

# AGENDA

## Facilities & Support Services Committee (FSSC)

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5/9/2022 2:30 p.m. to 3:30 p.m.

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- **Call to order**

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Yvette Bendeck

Meeting called to order at 2:30 PM, members present per provided attendance list at end of notes.

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- **Approval of Meeting Notes: 4/11/2022**

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Yvette Bendeck

Meeting notes were provided in the Teams folder for the April meeting. Move to approve by: Neil Dugre, 2<sup>nd</sup> by: Steve Kitchen. Motion carried by a majority of hands.

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- **Old Business**

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- **Hawk Express Services Policies and Procedures**
  - This is a new policy – unfortunately, due to the UHCL Policy position being vacant, Parking and Transportation were not given the administrative support, and this policy requires some further refinement before it can be approved and forwarded to University Council, it will be revised and brought forward again.
- **Update Parking Rules and Regulations**
  - This is a new policy – unfortunately, due to the UHCL Policy position being vacant, Parking and Transportation were not given the administrative support, and this policy requires some further refinement before it can be approved and forwarded to University Council, it will be revised and brought forward again.

### ***New Business/Announcements***

#### **Parking and Transportation Committee Items – Harry Glass**

#### **T2 Collections**

A proposal was brought forward to send delinquent parking tickets to collections vs. towing user vehicles. The primary reason for bringing this proposal forward is a higher remittance of unpaid citation fees and a path other than being towed, which can have

substantial impact to the student. The parking company, T2, would send email/mail notices to unpaid parking ticket holders of their delinquency and that they are approaching being sent to collections. The email notice, however, may cause multiple challenges as students do not always check or change email accounts and usage. T2 would send delinquent tickets to collection, in working with DMV on the vehicle, where the University would send notices of pending collection, on the suspected driver, working with University files – which may not always align or be complete.

The primary intent was to remove the severe implications of the current practice of towing vehicles with delinquent past parking tickets, but not to take this so far as to stop any recourse for unpaid tickets.

Substantial concerns were brought forward regarding the impact upon students and the level of severity of consequences vs. the violation of unpaid/unaddressed tickets.

If current practice to place a financial hold on a student may address this issue in a better matter.

Using the Boot or Barnacle (a sticker over the driver's windshield) carry substantial logistical challenges for Parking and can still create substantial immediate barriers, an outcome the University is attempting to avoid, but to provide a more measured response, with time for the student to respond.

Concerns over the percent of delinquent tickets that were Students, Staff, or campus visitors, this data was not provided.

For future actions before taking this to University Council – seek SGA and UHCL Leadership input as the Student Parking Advisory Council is currently failing to get student participation.

## **Announcements**

Mark Denney brought up that the Parking and Transportation Dept was doing an excellent job trying to get structure to a new area on our campus (transportation has only been on the UHCL campus for a few years).

Additionally, Mr. Denney noted that one of his goals for this year was to discuss the University's Master Plan, approved in 2017, it is now at the half way point (year 5 of a 10-year anticipated life) and it was an excellent time to review the plan, identify where it is serving the University well, and where it could use some adjustments or at least learning points for future Master Planning exercises. Unfortunately, the schedule and agenda for FSSC for the 2022 Academic Year did not allow for time to do that, Mr. Denney will bring it forward again in 2023.

**Dr. Bendeck expressed her appreciation to the membership for their hard work this year and wished everyone a safe summer.**

**Attendance:**

Full Name

Denney, Mark Alan

Ramirez, Daniel A

Imrecke, Daniel Bryant

Hart, Aaron J

Gonzalez, Miguel A

Glass, Harry William

Le, Thu A

Graves, Shanna L

Beamer, Jennifer Lynn

Ryan, Susan

Rachita, David

Gauna, Leslie Michel

Gene Shan (Guest)

Sreerama, Sai Lakshmi

Bendeck, Yvette M

Jambhekar, Neeta V

Carter, Katherine McNally

Sero, Deja Shawna

Schonberg, Bianca

Stephens, Brian

Kitchen, Steven M.

Hunter, J'Naudia Danielle

Friedman, Yvonne Hernandez

Pedro, Joan Yvonne

Dugre, Neal T

# University of Houston Clear Lake

## FY2021 - FY2022 Facilities and Support Services Committee Sign In Sheet: May 9th, 2022

Name	Seat	Role	Present	Alternates	Present
Jennifer Beamer	SGA	Student Representative	Present	Anne Anders	
Yvette Bendeck	Faculty 1	BUS Faculty Representative	Present	Leslie Gauna	Present
Amber Brown	Faculty 2	COE Faculty Representative		Yvonne Hernandez Friedman	Present
Kate Carter	Library	Department Representative	Present	Neeta Jambhekar	Present
Mark Denney	Ex-Officio	Division Representative	Present	Mike Livingston	
Neal Dugre	Faculty 3	HSH Faculty Representative	Present	Joan Pedro	Present
Kim Edwards	USA	Staff Representative		David Rachita	present
Miguel Gonzalez	College Dean	College Representative	Present	Daniel Ramirez	Present
Shanna Graves	Faculty 4	COE Faculty Representative	Present	Deja Sero	
Aaron Hart	Student Affairs	Division Representative	Present		
Daniel Imrecke	Faculty 5	CSE Faculty Representative	Present		
Bubba Jones	Manager Facilities Services	Vice-Chair			
Evelyn Miralles	Office of the President	Division Representative			
Allan Patroliia	Facilities	Department Representative			
J'Naudia Hunter-Phillips	Student Success Initiatives	Department Representative	Present		
Desdamona Rios	Faculty 6	HSH Faculty Representative			
Bianca Schonberg	USA	Staff Representative	Present		
Gene Shan	Faculty 7	CSE Faculty Representative	Present		
Sai Sreerama	Office of Information Technology	Department Representative	Present		

