

Transportation Services RV Open Forum
11-7-2015; 9:30 a.m. to 10:30 a.m.
Room 708, Equine Complex

Meeting called by: Transportation Services

D = Debbie Hoffmann

L = Lynn Wiggs

A = A.J. Wolf

DM = David Marberry

Welcome & Updates

- L - We had an RV Advisory Committee meeting earlier in the season for feedback and discussion. What have you, the Committee members, heard in your lots? Has feedback been provided to you? Any strongly discussed items? The attendance policy is a recurring theme. Any trash issues – piling up trash instead of going to a dumpster? Kid's safety has come up numerous times. Halloween? Any expansion on the horizon? Honestly we don't have an agenda today. As far as any changes in policy go, they will be discussed post-season. RV map and rules are available on the screen behind me. Truly, this is an open forum. We welcome any feedback on any topic.

Feedback and Comments

- (Lot 100E) Our RV broke down and needed a new engine. We didn't get it back until October. Being able to sell the RV spot on your website was less stressful, and we were notified within days that it had been sold. David Marberry was telling us Transportation Services used to charge the seller a transaction fee but now the buyer is charged.
- L - Last year we did charge the seller the processing fee, but based on feedback and recommendations from customers and our advisory committee we switched it and now charge the 25% fee to the buyer. Some customers have been scared off by this and haven't bought this year, but not as many as we expected. Lot 88 sales were affected by customers not wanting to pay the extra fee when it was often available for sale from us directly without the 25% resale fee. As of yesterday there were 126 sales made on the RV Exchange online resale page. The Nevada game had over 20 available permits still left on game day; RV spots for Alabama and Mississippi State were purchased immediately. Western Carolina has only 3 available permits left as of right now.
- Is today's meeting considered an RV Advisory Committee Meeting?
- L - No sir. It's open to everybody.
- How many here today are on the Committee; I don't see any?
- D – Committee members please stand up so we can recognize you.

- L - We have representation from Olsen, Penberthy and 100E. I don't see anyone from 88, 50 or 43. I know one of them sent a message saying they couldn't make it because of an injury.
- (Lot 100E) It has been a positive experience this year. The staff seem to know what they are doing better this year. I've only had one request of them regarding a "chain saw Charley" generator and they asked the customer to move it; your staff talked to them and the next week they had it moved so it wasn't interfering. I would still like to see a family/brother/sister be eligible to be added to an account (season permit). My son couldn't be here until 3 a.m. because he had to be at a football game so he is missing the meeting.
- L - He's welcome to write-in information. Anyone can e-mail, write or phone. E-mail is great because we can share the information with everyone.
- (Lot 100E) I had a couple of issues with the staff and their rigid rule following, or their perceptions of the rules they're following. I left my wallet (ID) in my other car but I had my passes and my wife was with me. This is common sense stuff. Sometimes they need to think outside the box in a common sense way, but they didn't want me to come in. My wife had her ID but she wasn't on the list. Also, the deal about getting into the pump and sewer area; they had it blocked off in one direction when you used to be able to go in from two directions. Others snuck in the opposite way. I had a friend in 88 and we wanted to socialize. I went over on my scooter and they (attendants) made a big deal about me just going in there to visit. I understand the rules; I understand why you have them, but in some instances if they (attendants) would just exercise common sense. I think the rigidness of the rules is a problem to some extent. I think it's just a little too much. My other thing is we want to address the big elephant in the room; knowing the contracts are up with facilities are we going to get a big increase? Are our criteria going to change? What's happening next year? Next 3-5 years? Will we keep the status quo with seniority and honoring the 50% attendance rule?
- L - Let me address the increase question; the last three years we have seen increases. Those were planned increases approved through the President's Office. At this moment we are not looking at an increase for next year, hopefully our costs behind the scenes won't continue to grow. When Facility Services was contracted out, it increased the costs to us. Previously, we didn't have to pay for trash, etc. Because of Facilities being outsourced I'm now charged overtime for anything football related. They say they are already working 40 hours a week without covering the game. At the present time, we don't have any planned increases.
- Or criteria changes?
- L - We have not begun to discuss that; it will be done at the end of the season. We have had some feedback that we will discuss in an early year RV Advisory Committee meeting. All concerns will be brought up and recommendations from the Committee will be taken, but it falls on me to make the decision. We will send

out a draft of changes and ask for feedback, but at this point today I do not know of an increase in price or a change in policy.

