

Minutes – Nov 12, 2014

The meeting was convened at 2:30 p.m. by Charles Garbini.

Members present:

Member	District	Member	District
Mary Cleveland	1	Anthony DiPilla	9
Charles Garbini	2	Susan Williams	10
Heidi Skopowski (sub)	3	Doris Miklitz	11
Robin Harbaugh	4	Stefanie Baxter	13
Christy Mannering	5	Alex Keen	14

Members absent: Glen Loller #6, District #7, Michael Parisi #8, Krista Urbaniak #12

Others Present: Thomas LaPenta and Scarlett Hamm from Human Resources and on behalf of the “Delaware Will Shine” campaign: Tripp Shenton (Chairperson, Department of Civil and Environmental Engineering), Katie Holden (Financial Analyst, Office of the Provost) and Paul Pusecker (Senior Business Officer, College of Arts and Sciences)

Minutes

The meeting was called to order at 2:30 p.m.

Before old minutes or business were discussed Paul Pusecker led the team in discussing “Delaware Will Shine” initiatives. There are three working groups to break down the strategic planning initiatives and the resource analysis falls under the “Models for the New American Research University” working group. Paul Pusecker, Tripp Shenton and Katie Holden joined our meeting on behalf of the Resource Analysis Working Group for this campaign. More information about the teams and the initiative can be found online at <http://shine.udel.edu/>.

We were asked the following questions for discussion purposes.

1. What do we “under” resource at the University?
 - Round table discussion brought up topics related to: space, staff, trash services, lab areas, student specific space/centers/support and career path options.
2. What do we “over” resource at the University?

During a round table discussion, various topics were discussed including:

- Why we do our own trash collecting here at UD? Tom LaPenta said this was looked into and the answer is doing it on our own is actually more economical than hiring an outside contractor.
- Why is there so much construction? To which it was said this is probably a sensitive point because most people do not know the full story about where the money comes from and how it is allocated in terms of construction projects. It is recommended that communication be improved for further transparency to explain the funding behind construction.
- Time and resources put into UD branding has been overdone.

3. How do we realign our existing resources to improve the unit and institutional efficiency?

- Staff needs to receive real raises and real recognition. Staff are not mentioned in the Path to Prominence and not clearly mentioned in the "Delaware Will Shine" campaign. Tom LaPenta added information about how this is addressed on a regular rolling basis through job classification and compensation which has been a priority over the last year.
- Charles Garbini asked about ticketing and marketing. Paul Pusecker explained there are a variety of ticket venues and marketing promotional items for events because they really are not compatible in terms of ticketing for athletics compared to theater. There has been a look into trying to streamline more of these things and this can be seen through football games and the use of the Bob Carpenter Center.
- Robin Harbaugh brings up the need for better parking opportunities at the little Bob. There is a nice benefit to employees being able to use the workout facilities, but there isn't proper access to the building and therefore the benefit is not being used because it becomes costly and inconvenient.
- Stefanie Baxter mentioned pay check operations and the process involved where multiple people have to sign off on one item. Is this something that can be made more efficient? Tom LaPenta told us about a new HR Committee Task Force, chaired by Chris Cook with the goal of being able to streamline these processes as HR agrees they are inefficient as they stand right now.
- Anthony brought up that many of his student work force are paying \$80/week in parking tickets because they are not able to get parking permits for service vehicles. **[Rind, Richard]** There are permit options available to PT students and staff; Day passes for the red lot at Clayton are \$4 per day, the gold lot is \$8, and for convenience the kiosk in lot 6 is \$6 for the day. Monthly red and gold passes are also available at \$22 and \$48 respectively. Contact Parking Services at x1184 or parking@udel.edu for additional information. – Answered on 11/14/2014

- Susan mentioned that the use of golf carts or some kind of electric vehicle to be used on campus could help realign resources.

4. How do we wish to deploy resources for delivering curriculum in a research university?

- Library resources are brought up by Doris Miklitz; they exist and are underutilized. Perhaps it would be beneficial for more faculty to be made aware of what is available.
- Question about how UD interacts with local high schools and Paul Pusecker clarified to say each Delaware high school does have a connection with UD, maybe not in the school, but definitely there is a point of contact with counselors.

5. How can we partner with others (alumni, industry, government and non-profits) to (1) promote and provide opportunities for our graduates, (2) leverage and better utilize our existing resources, (3) identify markets for new programs and opportunities, and (4) realign our resources to enhance diversity?

