

1

00:00:05.819 --> 00:00:08.099

Everything is broadcasting at this point and

2

00:00:09.360 --> 00:00:12.000

It looks like people are entering. So I'm going to mute my mic now.

3

00:00:14.730 --> 00:00:22.230

Anne K. Eskridge: Well, good morning, everyone. We're waiting for our participants to join us. I see that folks are coming in the room at a rapid pace.

4

00:00:23.400 --> 00:00:30.240

Anne K. Eskridge: Welcome, welcome will begin in just a few minutes as people can sign in and sign on.

5

00:00:31.500 --> 00:00:33.510

Anne K. Eskridge: Glad to have you with us this morning.

6

00:00:49.890 --> 00:00:54.150

Anne K. Eskridge: We're just waiting a couple of minutes for folks to join us.

7

00:00:55.170 --> 00:01:03.180

Anne K. Eskridge: Welcome, those of you that are already with us today. And this morning. Happy Tuesday. Good to have all of you with us.

8

00:01:22.050 --> 00:01:29.550

Anne K. Eskridge: We are right at the noon hour, man. So we're going to allow a little bit of grace for folks to join us.

9

00:01:31.980 --> 00:01:43.680

Anne K. Eskridge: I don't know about you all in terms of doing zooms but sometimes it takes a while to get situated and inside the meeting. So we want to give people some time to do just that.

10

00:02:06.810 --> 00:02:14.220

Anne K. Eskridge: See folks coming in the door. Want to say good morning and welcome. We'll get started in just a few minutes.

11

00:02:44.970 --> 00:02:46.530

Anne K. Eskridge: Welcome, welcome everyone.

12

00:02:47.850 --> 00:02:50.220

Anne K. Eskridge: Good to see folks coming in the zoom door.

13

00:02:54.450 --> 00:02:58.380

Anne K. Eskridge: We will began, we will began momentarily.

14

00:02:59.640 --> 00:03:02.670

Anne K. Eskridge: A few more minutes to allow folks to sign in.

15

00:03:28.320 --> 00:03:36.810

Anne K. Eskridge: All right, Carol. Let's share our first slide, and let's get this campus outreach session going

16

00:03:48.420 --> 00:03:58.260

Anne K. Eskridge: While Carol is working on that in terms of getting our screen share going my name is Anne Eskridge I'm the director of Transportation Services here at the University of Washington.

17

00:03:58.680 --> 00:04:17.790

Anne K. Eskridge: It's wonderful to have everybody here for our campus outreach session regarding our parking system changes. We're well aware that parking touches many of you sometimes many times a day in terms of your commute to the University of Washington, certainly as we've gone through

18

00:04:19.080 --> 00:04:19.980

Anne K. Eskridge: The impacts of

19

00:04:21.450 --> 00:04:35.370

Anne K. Eskridge: You may not be coming to campus and on campus anywhere near as often prior to our pandemic and managing that. But we know that our transportation system.

20

00:04:36.000 --> 00:04:46.830

Anne K. Eskridge: Touches many aspects of your life as you come to the Seattle campus. I'd like to introduce our panelists. Before we get going on our slides that we have up

21

00:04:47.370 --> 00:04:54.990

Anne K. Eskridge: As I shared I'm the director of Transportation Services Anne Eskridge. I'm going to turn it over now to Eric Johnson to introduce himself.

22

00:04:55.710 --> 00:05:03.480

Eric Johnson: Hello everyone. Hey, Eric Johnson Associate Director for Transportation Services. Welcome, everyone. Caryn.

23

00:05:04.740 --> 00:05:11.400

Caryn M Walline: Hi I'm Caryn Walline. I'm the Commute Options and Planning Manager within Transportation Services. Brent.

24

00:05:15.990 --> 00:05:28.350

Brent W. Curtis: Excuse me, forgot to unmute there. My name is Brent Curtis I'm the Parking Operations manager for Transportation Services. So I oversee the gate houses and enforcement functions, along with events. And passing it along to Kay.

25

00:05:33.300 --> 00:05:54.240

Kay D. Doherty: Everybody I am Kay Dumalo Doherty. I'm the manager of the Sales and Administration office at Transportation Services. So we are the team that answers your phone calls and emails and sells permits and U-PASS. So we are the team of the folks that are really answering all of your

26

00:05:54.240 --> 00:05:56.190

Kay D. Doherty: Questions regarding this transition

27

00:05:57.510 --> 00:05:59.310

Kay D. Doherty: And next Alice.

28

00:06:02.070 --> 00:06:08.910

Alice Ven: Hi everyone. I'm Alice Ven. I'm the Marketing Specialist for Transportation Services.

29

00:06:12.120 --> 00:06:20.550

Anne K. Eskridge: Very good. And we have joining us Melissa Brown and Carol Davison on helping us collect information so

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00:06:20.970 --> 00:06:28.590

Anne K. Eskridge: If we aren't able to answer all questions or we have additional information, you may want beyond the scope of the meeting.

31

00:06:29.280 --> 00:06:36.690

Anne K. Eskridge: We're trying to record that during our time with you together. So thank you, Melissa. Thank you for Carol for helping us in that regard.

32

00:06:37.410 --> 00:06:51.360

Anne K. Eskridge: So I want to welcome everyone. And thank you for joining us this morning. We wish we were holding this session in person. And we want to thank you for joining us today in this virtual space.

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00:06:52.380 --> 00:07:03.180

Anne K. Eskridge: We are very excited to share updates, information and resources available to help you navigate the new parking system that is coming in December.

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00:07:05.340 --> 00:07:16.590

Anne K. Eskridge: And so let's go to our next slide as we get started I want to share how we're going to spend our time together this morning.

35

00:07:17.910 --> 00:07:27.930

Anne K. Eskridge: We're going to share with you key updates and reminders that will help you navigate. We want you to know the key dates you

36

00:07:28.680 --> 00:07:46.590

Anne K. Eskridge: Need to keep in mind, and maybe others that you represent so you are abreast and aware of what's happening with the changes. We want to let you know about resources that are out there that are available to you, not only during this meeting, but as we launch and

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00:07:47.640 --> 00:07:52.260

Anne K. Eskridge: As you get used to things and after the launch in December.

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00:07:53.670 --> 00:08:00.300

Anne K. Eskridge: So what we're certainly going to do is provide a general overview

39

00:08:03.120 --> 00:08:07.380

Anne K. Eskridge: Of our new online customer portal.

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00:08:10.530 --> 00:08:19.620

Anne K. Eskridge: And our new system. We want to give you details about our parking products and about how they can be purchased

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00:08:22.860 --> 00:08:33.360

Anne K. Eskridge: We want to be able to answer your questions in an open question and answer session at the end of our time together.

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00:08:33.900 --> 00:08:52.410

Anne K. Eskridge: So we would love for you to submit your questions in the Q and A function in zoom throughout the session. We've got folks that are helping us gather those to make sure we address those. And folks are monitoring that so that we can keep track of that and

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00:08:53.520 --> 00:09:00.270

Anne K. Eskridge: Be able to answer them either along the way, or at the end of our time and end of our presentation.

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00:09:02.220 --> 00:09:03.210

Anne K. Eskridge: Next slide.

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00:09:05.670 --> 00:09:07.500

Anne K. Eskridge: So it's important to note

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00:09:08.820 --> 00:09:13.860

Anne K. Eskridge: That our new launch date will be Tuesday, December 15.