Daniel Ramirez: Guest  
 Harry Glass: Guest  
 Thu Le: Guest  
 Beamer, Jennifer Lunn: Guest  
 Ryan, Susan: Guest  
 David Rachita: Guest

# University of Houston Clear Lake

## MEMORANDUM OF ADMINISTRATIVE POLICY

SECTION: Parking and Transportation Department

Number: 01.A.01

AREA: FMC - General Services

**SUBJECT: Parking Rules and Regulations**

### I. PURPOSE

The University of Houston-Clear Lake (UHCL) Parking Regulations bring about an orderly and safe campus parking environment. The goal is to achieve voluntary compliance of university parking regulations for the sake of personal safety and convenience of employees, students, and visitors. The university reserves the right to change these regulations, without notice, as necessitated by changes to the university environment or to State of Texas legislation. On special occasions - and during emergency situations – further parking limitations may be imposed that otherwise do not appear in the University’s official Parking Regulations.

### II. POLICY

All UHCL permit holders are responsible for knowledge of, and compliance with, University of Houston-Clear Lake Parking Regulations. Copies of these regulations are available on the web at [www.uhcl.edu/parking](http://www.uhcl.edu/parking). All parking regulations are subject to enforcement twenty-four hours a day, seven days a week, every day of the year.

All motor vehicles parked on the UHCL campus must be parked within the appropriate parking lots as identified on the parking permit. Vehicles without approved parking permits, must purchase a temporary permit and park in designated temporary permit locations or the student lots. Temporary permit holders are not authorized to park in employee lots. Purchase of a parking permit does not guarantee the availability of a parking space. It is the responsibility of the vehicle operator to find an approved space.

No vehicle may be operated on UHCL property if such operation is in violation of Texas law. UHCL is not responsible for vehicles damaged or personal property lost or stolen from vehicles while on campus. The University also claims no responsibility for vehicles stolen while parked on campus.

### III. PROCEDURES

#### 3.1 PARKING – Parking is permitted as follows:

3.1.1 Students: Park in the sections not designated for employees only in Parking lots D, G or J with a current permit or valid temporary permit properly displayed.

3.1.2 Employees: Parking lots A and B, and portions of D, G, and J Lot have been designated as faculty/staff only. *Faculty/staff may also park in all student lots. All*

employees must appropriately display their parking permits when parked on campus.

- 3.1.3 Reciprocal Agreements: Current official parking permits are honored per the following reciprocity agreements in section 3.2
- 3.1.4 Visitor Parking: Parking Lot R and curb spaces throughout campus (marked by signs) are designated as the university's primary visitor parking areas. Parking in these areas requires the display of temporary visitor's permit. Vehicles with regular UHCL parking permits are not allowed to park in the designated visitor spaces or risk citation.

How to Obtain a Temporary Visitor's Permit – On campus, Temporary Visitor's Permits may be purchased at Parking Kiosks throughout campus. The locations of these kiosks are indicated via signage along campus roads. The Parking Kiosks only accept debit and credit cards. Temporary permits may also be purchased through the ParkMobile app as indicated by signage on campus.

- 3.1.5 Event Parking: Events with less than 30-vehicles should utilize the temporary permit process for their guests and use the Visitor's Lot R for their events. For groups of 30 or more vehicles, alternative parking options at varying rates can be formulated on an individual basis through the University Parking Department. Organizers should provide at least five business days' notice of special parking needs. To make special parking arrangements, email [parking@uhcl.edu](mailto:parking@uhcl.edu) or call the Parking Office at 281-283-2277.
- 3.1.6 Special Parking Considerations: If your parking needs are not met by the processes described in the UHCL Parking Regulations, please contact the Parking Department for arrangements before the parking need is required. The Parking Department can be contacted as follows:
- Phone: 281-283-2277
  - Email: [parking@uhcl.edu](mailto:parking@uhcl.edu)

## 3.2 RECIPROCITY AGREEMENTS

### 3.2.1 UH-Main

3.2.1.1 The University of Houston has a reciprocity agreement with the other UH System campuses to honor their parking permits. Vehicles must display a current UH System Campus permit and are permitted to park in the following areas:

Monday-Thursday, 7 a.m.-3 p.m.: Zone E ungated parking lots.

Monday-Thursday, 3 p.m.-7 a.m., and all-day Fridays, Saturdays, and Sundays: Any ungated zone lot.

3.2.1.2 The reciprocity agreement is intended for visitations only. A transfer of employment or classes would necessitate the purchase of a UH parking permit.

