



**SERVICE & DELIVERIES  
SUPPLIER  
CONFERENCE**

# SERVICE & DELIVERIES PURPOSE

Why are we meeting?

- ✓ As our campus continues to develop and grow, we no longer can ignore the need to establish, implement and maintain a Service & Delivery Suppliers Guideline for 'all' - University of Miami Gables Campus community and our service providers – to follow.
- ✓ We consistently find our traffic circles and roadways congested, while the loading docks/areas under-utilized.
- ✓ By implementing a structured practice, the embedded guideline will ensure an efficient and safe campus operation.
- ✓ This guideline will detail the ingress & egress campus access roads to use, approved loading & unloading areas and governing policies.

# SERVICE & DELIVERIES GUIDELINE

## Effective Date:

- April 24, 2017

## Policy:

- Establish responsible practices that comply with the University's guidelines and the ordinances of the City of Coral Gables.
- Ensure adherence by University's internal community and its Service & Delivery Suppliers.

## Definitions:

Throughout this presentation, these codes represent the following:

- City = City of Coral Gables
- University = University of Miami, Gables Campus
- Supplier = Service & Delivery Partner

# PRACTICES

## In this section, we will cover:

- **Do's & Don'ts**
- **Noise Ordinance** – Significantly impacts the University
- **Access Roads - Map**
- **Communication**
- **Conference Frequency**
- **Contract Language**
- **Smoke-Free Campus**



## Service & Delivery Drivers:

### Do's:

- Visual identification - Display a valid parking permit or approved University parking pass while on campus. Unless, the sides of the vehicle is clearly marked as a commercial vehicle.
- Park at spaces marked as **Service**. Note: Utilize a regular unmarked space when parking for more than 2-hours.
  - ✓ Internal University community only: Utilize a regular parking space when responding to non-urgent matters.
- Use approved loading docks/areas; if the designated area is full, proceed to park at the next closest approved area.

### Don'ts: Parking is prohibited at.....

- Spaces marked **Drop-off/Pick-up** or **Reserved**
- Fire lane
- Active street
- Sidewalk
- Grass, Shrubbery
- Near a building's air intake system
- Aisles of surface lots or garages
- Locations that limit visibility of oncoming traffic, both vehicular and pedestrian

## Noise Ordinance:

- Regulated by the City Code. However, it's important to note that **noise is subjective** and neighbors may complain to City Code Enforcement resulting in citations issued directly to the University.
- Noise includes vehicle horns, music, vehicle loads, mufflers, power tools, landscaping equipment and all construction noise.
- It may not disturb public health, welfare, safety or the quality of life within the City.
- Landscape equipment and power tools may only be used during these times:
  - Weekdays: 7:30am through 11:00pm
  - Weekends: 9:00am through 11:00pm.
- Commercial maintenance equipment may only be used during these times:
  - Monday - Friday: 7:30am through 6:00pm
  - Saturday: 9:00am through 6:00pm
  - Sunday and City of Coral Gables Holidays: Use is prohibited.
- University of Miami Police, City of Coral Gables Police, and City of Coral Gables Code Enforcement are all authorized to take action for non-compliance.





# CAMPUS PARKING & SHUTTLE

## SERVICE & DELIVERY VENDORS: ACCESS ROADS IN & OUT OF CAMPUS

- |            |          |  |                         |
|------------|----------|--|-------------------------|
| Blue       | Purple   | Parking Meters                             | Miller Circle Route     |
| Green      | Red      | Pay Station                                | Stanford Shuttle Route  |
| Grey       | White    | Coral Gables Street Parking                | Shuttle Stop            |
| Pink       | Yellow   | Zip Car                                    | Crosswalk               |
| Brown      | Burgundy | Evening Gate (closed 11:30 p.m. to 6 a.m.) | Unless otherwise posted |
| Restricted | Visitor  |  |                         |

Park only in designated spaces (enforced 24 hours a day)  
 UM parking permit required Monday through Friday, 8 a.m. to 4 p.m., except purple lots, which are enforced 8 a.m. to 8 p.m.  
 Blue lots are for residents and are enforced 24/7.  
 Note: Future changes to lots and parking structures are anticipated; parking in these areas may be unavailable due to construction.

Smoking is prohibited throughout the Coral Gables campus.





## Communication:

University's Contract Manager will communicate to their Suppliers:

- Any changes or enhancements to the current practice.
- When high traffic events are expected in an effort to adjust delivery schedules on those dates and at minimum avoid event peak times.

Suppliers will communicate to:

- Their internal teams this guideline and ensure ongoing training as needed.
- The University's Contract Manager suggestions that improve upon current procedure.

## Conference frequency:

- University's internal community – Meet semi-annually to review and fine tune current practices, strategize campus development effects and plan for sustainability.
- University and its Suppliers – Meet annually to review new and existing significant City ordinances and University procedures, review campus growth and construction affecting roadways, promote open communication and build upon existing partnership.

## Contracts:

- Service & Delivery Supplier Guideline will be incorporated into all new and amended contracts, where possible.

## Emergency Notification Network (ENN):

- Supplier's account manager must be a part of the University's ENN and be prepared to receive email/phone call/text alerts. Learn more by visiting:  
<http://www.prepare.miami.edu/enn/index.html>

## Smoke-Free Campus:

- The University is committed to promoting a healthy environment and prohibits smoking on campus.



# **APPROVED LOADING DOCKS & AREAS**

## This section covers:

- **Approved Loading & Unloading Locations:**

- We will review the loading docks/areas with the highest volume of deliveries and traffic.
- All other locations, while not highlighted, are still relevant. At these locations, Suppliers are expected to utilize the marked Service spaces throughout campus. Failure to do so, will result in enforcement due to non-compliance.

- **Enforcement:**

- Vehicles parked in unapproved areas **will be** issued a citation and subject to further action (i.e. towing) as per the contract/service agreement, where applicable.





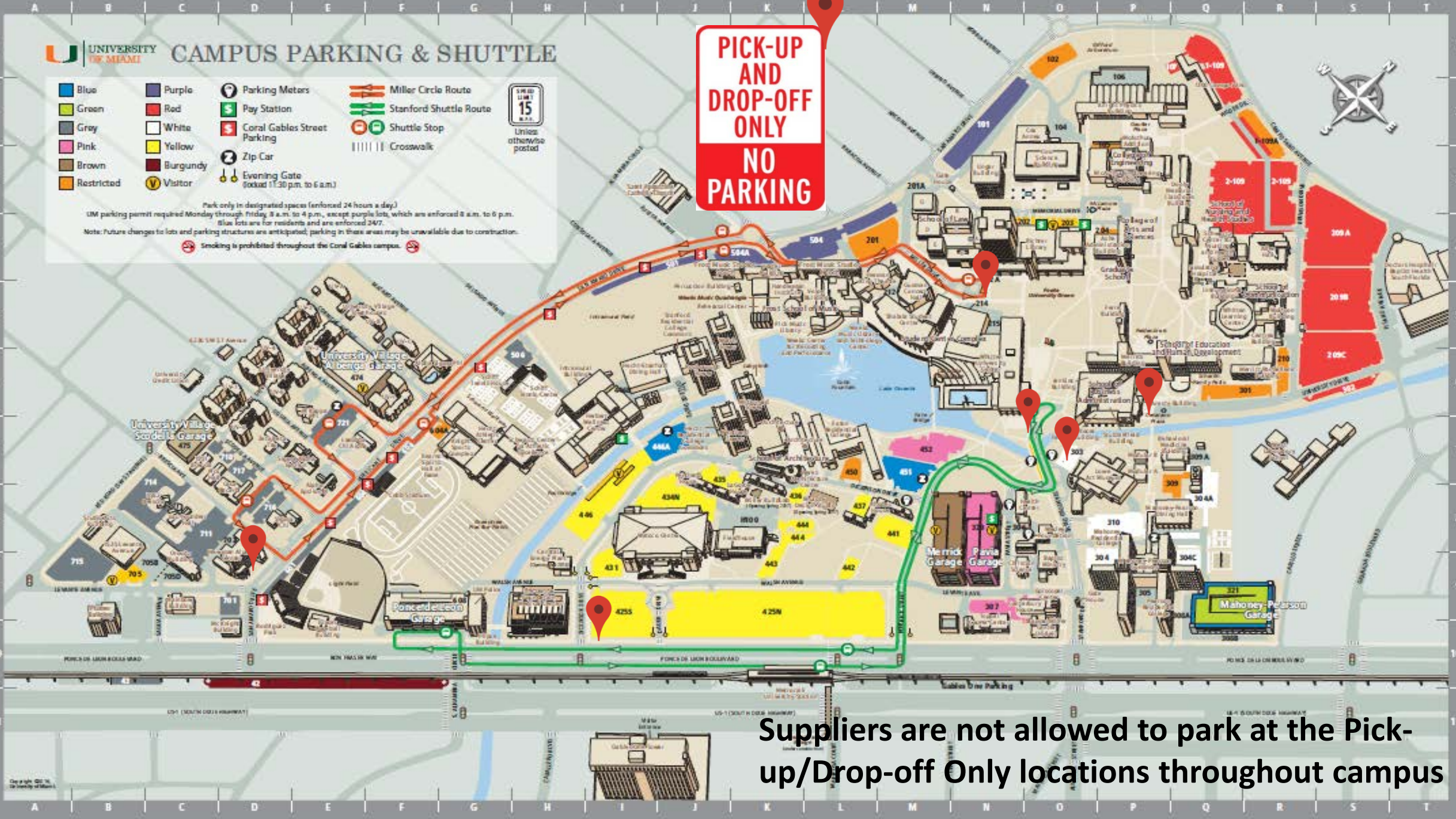
# CAMPUS PARKING & SHUTTLE

- |            |          |  |   |
|------------|----------|--|---|
| Blue       | Purple   | Parking Meters                             | Miller Circle Route                       |
| Green      | Red      | Pay Station                                | Stanford Shuttle Route                    |
| Grey       | White    | Coral Gables Street Parking                | Shuttle Stop                              |
| Pink       | Yellow   | Zip Car                                    | Crosswalk                                 |
| Brown      | Burgundy | Evening Gate (locked 11:30 p.m. to 6 a.m.) | SPEED LIMIT 15<br>Unless otherwise posted |
| Restricted | Visitor  |  |   |

