

Staff Senate Meeting Minutes
January 18, 2024
12:00 p.m.
virginiatech.zoom.us/j/89618402157

Present: LaTawnya Burleson (presiding), Saadia Ali, Callan Bartel, Lisa Bishop, Zai Cook, Robin Cooley, Kristen Cox, Denise Crawford, Pat Donovan, Kari Evans, Nikki Gland-Turpin, Joseph Goodman, Amanda Hill, Dee Hopkins, Frank Kerr, Petie Martin, Eric Newton, Sarah Owen, Amie Pendleton, Tasia Persson, Gabe Petry, Jennifer Pike, Michelle Raines, Amber Robinson, Sally Shupe, Becki Smith, Mary Sullivan, Judy Taylor, Christina Winkeler, Marty Wyatt, and Serena Young.

Absent with Notice: Erika Perdue

Absent: Amy Ingram, Tracy Jones, Amy Linkous, Katrina Lockhart-Elfeky, Jamie McElfresh, Ron Mecham, Dennie Munson, Janet Murphy, Tamarah Smith, Eric Tysor, and Chris Whitlock.

Guests: Christopher Barb, Lynsay Belshe, Abby Burris, Carrie Cox, Jean Cummins, Kate D'Intino, Gwen Ghee, Andrea Green, Amber Hagan, Michael Hall, Michael Hosig, Robena Hughes, Cassy Kost, Brandy McCoy, April Myers, Sara Phillips, Leisa Shelor, Dee Dee Somervall, and Brandi Webb.

President Burleson called the meeting to order at 12:00 p.m. A quorum was present.

1. Adoption of Agenda

The agenda was adopted.

2. Announcement of approval and posting of minutes of November 16, 2023

President Burleson noted that these minutes have been voted on electronically and can be publicly accessed on the Governance Information System on the web (<http://www.governance.vt.edu>).

3. Presentation

Ms. Lynsay Belshe, Vice President for Auxiliary and Business Services, and Carrie Cox, Senior Director of Auxiliary Services gave an overview of Mail Services, HOKIE Passport Services, The Inn at Virginia Tech, and Transportation Services and answered questions following the presentation (attached).

4. Announcements

- The February Staff Senate meeting will begin at 12:00 p.m. and an Outlook calendar invitation will be sent out prior to the meeting. The February meeting will be held via Zoom only.

5. Adjournment

There being no further business, President Burleson adjourned the meeting at 12:54 p.m.



Auxiliary and Business Services

VICE PRESIDENT LYNsAY BELSHE
& SENIOR DIRECTOR CARRIE COX

JANUARY 2024



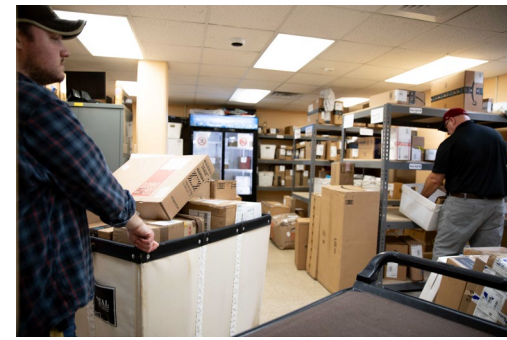
**AUXILIARY AND
BUSINESS SERVICES**
VIRGINIA TECH.

Auxiliary and Business Services is a diverse group of units offering products and services to the University community to enhance campus life for students, faculty and staff, alumni, and visitors.

By providing convenient, user friendly, customer driven and cost-effective goods and services, Auxiliary and Business Services supports VT's mission.



