Business Update

February 27, 2017
Information Technology Services (ITS)
- Telecommunications Billing Changes
- Banner 9 Rollout Plan

Business Services
- Parking & Transportation Services Changes

Human Resources
- EPAF/Web Time Entry PIM
- Compensatory Time PIM
- Reminder: Performance Management Program

Budget Office
- Departmental Survey of Fees & Misc Charges
ITS Planning & Administration Update

Karyn Romary
Business Officer
Ext. 7-1735
Kennedy 320A
UNC Charlotte Telecom Billing Change Overview

One University

February, 2017
Telecom Billing Overview

Problem: Current monthly billing process is complex and difficult to predict. Pricing does not correlate with campus cost.

Solution: One simplified package for billing that directly correlates with campus cost.
Monthly Package
Rate of $30
Includes:

- Local, national and international calls
- Jabber Mobile Virtual App
- Unified Messaging - Voicemail sent to your email
- End of life phone replacement
- Specialized services included in the campus communications bundle - No incremental cost per line

One Network
One University
One Shared Cost

Add-ons beyond the core package will be billed based on the incremental cost to the University

One University

UNC CHARLOTTE
Benefits

Simple
Athletics’ monthly bill potentially reduced from 380+ pages to 4 with new billing logic

Predictable
Flat rate per phone number plus requested add-ons. No variations due to long distance

Efficient
Easy to monitor for continued need for active lines and extra cost services

One University
Equity for all campus lines while covering campus costs
Projected Fiscal Year Impact Per Unit

50 Billing Units

42/50 Decrease Or Increase <$600 per FY

8/50 Increase >$600 per FY

Details will be communicated to Unit Business Officers

Projections are based on Nov 2016 billing
Implementation Timing

- New rates will be in effect June 1, 2017 with first related bill posting July 2017
ITS Enterprise Applications Update

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Banner 9 Upgrade - Coming in March!
Banner 9 Upgrade – Coming in March!

Benefits/Enhancements

● New User Interface/Appearance
  ○ Web-based instead of Oracle

● Better Navigation
  ○ Searchable by description, instead of acronyms
  ○ Querying no longer case sensitive
  ○ Customizable (column order, width)
  ○ Easier to export data
Rollout Timeline & Training

Workshops offered by ITS
January 15 - March 10:

"Introduction to Banner XE Navigation (Banner 9)"

Register through Learning & Organizational Development
Parking & Transportation Services Update

Doug Lape
Director
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Parking Services Building
PaTS Projects

- Campus Congestion Task Force
- **Campus Transit Enhancements**
- CATS Light Rail All-Access Pass
- SafeRide ADA Expansion
- **Parking System Hardware & Software Replacement**
- Bikeshare Launch
- **Other Misc. PaTS Projects**
Campus Congestion Task Force

○ Summary
  ● Created by the Chancellor
  ● Representation from across the campus
    ➢ SGA & Grad Student Reps
  ● Transportation-related findings:
    ➢ Better utilize remote parking options
    ➢ More robust and reliable campus transit
    ➢ Promote alternative forms of transportation (bikes, light rail, etc.)
Campus Parking Congestion

Parking Space Utilization
Occupied Spaces (Wed @ 12pm, Fall 2016)

- North Deck: 390 (Utilized), 781 (Available)
- Lot 25: 67 (Utilized), 418 (Available)
- CRI Deck: 723 (Utilized), 619 (Available)
- SoVi Deck: 199 (Utilized), 1,048 (Available)
- Greek Village: 222 (Utilized), 125 (Available)
- East Campus Lots (4A, 5, 5A, 6): 44 (Utilized), 1,523 (Available)
- Lot 18: 94 (Utilized), 0 (Available)
- Lot 19: 263 (Utilized), 0 (Available)
Campus Transit Enhancements

○ Why the Need for Change?
  ● Light Rail in Spring, 2018
  ● Increased ridership and demand for service
  ● Continued campus growth
  ● Need to support remote parking options
  ● Challenges with existing transportation operator
Campus Transit Enhancements

CATS Campus Ridership (Academic Calendar)
Campus Transit Enhancements

Evening & Weekend SafeRide Ridership (Academic Calendar)

FY17 Spike caused by less CATS evening hours
Campus Transit Enhancements

○ The Proposed Plan

- Release RFP for third-party operator on short-term contract (2-3 yrs) and review for possible in-house operation