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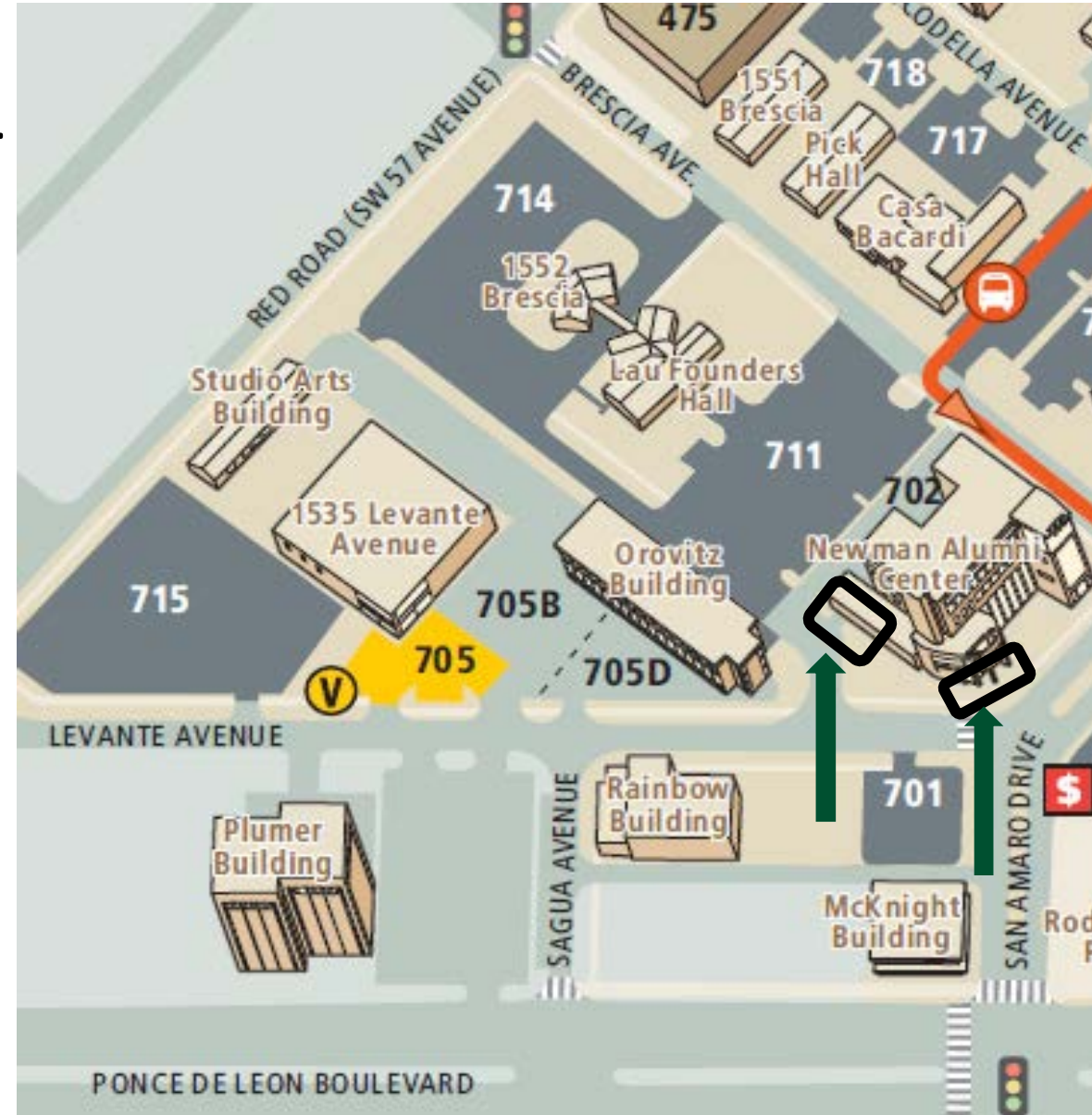
**PICK-UP  
AND  
DROP-OFF  
ONLY  
NO  
PARKING**



**Suppliers are not allowed to park at the Pick-up/Drop-off Only locations throughout campus**

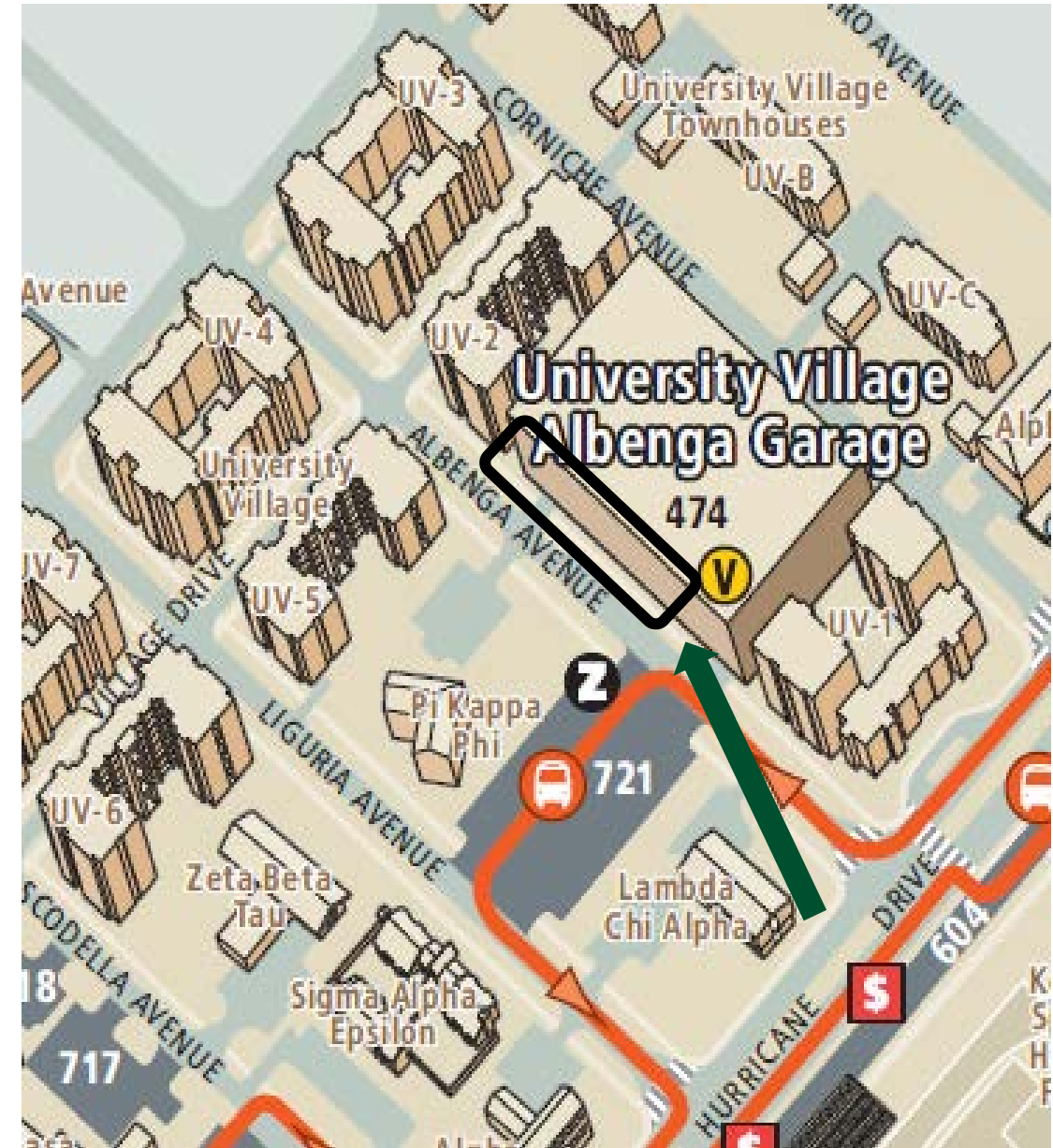
## NEWMAN ALUMNI CENTER

- Utilize the loading area on the Levante Ave. side of the building or the circular driveway on San Amaro Dr.



## UNIVERSITY VILLAGE

- Utilize the 'Loading Zone 10 min' marked area on Albenga Avenue.
- There are 4 Service spaces at the University Village garage on Albenga; clearance is 6' 8".



## ATHLETICS

- Coordinate access to Schwartz Walkway directly with Athletics and park at the marked Service spaces.
- Media parking for an event coverage needs to be coordinated through Parking & Transportation department.





## FROST SCHOOL OF MUSIC

- Utilize the marked Service spaces in Lot 504A.
- Parking/staging in the area shown in the photo is not permitted.



## MILLER CIRCLE

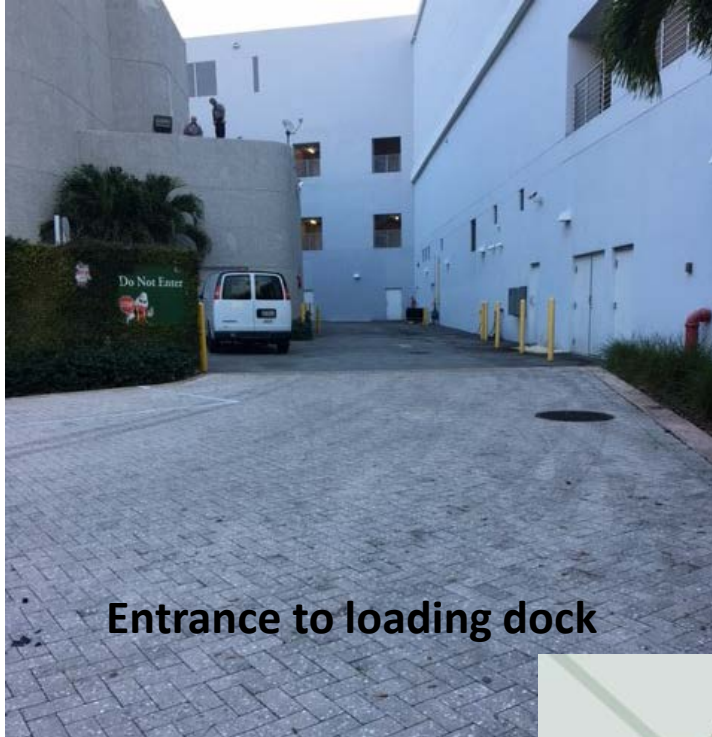
### RING THEATRE/GUSMAN/STUDENT CENTER COMPLEX (SCC)

- Deliveries need to take place through the SCC loading dock in Lot 212.
- Only if an event has excessive off-loading/loading will the delivery take place through the breezeway and some bollards removed.



