protrude out and it creates a problem for those trying to turn at times.
- I'm proposing you get ready for a tsunami. The people in the 3rd deck came to see the stadium this year. I think you're going to see a huge turnover for next season for tickets and everything else. Everyone around me has already given up mostly; 20 years in 2nd deck and then having to go up to 3rd deck is too much.