### 3.2.2 UH-Clear Lake

3.2.2.1 Current parking permits issued by the Parking Offices or Police Departments of the Alvin Community College, University of Houston, UH-

Downtown, UH-Victoria and the UH-System are honored at UHCL and UHCL at Pearland if the vehicle is parked in the appropriate parking area for the type of permit displayed.

### 3.2.3 UH-Victoria

#### 3.2.3.1 Employees from other UHS Components

3.2.3.1.1 Parking permits from other University of Houston components will be honored.

3.2.3.1.2 May park in parking lot "T", Special Events Parking, except for reserved parking spaces located on the first row facing the North Building.

#### 3.2.3.2 Alumni or Students from other UHS Components

3.2.3.2.1 Alumni or students from other UHS components may park in the following areas: Visitor marked space, Lot "T", or Special Events Parking without a parking permit with the exception of reserved spaces located on the first row facing the North Building.

### 3.2.4 UH-Downtown

3.2.4.1 Students, faculty, and staff visiting from other UH System universities may park in any available parking space in any uncontrolled or open access UH student parking lot provided a valid parking permit from the other university is properly displayed on the vehicle

## 3.3 PERMIT REGISTRATION

3.3.1 Students: Student Permits are purchased exclusively online at the Parking Department's E-business website – [www.uhcl.edu/parking](http://www.uhcl.edu/parking). Permits can be purchased annually or by semester. Only credit or debit cards are accepted. Once a permit is purchased, the repositionable decal permit will be mailed to the student. A printable, temporary permit will be provided at the time of purchase to be used until the permanent decal permit arrives, Semester permits are available throughout each semester.

3.3.2 Employees: Employee permits are purchased exclusively online at the Parking Department's E-business website – [www.uhcl.edu/parking](http://www.uhcl.edu/parking). Permits are annual. Credit and debit card and direct payroll withdrawal options are available. The payroll withdrawal option is only available at the beginning of each fiscal year from August 1<sup>st</sup> until September 30<sup>th</sup>. New employees will receive a one-time promo code to park on campus before beginning the on-boarding process. New employees hired during the year will be provided a prorated rate based on the number of months left in the fiscal year.

3.3.3 Drivers with Disabilities: Individuals with a disability who have a state authorized handicap license plate or placard are still required to purchase a UHCL parking permit. They must display both the handicap permit and the UHCL permit when parking in handicap designated spaces on campus.

- 3.3.4 Disabled Veterans: Disabled veterans can obtain a parking permit from the UHCL Office of Veteran Services.
- 3.3.5 Alumni: Alumni members may choose to purchase a student parking permit for the entire year. These permits will allow them to park in student parking lots. This purchase can be made via the Parking Department's E-business site at [www.uhcl.edu/parking](http://www.uhcl.edu/parking). Alumni who had previously received permits through the Lifetime Membership benefits from the Alumni Association may continue to use said permit.
- 3.3.6 Retirees: UHCL employees who have retired are eligible for a lifetime complimentary permit. This permit can be obtained through the Office of Human Resources.
- 3.3.7 Temporary Parking Permits: For employees or students who forgot their parking permit will need to purchase a day permit from one of the pay stations located on campus (Lot G, D4 (In front of Recreation and Wellness Center), R (Visitor Lot), and Pearland). Upon receiving the day permit the user shall place the permit on the driver's side dashboard facing outward. The day permit will allow the user to park in their designated parking lot for the day. Temporary parking permits may also be purchased using the ParkMobile application using a smartphone or by calling the phone number on the signs located on campus. The ParkMobile signs also delineate which zone to input when purchasing a temporary parking permit.
- 3.3.8 Additional Permits: Students or employees may choose to purchase a second permit. While the first issued permit is transferable from one vehicle to the next, UHCL recognizes that some students or employees may wish to have a second permit for convenience's sake. Second permits are sold at the same price as the first permit and can be purchased at the E-business site at [www.uhcl.edu/parking](http://www.uhcl.edu/parking).
- 3.3.9 Motorcycles, Mopeds or Motor Scooters: Students or employees parking a motorcycle, moped or motor scooter on campus shall pay regular parking fees for parking permits if they are not also purchasing a parking permit for an automobile. However, if the student or employee already has a paid parking permit for an automobile, the student or employee must also purchase a permit for a motorcycle, moped or motor scooter for a \$13.00 additional fee. Such vehicles are not permitted in campus buildings.
- 3.3.10 Replacement Permits: All lost or stolen parking permits must be reported to the Parking Department immediately. Once reported lost or stolen, these permits will no longer be valid. Reporting the loss or theft is required prior to the purchase of a replacement permit. Stolen or lost permits will be replaced for a \$20.00 fee.

### 3.4 PARKING PERMITS

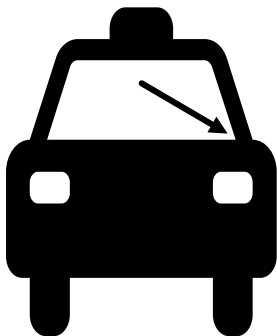
- 3.4.1 Parking Permits will be issued to persons applying for parking privileges at UHCL under the condition that the applicant is in good standing and does not owe back fees or has other encumbrances. The parking permit is transferable to any passenger vehicle being operated by or for the permit holder. The applicant will be responsible for parking violations by any vehicle bearing the permit. The University Parking Permit is an official state document. Attempting to alter,



deface or forge the permit is a felony offense and punishable by fine and/or prison.