# MILLER CIRCLE - Continued

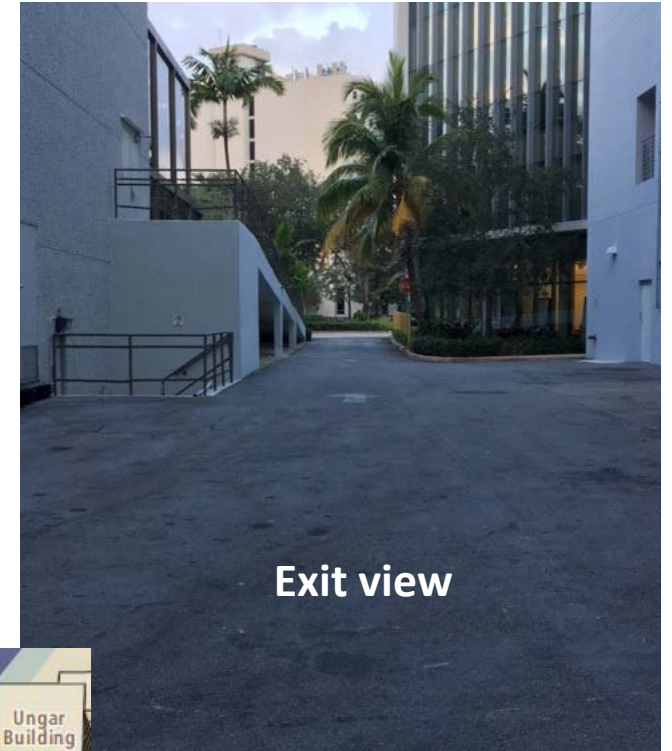
SCC – Loading dock in Lot 212



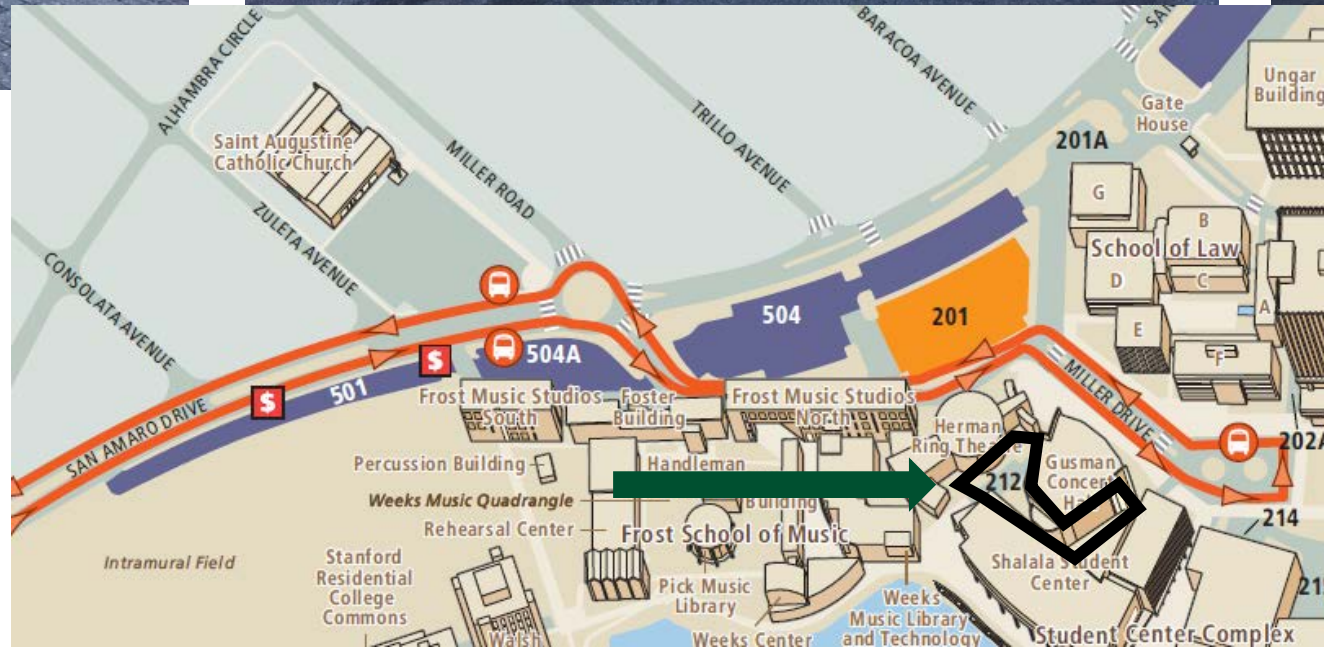
Entrance to loading dock



Turning radius and staging view

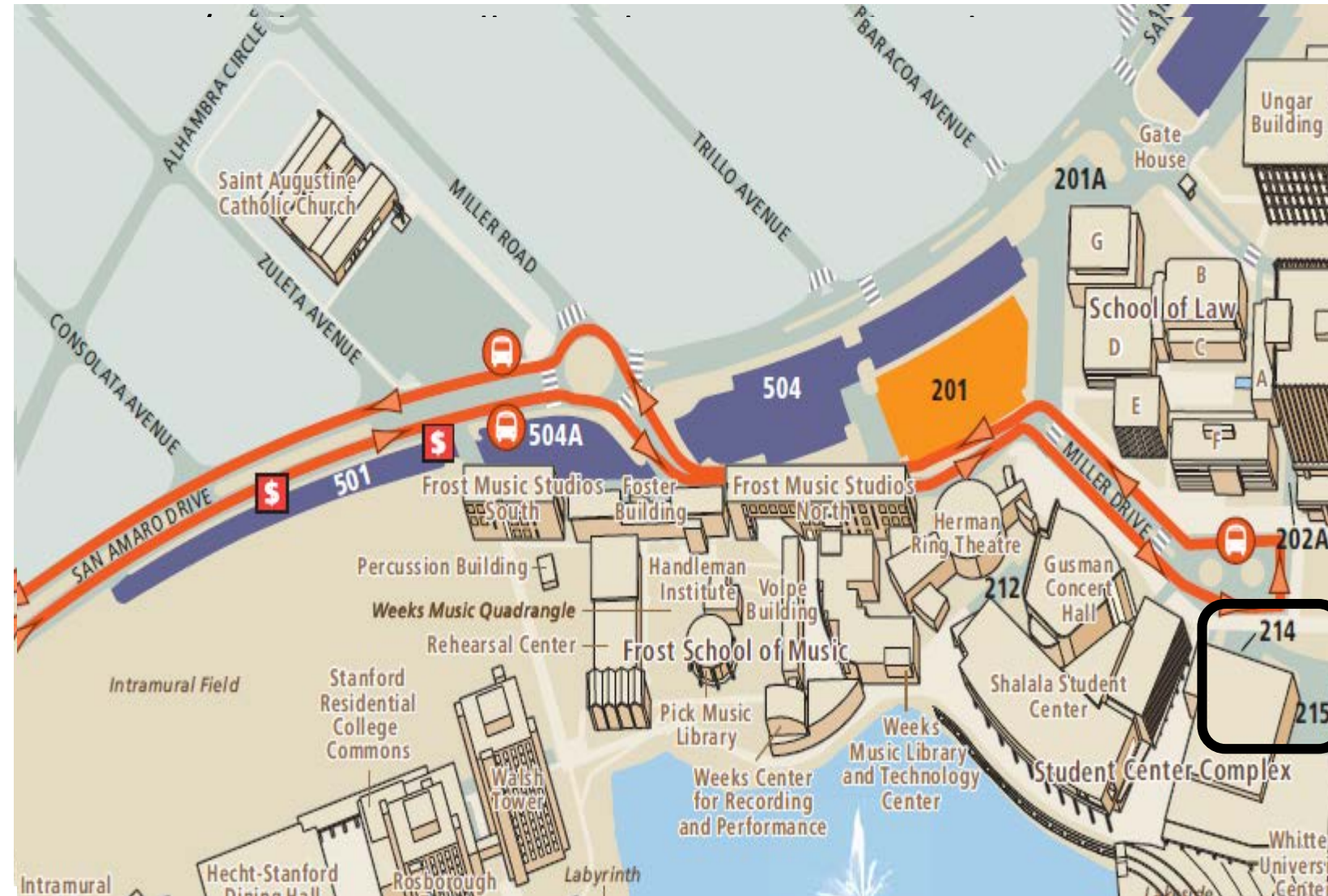


Exit view



## MILLER CIRCLE - Continued

- All convenience store deliveries (i.e. Food Court, Starbucks) need to take place through the loading dock in Lot 215. Suppliers will need to utilize hand carts as needed.
- There are Service spaces in Lot 214.



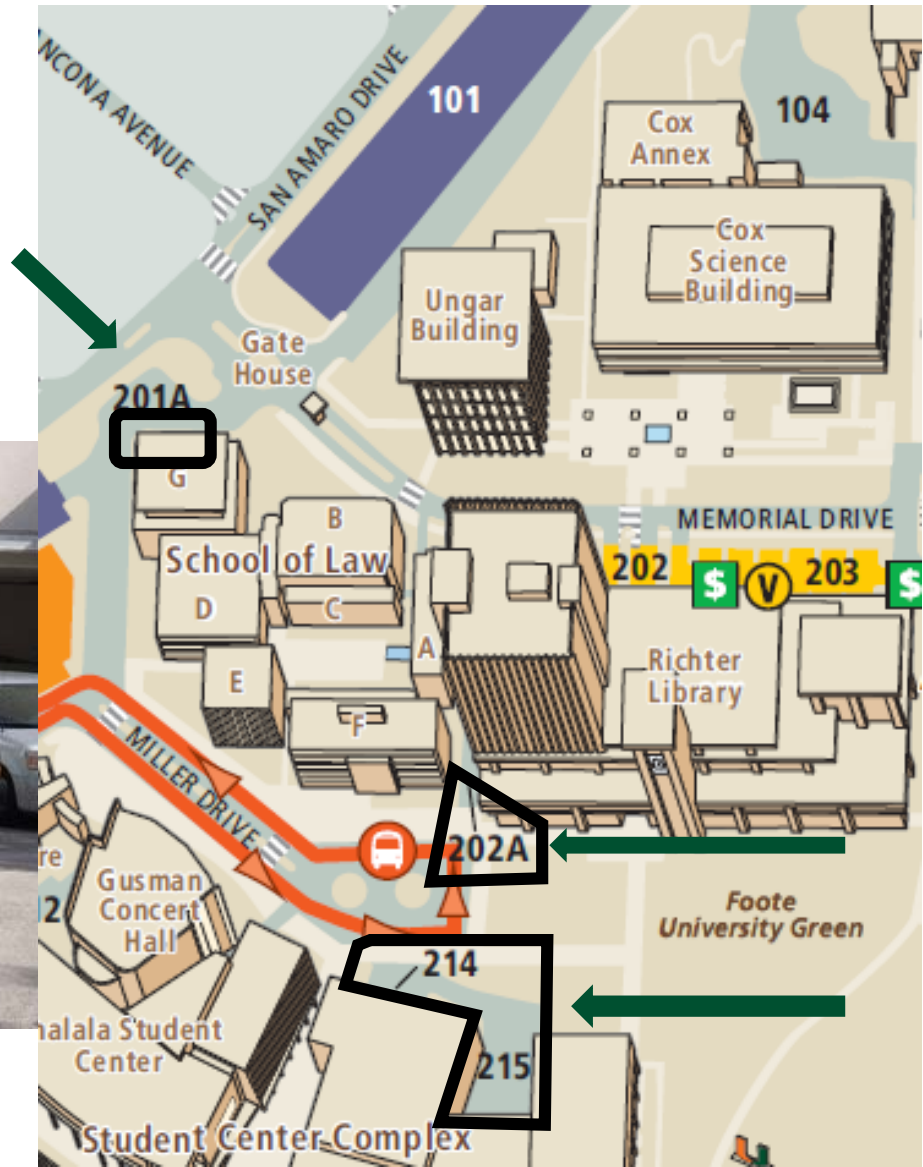
## MILLER CIRCLE - Continued

- Parking on the street as shown in the photos is not permitted.
- The circular outline of Miller Circle is considered a Fire Lane.



# RICHTER LIBRARY and SCHOOL of LAW

- Utilize the loading docks at Lots 202A or 215.
- Service spaces are also available in Lots 202A and 201A.
- Note: Access to Lot 202A is via Memorial Drive and not Miller Circle.



As you enter Lot 202A via Memorial Drive, there are 2 Service spaces followed by the loading dock.

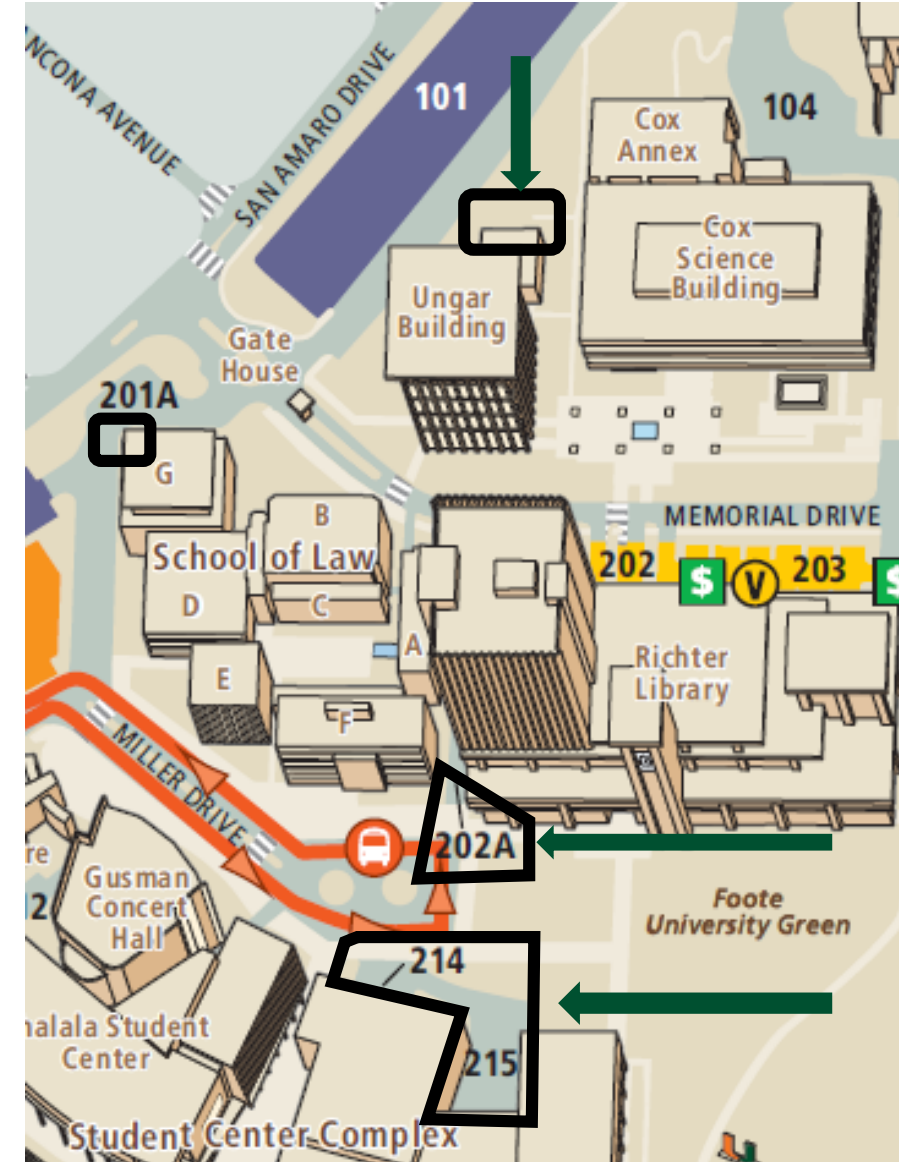
## RICHTER LIBRARY and SCHOOL of LAW - Continued

Lot 201A:

- Service spaces are available as shown in the photo.

