University Transportation Committee
October 24, 2011

Present:
Josh Kavanagh, Transportation Services
Christopher Garlock, Commuter Services, Guest
Melanie Mayock, GPSS Representative
Bill Dow, ASUW Representative
Alicia Halberg, Commuter Services, Guest
Miranda Leidich, South Lake Union Representative
Bob Ennes, Health Sciences Representative
Patty Riley, UWMC Representative
Michelle Rhoads, Transportation Services
Chuck Trese, Faculty Council on Univ. Facilities & Services
Nate Jones, Commuter Services
Sara Brydges, Commuter Services
Chris McDivit, Transportation Services

Absent:
Laura Davenport, SEIU 925 Representative
Luther Martin, WFSE Union Representative
Sean Wilson, ASUW Representative
Jean Garber, Member-At-Large
Stephanie Parkins, Commuter Service
John Vinson, UWPD
Scott Baebler, Intercollegiate Athletics
David Amiton, Commuter Services
Larry Kalahiki, UWMC Representative
Peter Dewey, Facilities Services Representative
John Schaufelberger, Faculty Senate Representative
April R. Millar, WSNA Representative
Colin Morgan, Cross, GPSS Representative
Matt Weatherford, PSO Representative
Jim Angelosante, Facilities Services Representative
Pamela Jordan, Faculty Senate Representative
Charles Kennedy, Associate Vice President of Facilities Services
Daniel Kraus, Member-At-Large

Zimride
Mr. Kavanagh introduced Mr. Christopher Garlock who is leading the Zimride efforts from Commuter Services, a Campus Sustainability Fund (CSF) funded project.

Mr. Garlock introduced the Zimride program; an exclusive program for the UW community. Last year a group of grad students approached Zimride and pitched the idea of a UW exclusive Zimride program. Now the program is going strong thanks to its user friendly application. Mr. Garlock hopes to push the money-saving aspects of the Zimride program in future marketing because research done by graduate students from the last year showed that money-saving was the number one reason people wanted to use Zimride. There are Facebook interfaces in the program which allow people to get a better idea of who they are riding with and making them more comfortable with using the program. The program has just reached 5,000 users and currently has about 900 rides active in the system. Mr. Garlock thinks that Zimride has the potential to become a nearly effortless, but still fruitful, part of the UW community of transportation options.

Ms. Riley asked for Mr. Garlock’s contact information and said that she would be willing to send out a generic email with a Zimride attachment to send to her listserv.

Ms. Mayock asked if the program was used mostly for irregular rides or daily commuter rides. Mr. Garlock said that it can vary depending on the time of year. For example, vacation times tend to feature more rides for singular trips, but there are still plenty of daily commute trips planned.

Mr. Treser asked if Zimride could help with trips to the airport or any of the UW’s satellite locations. Mr. Garlock said that this was absolutely a function that Zimride could help with.

Ms. Mayock asked about fees for using the program. Mr. Garlock said that Zimride does not charge for its service, and any payments for gas are worked out individually between riders and drivers.

Mr. Garlock said there is a rating/feedback system so people can rate drivers and talk about how safe a particular driver is. In his experience, very few people have had negative experiences.

**Parking Management System & Fleet Management Overhauls**

Mr. Kavanagh said this was more of a preemptory agenda item for the committee. Transportation Services is in the process of changing its Fleet System software, allow them to streamline business processes. More info will be coming to the committee soon. Any UTC members who are particularly interested in this issue should contact Mr. Kavanagh for more details.
The Parking Management System’s technology is also in need of an overhaul. In the next 24 months there will be a migration to a new parking management system; the change is necessary because the current system is outdated. If UTC members have not yet had an opportunity to plug in with the consultants helping with this process, they are urged to let Mr. Kavanagh know. Also, in an effort to not just put new software in with old business practices, the consultants will be re-examining business processes so that TS can make sure that it is helping as many members of the community as possible. TS welcomes feedback and comments about the process. Ms. Rhoads said that, as an example, when someone wants to hold an event on campus, the current process is bulky and inconvenient. Through this process of re-examining, it would allow TS to find new ways of making its practices more intuitive, easy for the customer, and streamline the individual business processes that are currently used.

**Connecting Washington**

Mr. Kavanagh will be sending out survey to the committee for the Connecting Washington Task Force. He would greatly appreciate it if the committee members would pass that survey along to their constituents.

The task force has been focused on freight and ferries, rather than transit, which might be concerning to the UW community. The task force has three more meetings and Mr. Kavanagh will attend all three in order to make it clear that there needs to be better options for all alternative transportation.

Ms. Mayock asked if the task force findings will lead to funding legislation. Mr. Kavanagh said that it’s hope of the task force. She also asked if the task force is open to the public. Mr. Kavanagh said that there is a public opinion period at each meeting.

