

May Brown Bag Presentations

Presentation 1: Quality Assurance Update

Presentation 2: FM Hiring Plan Update

Presentation 3: Work Order Process Flow

Quality Assurance Update

MCHUMOR by T. McCracken



"Kids can shoot a basket from 50 feet away, but can't hit a trash can two inches from their nose?"



"Your kid throws up a lot."

FM Building Services

5/30/17

Quality Assurance Inspections

- Purpose: Conduct custodial Quality Assurance inspections to ensure routine FM-provided services are being performed per the blink schedule:
<https://blink.ucsd.edu/facilities/management/cleaning/index.html>
and are being performed at satisfactory levels.
- Inspections detail every accessible room in every building on campus that FM maintains
- Baseline of performance created
- Inspections averaging 1-2 weeks per campus
- Currently on the last campus for round 5 of inspections. Starting 6th round soon
- Inspector: Mike Goodson (KMEA – 3rd party inspector)

Blink Schedule of Cleaning Services

Restrooms:

Service	Frequency
Restock supplies	Once daily on weekdays
Remove trash	Once daily on weekdays
Clean and disinfect	Once daily on weekdays
Dusting	Twice monthly

Offices:

Service	Frequency
Remove trash	Thursdays or Fridays
Remove recycling	Tuesdays
Vacuum, sweep	Once monthly

Blink Schedule of Cleaning Services

Labs:

Service	Frequency
Remove trash	Tue, Fri
Remove recycling	Tuesdays
Sweep, damp-mop	Biweekly

Clinics and exam rooms:

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Tuesdays
Sweep, damp-mop w/disinfectant	Once daily on weekdays
Dusting	Once weekly

Blink Schedule of Cleaning Services

Classrooms and conference rooms:

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Tuesdays
Clean floors, boards, tables and desks	Once daily on weekdays
Restock board trays	Once daily on weekdays
Align chairs	Once daily on weekdays
Dusting	Twice monthly

Public areas (lobbies, elevators, corridors, etc.):

Service	Frequency
Remove trash	Wed, Fri
Sweep, vacuum, damp-mop	Once weekly
Clean drinking fountains	Mon-Wed-Fri

Blink Schedule of Cleaning Services

Kitchenettes and Break Rooms:

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Once daily on weekdays
Sweep, vacuum, damp-mop	Mon-Wed-Fri

Interior stairwells:

Service	Frequency
Remove debris	Once weekly
Sweep, damp-mop	Monthly
Clean handrails	Monthly
Dusting	Monthly

Blink Schedule of Cleaning Services

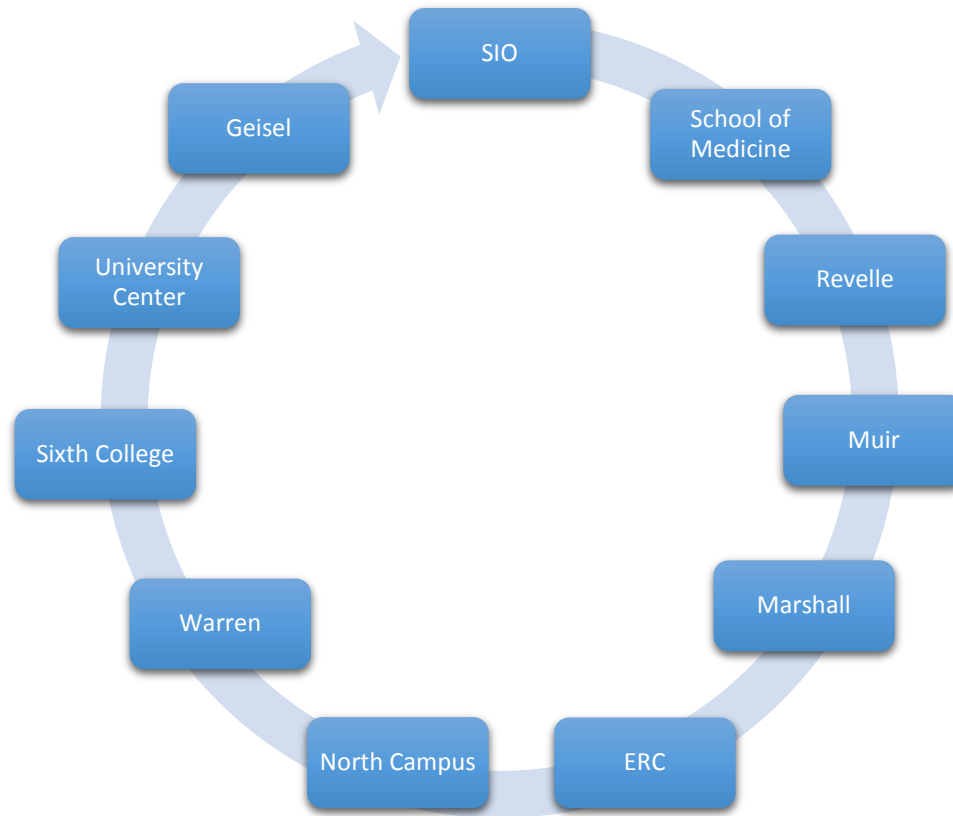
Miscellaneous:

