

**Transportation Services Gameday RV Committee Meeting
2-5-2016; 2:00 p.m. to 4:00 p.m.
Large Conference Room, Village Center**

Meeting called by: Transportation Services

P = Peter Lange

D = Debbie Hoffmann

L = Lynn Wiggs

A = A.J. Wolf

DM = David Marberry

Welcome & Introductions

Attendance Appeals

- L - This year we had 55 not meet attendance requirements and 18 appeals made. Of those appeals 10 were granted and 8 were not.
- What are the number of spots in each lot?
- L - There are:
 - 50 spaces in Olsen
 - 50 spaces in Penberthy
 - 108 spaces in Lot 100e
 - 60 spaces in Lot 50
 - 49 spaces in Lot 43
 - 44 spaces in Lot 88
- L - The number of spaces in 100e is based on 2015 and could change because we may be able to increase several RV spaces from 4 to 6 car spaces which has been an ongoing goal in that lot.
- Are there any lots on campus that have full hook-ups (including sewer)?
- L - Yes, the Equine Complex has water, electricity and sewer at each space.
- Is the Equine Complex under the same restrictions as us?
- L - Yes, but season permits holders do not renew since the 12th Man Association manages it and their system is based on points.

RV Exchange Use

- L - This year we had approximately 200 posted and 135 claimed. Refunds were issued by 1st of December. The question has come up if we can make refunds more than once per year? The process is not automatic, in fact requires multiple stages and departments and we do not have the staffing to commit to it.
- D - Because of our setup it is a very cumbersome process. It's not as simple as it seems. It is a pretty labor intensive process.
- L - We processed approximately 75 refunds this year. There were some customers that sold up to three permits but many sold two. Some sold the whole season because something came up.
- That was just on the Exchange?
- L - Yes. It does not include re-issues.

- So you can transfer to someone without there being a charge?
- L - Yes, you can chose to re-sell or transfer on your own, outside of the Exchange.
- Do you have to transfer to somebody in the system?
- L - No, but you have to provide the information of the person the permit is to be transferred to.
- How do we sell?
- L - Log into your account, go to that specific game and choose the reissue option.
- D - If you put it on the exchange for re-issue there is no exchange of funds.
- You do not get credit for that game?
- D - Yes.
- L - We had more re-issues last year but we had more post to sell this year.
- Was the selling of permits mostly for the soft games?
- L - Game 2 had the largest number with 50 posted. Lot 88 was less because customers could often purchase space in that lot directly from us without having to pay the additional processing fee to make the purchase from the Exchange.
- L - Randy has just joined us in the conference room.

Delivery Permits within RV Lots

- L - In our Open Forum it was brought up that 10 minutes for Deliveries was not enough time. These temporary permits are intended just for deliveries.
- How does that impact Friday night? My sister was denied access to my lot.
- L - That may have been earlier in the season when we didn't have Delivery permits at Olsen & Penberthy.
- Isn't that a little restrictive for Friday night?
- L - Penberthy has Lot 115 for guest parking. Our issue is that people do not usually leave the lot after they enter and we don't have the staff to chase them down.
- The lot attendant was very stubborn and would not listen.
- They have been instructed only to let in vehicles dropping off items too large to carry in and not just to drop off passengers.
- P - How many Delivery permits are allowed per lot?
- D - The delivery permits have been widely abused in the past.
- I think we have to be rigid on Saturday. However, it seems like it would be good if we could have a little more flexibility on Friday. I realize that they couldn't park in someone's RV space.
- L - We don't have enough room for a large number of extra vehicles in the RV lots.
- I am not sure if there is a solution. I don't see any way we can police this.
- How much time are people asking for?
- L - The requests are for up to an hour.
- I think that is excessive for dropping off items.
- P - I think from a customer's position, I wished the person at the entrance would have used a little more discretion.
- Is there a supervisor on duty for them to call if there is an issue?
- L - Yes, and they have radios to call a supervisor.