3.4.1.1 Permit Ownership: A parking permit signifies the purchaser has been granted the privilege of parking on UHCL property. Individuals are not allowed to transfer ownership of a permit. Found permits shall be returned to the University Parking Department. Possession or use of a lost/stolen or forged/altered permit shall result in administrative and criminal charges. Vehicles displaying a lost/stolen or forged/altered permit may be impounded with appropriate storage and wrecker fees charged to the violator.

3.4.1.2 Display of Permit: Parking permits shall be displayed on the vehicle as follows:



3.4.1.2.1 Repositionable Decal Permits must be clearly visible and adhered to the interior of the windshield above the vehicle registration sticker when parked on campus.

3.4.1.2.2 “Clearly Visible” is defined as being able to easily see the permit’s issuing authority and serial number while standing at the front of the vehicle and looking through the front windshield.

3.4.1.2.3 Externally mounted permits shall be issued for all motorcycles, mopeds, and motor scooters. These permits should be placed in a conspicuous location on the vehicle in such a way that it can be easily read.

3.4.2 Permit Responsibility: The original applicant is responsible for any citation(s) issued to a vehicle displaying a UHCL parking permit. If a vehicle receives a citation on campus and no permit is attached to the vehicle, the registered owner of the vehicle and/or the UHCL student or employee associated with that registered owner will be held responsible for the citation.

**3.5 UH-Clear Lake Parking Citation Appeals**

3.5.1 Parking citations may be contested via the T2 website at UHCLPARKING.T2HOSTED.COM (found on the back of the citation). Each citation will have one opportunity for appeal, to be submitted within 14 days of issuance; the physical day of issuance will be counted as day one.

**3.6 PARKING FEES – Subject to Change**

3.6.1 STUDENTS

3.6.1.1	Annual	\$90.00
3.6.1.2	Fall Semester	\$55.00
3.6.1.3	Spring Semester	\$55.00
3.6.1.4	Summer Semester	\$40.00
3.6.1.5	Motorcycle (2nd vehicle only)	\$13.00

3.6.2 FACULTY/STAFF

3.6.2.1	Lot A – Annual	\$140.00
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3.6.2.2	Faculty/Staff Annual	\$90.00
3.6.2.3	Adjunct Annual	\$45.00
3.6.2.4	Adjunct Fall Semester	\$25.00
3.6.2.5	Adjunct Spring Semester	\$25.00
3.6.2.6	Adjunct Summer Semester	\$20.00
3.6.2.7	Motorcycle (2nd vehicle only)	\$13.00

3.6.3 REPLACEMENT FEES

3.6.3.1	Damaged permit (returned)	\$20.00
3.6.3.2	Stolen or Lost permit	\$20.00

**3.7 PARKING AREAS**

3.7.1 LOT A – Faculty and Staff Parking Only – Assigned Spaces

3.7.2 LOT B – Faculty and Staff Parking Only

3.7.3 LOT C – State Vehicles Only

3.7.4 LOT D – Student, Faculty, Staff, Alumni, Community Members, and Visitors with Permits (Including Temporary)

3.7.5 LOT D1 – Faculty, Staff and Assigned Parking, or Student

3.7.6 LOT G – Student, Faculty, Staff, Alumni, Community Members, And Visitors with Permits (Including Temporary)

3.7.7 LOT J – Student, Faculty, Staff, Alumni, Community Members, And Visitors with Permits (Including Temporary)

3.7.8 LOT R – Visitor Parking – Temporary Permits Required.MARKED CURB

PARKING – Temporary Permits Required.RETIREE PARKING – Parking lots D, G, J, Visitor and Motorcycle

# Campus Directory

## North Campus

### Buildings

- ① Police Department
- ② Central Services
- ③ North Office Annex (NOA) 1&2
- ④ Recreation and Wellness Center
- ⑤ STEM and Classroom Building
- ⑥ Hunter Hall
- ⑦ Student Services and Classroom Building
- ⑧ Bayou Building

### Parking

- Ⓐ Faculty/Staff
- Ⓑ Faculty/Staff
- Ⓒ State Vehicles
- Ⓓ Faculty/Staff
- Ⓔ Motorcycle
- Ⓕ Student
- Ⓖ Student
- Ⓗ Student