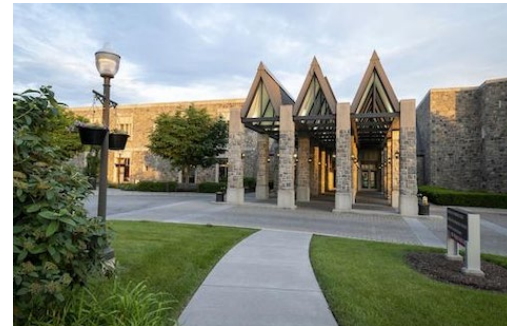
Mail Services



HOKIE Passport Services



The Inn at Virginia Tech



Transportation Services



Organizational Chart



Overview of Areas

Mail Services:

Mail Services is responsible for the accurate and timely delivery of all intercampus mailings as well as all student mail and packages for students who reside on campus.

- Residential Mail
- Departmental Mail
- Student Package Distribution

The Inn at Virginia Tech:

- Virginia Tech's only on campus hotel
- Conference Center
- Meeting Spaces
- Events
- Dining



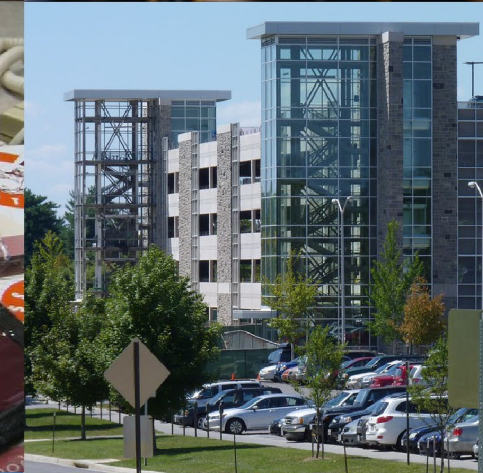
HOKIE Passport Services:

- ID Cards, Credentials and Biometrics
- HOKIE Passport Account Management Services
- Meal Plans / Dining Services Support
- Electronic Door Access
- System based support for campus

Transportation Services:

Transportation Services provides safe and convenient transportation options to serve the university community and guests (38,000 students, 13,000 full and part-time employees, and over 65,000 annual visitors). This includes Parking Services, Fleet Services, Sustainable Transportation, and Air Transportation.

- Parking Services; 14,255 spaces
- Sustainable Transportation
- Fleet Services; 140+ vehicles
- Air Transportation
- Manage BT relationship with the Town of Blacksburg



Division Focus Areas

Daily Operations

Customer Focus

Continuous Improvement

Data Driven Decisions

Financial Stewardship

Advocacy for Employees &
Employee Recognition

What is Happening?

Transportation

- Continue utilizing automation and available technology to provide a better customer service experience on campus.
- Utilize current authorized vehicle replacement budget to reduce the average age and mileage of the rental fleet and meet vehicle class demand.
- Construction Impacts on Parking.
- Multi-Modal Transit Facility
- Gobble Gears
- Created a workgroup to review and proposed updates to current parking lot signage
- Reviewing Policy 5005 and 5501 to update.
- Maximizing current parking spaces.

Mail

- Cross training on all mail routes and jobs to allow for adaptable and flexible organization.
- Leverage technology to improve mail process to gain overall efficiencies in space and time.
- Working with departments impacted by construction and/or relocations.
- *Please assist us with making address changes.*

Hokie Passport Services

- ID solution for Greater Washington DC.
- Additional Door Access in new academic buildings.
- New ID printers being installed.

The Inn at Virginia Tech

- Concierge Service.
- Meeting rooms less than 30 days.
- Relaunched the Inn Advisory Board

What is Happening?