- Susan Williams suggested that perhaps modifying the matrix to connect with other schools like DelTech and DSU in a more mingled manner so that curriculum can transfer more easily. Connecting better relationships with other nearby schools could help bring a more diverse student body to the campus for classes.
- Christy Mannering added that in order to build more diversity we need to allow for far more night and weekend courses. People of all ages are going to Wilmington University because of this reason. They need a higher education, but they also need to be able to work full-time. As it stands right now it would be incredibly difficult for the working class to be able to attend UD.
- Alex Keen suggested we need to rebuild/improve our connection with the community.
- Doris Miklitz said we need more opportunities for internships.

Any additional thoughts related to the "Delaware Will Shine" campaign can be submitted throughout mid-December for constituents interested in providing feedback and ideas.

Old Business

Old minutes were approved.

Stefanie Baxter shared the questions and answers from the recent Parking and Transportation Committee meeting held on October 30, 2014.

Parking and Transportation Questions/Answers from Stefanie Baxter:

- I continue to be concerned with the cost of parking on campus to go to work.
RR – We have designed our permit options to fit every need and budget.
- I am on the waiting list for parking lot 37C (gated Amstel lot). I was wondering if there is a way to see what number you are on the list via an online option.
RR – please see attached screenshots. Login to your parking account via our website and then follow the screenshots.
- When you are travelling down 273 coming into town going over the railroad tracks and then merging onto South Main Street. Just beyond the tracks is a crosswalk. The way the crosswalk is placed if you are the 3rd or 4th car in line going over the tracks and someone is crossing the street, the cars stop but you may be stopping on the railroad tracks. It is kind of a blind turn so you really cannot gauge for it. I have had this happen to me several times recently and fortunately there have been no trains coming along. If by chance you do get caught on the tracks not only do the gates come down very quickly, but there is no place to go.

Most of the time people just step out into the crosswalk without concern for the cars and they also cross the street with no sense of getting across quickly. I know people need to get to the other side of the street, but I think that this is a dangerous place for a crosswalk.

RR – I can pass these comments on to DeIDOT. I would also suggest not crossing the tracks until there is room on the other side for your car.

- I would like to request that Parking and Transportation review the stop sign at the crosswalk to the Fischer Greenhouse. I had asked about it when they were painting lines for the parking lot, and they said they would come out. Not sure if they did look at the situation, but they never painted the STOP on the pavement. I think someone may get hit there some day.
RR – STOP has been added to the crosswalk by the greenhouse. ** As of 11/13/2014 this was re-opened and sent to the Parking Manager for a further look on how to make the area safer.
- It's really obnoxious of parking to charge at full-hour intervals – even if I am there for an hour and 10 minutes, I have to pay for a second full hour. But my vacated spot can be used by someone else for the remaining 50 minutes. Why can't we have pro-rating at 15 minute intervals like a commercial garage?
RR – we redesigned our rate structure a while back to simplify things as our feedback was that the 30 minute designations were confusing; we think 15-minute increments would only make it worse. If you desire to park in smaller increments of time please use UD parking meters as the rate structure is based on 10-minute intervals.
- This is not a new issue, but the Central Gated Lot 34 near the library continues to be dangerous. The entry and exit from 896 through the opening in the brick

wall is difficult due to pedestrian/bike/skateboard traffic, two-way car traffic through the very narrow opening darting out in the wrong lanes, and once you are inside the gated lot and going to the opposite end (closest to Warner Hall and the Student Health Services) maneuvering through the lot is difficult whether you go to the right or the left. There is a grassy spot (where the large tree is) that could be made a bit smaller to allow easier passage, and entrance and exit from 896 onto Robinson Drive (?) should be one way in at the Warner Hall end and one way exit on the library end.

RR – we are already investigating the possibility of redesigning the traffic flow as you describe regarding one-way entrances and exits. We are waiting for DeIDOT to weigh in. Within the lot, we think that the current design is adequate particularly when you consider the very high level of repeat users that park there. In addition, we are constantly running into groundwater and aesthetics issues whenever we try to remove green space and add pavement.

