

STAC Meeting

4/3/2020

2:05pm

Manu: welcome, very exciting but trying time. Important to meet and discuss changes for this quarter, summer and fall

Review of some things from last meeting, we had two one official and one consultation

Before COVID we decided to develop policies for timeline of permit sales and exception window, those were somewhat summarized in minutes but since situation has changed we won't put those into effect until Fall quarter

The consultation meeting was to discuss policy changes due to campus closure and campus wide email went out with the latest transportation changes

Highlights are that ABS and D permits are interchangeable use, first hour free policy works for weekdays now, continued enforcement of safety-related spots such as fire lanes

Josh: Were you able to make the TAC meeting on Monday?

Liz: what lots is first hour free valid?

Josh: every lot, including central parking. If you purchase an hour or less through the parkmobile app that first hour is free

For Burgundy's question in the chat we will circle back to that

Manu: there's a modified schedule for the weekend grocery shuttle

Josh: Will confirm that new schedule at the end of this meeting

Have been sending out multiple updates each day about operational info, customers and drivers/parking personnel regarding safety and welfare on the job, concerns and ways we're adapting to new challenges and changes

I have been encouraging folks to contact me directly so that I stay in the loop and get back to them quickly

If there is anything super pressing while I share my screen just stop me and ask

Melina: there was an update yesterday regarding face masks, is there a plan for that?

Josh: yes, we had them available to our staff but are now actually pushing them out, but not mandating them yet since the California public guidance hasn't gotten there yet. We anticipate within a week we will need to mandate them

Providing mental health guidance to our staff for navigating stress, do my best to stay on social media and opened up additional TS space for studyign for exams and remaining socially distant at the same time

15 hour/week guarantee for all our student employees

I was traveling when things really began to escalate and Manu shared concerns from our drivers about rent and financial stability, and that night we promised our staff to stand by them during this time and figure out a way to guarantee those hours, later the next day our leadership team unanimously decided to grant that. We want to ensure our folks don't find themselves in a dilemma due to curtailed wages

Examining use of admin, vacation and sick leave for all our staff

If an employee makes an expression of need for admin leave we grant it, no questions asked
If you express that you don't feel safe performing your job we first look to see if we can mitigate the concern, but if we cannot do that satisfactorily then we do not require that job to be done and examine another way to assign hours

Regular communications to employee includes timekeeping guidance, thank you Eleanor for pushing the institution to deliver guidance on that. Also trying to provide guidance on how to report work accomplished and gather work updates from our employees

Pause for comments or questions, seeing none I'll move forward

Collapsed ABS and D permits to all work for all spaces

24/7 A or 24/7 B and safety spaces are still restricted

Increasing loading zone placements near dorm halls so that more people can get groceries delivered conveniently

For anyone unaffiliated with the university, instead of a \$30 daily maximum there's a \$6 daily maximum with first hour free

If there is quick business on campus you don't need to pay for it, all you have to do is sign into the parkmobile app to claim your free hour

We are running virtual parking office with support via telephone or email, we are paying some folks overtime due to the large number of permit cancellation requests

For anyone who purchased a permit, they can cancel and receive a prorated refund

To encourage safety for all UCSD community we are allowing contractors to park in select areas, avoiding shuttling folks from off-campus locations

That seems to be working well so far and should be sustainable through the rest of the quarter.

If folks are interested in why we are charging for parking with demand so low, we still operate services and expect to lose 13 million dollars in revenue this quarter and the reality of this has not allowed us to back off of the commitments we've already made but for a student who is buying a permit we are looking at a 19% reduction for undergrads and grads, providing meaningful relief

That first question from Burgundy in the chat related to comped weekend parking permits are now online and available, based on dialogue with Rachel from GSA and Anna who is not here today we decided to take weekend comp permits valid any day of the week. This provides relief for grads and undergrads who still need to come to campus for their jobs or labwork

Moving forward to TTM we are trying to figure out what responsible services look like

Reality is that empty buses creates carbon emissions and maintenance costs unnecessarily

Trying to decide how to get people reasonable service that gets people where they need to be and provide social distancing on their bus ride, we came up with:

Backdoor boarding, every-other seat has been blocked off

Based on week 1, we are overproviding shuttle service so we will likely see drops in service to demand-based service

Running hillcrest shuttle normal frequency with smaller buses, only have 4 extra-long buses that only work on Hillcrest route during high-demand times and now we are doing upgrades and save mileage by using other buses instead

Merged graduate housing shuttle routes and boarding all stops within graduate housing, 15 minute frequency without overservice

Grocery shuttle is still running with modified times. West north and weekend shuttles are all not running for spring quarter. Based on best guess informed by current info I am guessing all these changes would be applied to Summer term as well

Triton Mobility is unwavering and still running at all normal hours that we had operated during winter quarter

We may adjust that service if nobody is utilizing but for the time being we are staying consistent

Suspended patient cart service for medical areas which students were drivers for, perceived risk continued to increase to the point where we could not operate that

Enhanced sanitation of vehicles and offices, identifying multiple sources for sanitation supplies from partners on campus since normal purchasing routes have been cut

We are still running shuttles of various sizes and have taped off every-other seat on all of them so capacity is reduced by half

We have signage in garages restricting elevator rides to one person at a time

I will get the slide deck out by this weekend at the latest

Yes, weekday parking fees now match weekend parking rates

Darren: Triton Rides, is that service still running?