- (Olsen) Since we're talking about attendance, I think it is a legitimate requirement that to renew your space you should own an RV; that you are alive; and that you are able to come to a game. Beyond that I think this policy is oppressive. Where you have many, many years of people having these spots in Olsen and Penberthy and they've been dead for years, it's not right for people to keep renewing in the deceased person's name. The fact that they are alive and they own an RV but they're too infirmed to come to a game - if they enter those gates one time and they have evidence of being alive, having an RV and being able to RV, they should be allowed to renew. That said, I think we all have a responsibility to see that if we are not in our spot, someone has to be in it and the spot utilized. I'm from McAllen, Texas, and I run 17 businesses. Sometimes I don't know Thursday night if I can make it. Monday of the week everything is cool; all heck breaks loose on Thursday morning. The pressure that it puts me and my family through to meet the 4 game attendance rule is unbearable; it's oppressive. That's just the way I feel and it makes me mad.
- On the other hand there may be someone who wants to come to all games, but can't because someone who has the season wants to only come to 2 games and its "too oppressive" to come to six.
- (Back and forth between two permit holders.) ... You have not been listening to what I've been saying.
- L - Can I present a scenario of something you said? So you said if you own an RV, the RV is in the space and you checked in for one game, why isn't that enough? What if your RV is in the space and you make sure to make an appearance to check-in, but you never actually stay in that space? Never! What happens then?
- But it's being used.
- I understand that people are frustrated - it's the same as my football tickets.
- L - Let me tell you the difference between season RV permits and season tickets. You made a major commitment above and beyond your ticket price to receive the tickets.
- I don't see how that's germane?
- L - There is a difference.
- No, it's about the utilization of the spot. Just because they made a donation doesn't mean they should be able to get prime seats and never get to use them. If someone is in the spot that shouldn't be an issue.
- Generally, this isn't an issue to me. I know you say "sell it to the guy who wants to come to all the games" but life happens. It's not a pick and choose where you cannot renew this year and then get the chance to purchase it again next year, etc. It's advantageous to us to get others in, but I don't agree with it on principle.
- What about a hardship rule? My scenario is with the weather. Hell or high water we had to make it up here because I sold my non-conference games. It took us 7 hours to get here from San Antonio for one game due to road closures due to weather. My

point is that I'm sure you hear a bunch of BS and people feed you stories, but maybe you should have a sympathetic rule for people who have a hardship.