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00:09:15.690 --> 00:09:23.250

Anne K. Eskridge: As you know, many campus operations and projects have been postponed due to

48

00:09:24.420 --> 00:09:30.570

Anne K. Eskridge: And this is no different in terms of our launch that we hoped to have happen in the spring.

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00:09:31.620 --> 00:09:41.790

Anne K. Eskridge: But the good news is the pause has allowed us to be better prepared for the launch particularly better prepared to handle customer needs.

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00:09:42.420 --> 00:10:06.270

Anne K. Eskridge: And assist our customers as you transition into the new system. So the new launch date, as you can see is, is once again December 15 and when the new system launches a big change relative to switching from physical permits to license plate linked permits.

51

00:10:07.860 --> 00:10:17.730

Anne K. Eskridge: A change in terms of how we monitor and manage our permitting system. Many of you permit holders will not have to take further action.

52

00:10:19.290 --> 00:10:24.030

Anne K. Eskridge: And you will switch to the license plate permits.

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00:10:25.230 --> 00:10:32.850

Anne K. Eskridge: At your next quarterly renewal or if you do not renew on a quarterly basis at the time of your annual renewal.

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00:10:37.260 --> 00:10:43.890

Anne K. Eskridge: Some of you may switch to license plate permitting before your annual renewal time

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00:10:45.000 --> 00:10:53.280

Anne K. Eskridge: And some later on, depending on where you come into our system and make your purchase. Also, our products.

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00:10:53.910 --> 00:11:16.050

Anne K. Eskridge: Some of our products will be available for purchase in the new online customer portal and you'll be able, inside that portal, to manage purchases, to manage your vehicle info in terms of what vehicle or vehicles, you're bringing to campus, your own account information.

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00:11:17.070 --> 00:11:23.970

Anne K. Eskridge: And more information about how you'll navigate this new portal. We're going to share with you later in the session.

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00:11:24.900 --> 00:11:36.570

Anne K. Eskridge: So some of our goals with our new parking system is a better management of our parking spaces on campus.

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00:11:37.020 --> 00:11:50.670

Anne K. Eskridge: We really are working hard to protect the permit holder that parks with us and we want to create a better ease of use by the campus community in purchasing parking products.

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00:11:51.540 --> 00:12:00.630

Anne K. Eskridge: And we want to really bow to the acknowledgement that change is not ever easy change is difficult.

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00:12:01.110 --> 00:12:08.670

Anne K. Eskridge: Even good change is hard to navigate. We understand that some of the parking changes may be particularly difficult for some of you,

62

00:12:09.330 --> 00:12:24.780

Anne K. Eskridge: And we hope that we can provide an understanding of what those changes are and as Kay stated earlier, our staff are here to help you and are dedicated to helping you finding a parking solution that fits your needs

63

00:12:26.670 --> 00:12:28.170

Anne K. Eskridge: Next slide.

64

00:12:29.580 --> 00:12:36.030

Anne K. Eskridge: So here are the key dates in terms of what's coming at you and how we can help you be prepared.

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00:12:37.980 --> 00:12:40.110

Anne K. Eskridge: So Thursday, December 3

66

00:12:41.310 --> 00:12:54.930

Anne K. Eskridge: As you can see, and I'm really going to run the bullet points on the slide here. The last day to purchase new Individual Commuter Tickets is December 3. The last day to return your most recently

67

00:12:56.400 --> 00:13:14.670

Anne K. Eskridge: Purchased batch for a refund, if you'd like to do so, is December 3 and then the big transition begins December 10 and continues through December 15. The parking system during that time will be in transition as we get our software ready to launch

68

00:13:15.870 --> 00:13:23.790

Anne K. Eskridge: During this period of time, you won't be able to conduct transactions with us, with the Transportation office during this period.

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00:13:24.810 --> 00:13:35.520

Anne K. Eskridge: However, gate houses and parking lots, will be open to serve you. So that high touch and ability to park in our lots won't be impacted by that.

70

00:13:36.360 --> 00:13:49.200

Anne K. Eskridge: And then the 15th. Our big day. The new system, is up and running and you will be able to log in to the new customer portal. If you choose to do so and that's workable for you.

71

00:13:50.730 --> 00:13:51.600

Anne K. Eskridge: Next slide.

72

00:13:54.390 --> 00:14:00.360

Eric Johnson: Now we'll go over some resources that are available for you to learn more about the changes that are coming

73

00:14:01.470 --> 00:14:18.120

Eric Johnson: Our parking changes web page is the best resource for you to review what changes may impact you and your products within the new system. This contains the most updated information about the changes and updates related to the new system.

74

00:14:19.140 --> 00:14:22.800

Eric Johnson: The information is nicely categorized for you by group.

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00:14:23.850 --> 00:14:24.480

Eric Johnson: Next slide.

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00:14:27.840 --> 00:14:45.000

Eric Johnson: You can review all the changes at once or click on your applicable product and jump right to the information. If you have further questions, an intake form is available towards the bottom of the web page that will allow you to contact Transportation Services directly with your question.

77

00:14:46.860 --> 00:14:47.520

Eric Johnson: Next slide.

78

00:14:48.930 --> 00:14:56.280

Eric Johnson: The customer portal guide, we have developed a great tool that provides you with information on the new online customer portal.

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00:14:57.210 --> 00:15:16.650

Eric Johnson: With the customer portal guide located at the URL you see on your screen, you can view step by step instructions on how to purchase and reserve products available on the portal. You will also find information about how to adjust your account information such as your vehicle information.

80

00:15:17.910 --> 00:15:18.540

Next slide.

81

00:15:20.550 --> 00:15:31.500

Eric Johnson: Another exciting new resource we will be releasing soon are training videos. These training videos will provide a visual overview of the new portal and we'll walk through the process of purchasing

82

00:15:31.950 --> 00:15:45.750

Eric Johnson: And reserving a small number of products, while they do not cover all products they are still a great resource. The videos will be uploaded to the customer portal guide, the webpage we just showed you, when they are ready.

83

00:15:47.370 --> 00:15:47.880

Next slide.

84

00:15:49.500 --> 00:15:58.290

Eric Johnson: Before I hand it over to Kay and Brent, who will briefly walk you through the new portal and the permit purchasing process.

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00:15:58.680 --> 00:16:09.870

Eric Johnson: I want to take a few minutes to remind you of a few points for the portal. It will be up and running, December 15 but you can review the resources we just went over before then.

86

00:16:10.620 --> 00:16:31.290

Eric Johnson: The portal goes beyond just parking, you'll be able to manage, reserve, purchase and renew your permits, but you will also be able to manage vehicle information, view and appeal citations. Other transportation products will also be available on the portal and they include bike parking

87

00:16:32.370 --> 00:16:46.470

Eric Johnson: More specifically, bike houses and U-PASS. This new portal is a one stop shop for a number of permits and now I'll turn it over to Kay and Brent to walk us through the permit purchasing process for an individual

88

00:16:51.210 --> 00:17:01.890

Kay D. Doherty: Alright, as we walk through this process, please do keep in mind that these are screenshots of the new portal and the information that will be presented will vary from person to person.

89

00:17:02.610 --> 00:17:10.380

Kay D. Doherty: Not all steps and functions will apply to all products and when you click login in the upper right hand corner of the portal.

90

00:17:11.040 --> 00:17:28.260

Kay D. Doherty: You'll be presented with two login options. You will select UW login if you are a UW affiliate and you have a UW NetID. Or you will select Guests login if you do not have a UW NetID or if you're not a UW affiliate.

