U CONSTRUCTION PROGRESS UPDATE
MARCH 15, 2011
AGENDA

• Introduction

• Meet U Construction

• U Construction Concept & Operations

• Project Highlights

• Customer Feedback /Challenges Ahead

• Central Security

• Conclusions /U Construction’s Goals
Clay Dehaan – Project Engineer

“…Is a very competent project manager; his communication is outstanding. He maintained consistent, continuous communication on any issues, and he involves the customer and others in the problem solving process to ensure that the solution will benefit both the customer and the University. He is conscientious in his work, and has excellent follow-up. Clay was a pleasure to work with.”

- Julie VanSteenbergen / Design, Housing, and Apparel

Tom Rheineck – Project Engineer

Prior to beginning work at UM ten months ago, Tom worked for 25 years in the construction industry in various capacities including carpenter, superintendent, instructor, and training coordinator. Tom is U Construction’s PE of choice for any project relating to card access, security cameras, and ADA access upgrades.
Blake Bartelma – Project Engineer

Before becoming a part of U Construction seven months ago, Blake began his career at UM as a PC with CPPM. Prior to his working career, Blake graduated from St. John's University with a degree in Business Management, and spent time in an Graduate Arch program. Blake has been working in the industry for seven years in both residential and commercial markets.

Marilyn Zenzen – Planner/Scheduler

Since January 2008, Marilyn has been managing the work order process for U Construction. She works closely with the PEs and trade crews to distribute the work requests to the appropriate crew. As the primary point of contact when CPRs arrive she is responsible for creating work orders so that costs can be appropriately tracked.
Alex Sammon – Estimator

Alex coordinates many of the preconstruction, front-end customer services such as project definition meetings, feasibility budgets, and value engineering. However, the main aspect of the position is to create detailed project estimates.
CONCEPT

INTENT OF U CONSTRUCTION

• **Act** as an internal General Contractor.

• **Improve** communication.

• **Streamline** the delivery process – Speed to Market.

• **Capitalize** on internal trades’ institutional knowledge.

• **Implement** industry best practices for estimating, scheduling, and supervision.

• **Deliver** projects in the most cost efficient manner.

• **Support** EM initiatives for energy conservation.
Operational Issues Previously Identified & Resolutions

- **Communication & Accountability**
  - Contact the customer within one day of CPR being received to arrange a meeting.
  - Discuss with the PC to communicate any special circumstances.
  - Weekly meetings are held with the PC and other stakeholders/partners to keep the project moving.
  - Progress meetings during the preconstruction phase to include stakeholders as needed.
  - Assignment of a PE once the project is funded for SPOC.
OPERATIONS

ISSUES PREVIOUSLY IDENTIFIED & RESOLUTIONS

• Scheduling
  - PE is to establish a formal schedule when the project is funded.
  - Initial scheduling information to be identified with the estimate.
  - Use of MS Project to publish formal schedules.

• Project Delivery Consistency
  - Standardization of the delivery model from moment CPR is received.
  - All work tickets are evaluated for work scope and rerouted back to the PC as necessary.
  - U Construction as a one-stop shop; where each project is managed from beginning to end, including design.
  - Progress meetings are held during the preconstruction phase, chaired by the PE.
OPERATIONS

ISSUES PREVIOUSLY IDENTIFIED & RESOLUTIONS

- Estimating
  - Engagement of the estimator from the moment CPR is received.
  - Estimate of costs developed in accordance with CPR and design documents.
  - Initial scheduling impact provided with the estimate.
  - Track unit productivities to build a historical database.
  - Mitigate project risks for cost savings prior to the start of construction.
  - Coordinate with internal University services.
You have a service request…

Call the Call Center and a CPR is sent to your District PC

If the work is deemed appropriate for the U Construction delivery team…

The CPR is forwarded to U Construction, who works closely with your PC to complete the work

Project initiated and managed.
OPERATIONS

WHAT IS EXPECTED OF THE CUSTOMER

• Communicate with your District PC.
• Have a clear description and understanding of your work scope.
• Identify your budget early on.
• Identify any time and schedule constraints.
• Commit to following the process.
• Identify a single point of contact.
PROJECTS

A SUMMARY

142
Total Projects

$4.2 million
Current Project Total

$2.4 million
Completed Projects

Average Cost - $55,518.00
Individual Project Cost
Percentage of projects that were on budget.

On Budget, 94%

Over Budget, 6%

Percentage of projects that were on schedule.

