

EE= Employee Engagement; CS= Customer Service; AE=Responsible Stewardship		FACILITIES 2017-18 GOALS		
Sustainability - 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Employee Engagement	Provide marketing and communications support to all staff in Facilities such that there is an increased number of nominations for all Facilities and university-wide employee recognition awards.	A minimum of one Facilities staffer nominated for the Business Affairs Betty Hardin Award and the Staff Senate University Staff Excellence Award while at least six nominations are received for each of the three Facilities internal employee recognition awards given twice each year (safety, customer service, and teamwork).	Shanna Eller
2	Employee Engagement	Deploy the Sustainability Office Employee Engagement Improvement Plan for 2017-18 in a manner that results in significant increased understanding of office annual planning and reporting processes.	Sustainability Specialist is able to identify the primary annual planning mechanisms used by the office, the relationship between those, the value and role of each, and the time of year they are each updated. Those mechanisms are: annual goals for each Facilities unit; employee performance appraisals (PMPs); and the Facilities annual report.	Shanna Eller
3	Customer Service	Update and submit UNGC AASHE STARS data as part of a three year cycle in a manner that results in a timely submittal, with all credit entries reviewed and updated if needed, and all credits for which the university is getting no or significantly low point discussed with barriers to and prognosis for meeting the credit in the future documented.	1) AASHE STARS submitted by January 31, 2018 with all credits reviewed and updated as needed. 2) Written summary of barriers to and prognosis for meeting credits with few to no points in future submittals.	Shanna Eller
4	Responsible Stewardship	Deploy a successful new campus resident outreach program that includes: 1) a series of roughly four mid-summer emails to campus residents that is delivered through HRL and highlights different aspects of living sustainably; 2) an updated voluntary Green Room program; and 3) a package of products that support sustainable living that are made available for students to purchase through the bookstore.	1) Set of four summer emails to residents sent before August 15, 2017. 2) New voluntary Green Office certification deployed by August 15, 2017. 3) Promotional green product effort deployed with bookstore by November 15, 2017 with target of August 15, 2017. Metric: number of students completing the voluntary online Green Room certification. Target will be 50 completed certifications.	Maura Conley
5	Responsible Stewardship	Manage a voluntary Green Office certification program that results in ten units identifying the date when they wish to start their new program certification activities and eight units being certified.	Twenty units identifying the date when they wish to start their new program certification activities and ten units being certified by June 30, 2018 at higher than the participant (lowest) level.	Maura Conley
6	Responsible Stewardship	Support the currently active four Climate Action Plan Workgroups such that they each: 1) meet once in Fall and once in Spring term; 2) have an identified leader that is not the Sustainability staff that reports to the Sustainability Council on a regular basis and as requested or scheduled; and 3) achieves two identified actions in the fiscal year.	1) Meet twice per year with each of the climate action plan groups; 2) identify leaders that is not part of the sustainability office and reports to the sustainability council on a regular basis, 3) achieve two identified actions by June 30, 2018.	Shanna Eller
7	Responsible Stewardship	Work to build awareness and understanding of the Green Fund sufficient that eight lead applicants who have not submitted Green Fund proposals previously consider doing so and five of those submit an application.	Eight lead applicants who have not submitted Green Fund proposals previously consider doing so and five of those submit an application by April 1, 2018.	Maura Conley & Shanna Eller
HUB Office - 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Responsible Stewardship	Meet or exceed UNGC HUB goal of overall 30% participation in the construction program	Achieve a minimum of 30% HUB participation in the Chiller Plant	Tony Phillips
2	Responsible Stewardship	Meet or exceed UNGC HUB goal of overall 30% participation in the construction program	Increase number of prequalified HUB contractors/vendors for informal projects by 3 from last fiscal year	Tony Phillips
3	Responsible Stewardship	Meet or exceed UNGC HUB goal of 10% on commodities	Identify HUB vendors and suppliers for commodities	Tony Phillips
5	Responsible Stewardship	Meet or exceed UNGC HUB goal of overall 30% participation in the construction program	Achieve a minimum of 20% HUB participation in Facilities Operations projects	Tony Phillips
Facilities Design and Construction 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Employee Engagement	Develop vision and strategic plan for FDC	Complete and document plan by December 2017	Ken Pearce
2	Employee Engagement	Increase communication within the department	By October 1, 2017, document the process of how a change is made. Create a checklist of activities to implement prior to making a change. Offer time for staff feedback and alternate paths.	Director and all supervisors
3	Employee Engagement/ Customer Service	Develop career development plans that support enhanced customer service	Increase customer service rating in surveys by developing career development plans to provide required training to enhance customer service and department's reputation. Plan will result in customer service ratings averaging above 3.8 points in the questions regarding customer service.	Director and all supervisors