Greater Washington D.C. Metro Area

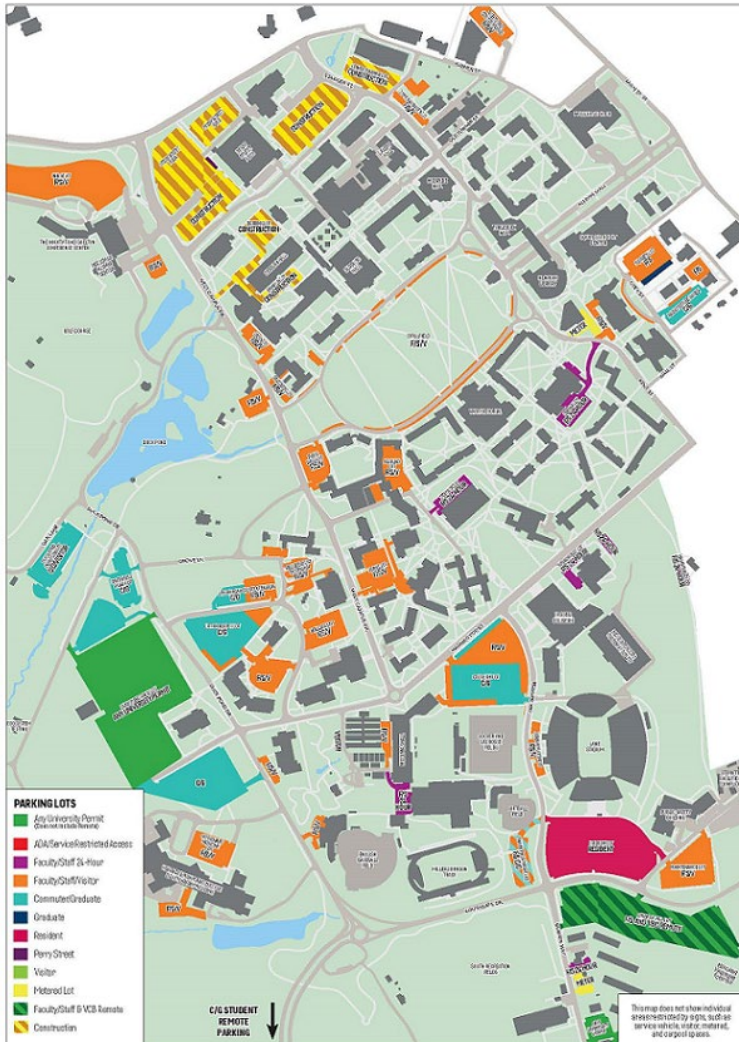
- Identify and implement streamlined and cost-effective programs, services and processes as VT grows its presence in the Greater Washington D.C. metro area.

Employee Engagement

- Create a work environment that supports diversity, employee engagement and individual employee growth and development.
- Review and update position descriptions to accurately reflect the contributions of our employees.
- Launching an Auxiliary and Business Services Employee Recognition Program.

Transportation Services

Master Planning



- 2016 Parking and Transportation Master Plan and the university wide Campus Master Plan of 2018 set guideposts for the future of parking and transportation on campus.
- Plan Elements Include: Roadways / Parking / Transit / Pedestrians / Bicycles
- Parking and Transportation Master Plan:
 - Goal: enhance mobility while preserving campus character
 - Goal: prepare for the growth in student enrollment that was expected through 2025.
- As campus growth continues to disrupt parking across campus, the effective reassignment of parking will require consistent monitoring and adjustments.
- Parking needs to continually be reallocated to effectively support future demand.

Transportation Services Summary

Current State

- 100% self-supporting Auxiliary unit
- Continue to be impacted by capital projects within North Academic District
- Affordability and accessibility is a priority with remote lot options
- Over 700 available spaces each day

Looking Ahead

- Multi-Modal Transit Facility (MMTF)
- Continued focus on sustainable transportation programs
- Movement toward garage parking
- Support the university mission

Connect with Parking Services

E-mail: parking@vt.edu
Phone: (540) 231-3200
Website: parking.vt.edu

Connect with Sustainable Transportation

E-mail: gettingaround@vt.edu
Phone: (540) 231-2116
Website: getaroundvt.edu

Follow Transportation Services on Social Media

X: @GetAroundVT
Instagram: @GetAroundVT
Facebook: Virginia Tech Transportation Services

From the Staff Senate
perspective, what would you like
us to know?

What questions do
you have for us?



VIRGINIA TECH.®