**Ride in the Rain Update**

Ride in the Rain will again happen throughout November of this year. Commuter Services is expecting to see registration grow as November 1st approaches and even into the beginning of the month. More information can be found on the Ride in the Rain website.

**Parking Accounts Receivable LEAN Project & Citation Appeals LEAN Project**

Mr. McDivit said that back in April he attended a workshop that coached various stakeholders from his whole team on process improvement. The workshop helped them to identify a goal and the various metrics needed to help achieve that goal.
His group identified the problem of the lengthy appeals process that was currently the business practice in the Transportation Services Sales and Administration (S&A) office. They then set out to improve the customer perception of the office, reduce paper consumption, reduce the number of appeals, and speed up the appeals process. In identifying steps in the then current appeals process, they discovered that there were 175 separate steps that an appeal could go through. Because of this, they spent three days mapping out the appeals process and identifying ways that the process could be streamlined.

His team found multiple pressure points where citation appeals regularly got hung up. They worked with multiple different groups that were affected by the appeals process and the end result was success. They looked at how resources were allocated to the appeals process including staff time. There was a backlog of 1,680 appeals at the end of the workshop, and after a massive blitz, at the same time as the faculty and staff annual renewal process, the faculty and staff re-card, and the launch of U-PASS powered by ORCA, all 1,680 of these standing appeals were knocked out.

At the end of 90 days, the cycle time has been knocked down to an average of 2 days (down from 56 days). Depending on what other events are taking place, they are shooting for an average of 10 days with no more than 20 days to finish an appeal. Now, the most steps that an appeal can go through is down to 18 from 175. In this, S&A has saved 51 reams of paper and cut down on hours. The value to the customer is now to educate them not to punish them.

Ms. Riley said that is excellent work. She also added that a missing component might be the campus visitor—they cannot go through the same education process as others. Mr. McDivit said that he and Mr. Kavanagh have discussed this issue and is looking at new offering through updating the WAC. This process would involve a fee in lieu of a fine. Because departments typically have a set dollar amount to spend on parking, they could cover the fee for their visitor. Mr. Kavanagh suggested that the team work with Ms. Riley as a way to roll out this new ability and program.

The committee wanted to know if they could get a report about who the visitors are that are being issued citations. For example, are they first timers or repeat offenders? What area of campus and/or which parking lots are they often cited in? Transportation Services can provide this information at a later meeting.

Ms. Rhoads pointed out, and Mr. McDivit agreed, how key it was that frontline employees were a part of this process, dealing with the issues. She also pointed out that this LEAN process was great to show not only what TS thought was the original problem, but also other problems that are uncovered by attempting to solve in initial problem.
Mr. Kavanagh said that kicking off today is a new LEAN project for parking accounts receivable. Because Mr. McDivit’s group was so successful, Transportation Services will be running with his idea and taking this new LEAN project to other groups. Accounts receivable deals with a variety of issues. The fewer issues there are, the better job TS has done in booking that revenue that was already due to the department. Managing rates on a future basis is a value to UW community as a whole.

There are 5-6 other future LEAN projects queued up in Commuter Services for the coming year and the UTC will be updated on those as they occur.

**E18 & Husky Stadium Update**

Ms. Rhoads talked about the effect of the Husky Stadium project on the area parking. Transportation Services has sent out emails to those affected by the loss of parking. It’s a trickle effect because some of the people being pushed out by the loss of parking spaces are being relocated to E8 and E9 and then conversely some of the people who already park in those areas are being relocated to what is now referred to as the new E18 lot.

There will be no gratis U-PASSes issued, out-of-area permits, or transferrable passes, for any in this value parking area. E18 is also the out of area parking for E8, so any valid permit is allowed in that lot. It is patrolled regularly and therefore a valid permit must be displayed or a citation will be issued.

Six permits were sold for the lot on Friday; there hasn’t been a hard sell for that particular lot yet. In the next couple weeks, when the changes really start to take effect, TS expects that more permits will be sold.

Mr. Ennes asked about the potential for expanding the lot, if it were to become more popular. Mr. McDivit said that there are 1,000 vacant spots in E1 that could be used to expand the E18 lot. Conversely, if the lot does not become more popular, traffic in the area will be changed to help increase flow.

**U-PASS Advisory Board Update**

Mr. Dow said that the biggest thing that has come out of the board is that they made the official policy to not make any exemptions to the universal U-PASS fee. There has been a small but vocal minority who do not agree with that policy, and they will be changing the ways in which people can communicate their concerns. Ms. Halberg added that Commuter Services has been working with the Student Database to find out how different student groups are counted; online students especially are a group of interest to the Advisory Board.
Additional Items

None.

Meeting adjourned.