4	Customer Service/ Responsible Stewardship	Reduce informal project initiation phase time	Complete informal project initiation phase on schedule for 55% of the projects resulting in increase of customer service rating averaging above 3.8 points in the questions regarding project initiation.	Director and all supervisors
5	Responsible Stewardship	Complete FDC move to "Box"	Move 100% of files to Box by March 2018. Progress on files removed from N: drive and placed in Box. Staff to develop a report to track the progress of goal.	Jennifer Feehan/ Mike Swaim
Facilities Operations - 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Employee Engagement	Develop and implement employee engagement activities targeted to improve interactions with Facilities Department Level Leadership	Raise the Facilities Department Level Leadership score on the November 2017 EE survey from 3.38 to 3.85 or higher (within "average" box for BAF)	Director & 2nd level Managers
2	Employee Engagement	Develop and implement employee engagement activities targeted to improve Facilities Supervisory Interactions	Raise the Facilities Supervisory Interactions score on the November 2017 EE survey from 3.86 to 4.37 or higher (within "average" box for BAF)	All Supervisors
3	Employee Engagement	Develop career development plans that support enhanced Facilities staff Professional Development	Raise the Facilities Professional Development score on the November 2017 EE survey from 3.6 to 4.07 or higher (within "average" box for BAF)	All Supervisors
4	Employee Engagement	Enhance safety culture in the department	Decrease Annual Rate of Total Accidents to 10% or less and OSHA-Recordable Accidents to 3% or less	All Supervisors and Staff
5	Employee Engagement	Fully implement Power DMS in Facilities Operations to document Career Development Plans and training for current performance plan cycle	All supervisors trained, CDPs for all FacOps staff uploaded, and CDP training set up in PowerDMS by 7/31/17	Amber Wall
6	Customer Service	Decrease service request average response time to 3.25 calendar days and complete at least 90% of service requests within 7 calendar days	June 30, 2018 service request metrics report	All Supervisors
7	Customer Service	Eliminate the following items in the building EHS reports: a) ceiling tiles missing or stained; b) ladders not inspected; c) improper storage of materials in mechanical/electrical/housekeeping areas	Comparison of average number of inspection reports items per square foot in FY18 compared to FY17	Bob Woods
8	Customer Service	Automate key request process	Customers requesting keys online by 6/30/18	Bob Woods/Ivan Lyall
9	Customer Service	Maintain a 95% or higher positive response to customer communication weekly spot surveys	FY2017-18 cumulative survey positive response rate	Amber Wall
10	Customer Service	Increase average grounds zone (excluding Sports Turf) inspection score to 2.24 or less from baseline inspection score of 2.42 and Sports Turf average inspection score to 1.82 or less from 2.00 compared to the baseline inspection.	Average of zone inspection scores from 7/1/2017 through 6/30/18 compared to baseline inspection	Hal Shelton
11	Responsible Stewardship	Lower average campus energy consumption per gross square foot by at least 1% compared to FY 2016-17	FY 2017-18 BTU Comparison report	Douglas Cato
12	Responsible Stewardship	Increase annual waste diversion rate to at least 45%	OWRR diversion report for FY 2017-18	Ben Kunka
13	Responsible Stewardship	Revamp inventory control method for Facility Services and Zone/HVAC supply storage areas within Campus Supply preferably utilizing TMA	Implementation of inventory standard operating practice to ensure adequate inventory control and tracking by 6/30/18	Wall/T.Everett/ J.Soter/Woods
14	Responsible Stewardship	Define scope, request funding, and complete utility submetering in two more Academic/Administrative buildings	Submittal of funding request by July 2017 Energy Plan meeting and completion of funded projects by 6/15/18	Douglas Cato
Capital Improvement Administration - 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Employee Engagement	Enhance supervisory competency	Sponsor APPA Supervisor Tool Kit training at UNGC this Fall	Sandra Redmond
3	Responsible Stewardship	Continue archiving files located in the Business Affairs and CIA Office	All files will be archived by March 2018	Sandra Redmond
4	Responsible Stewardship	Complete desk reference manual for CI Administration	Complete written manual will be issued by March 1, 2018	Sandra Redmond
Environmental Health and Safety 2017-18 Goals				
Goal #	Category	GOAL DESCRIPTION	METRIC	PRIMARY RESPONSIBILITY
1	Employee Engagement/ Customer Service	Campus Safety Week- Host a week of activities aimed at Staff, Student, Faculty related to EH&S services and awareness	Baseline event - Attendance at individual events (with goal for future years of increasing). Feedback forms at individual events for improvement.	Todd Beck
2	Customer Service	Online and Hands-on training development- Develop 3 scenario based trainings to supplement compliance training. Develop 7 online training courses.	Number of courses offered and available. Feedback from stakeholders on scenario based training.	Tim Slone
3	Responsible Stewardship	AED Program Development / Oversight- AED program is currently without owner and suspended. EHS will own policy and oversight. Will work to develop new compliant policy with stakeholder group. Policy to be implemented and oversight to begin this fiscal year.	Program Development (50%) / Program Implementation (50%) by March 2018	Tim Slone / Kara Milton
4	Responsible Stewardship	Hazardous Material Response / Emergency preparedness skills- Conduct 2 hazardous materials / emergency response drills (research and facilities based).	Baseline event - Number of training exercises conducted. Number of departments participating in event. Number of lessons learned (corrective measures).	Tim Slone
5	Responsible Stewardship	Benchmarking- Benchmark 2 department programs/policies by state system leaders/peers	Audit Report Findings	Tim Slone