### Parking

- Ⓖ Student
- Ⓗ Visitor

### Paystation

- Ⓓ D4 Parking & Rec.&Wellness
- Ⓔ R Parking & Visitor Lot

## South Campus

### Buildings

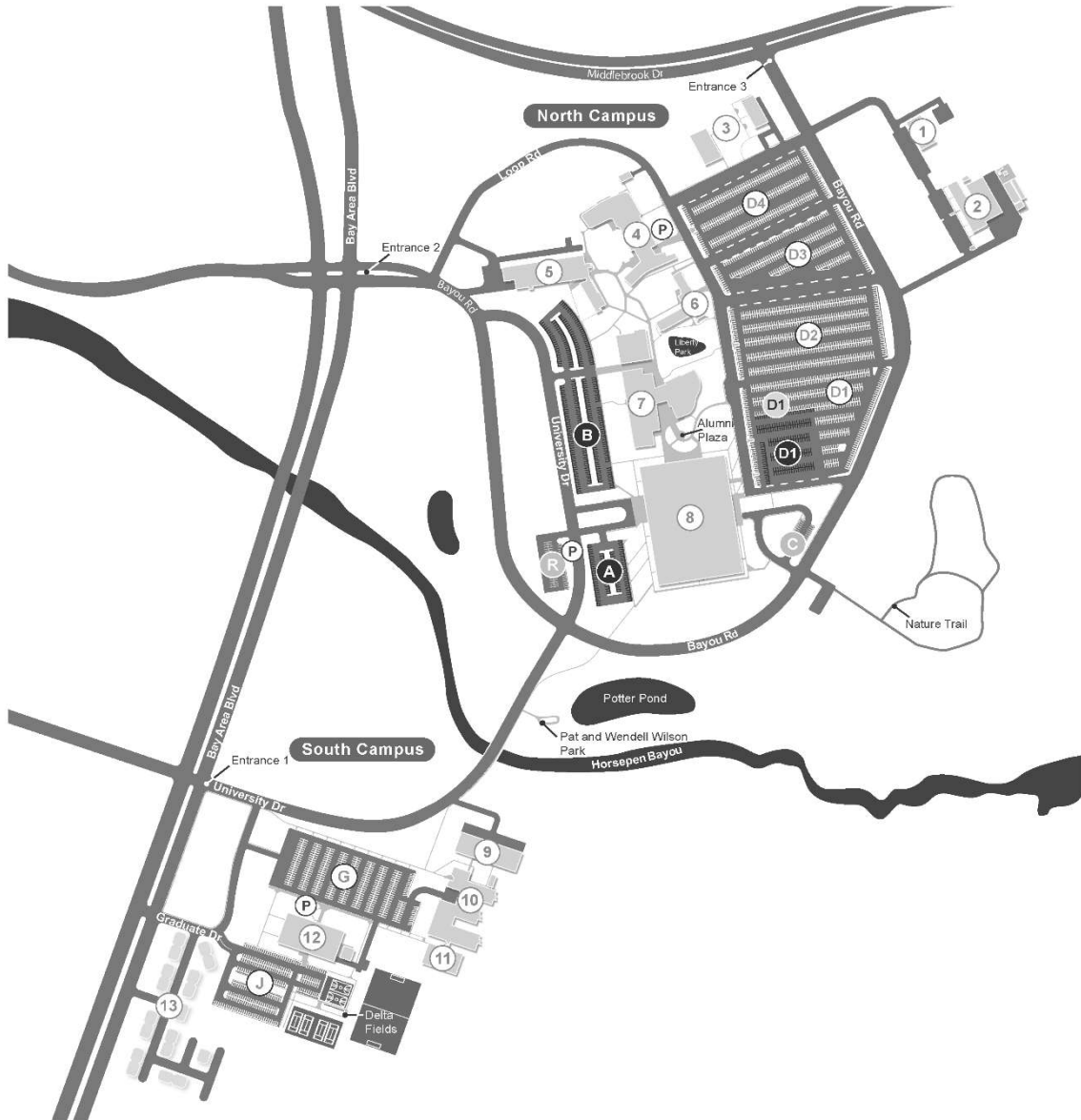
- ⑩ Arbor Building North
- ⑪ Arbor Building Central
- ⑫ Arbor Building South
- ⑬ Delta Building
- ⑭ University Forest Apartments

### Parking

- Ⓖ Student
- Ⓗ Student

### Paystation

- Ⓔ G Parking & Delta



**3.8 PEARLAND CAMPUS**

3.8.1 All UHCL Parking Regulations are enforced at the UHCL Pearland campus.

3.8.2 All employees and students must have a valid UHCL Parking Permit to park at UHCL- Pearland. The UHCL Parking Permit is valid at both UHCL primary campus and UHCL-Pearland.

**3.9 TOWING**

3.9.1 The University of Houston-Clear Lake reserves the right to remove and impound any vehicle at the owner's expense for parking in reserved areas, violations of state law, for the sake of public safety, to clear roadways, parking lots and driveways, for hazardous vehicles, for habitual violations of UHCL's Parking and Regulations, and for failure to pay parking or traffic citations.

3.9.2 The University will not be liable for damages or costs involved in the removal or impoundment of any vehicle on campus.

3.9.3 The location of towed vehicles is maintained by the University Parking Department and the University Police Department. Owners/operators of towed vehicles will have to meet the fees and identification requirements of the tow storage yard, as well as pay all outstanding University reinstatement fees before the vehicle will be released.