91

00:17:32.880 --> 00:17:52.080

Kay D. Doherty: So this is the account dashboard. Once you log in with your credentials, you will be directed to your account dashboard and you will see many different functions on your dashboard, including being able to view citations and citation appeals, viewing your active permits, viewing your waitlists,

92

00:17:53.280 --> 00:18:07.770

Kay D. Doherty: Editing vehicle information via the vehicles tab and editing account information via your name in the upper right hand corner. We'll walk through the function of purchasing your permit online in this scenario.

93

00:18:14.130 --> 00:18:21.480

Kay D. Doherty: So once you've clicked the Get Permits button from your dashboard, you'll be brought to a list of permits that are available for you to purchase or reserve.

94

00:18:22.080 --> 00:18:31.980

Kay D. Doherty: The permits available will vary from person to person, depending on their employee classification, their UW affiliation and potentially what they have been approved to purchase by their department.

95

00:18:34.500 --> 00:18:34.920

Kay D. Doherty: Next slide.

96

00:18:36.780 --> 00:18:54.540

Kay D. Doherty: So once you select the permits you would like to purchase, you may be directed to select an effective validate for your permit depending on the permit type. You may also be asked to select an expiration date for your permit. You may select an effective or valid date up to two weeks in the future.

97

00:18:57.960 --> 00:18:59.220

Kay D. Doherty: And now, Brent will speak

98

00:19:01.410 --> 00:19:03.750

Kay D. Doherty: About the vehicle selection.

99

00:19:04.320 --> 00:19:15.810

Brent W. Curtis: Sure. So if you selected a permit that requires a vehicle association, which is most permits you'd be purchasing, this step will be prompt you to link your vehicle.

100

00:19:16.560 --> 00:19:22.770

Brent W. Curtis: Vehicles that are already in the system or registered will appear. And you can check the box next to the vehicle you would like linked.

101

00:19:23.580 --> 00:19:31.020

Brent W. Curtis: A reminder that while you can have up to five vehicles linked to your permit and account, you may only park one vehicle on campus at a time.

102

00:19:31.440 --> 00:19:40.620

Brent W. Curtis: Essentially if enforcement comes along and finds two vehicles parked on campus at the same time under one permit, the second one they find would be subject to citation.

103

00:19:41.490 --> 00:19:49.200

Brent W. Curtis: If you have not added your vehicle information yet or you do not see the vehicle you would like to be linked listed, you can add a vehicle at this step.

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00:19:49.980 --> 00:19:56.430

Brent W. Curtis: It is important that your vehicle information is accurate because our parking enforcement uses license plate recognition technology.

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00:19:56.760 --> 00:20:04.890

Brent W. Curtis: So if you have inaccurate information uploaded, there's a risk of citation. So make sure you double check that your license plate is entered correctly. Next slide.

106

00:20:06.720 --> 00:20:18.030

Brent W. Curtis: So if you selected a permit that requires a lot or location association, you'll be prompted to select your permit location. Again this would include most products you're purchasing.

107

00:20:18.840 --> 00:20:27.240

Brent W. Curtis: Lots or locations that are associated with the permit you selected will appear in the drop down menu. Lots and locations vary from permit to permit.

108

00:20:28.050 --> 00:20:41.970

Brent W. Curtis: If a lot is unavailable or a capacity, it will have a sold out text, following the name of the location. Available lot choices are dependent on space availability at the time of your purchase or reservation. Next slide.

109

00:20:43.800 --> 00:20:50.070

Brent W. Curtis: So after selecting all applicable information for your permit you will be brought to your cart to check out.

110

00:20:50.520 --> 00:20:55.380

Brent W. Curtis: You'll review the charges associated with your purchase and select your payment method.

111

00:20:56.010 --> 00:21:04.860

Brent W. Curtis: Payment methods will depend on your employee classification or UW affiliation. For example, if you are not payroll deduction eligible, you will not see that as a payment option.

112

00:21:05.700 --> 00:21:18.240

Brent W. Curtis: If you select a credit card as your payment method, you'll be redirected to a screen to enter your credit card details. Some products can only be paid with a credit card online just as an FYI. And next slide.

113

00:21:19.800 --> 00:21:27.360

Brent W. Curtis: So now we're going to talk about departmental products. So we'll switch gears to that and how to order them when the new system is up and running.

114

00:21:27.990 --> 00:21:36.840

Brent W. Curtis: So validation coupons will continue to be ordered through the current department products ordering form that's already online.

115

00:21:37.290 --> 00:21:43.320

Brent W. Curtis: But those are currently unavailable due to COVID-19 and some changes we've made around COVID.

116

00:21:44.190 --> 00:21:54.480

Brent W. Curtis: Arranged parking and coupon codes can be ordered through the Arranged Parking web page. That does not require a UW NetID for ordering. It's a separate form.

117

00:21:54.900 --> 00:22:10.320

Brent W. Curtis: Coupon codes are a new product launching in December, we've actually done a soft launch here recently and more information will be found on our website. Those are codes that can be entered at pay stations on campus to pay for a visitor or guest parking.

118

00:22:11.400 --> 00:22:20.400

Brent W. Curtis: Reserved stalls, short term permits and Multi-lot permits, which Multi-lot permits were formerly known as U-Designator, those will be ordered by contacting

119

00:22:21.120 --> 00:22:28.590

Brent W. Curtis: us via email at ucommute@uw.edu. Multi-lot permits will replace the U-Designators and contain the same function.

120

00:22:29.280 --> 00:22:32.610

Brent W. Curtis: Short term permits are currently unavailable also due to COVID.

121

00:22:33.510 --> 00:22:42.030

Brent W. Curtis: We highly encourage you to review this specific department parking product changes on the web page, which is the URL, you'll see on the slide.

122

00:22:42.510 --> 00:22:46.650

Brent W. Curtis: This web page provides greater detail of the different products and the changes coming.

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00:22:47.370 --> 00:22:57.630

Brent W. Curtis: And just also as an FYI, our gate houses will remain fully staffed during the transition period as we go into launching the new system as Anne mentioned.

124

00:22:58.140 --> 00:23:09.120

Brent W. Curtis: But also our gate houses remain staff to support your customers and visitors throughout their visits once the new system is launched. And next slide back to Kay.

125

00:23:14.460 --> 00:23:21.480

Kay D. Doherty: Some products may be eligible for purchase and management through the new online portal.

126

00:23:22.140 --> 00:23:32.820

Kay D. Doherty: But some products may require an initial set or registration with us before it can be purchased online or I'm sorry, require initial setup or registration with us before it can be purchased online.

127

00:23:33.210 --> 00:23:39.900

Kay D. Doherty: So if a lot or location currently requires approval from an administrator, permit approver or us

128

00:23:40.500 --> 00:23:48.060

Kay D. Doherty: It will not be available or visible to the purchaser online if the purchaser does not have a confirmed approval marked on their account.

129

00:23:48.900 --> 00:23:55.770

Kay D. Doherty: Once the purchaser is approved, they will follow the same process of purchasing a permit online that we had outlined earlier.

130

00:23:56.400 --> 00:24:06.450

Kay D. Doherty: More information and training on the approval and online management will be provided to the departments after the new system launches. So in the meantime, if you are department

131

00:24:06.930 --> 00:24:20.460

Kay D. Doherty: who is currently sending approvals to Transportation Services for your guests and visitors and employees for purchasing products, please continue to email ucommute@uw.edu.

