

Facilities Advisory Committee (OFSAC) Meeting Notes – December 8, 2011

Members Present: Larry Baker, Chair, Laurie Bachar, Elizabeth Bird, Steven Juroszek, Lana Lake, Tom Morrison, Joe Seymour, Tracy Sterling, Melanie Stocks, Sandy Sward

Members Absent: Kevin Barre, Rick Hixson, Tim Minton, Kevin Thane

Others Present: Walt Banziger, Jeff Butler, Bob Lashaway, Terry Leist

1. Approval of Meeting Notes – 10-31-11

Minutes of the meeting held on October 31, 2011, were unanimously approved with no additions or corrections.

2. Task Force Considerations

Baker thanked Committee members for attending the Facilities Services listening sessions and reminded members of the Committee's role as an advisory group to the VP, Administration & Finance, the AVP, University Services, and the Facilities Directors.

Butler provided a copy of a handout prepared for an upcoming Facilities Overview and Discussion session for Facilities employees. Notes from the campus sessions were compiled into general issues of customer satisfaction, communication, partnerships, operational processes, energy and included some personal questions. In addition, there will be new initiatives presented to Facilities staff at the meeting. The bulk of what was learned at the open campus sessions had to do with customer satisfaction, customer service and communication. There are some processes issues that also need to be addressed. This will be a combination of some process modifications as well as some better education to the campus community about the processes and why they exist. The suggestion for a partnering session between Facilities and stakeholders that use Facilities, will be used to work through those issues as a group.

Leist commented that many of these issues (e.g. customer service, communication) should be able to be addressed internally. It may be helpful to have someone from the outside address such issues as benchmarking and how we operate. Rather than create a separate task force, Leist would prefer to see OFSAC take that role, since it is currently in place as an advisory group. Butler is aware of and currently investigating a consulting firm that does benchmarking for institutions across the country. Their process involves gathering data in order to establish standards and a model for comparisons. This process could also benefit Auxiliaries, the housing operation and could also help us track some of our carbon footprint. Members noted that it is important to stress to employees that the bulk of the work done is helpful and done well, however, there are a few issues needing to be addressed.

Stocks commented that the issues break down into three main areas: the work that's being done, the quality and time, and the cost and communication. Members also commented that the steps for projects are very confusing and many people are not aware of the State requirements. Banziger

advised that he will be holding Facilities Planning, Design and Construction information sessions in the next two months, where many of those questions will be discussed. Members also questioned the funding model and whether this is the method under which other universities operate. Lashaway discussed the competition for resources and the pros and cons to both operating scenarios.

Leist outlined the areas he feels should be addressed:

- The funding model and the business model
- Benchmarking
- Communication
- Customer Service
- Process and Procedures

Although some issues may take longer than others, Leist would like to move forward on all areas.

3. **Overview of VPR Support for Facilities Services**

At the task force information meeting recently held in Reid, the question was raised regarding whether or not the office of the Vice President, Research (VPR) provides support for Facilities. Sward advised that in FY2011, the VPR provided \$3.362M to Facilities for operations and utilities, which is distributed through the office of the VP Administration & Finance. The VPR also provides the operations & maintenance for the Chemistry building in the amount of \$800,000 annually. Although that building is a research building rather than a State building, it freed up additional academic space for other departments. In addition, there are projects supported by the VPR, where deferred maintenance is rolled into the project. Butler advised that the support often works both ways, as Facilities provides support for Research projects as well.

The meeting was adjourned at Noon.

Respectfully submitted,
Sharon Morrison
Facilities Services