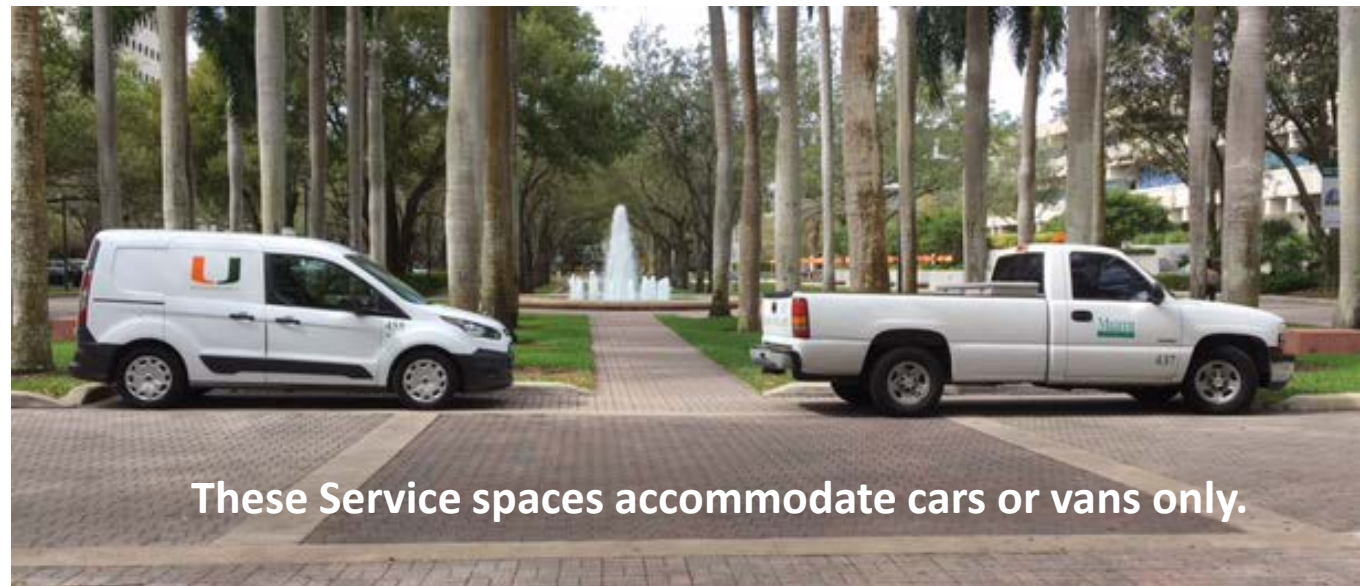
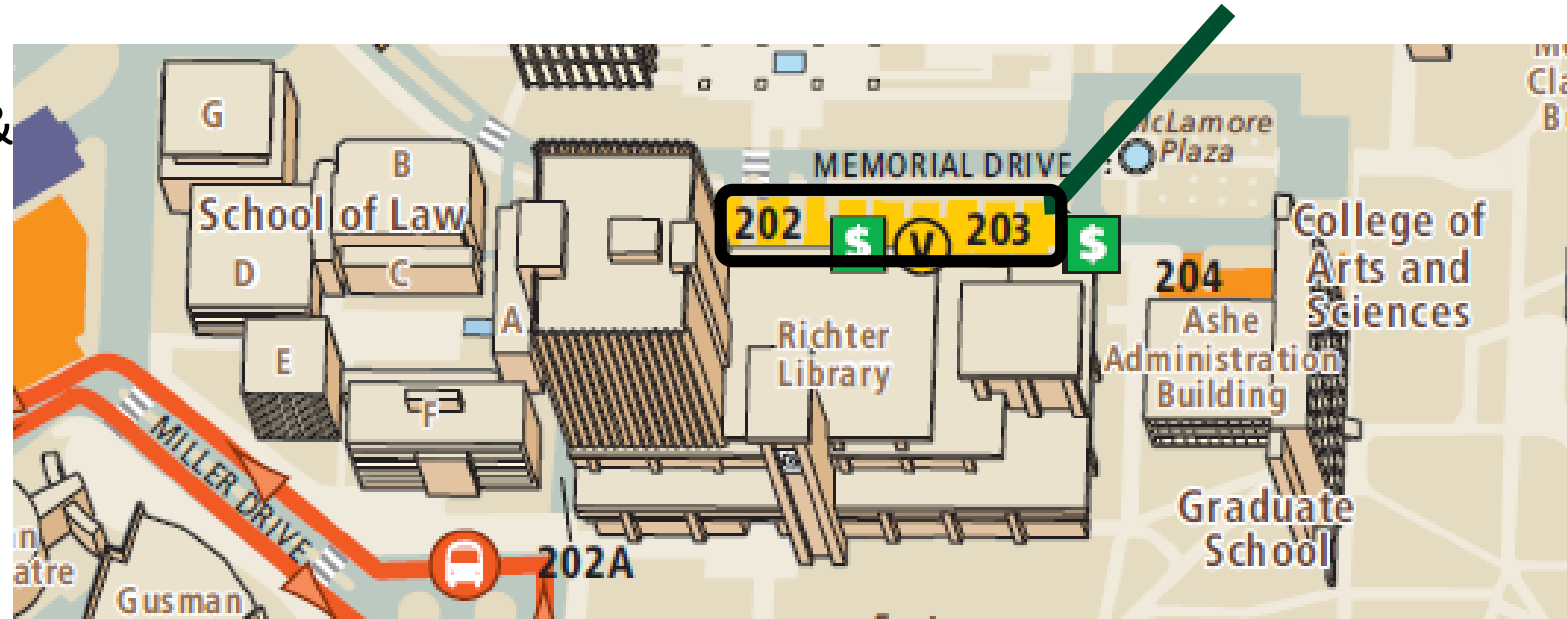
Overflow area:

- Loading dock at Lot 101 is also available.



## MEMORIAL DRIVE

- Parking & Transportation staff at the entrance booth will remind all Service & Delivery vehicles to use the marked Service spaces in Lots 202 and 203.



These Service spaces accommodate cars or vans only.



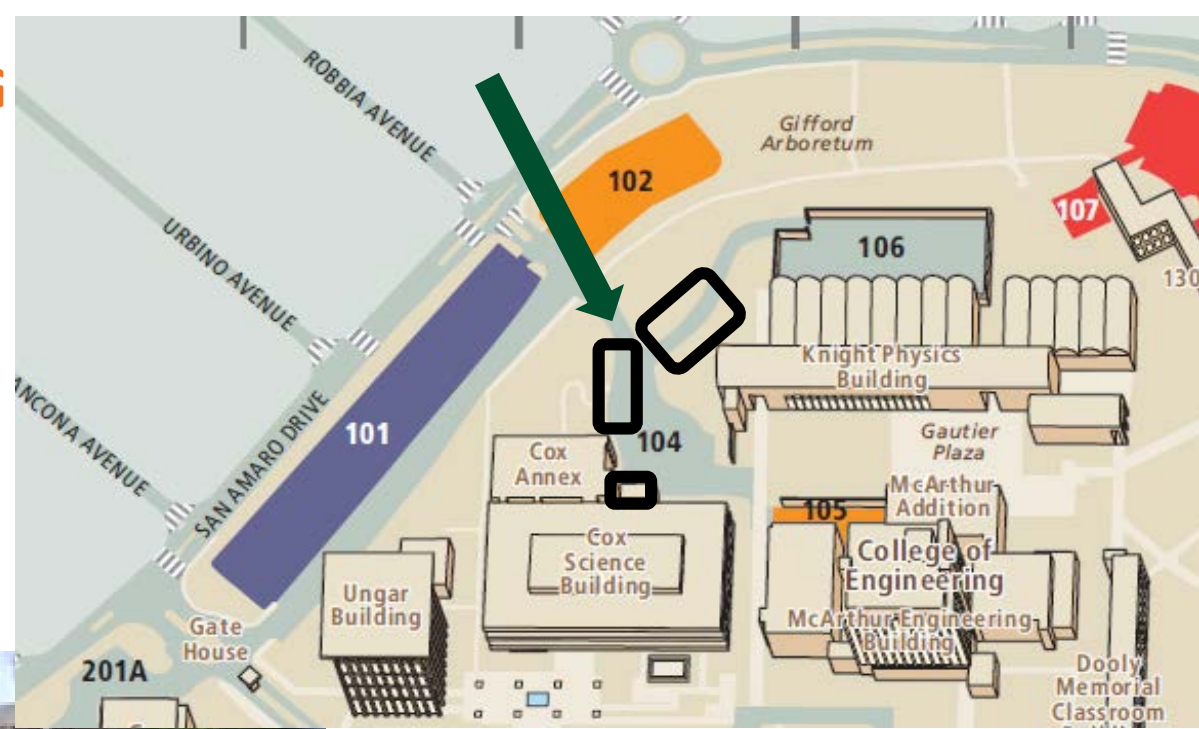
## MEMORIAL DRIVE - Continued

Parking on the street as shown in the photos is not permitted.



# COX SCIENCE BUILDING

- Utilize the marked Service spaces in Lot 104.



## COX SCIENCE BUILDING - Continued

Parking at the areas shown in the photos is not permitted.