132

00:24:21.150 --> 00:24:33.300

Kay D. Doherty: And we can still serve you that way. If you have any further questions about your parking needs for your department, please again, don't hesitate to call us or email us at ucommute@uw.edu.

133

00:24:36.030 --> 00:24:38.970

Eric Johnson: Thank you. Kay and Brent appreciate that.

134

00:24:40.110 --> 00:24:50.220

Eric Johnson: Now we'll open it up to questions. I want to remind everybody to use the Q and A function in Zoom at the bottom to submit your questions, but we're here.

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00:24:51.450 --> 00:24:52.950

Eric Johnson: To answer any questions. So

136

00:25:03.420 --> 00:25:12.450

Anne K. Eskridge: So I see a question from Judy, when will validation coupons be available for department purchases again? Who wants to take that?

137

00:25:14.400 --> 00:25:15.750

Anne K. Eskridge: Kay, can you take that

138

00:25:23.580 --> 00:25:31.050

Kay D. Doherty: Sure and I will tag team with Brent on this as well. Due to COVID we have

139

00:25:33.690 --> 00:25:51.810

Kay D. Doherty: Have stopped issuing validation coupons and provided alternatives to customers who in the past have used validation coupons in it's really about both for this was protecting our staff and our customers and really reducing

140

00:25:53.460 --> 00:25:54.210

Kay D. Doherty: The

141

00:25:55.620 --> 00:26:03.060

Kay D. Doherty: Or providing the, the social distancing needed for staff and customers. So let me handoff to Brent with that.

142

00:26:03.480 --> 00:26:03.930

Kay D. Doherty: More about that.

143

00:26:05.010 --> 00:26:14.340

Brent W. Curtis: And just so everyone understands validation coupons are a unique product where a customer has to stop at a gate house and purchase a permit.

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00:26:14.700 --> 00:26:23.400

Brent W. Curtis: They then get a validation coupon inside the department they're visiting, stop back at the gate house again. And we've been doing a lot of this technology in order to

145

00:26:24.000 --> 00:26:33.330

Brent W. Curtis: Try to limit those interactions with our gatehouse staff and also customers coming into contact with gatehouse staff who are coming into contact with multiple people every day.

146

00:26:34.350 --> 00:26:41.100

Brent W. Curtis: But in in place, we've been coming up with alternatives and we hope to continue to find alternatives in the short term.

147

00:26:41.640 --> 00:26:50.580

Brent W. Curtis: Things like coupon codes. If you're familiar with South Campus, we added a pay station on the top of the S01 garage, which can accept coupon codes.

148

00:26:50.880 --> 00:26:58.620

Brent W. Curtis: Which effectively work the same way as validation coupons that department can pay for 1, 2, 3, 4 hours of parking

149

00:26:59.250 --> 00:27:11.250

Brent W. Curtis: For a visitor and that visitor shows up on campus puts a six digit number into the pay station machine and their parking is covered by the department being billed for it. So that's one option.

150

00:27:11.610 --> 00:27:18.420

Brent W. Curtis: We've also been working with South Campus departments in particular around options to park at Triangle Garage as well with

151

00:27:19.230 --> 00:27:27.510

Brent W. Curtis: Something similar to a validation coupon, but it's basically a PDF that is emailed to your department, you can share it with the customer and on exit at the Triangle.

152

00:27:28.020 --> 00:27:39.780

Brent W. Curtis: They're able to, again, get their parking at least partially or fully comped for them. So we're continuing to work on those options. Also looking exploring other options.

153

00:27:40.200 --> 00:27:50.610

Brent W. Curtis: And then hopefully we all hope COVID restrictions and sooner instead of later at some point. And we'll be we'll be back to offering our full range of options.

154

00:27:52.170 --> 00:28:01.620

Anne K. Eskridge: All right, I'm going to take our next question is will vendor delivery drivers need to check in for their drop off parking? Who wants to take that Brent?

155

00:28:02.040 --> 00:28:10.740

Brent W. Curtis: Yeah, I've got that. So we've actually made some changes last spring, where load zones on campus, no longer require a parking permit.

156

00:28:11.490 --> 00:28:23.130

Brent W. Curtis: So load zones and loading docks are now resigned and as the sign state no permit is required for up to the time allotment on the load zone or loading dock, that's generally 30 minutes

157

00:28:23.910 --> 00:28:40.140

Brent W. Curtis: If someone does need longer than 30 minutes to park, if it's a more of a service call for delivery, they could extend beyond the 30 minutes and we do still have options available at the gate houses to stop and get a permit that way, which is called a Service permit.

158

00:28:41.790 --> 00:28:44.040

Anne K. Eskridge: Perfect.

159

00:28:44.310 --> 00:28:54.900

Eric Johnson: Anne, I just want to remind people we've got questions coming in both in chat and Q and A. So please, we'll keep an eye on both, but please use the Q and A

160

00:28:55.800 --> 00:28:56.940

Eric Johnson: With your questions.

161

00:28:57.210 --> 00:29:06.300

Anne K. Eskridge: Yeah, thanks. I did see Elizabeth Mapleback, Elizabeth Mapleback's question in the chat about being new and not

162

00:29:07.260 --> 00:29:25.770

Anne K. Eskridge: Used parking at UW tower and hearing about how PPUP will work, Elizabeth, if you would send us your email in chat. We can send you the direct link about how PPUP works and share that with you and then we'd be glad

163

00:29:26.970 --> 00:29:35.880

Anne K. Eskridge: To talk with you after that if you have questions. Once you have a chance to go through that link. Now I am moving on to

164

00:29:37.560 --> 00:29:55.560

Anne K. Eskridge: PhD student previously you were able to qualify for ICTS, but only can be purchased in the office will we qualify for Daily permits purchased online? Kay, can you handle that?

165

00:29:57.180 --> 00:30:14.130

Kay D. Doherty: Yes. And that is correct. As an Associated Student Employee, you will still have the ability to purchase Daily permits as an employee, as long as your status is as an ASE. So you will continue to have the same

166

00:30:15.630 --> 00:30:20.070

Kay D. Doherty: Parking privileges as an employee, as long as your status is an ASE.

167

00:30:21.030 --> 00:30:31.230

Anne K. Eskridge: Great. And then, can we use budget numbers to pay for arranged parking coupon codes? Who wants to take that Brent?

168

00:30:31.500 --> 00:30:44.670

Brent W. Curtis: Yeah, I can take that and yes absolutely budget numbers are the most commonly used way to pay for arranged parking coupon codes. We can also invoice for non-UW affiliated groups but budget numbers, absolutely.

169

00:30:45.510 --> 00:31:02.760

Anne K. Eskridge: Fabulous. And I know this is a critical next question. Not that all questions aren't good, but I'm a nurse practitioner who works 14 nights. I'm in a three month period, um, you park in S01 at night.

170

00:31:03.780 --> 00:31:10.860

Anne K. Eskridge: You're concerned that the night shift plan is ridiculous. So I appreciate your candor with that.

171

00:31:12.690 --> 00:31:13.350

Anne K. Eskridge: [unknown]

172

00:31:14.640 --> 00:31:22.560

Anne K. Eskridge: His or her rate may go from \$3 to about \$12 to cover a 6pm to 8am parking needs.

