Customer Forum April 12, 2012
Summary

Jack Dempsey, executive director of Facilities & Services (F&S), welcomed attendees, provided an update on the customer recommendations, and discussed the impact on service delivery that senior personnel retirements likely will have on F&S. Clark Wise, director, Construction Management and Carl Wegel, director, Maintenance, also provided updates on their operations.

Overview
F&S has completed 31 of the 44 recommendations made by last year’s four customer working groups. Thirteen are still in progress. (Authorized users may view the full list of recommendations following login to the my.FS portal.) Dempsey gave a pat on the back to the F&S groups that worked so hard to implement the recommendations and thanked those who participated in the working groups, both customers and F&S staff. He also spoke about the number of experienced people who are retiring by June 30, 2012 and the impact it will have on F&S service delivery while new people become familiar with the organization, the campus, and the buildings. Dempsey also announced that F&S is planning to host an Open House in the fall. There will be many new people on campus and this would provide an opportunity for them to meet F&S staff and learn about our services and operations. Check the F&S web page (for updates).

Construction Management
F&S takes advantage of the decrease in the number of students on campus over the summer to focus on work that must be done during their absence. They still consider the top five priority categories while trying to get as much done relating to the academic mission as possible. Additional information regarding construction service requests and delivery options can be found on Getting to Know F&S. In the meantime, we have a full workload and while we will do our best to complete all requests in a timely manner, there may be some delays in getting to everyone’s requests.

Wise also talked about delivery method options for projects with budgets under $250K. As of July 1, 2012, there will be three new JOC contractors with a limit of $4M for each contract. All three contractors are from Chicago. A new list of approved contractors for Contractors Services will be also available July 1, 2012.

Wise provided a status update on two accelerated construction projects, one at Roger Adams Lab (RAL) and one at Burrill Hall. The RAL project is being delivered by Job Order Contracting (JOC) and tests our flexibility to complete smaller projects quickly and efficiently. The 5000 sq ft wet lab is a schedule driven project with a $2.1M budget. Normal project delivery of 24 months has been compressed to eight months. If this delivery methodology is desired by our campus customers, additional project management resources will be needed.

F&S has requested a budget increase of $250K rather than charge a fee for Contractor Services program administration as identified in audit findings.

Maintenance
Carl Wegel gave an update on how the zone management operational model has been working well. He discussed a pilot program that was launched early in April in zones 1 & 2 that will change the way work is assigned. It will be assigned in 40 hour increments to the
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crafts people. This will provide greater flexibility in scheduling and allow us to predict more accurately when we will be arriving to do work.

A second pilot program that we hope to begin testing sometime in August is the Building Service Worker (BSW) early day shift. Currently F&S runs a day shift, an early evening shift, and a deep night shift. In August, approximately 20 BSWs will work from 4 a.m. until 12:30 p.m. This will provide four hours to get work done while the building is empty, and four hours during which they can more directly serve the customers. They will also be using a new team approach in an attempt to further improve efficiency and customer service.

Following the presentation, two breakout sessions were held: my.FS portal and Utilities & Energy Services update. Also, table discussions were held and people were available to ask questions about the customer recommendations or any other topic with which they needed help.

The list of 44 recommendations is available through the my.FS portal. It includes a summary for each recommendation’s solution and links to supporting materials. The forum web page has a summary of today’s forum as well as the previous ones.