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Services, rms@csus.edu, (916) 278-6119

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Call to order: 11:01 Yvanne Bolano

Review and approve minutes for September: Approved

Open Forum:

Brittany Anderson-Steele: Has anyone had any experience with issues of students, or anyone bring in their scooter or wheeled device into the buildings. Regarding the issue with students parking their e-bikes in the hallways during office hours or labs, I'm aware there's a policy in place and designated parking areas for them. However, it seems like the enforcement side of things is lacking, and people might not feel comfortable addressing the situation directly. I was wondering if other departments have found effective ways to handle this, especially since students tend to push back a bit when confronted. Has anyone had any success with this?

Gary Rosenblum: Not that I know of; we don't share that experience in our offices. But I would quote campus policy. Students who fail to comply with campus policy are subject to Student Affair's disciplinary action, if you wish to take it that extent.

Brittany: I would say directly to Student Affairs, and they have an office that handles student behavior—though I'm not sure of the exact term. Bill, could you help clarify?

Bill Macriss: It would be the office of Student Conduct – Tom Carroll's office.

Gary: It's a very big issue for whenever we need to evacuate.

Brittany: It's a combination of ADA problem, evacuation problem and just general chaos in the hallway.

Bill: If you can identify the student and can forward that to Tom Carroll, they can communicate out.

Sabrina Charleston: Hi, yes. I'd like to offer a suggestion from a different perspective. I understand the policy regarding not parking scooters inside hallways, but I believe there's more we could do to communicate and address this. For instance, we could increase the visibility of this policy by adding more signs or advertisements throughout the building.

Additionally, I think it would help to consider a solution for students who rely on scooters as their primary mode of transportation. Many students, including friends of mine, borrow vehicles, ride bikes, or commute on scooters because other options aren't viable. I know a student who commuted daily from Rancho Cordova on a scooter because early morning labs made it difficult to use bus routes, which don't allow scooters onboard. Perhaps adding more bike racks or designated stations near certain buildings could be a helpful solution. This would better support students who rely on alternative transportation.

I am the ASI representative, Vice President of University Affair here to provide insight from both perspectives.

Jeff Dierking: I can touch on that briefly. We have several bike racks located across campus, and they are designed to accommodate scooters as well. For students who use scooters as their primary mode of

transportation, we also have manned bike enclosures, which we recommend for securing higher-value items. During operating hours, a CSO monitors these enclosures, adding an extra level of security. Additionally, these enclosures have electrical outlets, allowing students to charge their vehicles without needing to enter buildings to find a charging port.

These enclosures offer a secure, monitored space with both human oversight and camera surveillance, as well as convenient charging options. This is part of our standard campus bike infrastructure. We have four staffed enclosures across campus, and we strongly encourage students to use nearby parking areas for scooters rather than bringing them inside buildings, which could pose a tripping hazard or fire safety issue.

Gary: Thanks Jeff. And our risk Management Department provides maps so you can find all of that information on our website.

Don Nahhas: I have a question for Lieutenant; what is law enforcement's role in enforcing rules for scooters, bicycles, and other vehicles in pedestrian areas? We're seeing a lot of motorized scooters, especially from athletics, moving back and forth at speeds above five miles per hour, often zooming past pedestrians. Right now, it appears there's no active enforcement, and we're getting reports of pedestrians being brushed past, startled, or having to jump out of the way. This raises a significant safety concern, so what actions are currently in place, and what more could be done to help prevent potential injuries?

Jeff Reinl: Thanks, Don. The challenge for us is that it's difficult to catch up with scooters using a police vehicle while navigating through crowds of students between buildings. My recommendation would be to reach out to Athletics and let them know you're noticing this behavior among their students. Coaches often have a much greater influence than any formal punishment.

When we do intercept individuals riding bicycles or scooters in pedestrian areas, we focus on educating them rather than penalizing them. The campus already has a lot of signage, including A-frames placed by Jeff Dierking's team, but it's an ongoing challenge. With the high turnover in our student population, we're constantly re-educating, as about 25% of students cycle out each year and new ones come in.

