

Minutes: Exempt Staff Council
Tuesday, November 24, 2015 – 2:30 to 4:00pm
Andy Holt Tower 8th Floor Conference Room

1. Business

- John Goddard welcomed everyone to the meeting and introduced the guest speaker, Joe Arnone, Associate Athletics Director for Ticket Operations.
- UT Athletics Ticket Information

Mr. Arnone shared Fan Connection Guides with the ESC representatives present at the meeting. Mr. Arnone went on to share that he has worked at UT for 10 years and has spent his 23 year career in college athletics ticketing. One challenge at the University of Tennessee is the lack of knowledge regarding employee perks. The donation requirement associated with the purchase of season tickets is waived for faculty and staff at UT. Up to four season tickets can be purchased for basketball or football with the donation waived. There is also a 20% discount on tickets. Increased faculty and staff involvement is sought by the Athletics department. There is no charge for employees attending UT soccer games. Softball tickets are based on availability. Discounted season tickets are available now.

Mr. Arnone shared information regarding his background. He grew up in New Jersey and received his undergraduate degree at Merrimack College in North Andover, Massachusetts. He received his master's degree at Robert Morris University in Pittsburgh. He had an internship at West Point, then worked at Marshall University and Pitt.

The holidays are such a busy time for Athletics. The ticketing office remains busy with 12 home basketball games, 3 home football games, and 3 home volleyball games in the month of November. Mr. Arnone travelled to Mizzou to distribute tickets and player guest passes. There are basketball and volleyball games this week, but there are not events on Thanksgiving. November is the busiest month of the year. To work in ticketing you have to have a passion for sports and sporting events. It has to be a passion, not a job. His family will attend events with him. That family support is vital.

An upcoming change with UT ticketing is a change in software provider. July 1st is the scheduled date for the change. The data migration is already in process. There are half a million accounts in the current system, so evaluating how much should migrate is a considerable job.

Questions:

Mary Anne Hoskins inquired about the origin of the handling fee associated with ticket purchases. A \$35 fee associated with season tickets seems very high. Mr. Arnone shared that the University has a high fee compared to some institutions. However, even with this fee UT is losing money. Credit card fees and the \$6 cut the software provider receives automatically add cost. Using an e-check adds a further \$4 transaction cost. Approximately \$25 in these charges is accrued on each transaction. This does not include the UPS cost if the tickets are mailed. When Mr. Arnone arrived at UT the ticketing office

was losing considerable monies through online purchasing. The costs encourage use of the ticket counter to obtain their tickets. Athletics is now breaking even with these processes. Ticketmaster and other websites charge exorbitant fees. With the new software provider some costs may be reduced or even eliminated. Ms. Hoskins inquired if the cost associated with the tickets could be waived for faculty and staff that obtain their tickets at the ticket office. Mr. Arnone shared that this is being considered.

Mr. Arnone shared the issues associated with will call tickets at UT football games. With the size of Neyland Stadium there can be more will call tickets at a UT game than some schools sell in season tickets. The tracking of these tickets is tedious and difficult.

Amy Elizer asked how staff members could obtain a schedule for open practices. Mr. Arnone encouraged employees to contact the main office for the sport they were interested in visiting.

John Goddard asked how much of a problem counterfeit tickets are. Mr. Arnone shared an example of a man that paid \$125 for a ticket who was irate when he wasn't allowed in the game due it being counterfeit. You have to know who you are buying your ticket from. Reprints are possible. Valid ID must be shown for receipt of the ticket. Some scalpers will request a reprint and sell their original ticket. Once a ticket is redeemed it is no longer valid. Counterfeiting is not a huge problem at UT, but it is significant to the individual purchasing the bogus ticket.

Julie Roe asked if tickets would only be available to donors for the Bristol Motor Speedway special event game. Mr. Arnone answered that the tickets may sell out with the donors. UT has 43,500 tickets allotted. 5,000 are automatically earmarked for students. April is the sell date. It is hard to estimate the student use. If there are tickets remaining they will become available. Also, donors can place a \$25 deposit on tickets. The allotment was sold, but there was no limit placed on purchases. Not all tickets may be claimed. By mid-March Athletics should have a better idea of available tickets. There is a waitlist already in place for some of these tickets should they become available. Bristol Motor Speedway is selling 70,000 tickets to their season ticket holders.

- External Commission Reports:
 - Campus Planning: LaShel Brown (absent)
John Goddard shared information on behalf of LaShel Brown. Dr. McCracken from Ecology & Evolutionary Biology shared a plan to build a bat house on the UTIA campus near the UT Gardens. The facility will hold up to 300,000 bats. The purpose is to attract the bats from Neyland Stadium and other facilities around campus and to allow researchers to observe their behavior. The commission approved the proposal. The proposed completion date is early 2016. T. Fisher voiced concerns at the College of Veterinary Medicine regarding the fact that bats carry rabies.