- Delivery trucks and vehicles/pedestrians stopped in the drive lane continue to be a safety issue for Perkins Garage. Can the issue be raised that the loading area is insufficient for trucks to park and move safely? It could be widened if the pedestrian barrier and sidewalk were modified slightly. I also think a painted “No Pedestrians” notice on the asphalt past the parking entrance may be more effective than the small sign with an illustration on it.

RR – we are looking at traffic flow alternatives for this area as it is indeed a problem. While we would love to bar pedestrians from this area, nothing short of an 8 foot fence will do the trick.

- Spouses should be able to purchase red parking permits so that they can adequately take advantage of their supposed spousal benefits after 5 pm.
RR – spouses are not eligible for Red and NW permits but are eligible for Visitor permits which allow the same level of after-hours access to UD parking.

- The entrance to the Perkins Parking Garage is a daily nightmare.

- Issue #1 is the Sysco trucks that park wherever they like in the driveway. They block the driveway almost daily. They either should pull completely into the loading dock, load in at 5am, or park around the bend where there is parking for trucks.

- Issue#2 is the vehicles that park in the driveway block the entrance. Considering Parking Services and UDPD are right there, you would think there would be better enforcement and ticketing.

RR – #1 we will make another attempt to alter the timing of deliveries. #2 I can only speak for Parking Services – this is a priority enforcement area but short of stationing someone there for the entire day I am not sure there is an easy solution.

- In general, the point of contact staff throughout parking and transportation could benefit from customer service training or a review. Specifically, those long-time staff members that interact with students and staff daily (like motor pool, parking services, and transportation services), could use a refresher course on

how to treat their customers. Being on edge to student customers is not helpful to the community or the campus. Complaining to other staff members about the burden of being a self-supported business does not build better relationships between departments. There are plenty of new ways to better serve the community and positive customer service goes a long way toward building more effective teams.

RR - These units all conduct customer service training throughout the year and customer service is a point of emphasis in everything we do. It sounds like you may be referring to a specific unit, person or situation and I would appreciate additional details so I could investigate and correct.

- Main complaint is the parking lot at the corner of Park and Academy, all the construction workers take the spots and THEN stand there and the whole group of them smoke during the lunch breaks, in the morning, in the afternoon. Not just one of them but a LARGE amount of them. It's disgusting to be over there right now. Thought we were a smoke free campus. I am not one to complain about the occasional person but this is a large group of them all the time.
RR - I have already forwarded this message to the Director of FP & C who manages the construction projects on campus. Not a parking issue but completely unacceptable!

A FEW QUESTIONS PREVIOUSLY EMAILED TO RICHARD:

- A new apartment complex with the address of 1 South Main (I believe that's the address) evidently was "given" 24 parking spots at the nearest parking garage while employees are on a wait list for that garage. Why was this allowed?
 - **[Rind, Richard]** The parking for the building was not 'given', it was purchased back when monthly space was available in the garage. Employees had the same opportunity to buy permits for Trabant but may not have acted quickly enough as there is now a wait list. We will be reviewing wait lists next week and expect movement in most, if not all.
- I still have constituents complaining about the long-bed trucks in the Perkins Garage. Folks can't see around them when backing out etc. Is there any way to designate spots along the back walls for these vehicles?
 - **[Rind, Richard]** We have already eliminated the spaces that were the most problematic (i.e., at ends of rows where turns are being made). Those vehicles have the right to park anywhere in the garage, same as everyone else. I recommend parking far away from them if there are visibility concerns.
- Can the construction companies please be told to give as much notice of road closures as possible? Often times, especially near the Perkins Garage, a "road

closed” sign would not be seen until the driver was well past any turn around option thus causing backups and delays and long lines of cars needing to turn around.

- **[Rind, Richard]** We can pass this on to FP&C, the department that oversees construction on campus.

QUESTIONS BROUGHT UP BY OTHERS AT THE PARKING AND TRASPORTATION MEETING

Several comments regarding pushing the students to distant lots instead of allowing them to park at Lot 55 – the only lots they are permitted to park are 55W, 55 and 54. Students are not permitted during restricted hours in Lot 50 or 50S. We try to balance the needs of all users when we set policy with safety as a primary consideration. We are already asking the students that live on the Green to go to lots 55 and 54. Since they often use their cars at night we are not comfortable with pushing them even further away. We think it makes more sense to ask staff to walk 1 block during mostly daylight hours than to have students walk even further than they already are mostly at night.

