

Annual Report 2004-05

Division of Student Affairs University Housing Facilities Department

The Housing Facilities Department is responsible for managing a building inventory in the residence halls and managed units that houses almost 9700 residents and encompasses 3.1 million square feet. We provide a service arena that encompasses the residence halls and family housing with a total of 16,000 residents and 4.6 million square feet. Housing Facilities consists of 243 staff. A staff Listing and Responsibilities Overview is attached in Appendix A. In this report, you will find Facilities' accomplishments over the past year, on-going efforts and objectives for the next year, a summary of staffing and professional development, and other program information.

I would like to take this opportunity to recognize Facilities' most precious assets, its human resources, without whom nothing could be achieved, and to thank them for their support.

I. HIGHLIGHTS/ACCOMPLISHMENTS

Building Accessibility

- Door operators installed at WQ/Cambridge house (total for Housing 14 exterior/12 interior)
- Public accessible restrooms built at AL (total for Housing 13, accessible community bathrooms available most buildings)
- Visual fire alarms installed in Baits 1, Fletcher and Mary Markley. 2% of resident rooms have visual alarms as well as all public spaces. (All buildings except Bursley, Henderson House, Oxford, West Quad, Couzens and Alice Lloyd are complete). Program to be complete fall 2007.

Capital Improvements and Facility Renewal

- Housing Design Project Coordinators completed 111 projects at a value of \$8,130,000
- Area Maintenance Coordinators (including Family Housing) completed 105 projects at a value of \$1,965,000
- Facilities Managers, Trades Foremen and other Facilities staff have 45 projects currently underway.
- Dining Services equipment projects are coordinated through Dining Services and tracked within the Facilities software, approximately 55 projects funded for \$690,000 are underway.
- Housing Standards for Major Renewal and for New Construction were created to supplement UM design guidelines for the renewal projects and major new construction.
- New student room flooring standard was piloted and established. Phased installation has begun in 2005.
- Student room and community bathroom lockset replacement project completed as required by Regent Mandate. Security camera project is down to the last two buildings. Baits is currently in construction and Fletcher will follow.

Communication

- User's Guide to Facilities Department updated and available in print and on the web.
- Facilities Staff Training and Development Guide updated, and will be folded into a Housing wide document through Housing HR.

- Awareness flyers prepared for mercury thermometers and hot radiators created.
- Council Handbook updated.
- Housing Facilities Operations Manual updated and placed on the K: drive.

Day-to-Day Services

- 2125 toilets and 2339 sinks cleaned daily
- 1683 showers cleaned twice weekly
- Turned over 5,783 rooms (10,014 beds) for fall 2004, with an additional 150 beds in 48 converted lounges.
- Provided daily cleaning, maintenance, pest control, trash handling and recycling services for over 10,000 residents from September through April.
- Completed maintenance turnover and deep cleaning of 2.5 million gross square feet of residence hall space during the summer.
- Provided housekeeping and maintenance services for Housing's summer conference operation, totaling 16,782 participants (an increase of 2,250), 250 different conferences (an increase of three), and 103,715 bed nights (a decrease of 945) in the 2004 season. Comparison noted between the 2003 and 2004 conference season.
- Until February 1, 2005, provided maintenance services for 1,508 apartments. Completed maintenance turnover and deep cleaning of 220 apartments as well as "quick" turn of 160 units and spot clean of 160 apartments for relocation of families into N4 and 5.
- Responded to 20,008 maintenance service requests, 69% were completed within 24 hours. 3,015 requests were received after hours through Plant Dispatch. 2,035 requests were received via the Housing Web FIXIT, an increase of 18% over last year. All numbers are for the period July 1, 2004 – June 9, 2005.
- In-house trades staff completed 6,355 work orders. Work orders decreased by 15% from 2003-04, but are still higher than 2002-03.
- Over 170 standard preventative maintenance procedures and tasks are in the database. Most are performed biannually. Over 3,300 pieces of equipment are serviced in this program.
- PM reference binders in each maintenance shop were updated in preparation to the migration in to a new facilities management system, and the potential to work on paper for a period during migration.
- Partnership with the Plant Operations Call Center (POCC) to receive and direct after hours emergency calls is very successful in reducing emergency response time and increasing customer satisfaction.
- Custodial equipment standardization program has greatly increased the cost effectiveness of equipment purchases.
- Facilities Building Facilities Managers have played a significant leadership role in the building teams given the high turnover of HD and AHD staff and the routine rotation of RDS Managers.

