USA Process Improvement Committee
OUTCOME DOCUMENTATION FORM

Improvement Number: 78

Original Improvement:

Text: Allow for payroll deduction for faculty/staff hangtags. Credit cards should not be the only option.

Committee Member Activities:

😊 List Activities, Key Dates, Events or People

- Met with sender of improvement suggestion on 11.17.14. Concerns regarding the above mentioned suggestion are as follows:
  - Employees should be allowed more than one option for payment of parking hangtags (i.e. debit/credit card, cash, payroll deduction). The sender feels forced to use a debit card and does not like being forced to give out personal debit card information, especially when this information goes to a third party who then processes and sends the hangtags. The sender also voices concerns regarding employees who may not have a debit and/or credit card. The sender feels the university has a “my-way” or “no-way” attitude towards its employees.
  - If an employee has a parking fine, the assessments are immediately deducted from the employee’s paycheck. The sender states there is no process for an appeal.
  - The sender & sibling often carpool. Two decals were purchased. When the cohort drives the employee vehicle and uses faculty decal, a citation has been given b/c the sibling parks in a faculty parking space. The faculty member feels this is punishment to staff/faculty and states on one occasion the family vehicle was booted.
Progress Items

- I met with Parking Services on 11.20.14. Results of the meeting as follows:
  - The debit/credit card information is processed by the Information eBusiness System in Student Accounting as of 2013.
    - Efficient
    - Faculty/staff voice satisfaction
    - No other complaints
    - Parking services does not have the capability to process cash/check
    - The company that prints and mails hangtags are only given employee addresses and are not privy to any confidential information regarding their debit/credit card information.
  - Parking Services allows a three-week period before any deductions are made for parking fines. There is an appeals process (noted on Parking Services website and on the back of the citation) of a 20 day window to appeal any fines. Citations that are under appeal are not deducted until a final decision regarding the fine has been reached. This usually takes about 1-2 days.
    - Appeal a citation
      - https://www.parking.southalabama.edu/ebusiness/cmn/index.aspx
      - https://www.parking.southalabama.edu/ebusiness/cmn/auth.aspx
    - Under no circumstances are students allowed to park in faculty parking spaces. Students must purchase a student parking decal. See https://www.parking.southalabama.edu/ebusiness/cmn/index.aspx

Final Outcome:

I met with the sender of the improvement suggestions to clarify the parking decal policies and information contained on the website. The clarification was greatly appreciated and the sender was satisfied with the results.