Check-in Names

- L - People are wanting to add family & friends names, other than spouses, to the list of those able to check in at the lot. Does the committee have any recommendations?
- Do they use license plate numbers?
- L - No.
- D - They are saying they would like to add the name on the account.
- P - The background behind this is people want to make the season permits into something like a willable asset and that anybody could be added to the account. It was really sort of a compromise to put spouses on the account in order to allow that when one spouse could come and another couldn't, they were able to check-in and meet the attendance requirement.
- I think this is not going to mesh with the attendance section.
- I really don't think that the attendance is enough as it is.
- I think if you have business that is keeping you from attending any of the games that it isn't a good excuse.
- We should help the people with small children and have a little more flexibility.
- Do we want to look at that if there are genuinely multiple people?
- Leave check-in requirements with the person who is the permit holder.
- If I am on the Wait List, waiting on the spot, why should I have to remain there for couples that only come to a small amount of the games when I could come to the whole season?
- Maybe we should allow one transfer per season.
- P – There is an artificial scarcity that we are creating through that process. Utilization – even at the Alabama game, there were about 20 percent of RV spaces empty. We have a bit of a space issue coming up. We are about to lose a portion of Fan Field and we continue to have a problem with finding parking for people. Part of the discussion is to get people in the RV lots that will be there.
- I am not opposed to RV lots with hookups having different attendance requirements.
- I agree.
- D - We didn't create waitlists for other lots (besides Olsen & Penberthy), but it would be just as bad if we opened a waitlist for Lot 100e.

Waitlist Seniority

- L - Should someone that was previously in a lot but didn't sign-up for a season permit last year have a higher priority than those on the waitlist to get a season permit in that lot this year?
- No.

Attendance Requirement for 2016

- D - We have been discussing giving customers points for posting their permits on the Exchange page. We talked about giving full credit for attended games and possibly a 1/3 credit for selling on the exchange.
- There should be a penalty for someone who let the space stay empty.
- Do you get credit for posting and no one buys it?
- D – Yes.
- D - Penalty hasn't come into our discussion yet.

- D - We didn't want to make it so that someone could transfer every game and still meet the attendance requirement.
- We have people that couldn't understand the current rule. I am concerned making it more complicated will make it too confusing.
- D - We are working with our I.T. team so that people could see their attendance online throughout the season to help them keep track as they go.
- There is a couple in Lot 50 that has two spots.
- I think that the attendance policy is working.
- There was a younger man that was at the RV Forum that had family obligations (his children's soccer games) that kept him from attending the football games.
- That would put us in a really awkward position to determine whether someone's soccer game is more important than someone's business trip.
- These people should have individual permits and not season permits.
- For three years there was a spot in Penberthy and we never saw the person who owned the space.
- If you do this (modified point system) you want to make sure that the weighted point system will keep out those who do not show up for any games.
- A - We have figured out a system of points that requires attendance but will allow some permits to be sold through the Exchange.
- L - A.J. worked through some point scenarios.

DRAFT - RV EXCHANGE POINTS SCENARIOS

ASSUME EACH GAME ATTENDED = 1 POINT

8 GAME SEASON - 4 GAME POINTS REQUIRED TO RENEW PERMIT:

1/3 POINT FOR EACH GAME PUT ON THE EXCHANGE
 8 GAMES = 2.67 PT (CANNOT SELL ALL 8 AND STILL RENEW)
 WOULD HAVE TO **CHECK-IN FOR AT LEAST 2** REQUIRED GAMES & **PLACE 6 ON THE EXCHANGE** TO MEET THE REQUIRED 4 RENEWAL POINTS
 (PRIMARY OPTION: CHECK-IN FOR ALL 4 REQUIRED GAMES at 1 point each.)

7 GAME SEASON - 4 GAME POINTS REQUIRED TO RENEW PERMIT:

1/3 POINT FOR EACH GAME PUT ON EXCHANGE
 7 GAMES = 2.33 PT (CANNOT SELL ALL 7 AND STILL RENEW)
 WOULD HAVE TO **CHECK-IN FOR AT LEAST 3** REQUIRED GAMES & **PLACE 3 ON THE EXCHANGE** TO MEET THE REQUIRED 4 RENEWAL POINTS
 (PRIMARY OPTION: CHECK-IN FOR ALL 4 REQUIRED GAMES at 1 point each.)