- Provide enhanced service
  - Extended operating hours
  - Greater route frequency
  - Larger vehicles
  - Campus-branded
  - Greater control
  - Charter opportunities for groups
Sample Enhanced Service Schedule:

<table>
<thead>
<tr>
<th>Enhanced Service</th>
<th>Red Line</th>
<th>Green Line</th>
<th>Gold Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon-Fri</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06:30 - 19:00</td>
<td>Every 10 min (3-veh)</td>
<td>Every 10 min (3-veh)</td>
<td>Every 10 min (3-veh)</td>
</tr>
<tr>
<td>19:00 - 20:00</td>
<td>Every 15 min (2-veh)</td>
<td>Every 15 min (2-veh)</td>
<td>Every 15 min (2-veh)</td>
</tr>
<tr>
<td>20:00 - 03:00</td>
<td>Every 30 min (1-veh)</td>
<td>Every 30 min (1-veh)</td>
<td>Every 30 min (1-veh)</td>
</tr>
<tr>
<td>Sat-Sun</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09:00 - 18:00</td>
<td>Every 30 min (1-veh)</td>
<td>Every 30 min (1-veh)</td>
<td>No Service</td>
</tr>
<tr>
<td>18:00 - 03:00</td>
<td>Every 30 min (1-veh)</td>
<td>Every 15 min (2-veh)</td>
<td>No Service</td>
</tr>
</tbody>
</table>

*This schedule provides a bus (either Green or Gold Line) at the University light rail station every (5) minutes during peak hours and every (15) minutes during off-peak.*
CATS All-Access Pass

○ Why the Need for Change?
  ● Light Rail in Spring, 2018
  ● Need for campus community to begin using mass transit to assist with campus congestion
  ● Reduce the need to build additional parking on campus
  ● Less vehicles = less carbon emissions (important to the University’s Climate Commitment)
  ● Provides efficient transportation option between main campus, Center City campus & Uptown
CATS All-Access Pass

Student Respondents Willingness to Use Light Rail (Academic Calendar)

<table>
<thead>
<tr>
<th>Route Description</th>
<th>Yes (%)</th>
<th>Maybe (%)</th>
<th>No (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>To/From Residence to Main Campus</td>
<td>39.7%</td>
<td>24.8%</td>
<td>35.5%</td>
</tr>
<tr>
<td>To/From Main Campus to CCB for classes</td>
<td>47.4%</td>
<td>25.3%</td>
<td>27.3%</td>
</tr>
<tr>
<td>To/From Main Campus Uptown for Special Events</td>
<td>71.6%</td>
<td>18.6%</td>
<td>9.8%</td>
</tr>
<tr>
<td>To/From Main Campus to Uptown for Work</td>
<td>54.6%</td>
<td>23.7%</td>
<td>21.7%</td>
</tr>
</tbody>
</table>
CATS All-Access Pass

Student Respondents Willingness to Use CATS Bus to and from Main Campus

- No: 31.8%
- Maybe: 35.4%
- Yes: 32.8%
CATS All-Access Pass

- The Proposed Plan
  - Provide an all-access pass for all currently enrolled UNC Charlotte students
  - Pass allows students to ride any CATS bus or rail in Charlotte (except Express routes) at a deeply discounted rate without having to pay per ride
  - Faculty / Staff option to purchase at deeply discounted rate
  - Use new university contactless ID card to ride
  - No purchasing passes throughout the year
SafeRide ADA Expansion

Why the Need for Change?
- Light Rail in Spring, 2018 – Need to service station
- Increased ridership and demand for service
- Increased requests for service outside the inner-core, which can’t be serviced today
- Increased demand to provide ADA service for special events across campus
- Provide better customer service (and comfort)
- Increased demand due to construction
SafeRide ADA Expansion

SafeRide ADA Ridership
(Academic Calendar)

- Aug
- Sep
- Oct
- Nov
- Dec
- Jan
- Feb
- Mar
- April
- May
- Jun
- July

- 13-14
- 14-15
- 15-16
- 16-17
SafeRide ADA Expansion

○ The Proposed Plan
  ● Purchase (2) MV-1 Para-Transit vehicles
  ● Begin to phase-out the use of trams
  ● Hire (2) additional staff to operate
  ● Provides ability to service entire campus
  ● Will require the use of inner-core “hubs” in certain areas due to the size of the new vehicles
  ● This plan endorsed by ODS
Parking System HW / SW Replacement

