

BRIDGE Group Meeting
Date: 03.16.11

Agenda

- 1. LRT Update**
- 2. U Construction Update**
- 3. Campus Closure**
- 4. FM Budget Cuts**

1. LRT Update

Leslie Krueger gave a presentation (see attached) on the Central Corridor Light Rail Transit project. She highlighted the U's guiding principles used to engage the Met Council during the negotiations and subsequent implementation of the light rail line. She gave an overview of the overall route and then focused on the three stations that will serve the University:

- West Bank Station
- East Bank Station
- Stadium Village Station

Leslie noted the public art and other amenities that will accompany each station. She noted that during construction, access will be a significant issue. The U is working with MetroTransit on bus re-routing, signage, detours, and communications. . Washington Avenue will be closed to cars forever starting May 15. When construction is completed and the line is operational in 2014, Washington will be open to pedestrians, bicyclists, emergency vehicles, buses and trains. It will feature green space, seating areas, enhanced sidewalks, and a bicycle lane. Buses will share the track with the trains for a three year test period.

Leslie stressed that during construction getting around the U will be difficult and the community will have to be prepared for construction noise, dust and vibrations. During construction, buses will be rerouted from Washington Avenue. The majority of buses will be routed to Pleasant Street, which will have to accommodate up to 100 buses an hour, plus the additional pedestrians associated with those buses.

She said the project falls into major categories with heavy construction starting in May and running through 2012, followed by system wiring and then testing in 2013 with an opening set for 2014. When completed, the project will offers enhanced transit access to the University and a world class public space.

Leslie encouraged BRIDGE members to sign up for e-mail updates and directed them to the CCLRT's project website at www.centralcorridor.org and the U's website www.lightrail.umn.edu for more information.

Q&A

Will the entrance to Washington Avenue Ramp be changed?

Yes, traffic will be able to go both ways on both Beacon and Harvard.

Will there be additional striped bike lanes?

Yes. Bike lanes will be added to Pleasant street. In addition, “bike boxes” will be painted at the Pleasant and University intersection, which will reserve space for bikes to safely stop in front of cars.

Will the circulator be running during the summer?

Yes.

Will River Road be fixed before Washington Avenue is closed?

We are not sure. There are several projects at work around campus and we are coordinating with Met Council, Hennepin County, City of Minneapolis, Metro Transit and MnDOT.

Scholars walk has a new stop light but there’s no audio box to let a vision impaired person know when to safely cross. Will that be added?

Not that I am aware. The entire plan has been reviewed by the U’s Disability Services department.

How will deliveries be made to Nolte, Pillsbury, Williams and the Bell? That access isn’t noted on the map

We have an access group that will be working out deliveries locations for all the buildings. I will confirm with the access team that that particular loading area will continue to be accessible.

Is there a way to get our new routes into the electronic maps of Google maps, Tom-Toms and the like?

Our GIS staff has worked with Google in the past, I will check with them to see if this is possible.

If BRIDGE members would like to have this presentation given to their colleagues, who should they contact?

Please contact Tim Busse at either busse006@umn.edu or 4-2863.

2. U Construction Update

Next Bill Paulus, FM’s Director of Central Services introduced Dean Spratt to the BRIDGE group. Dean in turn introduced the U Construction team. He noted that U Construction was formed to act as an internal general contractor that could capitalize on the institutional knowledge of our internal trades while delivering projects in a quick, cost effective manner.

Dean noted that one year ago the biggest hurdles facing U Construction were poor communication and accountability. To resolve those issues, regular contact is made with

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customers and FM's Project Coordinator. After a project has been funded, a Project Engineer is assigned. At that point, the PE establishes a formal budget and schedule with the client and weekly progress meetings are held. Dean also said that customers can help in the success of their projects by having a clear project description and scope as well as identifying budget, timing and schedule constraints.

Dean noted that currently there are 142 "live" projects worth approximately \$4.2 M and that \$2.4M have been successfully completed. He said that it takes about 60 days to close a project and that this is a process governed by the U's finance operation and not U Construction. Dean was pleased to announce that year to date, U Construction has been on budget 94% and on schedule 95%. He acknowledged the room for improvement and said overall customer satisfaction was improving markedly.

Q&A

Who is doing design?

FM's Joe Jamison is the primary designer but FM also has two other engineering firms under contract for design.

Is there a Project Engineer for each project?

Yes, after a project is funded it is assigned a Project Engineer.

When does the estimating happen?

Two places. Before a project is bid, FM will provide you a free general estimate that gives you an order of magnitude for the project. For an actual project bid, FM charges a fee to review the design and give you numbers to build a budget around.

3. Campus Closure

In reviewing the campus closure, FM produced a report that focused on preparation, implementation and lessons learned from the closure. That report (see attached) was distributed to the group. BRIDGE members commented on the need to drive communication deeper into the University, some confusion around deliveries and the U's capacity to handle them, making sure lighting was turned off and that custodial lists were completed the final night before the closure.

4. FM Budget Cuts

Mike Berthelsen walked members through a presentation on upcoming FM budget cuts (see attached). He noted that FM was planning on 10% cuts unless the legislature drastically changed the budget. These cuts will result in new assignments for some FM staff as FM consolidates from four geographic districts to three. Mike said that FM will be reducing administrative costs through the elimination of positions (e.g. two directors'

positions, shrinking the planner/scheduler group, fewer team managers) as well as restrictions on administrative training and the corresponding travel budget. From a maintenance perspective Mike reported that after examining the contract, the University could save money by in-sourcing the maintenance of WBOB. FM also posted a RFP to address fire alarm testing. There were many responses from outside firms and they will be weighed against a proposal from the IBEW (representing University Electricians). Finally FM will be reducing Mechanic staffing to match the reductions in PM's which have occurred during the previous two years.

Mike spent more time discussing the custodial program with the group. He noted that the U's 11M cleanable square feet are budgeted to be cleaned for \$30M using 477 positions. In FM's current service model, one person does all activities in an assigned area. During any of FM's three shifts, an average of 17% of the custodians are not present for factors including FMLA, vacation, sick time, etc. Making budget reductions will require FM to rethink how to deliver service with fewer people – the old model is no longer sustainable.

The team tasked with finding a solution will be using the following principles to guide their efforts:

- Clean & safe environment (maintain a healthy indoor environment using sustainable product and methods),
- Consistent service (set clear expectations and deliver consistent service quality),
- Cost-effective process (deploy resources and equipment in the most effective and efficient way).

FM recently received customer feedback through the Sightlines survey and it showed a wide variety of satisfaction levels, which indicates inconsistent service delivery. The quality of the work performance and communication around the work is highly dependent on the individual custodian. Mike acknowledged that FM has lacked an on-going training program for custodial staff (only new employees receive formal training) and this contributes to the overall inconsistency.

Next he reviewed benchmarking data which demonstrates that FM's custodial costs are higher than our peers, industry standards and private contractors while productivity rates lag behind those groups. Factoring in FM's need to reduce budgeted positions by 10% and staff feedback that says as currently structured they cannot expand the size of their cleaning areas and it leads FM to a new service model. While a project team is working through the details, FM knows the new model will include:

- New equipment (riders, microfiber, etc.)
- Fewer chemicals
- Increased focus on consistency and productivity
- A robust, on-going training program
- A more accurate allocation of the Fairview lease costs

Mike said he would be sharing more details with BRIDGE members as they become available.