

PRESENT

Annette Beets, Laura Crowe, Darrell Easley, Raven Edwards, Mark Hairr (Guest Speaker), Renee Johnson, Diane Kelly, Mary Lucal, Ami McCarter, Sarah McFalls, Christopher Pierce, Lee Ann Ratledge, Jen Scagnelli, Denise Sears, Sharon Sexton, Suzanne Smalley, Sam Smith, Sidney Snoddy, Patrick Sullivan, Elizabeth Tampas Dixon, Sandy Thomas, Duren Thompson, Lisa Vandergriff, Lindsy Whitaker, Roy Wood, Angela Woofter, and Jill Zambito

ABSENT

Matthew Blondell, Elizabeth Coleman, Natalie Crippen, Amy Lea Gregory, David Hodges, Gennie Hope-Davian, Jennifer Horner, Connie Inman, Alexander Merkle, James Murphy, Kristi Pearson, Stephanie Phillips, Katheryn Ann Shepas, Melinda Simmons, Chrissy Wills-Maples, and Carrie Zitzman

1. WELCOME

Darrell Easley, Director of Employee Relations & Learning and Organizational Development, welcomed everyone to the meeting.

2. UPDATES

a. Office of the Provost Update – Diane Kelly, Vice Provost for Faculty Affairs

The School of Music, Baker's School of Public Policy, and the College of Emerging and Collaborative Studies will be coming online soon. There is also a push to fulfill the mission of college completion and reaching more people in Tennessee who have not had a chance to finish their degree.

b. Division of Student Life Update – Jill Zambito, Assistant Vice Chancellor for Student Life

United at the Rock is returning for the first time since the Pandemic. It will be Wednesday, February 15, 2023 from 4-5 pm. You can put a handprint on the Rock as a symbol of unity and several campus leaders will be giving remarks. The open

position for the Be Well program has been filled and should be starting in March. Healthy cooking classes are returning, and [registration](#) for the classes is now open. The partnership with the Grow Lab will continue this semester. If you are interested and would like to participate in Spring planting in the garden beds, you can contact bewell@utk.edu for more information. The Yoga class program will also be coming back, with the best times for the program currently being evaluated.

c. Human Resources Update – Mary Lucal, Associate Vice Chancellor for Human Resources

Online Performance Reviews are currently available to complete and are due March 31, 2023. Employee Relations is hosting several [learning workshops](#) over the next month on all facets of the staff review process. The results from the Fall 2022 engagement survey are being distributed to senior leaders across campus. A lot of actions came out of the results from the survey completed in 2021, and Dr. Lucal is excited to see what actions result from last year's survey. Lots of hiring is still taking place.

3. GUEST SPEAKER – Mark Hairr, Director of Parking and Transportation Services

Parking and transportation services has recently merged with UT fleet management. The merge together has been smooth so far and staff have not needed to move from their positions. Parking and transportation services has over 50 full time employees and over 100 event attendants who work athletic games and other events held on campus. Parking is an auxiliary operation, which means they must generate their own revenue as they do not get any money or funding from the State. There are almost 20,000 parking spaces across campus, with more than 500 of them being accessible parking. There are 4,300 staff parking spaces on the main campus, with 4,400 staff permits issued at the end of 2022. The busiest lots on campus are areas 9, 12, and 60.

The shuttle system is done through a contract with First Transit, a private bus vendor. There are 14 transit coaches, and 9 of the buses have a fixed route service during the day and evenings. In the evenings, shuttles are used for basketball, concerts, and other events on campus. The buses run every night, all night for students with point-to-point service, with students being able to use an app to ask for a ride at night. The department is still feeling the impacts of the pandemic significantly. The shuttle system used to do 1 million trips a year but may not get to half that this year. Trying to get the transit ridership back up to pre-pandemic levels is a large target for the department. Bus arrival technology is available where students and staff can see when a bus will be coming to their bus stop. A new bus route to the Research Park and Cherokee Farm was started. Also, the Oak Ridge and Pellissippi State/Harden Valley route was expanded to be running year-round

because of the needs between campus and the lab. A long-term goal is being developed to replace the existing diesel fleet with electric and hybrid drive buses.

The department has an annual revenue of \$15.7 million. The largest revenue stream is through parking permits and makes up 45% of the revenue. 31% of the revenue comes from the transportation fee and 13% comes from special events parking. Citations only make up 8% of the revenue for the department and 3% of revenue comes from miscellaneous and visitor parking. The largest expenses for the parking and transportation department are contracts and leases, making up 34% of expenses, and 30% of expenses comes from debt service on garages. 30% of the budget pays for salaries and benefits of the staff and 10% is used on equipment, paving, and repairs. This leaves 6% of the budget for reserves, which are being saved to use as a down payment for future parking garages.

Staff parking rates for permits are based on a tiered system. The last rate increase for parking hand tags was in 2016. An increase was being looked at in 2020, but it was put on pause due to the pandemic. These rates are evaluated every year with Finance and Administration and the Chancellor's Office, and the annual budget will be reviewed in April by the Traffic and Parking Authority. Different spaces are being considered to see where more parking can be added. The department leases a lot of parking lots around the peripheral areas of campus. Some parking spots along Volunteer Blvd West between UT Drive & Cumberland Ave are being removed due to the future streetscape project. The department is also tracking parking lot occupancy and usage demand during peak times of the day, with most of the lots closest to campus being the busiest.