6 GAME SEASON - 3 GAME POINTS REQUIRED TO RENEW PERMIT:

1/3 POINT FOR EACH GAME PUT ON EXCHANGE
 6 GAMES = 2 PT (CANNOT SELL ALL 6 AND STILL RENEW)
 WOULD HAVE TO **CHECK-IN FOR AT LEAST 2** REQUIRED GAMES & **PLACE 3 ON THE EXCHANGE** TO MEET THE REQUIRED 3 RENEWAL POINTS
 (PRIMARY OPTION: CHECK-IN FOR ALL 3 REQUIRED GAMES at 1 point each.)

- L - Partial points would be given for permits posted, transferred or sold on exchange.
- Are you trying to balance the space utilization with the need to park automobiles?

- P - RV field is a really good spot to park cars.
- D - Anytime we can infill where we have openings for RV's, then it makes more sense to do so.
- Does the modified point solve the problem?
- D - We will reduce the number of individual game sales so it should increase purchases from the Exchange, causing more infill.
- How do we communicate this to people?
- D - We can have a whole new campaign to help people understand what we are trying to accomplish.
- So the people that choose to leave their space empty, they are choosing to lose their space?
- D – The proposed point system gives them an additional option that will also help with our goal to utilize the spaces.
- P - It helps funnel individual games away from Google to the RV Exchange page.
- When they are sold on the Exchange, are they the same price as what we pay?
- P – Yes, but with a service fee.
- If we have permits available for certain games, they should be priced based on who we are playing.
- That opens it up for scalping.
- P - Permits individually priced on a curve (face values set according to game demand and not set at the same price for each game) is something that we talked about. We didn't play with the actual amounts of the curve.
- So the Nevada game would be a different price from the Alabama game permit price?
- That would be a good incentive to come to more games. Will they want to sell their spot if they knew they would get a smaller amount for posting their permit?
- The point system would take care of that.
- D - We would like to have more opinions if the point system would promote them to post it. Would they feel jipped for getting a smaller amount for the soft games?
- I think that Olsen people don't experience the same problems as other lots. There should be an Aggie in the spot. I would never consider selling my spot to an Alabama person.
- An 8 game season will be the rare event, so the attendance goal should probably exceed 50 percent.
- Adjust the requirements each year.
- When do they have to have their spot posted on the Exchange?
- L - Posting for the exchange ends on the Wednesday prior to the game.
- D - Is that too close to the game?
- Tuesday would be adequate.
- D - We also discussed that if it is transferred there should definitely be verification that a person is in the spot before getting any credit for the transfer.
- The number of people that can be added to the account is good. If you get to a point where you have more than the spouses on the account, you have created an opportunity for someone to make it a willable asset.
- P - Adding spouses was a good compromise; adding more would be opening a can of worms.
- It's reasonable that if he can't make it, his wife is able to check in also.

- The 6 people that use the same RV spot but the permit holder can't always check-in. This solves his problem. If he can make three games and transfer three, he gets the 4 credits he needs to keep his space.
- This is a tremendous effort to work with them.
- Some people don't read the rules.
- D - We will hold off on the 8 game season until it happens but the 7 & 6 games seasons look good.
- Total points have to equal 4.
- Personally I think people should have to attend 4 for the season.
- I like everything we've talk about but there is at least one person in each lot that has to get a lawyer involved to understand this. Are you going to come up with something to protect yourself from the back lash?
- D - If they want to opt not to get in the weeds, then they just attend the 4 games with their RV.
- P - Should we take a stab at creating a curve in price?
- Ticket price + a certain percent.
- D - More (higher price) for the popular games and less for the soft games.
- D - Would you like us to send around a proposed pricing module?
- Yes.
- Would that affect the cost for the individual game sells?
- D - We could look into matching the 12th Man ticket price curve for each game.
- P - We have to figure that out with the individual games in order not to undersell the season permits.
- L - Yes.
- Lots with hookups should be 50 percent higher.
- L - They are.
- D - We will give you examples that match with 12th Man's information.
- P - Our team should use examples from more lots.
- Are people that didn't sell on the Exchange getting credit?
- L - No. We can't do anything about people selling for more than face value if the person that purchased the permit won't come forward.
- Is there going to be an increase prices?
- L - No.