173

00:31:24.150 --> 00:31:42.690

Anne K. Eskridge: And concerned about inconvenience to buy a second pass after midnight in the middle of my work shift in the ICU. So who wants to handle that relative to explaining this night shift worker about parking options?

174

00:31:44.130 --> 00:31:44.790

Anne K. Eskridge: Kay?

175

00:31:48.240 --> 00:31:50.160

Anne K. Eskridge: Is that your bailiwick?

176

00:31:50.640 --> 00:32:04.680

Kay D. Doherty: Yeah. Um so parking options and I encourage you to just reach out to our team to help you with whatever options that we have available, but depending on the number of nights that you park

177

00:32:06.000 --> 00:32:20.940

Kay D. Doherty: In a pay period or a month, it may be more economical for you to actually purchase an annual permit, an annual night permit, which would allow you park to

178

00:32:22.290 --> 00:32:26.460

Kay D. Doherty: 8am without having to purchase an additional permit is one option.

179

00:32:27.600 --> 00:32:43.980

Kay D. Doherty: Another if you don't, for example, park more than a few days per week, it may certainly be a better option for you to purchase that Daily permit and we understand that there is an inconvenience to this new system, unfortunately,

180

00:32:44.910 --> 00:32:49.710

Kay D. Doherty: The new system just isn't able to provide some of the benefits that

181

00:32:51.720 --> 00:33:01.230

Kay D. Doherty: Night permit parkers were able to have when we had the enforcement, via visual check versus license plate.

182

00:33:01.950 --> 00:33:09.480

Kay D. Doherty: I can say that we've worked really hard to try and mirror what we currently have. And it was just

183

00:33:10.440 --> 00:33:20.730

Kay D. Doherty: Really not something that we were able to do within the system and configure it, but we definitely understand and hear your pain with this, with this change, but again, please do reach out to our team.

184

00:33:21.750 --> 00:33:22.620

Kay D. Doherty: ucommute@uw.edu or

185

00:33:23.970 --> 00:33:34.560

Kay D. Doherty: give us a call at 206-221-3701 and our team is more than happy to help you through this change and provide what other options may be more beneficial to you.

186

00:33:35.580 --> 00:33:38.310

Anne K. Eskridge: Yes, thank you. Kay. Appreciate that. That's a

187

00:33:39.450 --> 00:33:47.610

Anne K. Eskridge: Difficult one and we are definitely hearing your pain on that Alice. If you could post the phone number that Kay gave

188

00:33:48.540 --> 00:33:57.960

Anne K. Eskridge: In chat, that would be great for everybody so that they could write it down. Always good to also put in our email address.

189

00:33:58.680 --> 00:34:06.180

Anne K. Eskridge: But use that phone number. So we can work with you and have direct connection with you to answer your questions.

190

00:34:07.170 --> 00:34:19.920

Anne K. Eskridge: Kay's team is incredibly gracious in terms of problem solving and working through different options. So once again, I think there's a solution there for you. We hear your pain and

191

00:34:20.910 --> 00:34:48.780

Anne K. Eskridge: want to get to the other side of that pain and give you a solution. So please do call us, um, take this up on our offer and will work with you very individually to try to solve your concern. Next question is one Daily permits are not available for C14 C17.

192

00:34:49.980 --> 00:34:53.250

Anne K. Eskridge: An original ICT could meet that need.

193

00:34:54.360 --> 00:35:04.230

Anne K. Eskridge: May I know what happened to C14 and C17 access? Brent, do you know the response to that?

194

00:35:04.470 --> 00:35:13.770

Brent W. Curtis: I sure do. So part of the thing to understand that this new parking system is going to allow us to do is manage our lots of that are so lots of don't fill up

195

00:35:14.280 --> 00:35:20.520

Brent W. Curtis: So that we can just manage how many people are in there every day and be able to deal with that.

196

00:35:20.940 --> 00:35:27.390

Brent W. Curtis: The problem with C14 and C17 is you may know is they're very small parking lots that are extremely tiny

197

00:35:27.810 --> 00:35:35.400

Brent W. Curtis: And in fact, we get complaints. Quite often, that see 14 or C 17 are full, as you know, with ICTs

198

00:35:35.730 --> 00:35:45.030

Brent W. Curtis: People can show up on campus anytime they want and just go park in the parking lot, they have an ICT for and a lot of times, the issue is C14 or C17 filling up

199

00:35:45.570 --> 00:35:50.400

Brent W. Curtis: Is oh three people showed up with ICTs today instead of one person showing up with ICTs.

200

00:35:50.760 --> 00:35:59.040

Brent W. Curtis: So it's really these tiny lots are very difficult to manage because of that. So, what we will be able to do by managing these lots better

201

00:35:59.310 --> 00:36:10.320

Brent W. Curtis: We may be able to, as we start getting data on usage, we may be able to start bumping up those lots and making more spaces available for SOV permit holders and things like that.

202

00:36:10.770 --> 00:36:19.950

Brent W. Curtis: But we need to take a step back, make sure these lots do not overfill as they have traditionally done, and then reassess to fill them up again.

203

00:36:25.350 --> 00:36:40.080

Anne K. Eskridge: Great. Thanks so much. Kay, I know that your assistant manager posted some good information in chat. If you could take a quick read of that and reiterate that to our audience that would be super.

204

00:36:49.530 --> 00:36:56.190

Kay D. Doherty: Yeah, and thank you to Jazmyne Foshe for clarifying this

205

00:36:58.290 --> 00:37:15.750

Kay D. Doherty: for the team and night options. Unfortunately, we are unable to change the options. We're definitely available if you want to express your feedback about that you know we encourage you to send us an email about your feedback.

206

00:37:16.890 --> 00:37:27.120

Kay D. Doherty: Right now, our focus is on really helping folks through this through this change and whatever options may be available for you and it may certainly be that

207

00:37:29.670 --> 00:37:44.850

Kay D. Doherty: One is not as better, that is not as good as the other, or neither option is great for you, but we're definitely here to help you through that change and to help you kind of figure out what would be best this time.

208

00:37:47.460 --> 00:38:01.920

Anne K. Eskridge: Yes, I think that the point that is really important to get across is there were certain things we were able to mirror in the new software system, certain things we are able to mirror and marry

209

00:38:02.370 --> 00:38:16.500

Anne K. Eskridge: With how we offered our parking products in the past. And certain things the new software system did not allow us to do, no matter how we programmed it and worked on it and engineered it.

210

00:38:17.520 --> 00:38:28.830

Anne K. Eskridge: So we will help you best, the best way we can within the options we were able to create, some of which mirror our old options and some

211

00:38:29.250 --> 00:38:47.340

Anne K. Eskridge: Of which are better than our old options and some of our old options have gone away. And that pain is real and difficult but we really do believe that if we can do some personal problem solving with you about what is available,

212

00:38:48.420 --> 00:39:02.490

Anne K. Eskridge: we'll help you get to the other side of what product may work best for you. Our next question is I've been using PPUP occasionally and the W10 lot over the last three years, however,

213

00:39:03.090 --> 00:39:14.490

Anne K. Eskridge: I'm haven't been using it since March because of working remotely. What do I have to do, if anything, to continue using PPUP in W10?

214

00:39:15.180 --> 00:39:29.940

Anne K. Eskridge: When I go back to the office with this change? Can I continue using the current card, the AVI card, to go into W10 or do you have to update anything in the new portal? Kay, do you want to take that?

