**Members present:** Glenn Barrington, Jon King, Niels La Cour, Rob Hendry, Sumera Ahsan, Jennifer Bennett, Martha Nelson Patrick, Ann Carr, Tom O'Donnell, Andy Steinberg, Martin Konowitch, Greg Wheeler, Lily Wallace, and Derek Dunlea.

**Members absent:** Michael Knodler, Pam Monn, Melanie Jacque, Chris Earls, Shane Conklin, and Benjamin Ostiguy.

Niels La Cour, motion to accept September minutes. Rob Hendry seconded.

**Jon King, Parking Update:**

- Change in re-appeals process.
  - Last fiscal year 22,354 citations were issued, and 5,971 were appealed (27%). Of those 5,971 appeals, 3,715 were granted (62%).
  - Currently, a re-appeal of an adjudicated citation is allowed within 10 days of the Appeals Officer.
  - Last fiscal year there were 128 re-appeals, of which 19 were granted (15%).
  - A vast majority of universities do not have a re-appeals process, but most require that the citation be paid after the first appeal.
  - UMass Parking Services does not require the citation be paid before the re-appeal is accepted, but would like to require for it to be paid before a re-appeal is accepted. This would eliminate the majority of frivolous re-appeals.
  - Lily Wallace, Derek Dunlea, Sumera Ahsan, and Martin Konowitch argued that this would be unfair, and would punish students with limited incomes before the re-appeal decision is made.
  - Jon King decided not to change the re-appeals process.

- Student Parking Ambassador Program.
  - UMass Parking Services has four students employed in this newly created division.
  - Their goal is to offer direction and information to parkers during special events and busy times. They act as marketing, communications, and the social media front line.
  - Rob Hendry will mentor these students.

- Student Programming Staff.
  - Currently have five student programmers.
  - They are working on several projects, such as the golf cart rental application, “robo” text and call application, garage text closure, and web “bug” for the garage closure.
  - This department created the Temporary Parking Pass program (TPP), and Click, Print, Park program (CPP).
  - These students are mentored by our I.T. Manager, Metin Yavus.
• Football Parking.
  • Athletics asks that lots 11, 22, and 33 be cleared of cars prior to any home football game.
  • Generally, cars in these lots are ticketed after 11:00 PM, and towed after 3:00 AM.
  • 82 cars were towed for the first game, 32 for the second, and 60 for the third game.
  • To prevent this, parking gives out parking guides with each permit, sends 2 emails to each permit holder before prior to each game, places Variable Message Boards at the entrance of each lot, posts lawn signs at all crosswalks leading in/out of Southwest, posts posters in Southwest and the Commonwealth Honors College, and communicates with Res Life to pass the information along to RAs for floor meetings.
  • Jon – Why are there still so many tows?
  • PTAB members offered solutions to help reduce the number of towed cars, such as parking a tow truck in the lot the day before, offering incentives, using text alerts instead of calls, and tabling in Southwest dining halls.

Glenn Barrington, Transit Update:

• Ridership Update.
  • Transit Services is seeing a 0.3% increase in ridership since this time last year (FY16).
• Regional Transportation Options.
  • The PVTA route R29 to/from the Holyoke Transportation Center and the Holyoke Mall. Passengers must pay the $1.25 fare to ride this route.
  • The FRTA route 23 to/from Greenfield runs on weekdays. Passengers must pay the $1.25 fare to ride this route.
  • Valley Transporter offers transportation to/from regional airports.
  • Several coach bus companies offer “Over-the-Road” bus service, such as Peter Pan Bus Lines, and Megabus.
  • Amtrak offers train arrivals and departures in Northampton and Springfield.
  • Taxi services in the area include Funky Cab, Celebrity Cab, and GoGreen Cab.
• Thanksgiving and Holiday Bus Service.
  • Transit Services will operate buses on reduced service schedules for the Thanksgiving week break, and Winter Session break.
  • Details can be found on our calendar by going to www.umass.edu/bus, and clicking on “Calendar” under “PVTA Buses.”
• Bus Driver Training Update.
  • 11 new drivers have obtained their CDL since the last PTAB meeting and have begun driving.
  • Hired 25 new trainees to schedule for training, some of which will train during our Winter Session Training Program.
  • Currently have 150 part time student drivers.
  • The pressure has eased a bit, but we are still challenged with open eve shift coverage.
Sumera Ahsan, Graduate Student Senate Concerns:

- PVTA route 45 schedule.
  - Would like to increase trips to the Heatherstone and Echo Hill neighborhoods, change the schedule to add trips at 9:30 AM and 10:00 PM on weekdays, or add trips on Saturdays.
  - Also would like to know if the PVTA route 30 could extend their area to the Heatherstone and Echo Hill neighborhoods instead of going towards Colonial Village Apartments.
- **Glenn** – Issues with increasing service to those areas are that there is not enough ridership to justify it, and there is not enough funding. Will pass along concerns to the PVTA.
- Bus schedules during the summer and other holidays.
  - Discussed the possibility of increasing bus service during reduced service periods.
  - **Glenn** – the ridership during those periods is too low to justify more buses.
- Bus Service to Airports.
  - Proposed to have a program to run buses between UMass and nearby airports for students at the beginning of each semester.
  - PTAB members discussed the options that are already offered to students to get to and from airports.

Meeting Adjourned at 1:37 PM