Josh: PD runs that, for a period of time we were supplementing some riders for that at first and what we have learned is that ridership has dropped to zero (three days with no utilization) so we have suspended that for the remainder of the quarter. We are still running shuttles into the evening and mentioned earlier that based on low ridership on those we will likely shift to operate on demand only which will look similar to Triton Rides

Any other questions?

Kye: how is MTS responding?

Josh: they are doing some things where they led the pack but in some ways followed our lead They have great sanitation practices, were used as a national model for transportation sanitation

We led them with rear-door only boarding, they adopted that the week after we implemented it

Not sure if they are encouraging or enforcing it, we are enforcing it

Manu: they are operating regular schedule but have cancelled 201a and 202a addition trips since the demand is lower, Super Loop is operating at normal rate and frequency

They are only strongly encouraging social distancing

Curt: they are not accepting cash payment either, only card or app

Josh: when sunshine stops taking cash we will stop taking cash at permit stalls and pay stations

Regarding 13 million loss in revenue, that takes into account the 15 hour guaranteed work for student employees

No appreciable savings assumption is based on work guarantee, there will be a little savings due to less maintenance but are repurposing those dollars to upgrades such as the hillcrest bus repairs

It's only an estimate but reasonably close to what we expect to lose

Does that include further loss from HDH? We are still billing and expecting HDH to pay what they contracted for. But it does not make assumptions based on next fiscal year

Another thing of interest is there was a spirited conversation with grad and family housing about shuttle use, the initial modeling didn't look promising but found some errors in initial assumptions and calculations, rearranged some routes to respond to growth and population

GFAC proposed a zero rent increase so from a shuttle perspective we are in limbo

Candidly, have no expectation to recover any lost revenue through state or federal aid

Because most of our impact is in revenue reduction and our work guarantee is our choice to do something for our employees, we don't expect either of those to be eligible for FEMA reimbursement

Melina: it would likely give students some peace of mind if you could commit to no changes in future fees based on loss of revenue during COVID

Josh: UPass fee lacks flexibility so for the last year when student ridership outpaced what MTS modeled, we got a good deal. Now that student ridership is way down we don't have a way for students to recover that fee and get that back

Students are protected by this 6-year contract until summer of 2025 so we have long-term campus transportation fee stability

As for parking fees, we had a year ago determined that fees would increase this year but given the fact that we've lost 13 million this quarter it would be hard to forego those increases

We will be building parking at a different rate due to changes in capital, so any hard schedule that we had for building and debt repayment is very much in flux

We will be in recession at that point and there will be great concern around anything that negatively impacts cost of attendance so expecting a very intensive conversation

Unsure if we shared at the beginning of fall quarter but our finance officer joined the startup community which has impacted our ability to generate new reports. We have now hired someone new and look forward at the end of the fiscal year opening up the books and having her join a meeting to discuss all of this

I know we're getting tight on time so any further questions? Seeing none just want to say some of our things we scrambled to implement such as recalibrating and reenvisioning, I've had many conversations taking place with student leaders that have been really effective and great partnership on getting through this, have created much better outcomes for students because you remained committed to engagement, specifically for Eleanor and Rachel I say it a lot I don't know how you are so invested and attending so many crucial meetings while also being a student so thank you for your dedication

Darren: is there a possibility to send something to every grad student explaining the current levels of service to ease any concerns? I can't email every student

How is this going to effect Voigt closure and construction on baseball field parking lot?

Josh: there's some good and some bad news. We can absolutely message something out to all students, we will repackage and add new updates to get very explicit on services and changes and that should come out early next week

Voigt project is completely scrambled but in a good way, no traffic on campus and less visitor vehicles, and preuss closure is enabling us to rephase that project with no impact to campus and virtually no impact to health systems, saw a joint effort to rephase that in a matter of days and rapidly getting buy-in to make a decision on rephasing within days, very good news for everyone involved

Baseball field lot is almost shuttle-ready

Eleanor: campus employers are curious about transitioning campus work to remote work, do you have feedback or advice to give to them?

Josh: we certainly do, campus health system has provided a great relationship and helped us with cutting through red tape for remote work and payroll

Manu: we need to provide constituent feedback and updates for summer and fall changes, at some point this quarter we can reconnect with Eric and Curt about route changes

Working on MTS presenting on ElevateSD ballot initiative and service planning team for us to provide feedback

Josh: candidly if we are on front edge of a recession I suspect they'll defer their bond measure but not confident

Manu: I guess we will see how their next board meeting goes

We need student input on changes in policies that we discussed for student permit sales

Josh: because of student employment guarantee we have a lot of student work hours that are available so we are doing a lot of project work and some have shared creative ideas in the past and would be very interested in requests and suggestions as we have the unique ability to actually source them

Had some creative conversations with Rachel about connecting with basic needs and mutual aid

Manu: I will work with Josh to get the slide deck on our shared drive and send out the link to that, if anyone has questions please email me and Josh before our next meeting April 17