

SCFP SUBCOMMITTEE ON TWIN CITIES FACILITIES AND SUPPORT
SERVICES (STCFSS)
MINUTES OF MEETING
FEBRUARY 7, 2002

[In these minutes: Welcome, Theresa Robinson Retiring, STCFSS Representation on SCFP, Approval of December 13, 2001 Minutes, Presentation by Grant Clavelle of Facilities Management on the Facilities Condition Assessment (FCA) and the Custodial Program Improvement Initiative (CPII), Update on 'Common Goods Budgeting' Memorandum to EVPP Bruininks, Committee Vacancies, Minutes Distribution]

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate or Twin Cities Assembly; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate or Assembly, the Administration or the Board of Regents.]

PRESENT: Gary Jahn, Chair, Kent Rees, Steve Fitzgerald, Theresa Robinson, Cynthia Jara, Jean Montgomery, Jane Phillips, Patrick Buckle

REGRETS: Linda Jorn, Steve Spehn, John Adams, Rongsheng Ruan

ABSENT: Roberta Juarez, Donald Kelsey, Lorelee Wederstrom, Ronald Sawchuk, Ryan Osero

GUEST(S): Grant Clavelle

OTHER(S): Barbara VanDrasek (for John Adams)

I). Professor Jahn called the meeting to order and welcomed all those present.

II). Professor Jahn announced that Committee member, Theresa Robinson, Associate Vice President of Auxiliary Services, will be retiring from the University on March 4, 2002. Laurie Scheich has been appointed to fill her position.

III). Professor Jahn thanked Committee member, Kent Rees, for volunteering to serve as the second representative from STCFSS on the SCFP during fall semester. Committee member, Cynthia Jara, has volunteered to attend the SCFP meetings during the spring semester.

IV). Committee members were made aware of one change to the draft minutes that had been distributed earlier via e-mail. Rather than the minutes reflecting that negotiations were underway regarding fair trade coffee to be served in the resident halls at a future date, it was noted that the resident dining halls are actually serving fair trade coffee as of spring semester 2002. Members unanimously approved the amended minutes.

V). Professor Jahn introduced Grant Clavelle of Facilities Management. Mr. Clavelle addressed the Committee on two FM initiatives underway:

1. Facilities Condition Assessment (FCA)
2. Custodial Program Improvement Initiative (CPII)

The **Facilities Condition Assessment (FCA)** is in its early stages. Currently, Facilities Management is in the process of selecting a vendor to conduct the assessment. A Facilities Condition Assessment is a process whereby, via inspection, current or anticipated facility deficiencies are defined and documented. Deficiencies will include ADA deficiencies, mechanical/electrical deficiencies, fire/life safety deficiencies etc. Besides looking at the conditions of the buildings as they stand today, the vendor will analyze history records in order to anticipate what deficiencies may arise over a ten-year timeframe. The purpose of the FCA is to:

- Uncover and document facility deficiencies.
- Collect additional data e.g. equipment, building, site, etc.

The goals of the project include:

- Creation of a web-based database available to all departments.
- Categorized and documented reporting on cost deficiencies.

Why is the program needed?

- It will provide quantified knowledge of deficiencies that must be corrected.
- It is an ongoing system of identification and prioritization of capital repair and replacement projects.
- Due to a lack of a central repository of such information, renovation and repair projects over the years have omitted critical deficiencies.
- Due to a lack of information on long-range projects, budget maintenance forecasting is extremely difficult.

Benefits of the program include:

- An improved approach to better managing our facility's assets in a proactive manner.
- The ability to organize and sort facility condition data stored in a central location so reports can be viewed and printed using a wide variety of criteria.
- Each building will be rated on a Facility Condition Needs Index (FCNI). The FCNI represents the cost required to correct all deficiencies divided by the total replacement cost. The goal is to have a relatively low FCNI.
- A way to assure that funding sources have been identified for each project.
- A process of generating project scopes and budget estimates.