- Why the Need for Change?
  - Current system either no longer supported by manufacturer or outdated technology
  - Extremely limited flexibility providing poor customer service
  - System limitations forcing PaTS to make policies around current system shortcomings
Parking System HW / SW Replacement

○ The Plan
  ● Use of License Plate Recognition (LPR) as primary credential & enforcement
  ● Use of University contactless ID card as a backup credential
  ● On-line web portal for customers to manage their accounts
Benefits
- No more permit distribution during the Summer (and long lines the first week of the new year)
- Purchase your parking credentials on-line at any time
- Manage vehicles, purchase temporary and full-time parking credentials, pay & appeal citations on-line
- Flexible payment plans
- More efficient ingress & egress at gated facilities
Bikeshare Launch

- Why the Need for Change?
  - Provide sustainable transportation alternatives for campus community
  - Provide an option for students who don’t have a vehicle on campus and no personal bike
  - Help cut down on campus vehicular congestion by offering bike transportation to and from campus buildings
Bikeshare Launch

- The Proposed Plan
  - Bid award contract review in process
  - Finalize locations for bikesharing racks (in coordination with FM)
  - Finalize pricing & sponsorship structures
  - Implement by Spring of 2017
  - (10) rack locations on campus
  - (100) smart bikes in program
Other PaTS Projects

- **Union Deck Expansion**
  - Net space gain will be approx. 270 spaces

- **Lot 8 / Admissions Center Parking**
  - Total project would gain approx. 89 spaces in the area

- **Facilities Operations / PaTS Complex**
  - New office complex due to construction of Science Building. PaTS portion of project completely self-funded.
## Project Costs & Funding Sources

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Cost</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>SafeRide ADA Enhancements</td>
<td>$105k</td>
<td>General Funds/yr</td>
</tr>
<tr>
<td>Parking System HW/SW Repl</td>
<td>$4.0M</td>
<td>PaTS Reserves</td>
</tr>
<tr>
<td>Bikeshare Program</td>
<td>$150k</td>
<td>User Fees &amp; Sponsors/yr</td>
</tr>
<tr>
<td>Union Deck Expansion</td>
<td>$14.5M</td>
<td>PaTS Reserves</td>
</tr>
<tr>
<td>Lot 8 / Admissions Center</td>
<td>$850k</td>
<td>PaTS Reserves</td>
</tr>
<tr>
<td>Fac Ops / PaTS Office Complex</td>
<td>$5.0M</td>
<td>PaTS Reserves</td>
</tr>
<tr>
<td>Enhanced Campus Transit</td>
<td>$3.6M</td>
<td>MTSC - $38.50/sem</td>
</tr>
<tr>
<td>Light Rail All-Access Pass</td>
<td>$1.1M</td>
<td>MTSC - $25/sem</td>
</tr>
</tbody>
</table>

New MTSC w/Potential Support Funds (Semester): $78.50
PaTS Projects Summary

○ Over the next 12 months, PaTS will be investing over $24M in new technology, programs and infrastructure (on top of scheduled maintenance and operations).

○ This $24M is available due to ability to accrue funds in the Parking Reserve.

○ The majority of these projects are being driven by outside factors which dictate their timing.
Staff Employment Update

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Rebecca Urquhart
Payroll Manager
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Reese 323
Hiring & Paying Temporary Employees

New Processing Deadlines & Requirements

PIM 63: Effective January 3
Part-time Faculty Workflow

1. Job posted
2. Applicant selected
3. Employee reports to HR
4. EPAF Submitted
5. CBC Request/Ran
6. Contract Submitted
7. ID # created/Email & Faculty Access Requested
Student Employment Workflow

1. **Job posted**
2. **Department submits EPAF**
3. **Employee shows I-9 Clearance card**
4. **Applicant selected**
5. **Applicant sent to HR**
Temporary Staff Workflow

1. Employee reports to HR
2. Job posted
3. EPAF created
4. Applicant selected/Create hiring proposal
5. HR approves
Why PIM63?

Paper Timesheet: Root Causes

- EPAFS not submitted in time for processing.
- Approvers not setup correctly.
- Timesheets never started.
- Timesheets not submitted electronically before deadline.
- Timesheets not approved in time by supervisors.

All of the above can be avoided!!!
Tips & Best Practices

• **Actively Communicate:** Web Time Entry (WTE) deadlines must be met. If they are not, the employee will not be paid on time.

