

BRIDGE Group Meeting

Date: 05.17.11

Agenda

1. LRT Update
2. Custodial Changes & Green Cleaning

1. LRT Update

Leslie Krueger gave an update on the Central Corridor Light Rail Transit project. She reported that Washington Ave. construction has begun and will be a very dynamic situation. She asked that BRIDGE members let the U Services Vice President's Office know if there are any questions, concerns or needs.

Q&A

Are you aware of the problems surrounding Bike traffic?

Yes.

Have there been any changes in campus connector stops?

There has been some confusion over temporary vs. long term changes. Information is available on the PTS website.

Will there be better traffic control on the Cedar Ave. Bridge?

We are aware of the initial slow traffic and traffic control agents are in the process of observing and making changes.

Will there be any bus stops added closer to AHC?

U Services is working with Met Transit to add some stops along detour route.

It seems like there are not as many circulator buses as promised?

We are currently in a break, so you should see more when summer session starts.

What is the plan for the traffic hazards on Pleasant Ave. once school starts in the fall?

Plans are in place. Extra bike and vehicle striping will be added.

Will there be discussion regarding LRT construction during welcome week?

Yes.

2. Custodial Changes & Green Cleaning

Mike Berthelsen led the committee through Facilities Management's plan to move to a team cleaning custodial program. He explained that in the face of significant budget cuts, FM will retool its custodial program this summer/fall to allow campus to be cleaned in a more efficient, healthier and safer manner using 52 fewer custodians. Historically, FM practiced an area cleaning program where individual custodians did all tasks within their area. Team cleaning breaks the tasks into four specialties and custodians focus on performing one of the four specialties during their shift.

Guiding FM's planning and choices are the custodial program's three principles:

- Clean and Safe Environment
- Consistent Service
- Cost-effective Process

Building upon the best of what others in both business and education are using, FM's aim is to support the University with a high performing custodial program at a good value while giving our staff the tools they need to provide the services safely and with reasonable effort (ex. microfiber supplies; green certified chemicals; riding equipment; routine training program; and a team cleaning work plan).

In order to keep everyone informed about the retooled FM custodial program and the steps to implement the program, a page has been added to the FM website (<http://www.facm.umn.edu/custodial-program>) to update staff and customers with relevant information throughout the process. The custodial program presentations (from mid-May), responses to frequently asked questions and results from the staff transportation survey are just some of the information that will be posted on this page. Customers are encouraged to check back regularly to keep up with the latest information and forward any problems, questions or concerns to their FM contact.

Q&A

Have you explored the impact of the number of students on campus (i.e. overall density) on campus custodial needs?

Yes, to some degree. We found that we are higher than the median in relation to our peer institutions.

Will there be bidding? Will we be seeing different staff in our buildings?

Yes, any time there is rebidding, there will be changes. The difference this time is that individuals will bid into a team within a supervisor's area, rather than a smaller geographic area.

Will you communicate which teams are responsible for which areas and what the schedule is when that has been ironed out?

Yes.

Are there background checks done on FM staff?

Yes for all employees but our trades.

Where is the quality assurance in the custodial program?

Custodial Supervisors are required to do 60 qc checks per months and they will be joined by the Team Managers, Associate and District Directors.

Clinics get wall to wall cleaning three days a week ... I heard that may go to daily?

We are not planning service changes with this program. We are reviewing frequencies and productivity estimates as well as investigating changes in Fairview lease.

Are we going to see a lot of new equipment?

Yes, to some degree. We will definitely be adding a second truck mount, new vacuums and microfiber.

Why such a disparity in the benchmarks between the U and other institutions?

Some disparities were accounted for, but it is hard to get a perfect analysis. We were less efficient and more expensive in every scenario.

What about frequencies?

Our target is to maintain the same frequencies as currently in place.

Will there be training on how to be team members?

Each custodian as well as all supervisors and managers will take part in two, eight-hour training sessions and being a team member will be covered during the training.

What changes do custodians face?

Custodians will see shift changes, standard operating procedure changes and differences in the areas they clean. Differences in shifts may have impacts outside of work (i.e. buses, daycare, etc.). We will be surveying staff to get input about their shift preferences and transportation needs.

Do the custodial staff understand that you are going to bat for them?

While some understand that these changes will save jobs, many don't. There is the concern around change and we hope to win people over once they've experienced team cleaning as opposed to imagining how it might impact them.