**ADA Access Area**

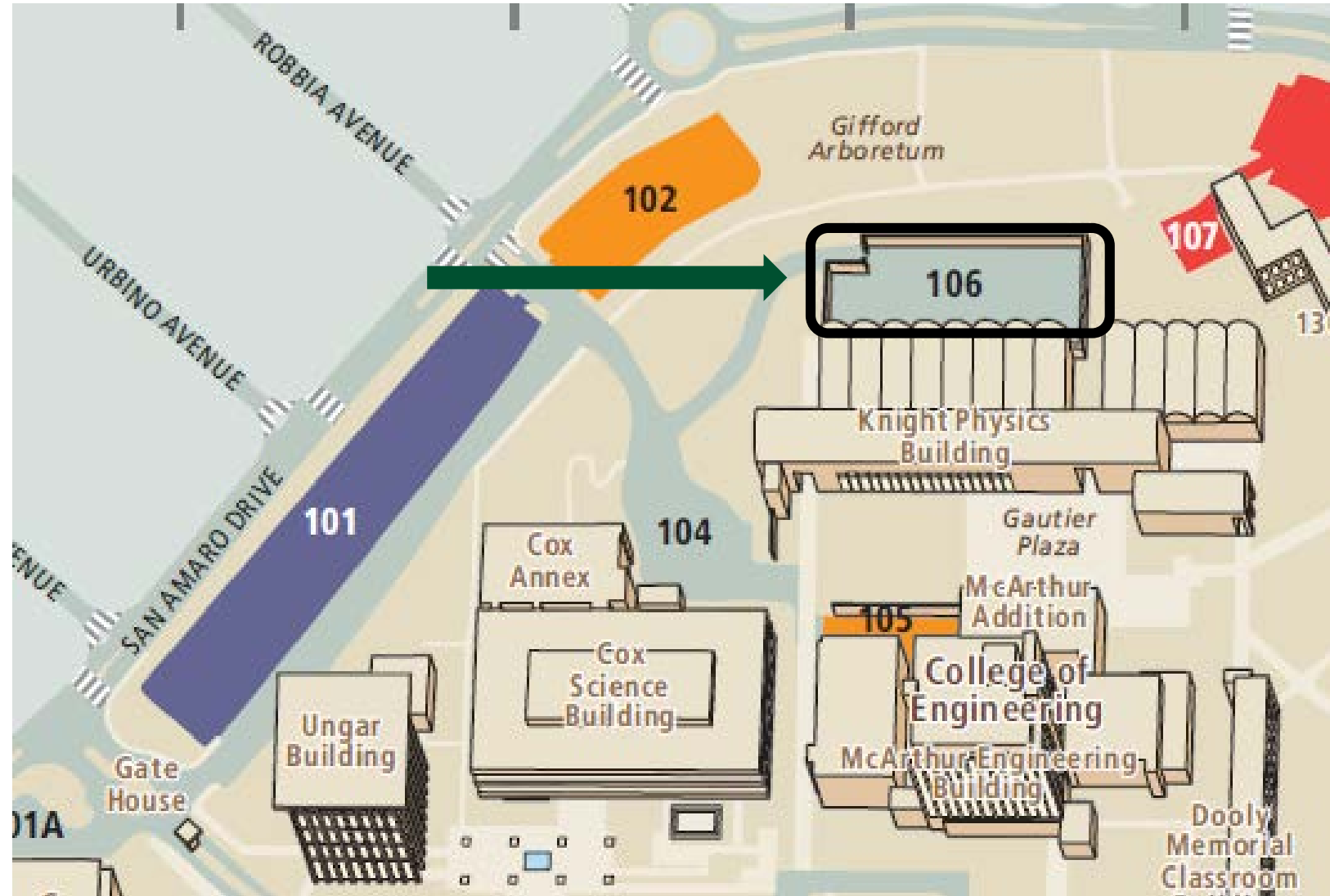


**Fire Lane**



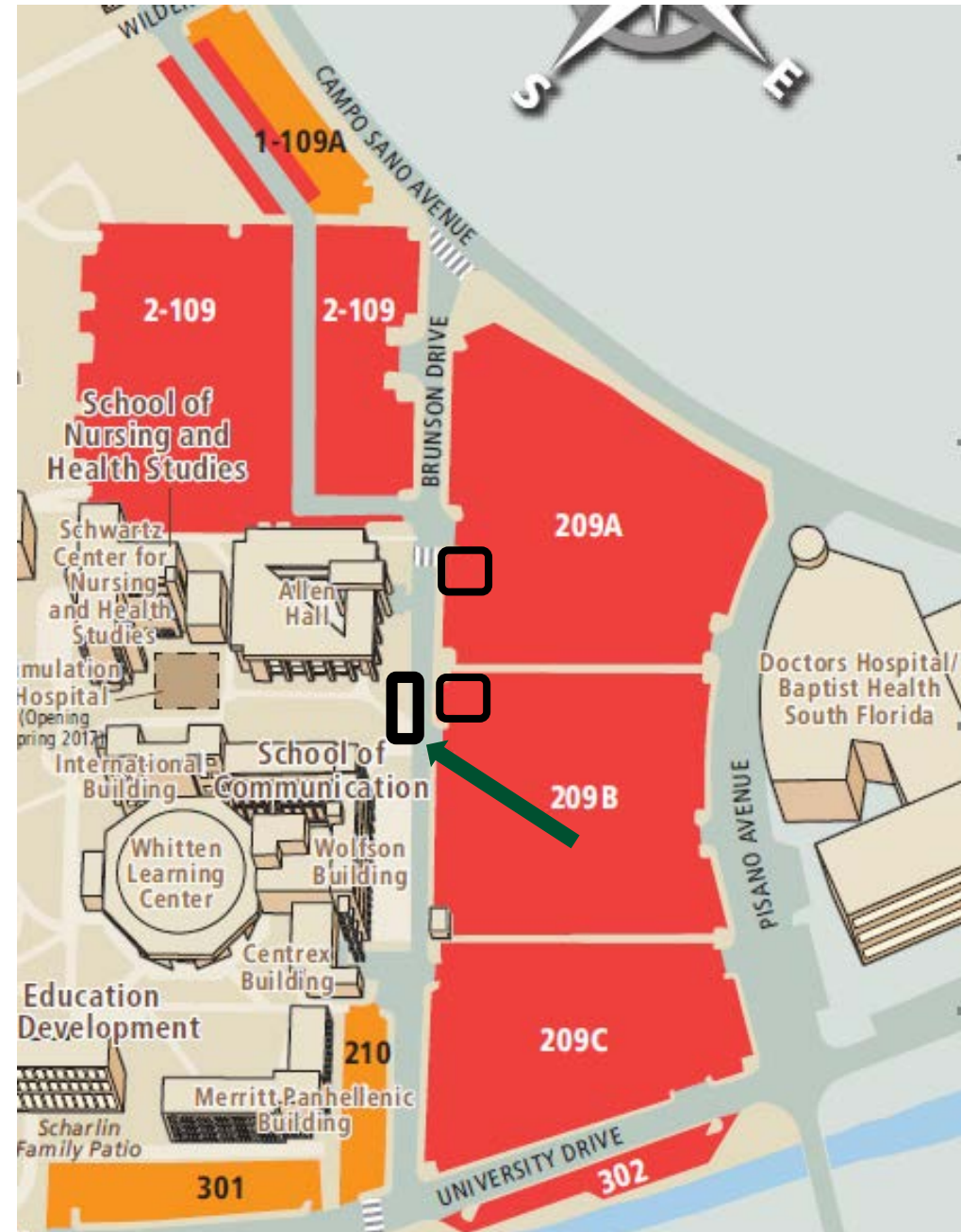
## KNIGHT PHYSICS BUILDING

- Utilize the marked Service spaces throughout Lot 106.



## SCHOOL OF COMMUNICATION

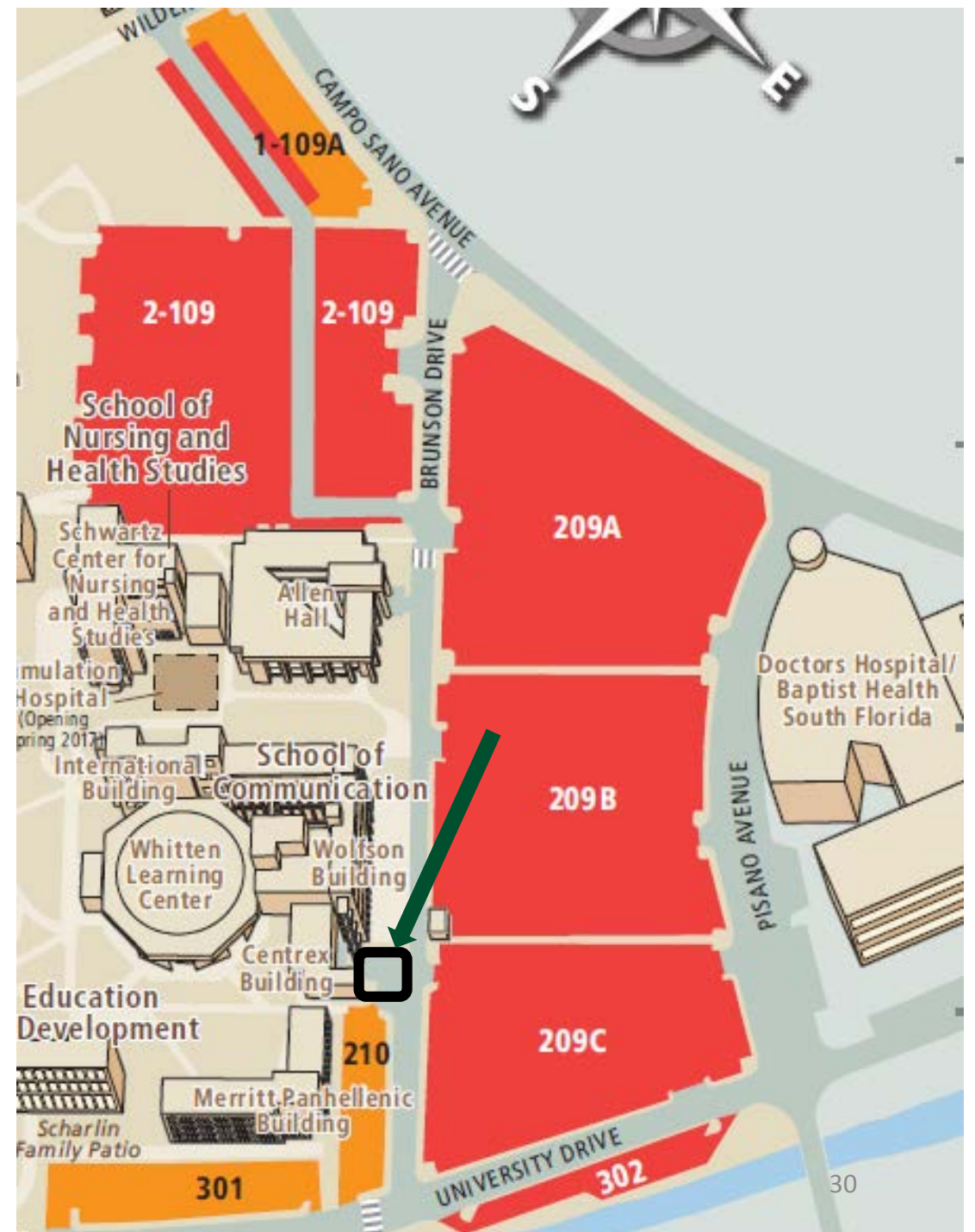
- Park at the marked Service spaces throughout Lots 209A/B/C.
- There is one marked Service space on Brunson Drive across Lot 209B shown in the photo.



