

**ARIZONA STATE UNIVERSITY**

**University Services and  
Facilities Committee**

**January 2015  
Mid-Year Report**

**Thomas Schildgen  
Chair of the USFC**

# University Services and Facilities Committee

There have been three meetings of the USFC during the Fall 2014 academic semester.

**24 September 2014 – Set goals for the year and prioritize concerns**

**5 November 2014 – Hosted Morgan Olsen and John Riley to discuss campus concerns raised by the faculty**

**3 December 2014 – Hosted Melinda Alonzo and Gabe Mendez to discuss ASU parking concerns on all campuses**

**February 2015 – Next Meeting to discuss a faculty survey regarding campus safety and facility concerns, also High Performance Computing (HPC)**

# University Services and Facilities Committee

## Purpose and Functions:

To serve in an advisory capacity in the study, clarification, and formulation of policy and procedures in areas affecting the university, including:

- strategic planning, annual budget planning, and allocation of university resources
- technology transfer policies, including patents and copyrights
- university services and facilities, including parking services, the libraries, and computing services
- information services, including information gathering and dissemination on issues affecting higher education, faculty, and academic professionals
- public relations initiatives, including those of the university's public relations units, the ASU Foundation, and the Alumni Association.

# University Services and Facilities Committee

## Membership Guidelines:

- **elected members: 11 senators elected by the senate, including five from the Tempe campus and two each from the West, Polytechnic, and Downtown Phoenix campuses. Senators' votes will only be counted toward nominees from their own campus**
- **ex officio: the university president, the provost of the university, the executive vice president, treasurer, and chief financial officer of the university, and the chair of the UAC or their designees**
- **the term of elected members shall be two years. One half of the elected members shall be replaced each year.**

# University Services and Facilities Committee

## USFC Roster 2014-15

### Downtown Campus Members

- Ann Maceachron, Social Work, 2016
- Rajni Nair, Letters and Sciences, 2016

### Polytechnic Campus Members

- Thomas Schildgen, Chair, The Polytechnic School, 2015
- Keith Hollinger, Letters and Sciences, 2015
- Kiril Hristovski, The Polytechnic School, 2016

### Tempe Campus Members

- Nancy Buck, Music, 2016
- Tim Karcher, LeRoy Eyring CSSS, 2016
- David Wells, Interdisciplinary and Liberal Studies, 2015
- Steven Desch, Earth and Space Exploration, 2015
- David Gay, Law Library, 2015

### West Campus Members

- Judd Ruggill, Social and Behavioral Sciences (St. Sp 15), 2016
- Nicole Roberts, Social and Behavioral Sciences, fall 2014 only

### Ex-Officio Members:

- President of the University
- President of the University Senate

# University Services and Facilities Committee

## Agenda Items 5 November Meeting:

- **ISAAC card access has limitations and the University continues to enhance the existing system, and faculty must up-date their Sun Cards. There is a relatively small number of faculty that experience the issues that Antonio Garcia experienced where he had access to 132 doors and thus maxed out his sun card capabilities.**
- **Request for a walk light at the intersection of Taylor and 1st, according to Brenda Hosley, Downtown campus Senate President, they have had a police officer during part of the day the last few weeks directing traffic. Brenda indicated that they have a flashing light at 3rd street and Taylor but it is not always effective so she is not sure if that is what they plan to propose to resolve the issue.**
- **Presumably, this request was made to the City of Phoenix. We can follow up if we are provided with the details of the request.**

# University Services and Facilities Committee

The USFC needs to report to the faculty through the senate, that the issues regarding the parking structure gate cards and the pay as you exit technology is in the process of being up-graded. The older technology is being replaced.

- The new Parking Access and Revenue Control System (PARCS) was installed in the Stadium Parking Structure and is now connected to the main software database – unifying these two systems. The database receives periodic software updates from the vendor and a recent release created an unexpected communications error between the two systems. The vendor provided a final patch/fix that was implemented on Thursday, November 13th which resolved that issue. Parking and Transit Services will continue to staff this location to assist customers with any concerns related to the new technology.