Extraordinary Operational Services

- Target size of the freshman class was exceeded by a number that varied between 500 and 700 during May and June; ultimately the freshman class was over target by more than 530. Facilities, in partnership with the rest of University Housing worked extremely hard to ensure that these students would not only have a place to live, but to be welcomed.
 - On June 28, an order was placed for 547 ensembles of building block furniture. 222 were installed in Northwood single student apartments, 250 in two houses of Baits and 75 in the Oxford Hotel. There was only five weeks from order to installation (including the manufacturing process). Housing Design standards, contract and professional relationships were essential for this to take place. Strong coordination between Housing Design, Facilities, Housing Information

and Family Housing was necessary to provide appropriate furniture for the incoming freshmen.

- Mike Gonzales and Baits facilities staff were notified throughout the summer of a change in occupancy from singles to freshman doubles on a building-by building basis. The last notification was two weeks before opening. Baits population has grown from 600 five years ago to almost 1,100. Budget control was not possible with this turn, but with incredible effort and time by all members of facilities, trades, and contractors, furniture was moved and spaces ready for occupancy.
- N3 and some N2 apartments were re-configured for rental by single undergraduate students for fall of 2005 instead of 2006 as originally anticipated. Exception efforts were made by Family Housing Facilities to move families out to N4 and 5, provide a quick-turn to those N4 and 5 apartments, and turn the vacated N2 and 3 spaces. All work was done in a five-week period. Coordination with Family Housing and HIO was essential for the success of this effort.
- On July 20, Oxford was notified that the hotel rooms would be converted into freshman spaces. Coordination through Facilities and Housing Design Oxford including deconverting the spaces, storage of hotel furniture and accessories, patch and paint, removal of A/C units and installation of BBF ensembles in a short window before Move-In.
- WQ facilities staff provided services in a very difficult environment last winter (January – April) as construction dominated all houses in preparation for summer installations of life safety, IT, and electrical systems. The extent of work in occupied mode was far beyond any work previously done.
- In early August 2004, three weeks before Move-In, all residence hall phone numbers changed to a 7-digit dial in lieu of the standard UM 5-digit dialing. Facilities and Security coordinated access for ITCOM staff to check migration, and Facilities provided update stickers for all posters and publications that did not include the 7-digit number.

Feedback and Reviews

- Individual Feedback and Assessment
 - All P&A staff receive annual performance assessments. This year, Facilities reviewed current Performance Assessment and Feedback guide. We are investigating the use of a 360-degree feedback system through HRD. Vicky has piloted and the report will be available in mid-June.
 - Frontline custodial staff receives formal monthly zone inspections.
- Customer Feedback
 - Housing initiated resident satisfaction survey has a number of consistent questions year to year, so that we can track problems and address. The ACUHO-I survey in 2004 did not provide the same tracking method. Comparisons since 2001 indicate that (1) maintenance effectiveness and promptness have increased by up to 4 percent; (2) bath and shower cleanliness has increased by 6.3 percent; (3) overall building cleanliness has increased by 7.4 percent; (4) courtesy of housekeeping staff has increased 2 percent, while courtesy of maintenance staff has decreased by 1.8 percent; (5) condition of student room has held steady and (6) overall condition of the building has increased by 4 percent.
 - This year's resident satisfaction survey also included a number of questions relative to sustainability and interest in following and promoting "green" behaviors. Response was mixed, with a majority generally interested in following sustainable practice.

- Information, not yet available on a building-by-building basis, was also gathered on room temperatures so that the department can focus on system repairs in critical problem areas. Proposals for funding will be forthcoming.

Financial Planning and Expense Control

- Budget report through May 2005 indicates that the department is currently \$178,000 under budget. Facilities is committed to coming in below budget as requested, and is continuing to minimize the cost impact of any discretionary purchases as well as deferring others.
- New budget and reporting format developed this spring which will clearly indicate areas for expense control, and those areas which we are unable to control (for instance elevator maintenance). We anticipate these changes will help us: (1) better control expenses; (2) more quickly identify budget overages; and (3) provide opportunities to recapture unused funds in salary accounts. Budgets for each were based on three-year averages, as well as specific inputs in some areas such as summer and student staffing and EWOOC upgrades. Facilities has prepared a similar budget for Northwood Facilities. This new budget format will be tracked in the upcoming fiscal year and modified if needed.
- Detailed budget spreadsheets were developed for custodial and maintenance salary and wage accounts. Spreadsheets are utilized to maximize resources available. Related benefit is the validation of how significantly the double digit increases in benefits cost have eroded our ability to utilize summer EWOOC mechanics and supervisors, RDS summer staff, and student temporaries. This information also allowed us to transfer funds between areas/buildings and other accounts to match current needs.

