1. Welcome

Attendees: Julia Allison, Sara Blunk, Bill Digges, Michael Fellows, Aaron Fowler, D.J. Gilliland, Lauren Katovcya, Tom Kolenko, Robert Milam, Stephen Plate, David Tatu, Joshua Sukumar, Lee White, Jennifer Wilson, Julie Wilson

2. Announcements & Discussion Points

Parking & Transportation updates
Parking and Transportation Customer Service Program – DJ Gilliland

- Parking has recently consolidated Customer Service with Card Services. Office location is in the middle of campus that is better for students and staff. Cross training in both departments means student assistants are better educated to answer parking and card service questions.
- Customer Service is keeping a call log. Parking can monitor frequently asked questions and see what type of help is needed on a day-to-day basis. This information will also help in training future staff.
- Customer Service is looking at two new technologies to assist Customer Service staff.
  a. Platform 28. This technology helps with managing incoming/outgoing phone calls. Parking will be able to monitor call times, how long calls last, how long it takes staff to respond to calls. This will show customer service strengths and areas that may need improvement.
  b. Change Gear. This technology is an email management system. It assigns tickets to emails so parking can monitor proper response times. It also gives Parking the ability to escalate emails to send to management if they need special attention.

Both of these technologies are a tool that will help Auxiliary Services oversee training for both campuses’ Customer Service offices.

Parking Updates – Julia Allison

- Non-Peak Parking Permit. This will be a lower cost option permit that will be created for those who are only on campus in the evening and on weekends. Parking is still working out the details and we are hoping to have it available for spring semester.
- License Plate Visible Requirement. Parking has had a lot of feedback concerning the request not to back in a parking space. We will give the option to purchase a front tag that will function as a permit and also work with our License Recognition Technology. Details are still being worked on and we expect to have this option available as soon as possible.
- New Construction in Marietta. Parking is adding 90 spaces. Construction began October 16, 2017 and is expected to conclude by spring semester.

Transportation Updates – Lee White

- ADA Shuttle Service – Transportation is looking at the pros and cons of providing a point-to-point disability shuttle service. Currently KSU has 12 El Dorado shuttle buses that have a back entrance with a drop down wheel chair ramp. KSU has six Glaval shuttle buses that also offer wheel chair access in the back of the bus. We are looking at a program to provide two vehicles, each on a 12-hour route, 7:00am to 7:00pm, for 75 disabled
students. Based upon demand, there may be a possibility for a third vehicle. The hourly rate per vehicle is $70.00 per hour. There would be additional costs including converting vans to hold more than one wheel chair and hiring a dispatcher to coordinate trips. All trips would be contained within the borders of each campus. Trips between the two campuses would need to be coordinated with our fixed shuttle service. Approval on who qualifies for this service will be handled through student disability services.

- After comparing last October numbers to this October numbers, the data shows a significant increase in ridership. This is due in part to modifications made to some of the shuttle routes. Transportation has increased frequency to/from the shuttle lots, which is a huge improvement. More students riding the shuttle has helped on the parking side with capacity.
- Bike Share. The bike share app was reviewed. The bike stations were identified on the Marietta Campus map. The bike stations at Town Center were reviewed and how they will eventually connect with the KSU bike stations. Installation should be at the end of November with a formal launch date in the spring.

3. Items from the floor

Can we use Google Analytics to review which web pages are addressed the most often on the web site?
We have a new web master who is updating the web page to combine both Transportation and Parking into one page. Once we create the web page, we will start over with google analytics as an option.

Do we need a dispatcher for ADA shuttle service?
Yes, we need a dispatcher to coordinate routes and oversee the drivers. First Transit will staff this position.

Do we need ADA shuttle service for 75 students?
Yes, Georgia Tech has a similar program with similar numbers and they run two shuttles to meet the needs of disabled students with an average of 10 to 25 students using the shuttles at any one time. We are exploring the option of using shuttle service in the evening for a safety service. We are still exploring options on funding the program.

Can we reduce dedicated parking spaces?
Yes, we no longer issue permits for dedicated parking spaces. Each year there will be fewer spaces.

What are the rates for bike share program?
First hour is free, after first hour is $3.00 per hour, $24.00 for whole day.

Are these bike rates good at all Zaxter bike stations or only at KSU campuses?
These rates are good at both KSU campuses and all the bike stations connected to KSU. Users can choose which membership program to pay for and that will determine rates.

How do we market our transportation choices to students?
We are combining our Parking and Transportation web site into one page where it will be easier to list all transportation options available at one location.

4. Adjourn