# University Services and Facilities Committee

Parking and Transit Services has been actively working with the old gate system's vendor to address issues of slow and intermittent functioning at the Apache Parking Structure, still on the old system.

This system runs on Microsoft XP which was no longer supported as of February 2014. The University Technology Office and Business Technology Services placed the old system software in a separate "vaulted" server.

This necessary security measure presents a challenge for troubleshooting problems that have been occurring with the old parking system.

For this reason, we are converting all facilities to the newer technology as quickly as possible.



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The new PARCS system has been in the planning stages since 2012 and is moving into the second phase of implementation. The complexity of scheduling construction to minimize class disruption is partly the reason for a two year implementation schedule for all ten of ASU's facilities across the Tempe, Downtown, and West campuses.

The PARCS system will create a new way of conducting business and using campus parking facilities. Parking and Transit Services plans to improve communications and is currently in the process of designing a web page to track this significant parking system upgrade and advise the University community of the features it offers. The following are examples of the customer service enhancements the new system will provide:

1. Multiple access credential types for permit parking (i.e. RFID, Iclass chip, barcode)

# University Services and Facilities Committee

2. Ability to pay for parking at multiple locations in our mixed-use facilities (i.e. pay on foot, pay in lanes)
  - a. Expanded payment options for visitors. For example Fulton Center customers will be able to pay at the existing cashier kiosk; at pay on foot machines that will be conveniently located throughout the structures, and at the exit lane, thereby minimizing disruptions with egress.
  - b. ASU will be able to maximize use of underutilized parking structures, such as Packard Drive South and Stadium, especially as other parking is lost to campus development.
  - c. Accommodate more flexible "pay-as-you-go" programs in addition to the Eco Pass option, which allows periodic parking access to transit and alternative mode customers.

# University Services and Facilities Committee

3. Expanded guest validation programs
  - a. Provide online validation for departments. For example at Fulton Center, ASU Foundation and other departments can validate online and customers can head straight to vehicle and exit.
  - b. Ability to pre-issue coupons/passes for special events so that VIPs can be validated at check-in.
  - c. Coupons can be printed at home (barcode) and scanned at gate for entry/exit, so that VIPs can be sent a barcode they use to enter and exit the garage.
4. Expanded visitor/event parking options
  - a. Preprinted coupons for any facility, which can help alleviate downtown visitor parking issues.
  - b. Passes that decrement in value for extended visitor stays (i.e. auditors, consultants, etc.)

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5. Improved infrastructure and network application will provide stability and interoperability. This is especially true at the Downtown Phoenix Campus where we have experienced connectivity and programming issues with the old system.
6. Uniform access across all university parking facilities for a more consistent and Improved customer experience.

Information on current parking and transit programs is available at <https://cfo.asu.edu/pts>.

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*Walk-Only zones on the Tempe campus need to be re-evaluated, specifically the Eastern entrance to the campus, as the start location of the Walk-only zone does not start early enough to protect walking pedestrians. On behalf of the Bike Riders it may be beneficial if there was a central hub for bike parking along with a defined bike path. The later may not be possible from a safety stand point the way the Tempe campus is laid out.*

The Walk-Only Zones are being implemented in phases. Currently, Phase 1 (includes Hayden Lawn and areas around MU/Cady Mall) and Phase 2 (Tyler mall and Palm Walk) on the Tempe campus have been implemented as part of a larger access management plan being developed by the Office of the University Architect. Future walk-only zones is still being discussed, however no decisions have been made about any future phases. For more information on the walk-only zones, please visit <http://walk.asu.edu/>.

As part of the access management plan, we have added bike racks, two manned bike valet stations, and two card access bike storage facilities on the Tempe campus. The Office of the University Architect has determined that bike lanes through campus are just not feasible due to the amount of pedestrian traffic, space constraints, and intersecting paths. Suggested bike routes have been posted on <http://bike.asu.edu/> to assist cyclists in using alternate routes.

# University Services and Facilities Committee

Electric car charging stations do exist on campus in limited numbers, and the University is waiting to see what technology to invest in, considering that new battery life is extending the mileage between charges.