## CENTREX BUILDING

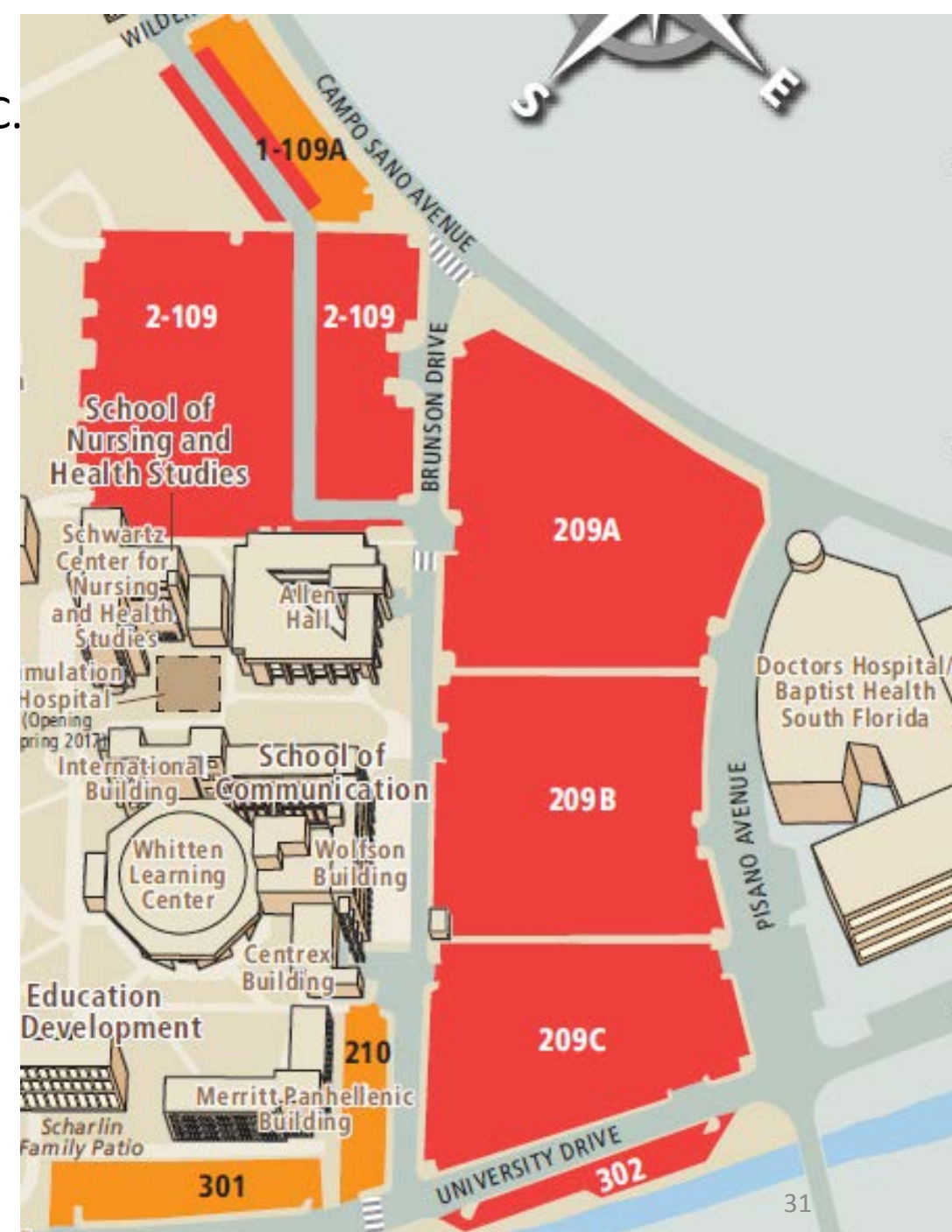
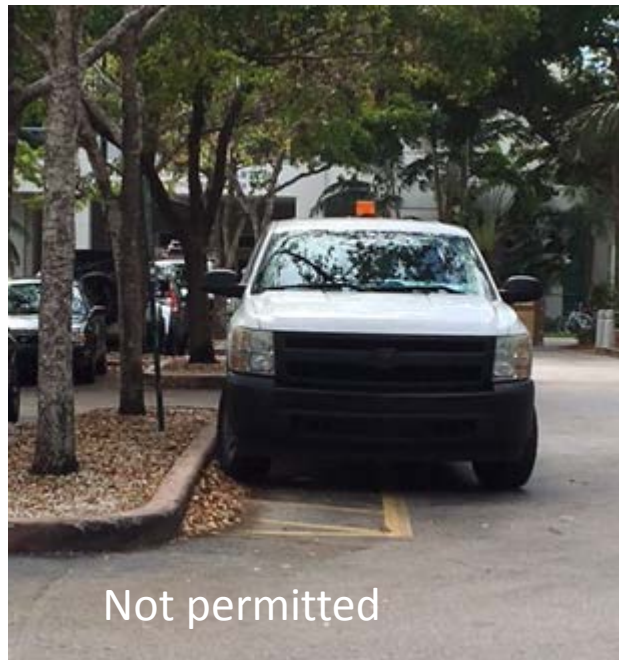
### INTERNATIONAL STUDIES & COMMUNICATION

- This area is **ONLY** for Student Equipment Drop-off/Pick-up; it is marked as '30 minute' parking.
- **Suppliers are not allowed to utilize this area.**



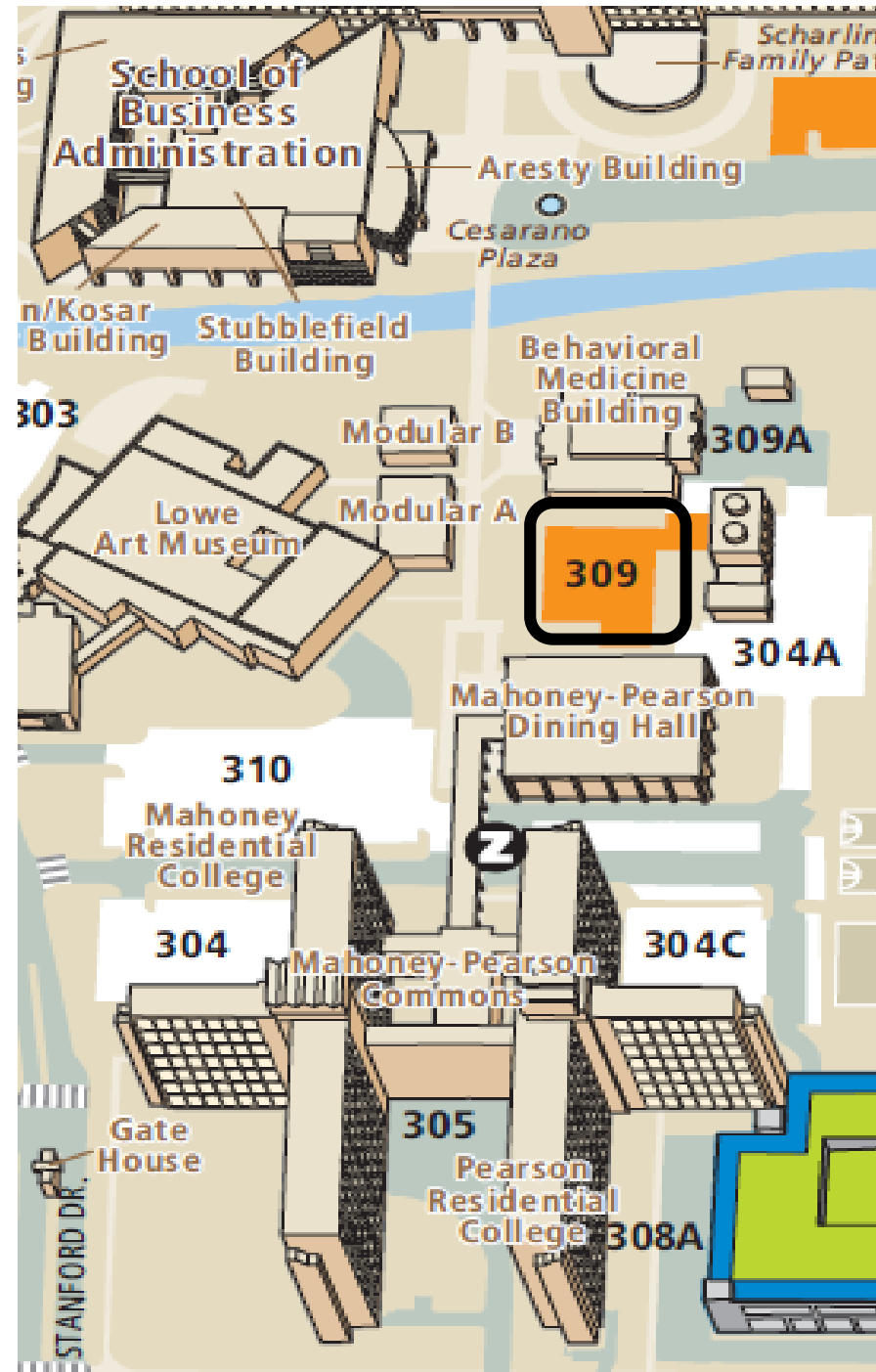
# SCHOOL OF NURSING

- Utilize the marked Service spaces throughout Lots 209A/B/C.



# SCHOOL OF BUSINESS

- University internal community ONLY:**  
The marked Service spaces in Lot 309 are also available should there be no open parking spaces throughout the red zone.





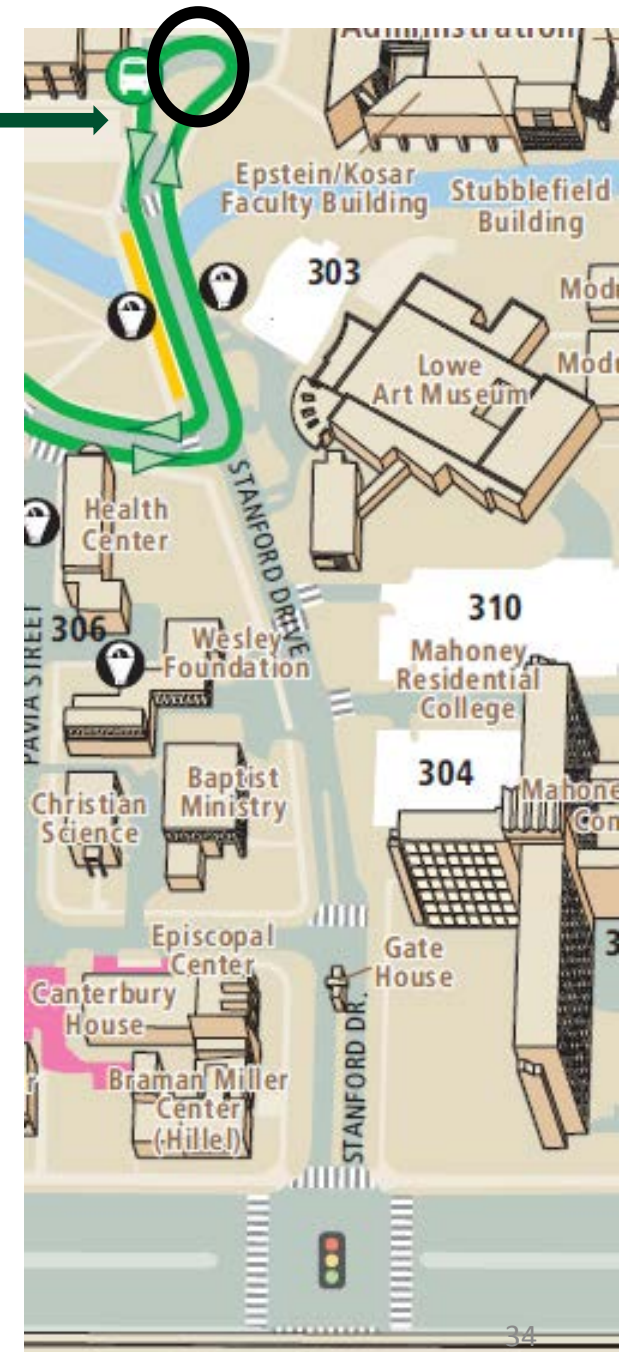
# CESARANO PLAZA



- Coca Cola and Gilly are allowed to utilize Cesarano Plaza for deliveries.