Don: I agree about the signage. Risk Management has been placing A-frames around campus and has also utilized digital signage throughout—aside from the one on Highway 50. All our digital boards have displayed these messages, and at the start of the year, we included flyers in the freshmen welcome packages. There are also signs posted in all housing areas. Despite these efforts, the behavior hasn't changed. We have a student here who thought this meeting was in person, so I'm going to put him on my computer to share his perspective.

Gary: Before we move to the open forum, let me quickly follow up with Sabrina. I can collaborate with you on further outreach and information efforts. And regarding Don's point about Athletics, Don, I'll also work with you on addressing this with the Athletics department. I just wanted to wrap that up before moving on. Sabrina, I see you've had your hand up—did you want to add something to the conversation?

Sabrina: On that note, I'd like to add that I also agree this poses a serious safety hazard. I've noticed that certain areas on campus, particularly around the library quad, have marked bike lanes that separate designated bike paths from pedestrian walkways. Emphasizing and clearly advertising these designated lanes, along with bold reminders of the policies, could encourage proper use of these areas and help reinforce that there are consequences for not adhering to these rules.

Gary: Absolutely. We encourage using the green stripe as a guide for directing wheeled devices. We can work on getting that information out more widely. I'll connect with you to provide additional outreach tools for communicating this to students through ASI.

Jeff: Thank you for your comments, Sabrina. We always appreciate your help in spreading the word through ASI. As we continue our informational campaigns, I know Gary's team has been doing a lot of work regarding scooters to share this information. We're constantly exploring different ways to reach the student population effectively.

Max: Hi, I'm Max. I have a concern to share. I think we need to address the pedestrian walkways because every time I walk on them, I nearly get run over by scooters and bikes. I've had enough of it, and I believe we need to act before someone gets hurt.

Gary: Is there a particular location you consider a hotspot? Or is the entire campus?

Max: I don't have a specific spot. It's everywhere.

Gary: Okay, so we've been discussing this topic, and you may have heard some of it. We have those signs posted, but it seems you feel they aren't adequate. Do you have any suggestions for us?

Max: I raised this concern to Yvanne, and I told her that I think that we should put some poles at each end of the walkways.

Gary: Okay, yes, making significant physical changes to the infrastructure is more challenging since it involves design, budgeting, and time for installation and construction. Jeff, do you have anything to contribute to this discussion?

Jeff: I agree with you, Gary. Making physical changes to the infrastructure can be challenging, and we also want to avoid creating new hazards for cyclists who might crash into obstacles we put in place to slow them down. Much of our outreach has focused on signage, painting, and information campaigns through ASI. We're trying to approach the design aspect in the least obstructive way possible because we don't want to limit access and mobility for anyone visiting campus. At the same time, we aim to promote campus compliance and encourage everyone to be responsible stewards.

Gary: I'll add that my philosophy regarding this issue on a college campus is that it's ultimately the responsibility of the students, as adults, to look out for one another. Zipping through pedestrian areas on a scooter is disrespectful, especially when it's clear that the signs indicate not to do it. Yet some individuals feel entitled to ignore those rules, as if they don't apply to them, which undermines the good conduct expected of the entire group.

I believe some of the responsibility falls on the riders and students themselves. It should be considered "uncool" to behave that way—if I can use that old-fashioned term from my generation. It's crucial for students to communicate with each other and say, "Hey, that's not acceptable." We can't oversee every conversation among students, so they need to take the initiative to discourage this behavior and spread awareness within their own community. It's not solely our job to enforce these rules.

Michael Keenan: I agree. I'd like to share an experience I had recently. As someone who rides an electric unicycle on campus, I dismounted and walked my vehicle near the ARC building, right where the signs are posted. While doing this, I saw a gentleman on a skateboard pass by, and I briefly considered getting back on my unicycle to tell him he shouldn't be riding there. But I thought he'd likely call me a hypocrite.

I mentioned in a previous meeting that having handouts about where people can ride would be helpful, but I didn't have one on me at that moment. Even as I was walking my unicycle, it didn't seem to register with the skateboarder that he was breaking the rules.