- L - Time-out, there is an appeal process you can use!
- (Penberthy Lot) I would like Lynn to talk about the (waitlist) movement that has taken place. How long is the waitlist? How many RV spots there are versus a hundred thousand tickets for Kyle Field?
- L - We have 361 season permits; 54 individual games spaces; and 115 available in RV Field. For the Alabama game we would expect a full attendance, right? We were at 79.8% attendance at our largest game. To me that means we have too many season RV spaces.
- I think it means your rates are too high and your rules are too hard. I've had 5 friends who have stopped coming because they feel the exact same way that I do. The attendance rule has taken a lot of fun out of it. That's why I think you see a reduction.
- L - I don't see that we've had a reduction in the demand. We moved the waitlist for Penberthy and Olsen by 40 people this year. Some of the people on the wait list were deceased; others were no longer interested; or their grandkids/kids were no longer in school here; some sold their RV, etc. The demand is still there; we get calls and e-mails all the time. 100E is the most popular lot outside of Olsen and Penberthy. People in 100E have declined the option to move to Olsen and Penberthy. Right now we are fielding calls for next season's waitlist. We tell them the calendar is set in the spring. We get those calls continually.
- So, prior to the attendance rule, talk about the movement of spaces.
- L - On a really good year I might have taken 4 people off the waitlist.
- (Lot 100E) My thoughts on attendance: RV tailgating is family; it's not one person. In my RV there are 6 adults and 3 children. I should be able to use those other 5 adults to make attendance requirements. They are part of my RV family and I think that attendance should extend to them. The problem is it all falls on one person, and not the other people who also stay in that space with the one RV hosting 2-3 families, etc. It's not fair for the attendance to be on one person.
- (Penberthy Lot) Before we moved from one spot to another, for 4 years I never met the people next to us. We found out later they lived in Alabama, but they still bought the RV spot. Every game it was someone new and they sold it themselves instead of using the RV Exchange page. To me that's not fair for somebody to do that. It needs to be sold to someone else. Before we got in Penberthy we were on the list 25 years for Olsen. We found out later that the spaces next to them changed families three times because of deaths in the family but the permits didn't come back to TS to go to the next person on the wait list. That's not fair to the people who want to come to games. I love Penberthy. Clean up is great. We had one problem with the electricity and they were out there immediately. I love the lot.
- What was your paid (percentage of spaces)?
- D - It was 100% paid but utilization is the issue.

- That's the same as football tickets.
- D - It is not when our (available) parking is shrinking and (existing space) usage is not there.
- What is your suspicion of the number of people selling outside of the exchange? If we went to a 100% Exchange use scenario, you could give your attendant that information. Do it by license plate, and you don't have cheating of the system from outside. I came to five games even though it wasn't in my space, etc. My point is, with the ability to track online why can't we give the space to someone and through the Exchange track and make sure that they are not cheating the system.
- L - Let me address license plates. When we started attendance we tried using license plates. We were told it was too intrusive. Also, the quantity of people that rent or borrow an RV is off the charts. So when someone would call and say I rent and don't know the LP we would have to get a copy of the rental agreement. Some customers have an agreement for each game and not the entire season.
- (Olsen Lot) I have had an RV space in excess of 20 years. Even though I've had my own spot for 20 years, I was on the wait list for 8 years back then because they never turned over. So I've lived through a variety of rules. I still love RVing. We need some sort of an attendance policy that is fair so that if something does come up on Thursday, you're not penalized. My experience with the staff is that they are great. If you have a problem and you call them they will work with you. In Olsen, for years there were 2 spots I was trying to move to. People paid between \$750 and \$1,500 to use those spots. That is wrong. I support a responsible rule. Some may not know that the original rule was you could only miss 2 games, and now we're at 4. I like the idea you can only sell permits on the Exchange. The idea about rules being too strict and fees too high – no. It used to be all there was here was Olsen. Every time something fills up they build a new lot or find a new space. You said the goal was to provide everyone who wants an RV a place to park. So we need a reasonable set of rules that balance Transportation Services concerns with our concerns. Where people can't operate a business out of it. I want to end with what I said before; this staff is great! Every issue they have either fixed or have been real straight forward about why they can't fix it.
- I do agree with the point about family check-in. RVs, outside of a few, are not one or two people showing up and staying for a game. We've got multiple people. That's the pressure behind it. Having at least more than one person designated as able to check in would help.
- L - Your spouse can be put on the account. You can call the office to do this.
- Can we put our parents?
- L - No, currently it's just a spouse.
- D - That's the issue on the other side of the fence with people dying and trying to pass down their season permits to the next generation rather than it going to the next person on the waiting list.

