Submitted Question from Residents

1. What are the current expectations and hours of coverage of nighttime security providers? What are the protocols for witnessing a suspicious person or activity?
   - Coverage hours: 10PM-6AM, double coverage on some hours. Contracted with USafety for police and security services, and Allied Security provides staff for University Security at USA.
   - Patrol expectations: consistently and continuously patrolling, occasionally pick a post to monitor
   - Suspicious person/event protocol: security staff will immediately notify UPD (University Police Department) which will provide a rapid response, Allied Security and U Security will also provide additional staff to support UPD response

2. Is there an understanding of why the west village is getting hit so much more than the east village? Are they covered by different people, or are there other factors contributing?
   - Information available at this time: The west village is larger, and has more entrances and exits along main roads, making it an easier target.

3. What measures have been put in place, or are planned to be put in place, to address the current number of nighttime car break-ins?
   - In response to nighttime security concerns: Allied has implemented personnel changes, and incoming staff have been trained on the specific concerns and incidents within the village.
   - Allied is still going through an internal process of review, but has already implemented language changes to directives to make patrol expectations more clear to staff, and have given specific training on this issue to address the current nighttime security problems
   - In addition to changing the standing orders for staff, Allied has increased general patrolling on top of that, with the UPD as well.
   - Allied will be implementing use of the lightbar system, which increases visibility of dark areas of the village for security providers, and also helps increase visibility of security presence to residents and any potential criminals

4. What is the best way for community members to report concerns on the quality of nighttime security? And follow up with previously reported concerns?
   - Contact Sean Ryan: 801-696-2775 or Brandy Groce:801-637-3716
   - These are the professionals who directly manage the safety department of the UPD, and oversee the contract with Allied Security and with University Student Apartment. Both encouraged residents to contact them with concerns or issues

5. Are there any steps that community members can take to increase safety, decrease break-ins, and support security providers?
   - Resident concern: lighting. USA has requested funding for additional/updated lighting in the past but has not had funding approved; because of the existing utility infrastructure, it would be extremely expensive. More info below on the possibility of temporary lighting in high hit areas.
   - Resident concern: cameras. The cost to implement security cameras is cost prohibitive because of the utility infrastructure in the parking lots and courts, especially considering that the USA property consists of seventy acres to cover. Upgrades that will allow for live cameras are part of the new construction project in the west village. More info below.
Community education: removing incentives helps reduce likelihood of theft, encourage community members to remove all valuables from their cars (sunglasses, tools, etc.), and to not leave keys in the car to heat up cars in winter.

Administration Comments & Responses

Security
- Cameras. Around $300,000 spent to place the current cameras interior to the courts as a result of resident requests and a string of laundry room thefts. Because there is no wifi/fiber, the cameras are not live but connected to DVR. Video is reviewed after suspicious activity has been reported; however there is no live monitoring of the cameras inside the courts. Funding required for additional DVR cameras to cover the parking lots may not be as effective as more lights, security patrols, etc.
- Security stopped using the lights on top of their cars a while ago because of complaints from residents. With the more recent thefts, Resident Council moved to use the lights once more. Security want to work with residents and the different requests made (such as using or not using the car lights).

Infrastructure
- With increased use of electric cars, will there be increased access to charging stations?
  - Electric Vehicle Charging Stations: hindered by utility infrastructure, but admin is actively working on a project scope in the east village to add more stations. The new construction will have faster and more charging stations for the west village. Looking for a solution in the east village ideally for $100,000 or less to provide solution for next 8-10 years. Find right charging stations, where to locate, for the least amount of money. Actively working on this issue.
- New housing
  - Visit pdc.utah.edu for rendering of the new housing development.
  - New housing will include Uconnect wifi, study rooms, small get-together rooms, large community rooms, outdoor gathering space, etc.
  - There will be single grad housing to replace the Medical Towers built in 1970.
  - The UofU intends to demolish the remaining Cedar and Aspen housing buildings within approximately 10 years, on a phased schedule, one or two courts at a time. The old buildings do not meet modern day code and cannot be refurbished for a variety of reasons.
  - A tentative closure schedule is being considered, but has not been finalized by administrators.
  - The University will demolish in a phased approach. Any individual in a building that will be demolished will receive at least 6-months notice.

