

BRIDGE Group Meeting

Date: 11.15.11

Agenda

1. Snow Removal Plans
2. Fire Alarm Update
3. Quarterly Work Permits
4. Team Cleaning

1. Snow Removal Update

Mike Berthelsen welcomed everyone to the meeting and turned the group's attention towards Dave Lee. Dave in turn introduced Paul Wright, who will be assuming Dave's role upon Dave's retirement in January. Paul can be reached at 4-6400 or pmwright@umn.edu.

BRIDGE members were invited to join a tour of SuperValu's flex space on November 16 from 8:00 am – 10:00 am, if interested they were asked to contact FM's Sean Schuller at 4-3983.

Les Potts, FM's Landcare Director, then walked the group through FM's plans for addressing snow removal for the upcoming year. Les noted that the previous winter was the fourth snowiest on record with 86.6 inches of snow and that last December broke the record for monthly snowfall at 33.4 inches. He said that Landcare is responsible for 240 acres of paved area where snow must be removed. Les then showed an overall campus map which highlighted areas that will provide challenges for the upcoming year (see attached presentation).

The common theme with these challenging areas was the impact of construction, whether CCLRT or the Rec Center expansion, which limited space to maneuver equipment and stage snow. Les pointed out narrow walkways, fences and abutments that would all impede snow removal. He said that Landcare is working with PTS and the CCLRT project to find ways to mitigate these issues. Near the Rec Sports project he noted typical snow storage areas have been converted to construction equipment storage spaces. Above the new Mayo Garage Plaza, Les said Landcare will need to be cognizant of the magnets stored below and how vibrations may impact them.

Q&A

Should we warn building occupants that snow removal will be slower?

It will depend on the volume we receive. In the two-six inch range I don't think people will see a difference. However if we get more than 12 inches in a single event we may be slower than last year.

Are there any plans to educate students about the Gopher way?

That's a good idea and we'll contact Amelious Whyte to see if he can coordinate that communication.

Do you plan to continue to pre-treat areas in advance of snowfall?

Yes we've had good success and will continue to employ pre-treatment as part of our snow plans.

2. Fire Alarm Update

FM's Bob Uphus informed BRIDGE members about changes in FM's fire alarm testing program. He noted that the service is fully funded from revenue streams in and out of the O&M cost pool and that standards are governed by the National Fire Protection Agency as well as the University's Building Code Office. Historically the bulk of the work has been performed by in-house employees supported by contractors. Beginning this November, a new model which uses contractors for the testing has been put in place.

Services for this new model involve routine fire alarm testing and do not cover fire suppression systems, mechanical fire control systems, service, repairs or new system installations.

Bob said FM implemented this model to improve service and reliability as well as to reduce costs. Because the contracted vendors' core business is fire alarm testing, their employees specialize in the process and operate at a higher skill level than FM employees. They have a standard reporting system which will allow FM to move from a decentralized model to a centralized one with much more accurate records.

Before adopting the new system FM analyzed the previous three years of fire alarm work orders to determine, total labor hours, material costs, timing, work scope and total costs. Using this information they issued an RFP to 10 prequalified firms, seven of which responded and then chose to work with three of those vendors.

Bob said FM chose the three vendors in part to provide competition between the firms as they will work within each of the districts. Each district will be able to directly compare the service they receive. With pre-negotiated contracts, FM knows the cost associated with service and will be saving \$600,000.

Mike then added that this move is part of a larger process within U Services as each unit does a business review to determine how best to provide services to the University. He said this involves reviewing industry best practices, safety programs and costs. Currently FM is reviewing its elevator and waste stream services.

Q&A

In looking at a story in the Daily I was comparing elevators needing work to buildings that are slated to come down at some point. Are we investing in buildings that won't be there?

We are making decisions based on the 6-year capital plan. If an elevator is being considered for a building that is on the short list to come down we wouldn't invest, assuming all safety requirements are being met. However if a building is slated for demolition ten years down the line then we may consider improvements. Part of what FM is doing is also creating a common set of service expectations. We currently have contracts with 6 or 7 elevator vendors each with their own response times for example. We've now structured them all into one year contracts so when we make decisions we can more easily move.

3. Quarterly Work Permits

Ann Jacklitch from the Building Code Division gave a brief overview of the quarterly work permit process. She said that BCD allows quarterly permits for those projects that don't involve life safety, where the work is exposed and can be viewed after the work has been completed, and when signed plans are not required. Ann said that they are working with District personnel to determine which projects can fall into a quarterly permit and which are required to have individual permits. BCD is working with District Supervisors to make certain that project descriptions aren't misinterpreted as they review quarterly permits to determine whether the projects require individual permits. Codes will be rolling out a new web-based online permit system to better serve their customers.

4. Team Cleaning Update

Mike distributed the findings from the BRIDGE member and Building Contact surveys (see attached) and told BRIDGE members that FM has also surveyed custodians as well as their supervisors to get ideas on where improvements could be made. He noted the single largest area of concern identified by BRIDGE members was that they did not know when services were going to be performed in their building. To help address this FM will post a list on their website with the day of the week offices will be cleaned in each building. This list will be updated weekly for the next several months. To access the list, one needs to do the following:

1. Navigate to FM's homepage <http://www.facm.umn.edu/>
2. On the top navigation bar go to the "customers" tab
3. Select "office cleaning schedule"

Q&A

You mentioned last time that you expected things to be in flux for a while as there may be more injuries, getting used to the equipment, etc. When do you expect everything to settle down?

There are a number of things at play. As you mentioned we did anticipate "injuries" to go up as custodians tested the system to see if we would revert to old equipment or practices. The good news is that while we saw a spike in September, there were no team cleaning related injuries reported in October. I assume that's because our staff see that the equipment is here to stay. Along those lines we present our case in arbitration on December 5 and expect to have the arbiter's ruling within 30 days. If the arbiter agrees with our position, then I think resistance to team cleaning will be further eroded. I'd estimate that 95% of our supplies and equipment have been received and disbursed to the districts so crews should have all their equipment. We are also wrapping up load-leveling this week so our crew assignments should be much clearer in the next several weeks. We have been understaffed in a number of squads due to FMLA and retirements, we've been hiring to compensate for those and should be fully staffed in December. So while things are moving in the right direction, the old system with all its flaws was in place for decades. Getting this new system fully established will likely take until August or about a year to fully implement. I encourage you and our building occupants to have both patience and persistence as we continue to learn.

I've had concerns in my building that with all the new people on crews tests may be stolen.

The irony is that under the old system, when someone was on vacation or FMLA they were replaced by a person unfamiliar with the area. With team cleaning, should someone be gone, the person in your office will be a member of a team and familiar with expectations for the area. Please let us know if anything goes missing. We have had no reports of increased theft.

From my college's perspective, we'd like to see more follow up on the supervisor's end. It seems they could be spending more time assuring that tasks are getting done. For example if our trashed gets missed once, then it means it would sit for two weeks.