**IV. REVIEW AND RESPONSIBILITY**

Responsible Party: Parking and Transportation Department responsible for implementing and monitoring policy

Review: Review schedule: Every 1 year

**V. APPROVAL**

Approved: \_\_\_\_\_

Associate Vice President Facilities Management and Construction

\_\_\_\_\_  
President

Date of President's Approval: \_\_\_\_\_

**VI. REVISION LOG**

Revision Number	Approval Date	Description of changes
1		

# University of Houston Clear Lake

## MEMORANDUM OF ADMINISTRATIVE POLICY

SECTION: Parking and Transportation Department

Number: 01.B.01

AREA: FMC - General Services

**SUBJECT: Transportation Rules and Regulations**

### I. PURPOSE

The University of Houston-Clear Lake (UHCL) provides transportation services to students, faculty, staff, and eligible community members to facilitate movement between buildings on campus as well as between UHCL's main campus and the Pearland campus. Further, UHCL provides transportation services between its campus residence hall(s) and designated grocery store(s) on a weekly basis. The following Policy statement and procedures are intended to define eligibility and procedures involved in use of transportation privileges.

### II. POLICY

All UHCL student, faculty, and staff, as well as community members who have purchased Campus Recreation and Wellness Center memberships, are eligible to ride UHCL shuttles. All eligible riders are responsible for understanding the Rules to Ride as well as the procedures for requesting shuttle service. Parking and Transportation will, from time to time, add remove routes as demand dictates.

### III. PROCEDURES

#### 3.1 Hawk Express Services Eligibility

3.1.1 The following groups of people will be considered for shuttle privileges in the following order:

##### 3.1.1.1 Students:

3.1.1.1.1 Enrolled in at least one face to face or hybrid course at either the UHCL Main Campus or the UHCL Pearland Campus.

3.1.1.1.2 Students with special accommodations on file with the UHCL Center for Students with Disabilities.

##### 3.1.1.2 Faculty, Staff, Teaching Assistants:

3.1.1.2.1 Must have essential job responsibilities at either the UHCL Main Campus or the UHCL Pearland Campus

**3.1.1.3 Recreation and Wellness Center Members:**

3.1.1.3.1 Community members, alumni, and UHCL retirees who purchase membership at the Campus Recreation and Wellness Center.

**3.1.1.4 Exceptions:**

3.1.1.4.1 Will be considered on an individual basis by UHCL Parking and Transportation Management.

**3.2 Requirements to Ride and Enforcement**

3.2.1 At the beginning of each semester, there will be a “grace period” during which shuttle drivers will not check for valid student/employee ID’s. The grace period will last for two weeks. UHCL Parking and Transportation Department will communicate the official dates, of the grace period, with UHCL students, faculty, and staff.

3.2.2 All students and employees must have a valid UHCL ID to ride the shuttle. Student IDs are distributed by the UHCL Student Assistance Center (SAC) located in the Student Services and Classroom Building (SSCB).

**3.3 Rules to Ride**

3.3.1 All passengers must use their name as shown on the UHCL ID / Recreation Membership cards when asked by professional staff members driving any Hawk Express shuttle.

3.3.2 Drivers must not make route changes outside the delineated schedule.

3.3.3 Passengers should arrive 3-5 minutes before the scheduled time for their respective stops.

3.3.4 Incoming passengers should wait for outgoing passengers to exit the shuttle before boarding.

3.3.5 Passengers should remain seated until the shuttle comes to a complete stop.

3.3.6 Passengers must use headphones if listening to music, videos, or other media.

3.3.7 No eating is permitted on the shuttle. Food and drinks must be fully covered to prevent spillage and potential choking hazard.

3.3.8 Keep aisles free of all items (backpacks, tote bags, etc.)

3.3.9 Make sure that no trash is left in the shuttle before exiting.

3.3.10 Passengers should refrain from having loud conversations either with other passengers or phone conversations.

3.3.11 Alcohol is prohibited. Passengers who appear to be inebriated will not be permitted to board the shuttle.

- 3.3.12 Passengers may not open any shuttle windows, except in the event of an emergency.
- 3.3.13 Abstain from disruptive behavior, harassment, inappropriate language, or physical altercations.
- 3.3.14 Do not make any sexual references, sexually implicit remarks, gestures, or touch other passengers/professional staff member.
- 3.3.15 Passengers may not interfere with shuttle operation.

#### 3.4 Hunter Hawk Shuttle - Main Campus Route

- 3.4.1 UHCL provides a courtesy shuttle route for UHCL students, faculty, and staff for on-campus and limited off-campus locations. The Hawk Express route operates on an established route that services the UHCL community. We provide off-campus stops for any UHCL student, faculty, and staff member that lives in the neighboring apartments with four central locations (Bay Area Park and Ride, Christ's Church, Coastal Flow Measurement Co, and Anytime Fitness). A map of these four locations can be found on the [UHCL Shuttle Website](#). In addition to the off-campus locations, the Hawk Express route services all on-campus buildings (University Forest Apartment, Delta, Arbor, SSCB, Bayou, Hunter Hall, Recreation and Wellness Center, and Police). The Parking and Transportation department does not service special requests regarding shuttle stops or deviate from the route at any time.

