

Transportation Services Gameday RV Advisory Committee Meeting
09/13/2014; 10:00 a.m. to 11:15 a.m.
Room 103, Gibb Gilchrist Building (TTI)

Meeting Called by: Transportation Services

P = Peter Lange

C = Committee member

D = Debbie Hoffman

L = Lynn Wiggs

Welcome and Updates

- **2014 Football RV registration update**
 - P - Over 500 RVs at game 1; 20 more this game
 - L – 399 and 12th Man: 145.
 - P - Nothing was sold in RV Field the first two games. A few people took advantage of staging at Fan Field for early arrival.
 - C - May take time for news of staging area to spread.
 - P - E-mailed everyone once.
 - L - We plan to e-mail between game 3 and 4 to remind customers.
 - P - Traffic & parking - the new norm is what was at the Alabama game last year, regular tailgate activity with 20,000 extra fans at game. New shuttle routes added. Mall shuttle carried more than Alabama game. We didn't have more RVs than Alabama, but there are new hookups at Equine for 12th Man.
 - C - After last weekend bus customer commented in 100e about riding and sitting while it went from location to location. Is that how it's going to be? Didn't save time compared to walking, but it was cooler.
 - P - Not the intent – but will check into.
 - P - Traffic flow was changed to allow for better bus flow. This created traffic jam down John Kimbrough. There were many comments from tailgaters trying to get to that area. Modified pedestrian path between games 1 & 2 to try to solve this.
 - C - When they built the fence behind Olsen there was a gate that let pedestrians cross over. Is there a chance to get that back open? Gate was in the fence by the railroad track and an attendant was stationed to let people across.
 - P - Will check on it. I'm not familiar with it. With construction at the Rec Center, we added a temporary sidewalk to ease flow.
 - L - Registration went pretty well: renewals OK, payments good, however selling of new permits was clunky. We will look at and update/review. Not much feedback on rules since we had feedback in advance. Some said they didn't see or read the updates. License check-in flyers are being passed out so all know to come to us for check-in. We used decibel reader for generator noise in 50, 43, 88, 100e.

- C - What were the readings?
- D – Readings were 75 to 76.
- P - What was the other number we were looking at as a maximum?
- L – 75 decibels.
- P - Where did the complaints come from?
- L - Other RV customers.
- P - What was the process of engaging the loud customers?
- D - Several were not there. We couldn't get in touch with them. Their generator was on and they were out.
- L - Lots of the Friday night complaints were about that.
- C - Were they stand alone or inboard generators?
- D - Stand alone.
- P - What type of generators were they?
- D - Small, the biggest one was the quietest of them all.
- P - Did they have them boxed? Did you talk about diverting noise?
- D - Yes, the ones we were able to talk with.
- P - Was that last night or last week?
- L - Only one last night. Talked to customer in Lot 50 who realized his generator was too loud and drove to Waco to get a new generator to solve it on his own.
- P - That's what we have seen a lot over the years.
- L - We heard from someone whose neighbor went through 3 generators last weekend to help with the noise.
- C - A neighbor in Lot 50 who was having problems with noise just bought a new rig; so no more generator noise.

Continued Topics

- **RV Exchange**
 - D - We know everyone wants renewal to be one process and not renew and then pay separately. We are working on trying to solve this before next season.
 - L - Customers have asked about the 25% fee. Some didn't know about the change. Purchasing from the Exchange has gone great. Only 4 postings were not purchased that were claimed and of the claimants, 2 called quickly and said they didn't mean to claim. We were able to put them back up immediately and they resold. For the last game, 20 were resold and 3 were re-issued. This week 15 sold and 2 were re-issued from all lots.
 - C - Is the Wednesday time frame working?
 - L - It seems to be. We only had 4 out of the 15 sold that were put up this week, and the last one went up Wednesday and was claimed within 30 minutes.
 - L - One issue is that our system doesn't automatically send a notice when a posting is sold, but if you log-in you can see the status of all your permits.
 - D - I've made a request to add additional communication of status changes.