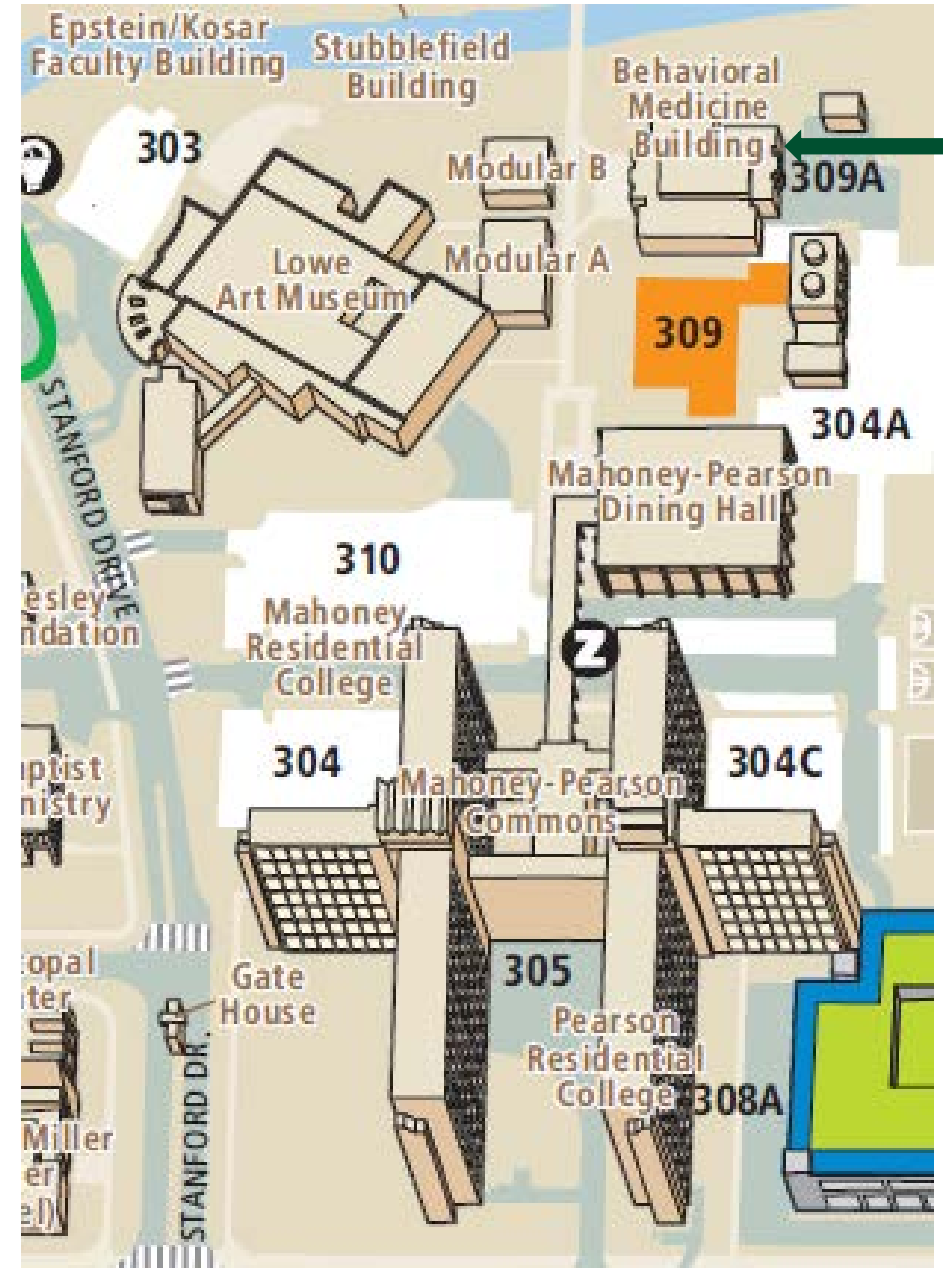
## STANFORD CIRCLE

- Stanford Circle should not be used as a delivery point, except for **Brinks, UPS, FedEx**.
- ALL other deliveries, including convenience store, will go through Miller Circle and utilize the loading dock in Lot 215.



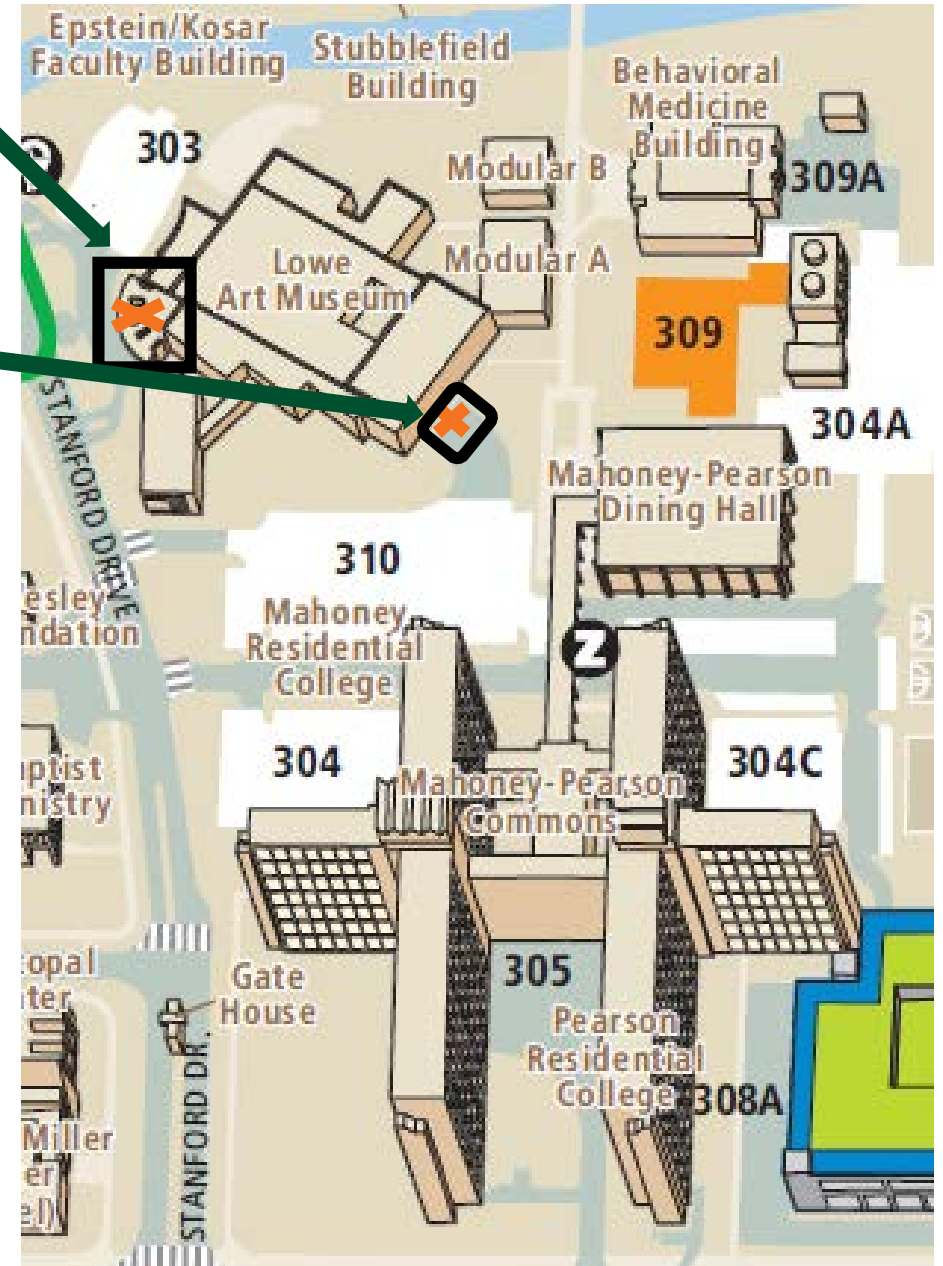
# BEHAVIORAL MEDICINE

- Utilize the loading area in front of the Behavioral Medicine building in Lot 309A.



## LOWE ART MUSEUM

- The Lowe circular driveway may be used for in & out Service & Deliveries that are 30-minutes or less.
- Utilize the loading dock adjacent to the Lowe building for deliveries in excess of 30-minutes.
- Large deliveries that are not feasible through the loading dock must be coordinated through Parking & Transportation department.



# MAHONEY PEARSON

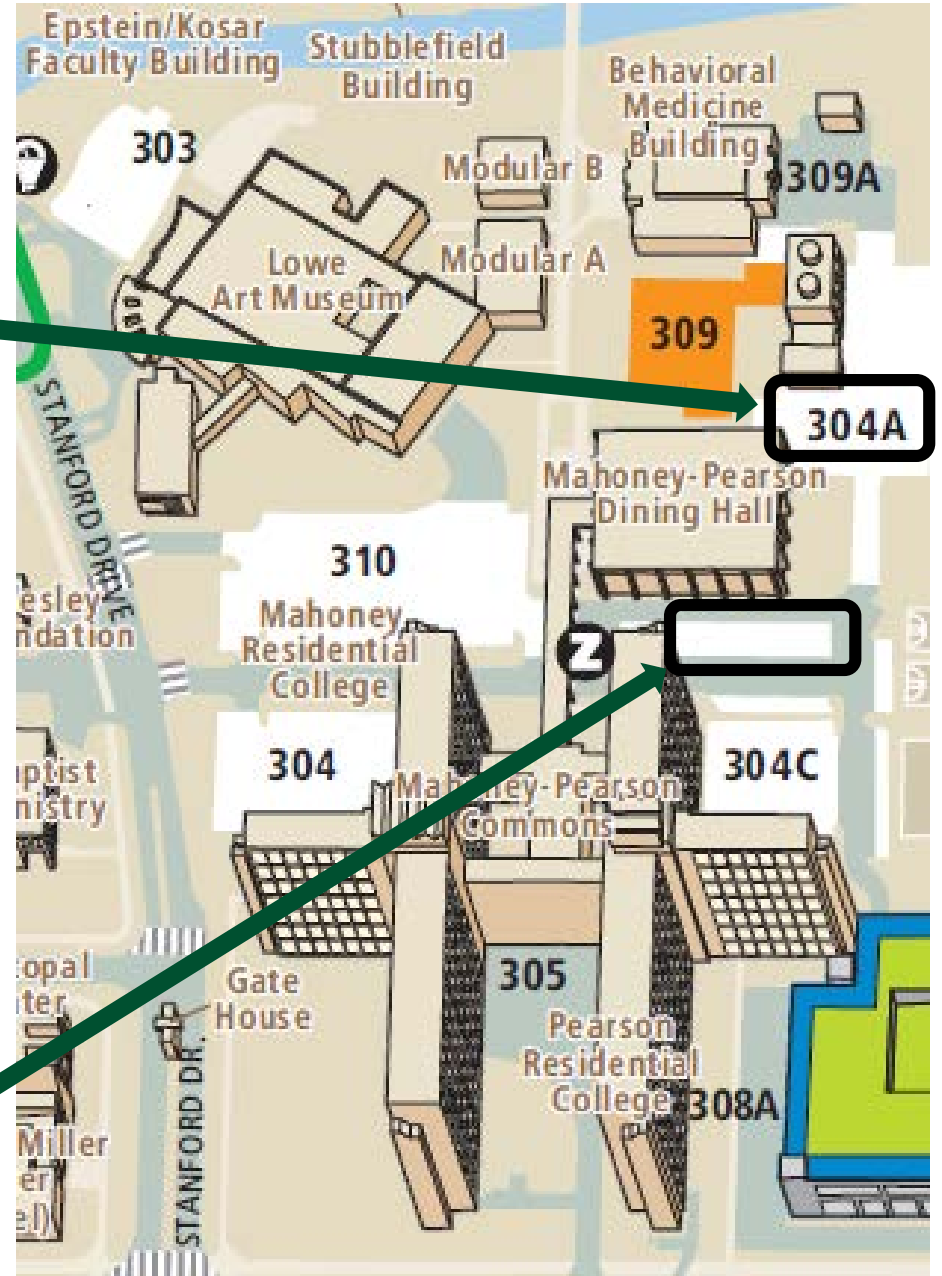
- Utilize the loading dock in Lot 304A or the marked Service spaces across Lot 304C.



Loading dock at Lot 304A



Marked Service spaces across Lot 304C



## LOT 305

- Service vehicles are expected to utilize the marked Service spaces vs. parking at unmarked areas within the lot.
- University internal community **ONLY**: Throughout campus, use a regular parking space closest to facility/work area when responding to non-urgent matters or if parking for more than 2-hours. During urgent matters, use a marked Service space.



## TOPPEL, CANTERBURY, HILLEL, EPISCOPAL CENTER

- Utilize the marked Service spaces in Lot 307.
- Parking directly behind Hillel building is not allowed nor on the outside curb as shown in the photos.



## WELLNESS CENTER, HECHT-STANFORD DINNING HALL

- Utilize any of the multiple loading docks/areas in Lot 446B.





## WELLNESS CENTER, HECHT-STANFORD DINNING HALL - Continued

- Marked Service spaces in the back to the right of Lot 446B.



## WELLNESS CENTER, HECHT-STANFORD DINNING HALL - Continued

- Loading dock in the back to the left.