- Commission for Blacks: Judy King (absent)
Donna Carnduff represented Judy. The 2015-2016 Trailblazer Series is ongoing. There will be two further speakers. February 3rd, 2016 Don Frieson will be speaking as part of the series. March 3rd, 2016 Dr. Cynthia Fleming will speak. You can find further information at <http://trailblazer.utk.edu/>.
- Commission for Women: T. Fisher
The handbook was reviewed regarding romantic relationships between faculty and students. These relationships are in violation of policy. Gender neutral and family restrooms are being added around campus. The locations will be added to the campus maps available through the website. Salary comparisons are still underway for all areas across campus. Changes to leave policy were discussed. Leave requests must be submitted at the start of the semester to be approved. This will be a college by college procedure. Mandatory reporting was addressed regarding sexual harassment. Faculty members, advisors, resident assistants, and graduate assistants are required to report these instances.
- Faculty Senate: PJ Snodgrass will replace Tiffany Harmon.
- Work Culture Improvements: Brian Browning (absent)
- Issues/Questions from constituents
 1. John Goddard: A constituent has raised the issue of pedestrian safety on Joe Johnson Drive through the UTIA campus. The speed bumps and lights do not seem to be enough to resolve the issue. Police have been using radar to address this issue recently.

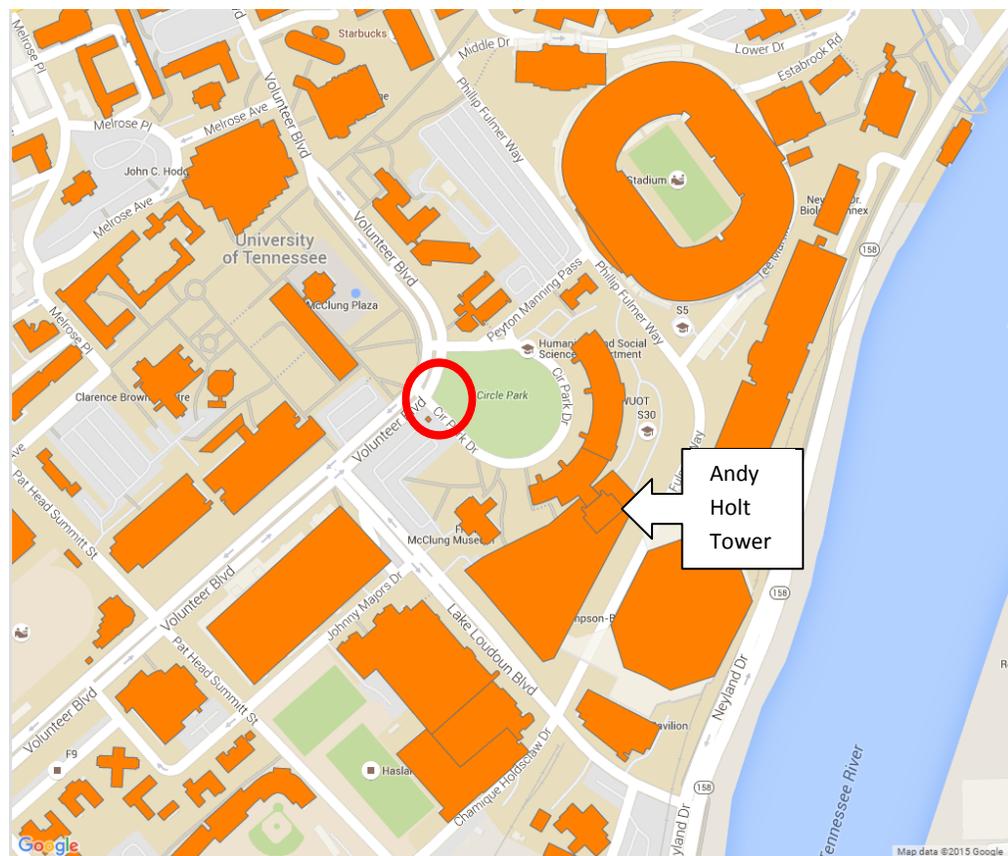
Brian Browning left information stating that a pedestrian safety plan is pending at this time. Increased lighting and crosswalks are under consideration.
 2. Heath Nokes: Would it be simpler for everyone involved if there could be a contact person at Morgan Hall (Ag Campus) that we could contact via-email letting them know the dates, times, purpose we are planning on being on campus. Then if an e-mailed pass would work, forward it on to the campus visitor to park in those areas already designated for staff/visitors.

Brian Browning left information stating that Mark Hairr, Director of Parking & Transit Services, will follow up with the appropriate persons at UTIA.

There was an issue of out of town ESC representatives needing a parking pass. Representatives were encouraged to enter Circle Park and get a parking pass there. It was agreed that John Goddard would follow up on this issue regarding future meetings.

UPDATE: From John Goddard, "After our discussion at ESC, I talked to the folks in the Ticket Booth (Campus Parking Information) on the corner of Circle Park Drive and Volunteer Blvd. (Near the torch). They said you could get a 2 hr. parking pass for Circle Park Drive if you present your UT ID to them. Otherwise you can get a 45 minute pass without current UT ID."

See red circle below marking ticket booth.



3. John Goddard: Are there plans for off-campus employees to park personal vehicles at Fleet Management (Motor Pool) while borrowing UT vehicles?

Brian Browning left information stating that once Facilities Services moves to its new location off Sutherland Avenue in June of 2016 there will be some parking available for Fleet Management customers.

2. Future Business

- It was decided by the council that the December meeting currently scheduled for Tuesday the 15th be cancelled due to the holidays.

3. Next meeting – January 26, 2016, 8th floor conference room, Andy Holt Tower.