Some upcoming technology that is being looked at to implement in the future are being able to pay for parking in an app and changing to a virtual permit that uses license plate readers to enforce parking instead of hand tags. The virtual permit requires that your vehicle is registered into the system and allows for multiple vehicle registrations to be tied to one virtual permit.

Suzanne Smalley asked if the department has a regular rotation of parking enforcement in any of the garages or if they wait for someone to call when they can't find a space. Mr. Hairr answered that staff have regular rounds that can vary at certain times of the year and hit the worst hotspots for parking violations. There are only 10 enforcement officers in the department, so they can't get to all the lots every day. The department does take tips and information from people to let them know of where particular issues may be. Ms. Smalley also suggested that the parking and transit department have an event where they teach people how to ride the bus as many people are anxious to ride and need to know how it works before they will use

it. Mr. Hairr said he would pass that idea to the communications manager for the department.

Renee Johnson asked why the turning lights have been changed on Cumberland? Does UT have any jurisdiction over the lights? Mr. Hairr responded the lights are under control of the City of Knoxville and they are currently conducting a traffic study of those lights.

4. CONSTITUENT QUESTIONS

- a. **(Q):** The pothole issue on Melrose Place, located across from the Wesley Foundation (same side of street), has “resurfaced” again. Could we find out if there are any plans to completely redo the road in the near future? If not, it sounds like we need another patch.
(A): HR contacted Brian Browning, Associate Vice Chancellor for Operations, before the meeting who provided the following response: “This is a city street; therefore, repairs must be addressed by the traffic engineering department. I’ll reach out to inform them of the needed repairs.”
- b. **(Q):** What are the plans for electric vehicle parking and charging stations?
(A): Mark Hairr, Executive Director for Parking and Transit Services responded: “There are plans to begin a comprehensive EV Charging Study for campus soon and this study will assist in determining future EV charger installations (type & locations), rates, etc.”
- c. **(Q):** Is there a way to switch any of the 30-minute parking spaces in front of Hodges Library from motorcycle parking to vehicle parking?
(A): Mark Hairr, Executive Director for Parking and Transit Services responded: “The Parking staff will evaluate the demand for these motorcycle spaces this semester (particularly in the spring when the weather warms) to see if it is feasible to convert any of these to vehicle parking in the summer or before fall semester.”
- d. **(Q):** Why are staff no longer allowed to keep their email after retiring?
(A): From the OIT webpage: [Why the University made these changes](#)
“These changes help to mitigate risk for the entire university community. Compromised email accounts have already been used to scam others, and this is a proactive step to protect students and staff members from malicious activity. Current students and staff members are held accountable to university and vendor policies, including those that protect our technology resources. In an era of unprecedented malicious activity via email and other digital communication, our goal is to minimize risk.”

Dr. Lucal stated she was told that faculty tend to have more constant, ongoing engagement with research projects and need to utilize their UT email. This does not tend to be the case for staff and that the decision was made in the interest of minimizing risk for the University, and it's very unlikely to change. Dr. Lucal asked representatives to explain the rationale for the decision to their constituents and help them understand why the decision was made.

5. OTHER BUSINESS/ANNOUNCEMENTS

a. Employee Recognition Brainstorm

Darrell Easley asked the group what appreciation looks like to them and how do they like to be appreciated. Lisa Vandergriff commented she liked when the service recognition ceremony used to be during lunch instead of after work hours, as many people in her office do not want to stay after work to attend a ceremony. Laura Crowe suggested a group bonding activity outside of the office, such as bowling. Duren Thompson suggested sending thank you notes to other departments or partners when they collaborate with your department. Ami McCarter spoke about an appreciation note system called "Smokies" where names are put into a hat and a winner is chosen every few months and the winners will get a treat and a thank you card. Ms. Thompson spoke about how her office has a laminated "get out of jail free" card that allows a recognized person to get out of a mundane task that they did not want to do that day. Most people spoke about how they just like to be thanked personally for their work.

b. Employee Assistance Program (EAP) Webinar

Here4TN offers resources and services to help you and your family feel, live and work better through its Employee Assistance Program (EAP) and behavioral health resources and services.

UTK HR and Optum, our EAP vendor, will host an informational webinar on Monday, February 6 covering EAP services available to all benefits-eligible staff and faculty and eligible family members, even if you are not enrolled in medical insurance.

Topics will include:

- EAP and behavioral health benefits
- Substance use support services
- Financial and legal resources
- Work-Life services
- Take Charge at Work

Anyone is welcome to attend. Register by visiting the event page: Employee Assistance Program (EAP) Webinar - University of Tennessee, Knoxville (utk.edu)

Need assistance now? Call 855-Here4TN (855-437-3486) 24/7 or visit Here4TN.com.

6. REMINDERS:

- a. Please email Sam Smith (samsmith5@utk.edu) or Jon Chandler (jchand41@utk.edu) with any constituent questions.