

EE= Employee Engagement
 CS= Customer Service
 AE=Responsible Stewardship

FACILITIES 2016-17 GOALS

MARCH 2017 UPDATE

| Priority | Category | | |
|---|----------|--|--|
| Facilities Design and Construction | | | |
| 1 | CS | Improve communications with customers, department heads, deans and directors. Develop and implement more effective methods to communicate with the customer. | Will prepare report on each dean's projects and share status of each project by end of March |
| 2 | CS | Reduce time to prepare informal project estimates. Review existing processes and identify efficiencies to reduce the time between receipt of project request and delivery of estimate to customer. | Created new procedure to track a project when it comes in and when the estimate was completed. We are creating base line data. |
| 3 | AE | Optimize reporting function of FDC. Transition to one database in which reports can be customized. | Complete |
| 4 | AE | Partner with ITS to move FDC file structure to "Box" | Held initial meetings with ITS |
| 5 | EE | Enhance staff competency. Develop and implement coaching strategies to increase delegation to design project managers. | Rolled out BA guideline principles. Increased frequency of meetings with Asst. Director of Design |
| 6 | AE | Achieve a minimum of 25% HUB participation in the Annual Services design contract | Currently at 19%; working to meet goal by June 2017 |
| 7 | AE | Develop GIS system | Manager hired and evaluating GIS program to make recommendation on how to advance the GIS program |
| 8 | AE | Develop a calendar of due dates and deadlines for BOT, BOG, GA, R&R, etc. | Complete |

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| Priority | Category | Facilities Operations | |
|----------|----------|--|---|
| 1 | EE | Decrease Annual Rate of Total Accidents/Injuries by 2%; OSHA recordable injuries by 1%, from FY15-16 | Currently, total accident rate = 6.0% (48% decrease) and OSHA Recordable = 1.7% (25% decrease) |
| 2 | AE | Reduce energy consumption. Implement Energy Conservation Measures to reduce energy consumption in terms of btu/gsf by 1% from FY 15-16. Complete retro commissioning of four buildings | Work has begun at the four retro-commissioning buildings (Mossman, Forney, Sink, and POCAM offices at Walker Avenue Parking Deck) and all four are scheduled to be completed by May 31, 2017. |
| 3 | AE | Improve management efficiencies. Hire a Business Manager and reorganize Business Office | Completed on 11/21/16 |
| 4 | AE | Reduce utility consumption. Enhance energy measurement abilities | EUC steam meter is installed/integrated and two water meters are expected to be installed/integrated by March 31st. |
| 5 | AE | Work with the Sustainability Office to meet the target of 50% waste diversion by 2017 identified in the UNCG Climate Action Plan | Waste diversion rate is 37.1% through February. Rate will increase towards goal with student move out in May, Shred-A-Thon in June, and other efforts. |
| 6 | CS | Enhance customer service. Increase self identification & completion of corrective work by Zone Maintenance, specifically for ceiling tiles, proper storage of materials and ladder inspections | Will continue Zone Maintenance inspections and also ask that all Fac Ops staff monitor and submit work orders when they see these issues. Will communicate to all staff what is/is not allowed to be stored in mech/elec rooms and identify/address any legitimate storage needs. |

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| 7 | CS | Enhance customer service. Decrease service request average response time | Through February, the average service request finished time is 3.39 calendar days and 87% of service requests were completed within 7 calendar days. The focus the remainder of this fiscal year will be on service requests older than 7 days to reach the 90% goal. |
| 8 | CS | Increase communication with customers through the life of the customer generated work order. Implement service request communication protocol. | Service Request Communication SOP was implemented on 7/14/16, communicated by e-mail to all staff, and posted on the Facilities Operations SOP web page. The Customer Service Center implemented monitoring of this process. |
| 9 | CS | Improve quality of services by creating a Trainer's position as recommended by the APPA external survey | Drafted a Position Description for internal review. Once finalized, the draft will then be sent to HR for review and classification. Also working on a funding plan based on potential classification/salary level (funded next fiscal year). |
| 10 | AE | Implement recommendations by the APPA external survey regarding labor efficiency | Completed/documented baseline zone inspections. Time management practices to be implemented by March 1 with monthly zone inspections scheduled afterwards for comparison to baseline. |