Information Technology

- Facilities began to reevaluate the Maximo Advantage work order system this pas year, as signs of failure appeared. Financials and project tracking were off-loaded and improved its functionality temporarily. The service request portion of the program has continued to operate well. With major budget resource options limited, Facilities examined alternatives already existing within the University that could be adapted at relatively low cost. A new development at Plant Operations has allowed us the possibility of tapping into their development of a web-based version of their current software at a relatively low cost. This will be a comprehensive maintenance management software package which will allow expanded capabilities for Facilities.
- The Facilities Information Team (FIT) was established including front line staff, foremen, facilities managers, information specialist and others to establish criteria for system replacement and evaluate options.
- An emergency back-up system utilizing FootPrints is ready to put in place should the system completely fail. This system addresses service requests and provides a useful database. Investigation continues to see if other departmental needs can be addressed within this system.
- Access to the current Plant work order system will be provided sometime in June 2005 for investigative purposes. The web-based system Plant is developing will be a comprehensive computerized maintenance management software system that will allow expanded capabilities for the department.
- Facilities has been preparing for migration to a new e-mail/calendar system, Outlook. Migration will take place in the end of June 2005.

Life Safety and Fire Protection

- University Housing standard enhanced fire alarm system installed in Baits 1, Mary Markley and Fletcher Hall. Five halls remain to complete this program. 2005-06 efforts include West Quadrangle/Cambridge House, Couzens Hall and Henderson House

- Full building fire suppression installed in Fletcher Hall. The suppression program is just beginning, 16 buildings remain (including managed facilities). 2005-06 effort is West Quadrangle/Cambridge House.
- Life Safety Variance request submitted to the State of Michigan in May. Variance request offers the enhanced fire alarm system and full building suppression as providing a higher level of safety than the miscellaneous areas where the buildings have been identified as out of compliance with NFPA Life Safety 101 as adopted by the State of Michigan.
- Infrared survey of Martha Cook electrical distribution system in early summer 2005 indicated only one hot spot, which was addressed. Due to budget constraints, other infrared surveys postponed until summer 2006.

Occupational Safety and Environmental Health

- Housing dedicated OSEH representative coordinates and manages myriad programs to ensure that University Housing meets the federal and state mandates. Areas of related activities can be generally classified as administration, environmental safeguarding, community protection and worker protection. Almost fifty programs are managed, as well as response to specific concerns or problems.
- A Housing Safety Committee was established to allow front line employees and management to work together as a team to promote safety. The focus is to prevent accidents, injuries and illnesses from happening to employees, to students, to the public, to the environment. Current representatives are from Facilities, Residential Dining Services, Family Housing Single Graduate Housing, Housing Security, and OSEH.
- New policy established for CO and Gas Response
- Many updated documents and surveys listed in the OSEH folder on the K: drive.
- All MSDS (Manufacturer's Safety Data Sheet) resource binders updated.
- Maintenance shop Safety Assessments completed.
- Significant training completed and listed under Section III Staffing/Professional Development.

Organizational Development

- February 1, 2005 Family Housing Facilities (now known as Northwood Facilities) began to report directly to Family Housing Administration in lieu of Housing Facilities. Decision to reallocate staff was done with the intent of increasing Family Housing control and coordination of activities and related budgets. Move will be assessed in one year.
- The new University Classification system was further refined and the Facilities Council participated by updating job descriptions to indicate current duties and percent of effort, and by preparing the initial mapping to current P&A and clerical positions. Roll-out is taking place the first three weeks of June. Although not perfect, the new system offers staff great opportunities for growth and promotion. The change in paradigm may not be easy to accept initially. Reactions are generally positive with some specific questions raised on the positions mapped.
- P&A retreat planned for June 29. Agenda includes (1) Update on 2004-05 annual goals; (2) Goal setting activities for 2005-06; (3) Emergency Preparedness Update; (4) Dialogue on current hot topics; and (5) Community building activities

Recognition and Awards

- Stellar Awards - 80 Facilities staff members received Stellar Awards for many reasons including consistent excellent work, extraordinary efforts, resident satisfaction, technical assistance on projects, filling in for absent peers and supervisors, initiative and dedication to and ownership of University Housing.