- C - Can the search function be changed to match the 12th man function and search all games at once?
- L - We will look at it.
- P - Re-issue is when a customer sells an RV permit themselves, and we hand the permit to the new customer so the old customer doesn't have to deliver it.
- C - I've done it, and he (new customer) was bugging me every day asking when he would get it, but it worked out.
- P - The Exchange fee has come up a few times. We met in the spring and picked a number and there wasn't a great deal of science behind the number. We would like to ride out the season and see if it makes sense at the end of it.
- D - Suggestions have been made for re-sales to be priced at 25% more than face value so the original customer still gets 100%.
- C - Seems like a good idea.
- P - We will ride it out and see the data on how much work it is on the backend. The process on the website looks easy but there is a lot of work on our part.
- L - We still have permits available for every game, but I've talked to some people who only buy off the exchange page.
- D - They can get a premium area that they couldn't get otherwise.
- P - The demand is out there (for the RV exchange). The number is not huge, but it makes the difference between having to open RV field or not.
- L - Only other comment we receive is why we don't allow season permit holders to purchase from the Exchange. Some want to upgrade to another lot, etc.
- D - This decision stems from the University permitting process of one permit per person. The code is set at if they already own a permit they can't buy another.
- C - I think you would want to. People want to get near their family.
- P - It's also the upgrade thing. I want to move from 88/100e to Olsen to try it.
- C - So the Exchange has all lots available, but you must go game by game to find.
- D - We have seen a lot of opinion on this topic in the rules. We want to give people a say, more feedback, or opinion on the rule of not selling for more than face value and no commercial selling allowed. I contacted a customer who appeared to be doing this. The customer agreed to a refund of the permits that they had purchased because they wanted to help others have the "Aggie Experience". We have seen some permits advertised at higher than face value. Someone in the room personally knows a pair doing this for cash only. The seller and buyer will not tell us. We want to remind people that it is hard when people make a point to bypass the rules. We have made some progress.
- C - It's not the selling. It's people who are checking-in and not staying in Olsen.
- C - People who live a reasonable distance and can drive here quickly.
- C - Don't know how you fix this. If people go to this much trouble, how do you get around it?

- C - Do you know about the guy whose RV burned up when he first bought it? That, to me, is an extenuating circumstance. Have we heard from him? He is checking-in for the people he sold his space to so he doesn't lose it.
- C - My intention is to understand the 49 rigs at Penberthy. If I see a pattern, I will bring it to the attention of Transportation Services (TS). If you are seeing people doing that this season, you need to bring it forward to address it for next season. LSU game postings may be 12th Man customers and not even TS slots.
- L - I have been passing 12th Man postings onto 12th Man. I am not saying they will do anything, but it's prudent to let them know.
- C - It's the same as kids selling their sports passes for more than face value.
- C - Have a questionnaire at check-in station that everyone has to fill out and sign.
- P - We tried to move away from questioning people. Many complained about that last year. Let's ride out the season this year to see how it goes.
- C - There are people in Olsen who haven't been here for years who should not be getting season passes.
- P - Are Olsen and Penberthy different than the other locations? Let's go through the season and decide if we need separate rules for Olsen and Penberthy.

- **Possible Plan for RV Park**

- C - Can you update us on your efforts to build another RV park?
- P - On my list of things to do. I would like to build a massive RV park, around 400-500 RV spaces, over on campus between George Bush and Luther Street off of the Penberthy extension. The idea is as far as it's gotten. I have talked to the President's Office about it and Ag since it is their land. Still have some equine things that they want to move to the Equine Complex, so there may be an opportunity to help move them. There is the potential for commercial development along Luther. Our idea has been mentioned in the same breath as the commercial development, etc. I need more than a year to pull it off. No one has said it's completely crazy, so I'm going to keep talking about it. We will look closely at space and cost. All of these things seem to make sense. Increasing enrollment at A&M plays into building this because as enrollment increases we will run out of parking spaces and an RV lot may provide student parking during the week.
- C - My only concern is trying to open a 400-500 space lot at 5:00 pm is going to make that entire side of town backed up.
- P - That's part of how it'll be played out on campus. As long as we can do it, we will do it. Less students go to class on Friday, but on Thursday the lots are full. So it works right now. This vision would include full RV hookups.
- C - When you get to details, re-visit how you do full hookups – most of the RVs have had to buy two extra hoses to get to the sewer dumps at Equestrian.
- D - For those who have not heard, campus student enrollment projections are drastically different than previous years. An additional 20,000 students in the

next 10 years. The philosophy of holding down enrollment has changed & the University wants to increase enrollment. Permits in Lot 100e and other Reed lots will most likely grow. We have added 1,000 more permits each of the last 3 years. We project running out of parking in the next 3-5 years.