• **Calendar Reminders:** Encourage supervisors to add recurring reminders on their calendars. (e.g., one on the last business day of the month to remind their WTE employees to submit time, and one every day after until 8:30 a.m. on the fourth business day.)
  ○ Remember, you will get only one email notification that you have time to approve in WTE, so you will need to find other ways to manage and meet these deadlines.

• **Setup a Proxy:** Ask supervisors to setup a proxy in WTE who can approve time in their absence.
  ○ Refer to the Banner WTE Approver’s Guide for setup instructions.
Tips & Best Practices

• **Spot Checks:** Advocate that supervisors manage their employee(s)’ time by logging into WTE early in the month and throughout the month to ensure that their employees are recording time. This is also the fastest way to find out if an Electronic Personnel Action Form (EPAF) has not fully processed or if your employee is not logging time daily.

• **Timing is Everything:** Do not schedule an employee to work until the EPAF is fully processed. You will receive an email notification from the Payroll Office once the WTE Approver setup is complete. If the Approver is incorrect, please notify the Payroll Office with correct information.
Compensation & Position Management Update

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Director
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King 228
Background

*Eligible employees* who work more than forty (40) hours in a given work week shall be compensated in one of two ways:

- **Compensatory Time Off**
- Overtime Pay

It is both State and University policy to award compensatory time off instead of monetary compensation for hours worked in excess of forty (40).

Management has the discretion to provide overtime pay based upon availability of funding and the operational needs of the work unit.
Eligible Employees

- SHRA / EHRA probationary, permanent, time-limited, or temporary employees designated as **FLSA non-exempt**

- Non-exempt **temporary employees** receive **overtime pay only** (not compensatory time off).

- Eligible employees must obtain management/supervisory **approval prior to** working hours in excess of forty (40).
Compensatory Time Off

- Comp Reg: Earned at 1.5 times the number of hours worked in excess of forty (40).

- Comp Gap: Earned at 1.0 times the number of hours worked up to forty (40) - Comp Gap

- Accrued compensatory time off shall be taken prior to all other leave types except Sick.

- The maximum accrual balance for compensatory time off is **240 hours**.

- All compensatory time off must be used **within twelve (12) months** from the date earned.
Process Changes

- **Supervisors and departmental timekeepers** will be **notified** when an employee reaches **160 hours** of accrued compensatory time off (either regular or gap).

- When an employee’s balance **exceeds 240 hours** of accrued compensatory time off, Payroll will **automatically initiate payment** to the employee to bring the balance to **200 hours**.

- Payment will be reflected in the next available pay period.
Process Changes

- When an employee with accrued compensatory time off transfers to another position within the department and/or University, the employee will be paid for all accrued compensatory time off in the next available pay period.

- When an employee with accrued compensatory time off undergoes a position change from FLSA non-exempt to exempt designation, the employee will be paid for all accrued compensatory time off in the next available pay period.

- In either circumstance, the department in which the compensatory time off was earned is responsible for any associated costs.
Pay Out Request

- **Departments may request** payment of accrued compensatory time off balances by submitting a request to the Payroll Office. Refer to the [Payroll Office’s website](#) to access the payout form.

- These requests should generally be rare.
Summary

- **Stakeholders:**
  FLSA non-exempt, excluding temporary employees

- **Accrued Comp Time Paid Out If:**
  1. Not used within **12 months** from date earned
  2. Exceeds **240 hours**; auto-payout to bring back to 200 hours
  3. Position **transfers**
  4. Position **changes to FLSA exempt**
  5. Payout Form submitted to Payroll Office
Reminder: FY18 Performance Management Program

<table>
<thead>
<tr>
<th>Performance Period</th>
<th>April 1 – March 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Plan</td>
<td>Due by May 30, 2017</td>
</tr>
<tr>
<td>(formerly Work Plan)</td>
<td>5 Institutional Goals</td>
</tr>
<tr>
<td></td>
<td>3-5 Individual Goals</td>
</tr>
<tr>
<td></td>
<td>Weighted, not Prioritized</td>
</tr>
<tr>
<td></td>
<td>Rating Scale (1-3)</td>
</tr>
</tbody>
</table>

**Training for Supervisors:** March and April

For additional guidance refer to the HR communication sent on March 3, or contact Paulette Russell at ext.7-0660
Budget Office
Update

Tara Pritchett
Budget Analyst
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Reese 313
Departmental Survey

Coming mid/late March!
THANK YOU!!

Next **Business Update**... April 20 (Tentative)
Check the **Calendar** for details