

BRIDGE Group Meeting

Date: 09.20.11

Agenda

1. **Six-year Capital Plan**
2. **Electric Power Reliability**
3. **Team Cleaning Update**

1. Six-year Capital Plan

Mike Berthelsen welcomed everyone to the meeting and opened the discussion on the Six-Year Capital Plan. Mike explained that the current six-year plan only included projects through the 2012 time period, so this year's planning process starts with a more open slate than has typically been the case. As he began his presentation, Brian Swanson mentioned that as a result of the open slate, President Kaler wants to return to the more formal and disciplined six-year capital planning process. Brian said there are three components to the capital planning process. The first is the six-year capital plan which is where major new capital needs are identified and prioritized. Project identified for funding by the State of Minnesota are included in the second component, the Legislative Capital Request. Capital requests are made in the second year of each biennium (the odd- numbered years). The third component is the Annual Capital Budget. The capital budget authorizes projects greater than \$500,000 to move into design and construction. The Regents approve the capital budget each June.

In order to have a project in the six-year plan, Brian advised making sure it is in the compact documents. He said that there are always more projects than dollars so that each Dean should be prepared to present their top three to five projects to the Senior Vice Presidents. Besides distributing the directions, Brian invited BRIDGE members to call him with any questions.

Q&A

Is there a million dollar threshold to get into the plan?

There is not minimum threshold for inclusion in the six-year capital plan but a million dollars is a good rule of thumb. Any project anticipating legislative funding or that would require University debt must be included in the six-year capital plan.

2. Electric Power Reliability

Next Mike introduced Tom Moran from FM's Energy Management group who discussed electric power reliability. Tom said that Energy Management's principles were reliability, sustainability and cost-effective delivery and that the majority of the University was concerned with reliability. Tom mentioned that his group is responsible for getting power from Xcel to University buildings, maintaining the quality of power and University

equipment as well as developing design standards for new projects. His team is comprised of 20 Electricians and 4 Electrical Engineers.

Tom then walked the group through diagrams (see attached presentation) of the campus electric system, its four switching stations and distribution. Tom said the U has built a redundant system so that buildings can be served by more than one feeder which greatly increases reliability. Part of his job is to balance power so no individual feeder is overloaded and while doing this, to take sections off-line for maintenance.

Despite these efforts, outages do occur. FM cannot guarantee 100 % power availability. Xcel's standard is that there will be "one outage per year greater than 5 minutes." Tom said the protocol of handling an outage begins with a call from BSAC notifying Energy Management of an outage. They check their systems and then find the outage which isn't always as straight forward as going to an impacted building because the outage could have occurred anywhere in the 150 miles of the U's electrical system. With the cause identified, Energy Management isolates the issue, re-energizes the building and then repairs the issue before returning to normal operations. Tom takes time during an event to communicate what has caused an outage, what was impacted, what needs to be fixed as well as the cost and time needed to fix it.

Next, he discussed the difference between emergency and back up power. Emergency power which is supplied by generators currently maintained by FM, is to ensure that building occupants can exit safely. The generators power lights, elevators and exit signs. Back up power is power to keep equipment such as freezers operating during an outage. There has been some confusion within departments who have added such equipment onto emergency circuits. In the event of an emergency, the equipment would not be powered.

Tom said the most likely months for outages are June through September when the U's peak usage demand occurs. These months are also prime construction months and often include digging (this was the cause of the outage that impacted most of the AHC after a contractor severed a line.)

He explained that FM has worked with the Codes office and is planning to move most buildings to Automatic Transfer Switches or ATS. With redundant power to the buildings, an ATS automatically switches from one power source to another during an outage. An ATS is faster than a generator, requires less maintenance and is a more environmentally friendly option. Tom said FM will be making these switches during the next six to ten years and that if departments wished to have the generator, they would be responsible for the maintenance costs.

Mike added that buildings with RAR will also keep a generator as another source of power but that FM thinks from a regulatory perspective it will become much more difficult to permit generators. Mike also explained that part of the U's legislative request will include \$80 million for constructing a Combined Heat and Power (CHP) facility on the site of the "Old Main" power plant. He said the site works well because the current building needs maintenance; it provides great access to the steam tunnel network; there is room to provide

additional chiller capacity for the Knoll area and that it doesn't compete for any academic use. A CHP would help the U reduce its carbon footprint by 10% as well as help lower campus utility costs.

Q&A

Our discussion has centered around the Minneapolis campus, what is reliability like on the St. Paul campus?

We have a state-of-the-art facility at Fitch Avenue. It can carry 30 megawatts of power when the demand is 20 and it has explosion proof gear.

So you've got about 130 generators that you will be moving to ATS and if I heard you correctly you would expect departments to maintain a generator if they wanted to keep one after a building has an ATS?