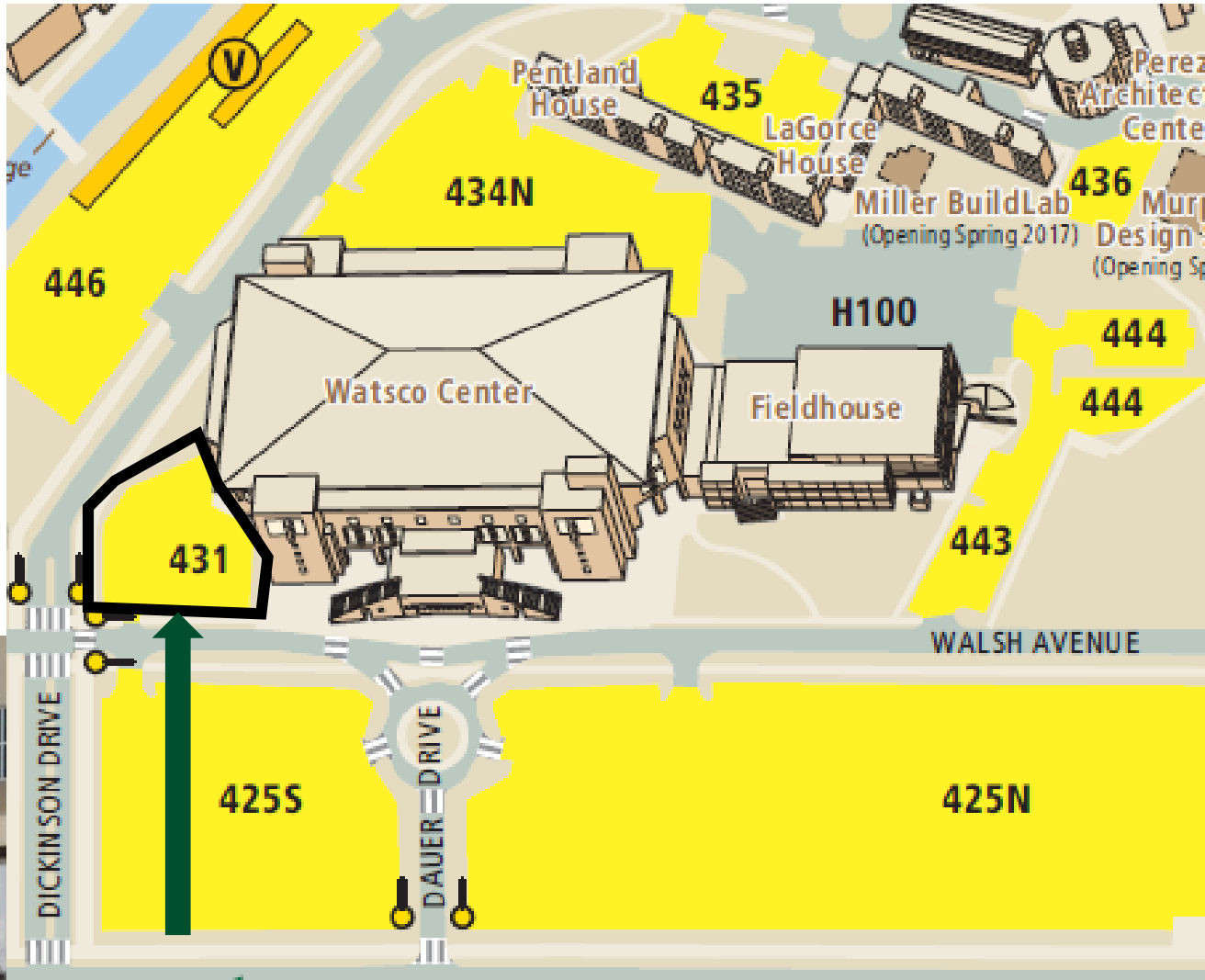
## WELLNESS CENTER, HECT-STANFORD DINNING HALL - Continued

- Parking at Fire Lanes is not permitted.



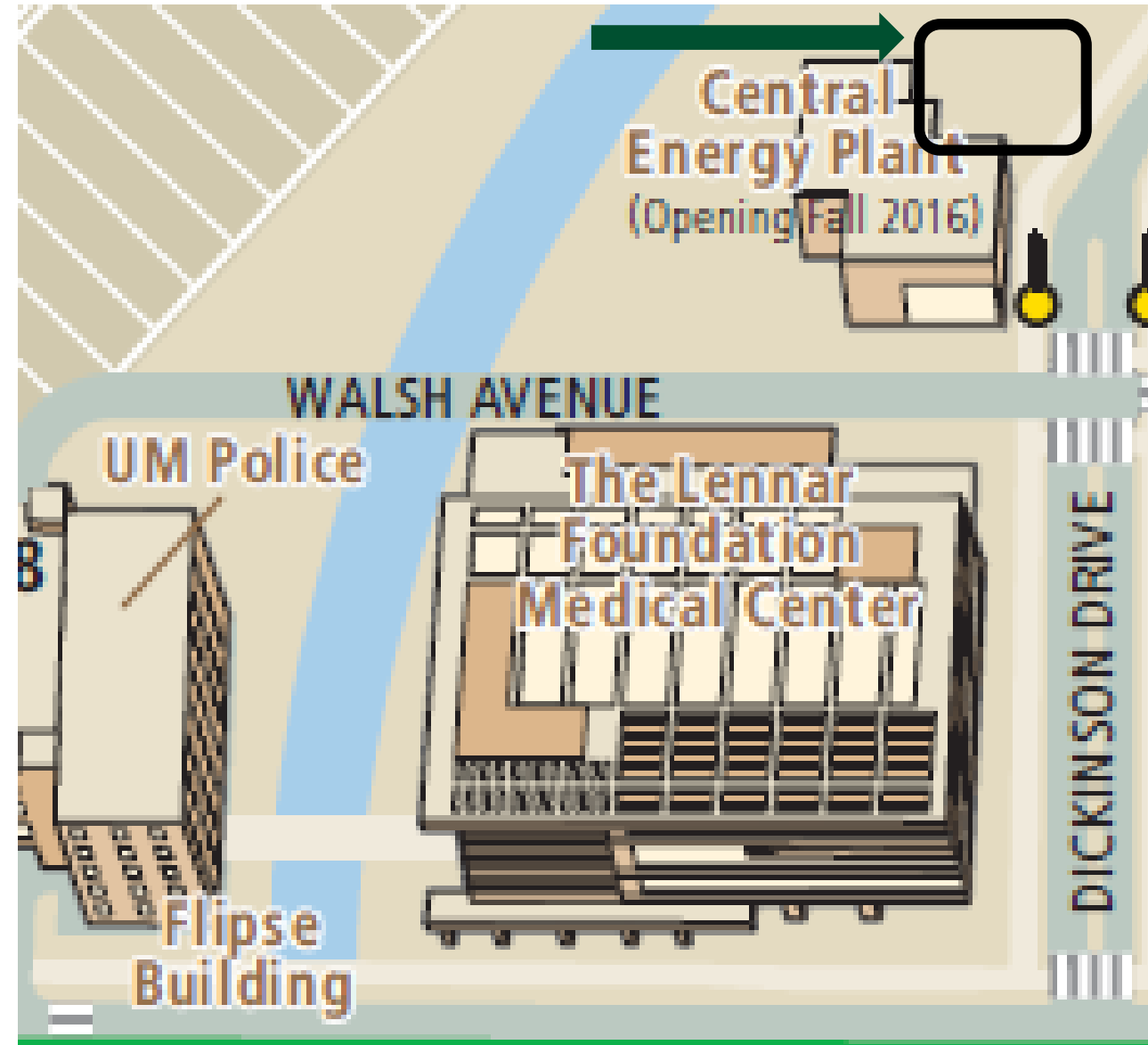
# WATSCO CENTER

- Utilize the loading dock in Lot 431.



## LENNAR FOUNDATION MEDICAL CENTER

- Must utilize the loading dock at the Central Energy Plant (behind Lennar building).



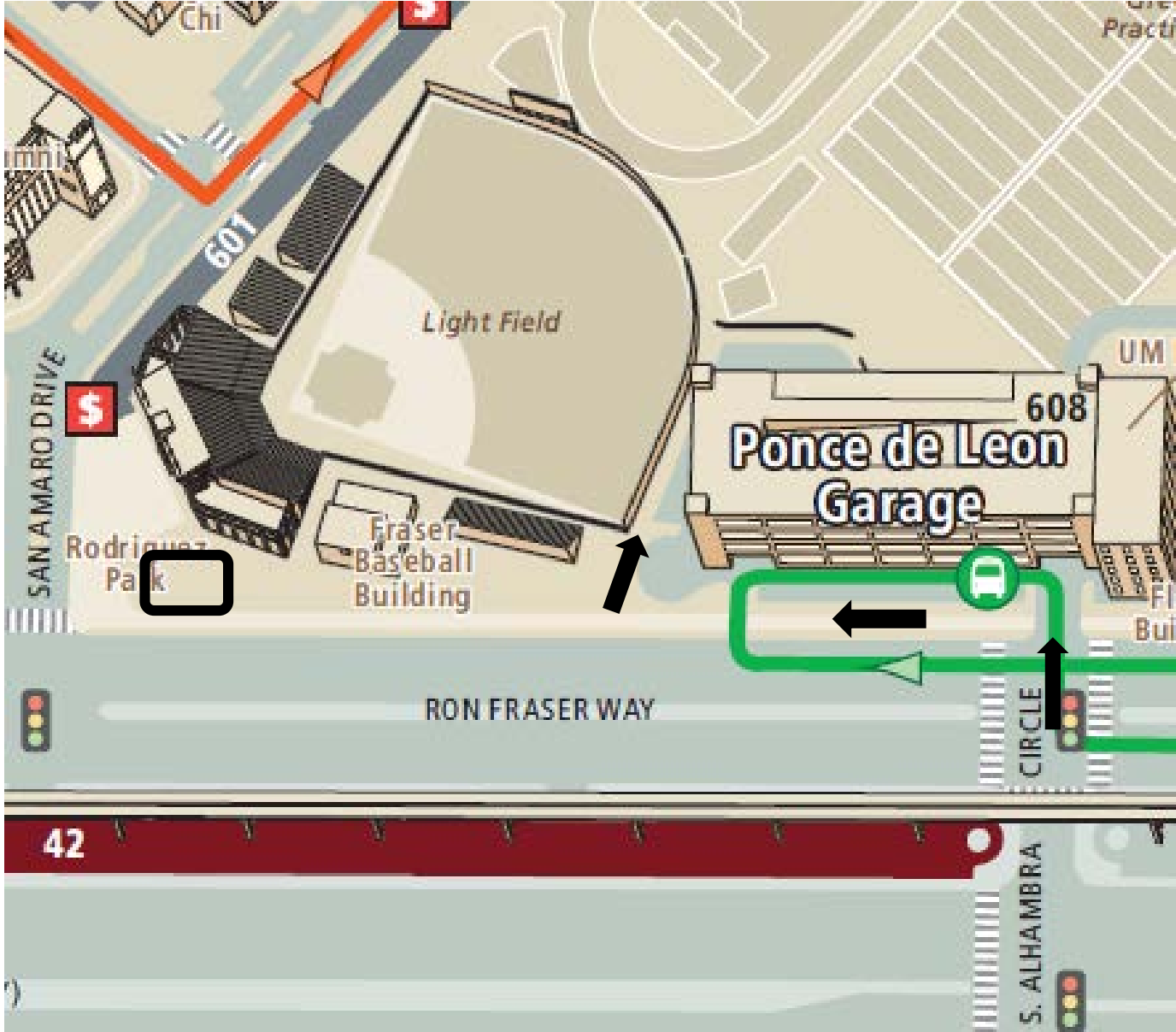
## LENNAR FOUNDATION MEDICAL CENTER - Continued

- Parking on the street or sidewalk as shown in the photos is not permitted.



# LIGHT FIELD

- Enter through S. Alhambra and Ponce de Leon Blvd; turn left; continue through gate access to reach loading/unloading area.



## GABLES ONE TOWER

- Suppliers need to break bulk deliveries and utilize smaller vehicles. Only if this is done, will a Supplier be allowed to utilize the visitor's area on the upper parking deck.
- Large vehicles must continue with current practice of unloading supplies from vehicle, placing on hand truck (as needed) and utilizing the lower parking deck ramp to access the building.