- AUID Awards – At the 2004 national conference of the Association of University Interior Designers, Laura Rayner and Mary Waite received 1st place in the Renovation \$50,000 - \$150,000 category for the Alice Lloyd Community Learning Center.

Solid Waste Management and Recycling

- Move-In 2004 Recycling totals increased over 2003 in several areas. 2002 cubic yards of cardboard (up 3.3%), 1196 bags polyfoam block (up 43%), and 42 bags foam peanuts (down 20%). Cardboard diverted saved 2020 trees, 846,000 gallons of water and 499,000 kilowatt hours of electricity. Move-in Makers as Dock Deputies were instrumental in this success.
- Move-Out 2005 Recycling program yielded 14 tons! This represents 2000 lbs more than any previous year. Breakdown includes 5.7 tons of clothing, 3.3 tons household goods, 2.7 tons food and toiletries, 1.1+ tons of bedding, 1.1+ tons of shoes.
- E-Trash was identified as hazardous material for the first time this year and was collected separately for the first time at Move-Out 2005. 1,831 pounds were captured, costing University Housing \$535. Other hazardous waste addressed include: batteries, lighting ballasts, fluorescent light bulbs, mercury-containing materials, asbestos, lead paint, and surplus chemical agents.
- In coordination with Waste Management's Recycling Coordinator, resident and staff education and awareness efforts are ongoing. These include presentations, recycling information boards at Orientation, closet recycling posters, waste/recycling container stickers to encourage recycling, and annual skit at kickoff.
- Fiscal year trash/recycling totals not available until after July 1. Each year, the percent of recycling increases. Last year recycling represented 34% of total trash.

Sustainability

- LeeDer (Living example of eco-friendly Decision-making) outreach and sustainability program for students and staff was launched. Almost 300 individuals participated, pledging to adopt at least 5 (from a list of 32) environmentally friendly behavior choices. Updated program will roll out fall 2005. Campaign included info sheets, posters, information sessions, tables, pledge form, and logo pin.
- Database established for RLI indicating LEED related experience for architectural, engineering and construction management firms. LEED criteria or certification for major renewal and new construction will be sought. Sustainable design criteria/standards established with Capital Planner.
- Sustainability-focused living/learning program proposed to Housing Administration
- Section established on "interest in environmental issues" established in Resident Satisfaction Survey to gauge student interest.
- Ongoing efforts to establish standards for purchasing sustainable products and services, and recycle construction waste.

Utilities and Energy Management

- Utilities information not available at this time, follow-up information will be provided.
- New utilities reporting format is being finalized to track monthly and compare to previous year to identify spikes in the system which may be related to system problems such as leaks.

II. GOALS AND OBJECTIVES

Organizational Culture

- *Review and revise Facilities performance assessment system.* A full 360 degree assessment and development system by Profiles International Inc. and available through

HRD was proposed. Pilot evaluation of Vicky Hueter completed, and the use of this system is recommended in the next fiscal year.

- *Develop incentives to motivate staff and show appreciation.* Ongoing work by CAIT (Customer Awareness Improvement Team). Recent activities include development of House Honor Certificates (from staff to RAs); updated Customer Communication Center poster for custodial closets, kick-off survey of what motivates staff, and implementation of wall poster calendar and service slogans.
- *Investigate rewards and incentives/gainsharing options.* No work on this goal. Housing-wide SODAG is looking into staff rewards.
- *Research P&A training options.* Joe Kennedy stewarded a subcommittee which provided a list of possibilities, a prioritized grid of those which are F (foundational in nature and required), R (recommended), O (optional), and D (department should have at least minimal representation). A revised New Staff Orientation checklist for Facilities staff was developed as a result of this work.
- *Research front line team-based training options.* MBTI training recommended to improve working relationships. This and a series of other unit team based workshops are available through HRD. Further investigation needed if and when unit teams are initiated.