- C - When my daughter came she got her parking permit and whoever sold it to her said it was a "permit to hunt" (for a space). It was a lot 88 permit.
- D - A Lot 88 permit does not guarantee any valid permit parking (AVP) in AVP lots, only the option if available.

- **Weather Advisory Protocol**

- P - We are talking about some type of notification system for weather or other emergencies. Faculty, staff and students get Code Maroon, but RV & tailgate customers don't get a notification. The conversation needs to include Code Maroon most likely. RV customers are essentially residents for the weekend.
- C - Yes it's a 100,000 citizen town now.
- P - Any Code Maroons go to the screens at the Reed Arena entrances. They are all facing away once you are inside. Penberthy or Olsen could maybe see them. Is this something that makes sense to continue to talk about and pursue? The current system is opt-in so you have to want to be in it.
- C - I don't know about the weather advisory; smart phones get notifications about weather. The other issues (ex: fire, gas leaks, shooter) would be beneficial.
- C - If we can do the Code Maroon opt-in, can we do it for specific weeks or dates?
- P - Good question.
- D - I'll ask.
- L - I think you could opt-in and opt-out. You could opt-in for the fall only.
- P - I just did it but I don't remember how it exactly works with opting-out.
- D - I don't think it works like that.
- P - It's just in or out. Are we in agreement that we need to look at campus emergencies more than weather? My pitch will be these 500-1000 people here all weekend need to know if something is going on.
- C - Please push. Yes.

- **RV Storage Between Games**

- P - We stored RVs in 100F twice in the past. I have not formally done anything, just poked around to get informal feedback with campus senior administrators and other folks. I've gotten very luke-warm reception to it. What we have done in the past, Saturday to Thursday game, seemed OK but the longer game intervals – people were not jumping for joy. This tells me I shouldn't push too hard for doing something different from what we are doing today because it wouldn't be well received.
- C - Nor would you want to do anything that causes problems for things in the future that you want to do.

- P - Reed Arena lot parking would be difficult even this year. We have Fan Field and RV Field though which may have more wiggle room. We would have to ask UPD to keep an eye on them, but I was getting feedback indicating that's one more thing for them to do, etc.
- C - I know this doesn't work for most lots, but the request from Olsen (4-5 people) was to leave them at Olsen which some people already do but they'd like to leave them for a more reasonable rate other than \$17.50.
- L - The reason I have not lowered the price is because we lose the ability to sell the space if someone is in it.
- P - Generally there is room. There are not a lot who stay now. I guess what we need to know is, and maybe we can ask that in a mid-season survey, if it was available would you want to do it? This would give us a feel of what those quantities would be. If its 5-10 does it matter? If it's 30 does it matter?
- C - If you come up with a monthly rate would it be beneficial to TS for the income? If it's not; it's not worth messing with. If it's an income benefit for TS, I think it's worth investigating.
- C - I think ½ the space owners in Olsen would do it.
- C - But if they leave an RV and then can't come to a game they can't sell it.
- C - But that's up to them not TS.
- D - What is a reasonable monthly rate?
- C - I don't know; \$17.50 per night is hard. There is one person in Olsen who does it, but he has 8-10 people with O lot passes who tailgate with him and pitch in with the costs. When they have asked me they ask about unhooked.
- C - They are running propane for their fridge.
- C - Once it's cold it doesn't use that much propane to stay cold.
- C - A bunch of them in Olsen this week left their air conditioners running.
- L - They said it's just too hot and they wanted to leave it running. We got a call yesterday where someone smelled propane, but it wasn't a season permit holder from that lot. He was in another lot.
- C - I would love to leave mine there for 3 months, but unless it's beneficial for TS efforts, it's not worth pursuing. You need to figure that out first.
- C - We have covered parking at 2818 for \$150-160/month with electricity.
- C - So you charge more than anyone else will, but leaving it makes it convenient.
- C - I have somewhere else I store mine, but it would be convenient to pull-up and be ready to go.
- C - The reason I don't leave mine in Penberthy is not the fee; it's because of the damage from the intramural or tennis kids coming in and banging doors into it. It's a security issue more than the cost of dragging it to Houston each weekend.
- C - At Olsen you have the ability to choose to do it, but most lots might not.
- P - That's right. We may not have the ability to do it at Penberthy. We will continue to think about that one.

