

RV Meeting Notes

Topic #1: Rule 20

- Because of the no attendance rule there were season permit holders who were not allowed to renew in 2013. Shouldn't these go back to those permit holders now that rule has been erased?
- Suggestion to have owners check-in online during the week before the game. If they are not coming, the RV space goes back on a list and becomes available for purchase. Similar to airline flight check-in and stand-by process.
- Use online check-in to notify Transportation Services if the permit holder will be using a different RV.
- Average the RV space utilization per customer and have flexibility.
- Policy used to say let us know if you're not using & we'll fill it – go back to this old policy.
- RV customers not using their spaces should only be reimbursed some or none of the money.
- Audience member likes the idea that if the season permit holder backs out last minute, Transportation Services handles it and keeps some or all of the money.
- Only use 2/3 rule if the spot is vacant and not if it is resold.
- Feels the 2/3 rule is SEC related.
- At least one season permit holder sells pass for double the face value every game.
- Some customers want to have multiple RV's linked to the space. This should be ok but TS should ask for ID to check if the customer is at the spot.
- Expand check-in for permit holders having to use a different trailer.
- Spots re-sold to people without a RV.
- 8 to 10 spots in Olsen are not being used. (observation)
- Apply rules across the board:
 - Stop protecting liars;
 - Work together to get a solution;
 - Be willing to do something for those who were affected.
- Rule 20 is too extreme and was not communicated well.
 - RV Exchange said "I can sell it to anyone."
 - Establish a mechanism for individual lots to report rule violators.
- Form a committee of people from each lot.
- Use an advisory group for feedback.
- Current season permit holder asked who is offended by enforcing Rule 20.
- Talk to each other in lot:
 - Submit case by case to transportation;
 - Review & decide if violations break the spirit of the rules.
- Rule 20:
 - Can we resell our space at face value as a way to get credit for utilizing my space – as long as I don't make profit;
 - Wants ID checks upon entry to the RV lot. Only those who are doing wrong will be offended;
 - Use technology like flash seats for check-in;
 - Wants the resale of unused space to go through transportation to avoid fraud.
- Rule 20:
 - TS should manage a secondary market;
 - Set system up:
 - Get more data;
 - Extra revenue for school;
 - Scan & immediately know;
 - Spouse wants name on list.
- How to deal with selling passes:
 - Price going up because of the SEC;
 - Marking price up when reselling to also include the amount they paid to attend the game.

Comments:

- Transportation Services should focus on people reselling passes week after week;
- Scalping for high amount is wrong but not as common as Transportation thinks.

- Allow the registration of multiple trailers for families.

Topic #2: Generators Noise

- People moving generators to get noise away from their own site but are putting them closer to and disturbing other RV spaces.
- Generator covers need to be in the space and point towards that RV – not toward neighbors.
- They liked the idea of only allowing approved generators to be used without a cover.
- Post pictures of generator covers so people know what is acceptable.
- Generator issues:
 - Noise;
 - Student workers are not adequate to solve issues;
 - Austin has a rule of no generators after 10pm;
 - Monitor and enforce 4 sided covers for generators;
 - Stop people from placing their generators far away from their spots;
 - Rent/Buy generator covers from Transportation Services.

Response:

- Intent is for fun environment. Don't want to tread on people. Through this process we're committing to look at and change rules. Supervisors engage weekly in lots.

Topic #3: 12th Man

- Wants to stop 12th Man from taking over RV lots.
- Form an advisory group. Something that has power behind it for the 12th Man issue.
- If 12th Man takes over, will people be relocated?
- Form a committee against 12th Man and commit that we'll form one.
- Huge issues if 12th Man takes over RV lots. 12th Man has no rights to property they don't own. Peter Lange has to be fair. Do not kick out through attrition, price, and take into consideration number of years.
- 12th Man issue – Consider those who have been on the waiting list for years, too.
- RVers need to band together and have plan in place to counteract 12th Man.
- 12th Man issue:
 - Wants to combat;
 - Say's a takeover by 12th Man is inevitable;
 - How to allow those already there to stay;
 - We should consider adding hookups to other lots;
 - Not willing to accept that 12th Man will take over and we should find a way to not allow them;
 - Draft contracts to keep lots;
 - Do not want to be kicked out after waiting so long to get a space;
 - Invite 12th Man to hear RVs problems & concerns directly after 1st of the year meeting.

Topic #4: Lot Issues

- Condition of Lots:
 - Space 38 in Olsen has water leak;
 - Asphalt in Penberthy & Olsen is terrible;
 - Drainage in Olsen is a problem.
- Scalping and Resale of RV Space:
 - Make a rule similar to 20 for spaces never used by the owners. Notify Transportation Services of no use and get money back so Transportation Services can resell.
 - Keep money transfers for resold spaces within Transportation Services to avoid scalping.
 - Audit Craigslist for scalping.
 - Cover letter says you can only list twice.
 - Agrees that RV Exchange site works well.
 - Do not like scalpers being allowed to stay in lots.
- RV Lot Rules:
 - Says RV park rules are not enforced.
 - Tailgating:
 - Like Transportation Services asking tailgaters if they're associated particular RV's;

- No tailgating is allowed in a spot without a RV.
- Rule #16 - Dogs are running around off leashes and their owners are not cleaning up after them.
- Rule #12 - Trailers hookup and setup tents on sidewalks.
- Rule #10 - Question: Why is there a certain parking orientation in an RV spot?
- Rule #7:
 - Remind all tennis and intermural coaches that Penberthy is reserved until 12 on Sunday's on football weekends. RVs are having difficulty getting out because other vehicles are parking in spaces and blocking egress for RVs. The intermural games should be rescheduled;
 - Problem with entry time varying in RV lot 50. Sometimes RVs are let in earlier than the posted opening time.
- Rule #11:
 - Parking for visitors
 - Include a visitor parking permit every year for those paid lots by RV lots;
 - Season parking.
- RV Lot Rules Resolution Suggestions:
 - Pass RV lot rules out at gate upon entry to the lot to inform the renters of spaces;
 - Police RV lots to stop certain behavior;
 - Elect or designate an RV customers as an ambassador for the RV lot for each game/season.
- Game Day Transportation Needs:
 - Need shuttle access from all RV lots;
 - A&M needs to step up shuttling to every RV lot, especially for the elderly;
 - Golf cart going up the stadium on game days for people with limited mobility;
 - Shuttles do not get close enough to the stadium on game days;
 - Disabled Access - Wants shuttle service for disabled to and from the stadium on game days.

Topic #5: Waitlist and Season Permits

- Make Riverside Campus spots open for overflow;
- Vacated open spaces in all lots should first be offered to other RV customers before offering to the public;
- Make it possible for season permit holders in Lot 88 to rebuy year after year.
- Spots not going because people want more space together.
 - People are waiting for them.
- Setup a mechanism for considering alumni, donors, etc. first before normal people for extra spots game by game.

Topic #6: Customer Service Issues

- Bad website because permit holders can only fix things during registration time.
- Never knew to write both names for married couple at registration.
- Phone call to Transportation Services was not returned.