

Facilities Advisory Committee (FAC)

Meeting Notes – September 5, 2013

Members Present: Sandy Sward, Acting Chair, Kevin Amende, Laurie Bachar, Toni Lee, Tracy Sterling, Melanie Stocks, Justin Van Almelo

Members Absent: Kevin Barre, Rick Hixson, Steven Juroszek,

Others Present: Walt Banziger, Jeff Butler

1. Approval of Meeting Notes – 04-04-13

Amende moved to approve Meeting Notes of the meeting held on April 4, 2013, as submitted. Lee Seconded the Motion and Minutes were unanimously approved by the Committee.

2. Notice Time Given to Building Occupants Regarding Scheduled Outages

Amende reported on comments heard from departments on campus regarding notices for outages. Short notices for emergencies are understandable, however something in the area of three days would be appreciated for planned outages.

Butler checked operating procedures and noted that three days notice to Work Control is required for non-emergency outages. At that point, Work Control contacts the building supervisor. Our expectation is that the building supervisor will contact occupants and let us know if it's OK to proceed. If there is a scheduled conflict, we can usually adjust. It may be that the building supervisor is not sending out the notices soon enough. Members noted that notices appear to be set in stone without flexibility for change.

Butler will follow up with Work Control to see how the notices have been sent. He will also reiterate this process at the annual building supervisors meeting in the spring.

3. Sightlines & Casagrande Updates

Sightlines

In 2011, Facilities contracted with Sightlines LLC to provide an analysis and benchmark of our operations. Selected peer institutions as well as the Sightlines database were used for comparison. The final report was given to campus in a presentation at the Procrastinator Theatre in February 2013. Facilities chose three areas from their final report that warranted further analysis.

- Maintenance coverage (gross sq. ft. per FTE). Five years of data was gathered. When Sightlines returns for an update, they will take the next five years for comparison. For FY12 we were at 111,498 gross sq. ft. per FTE. Our peer average (approximately 300 institutions) was 99,000; the data base was 90,000 and the Association of Physical Plant Administrators (APPA) averagewas 89,000. According to this analysis, we are covering 21.3 – 32.7% more than the database or APPA suggest. In order to fall within those suggested numbers, Facilities would need to add six full time employees for all of campus. On the state side, that would be an increase of \$580,000 – 870,000. As a side note, APPA suggests that if you spend the majority of your maintenance budget on preventative maintenance, your corrective maintenance amount will be significantly

decreased, which they consider to be a “showpiece facility”. MSU Facilities is currently in the “reactive management” level.

- Maintenance supervision. Facilities is currently at 6.4 FTE per supervisor on the maintenance crews. Our peer organizations averaged 11, the database was at 12.2 and APPA suggests 8. If we were able to bring staff levels up, the number of FTE per supervisor would then increase.
- Custodial coverage. Facilities has 68 custodians on the academic campus. For FY12, gross sq. ft. cleaned each night per custodian was 29,774. The Sightlines peer average was 45,000 sq. ft. and their database was 34,000 sq. ft. Butler also discussed the APPA standards and the levels of cleaning recommended by APPA. The age of buildings on campus, the types of buildings and the size of our buildings also affect those numbers.

Casagrande

In April, 2013, Facilities Services (FS) and Facilities Planning, Design & Construction (FPDC) contracted with Casagrande Consulting Associates to perform a review of those organizations. Butler and Banziger provided a copy of the final review as well as the FS and FPDC Analysis & Action Plans in Response to that Report.

Butler discussed the 13 Analysis items in the FS report and the proposed action for each of those items, including:

- Team cleaning (custodial)
- The University Engineer
- Additional Director Level
- Town Hall Meetings
- AiM Implementation (CMMS)
- Project Distribution Process
- Callbacks (after hour call out)
- Budget Rate Development
- Organizational Structure
- Staffing Levels
- Business Practices & Workflow
- Customer Communication & Relationships

Banziger discussed 8 Analysis items for FPDC and the action for those items, including:

- FPDC Website
- Project Assignments
- Dedicated Project Managers
- Process for Determining Work Control or Contracted Services
- Process for Prioritizing Projects
- Project Communication
- AiM Implementation for Project Management
- Re-Evaluation of Current Vacancies

The meeting was adjourned at 3:05 pm.

Respectfully submitted,
Sharon Morrison
Facilities Services