



Parking & Transportation Committee Meeting Agenda

Location: Microsoft Teams
Date: Wednesday, October 18, 2023
Time: 1:00 p.m.

Attendees: Lee White, Tyrone Smiley, Dorothy Gabriel, Jessica Bailey, Joseph Madison, Jinnifer Pallas, Lauren Cerny, Jayceb Dhonau, Yvonne Wichman, Seth Moore, Brogan Brogan

Agenda details:

Permits

Overall YTD permits are down slightly from FY23. The largest increase in permit sales is for faculty/staff permits. This is attributed to parking and transportations commitment to ensuring all faculty/staff are adhering to rules and regulations by purchasing a permit if they park on campus.

- Residential– 3,503
- Commuter (Kennesaw) – 17,838
- Faculty/Staff (Combined) – 3,971

Operations & Enforcement – Citations

YTD parking and transportation is on track for the number of issued citations to be consistent with FY23 and FY22.

- Tag no permit – 2,716
- Not in assigned area – 1,865
- Failed to pay visitor - 989

Customer Service

Parking and Transportation has made a number of changes to improve customer services interactions with students and to clarify many of our processes. We have updated KSU's Parking and Transportation website to include a list of invalid reasons to appeal a parking ticket. This decision was made to help clarify the appeals process for students.

Parking and Transportation has also updated the automatic letter that is emailed to students when their citation is converted to a warning. This will ensure students understand the consequences of repeated violations for the same reason.

Parking and Transportation is working to improve our student's experience when riding the Big Owl Bus. We collected surveys on ridership to target areas of improvement. Big Owl Bus ridership continues to be highest Monday – Thursday with the highest ridership being the Kennesaw/Marietta route.

Service Now tickets continue to be addressed in a timely manner. Parking and Transportation works hard to find equitable solutions when students have parking concerns.

- List of invalid reason for appeal posted online
- Updated appeal warning template
- Big owl ridership
- Service now tickets

Special Event Charter Requests

Parking and Transportation continues to offer charter services with our Big Owl Busses.

- Total Hours – 175.25 hours

Active Projects

Parking and Transportation is involved in many projects throughout campus to improve our student's experience. These include bringing a bike share program onto the Marietta campus and adding additional EV chargers in alignment with university sustainability goals.

- Pedestrian/Bike Project
- Campus wide parking study Spring 2024
- Park Mobile pay station relocation
 - Relocating visitor lot from the North Parking Deck to Lot L
 - Relocating visitor lot from the Lot B to Lot A
- EV Project
- Bike Share on Marietta Campus
- North Deck Elevator Modernization

Completed projects

Parking and Transportation has completed several projects on both the Kennesaw and Marietta campuses. These include installing updated signage at all deck and lot entrances that clearly identify lots and what type of permit is needed to park. Marietta lots have been renamed to be consistent with reciprocal lots on the Kennesaw campus.

In conjunction with Student Mental Health Services, Parking and Transportation has installed You Matter signage throughout campus. These signs remind students that someone is always available when they are in a crisis.

- Renaming of Marietta campus lots
- Updated parking lot signage lot
- You Matter signage at the top of the parking decks