215

00:39:31.830 --> 00:39:45.900

Kay D. Doherty: Yes, and I just want to clarify, Yoshie I'm going to answer this with PPUP in the W08 lot which is Lander. W10 is not a PPUP lot. So if that is incorrect, please do

216

00:39:47.310 --> 00:40:10.920

Kay D. Doherty: Reach out and verify. But if you have PPUP currently, and it sounds like you might have renewed your PPUP for the new year and you will not have to do anything different. The change will basically be the same for you as you transition.

217

00:40:12.690 --> 00:40:18.300

Kay D. Doherty: If you have not renewed PPUP, you will want to reach out to us so that we can set you up.

218

00:40:19.380 --> 00:40:26.400

Kay D. Doherty: You can do that now. Or you can do that after the transition, but please do reach out to us so we can help you set that up. But again,

219

00:40:26.730 --> 00:40:40.140

Kay D. Doherty: If you currently have it, if it's active if you renewed you haven't used it, but you renewed during annual renewal, you won't have to do any changes, it'll function the same way as it has prior to this transition.

220

00:40:42.600 --> 00:40:50.070

Anne K. Eskridge: Very good. And we do have somebody in chat that asking how do we register our license plate number?

221

00:40:51.180 --> 00:40:59.940

Anne K. Eskridge: So how do we register our license plate number and start associating our permit with our vehicle license plate?

222

00:41:01.650 --> 00:41:04.260

Anne K. Eskridge: Kay, would you like to talk about that?

223

00:41:04.860 --> 00:41:05.610

So,

224

00:41:06.810 --> 00:41:17.070

Kay D. Doherty: If you go into your customer portal once you register you have the opportunity to you'll have an opportunity to add vehicles

225

00:41:17.760 --> 00:41:27.690

Kay D. Doherty: On your profile. You can add vehicles, you can change vehicles and you'll be able to do that online rather than having to email our team, which is

226

00:41:28.470 --> 00:41:39.240

Kay D. Doherty: What folks have been doing for the last few years, as we have doing that in our current system. So this is all online. Let's, I know there are some questions about

227

00:41:39.750 --> 00:41:46.350

Kay D. Doherty: Previously when I used a temporary vehicle, I would switch my permit, what would I need to do the new system?

228

00:41:47.070 --> 00:42:05.910

Kay D. Doherty: All you need to do is just add your vehicle and your customer profile and then park as usual, as long as, again, this is enforcement is with the license plate, so it's most important to add that license plate for your vehicle on the system before you are on campus.

229

00:42:08.820 --> 00:42:10.500

Anne K. Eskridge: Very good. Thank you very much.

230

00:42:11.880 --> 00:42:15.090

Anne K. Eskridge: Other questions out there.

231

00:42:16.170 --> 00:42:24.750

Anne K. Eskridge: In our question and answer session, if you would put those in the Q and A portal on Zoom, we'd be glad to answer them.

232

00:42:27.540 --> 00:42:38.370

Anne K. Eskridge: No more questions, currently are in our queue, but I want to give some time for folks if they are in a quandary about anything and still

233

00:42:40.110 --> 00:42:44.430

Anne K. Eskridge: Have issues or want some answers initially for us.

234

00:42:49.530 --> 00:42:55.230

Anne K. Eskridge: Well, I'm seeing none come in and we have some participants that are starting to ease out of the room.

235

00:42:56.430 --> 00:43:03.270

Anne K. Eskridge: Hopefully, what that means is that folks have gotten the answers they wanted and needed. I can't but

236

00:43:03.840 --> 00:43:15.360

Anne K. Eskridge: Thank you for coming to get additional information. I hope that eases your journey on the path to this change inside of our parking system and through parking modernization.

237

00:43:15.930 --> 00:43:32.550

Anne K. Eskridge: I would once again stress on our email at ucommute@uw.edu and our phone number at 206-221-3701 and I do want to say

238

00:43:33.630 --> 00:43:36.030

Anne K. Eskridge: In closing, it's really important

239

00:43:37.440 --> 00:43:43.740

Anne K. Eskridge: To know that the changes that we're going to be facing are in place at this point and

240

00:43:45.090 --> 00:44:01.230

Anne K. Eskridge: They're really the options that are available that you'll see through the customer portal, are there for you. It may meet, we hope it meets most needs. We know that there will be pain for some that doesn't meet all needs and we just ask you to be

241

00:44:02.340 --> 00:44:12.000

Anne K. Eskridge: Gentle and gracious with our staff as they help you if the meet isn't 100% in terms of finding new options or new ways

242

00:44:13.260 --> 00:44:24.090

Anne K. Eskridge: To be able to park that may be different than our old system. We are very much here to have open hands and good fellowship and good assistance and service.

243

00:44:25.110 --> 00:44:31.050

Anne K. Eskridge: For you and in the days ahead as you find solutions. I think we have a new

244

00:44:33.090 --> 00:44:48.360

Anne K. Eskridge: Question in our Q and A section. What happens if the parking status change is what happens if the parking status change before June one will be able to get change it and stay in the same lot after the change?

245

00:44:50.790 --> 00:44:56.370

Anne K. Eskridge: I don't know if I totally understand your question, Eunice. Um,

246

00:44:58.620 --> 00:45:08.460

Anne K. Eskridge: Anybody want to try or Eunice can you help us a little bit with understanding. Does it have to do with your lot

247

00:45:09.480 --> 00:45:15.870

Anne K. Eskridge: And staying in the same lot that as you say in the second half, stay in the same lot after the change?

248

00:45:17.520 --> 00:45:22.740

Anne K. Eskridge: I'm glad to try to answer that Eunice if we know, just a little bit more.

249

00:45:26.370 --> 00:45:38.430

Anne K. Eskridge: And Alice is giving us some great advice about staying in the queue here for a few more minutes. In case folks think of other questions.

250

00:45:40.020 --> 00:45:49.590

Anne K. Eskridge: We absolutely can stay here the full time till one before we close up that folks a dash in and have questions.

251

00:45:50.130 --> 00:46:06.570

Anne K. Eskridge: Okay here we go with some clarification from Eunice. I'm in a C2 carpool lot now but will change it to an SOV permit in January. Will I be able to stay in the C2 lot?

252

00:46:11.040 --> 00:46:19.920

Anne K. Eskridge: You want to give Eunice some direction there Kay? We might not be able to answer in the moment, but how would you help Eunice in terms of next steps?

253

00:46:21.510 --> 00:46:32.040

Kay D. Doherty: Eunice, I suggest having my team reach out to you about this. It's really specific and I have some questions about your carpool and your carpool permit.

254

00:46:33.840 --> 00:46:35.310

Kay D. Doherty: Because

255

00:46:37.080 --> 00:46:39.930

Kay D. Doherty: SOVs, at least in the

256

00:46:41.640 --> 00:46:48.900

Kay D. Doherty: In the central parking garage, we have changed the way in which we are

257

00:46:50.100 --> 00:46:53.730

Kay D. Doherty: Managing the parking in the central parking garage with

258

00:46:54.900 --> 00:47:03.210

Kay D. Doherty: SOV and full time permits, permits in general, being on levels C05 and C06

259

00:47:04.350 --> 00:47:19.110

Kay D. Doherty: And primarily providing C02, C03 and C04 for our visitor parking. So I'll have one of my team reach out to get more information and to provide a little bit more clarification about this.

260

00:47:20.340 --> 00:47:21.630

Anne K. Eskridge: Thank you so much Kay.