- (Lot 100E) Any more dumpsters? They are hauled off at 7:30 a.m. Sunday before we are all gone. What is the deal with how Lot 115 works? I've been told so many different things.
- L – Lot 115 guest permits are for Lot 100E RV guests. They have two options. There are 20 spaces in Lot 115 and the first 20 get them. The other option is Lot 63 on George Bush Drive, which is the guaranteed option. Monday prior to the football game, the waitlist opens for Lot 115 (ranking may not be true based on what you see – other people put their name on the list that aren't Lot 100e RV customers so they are removed before permits are awarded since they aren't eligible for this permit). It opens in the morning that day.
- I need consistency so 9 a.m. or 1p.m.? I don't want to sit there every 20 minutes and try to sign up. Last point and then I'm done: We're the ones that had the issue with unloading on Friday. We unload one truck and the attendants want it gone when we still have the other one to do. Friday at 2 p.m. in the afternoon you should be allowed 3 hours; right before game time is a different thing, but longer unloading on Friday should be allowed.
- Don't want to beat this issue; you said it's all about utilization. Contact the owners of the ones not being used. The RV Exchange is a great tool. Why can't we be given attendance if we sell on the RV Exchange? You get credit for being there that weekend if you sell on the Exchange. Give them credit for utilizing it.
- I totally agree with what you're saying – I have no problem with requiring that if we can't use the spot we must notify the Exchange and post it there (regardless of when we find out). We can turn it over to the Exchange so if there are people that really want it they can use it. I want somebody using my spot. The other thing is if there is a scalper, and if it can be verified that somebody is selling their spot for a profit, they ought to be kicked out forever. They should be blacklisted. As a minimum of the (attendance) idea, at least once a year the person that has the permit ought to show up and show their driver's license to prove that it is them so that there aren't any of these deals where its people from Alabama or its dead people who have the spot. No matter the rule or how you craft it, there will always be cheaters. Don't make it too hard for those of us who follow them.
- It's obvious the biggest issue is attendance. I haven't heard a thing about generators. I suggest that you send out an e-mail asking for suggestions. We've got a lot this morning. That needs to be the topic to address, but request ideas from people.
- Another thing that has me concerned, not just for the little kids but also the big kids, is people zipping through the lot going more than 30 mph. I'm not asking you to be the police force. If you're driving through ask them to slow down. Last thing, you guys do so great. Lynn's resolved problems on the spot and she thinks on the spot. Upon hearing the different opinions about attendance, the Exchange is a thing that could really solve the entire problem. That puts the responsibility back on those of us who have the spot.

- The Exchange is fine and it's a good idea. I've used the Exchange and I've used Craigslist and I've never had issues of overcharging. I didn't want to come to 7 games; I wanted to come to 4. If something happened, why can't we come up with a Mulligan Rule or Hardship Rule? You get one Mulligan a year. Lynn you've been great with everything. You and your staff are problem solvers. As far as the Exchange is concerned make the Exchange mandatory, but you give credit for reselling it. I agree with that. The only thing that I don't think is fair...I lost my train of thought.
- (Lot 88) We have spent the last 5 years in Lot 88. Are there plans for at least a pump station for some of these lots?
- L - Not at this time. We have the one at Penberthy and at Olsen.
- I would like to comment about the port-a-potties in Lot 88. There is a creek in front of them these weeks when it has been so rainy.
- On an entirely different train of thought, we suffer at Penberthy from a high water pressure issue. Would you put something on the notes about water pressure at 80 psi so that you can warn these people? Make a notation so that the people who only come once a year don't break their equipment because of high water pressure.
- On a very positive note, your constant war on loud generators has been paying off. You don't really notice it because it's an incremental change, but 100E is just quieter and quieter year by year.
- I just want to share something from those of us on the Committee; 18 of us (3 from each lot) meet 3-4 times per year. When we started this process 2 years ago the meetings were so long and everyone had a passion. We've talked about all these topics: generators and attendance. We try to represent our lots to Lynn and the team and they've taken our suggestions and tried to be fair to everyone across the board. Yeah we have some work to do when we come back in spring. We will address these issues and other things that make a lot of sense. We, as your representatives, try to make recommendations for all of you.
- D - Thanks to the Committee. It is clear there are multiple sides to each issue and they try to come to solutions they think are fair, will be accepted and will work throughout all the areas.