Assigned tow vehicle spaces in Olsen

- We talked about assigning some tow vehicle spaces in Olsen Park. The last row of parking toward the railroad tracks has the same number of spaces as RV spaces closest to railroad tracks. This would ensure that the RV customers in those spaces could get into their space upon arrival. We have used this in other lots for the same situation.
- Would the person have to park there?
- We should do something for the spaces in front of 28-30 and 24-26.
- P - Could they possibly be coned off?
- If you don't use the end spots?
- Put 33 and 34 in assigned tow spaces also.
- D - I like Peter's idea of coning them. Cone them first thing in the morning.

- The dumpster in Lot 50 keeps me from getting to my spot.
- L - They won't let me put it anywhere else.
- P - Could we move it to the car area?
- I would like to have an assigned tow vehicle spot.
- D - Assigning a spot is to help people maneuver into their RV space not to make the tow vehicle parking more convenient.
- Would like to have assigned spaces in Penberthy since they tow vehicles out before the time customers enter the lot on Friday.
- The problem in Olsen is when you leave your spot in Olsen and someone parks in it.
- P - Move the dumpster next to seven or pour a slab.

Night security services

- L - I wanted to clarify that the person (at the entrance) in the lots overnight is only there to check that the person entering the lot has a permit. They are not security and can't handle theft in the lots or criminal activity. Yeti coolers being stolen were a big issue this year. We are going to see what we are able to come up with for a campaign to encourage people to lock up their valuable belongings.
- When is the transition (to the night person)?
- L - It is around 8 p.m.
- Who will they let in?
- L - Only people with permits.
- The guy is asleep at the gate.
- D - We have addressed that.
- L - If you see that again, let us know so that we can address it.
- D - The next day so that we can ID who it was.
- Add it (security information) to the initial correspondence sent early in the season.
- L - The other group (night shift) that isn't ours cannot check you in.
- So you just need to see the Transportation Services attendant the next morning.
- L - Yes, we have that in the rules but we will highlight it again.
- What if the night person had a card they could give people coming in to remind them to check in the next morning?

RV lot update

- L - We are looking at consolidating RV lots. RV Lot 58 is happening. It will be across from the new apartments going in on Penberthy and will have approximately 98 RV spaces with full hookups. The reality is we will have to move 98 RV permit holders into those spaces.
- P - Describes the changes: Athletics will build new sport buildings and fields. We will build the new parking lot. Everything we see tells us we do not need more RV parking. We would like to move RV Lot 100e permit holders from around Reed Arena to the new area and consolidate. It would be a benefit for those lots on Fridays whose arrival times are delayed and also open convenient game day parking for cars.
- Is there a timeframe when the construction would take place?
- P - They are debating on a start date within the next 30 days.

- So it will be open by 2016.
- L - Yes.
- What will it cost?
- L - \$230.00 per game.
- Will they (the spaces) be larger?
- D - The spaces will be larger than Olsen.
- How do you decide who goes in there?
- P - Overall from an operational point, looking at the heart of campus when it comes to the issue of trying to get cars closer in, Lot 74 and Lot 100e each would let us park 600 cars. I would pick up Lot 100e and Lot 74 if I had a magic wand and move them to Lot 58. In a perfect world that is what I would do. 12th Man does not want to use Lot 58.
- So they don't want to give you Lot R?
- Lot 100e is really our option?
- P - In a perfect world. Even if we don't do anything with Lot 100e, we are going to have to consolidate one of the lots further out. Lot 50 and Lot 43 - I think about them similarly. Lot 43 makes more sense as far as car parking.
- Will it (Lot 58) have bus service?
- P - Yes.
- Penberthy should have priority to move to the new lot to get away from Tennis.
- What are they paying in Olsen and Penberthy?
- L - \$215.00 per game.
- Is there still the possibility for Olsen to get full hookups?
- L - Yes. Originally it was planned for the 2017 budget year, but there have been some other projects added.
- If you had only 50 people move from 100e to the new lot could you fill half of Lot 100e with cars?
- P – Yes, that is something to think about but it is not our preference.
- Will the spaces at Lot 58 be 6 car spots?
- Will you give some consideration to seniority?
- I'm in a dry lot and I think there would be a few more that would like to move.
- I think it should be first come, first serve.
- P - I disagree.
- What about the people that have 4 car spaces together in lot 100e?
- P - These people will probably not want to move.
- If you make the decision that it will be Lot 100e, go to everyone in the lot and offer the 2 options: to go to the new lot with full hookups and pay the higher price or to move to another dry lot.
- P - Should we open it up to everyone, assign a priority and then choose?
- What about those who sat on a waitlist for years?
- Would the priority be reflected on the people right now that are in Olsen and Penberthy?
- P – I don't know.
- So you want to give up Lot 100e to car parking and Lot 74 for parking?
- D - No they (12th Man) do not want to give up Lot 74 for parking.