Fiscal Responsibility

- *Improve inventory control at Housing Facilities Service Center.* Proposed work order system has inventory control module that may be adopted. Investigation continuing with goal to complete at the end of 2005-06.
- *Review and increase warehouse capabilities to avoid storage fees.* Evaluation complete, mezzanine materials purchased and scheduled for installation June/July.
- *Field new utilities accounting system for monthly review and analysis of charges.* New reporting format developed to compare month-to month between previous and present year. Area Maintenance Coordinators will coordinate reviews with BFM's and Assistant Directors to ensure that spikes in utility use are identified and addressed if possible. With the current increase in utility costs, this format becomes exceptionally important.

Facilities

- *Establish protocols for year round construction in the residence halls.* Major construction in West Quadrangle winter term 2005 provided significant lessons on the process. Final protocols currently being developed.
- *Develop mechanism for effective Facilities involvement in major renewal projects and new construction.* No specific work on this goal completed with the exception of lessons learned again on the WQ project. Goal should continue into 2005-06.

Communication

- *Develop Project Guide to clarify administrative protocols.* No work on this goal, but will extend into 2005-06
- *Create electronic database of departmental policies and procedures.* Malissa Guenther developed the Housing Facilities Manual, an e-file on the K:Drive/HSG_FAC/Facilities Guide. The guide includes policies, protocols, guidelines and general information pertinent to the Facilities Department. It is very user friendly.
- *Consolidate access point and streamline departmental access to all data from project and work orders to policies and other communication needs.* This goal tied to one under Technology related to priorities and direction for Facilities IT systems. Goal will continue into 2005-06 with Facilities staff working with HITO to effectively use the Housing Intranet site.
- *Establish protocol for Housing website updates on service disruptions.* Complete, protocol established and distributed. Available on K: Drive as well.

Quality Services

- *Complete development and implementation of custodial training system.* System fully developed and has begun to roll out. Committee will meet periodically to evaluate success and problems and to revise the system where needed.

Technology

- *Investigate/propose new Service Request/Work Order system.* Most likely alternative is to partner with Plant's system which is currently being shaped for an upgrade to a web-based system. Investigation continuing, including planning for a migration and training needs.
- *Facilities IT systems planning – develop priorities and future direction.* See Communication.

Sustainability

- *Establish Facilities/Housing direction utilizing EPA Energy Star Reports.* Energy Star reports on all buildings distributed. Some recommended projects were requested in the 2005 reserves cycle, most are not cost effective to implement until a building is renewed. With the spike in utility costs, these will be re-reviewed for the 2006 reserves cycle. Much of the related staff efforts for the Energy Star Program is related to “building Tune-up”, which optimizes existing equipment efficiencies, for instance, replacing steam traps.

III. STAFFING/PROFESSIONAL DEVELOPMENT

In-Service Training Programs

- Custodial training program implemented fall 2004 for all new hires. Peer Coach Training program implemented with over 40 staff members participating.
- Custodial Skill Building program on Hard Surface floor core. Over 100 staff members attended in February 2005.
- Project coordinators scheduled to take OSEH Construction Safety Training program.
- OSEH required training, much of it mandatory, is ongoing in many categories. OSEH dedicated staff trains front line, P&A and students in Facilities, Residential Dining Services and Security staff in the following (parentheses indicate number attending):
 - Asbestos awareness (48)
 - Asbestos Class III (54)
 - Blood Bourne Pathogen (85)
 - Carbon Monoxide Awareness (22)
 - CO and Gas Response Policy (50)
 - Confined Spaces (14)
 - Electrical Safety (53)
 - Ergonomics (back/lifting) (48)
 - Fall Protection
 - Forklift
 - Fluorescent Light Disposal and Hazards
 - Hazardous Chemicals Handling/Storage
 - Hazard Communication
 - Hearing Conservation (7)
 - Heat Stress
 - Hot Work Safety
 - Ladder/Scaffold Safety
 - Lead Awareness (75)
 - Lockout/Tagout
 - Machine Shop Safety (53)
 - Mold Awareness/Remediation (2)
 - New Hire OSEH Orientation (180)
 - Personal Protective Equipment
 - Pesticide Use (50)
 - Radon Awareness
 - Respirator Use (93)
 - Tunnel Safety

Departmental Training

- Fall All Staff Forum held November 2, 2004 with approximately 95 staff attending. Director Carole Henry was introduced for a free flowing question and answer session.
- Spring All Staff Forum held March 31, 2005 with approximately 150 staff participating. Subject was up date on RLI planning efforts for North Quad and the Hill Dining/Hill Building Renewal, and open question and answer for staff. Topics wide ranging including budget, and organizational culture.
- EWOOC Program (Employees Working out of Classification) includes six Associate Building Facilities Supervisors, two of which are supervising student and RDS paint prep crews, and nine maintenance mechanic I positions in the residence halls. EWOOC program also provided one Associate Building Facilities Supervisors , and five maintenance mechanic I positions in Northwood Facilities.