261

00:47:22.080 --> 00:47:25.650

Anne K. Eskridge: I'm sure that will help Eunice in terms of next steps. I appreciate that.

262

00:47:28.410 --> 00:47:35.460

Anne K. Eskridge: All right, let's see what else in terms of our Q and A that we have. I think we've answered, what is there.

263

00:47:36.720 --> 00:47:40.170

Anne K. Eskridge: But we are going to hang with you.

264

00:47:43.050 --> 00:47:49.500

Anne K. Eskridge: For the next approximately 15 minutes in case people have additional questions or

265

00:47:50.520 --> 00:48:05.070

Anne K. Eskridge: drop in and weren't able to hear our presentation, but maybe they have a particular question or two that we could be helpful with. So we'll just hang out in the Zoom room and see how we can help.

266

00:48:17.310 --> 00:48:18.930

Alice Ven: Anne, since

267

00:48:19.980 --> 00:48:34.050

Alice Ven: Some folks may be thinking of some questions to ask. We had some people reach out prior to this info session, who said they couldn't make it. Can you. One of the categories of questions was about retiree parking

268

00:48:35.100 --> 00:48:41.520

Alice Ven: So perhaps some folks can speak to that, and how that will work with the new system.

269

00:48:44.250 --> 00:48:52.950

Anne K. Eskridge: Brent, you want to take that on? I know your gatehouse folks are regular friends with retirees and help folks navigate their way

270

00:48:53.310 --> 00:48:54.330

Anne K. Eskridge: Take that for us.

271

00:48:54.900 --> 00:49:12.240

Brent W. Curtis: Yeah, I mean, the good news about retiring parking, like many of these products is there will now the options available to not have to stop at a gatehouse. You'll be able to go on your phone or computer ahead of time and get your space in a parking lot with your retiree permissions.

272

00:49:13.260 --> 00:49:25.890

Brent W. Curtis: The interesting thing and one of the kind of challenges with the software system is it will require you to choose one specific lot if you're a retiree. So let's say you want to park.

273

00:49:26.730 --> 00:49:38.460

Brent W. Curtis: In Padelford garage for the day. You're going to pick one specific lot in Padelford garage, but despite picking that one lot as a retiree, you will get to move around the same as you did before so

274

00:49:39.240 --> 00:49:50.850

Brent W. Curtis: Just, just a little nuance to that, that you can still move around to the lots and they're posted on the website lots that are available for retirees, but you will when you get your permit just choose one lot

275

00:49:51.900 --> 00:49:59.760

Brent W. Curtis: But gate houses will also still be available on the how it will look a little differently. The gate houses. If you pull up to our North, East or West Gate House

276

00:50:00.120 --> 00:50:08.190

Brent W. Curtis: They will take down your license plate number if you don't already have a profile in the system they'll quickly create a profile for you in the system.

277

00:50:08.790 --> 00:50:17.610

Brent W. Curtis: So then the next time they don't have to do that part. They just know from your license plate and they can issue a permit that way as well. If you'd rather do that instead of your phone or computer

278

00:50:19.530 --> 00:50:30.510

Anne K. Eskridge: Very good. Thank you for that information. I know we're glad to welcome many retirees each day on campus pre-COVID. We hope you return to us in the post-COVID world.

279

00:50:31.080 --> 00:50:38.640

Anne K. Eskridge: And your contributions to campus are just outstanding. And as well as staying connected to one another after your time with us so

280

00:50:39.870 --> 00:50:45.030

Anne K. Eskridge: Please keep asking questions as retirees so that we can help you navigate the new system.

281

00:50:55.410 --> 00:51:04.740

Anne K. Eskridge: So we have about 10 more minutes, and we're glad to like I said, hang with you in the Zoom room that folks come in and have questions.

282

00:51:05.160 --> 00:51:16.710

Anne K. Eskridge: If there's anything more Alice to prime the pump with please let us know in terms of questions that may have come in before or you think is good for the folks to know as our marketing person.

283

00:51:18.150 --> 00:51:25.920

Alice Ven: Yeah, I have some other questions that might help facilitate some ideas about questions that people might have

284

00:51:27.000 --> 00:51:31.980

Alice Ven: With pay per use, one of the big changes is

285

00:51:33.390 --> 00:51:34.530

Alice Ven: payroll deductions

286

00:51:35.820 --> 00:51:36.990

Alice Ven: Being the

287

00:51:38.610 --> 00:51:44.220

Alice Ven: Only payment method for pay per use with Husky debit going away. So how should

288

00:51:46.230 --> 00:51:58.380

Alice Ven: How should folks reach out about switching their payment method or you know what options are there for folks to explore with that change.

289

00:52:01.530 --> 00:52:02.970

Anne K. Eskridge: Kay, can you handle that?

290

00:52:03.600 --> 00:52:07.920

Kay D. Doherty: Yeah, so thank you. Alice for that question and

291

00:52:09.270 --> 00:52:15.120

Kay D. Doherty: For some, not all. Some of the folks who have who are currently paying Husky debit

292

00:52:16.950 --> 00:52:24.450

Kay D. Doherty: Some of you are payroll deduction eligible. So if you'd like to remain in your pay per use lot

293

00:52:25.650 --> 00:52:35.460

Kay D. Doherty: And switch over to payroll deduction, please do reach out to our team and we can make that switch for you. Again, you can certainly use Husky debit until December

294

00:52:36.150 --> 00:52:56.280

Kay D. Doherty: 9 before we switch over at that point everything does need to be, or excuse me, payroll deduction payment in our pay per use lots. If you are not payroll deduction eligible or you still want to pay using your Husky debit account, we can

295

00:52:58.230 --> 00:53:12.540

Kay D. Doherty: You will not be able to actually use husky debit in our, our new system. Um, and so we will need to relocate you to another location. You can purchase an SOV permit if you like.

296

00:53:13.140 --> 00:53:22.590

Kay D. Doherty: You can also purchase Daily permits, just depending on how often you park on campus. Unfortunately our new system we're not able to

297

00:53:24.120 --> 00:53:27.000

Kay D. Doherty: To support Husky debit as a payment method.

298

00:53:30.690 --> 00:53:31.350

Anne K. Eskridge: Very good.

299

00:53:33.660 --> 00:53:54.750

Anne K. Eskridge: All right, let's see, we have another question coming in, um, clarification is needed on retiree parking. What if a retiree has a profile already in the system? What action should a retiree take to still obtain retiree parking? Brent?

300

00:53:55.170 --> 00:54:06.780

Brent W. Curtis: Yeah, and so we could be talking about two things here. So I want to be clear, there are retirees that have permits through our Sales and Admin office. And those are generally the retirees who are working on campus.

301

00:54:07.230 --> 00:54:18.810

Brent W. Curtis: Part time or even more than that, those folks will be transitioned with the flex transition and nothing necessarily additional needs to be done.

302

00:54:19.770 --> 00:54:24.780

Brent W. Curtis: That that's just part of that move. The retirees who stopping at gatehouse every day, however, that's

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00:54:25.440 --> 00:54:32.400

Brent W. Curtis: No, no retirees that stop at the gatehouse currently are in this system. This new flex port system and so

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00:54:32.910 --> 00:54:37.170

Brent W. Curtis: You can either go online, follow the instructions that are on our website.