Large vehicles in Perkins – as long as the vehicle is parked legally we will not dictate where anyone should park within the garage. If they park illegally (i.e., not pulled in all the way so they are sticking way out) we will ticket them.

Parking on roof at Perkins and Trabant – we sell permits for Perkins and Trabant, not for specific spaces, levels, etc. As long as parkers can always find a space, even if it happens to be on the roof level, then we have delivered what was promised. I’m not aware of any instances where these garages were truly full (i.e., there were zero empty spaces).

Buses bunching at Smith Overpass – our transportation consultants are in the process of redesigning our bus system which will improve the efficiency of the system and better balance the related issues of buses bunching and buses leaving students behind because they are full.

Pedestrian/crosswalk concerns at Amstel & Orchard and Library and Visitors Center, Del Ave, Main St – we are working with DelDOT on several improvements but will also check with Public Safety on the possibility of adding personnel during class changes to better manage traffic and pedestrian flow.

Rich

----- End of Parking & Transportation Committee Questions and Answers

Old Business

- As previously brought up by district #14, the vote on the ACES by-laws came into question. Do we need to have our constituents vote on the by-laws and any amendments?
 - No, as a council we represent them and we will vote. However, they are always welcome to provide input for consideration.
 - Therefore, the by-laws which state terms will last 2-years has been changed to state district representative seats will last 4 years. From this point forward, November 12, 2014, every 4 years (depending on when you began your term in an even or an odd year) a new representative can be elected to sit in for their district and you will step down. On this date, 8 council members voted YES to this amendment for article 9, 1 abstained as she was a substitute for District #3 on this date.
 - Tom LaPenta's office will get council members their specific term start date.

Constituent Concerns

District #13

- As West Campus is going away will the Rodney underpass still remain open? There will be a connectivity issue if this is not left open for people to walk through.
 - The question should be sent to Alan Brangman.
- Lack of meters on Lovett, can't find parking, staff need to be able to go into Student Services for quick payment of bills and the meters are always full.
 - The question should go to Richard Rind. - **[Rind, Richard]** One solution is to request Service Vehicle passes which would allow you to use the SV spaces near that building; however, a valid UD Gold or higher permit is required to use a SV pass. Also, there are additional meters behind Pearson Hall and near Allison Hall across the street but with the opening of ISELAB these are also heavily used. I would suggest Perkins Garage as an alternative. We have tried short term meters in the past and they didn't work well. Answered on 11/14/2014
- In terms of the smoking free campus policy it has been noted that the construction workers are congregating in the old ROTC parking lot which is their new satellite area.

- Tom LaPenta said he will let Dave McNamara know.

District #11

- Smoking outside the Morris Library at the patio facing the green is running rampant. There are many cigarette butts and the smoke is being sucked into the lobby.
 - Tom LaPenta explained that for the first year of this new campus policy the goal will be to educate people. Signage is continuing to be made and will be going up as part of this process to create a tobacco free campus.
- There are not enough services to allow easier transport from Philadelphia to Newark. **[Rind, Richard]** Agreed. Unfortunately, I don't believe SEPTA has any plans to increase service to Newark. 11/14/2014

District #4

- The question came up regarding the tuition exchange program and a constituent wondering when the last time this was reviewed and if there will be new slots added.
 - Tom LaPenta explained that this particular program is very expensive and that the University of Delaware might be the only University allowing two tuitions to be paid for free simultaneously. There are currently 10 spots for non-UD locations and this will likely not be increasing.

District #14

- I wonder if the trash can that was moved from the south end of parking lots 33/34C to the north end could be returned or replaced. We asked one of the trash collectors why it was moved and was told it was because people put too much trash in it. Huh? I think what they meant was those living in Warner were putting their regular trash in it. Regardless, others used it too and now it's gone. Now trash is collecting in the shrubs and it's gross. At the very least, can someone come clean the garbage out of the shrubs?
 - This concern will go to Sylvester Johnson in Facilities.

New Business

- Robin Harbaugh let us know that she is now on the Parking Appeals Board.
- Mary Cleveland says she will be going to Faculty Senate meetings and will share any minutes with the council.

Announcements

- Anthony will be looking into the possibility of our January meeting including a tour of the new dining hall facility. We have volunteered to taste test one of the many stations that will be created, we understand this will likely not happen. J

Meeting was adjourned at 4:00 pm by Charles Garbini.