University/Community Training Options

- 15 staff took advantage of UM's tuition reimbursement program, and pursued higher education opportunities.
- Basic Education (GED) is available and supported by the department. Most interested staff have completed the program, one is continuing with classes in English as a foreign language.
- HRD Courses are offered to and attended by many staff, no records available. HRD offers Foundations of Supervision, an excellent resource for all new supervisory staff. Three attended in 2004-05.

Attendance at Conferences/Workshops

- One Building Facilities Manager attended the APPA Institute for Facilities Management.
- Big 10 conference was attended by Vicky Hueter, Joe Kennedy and Jeff Schroeder.
- Housing Design architects and interior designers have individually attended several local one-day workshops on accessibility, code compliance, LEED certification, material specification, and a web-cast on "Creating Environments for Learning and Exchange, Not Just Delivery". Several have attended at their own cost.

Future Training Recommendations

- APPA Institute for Facilities Management has a four-part program in Facilities Management, which has significantly impacted the performance and capabilities of Building Facilities Managers who have attended. A two-year freeze in conference attendance has slowed our professional development in this arena. We would like to return to allowing members of each team to continue to attend. Several are part way through the program.
- Sexual Harassment training for all (not just Facilities) front line staff has been requested as a result of comments heard by students.
- 7-Habits of Highly Successful People is an effective tool that University Housing supported in the 1990s. Both P&A and front line staff would benefit from a return to this program. Several staff members were certified to train. 7-Habits, Sexual Harassment, and Diversity training all are important for the Housing organization to establish a baseline in how we deal with one another, as well as those we serve.
- Customer Service Training such as ZingTrain or others. Perhaps done at the building level with peers in Facilities and RDS together.
- Myers-Briggs Type Indicator refresher was taken by Facilities P&A staff in early 2004. A roll out of this program to front line staff would be invaluable in promoting ways of understanding each other and working together positively. This would be effective across University Housing.

- Job specific training for Facilities staff requested in the areas of Kronos (advanced feature training), FMLA, Building security, and HR/AFSME employee relations refresher.

Cross-Training Recommendations

- Housing wide cross-training is recommended to be from the top down to establish a true level of commitment. Boundary issues and common goals should be identified.
- Support and nourish the Building Team concept (Hall Director, Office Coordinator, Facilities Manager, Dining Services Manager, Conference Coordinator – at certain times of year, and Security Officer) at the grassroots so that the building management team works effectively and efficiently to serve our residents. Each member of the team should clearly understand the other's role. The strength of the building team has never been fully explored, nor fully endorsed by management.
- Cross training opportunities within Facilities include exposure to trades management and project management. Cathy Hamilton, BFM 1 in EQ has been working with Al Comfort, Area Maintenance Coordinator in the Hill/North area to assist in maintenance troubleshooting, construction, project coordinator and to learn the AMC job position.

OVERALL PROGRAM

In addition to ongoing efforts highlighted above, the following constitute significant efforts to be made in coming year. Facilities Department retreat scheduled for June 29 will include activities to identify Goals and Strategies for the upcoming year.

- Plan for and migrate to new Facilities Management software.
- Plan for and begin move to eliminate internal Housing recharges and make final assessment of where recharges may be valid.
- Ongoing departmental assessment to evaluate critical service needs and mechanisms to continue to meet them under difficult budget situation.
- Monitor new utilities and expense reporting mechanisms
- Finalize system wide boiler replacement program and insert into annual Capital Improvements program
- Emergency Planning on a building-by-building basis is being initiated through Facilities, but will ultimately involve the whole building team.

MISCELLANEOUS

University and DSA Committees and Task Forces – Facilities Membership

Attached Appendix B includes description or charge of committee.