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00:54:37.500 --> 00:54:49.260

Brent W. Curtis: Or the first time you come to a Gate House on campus, they will help set you up. So currently, none of those retirees that just stop on campus at the gatehouse, none of those folks are in the system at all right now.

306

00:54:51.840 --> 00:54:52.950

Anne K. Eskridge: Very good, thank you.

307

00:54:53.040 --> 00:54:54.360

Anne K. Eskridge: I hope that helps.

308

00:54:55.530 --> 00:55:00.000

Anne K. Eskridge: In terms of another level of explanation for retiree parking. Very good.

309

00:55:04.020 --> 00:55:09.270

Anne K. Eskridge: So about five more minutes left. We don't want to rush off or rush you off so

310

00:55:10.380 --> 00:55:15.660

Anne K. Eskridge: if there are any other questions out there. Take time to type those up and we're glad to help.

311

00:55:25.470 --> 00:55:27.630

Anne K. Eskridge: Well as we wait for the last few minutes

312

00:55:27.660 --> 00:55:42.030

Anne K. Eskridge: Of our virtual outreach session to end, I want give my personal thanks to Eric Johnson, Caryn Walline, Brent Curtis and Kay Doherty, and Alice Ven.

313

00:55:42.510 --> 00:56:04.050

Anne K. Eskridge: Melissa brown and Carol Davison for their marvelous assistance and answering questions on the fly also want to congratulate this team and many of their peers that they stand on the shoulders of, relative to getting this launch ready to go. We know that

314

00:56:07.050 --> 00:56:17.580

Anne K. Eskridge: It has been tremendously difficult work in terms of bringing a new system into being and we want to thank our customers in advance for their patience

315

00:56:17.910 --> 00:56:27.480

Anne K. Eskridge: And pain as we go through this change process. We want to recognize them that we know it will be a new system to navigate

316

00:56:27.960 --> 00:56:34.710

Anne K. Eskridge: We've spent a bit of time talking about our retiree parking. We know this will be new for some of our retirees to navigate.

317

00:56:35.280 --> 00:56:51.120

Anne K. Eskridge: And we just want to thank you in advance for your patience and let you know that we will do our best to be patient with you as you navigate the process. Our people are wonderful at meeting you where you are and trying to meet your need.

318

00:56:52.410 --> 00:57:01.380

Anne K. Eskridge: For next steps in terms of your, your purchasing your parking or your commute products. So we're grateful

319

00:57:02.460 --> 00:57:15.240

Anne K. Eskridge: For your business. It's been a difficult time post-COVID and we're a self-sustaining unit. And we're here to help our customers and our customers' needs

320

00:57:16.080 --> 00:57:26.970

Anne K. Eskridge: through this difficult time and through this transition relative to bringing on board a new parking system and a new way to manage things. So

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00:57:28.020 --> 00:57:32.040

Anne K. Eskridge: Thank you for your patience in advance as you navigate the new portal.

322

00:57:33.480 --> 00:57:41.790

Anne K. Eskridge: Thank you for your continued support in buying our products and utilizing our services. We're here to help you.

323

00:57:43.080 --> 00:57:50.460

Anne K. Eskridge: It has been a difficult transition with COVID and we would ask our customers for as much patience as they can afford us.

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00:57:51.360 --> 00:58:00.420

Anne K. Eskridge: If we aren't as quick as we always are relative to meeting your needs. We are trying and working as fast as we can to get to each of our

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00:58:00.930 --> 00:58:19.320

Anne K. Eskridge: Customer issues and questions inside our Salesforce program and working through the issues and questions you have. So we will get to you. We do care about you and we do want to provide solutions for you. So

326

00:58:20.190 --> 00:58:31.260

Anne K. Eskridge: We're very grateful to have you here with us today and we have a few more minutes left. But I wanted to make sure before we ended that I got thank yous to our staff

327

00:58:31.740 --> 00:58:46.770

Anne K. Eskridge: For their diligence with this program and with this process and an advanced thank you to our customers as they face the change and work it through with us and for them to better manage our parking system

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00:58:47.490 --> 00:58:49.560

Anne K. Eskridge: To protect our permit holders,

329

00:58:50.040 --> 00:59:02.130

Anne K. Eskridge: And to give you the resources you need to do business and class and manage your visitors that come to campus. So we're very grateful for your patronage and

330

00:59:03.210 --> 00:59:07.710

Anne K. Eskridge: await your patience as we go through the process of change.

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00:59:16.800 --> 00:59:27.660

Alice Ven: Anne, maybe just wrapping things up with a final question since I'm not seeing any coming through the Q and A function. Since we mentioned this as a key dates,

332

00:59:30.000 --> 00:59:32.010

Alice Ven: How should folks,

333

00:59:34.230 --> 00:59:48.210

Alice Ven: Return, if they're interested in returning their ICT for a refund by December 3, how should folks go about that? I know we have the information on the website, but perhaps it's good to share that here as well for folks if they're interested.

334

00:59:49.260 --> 00:59:52.410

Anne K. Eskridge: Kay. How should people manage that in the best way possible?

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00:59:54.660 --> 01:00:06.660

Kay D. Doherty: Yes, that's great question, thank you Alice. As Anne had mentioned ICTs are returnable so long as they are the last batch purchased.

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01:00:07.230 --> 01:00:18.360

Kay D. Doherty: We can certainly refund ICTs if you think you will not be able to use them up before December 31st of 2021. If you'd like to do that,

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01:00:19.140 --> 01:00:28.830

Kay D. Doherty: Please do reach out to, again, my team at ucommute@uw.edu or give us a call at 206-221-3701.

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01:00:29.670 --> 01:00:40.920

Kay D. Doherty: At the moment due to COVID, in office transactions are limited by appointment only so please do reach out so that we can set up that appointment. Work with you to

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01:00:41.340 --> 01:00:54.990

Kay D. Doherty: Identify how many ICTs you have and just to make sure that this transaction is as streamlined as possible for you and for our staff. So again, please do reach out.

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01:00:58.440 --> 01:00:59.400

Anne K. Eskridge: Well, very good.

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01:00:59.760 --> 01:01:10.860

Anne K. Eskridge: And we're at the end of our time together and our campus outreach session. Once again, thank you to my staff for the wonderful preparation of information for our customers.

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01:01:11.430 --> 01:01:20.040

Anne K. Eskridge: And an enormous thank you to the customers that have joined us. We know that you're linked to many more and will spread this information.

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01:01:21.150 --> 01:01:30.330

Anne K. Eskridge: Please check out our website, as Eric Johnson shared earlier, there's just a wealth of information at the Transportation Services website.

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01:01:32.400 --> 01:01:42.720

Anne K. Eskridge: And we wish you such safety and health for you and your family in this time of pandemic and enormous change

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01:01:43.680 --> 01:01:57.870

Anne K. Eskridge: In our society. So we're here to help. And we're here to get back to business when it's safe to do so in the ways that we've done before. And we hope this change in our parking system will make it easy to do business with us in the days ahead.

346

01:01:59.580 --> 01:02:08.880

Anne K. Eskridge: As we return to campus. And the few times that you're with us between now and the full return to campus, please ask us

347

01:02:09.750 --> 01:02:25.800

Anne K. Eskridge: For help if you need it in terms of meeting your commute needs. Thank you so much for your time, together with us today. All the best, and since, the holiday season is almost upon us and happy holidays to all of you as you

348

01:02:26.880 --> 01:02:29.760

Anne K. Eskridge: Go into the holiday season together. All the best.