Laundry Rooms
- Concerns about amount of items stored in the laundry rooms
  - The current storage system in the laundry room is not ideal.
  - Bikes, strollers, and toys are allowed as long as tagged. If not tagged, let RA know.
  - Not feasible to allot space in laundry rooms to each apartment.
  - Laundry rooms will be freshened up over the next 6 months (potentially including more modern bike racks).
  - If wanting to store tomato cages, work with RA. They may have the possibility to put the cages in the laundry room storage closet. The cages are a safety risk (especially to children) being in the open laundry room area.
- Decrease in machines have led to laundry room difficulties
  - Working with laundry vendor weekly to make sure both parties (laundry vendor and USA apartments) are fulfilling contracts.
  - Adding a few machines in areas where the machines are averaging more than 3 loads/day.

Other Resident Concerns
- How to approach neighbor nuisance problems, like vacuuming after quiet hours:
If having issues with neighbors such as noise during quiet hours: first, speak with neighbor. If that’s too uncomfortable or not working, speak with RA. They are trained to mediate and help in these situations.

- Concerns with smoking in common areas and cigarettes on the ground (clarification on where smoking is allowed)
  - USA is part of a tobacco-free campus meaning smoking is not permitted on USA property. If having an issue with this, administration can address any smoking complaints. Students refusing to follow that rule will be addressed by Dean of Students. The smoking restrictions are more of an encouragement/educational campaign than a policy that would warrant disciplinary action.

- Campus shuttle and the replacement of the green route with the circular route.
  - Shuttles are currently analyzing current routes and riders to improve shuttle routes. Historically, the shuttles have had low ridership in evenings.
  - SafeRide and the circular route was more efficient way to use funds in the evening hours.
  - After 6pm, anyone can request SafeRide, which is a door-to-door service (like an uber) provided by the University. We encourage everyone to use SafeRide if the circulator route is not working for you!
  - Shuttle ridership data on the circulator routes can be found below.

Interest in ways to get involved at USA
- Residents are encouraged to get involved with USA!
  - Reach out and have open communication with the Resident Council and RAs.
    - Resident Council Contact Info:
      - Lexie McCausland, Mayor, usarescouncil@gmail.com
      - John Ellis, Campus Liaison, usarescouncilfinance@gmail.com
      - Annie Pond, Communications, Liaison usarescouncilcommunications@gmail.com
      - Lindsey Soffe, Community Liaison, usarescouncilprograms@gmail.com
  - Resident Council and RAs have regular meetings held that residents are welcome to attend.
    - Find Resident Council meetings here: https://apartments.utah.edu/events.php
  - If having issues, reach out to the council, administration, or the RAs. Residents can reach out via the following:
    - Textline, (385) 313-0463
    - Facebook pages
      - USA Resident Council
      - University Student Apartment: Marketplace
- Email
- Office visits
  - Elections for next year’s council will be held in the Spring. Residents are encouraged to run for a position if they are interested.
  - If an RA position is open in a resident’s court, they are encouraged to apply for the position if they are interested.
  - The University administration, council, and RAs care about residents and value residents’ opinions. Please reach out.
    - Jennifer Reed and USA Administration have open door policy. Feel free to contact them at any time.
      - Jennifer Reed, Director, Auxiliary Services, jennifer.reed@utah.edu
      - Valerie Green, Associate Director Resident Life & Outreach, vgreen@usa.utah.edu

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**TransLōc**

**Ridership Report**

*University of Utah*

*Report Generated Time: 9/21/2021 10:20:27 AM MST*

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