#### 3.5 Grocery Trip Guidelines

- 3.5.1 The UHCL Shuttle service provides a weekly grocery trip on Saturdays to all students. A sign-up sheet is sent weekly via the UHCL Parking and Transportation Department e-mail every Monday and closes that Friday at 12 PM or when the quota has been reached. A minimum of 4 students must sign up in order for the grocery trip to be run and a maximum of 12 students can sign up before the sign-up sheet closes for the week.
- 3.5.2 Students are given the option to select which stop they would like to be picked up at with the respective time attached to said stop. Students must be at their respective stops 2-3 minutes before the listed time in order to provide expedience to the grocery trip.
- 3.5.3 If a student on the grocery trip list does not show up for their stop, they will be given an initial warning to please be at the stop that they sign up for. If the same student does not show up twice more after having signed up, they will no longer be permitted to participate in the weekly grocery trip.
- 3.5.4 The shuttle service only provides transportation to and from HEB-Clear Lake (3501 Clear Lake City Blvd, Houston, TX 77059). In addition, all students must bring a method with which to pay for their groceries. The Parking and Transportation department does not pay for any groceries purchased by the students.



**3.6 Pearland Shuttle (Senior Hawk)**

- 3.6.1 In addition to the UHCL Main Campus route, the Parking and Transportation department also provides a weekly route to the Pearland campus (Monday-Thursday). A weekly sign-up sheet is sent out every Friday and closes every Sunday at 12 PM. The route begins at the UHCL Main Campus from the Student Services and Classroom Building (SSCB) at 2:45 PM and will arrive at the Pearland campus by 3:30 PM. The next route from the SSCB begins at 9:20 PM only if a passenger was picked up at the 2:45 PM run.
- 3.6.2 Failure to appear after having signed up, will result in warning being given with the possibility of being removed from the Pearland shuttle list upon further infractions.

**3.7 Electric Shuttle (Junior Hawk)**

- 3.7.1 Moreover, an electric shuttle service is provided to the UHCL Main Campus between the hours of 2 PM and 7 PM. The electric shuttle route only operates on campus (it does not go to any off campus stops). The electric shuttle adheres to ADA regulations with a ramp for any persons in a wheelchair or other disabilities that prevent them from boarding the shuttle from the main door.

**3.8 Passenger Complaints**

- 3.8.1 In the event that a passenger is denied entry or is removed from the Hawk Services vehicles permanently, and the passenger feels that the decision was made unjustly, said passenger may appeal any and all decisions made by Parking and Transportation Management
  - 3.8.1.1 In the case that a driver must remove a passenger or deny entry due to misconduct, the driver must submit a Maxient report to the Dean of Students Office.
- 3.8.2 Passengers may not appeal a temporary removal from the Hawk Express Services vehicles. E.g. denial of entry due to lack of possession of a valid UHCL / Community Member ID.
- 3.8.3 To appeal the aforementioned scenario, the passenger may contact the Parking and Transportation Department customer service via e-mail.

**IV. REVIEW AND RESPONSIBILITY**

Responsible Party: Parking and Transportation Department responsible for implementing and monitoring policy

Review: Review schedule: Every 2 year

**V. APPROVAL**

Approved: \_\_\_\_\_

Associate Vice President Facilities Management and Construction

\_\_\_\_\_

President

Date of President's Approval: \_\_\_\_\_

**VI. REVISION LOG**

Revision Number	Approval Date	Description of changes
1		



# **Collections Statement of Work**

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The Statement of Work and any Exhibits or Attachments hereto shall be governed by the terms and conditions of the Standard Contract Addendum with the T2 Collection Services Addendum K-22-00175.

## **SCOPE**

This Statement of Work (SOW) outlines the deliverables to be completed for the successful project implementation and on-going services for the University of Houston – Clear Lake. Deliverables not addressed in this SOW are considered to be out-of-scope, and therefore not included.

T2 will provide the following activities through Citation Collection Services, LLC ('CCS') a wholly-owned subsidiary of T2.

## **Project Methodology**

Each party shall designate a Project Manager who shall work together to facilitate an efficient delivery of the SOW. The T2 Project Manager will be responsible for project planning, scheduling, and issue/risk resolution.

The Agency's Project Manager will be responsible for identifying and coordinating Agency resources necessary to meet the project schedule.

T2 will assign a dedicated Business Analyst (BA) who is dedicated to the success of the project.

Time is of the essence and all parties must participate as required to meet the timeframe.

### ***Project Schedule***

During the project kick-off meeting, the T2 Project Manager, in conjunction with the Agency's Project Manager, will determine the project schedule.

### ***Change Control***

Customer may request changes to this SOW or planned deliverables. Change request may result in a change to the price, schedule and other terms and conditions contained herein.

### ***Assumptions, Constraints, and Risks***

Much of the CCS work will be performed remotely. Any requirements for project resources to come onsite may result in additional consulting fees and related travel expenses.

Data integrity problems are a risk that, if encountered, can delay project timing. Data integrity issues are often the result of problems with consistency in the data and its usage.