- Building Code Committee - Rob Yurk
- Council for Disability Concerns - Vicky Hueter
- Environmental Stewardship Committee –. Jeff Schroeder
- Hill Dining Center and Residence Hall Renovation Facility Planning Committee – Vicky Hueter. Facilities and Systems Vicky Hueter, Rob Yurk, Bob Prusak – Housing Engineer, Alan Comfort – Area Maintenance Coordinator and Evie Nagele - BFM
- Integrated Disabilities Management Program – Patrice Berlinski-OSEH representative, Jeff Schroeder, Tom Kripps-BFM West Quad/Barbour/Newberry
- Facilities User Network (FUN) – Jeff Schroeder-steering committee, Paul Clark – BFM, Vicky Hueter
- Materials Acquisition Team – Fred Wenzel, Purchasing and Warehouse Coordinator
Related prime vendor sub-committees - Bill Winkler - Trades Foreman and Chris Campbell - Interior Designer
- Move-Out Planning Committee – Jeff Schroeder, chair

- North Quad Building Committee – Vicky Hueter. Facilities and Systems Vicky Hueter, Rob Yurk, Bob Prusak – Housing Engineer, Bruce Bender – Area Maintenance Coordinator.
- Plant Utilities User Reduction Committee –. Jeff Schroeder
- Plant Extension Hiring Committee –. Vicky Hueter
- Sustainability Oversight Committee – Vicky Hueter, Jeff Schroeder - Chair
- Voices of the Staff – Jerry Walker, Custodian at SQ
- Community Outreach Efforts - Jeff Schroeder, Vicky Hueter

Housing-Wide Committees – Facilities Membership

- Budget Review Committee - Ken Davis
- Committee on Information Technology CIT Rick Massa, Richard Lewandowski-Systems Analyst, Laurie Rau-Manager Administrative Services
- Conference Action Council (Laura Rayner- Interior Designer, Paul Clark – BFM Lawyer’s Club)
- Customer Awareness Improvement Team CAIT – This current Facilities only committee has been encouraged to be re-established as a Housing wide committee. The charge is to find ways to improve Housing Facilities staff’s ability to enhance working relationships between themselves and residents in order to provide better service. Membership includes managers, custodians, mechanics, trades. Jeff Schroeder, Chair
- Housing Research Committee Jeff Schroeder
- Move-In Planning Committee Jeff Schroeder
- Occupancy Management Team Joe Kennedy
- Staff Organizational Development Advisory Group Rick Massa
- Student Use Kitchen Committee (Task specific group) - Vicky Hueter, Mary Waite-Interior Designer
- Telecommunications Committee Rick Massa, Laurie Rau-Manager Administrative Services

Suggestions for University Housing Savings or Revenue Opportunities

- Promote additional seasonal positions in Residential Dining Services. This has been raised with Joyce Fitch as she participates in AFSME contract negotiations this summer. This will save Housing significant funds, as RDS staff move to Facilities during the month of May and part of June. Facilities could use student temporary staff at \$9.20/hour for the work they do, instead of paying RDS staff approximately \$20.53/hour (including benefits). This hourly rate is based on a salary grade 05, some RDS staff are even a higher pay grade. Our Custodians are a salary grade 03. In addition, much of the work to be done in May and June involves moving furniture which RDS staff and Facilities custodial staff have a difficult time with and which result in a higher level of workman’s compensation claims. A student doing such work is preferable. The change would also impact both department’s staff morale, as many RDS staff do not like doing custodial work, and when RDS staff get paid more than Custodians doing the same work inequities are perceived and grievance activity increases. We recognize that this is not as simple as stated, and that it represents significant management challenge for RDS. Sandy is aware of this suggestion.
- Many other institutions are increasing revenue by not providing RA staff a room of their own, rather sharing a double with another student. University Housing has approximately 85 RA double rooms used as a single room, and 150 RA single rooms. This is a politically challenged suggestion to the Michigan way, but deserves

- consideration. If equity is an issue, all RA staff could share a space, and Housing could increase their revenue base by selling the singles to interested students.
- Northwood Apartments should function as an independent enhanced apartment management firm. If assignment staff could be dedicated to NW and work out of the community center, there would be a central location for all issues. We have found that it is extremely difficult to obtain information in a timely manner on existing vacancies to do facilities checks and for the building block furniture installation earlier this summer. I believe that HIO staff assigned to do the apartments do other work unrelated to the assignment and management of occupancy, so it is not an easy position to carve out. Efficiency in sharing of information and a one-stop shop for residents and potential residents would increase customer satisfaction greatly.

