Welcome and Introductions *(Mark Evans)*
- Mr. Evans performed introductions and welcomed new members.

CampusParc Update *(Richelle Simonson, Sarah Blouch)*
- An overview of CampusParc’s Capital Maintenance Program (see attached)
  - Ms. Blouch gave an overview of CampusParc’s role, including its Capital Improvement Plan which spans 50 years. Her update included a detailed overview of recent improvements, as well as future planned work. The attached PowerPoint contains full details.
  - The West Lane Garage needs improvement work which is expected to take place during the summer. Currently, it contains 280 spaces but is never at full capacity.
- 2015 Customer Satisfaction Survey Report *(see attached)*
  - Ms. Blouch also delivered an overview of CampusParc’s 2015 Customer Satisfaction Report (attached). Some notes include:
    - 85% of respondents indicated they park in a garage that is their first choice.
    - 45% of respondents are satisfied or completely satisfied with customer service.
    - WMC staff had the lowest satisfaction rates.
    - Permit holders indicate CampusParc staff is not friendly.
    - More than half of respondents were satisfied with signage but dissatisfaction existed in surface lots regarding pay stations.
    - Value had the lowest rating for satisfaction among all categories with 75% neutral or unsatisfied with value.
    - Respondents ranked cost as its most important consideration with convenience ranked second.
    - Ms. Blouch shared that CampusParc also uses social media to gather feedback with not being able to find a parking space the most frequent complaint shared on social media.
    - Mr. Conselyea asked if there is a way to benchmark customer satisfaction survey data with other universities. Mr. Hoover responded that CampusParc can benchmark against trends in previous customer satisfaction surveys.
    - Ms. Akar asked if the number of permits sold vs. the number of spots available has changed in recent years. Mr. Blouch responded that overall, the numbers have not changed.
    - Mr. Dupont asked if parking permit prices increased prior to the concession agreement. Ms. Blouch confirmed that prices increased in the past.
Ms. Blouch commented that while a customer satisfaction survey is not specifically required per the concession agreement, CampusParc has surveyed customers annually to gauge and improve on customer satisfaction.

Ms. Akar suggested providing incentives in future survey efforts to increase response rates.

**Lane Avenue Garage Utilization**

Mr. Evans provided an overview on the status of Lane Avenue Garage utilization:

- Two years ago, Lane Avenue Garage had a significant number of available parking spaces. As part of the annual request process between CampusParc and the university, it was determined that off-campus residents with vehicles could purchase a Central Proximity North (CPN) parking permit to park overnight in the West Lane and Lane Avenue Garages.
- This, along with other factors such as contractors and visitors, has led to Lane Avenue Garage reaching peak capacity during the day.
- Ms. Simonson provided data about current Lane Avenue Garage utilization:
  - Peak times are from 9 a.m. – 3 p.m.
  - 70-75% of parkers are annual parking permit holders, with breakdown as follows:
    - 50% - A permits
      - 46% - CPN and CG permits
        - 96% of this number were CPN permit holders who lived in residence halls on campus
      - 2.1% - BG permits
    - 20%-25% are transient parkers
    - Compared to last year at this time, the number of A’s, CPN’s is lower, but the number of CG permits is higher.
    - Tuttle Parking Garage is also experiencing higher demand for parking.
- Mr. Dietrich expressed concern about the lack of parking availability in the Lane Avenue Garage and mentioned that CPN parking permit holders are paying less than an A parking permit, but have additional access to park overnight in the Lane Avenue and West Lane garages. In addition, Mr. Dietrich mentioned issues with CPN permit holders parking in the Lane Avenue Garage on home football Saturdays.
- Suggestions were discussed for alleviating demand pressures on the garage:
  - Member asked if Arps would be an alternate parking option. It was determined that it would not be an option for the CG4 permit.
  - Member asked if the CPN permit holders who do not live in residence halls could park in the West Lane Garage. This option may be looked at for further consideration.
  - Member asked if the price of a CPN could be changed to equal the price of a CG permit. This option may be looked at for further consideration.
- Ongoing discussions will occur to determine viability of options to alleviate parking pressures on Lane Avenue Garage.

**Administrative (Mark Evans)**

- Orientation
  - Mr. Evans explained that an orientation was held for new PAC members.

- Upcoming Meetings
  - Mr. Evans shared upcoming PAC meeting dates:
    - 12/6/16
    - 2/13/17
    - 4/10/17
• **Topics of Interest** *(Mark Conselyea, Mike Penner)*
  
  o **Wexner Medical Center Update**
    
    ▪ Mr. Conselyea provided an update regarding the Wexner Medical Center and its parking needs. Cannon Drive is expected to begin construction in the summer of 2017. The university continues to study and evaluate parking garages to serve the Medical Center area where there are a handful of construction projects contributing to parking pressures. WMC has worked closely with CampusParc to work on the appearance of the Cannon garages.
  
  o **Summer Event Impacts**
    
    ▪ The Department of Athletics continues to use Ohio Stadium for large-scale events in addition to the traditional football Saturday (i.e. Rolling Stones, Buckeye Country Superfest).
    
    ▪ Mr. Penner confirmed that the university will continue to use Ohio Stadium as an asset to attract sporting events, concerts and more.
    
    ▪ Mr. Evans added that the role of the PAC is to communicate both the impacts and benefits of these events to their constituents. We recognize we may receive parking-related complaints associated with these large-scale events but it is important to remember the overall benefits for the university and community as a whole.
    
    ▪ Mr. Penner pointed out that the International Soccer Match was a learning experience for Athletics and the university as a whole. Fan surveys indicated traffic and parking impacts were plentiful and feedback will help drive future decisions.
    
    ▪ Ms. Simonson added that the collaboration between the university and CampusParc helped reduce the number of issues while prioritizing parking for staff. However, as Bill Mifsud pointed out, the combination of Wednesday rush hour traffic, the first day of the State Fair, a concert at the Schottenstein Center and the soccer match created traffic pressures.