Other departments participating in the initiation include:

- Athletics – all athletic facilities
- Housing – all residence halls/housing units
- Parking – all ramps and garages
- Classroom Management – all general purpose classrooms (Classroom Management is a function of central administration)

Most of these other departments will be funding their portion of the project and are participating in the vendor presentations being conducted this week and next week.

The selected vendor will not be asked to look at roofs and exteriors of buildings because Facilities Management already has collected this data. In addition, other departments have collected their own data concerning their units and Facilities Management wants to capture this data into one central database; by doing so FM will be able to see the 'big picture' concerning building deficiencies across campus.

The Building Code Division, Department of Environmental Health and Safety, Security and NTS have all been involved from the outset to help Facilities Management define what the selected vendor should be looking for during the inspection phase. In addition, building maintenance people and building occupants will also be involved in the process in an attempt to identify chronic issues.

Proposed timeline for the project is approximately one year. The project will probably start in April or May 2002. The summer will be an important time to collect as much data as possible when the residence halls and other buildings have lesser activity. The inspection process should not be very obtrusive and building occupants will be notified in advance of upcoming inspections.

The selected vendor will be required to conduct the same inspection on the coordinate campuses if so desired. At this point, the other campuses have declined participation in the project, but they still have the option to participate in the future.

Some of the other institutions that have conducted a full FCA in the last year include University of Massachusetts at Amherst, MIT, University of Michigan, and the Commonwealth of Massachusetts. Based on information collected from these institutions the University of Minnesota expects over a billion dollars in recognized deficiencies over a ten-year period. It is important to remember that this is not unique to institutions that have buildings that are one hundred years old.

A question was asked regarding the definition of a deficiency? A reasonable threshold has yet to be established with the vendor. In conversations with other institutions and vendors, their recommendations have been to not to get too detailed in defining deficiencies. For example, one institution suggested items that fall below \$25,000 should not be considered a deficiency otherwise too much data will be collected.

After the initial inspections are completed, a certain percentage of buildings should be inspected each year. It is highly recommended that this be done to keep the data as up to date as possible.

The **Custodial Program Improvement Initiative (CPII)** is a program that focuses on the improvement of all custodial processes.

Program goals include:

- Improve customer satisfaction with custodial services
- Increase cleaning service levels with existing resources
- Create custodial “pride and ownership” in performance of duties

Why is CPII being implemented?

- Custodial work is the most visible work the Facilities management performs
- FM has the most number of employees delivering these services; FM employs 430 custodians
- Custodial services are tied to its customers’ perceptions of FM
- Custodial service is a program too often ignored and overlooked

Through this program, Facilities Management is trying to achieve consistency in service, efficiency in trying to get custodians to do their job better and ultimately an integrated system.

Facilities Management has implemented a comprehensive training program for custodians. Thirteen percent of the newly hired custodial staff has completed the training. Training will also be offered for supervisors as well as existing custodial staff.

As part of the initiative, consistent and attainable ‘Maroon Standards’ have been established. In addition, a fully-trained ‘Floater Crew’ is now in place to fill in for employee absences and/or project work. The ‘Floater Crew’ will benefit FM customers with experienced custodial staff when absences occur or projects need to be completed in a timely manner.

Both initiatives were well received and applauded by Committee members. Professor Jahn thanked Mr. Clavelle for his presentation and charged him with identifying someone within Facilities Management to address the Committee on how charges are assessed to departments for work done by FM.

VI). OTHER BUSINESS:

Professor Jahn provided an update on the status of the memorandum to Executive Vice President and Provost Bruininks concerning ‘common goods budgeting’. To date, the memorandum is in the hands of SCFP. Due to pressing business before SCFP they have

been unable to address this item. Hopefully this matter will be on the agenda for Finance and Planning's next meeting.

COMMITTEE VACANCIES: Two faculty positions remain open on the Committee. Committee members were encouraged to forward names of individuals who might be interested in serving. Recommendations will be forwarded to the Faculty Committee on Committees.

It was agreed that all Subcommittee meeting minutes be forwarded to SCFP members including Senate staff support representative, Gary Enstrand.

VII). With no further business, Professor Jahn adjourned the meeting.

Renee Dempsey
University Senate