Submitted June 24, 2005

Appendix A

HOUSING FACILITIES DEPARTMENT Staffing Summary

Job Classification	No. of Staff
Administrative Assistant	1
Administrative Services Manager	1
Architect	3
Area Maintenance Coordinator	2
Assistant Director	3
Building Facilities Manager	16
Carpenter	4
Courier	1
Custodian	159
Design Group Manager	1
Director	1
Electrician	2
Information Systems Specialist	1
Interior Designer	4
Maintenance Mechanic	19
Management Systems Coordinator	1
Mason	1
Materials and Purchasing Coordinator	1
OSEH Specialist	1
Office Assistant	4
Painter	5
Plasterer	1
Plumber	6
Secretary	3
Trades Manager	2

*Includes part-time positions

Counts include currently open positions

Total Staff: 243

Appendix B

University and DSA Committees and Task Forces – Facilities Membership

- **Building Code Committee** - To establish and carry out policies related to the University's responsibilities to achieve building code compliance within the execution of its buildings. (Rob Yurk)
- **Council for Disability Concerns** - To act in an advisory capacity regarding University programs and policies, which affect people with disabilities. (Vicky Hueter)
- **Environmental Stewardship Committee** – To identify and promote current, notable campus environmental activities and foster campus wide communication. Includes representatives from Housing, Plant Facilities, Plant operations, Plant Recycling, Energy Management, Media, Marketing Communication and OSEH. (Jeff Schroeder)
- **Hill Dining Center and Residence Hall Renovation Facility Planning Committee** – To provide leadership on the overall building program, space use, and design. (Vicky Hueter). Sub-committees include **Facilities and Systems** (Vicky Hueter, Rob Yurk, Bob Prusak – Housing Engineer, Alan Comfort – Area Maintenance Coordinator and the BFM).
- **Integrated Disabilities Management Program** – To provide support and job placement for injured Housing staff at the departmental level. Membership and partnership with M-Works, Risk Management, Workers Compensation and core HR. (Patrice Berlinski- OSEH representative, Jeff Schroeder, Tom Krips-BFM West Quad/Barbour/Newberry)
- **Facilities User Network (FUN)** – To provide a forum to meet, network and discuss facilities-related issues common to us all. (Jeff Schroeder-steering committee, Paul Clark – BFM, Vicky Hueter)
- **Materials Acquisition Team** – To work with Plant, Hospital and Purchasing to resolve and improve procurement issues. (Fred Wenzel, Purchasing and Warehouse Coordinator) Many sub-committees established for specific prime vendor contracts on materials and services including electrical, plumbing, lumber, HVAC, and paint. (Bill Winkler - Trades Foreman and Chris Campbell - Interior Designer)
- **Move-Out Planning Committee** – Coordinate special Move-Out recycling and waste reduction efforts. (Jeff Schroeder, chair)
- **North Quad Building Committee** – To provide leadership on the overall building program, space use, and design. (Vicky Hueter). Related design work groups include **Facilities and Systems** (Vicky Hueter, Rob Yurk, Bob Prusak – Housing Engineer, Bruce Bender – Area Maintenance Coordinator).
- **Plant Utilities User Reduction Committee** – To reduce energy use philosophically campus wide and practically at the unit level. Includes Plant Operations and Plant Extension, Utilities, Energy Conservation, OSEH, and unit customers such as LSA, Housing, U-Hospital, SNRE, etc. (Jeff Schroeder)
- **Plant Extension Hiring Committee** – To review applications and interview prospective architect and engineers. Providing auxiliary unit perspective. (Vicky Hueter)
- **Sustainability Oversight Committee** – To provide focus and administer University Housing sustainability initiative. Membership and partnership with Waste Management and Recycling offices. (Vicky Hueter, Jeff Schroeder - Chair)
- **Voices of the Staff** – A volunteer-based initiative to give University of Michigan staff members a formal mechanism to define the campus community issues that matter most to you (Jerry Walker- Custodian SQ, Stephanie Thompson-Custodian MM)

In addition to these committees, Jeff Schroeder has participated in significant University and greater Ann Arbor community outreach, by participating in the Ann Arbor Green Fair, UM Energy Fest, WinterFest, and presentations to the FUN group on Housing issues. Jeff also promoted Move-Out recycling activities with UM Media services and the Ann Arbor News.

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