On Schedule, 95%

Over Schedule, 5%
PROJECTS

DIVERSITY OF WORK

• Medical/Lab Remodeling/Fume Hood changes
• Security
  • Card Access/Panic Alarms
  • Camera Monitoring
  • Key Safes
• Classroom/Office Space Remodeling
• Infrastructure Maintenance
  • New lighting
  • Energy Upgrades
  • Elevator Maintenance/Code Upgrades
  • ADA Upgrades
• Exterior Maintenance
• Housing
  • Painting/Carpeting
  • Lockset Replacement
  • Food Service Upgrades
COMPLETED - COMO STUDENT HOUSING
VALUE: $339,365.00
PROJECTS

COMPLETED - MOOS TOWER COMMONS

VALUE: $153,692.00

Before

After
PROJECTS

COMPLETED - BURTON HALL ROOM REFRESH

VALUE: $45,657.84

Before

After
“Students are giving the space rave reviews. U Construction staff was friendly and easy to work with. I would definitely use U Construction on future projects.”

“My experience was overwhelmingly positive. The work performed was of a high standard, the job was completed on time, and it was always easy to get in touch with the PE. I would have no hesitation in using the same crew again for future refurbishments.”
GOALS

CHALLENGES AHEAD

• Refine our pricing model.
• Define and manage our service and project model for improved efficiency.
• Educate customers on FM Service procedures.
• Assess our pre-funding model for investigative work.
• Identify what work will remain in-house.
<table>
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<tr>
<th>Service</th>
<th>University Standard</th>
<th>Planning and Design</th>
<th>Policy</th>
<th>Cost Estimate</th>
<th>System Configuration</th>
<th>System Administration</th>
<th>System Training</th>
<th>System Testing</th>
<th>Administration Fees</th>
<th>Service Fees</th>
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<tbody>
<tr>
<td>Intrusion Alarm Systems</td>
<td>PHOENIX Platform</td>
<td>Provided by Brian McDonald at 625-1883.</td>
<td>Governed by University Services Policy: “Intrusion Alarm Systems” updated July 2010.</td>
<td>Provided by Tom Rheinbeck of the University Construction at 624-8509.</td>
<td>Provided by Brian McDonald at 625-1883.</td>
<td>Provided by Gail Wagner and Wayne LaMusga at 624-1750.</td>
<td>Provided by Brian McDonald at 625-1883.</td>
<td>Provided by licensed DCS Electro Mechanical Systems Specialists, scheduled through Brian McDonald at 625-1883.</td>
<td>Provided online or in person by Cassie Williams at 625-9152.</td>
<td>Provided online or in person by Nicole Taylor at 624-9960.</td>
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<td>Access Control Systems</td>
<td>CCURE Platform</td>
<td>Provided by Brian McDonald at 625-8953.</td>
<td>Governed by University Services Policy: “Access Control Systems” updated September 2008.</td>
<td>Provided by Tom Rheinbeck at 624-1750.</td>
<td>Provided by Jeremy Evenson at 624-1750.</td>
<td>Provided online or in person for Security ID Badge Coordinators by Facebook @625-9960.</td>
<td>Provided by Mark Courneya, Ryan Mullen, and Paul Stoneham at 625-0376.</td>
<td>Performed by licensed DCS Electro Mechanical Systems Specialists, scheduled through Brian McDonald at 625-1883.</td>
<td>Provided online or in person for Department Access Coordinators by Cassie Williams at 625-9152.</td>
<td>Provided online or in person by Cassie Williams at 625-9152.</td>
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<td>Video Surveillance Systems</td>
<td>INTELLEX Platform</td>
<td>Provided by Gail Wagner at 624-1750.</td>
<td>Governed by University Services Policy: “Video Surveillance and Card Access” updated July 2010.</td>
<td>Provided by Nicole Taylor at 624-9960.</td>
<td>Provided by Nicole Taylor at 624-9960.</td>
<td>Provided online or in person for Security ID Badge Coordinators and ACES by Nicole Taylor at 624-9960.</td>
<td>Provided by Thomas Sutphen at 625-9152.</td>
<td>Performed by licensed DCS Electro Mechanical Systems Specialists, scheduled through Brian McDonald at 625-1883.</td>
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<td>Electronic Key Storage</td>
<td>KEYTRAK Enterprise System</td>
<td>Provided by Steve Jorgenson at 625-9153.</td>
<td>Governed by University Services Policy: “Electronic Key Storage” updated September 2008.</td>
<td>Provided by Steve Jorgenson at 625-9153.</td>
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<td>Locksmith Services</td>
<td>BEST, KEYMARK &amp; MEDECO Systems</td>
<td>Provided by Steve Jorgenson at 625-9153.</td>
<td>Provided by University Services Policy: “Locksmith Services” updated August 2008.</td>
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**University Services – www.dcs.umn.edu**

- **Coordinator effective at a date TBD.**
- **Policy:**
  - **Cost Estimate:**
  - **System Configuration:**
  - **System Administration:**
  - **System Training:**
  - **System Testing:**
  - **Administration Fees:**
  - **Service Fees:**
CONCLUSION

- Summary
- Q&A