## Current EV Charging Station Discussion

Information below concerning electric vehicle charging is for all four campuses. With the advancements in battery technology, the driving range 2015 electric vehicles is expected to increase from the present range of 40 miles on a full charge to 180 miles. This should mean that we do not have to invest in Level 3 Chargers, or only have to invest in a few Level 3 Chargers. These Chargers are capable of charging to 80% capacity in 20 minutes, but require upgraded electrical systems so that the average cost to install is \$75,000. The much cheaper Level 2 Chargers require a charge time of 4 hours. Parking and Transit Services attempts to balance the installation of Chargers with the demand for them, as they are installed in parking spaces on the first level and nearest to entry and pedestrian walk areas.

*While each of the campuses has or had child care centers, it is not cost effective in all campus situations to operate child care centers.*

# University Services and Facilities Committee

## ASU LiveSafe Mobile App

Expand and simplify your two-way communications with ASU Police:

- Send ASU Police real-time, anonymous tips that include chat, pictures, audio and video
- Direct access to ASU Police dispatch and 911 emergency services

## ASU LiveSafe Mobile App Features and Benefits:

- Use SafeWalk so friends or family members can view your step-by-step progress on a map. Chat live with your designated emergency contacts during your trip. Deactivate SafeWalk once you arrive safely.
- Alert personal emergency contacts in times of distress with a link to your accurate GPS location.
- Report tips to ASU Police with your user information for more accurate location information, or enable the anonymous reporting option.

More information is available at <https://LiveSafe.asu.edu>

# University Services and Facilities Committee

## ASU LiveSafe Mobile App

The ASU hotline for ethics and compliance is answered by a live operator 24 hours per day. The number is 1-877-SUN-DEVL, or 1-877-786-3385. See <http://hotline.asu.edu> .

Mental health emergencies are reported to EMPACT at 480-921-1006.

Requests to remediate safety issues related to buildings and grounds may be reported to Facilities Development and Management at:

**FOR URGENT FACILITY NEEDS: 24-HOURS A DAY, 7 DAYS A WEEK**

Tempe: 480.965.3633

Polytechnic: 480.965.3456 after hours (or call 480-727-1110, Mon-Fri, 8am-5pm)

West: 480.543.3200

Downtown Phoenix: 602.496.1502

Residential Facilities: 480.965.9526

See also <https://cfo.asu.edu/fdm-requests-for-service> .



# University Services and Facilities Committee

## Agenda Items 3 December Meeting:

### Melinda and Gabe Discussed the New System Capabilities

- Instead of existing gate system. New system to maximize parking facilities. More pay as you go. Spaces that go underutilized—access only to a more flexible system. New ways to credential people in. And new secondary access options—if left card at home, System will also give more data and more real time occupancy data. Might be an email with a bar code to print out as the credential. Other pay on foot machines by credit card or cash.
- 165 spots for new law school building –105 for faculty and staff-very few for others. Invited guests will get credentials.
- UCENT garage eventually will be replaced.

# University Services and Facilities Committee

## Agenda Items 3 December Meeting:

- Law School will be 11th facility—north Tempe campus pretty much on line. Gate ambassadors to help people learn new technologies. Improve consistency and clarity of signage across facilities—right now inconsistent and unclear.
- Transition will take us to 2016 with the law college.
- Batteries in cards can die after 1 year...going away from that technology a bit to a strip. Strip will be embedded in you permit to hang instead of permit and card. Eventually go to virtual permit in some places like with West, Polytechnic and Thunderbird-license plate (best on surface lots right now with current technology and rear licenses as permit). Can put multiple licenses on the permit-but need to make sure only one on campus at one time.

# University Services and Facilities Committee

## Agenda Items 3 December Meeting:

- **Concerns: Parking System---across different campuses and where you have to park. Either need better system or better communication as to why orange, green, etc.**
- **No parking rate increase since 2009. Rates increased substantially at that time. Eco-pass that allows 30 entries for the academic year**
- **Faculty multi-campus permit. If teach or research on multiple campuses—it's free or pay for it depending on pass that you have. \$780 permit gives you the most access.**

**Next meeting will be in February to Prioritize Committee Concerns Discussed with Dr. Olsen and to Create the Annual ASU Faculty Survey Specific to Each Campus.**