To increase peer pressure, I think it's important for staff or faculty to address these issues directly with students, even if they're in a hurry. If someone parks a vehicle inappropriately, the professor or staff member should mention it to the student right away. It's crucial for them to reinforce these guidelines.

Gary: Don and I have discussed the idea of using tags or rubber bands to attach flyers to scooter handles. For those scooters parked indoors, we could issue a warning that outlines the rules and the information they need to know, encouraging them to change their behavior regarding hallway parking. We could draft something to provide to Brittany, and then someone could simply place it on the handlebars of the scooter as a kind of warning ticket.

Michael: I think that's a good idea. We've done the same thing in the past for bicycles that get locked outside of the bike compound.

Gary: Alright, we'll collaborate with you on the indoor parking aspect, Brittany. As for you, Sabrina, we'll reach out soon with more information that can help in connecting with students. Do we know if the bike safety or wheel safety page is linked to the student app?

Don: I believe so. That was one of the things, so I was working with. I will double check.

Gary: Okay, since the safety section of the student app may include information on scooter safety, along with a rule book and map that students can access, we'll make sure to verify that.

Don: Yes, I can verify that. Lastly, I wanted to thank you guys for being patient with Max. He definitely has had some issues with scooters and people on campus and not knowing that the meeting wasn't in person. And you guys were very gracious, and I appreciate that.

Michael: Don, can you clarify, does he have an issue with happening on inner campus or outside of that.

Yvanne: I can confirm that his concern is specifically about the inner campus. He has mentioned that he avoids walking on the outer areas of campus due to feeling unsafe around individuals using wheeled devices. His primary concern is with the inner campus areas, particularly between Brighton Hall and Douglas Hall.

Michael: Don or Jeff, so we know is there currently a poster board right along that way?

Don: We have 22 signs posted around campus, and there's likely one in that specific area. We've placed these signs in high-traffic areas with a high concentration of scooters. However, people often speed right past them. My sarcastic thought is, "You're a college student; reading 'Walk Your Wheels' shouldn't be difficult!" But when I see someone ignoring it, I'll stop them and say, "Just a head-up—if you're caught, it could mean a $350 fine, student disciplinary action, and a point on your record." Sergeant, you'll probably find this funny, but it usually gets them to walk their wheels, at least until they're out of sight, and then they go back to riding. Still, I think if someone looks authoritative enough, it might help. Some days, it feels like a losing battle, but other days, there's a glimmer of hope.

Jeff: Hey, Michael, if I could chime in here—I wanted to circle back to your initial comment. You mentioned walking your device, and I really appreciate that. Another way to look at this issue, beyond an authoritative approach, is through leading by example. If more people follow your lead by walking in the wheeled zones, it reinforces the standard we aim to set here at Sac State. Over time, this can encourage others to do the same, helping us build the campus community we envision, even if it's a slower process. Thank you—I really appreciate it.

Michael: Absolutely, that was the intention. I'm very aware of the issue, so I try to set an example myself. Hopefully, it'll start to catch on.

Bill: Thank you. This question has probably come up before, but I recall when scooters first appeared on campus, a rental company introduced them, and they had designated "dead zones" where the scooters would automatically shut down. I'm not sure if similar technology is available for personally owned electric scooters, but have we heard of any developments that might restrict scooter access to certain areas on campus? Or is that just wishful thinking?

Jeff: I can touch on that briefly. The concept of geofencing is excellent, allowing for specific areas to be restricted. However, there isn't a unified platform that integrates all these different devices. We do have Lime operating on campus, and they are geofenced out of pedestrian zones. Although their devices don't completely shut down in these areas, their speed is limited to a crawl, preventing them from starting or stopping rides. If a user stops, they continue to be charged until they leave the area, which enforces penalties for improper parking.

It would be beneficial to have a comprehensive system to manage device speeds in these zones across the community, but the challenge is that these are third-party companies with varying technologies—some can integrate with mobile apps while others have only basic controls. Not all have the necessary technology to function in that manner but having it would certainly be advantageous.

