



UNIVERSITY OF MARYLAND

UNIVERSITY SENATE

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Memorandum

To: J. David Allen, Executive Director, Department of Transportation Services

From: Martha Nell Smith, Chair of the University Senate

A handwritten signature in blue ink, appearing to be 'MNS', with a horizontal line underneath.

Date: February 8, 2013

Re: DOTS Customer Service Needs Proposal (Senate Doc. No. 12-13-33)

The Senate Executive Committee (SEC) reviewed the attached proposal entitled, "DOTS Customer Service Needs (Senate Doc. No. 12-13-33)" at its meeting on February 1, 2013. SEC Members reviewed the proposer's concerns and agreed that the relevant administrator should handle this proposal. The committee unanimously agreed to forward the proposal to you for appropriate action. If you have any questions regarding this request, please contact Ms. Reka Montfort at x55804 or reka@umd.edu.

Attachment

MNS/rm



University Senate PROPOSAL FORM

Name:	D. Hellman																							
Date:	12/03/12																							
Title of Proposal:	Dots Customer Service Needs																							
Phone Number:	301-919-9157																							
Email Address:	hellmand@umd.edu																							
Campus Address:																								
Unit/Department/College:	Education																							
Constituency (faculty, staff, undergraduate, graduate):	Graduate																							
Description of issue/concern/policy in question:	<p>After a student receives a ticket within minutes of a timed-out meter, the tedious repeal process ends in a 6:1 denial. The review process and customer service needs a mandate for an immediate re-design.</p> <p style="color: #c00000;">Parking Violation Reviews (Taken from Dots 2012 Annual Report)</p> <p>http://www.transportation.umd.edu/images/about/pdfs/DOTS%20ANNUAL%20REPORT%202012.pdf</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th style="text-align: center;">Denied</th> <th style="text-align: center;">Reduced</th> <th style="text-align: center;">Voided</th> <th style="text-align: center;">Total</th> </tr> </thead> <tbody> <tr> <td>Faculty and Staff</td> <td style="text-align: center;">154</td> <td style="text-align: center;">544</td> <td style="text-align: center;">796</td> <td style="text-align: center;">1,494</td> </tr> <tr> <td>Visitor</td> <td style="text-align: center;">1,341</td> <td style="text-align: center;">2,077</td> <td style="text-align: center;">2,936</td> <td style="text-align: center;">6,354</td> </tr> <tr> <td>Student</td> <td style="text-align: center;">6,015</td> <td style="text-align: center;">3,407</td> <td style="text-align: center;">4,696</td> <td style="text-align: center;">14,118</td> </tr> </tbody> </table>					Denied	Reduced	Voided	Total	Faculty and Staff	154	544	796	1,494	Visitor	1,341	2,077	2,936	6,354	Student	6,015	3,407	4,696	14,118
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Description of action/changes you would like to see implemented and why:	<p>1) Dots customer service and parking protocols need a new orientation with the student as a paying customer.</p> <p>2) Dots reviewers need freedom to operate on a case-by-case basis.</p>																							
Suggestions for how your proposal could be put into practice:	A directive to UMCPDOTS Administration to re-configure customer service protocols effective immediately.																							

<p>Additional Information:</p>	<p>Taken from their own 2011-2012 Goals, Objectives, and Accomplishments list copied below, Dots has already received student requests for a review and update of their own job descriptions. Students from five campus labs and various focus groups have also asked that employee involvement would increase in the decision making process, and that communications regarding the citation appeals process would improve:</p> <p><i>Accomplishments</i></p> <p>The five work groups used Student Voice, now Campus Labs to develop and distribute survey instruments. Some groups also held Focus Groups that were facilitated by members of CLOC. Once the data was received the groups were required to validate the data and report out during open forums. Finally executive summaries were written to summarize the data and give preliminary recommendations for action tactics. All of the campus data collection is complete. We expect the arrival of external reviewers this fall. Concurrent with their assessment we will develop tactics to take advantage of opportunities that were identified through the surveys. We anticipate having the entire process completed by February of 2013. Some of the projects that are anticipated are:</p> <ul style="list-style-type: none"> • Review and update job descriptions • Increase employee involvement in decision making • Improve communications regarding the citation appeals process • Increase faculty/staff awareness regarding green commute options <p>http://www.transportation.umd.edu/images/about/pdfs/DOTS%20ANNUAL%20REPORT%202012.pdf</p> <p>My own citation came about due to a faulty meter which I</p>

	<p>called to explain the following day. I was told the meter was working one hour before, and that I would have to submit a letter of appeal. I took at least one hour to carefully explain the meter's lack of receipt and my return five minutes before the expiration time listed on the meter. In-addition to the faulty meter which indicated payment, but gave no receipt, I enter campus two hours early as a volunteer for the ESOL program which mandates that we must meet on campus. None of these considerations was addressed in a flat denial letter re-iterating a \$25 fine. Upon reading the denial letter, I wrote a second letter of appeal which I was required to bring into Dots in person. I spent an additional \$3 for a metered parking space in order to submit my second letter in person. However, when I wrote a check for the \$6 I owed, I was told I must pay the \$25 along with my letter.</p> <p>The student employee had to call someone in the room behind him to learn whether or not I should receive a validation stamp as a volunteer, and when that was denied, he had to ask if I could pay the \$6 I owed. I was told I would have to make an appointment with the supervisor who was seated in front of a p.c. with his door wide open not five feet behind me. I was directed to another room to a secretary to make an appointment with the supervisor. At no time was I treated as a paying customer. The lack of customer service in the Dots administration is a travesty. From the "hawk-like" violation spotters to the Dots office itself with several seemingly unnecessary employees, the profiteering of Dots on the backs over-paying students sends an authoritative message, no service industry should not have.</p>