- D - We are trying to look at the operation holistically for what makes sense.
- P - Fan Field will continue to lose space (due to construction) so we have to look at what is and is not being used.
- Maybe the priority should be for people that have attended the most games?
- Tell everyone they will get a spot in this concentrated area in 100e.
- How do you make this open to anyone in all lots that might want to move? I think it should be made known that this concept is being considered and it should be communicated so people can start thinking about it.
- D - We switched systems a couple of years back which gave a lot of our long time customers the same priority.
- I would rather have the opportunity to move from Penberthy and then fill Penberthy from the waitlist.
- P - Would it help to move from Lot 100e to Olsen or Penberthy?
- What makes sense is to decide which lot. If it is Lot 100e then they should get first priority.
- D - We want to get this out as soon as we can.
- You may want to consider a 1 year discount to move.
- D - So don't give other lots a discount?
- Just Lot 100e since it is the lot we are wanting to move.
- Don't know if there is a right answer who should be able to move first. It's going to be complicated.
- You may want to ask for volunteers from the committee for help.
- D - Do you think we will have more people that want to move than the number of spaces we have?
- No.
- D - How about we come up with a few ideas and options and then we will get back to you guys and maybe have a conference call?

Advisory Committee member roll-off

- L - For each of the lots it's between the two remaining charter committee members to roll off

RV ADVISORY COMMITTEE ROLE-OFF

OLSEN PARK	SHORTY KESSLER
	DENNIS TRIGG
PENBERTHY PARK	VERNON GOODWIN
	BECKY USE
LOT 43	ALLEN APPLEBY
	KEVIN JACKSON
LOT 50	LAURA BUBEN
	DOUG HUNSLEY
LOT 88	NONE
LOT 100E	RANDY MANESS
	BILL PETTIT

- D - Will you remind us of the policy?
- L - Reads policy:

The Advisory Committee will consist of at least one (1) and no more than three (3) members from each Transportation Services RV lot. The Advisory Committee will consist of no fewer than six (6) and no more than eighteen (18) total members. Members of the Advisory Committee shall receive no compensation for their services.

Eligibility. Committee members will be season permit holders of the lot they represent:

- All committee members shall be self-nominated and chosen by random drawing.
- The self-nomination period will be approximately one (1) month beginning after the last home football game with a drawing of nominees by lot occurring in January each year.

Terms. Committee members will serve for designated periods of time:

- To keep continuity after the initiation of the committee, founding members will serve 1, 2 or 3 year terms, determined by general agreement between the representatives from each lot or by drawing a representative from each lot to roll off the committee at the end of the first and second years. This will set up the process where one (1) representative from each lot rolls off the committee each year.
- Committee members will serve three-year terms with one-third of the Committee membership rotating off every year. Committee members may not be selected to successive terms unless there is no other interest in the position. Committee members who move from one RV lot to another may nominate themselves for the next available term in their new RV lot. Any Committee Member may be asked to resign from the board at any time, for any reason, by a majority vote of the members of the Committee.

- D - So if someone in the pair is willing to roll off then it is decided, but if both want to stay then there has to be a drawing. If someone rolls off they can re-nominate themselves.
 - Olsen – need a drawing
 - Lot 43 – need a drawing
 - Lot 100e – Randy Maness will roll off and re-nominate himself
 - Lot 50 – not present at meeting; need to contact
 - Penberthy – Vernon is possibly rolling off.

Other Business: Additional Topics Suggested by Committee Members

- We don't need to talk about generators!
- Email etiquette, when using the Listserve, please don't reply to all.
- Just blind copy everyone from the get go.
- L - Unfortunately the list is not set up that way. Anything else?
- Getting out of Penberthy Sunday mornings.
- L - We are now getting a list all the time now of Tennis and Rec Center events.
- Please let people know when there is something that Sunday morning.
- L - We have a comprehensive list now.
- L - Thanks everyone! Hope to see you soon.