Gary: We have two types of scooters on campus: commercial rentals, like those from Lime, and personally owned scooters. As Jeff mentioned, we might be adding another vendor soon. Before the pandemic, over 90% of scooters were rentals, but now that ratio has nearly flipped, with most being personally owned. Unfortunately, we have no control over these personal scooters. Unlike cell phones, we can't block them, so we lack the authority to manage their presence on campus.

Sabrina: I'd like to revisit the issue of students speeding on scooters and bikes, particularly in pedestrian areas. Would it be possible to install small speed bumps in the designated bike and scooter zones to encourage slower speeds? Just a suggestion!

Gary: Thank you for your feedback, Sabrina. We have considered this issue and have focused on using information, paint, and signage to address it. However, we're concerned that adding speed bumps or similar features could create hazards and lead to accidents for scooter riders. That said, it's a good suggestion, and we will keep it in mind as we design campus infrastructure and look for ways to manage speed.

New Business

Driving on University Business

Susan Colley-Monk: It involves authorizing drivers through paperwork and training. Authorized drivers can be students, employees, or volunteers. All drivers must have a valid state driver's license and maintain a safe driving record.

Last year, in collaboration with IRT, a workflow was created that streamlined the process. This new workflow has significantly increased processing time while eliminating the use of paper products.

A new driver packet includes three forms: the Vehicle Operation Authorization (VOA), Driver Authorization Process (DAP), and optional STD 261, Authorization to Use Private-Owned Vehicles on State Business. The VOA and DAP are required once, but the STD 261 must be renewed annually. Both the VOA and STD 261 need a supervisor's approval.

All drivers are enrolled in the California DMV's Employer Pull Notice (EPN) program to confirm that they have a valid driver's license and are safe drivers.

Drivers with non-California driver's licenses must provide driving reports from their respective state … or fill out a form and provide a copy of their driver's license to enroll as an out-of-state driver in the EPN system.

The two training programs are the Defensive Driver Training and Golf Cart Safety Training. Both must be repeated every four years and are accessible on CSU Learn to the entire campus community.

Defensive Driver Training (DDT) is required if you drive yourself or others in a personal vehicle or a University-Owned vehicle. We removed the condition that DDT must be taken if you drive more than once a month or 12 times a year.

Years ago, a past Risk Director did not permit drivers under 25 to drive because of a lack of experience. Our department decided to allow those under 25 to drive and require that they complete defensive driver training.

Golf Cart Safety training is required if driving a golf cart on campus, and drivers must have a valid driver's license.

As a courtesy and to maintain compliance with CSU Guidelines, our department periodically emails the campus community to update driving paperwork, notify them if a driver's license is expired, or complete driving paperwork.

The database is ever-changing. There are continuous updates, whether training completion or expiration dates, driving record updates, department changes, or marking them as inactive as they are no longer with the University. RMS is mandated to disenroll drivers from the DMV EPN as soon as we know.

This year, academic departments are collaborating to ensure students are cleared to drive on field trips and other off-site locations, so there is an increase in processing driver packets.

The database is inaccessible outside Risk Management Services because it contains Level 1 data. Departments can request a list of drivers via an Excel spreadsheet with personal identifying information removed and highlight deficient items.

Reporting a Vehicle Accident—Vehicle Accidents involving golf carts must be reported to Risk Management Services no later than 24 hours after the accident, which also includes golf carts.

All drivers must complete STD 270, Vehicle Accident Report, and an Incident/Accident Report. The Supervisor needs to complete STD 274, State Driver Accident Review. Risk Management Services will send the forms to the Department of General Services for insurance processing or if a claim is filed against the University.

Foreign Travel Insurance Program (FTIP)

Susan: CSURMA [authority] determined that university-related travel creates a significant risk of exposure for CSU travelers (faculty, staff, and students) if they are injured, become ill, or need specific services while overseas.

