Spring 2013 Semester Report

**Purpose:** This report is a summary of the Student Parking Appeals Board's activities throughout the spring 2013 semester. This report is divided into the following four sections: "Semester Appeals Statistics," which provides statistics for how many appeals the Board approved, downgraded, or denied; "Frequent Violation Areas and Periods," which details areas and time periods in which a larger number of violations occurred; and "Areas for Improvement," which lists suggestions for service improvements based on feedback and observation.

**Semester Appeals Statistics:**

<table>
<thead>
<tr>
<th>Approved</th>
<th>Downgraded</th>
<th>Denied</th>
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<tr>
<td>27</td>
<td>35</td>
<td>52</td>
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**Frequent Violation Areas and Periods:**

- Handicapped/Disabled Parking Spaces
- PV Lot
- Lot J
- Weekends and Holidays
- Piedmont Fire Lane

**Explanations:**

- Handicapped/Disabled Parking Spaces
  *This semester, the Board encountered a larger than normal volume of appellants appealing tickets for violating handicapped parking spaces around campus. Usually, fines for violating the reserved spaces reached $300. In several instances, the Board reduced the amount of the fine.*

- PV Lot
  *A few appellants received tickets in PV Lot in January and February for not parking in between the lines. Many appellants stated that there were no visible lines and should not have received the ticket. Usually, parking technicians took photos and the Board was able to ascertain based upon the photos whether or not the appellant was indeed in violation.*
• Lot J
Several appellants came before the Board to appeal tickets they had received for parking in the rear of Lot J that had been sealed off by Parking Services. Several appellants claimed they had not noticed the changes. However, the Board found that Parking Services gave sufficient notice and that the back of the lot was well marked.

• Weekends and Holidays
The Board found that appellants are still unaware of the fact that parking regulations are enforced 24/7, including weekends. Usually, appeals for this have been denied.

• Piedmont Fire Lane
A few appellants came before the board to appeal fire lane violations they received after parking in front of the Piedmont fire lane behind Fenwick library. In most cases, a photo was provided showing appellants parked directly in front of a sign that indicates a fire lane.
Areas for Improvement:

- Malfunctioning Gates
- Improving language on parking guidelines that explicitly states 24/7 enforcement
- Parking Services Employees Providing Misinformation
- Housing Staff Providing Misinformation

- Malfunctioning Gates
  Several appellants reported that entry gates in the Shenandoah and Rappahannock River Decks would not open when they had their proximity cards. Usually, a call for assistance using call boxes would open the gates. However, one appellant reported that he tried to get in late one night and was unable to. He stated that he received no response when he called for assistance.

- Improving language on parking guidelines that explicitly states 24/7 enforcement
  Weekend tickets are a recurring issue for the Board. It is the belief of many members of the student population that parking is completely free on the weekends. We know that it is not so. In order to reduce citations and remove any doubt as to what the real policy is, the Board recommends that Parking Services amend the guidelines for next semester to state explicitly that parking is enforced all day and every day, including weekends.

- Parking Services Employees Providing Misinformation
  Some appellants have come to the Board appealing their tickets on the grounds that they were given misinformation. Several appellants received tickets on the days that the Patriot Center hosted concerts or special events, and had to park elsewhere. Appellants claimed that parking officers gave them erroneous information about where to park and how long they could park. The Board recommends more training or coordination among stationed parking officers so that all officers are giving correct information.

- Housing Staff Providing Misinformation
  The Board encountered a small number of appeals whereby the appellant claimed that a desk Resident Advisor gave them erroneous information about parking (like saying that parking is always free on weekends). The Board recommends that memos be sent to Housing regarding parking regulations to be posted at area desks.
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