## Collection Agency Collections

CCS will perform outbound collection procedures on individual debts including:

- Third party, FDCPA (Fair Debt Collection Practices Act) compliant letter services and outbound/inbound collection call center services
- State licensed
- Experienced staff
- Non-confrontational and professional approach that reflects positively on your organization
- Skip Tracing – access to a database with personal information
- Real time bankruptcy information to ensure that no FDCPA violation is committed when pursuing an individual who has petitioned for bankruptcy, verify the legitimacy of the bankruptcy status, and improve collection efficiency and results

### ***Agency Collection Services Details***

- CCS will assume responsibility for all citations the Agency has identified and escalated to a collection status for open citations aged 36 months and not in an appeal disposition. The backlog will be transferred upon start of this project. New unpaid citations will be transferred at 60 days past due once approved by the University of Houston – Clear Lake.
- With CCS's assistance, the Agency will transfer the citations (a soft transfer with the balance remaining in the T2 Flex solution) to collections. Payments can be made at the Agency or CCS. Once collected at CCS, CCS will remit back to the Agency the amount paid less the 25% per citation fee. If collected by the Agency, 25% of the payment amount will also be charged to the Agency for CCS collection services on accounts.
- CCS is authorized to collect on the citations' balance using collection best-practices. This can include, but is not limited to, additional letter notifications and outbound calling. These collection best-practices are already included in the fee quoted.
- T2/CCS will provide a query to export the citation data to be escalated to CCS for collections. The Agency will generate this file on a weekly basis. In advance of generating this file, the data will be matched with current Registered Owner information.
- CCS limits the number of citations that can have a fee waived per month. Six (6) citations per month can have their service fees waived.
- In the event the Agency needs to recall a citation that has already been escalated for collection, the Agency will notify CCS via email at [ccsclientservices@t2systems.com](mailto:ccsclientservices@t2systems.com) to limit unauthorized recalls, the Agency has named the following two (2) individuals as authorized persons on the Agency's behalf to complete the recall. All other requests will be denied. Once the initial

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letter has been sent, the Agency can use one of their six (6) citation waivers per month to remove the service fee.

- CCS will send one (1) PL-95 collection letter per citation. Assuming the citation holder does not pay from the PL-95, CCS will begin collection best practice procedures.
- CCS will provide a daily file of payments to import into the Agency's T2 Flex database that have been made through CCS. The file will contain the citation number, payment date and citation amount. The file will be imported via the T2 Flex Task Scheduler using the Citation Payments Received task.
- CCS will obtain from the Agency a daily payment import file of payments received at the Agency. It will contain the citation number, payment date and citation amount. It will be imported into the collections software.
- CCS will provide the Agency with a monthly reconciliation report on the 3<sup>rd</sup> Friday of each month. The report will provide statistics on citations collected, dollar amount collected, and associated fees. Also, an electronic check will be issued in the total amount collected, net of fees.
- CCS will assess fees to the parker for insufficient funds. A flat \$20.00 fee would be assessed to the citation holder for insufficient funds. CCS will retain this fee for bank services.
- CCS will provide a Project Manager that will be responsible for the project planning, scheduling, and status reporting. In addition, Project Manager will act as the project's single point of contact with regards to change management and issue/risk control.
- CCS will perform RoVR (Retrieval of Vehicle Records) Look-Ups for Out of State Vehicles. When registration information returns, information will be placed into Flex and start the process of sending PL-95 Letter.

University of Houston – Clear Lake

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

T2 Systems, Inc.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

UHCL

**Unpaid Citations Issued 01/01/2017 to 5/9/2022**

**Summary:**

**Has Responsible Customer Attached:**

Citation Issue Year:	2017	Unpaid Ticket Count:	262	Amount Due:	\$15,630.00
Citation Issue Year:	2018	Unpaid Ticket Count:	97	Amount Due:	\$5,650.00
Citation Issue Year:	2019	Unpaid Ticket Count:	60	Amount Due:	\$3,285.00
Citation Issue Year:	2020	Unpaid Ticket Count:	20	Amount Due:	\$1,025.00
Citation Issue Year:	2021	Unpaid Ticket Count:	101	Amount Due:	\$5,775.00
Citation Issue Year:	2022	Unpaid Ticket Count:	267	Amount Due:	\$13,520.00
		<b>Unpaid Ticket Count:</b>	<b>807</b>	<b>Amount Due:</b>	<b>\$44,885.00</b>

**No Responsible Customer Attached:**

Citation Issue Year:	2017	Unpaid Ticket Count:	1,046	Amount Due:	\$62,660.00
Citation Issue Year:	2018	Unpaid Ticket Count:	1,397	Amount Due:	\$82,775.00
Citation Issue Year:	2019	Unpaid Ticket Count:	1,080	Amount Due:	\$63,825.00
Citation Issue Year:	2020	Unpaid Ticket Count:	490	Amount Due:	\$28,860.00
Citation Issue Year:	2021	Unpaid Ticket Count:	1,675	Amount Due:	\$98,985.00
Citation Issue Year:	2022	Unpaid Ticket Count:	927	Amount Due:	\$50,769.00
		<b>Unpaid Ticket Count:</b>	<b>6,615</b>	<b>Amount Due:</b>	<b>\$387,874.00</b>
<b>TOTAL:</b>		<b>Unpaid Ticket Count:</b>	<b>7,422</b>	<b>Amount Due:</b>	<b>\$432,759.00</b>