Yes, it will take between six and ten years to move everything to an ATS. After an ATS is installed a department would need to pay for maintenance and replacement costs if they still would like a generator. ATS are more dependable and kick on in 10 seconds or less.

What's the monthly cost to maintain a generator?

That depends on the size of the generator, fuel costs and the like. It's approximately \$200 to \$400 per month to just maintain. However repairs can be quite expensive. For example a transfer switch for a generator is replaced about every 10 years and costs about \$20,000.

I've got a new researcher with four, -80 freezers. How can I guarantee to keep them cold?

A UPS would probably be the best answer. Keep in mind that a -80 should maintain its temperature if left closed for the length of most of our outages.

3. Team Cleaning Update

Mike said implementing Team Cleaning represents a tremendous amount of change for the University and FM's employees. Employees are using new techniques and equipment on new shifts and often times in new areas. The first five weeks have gone fairly well and have

also shown that FM will need to improve. He grouped these improvements in three main areas.

Supplies & Equipment

Mike said that FM ordered a large amount of supplies and smaller equipment as well as capital equipment. A vendor was selected for the supplies and small equipment based in part on pricing but also because they said they could deliver in time for the August 15 launch. They were unable to meet this commitment which means FM's crews have been working without some critical pieces. Full shipments are expected in October. Also arriving in October will be larger capital equipment like riding burnishers which will help FM staff cover more ground than with existing equipment.

Task Lists

Part of Team Cleaning is a task list that provides the details of what each team member is to accomplish. Mike explained that the original task lists distributed to FM teams had not been load leveled, knowing that they would need to be adjusted as they were transitioned from the model to the physical world. Since that time one round of load leveling has occurred and supervisors will be working with the project manager to review the assignments. The task lists have been published in a couple different forms and feedback from the field has been that they are hard to understand. Each district will have a representative on a team to create a uniform task list to be used within FM. The new form should reduce confusion and standardize the process.

Staffing

Mike said that in addition to 52 fewer positions, more custodians took the retirement incentive than planned and attrition has continued to happen. Combined, this has left FM custodial crews short-handed. A hiring process was started in July to fill the Senior B&G roles. These positions act as a lead worker within the teams. After these were filled then FM posted for custodial positions and has received more than 200 applicants. FM will hire from this group and should have teams staffed by the later part of October.

Mike encouraged BRIDGE members to contact the FM Call Center (4-2900) if they saw that services were not being performed.

Q&A

I'm not sure what services to expect. I'm also not sure when they are to be performed.

We will send a link to the Maroon Standards (*see below) which will detail what services to expect. They have not changed since last year. Part of shifting to Team Cleaning is to provide a more standard level of service. What we've found is that a number of custodians had not adjusted trashing duties in FY10 as they were supposed to. We had a

number of folks call to report that their office trash wasn't being removed daily. We then explained that that service had been changed two years ago. In terms of when to expect the duties, we asked that Team Managers not post those dates until they had the schedules worked out. You should expect these to be posted in October.

*http://www.facm.umn.edu/prod/groups/userservices/@pub/@userservices/@fm/documents/content/userservices_content_201306.pdf

If the trash can is overflowing should I call the Call Center?

Yes please call 4-2900 first. If the issue is not resolved, please call your Team Manager and if that fails to rectify the situation then you can e-mail me (Mike Berthelsen). We need to know where the problems are in order to fix them.

What's the best way to Contact the Call Center if I have multiple issues?

If they are within the same building one e-mail is fine. If you have concerns in different buildings please send them as separate e-mails. Another part of our learning curve has been having custodians rotate between positions. They have been doing one week at each position so haven't done each position twice through yet. We will be surveying our supervisors and custodians to get more of their feedback and specifically be asking about how often they feel the positions should be rotated.

Will you be asking for customer feedback?

Yes. In addition to our annual Sightlines survey, we will conduct a survey of the BRIDGE members in the October/November timeframe.

One observation, I'd share is that it will be important to get cleaning schedules posted sooner rather than later. This will make a big difference for people in my college. Also I'm a little concerned that not all teams are team-focused.

How are you handling needs between the first and second shifts? I have missed the chance to talk with the Custodial Supervisor and share my concerns now that they start at 5:00 pm.

We do have "policers" who fill the gaps between the two major shifts. They can be dispatched to address immediate issues. In terms of communicating with supervisory staff the Team Manager works during regular business hours and can share information with his/her Custodial Supervisor. You are also welcome to e-mail or call the Custodial Supervisor. Depending on the frequency we may be able to explore having the Custodial Supervisor come in earlier than his 4:45 start time. Unfortunately, these positions are hourly so FM ends up paying overtime if they are required to come in off shift.