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| 1 | EE | Increase nominations of Facilities employees for employee recognition programs including Staff Stars, Francis Bullard Award, Facilities Employee Recognition Program | Prepare power point encouraging staff to nominate |
| 2 | AE | Partner with ASC to analyze results of sustainability literacy assessment and identify areas of strength and opportunities | Written analysis completed prior to mid-year meeting with Chancellor on February 20, 2017. |
| 3 | AE | Expand Green Office program to four more departments on campus | Program in final stages of revision as of February 10, 2017. Will execute four offices by end of June |
| 4 | AE | Revise Green Room Certification based on lessons from FY2015-16 pilot | Most profitable direction forward would be to engage Strong College as both targets and possible ambassadors. Recommending relaunch with this narrower scope for 17-18. |
| 5 | AE | Investigate opportunities for a campus collaboration to look at socially responsible investment practices for the UNCG endowment | Working to leverage Academic Sustainability Coordinator and Sustainability Faculty Fellow positions as vehicle for identifying a candidate to lead. |
| 6 | AE | Work with the Office of Waste Reduction and Recycling to meet the target of 50% waste diversion by 2017 identified in the UNCG Climate Action Plan | Draft report on opportunities under review by OWRR staff as of February 10, 2017. Director of Facilities Operations to review next. |
| 7 | CS | Collaborate with HUB Office and Purchasing department to develop outreach programs internal to UNCG describing university commitments and services offered by the Sustainability Office | Commitment secured from Purchasing Dept to prioritize in FY17-18 |

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| Environmental Health and Safety | | | |
| 1 | CS | Create a baseline customer service survey for Environmental Health and Safety Department. The survey will focus on the primary tenants of customer service identified in the BA Guiding Principles document. | Survey being produced as part of class project. Will be completed by April 25. Survey will be executed in May. |
| 2 | CS | In conjunction with customer service survey, each area within EHS will develop customer engagement activities aimed at emphasizing services EHS currently provides and gathering feedback on customer service needs. These may be focus group feedback gatherings, informational sessions, or partnership activities with other departments on campus. | All outreach sessions will take place in March. The expected outcomes of these engagement activities is to determine gaps that need to be addressed, such as after hours work and associated training. Outcomes of these meetings will be documented. |
| 3 | AE | Benchmarking initiative. At least two areas of the department will use undergo a benchmarking audit conducted by a UNC system peer. Audits will be focused on compliance and efficient delivery of program information. | Hazardous Waste and Safety training. Program audits will be completed by NC A&T and Chapel Hill. |
| 4 | AE | Enhance campus wide priority of safety items. Roll out Safety and Security Steering Committee. | In progress |
| 5 | AE | Enhance tracking and completion of career development plans. Roll out Power DMS learning management system | Focus on Facilities Operations for deployment for departmental training |

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| CI Administration | | | |
| 1 | EE | Enhance supervisory competency. Sponsor APPA Supervisor Tool Kit training at UNCG. | Delayed due to availability of trainer. Plan to pursue next FY. |
| 2 | AE | Continue with implementing InterscopePlus changes and processes as new modules are developed. Work with FDC to ensure the information we need to enter into InterscopePlus is provided when we need it without us having to make a special request for the information. | FDC and CI staff developed form to capture information required by Interscope for projects that will go to SCO for code review. HUB only projects are entered by HUB Office upon project completion. |
| 3 | AE | Archive files in the CI office | In progress |
| 4 | AE | Start preparation of a desk reference manual for CI banner processes | IBIS and Interscope portions of the desk reference manual are complete |
| HUB Office | | | |
| 1 | AE | Meet or exceed UNCG HUB goal of overall 30% participation in the construction program | Current participation is at 26% |
| 2 | AE | Meet or exceed UNCG HUB goal of overall 30% participation in the construction program | Identified two new qualified minority contractors capable of bidding informal projects |
| 3 | AE | Meet or exceed UNCG HUB goal of 10% on commodities | HUB suppliers are identified during outreach efforts. Vendor information is logged in our HUB database. Purchasing notifies the HUB office of commodity bids and Tony notifies potential HUB vendors |
| 4 | AE | Meet or exceed UNCG HUB goal of overall 30% participation in the construction program | Met with Bob Woods and agreed to provide a list of vendors for small scale, single trade projects. Will meet with Jon Soter in March to review options. |