Before requesting foreign travel insurance, faculty and staff should submit international requests through Concur no less than 30 days before travel. The FTIP program provides comprehensive coverage and allows 14 days of personal travel. Faculty and staff can bring close family members (spouse, children) on trips, but the employee pays the premium out-of-pocket.

Concur is managed by Accounts Payable & Travel. An international trip request involves four levels of approval after it is budget approved. Those levels include the Dean, Vice Provost, Vice President/Provost, and the President's Office. Exceptions to the approval levels are granted by AP&T or by upper administration, not Risk Management.

Students who travel internationally on study abroad programs must follow protocols with IPGE, CCE, or the leads of the faculty-led programs. If students travel with faculty to conferences or conduct research, the faculty must request an approval memo from the President's Office, which requires providing the trip's details.

Premiums are based on the number of days of coverage and the destination country. Some countries have higher premiums because they are considered highly hazardous.

The FTIP request form is on our website and can be sent to Risk Management Services anytime. However, insurance will not be requested until the Concur request is fully approved.

As a courtesy, Concur is checked for approval status, and RMS has a spreadsheet that tracks all international trips. RMS also sends reminder emails to follow up on Concur requests and remind travelers to submit the FTIP requests.

The process includes receiving the FTIP, submitting the request by sending the Concur approval to the insurer and emailing the traveler to confirm that the insurance is bound.

Each traveler registered for the insurance is then provided with an email and travel assistance card summarizing the insurance's benefits, what it covers, and hotline phone and email contacts if they need any medical, safety, or other travel assistance.

The CSU has teamed up with Crisis24 to provide our international travelers with access to up-to-the-minute, destination-specific health, security, and safety briefings for all travelers.

Upon completing insurance binding, each traveler should receive an email directly from Crisis-24 with details about the Crisis24 services, including instructions for downloading the Worldcue app. The traveler needs to follow the instructions to download the Worldcue app before departing on their trip. This will give you access to valuable Worldcue safety and security utilities such as Hotline Button, Check-In Button, Crisis Button, and Pushed Intelligence Alerts.

•Hotline Button: In the event of an incident, use this button to connect directly with AXA's 24x7 Hotline Center.

•Check-in Button: Use this button to confirm your location and safety OR to communicate your safety during a dynamic security event (i.e., terrorist attack, tornado, tsunami, shooting).

•Crisis Button: Use this button if you need immediate assistance and cannot speak on the phone. If you are able, defer to the Hotline button.

•Pushed Intelligence Alerts: Relevant intel pushed to you based on your itinerary. You can adjust the level of alerts in your profile settings once activated.

IN ATTENDANCE:

*Safety Committee Labor Representatives

Gary Rosenblum, AVP of Risk Management
Yvanne Bolano, ASC of Risk Management
Nayeli Parra Gonzalez, Youth Protection Program Analyst of Risk Management
Pam Robertson, Women's Health Specialist of the Women's Resource Center*
Susan Colley-Monk, Risk Management Analyst
Brittany Anderson-Steele, Safety Manager of NSM

Don Nahhas, Software & Data Analyst of Risk Management
Margaret Reece Director of Operational Effectiveness & Efficiency
Tyler Harris, Director of Environmental Health and Safety
Adell Seibels, Workers Compensation Manager of Risk Management
Jeff Reinl, Sergeant of CSU Police Department
Michael Keenan, OS Analyst of the College of Engineering & Computer Science
Earl Gratuito, Student
Jeff Dierking, Director of University Transportation and Parking
Todd Dangott, Director of Risk Management
Janee Hardman, Industrial Hygienist of Environmental Health and Safety
Jennifer O'Neal- Watts, Copyright Specialist of University Library
Brent Moffat, Physical Security & IT Manager of PD
Oscar Castro, Student Assistant of CCE-Facilities
Jennifer Murchison, Executive Director for Universal Access and Inclusion
Sabrina Charleston, Vice President of University Affairs
Dania Santos – Cruz, UEI Real Estate Services
Bill Macriss, AVP/Chief of Strategic Partnerships for Student Affairs
Troy Bettcher, Senior ELR Specialist