1. Welcome

Attendees: Julia Allison, Sara Blunk, Aaron Fowler, D.J. Gilliland, Mark Lawson, Ron Lunk, Erica Massicott, Robert Milam, Andrew Newton, David Tatu, Brandon Tudor, Lee White, Jennifer Wilson, Julie Wilson, Vanessa Slinger-Friedman

2. Announcements & Discussion Points

Parking & Transportation updates

1) Shuttle Buses on Campus will no longer be referred to as BOB, they will be rebranded by their full name: Big Owl Bus. This rebranding will occur in all marketing materials and all social media over the next year.

2) Fall Permit Sales
   • Fall permit sales are a great success after reviewing number of permits sold,
   • Permits sold to students ahead of time made the first two weeks of the semester less chaotic because students knew where to park.
   • Moving forward, selling permits in advance will be the general operating procedure for Parking.

3) White Water Shuttle Lot
   • 1000 students permitted for White Water Shuttle Lot demonstrates the dire need for more parking options for the Marietta Campus.

4) Virtual Permits
   • On a small scale, we were able to issue virtual permits. Parking lines at the satellite locations and card services was drastically reduced.
   • Next year, parking will issue more virtual permits to make it easier for students to purchase their permit online.

5) P&T Customer Service
   • All Customer Service for Parking has been moved to Card Services. Customer Service is improved and more accessible with all services being provided to students in one place.

6)Flex Time/Flex Time Hours
   • Flex Parking Hours are 5:00pm to 7:00am, Monday through Friday and the weekends, and applies to everyone with valid parking credentials.
   • Faculty/Staff can park in any student commuter space during flex time. Students can park in any student commuter space during flex parking.
   • Open Parking is being rebranded as flex parking. There is no free parking for visitors.

7) Restriping on each Campus
   • Restriping will be done in small portions, with each area being evaluated, and the area needing it the most will be completed first.

8) Premier Parking Removal
   • Premier Parking, located in Central Deck, will be converted to student and faculty/staff parking.
   • Meters will be removed from Central Deck and placed in North Deck.
   • North Deck will have 24 more visitor spaces.
9) Appeals Manager
   - Parking is excited to hire a new Appeals Manager.
   - Appeals Manager will be directly accessible to students to answer questions and explain appeal decisions.

10) Carpool Program
    - The carpool process was reviewed. 1 carpool coordinator submits a carpool form regardless of the number of riders, and then everyone in that carpool is linked to one permit. LTR will tell us if more than 1 car is on campus.
    - Everyone in carpool is issued 5 temporary passes. It is a scratch off pass/day pass that is valid in our shuttle lot for days students need to drive their own cars to campus.
    - We have reduced permit cost for car pool. For 2 members each member will pay $13.00. If 3 or more members, than no permit cost.
    - There are no more dedicated carpool spaces.
    - In the future, we are looking for preferential choice for carpool holders as an incentive as there are no longer dedicated spaces for carpool.

11) Big Owl Bus Updates
    - KSU Transportation has added more services that are necessary. We have added 2 buses on the White Water route. We have added more shuttle service to Town Point as the demand is greater than anticipated. We have increased the size of the vehicle to Town Point to accommodate this demand.
    - We have added more service on the Busbee Stadium Route, during peak times, we have 6 buses on this route, wait time is about 8 minutes.
    - KSU Transportation has added a new route coming from the stadium side of the campus where apartment complexes are located. This route is a no stop, direct route to the Marietta Campus. This is to address the needs of students living near the Kennesaw campus that have many/all of their classes on the Marietta Campus.
    - We will have a demo of the autonomous bus on the KSU campus. More details to follow.

12) Bike Share
    - KSU is under contract for installation of bike stations beginning at the end of October on the Marietta Campus. This will be a full installation with 7 bike stations.
    - 1 station will be installed on the Kennesaw campus when the Marietta installation is occurring. This will be located in front of the Rec Center.
    - KSU bike share is set up through Zaxter to increase connectivity.

3. Future Initiatives & Goals

   The next step for KSU Parking is to continue to develop over the next 6 months the online permit purchase. The goal is for the student, from start to finish, to be permitted online. Parking will continue updating the license plate recognition technology and the virtual permitting process.

   KSU Parking will continue to explore how we can provide better customer service as a whole for both campuses. In addition, Parking and Transportation is rethinking their role with card services and redefining what auxiliary services need to be for the future.

   KSU Parking and Transportation is beginning discussions about planning and researching for a new parking deck on the Marietta Campus.
4. **Items from the floor – Committee Members**

- Question was asked about how KSU Parking determines parking capacity.

  KSU Parking utilizes industry practices to determine capacity. We have had great success this semester using this method.

- There have been complaints about receiving tickets for backing up in a parking space.

  KSU Parking has always had a no backing up in a space policy. We are issuing warnings. Any citations for this violation should be brought to the attention of Parking so they can void the citation.

- Question was asked if we are outsourcing staff.

  All of parking and transportation is staffed by KSU employees and students.

- Question was asked where the money is spent from citations.

  Parking uses this income to pay for bond debt and overhead for auxiliary services.

- Concern was expressed about lack of visitor and student parking at Chastain point.

  KSU Parking will need to meet with faculty/staff to determine the needs at Chastain Point and develop a parking plan.

- Question was asked about what is the best communication method for shuttle questions/complaints.

  The best way to communicate is to email Shuttle.Kennesaw.edu or use the transportation app. Additionally social media is monitored for questions and complaints about shuttles.

5. **Adjourn**