RV Forum

- **Planning and Agenda**
 - P - We would like to have a large open forum. Objections? Ideas?
 - C - Good idea.
 - P - Any idea on what game to have it?
 - C - Ole Miss or Missouri. Wait until you know what time and whichever game is the latest may be the best.
 - P – We could send out a note that we plan to have a forum and are waiting on game time notification to decide which one it will be – sound good?
 - C - Yes
 - D - One more question about the forum – are there hot topics that need to be discussed?
 - C - You will hear about one from just this morning. Knocked on door at 6:30 am when they didn't see a permit even though the permit was on it. Also gave ticket to guy loading tents. You're going to get complaints
 - P - We have had this discussion. It's my people. We can look in real time to see the tickets and sort it out.
 - C - You're going to get complaints with people about how they are treated.
 - P - (To Deb) Can you pull up the tickets and look?
 - C - I think an issue will be the requirement to attend 3 of 6 games because people are still complaining about that rule.
 - P – Attending only 3 games seemed so reasonable.
 - C - I agree. It's only a few who will complain.
 - C - I agree. The ones who have fun don't come.
 - C - Is this the same lady complaining of the Olsen grass being too high to tailgate?
 - C - It ought to be more than 3 games.
 - P - We were at 4.
 - C - I agree.
 - C - You tell them if they don't like it this year, wait till next year.
 - C - You've hit on one of the other issues: the service calls.
 - C - Your employees camped at the gate, bless their souls; talk about inconsistent though. I look at it for entertainment.
 - C - We were here all week and on Tuesday they would not let us back into the lot during Breakaway.
 - P - I'm sorry about that. We've got to be better about that. Generally speaking that doesn't make sense. I don't want to make excuses, but when you get into the gray areas... I'm sorry we should have handled that better.
 - P - Last year's forum discussed students and their attitudes, etc. - Lynn likes to staff and use the same folks throughout the year at the same RV locations if we have them. She has a group of wage employees, about 40 folks. Some are students, some not. We are victims of the consistency thing just because of the

- nature of our work pool. We have great manuals and great briefings, but when the rubber hits the road sometimes it doesn't go well.
- L - I will be honest; I have not been out near as much on Fridays as I wanted. Come October it will be better.
 - P - Anything along those lines?
 - C - I had 2 people complain about satellite dishes on the sidewalk, chairs on the sidewalk, tents and motor homes blocking the sidewalk. But handicap cannot get up and down the sidewalk. By the way, the sidewalk has sunken in in a lot of places at Olsen.
 - P - We are talking about replacing it.
 - C - We have noticed in the past that people will take the metal grates in the sidewalk off and not put them back on (at Olsen).
 - C - I'd build the sidewalk behind the bollards.
 - C - The railroad track spots are shorter.
 - C - We have trouble getting in and out of our space.
 - C - That's what causes blocking the walk; they are not doing it on purpose.
 - C - It's just that one row.
 - C - 2 things in Olsen:
 - Around spot 43 there is a tree and a curb and the curb extends way out so we can only go one way in and out. Trying to avoid jumping the curb and knocking the tree.
 - The light pole in the opposite corner has a chain inside the pole that when the wind blows clicks all night. It's louder and more annoying than the trains.
 - L - It's only when the wind blows hard and it's all of the lights. It's due to the way they are designed.
 - C - There are people pulling over the curb onto the grass. Is that allowed?
 - P - Probably less than ideal with landscape, etc.
 - C - It's just grass. So not too much damage, but you may need to address it.
 - P - We will look at it and see if it's a problem.
 - D - In general we ask no vehicles drive on the grass. There may be sprinkler heads, etc. It encourages bad behavior elsewhere.