Service	Frequency
Secure public-access doors	As arranged
Secure interior spaces	As arranged
Sweep exterior patios, walkways, stairwells	Once quarterly

Customer-requested supplemental services:

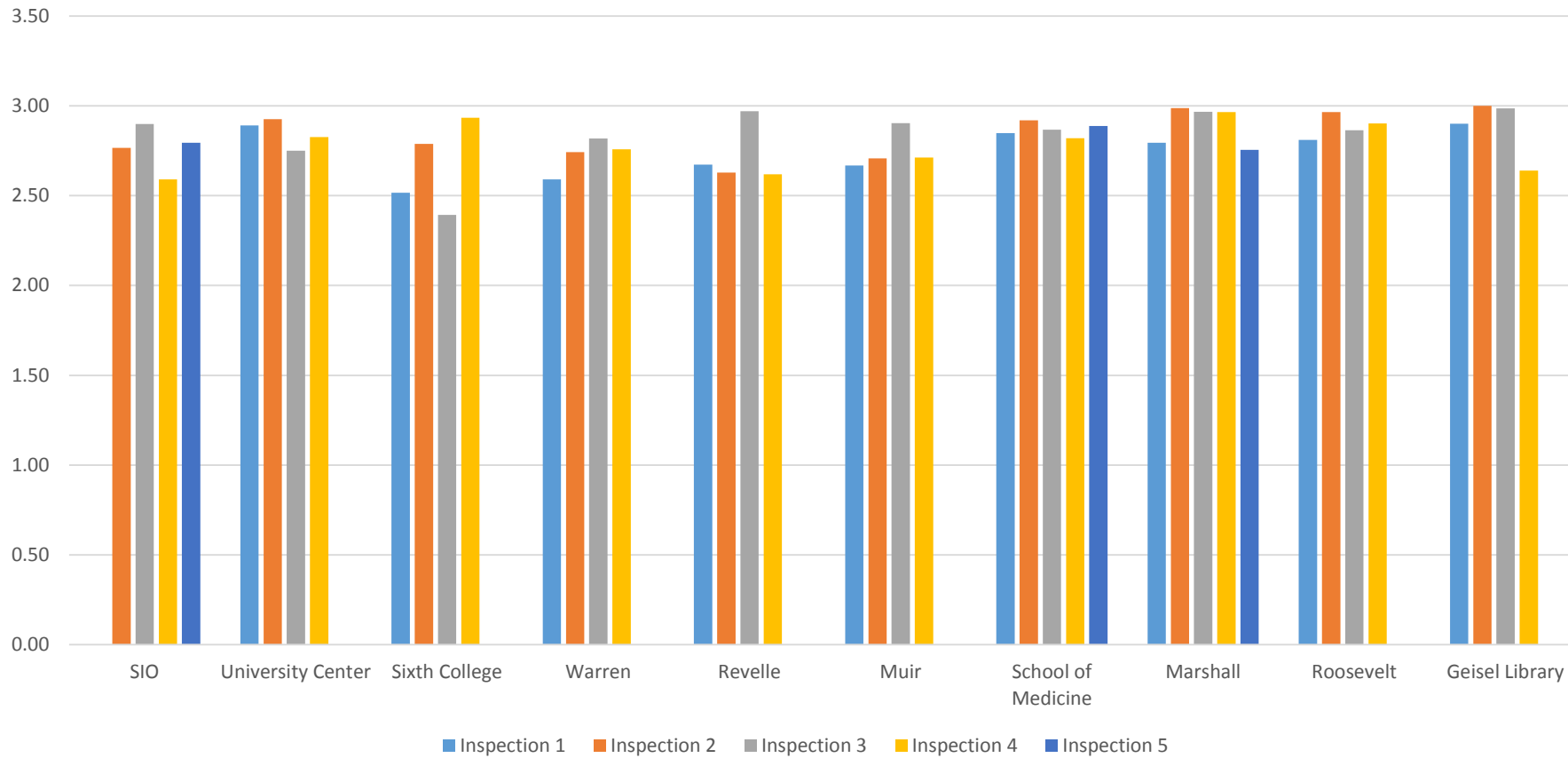
Service	Recharge Cost (prices subject to change)
Repair, clean blinds	On request; approximately \$55-\$104 per hour
Strip and refinish floors	On request; approximately \$0.16-\$0.31 per square foot
Clean carpets	On request; approximately \$0.11 per square foot Minimum charge during business hours: \$138-\$234 Minimum charge during nights/weekends: \$174-234
Clean windows	Estimate available upon request
Increased level of custodial services	On request; approximately \$46-77 per hour

Path of Inspections

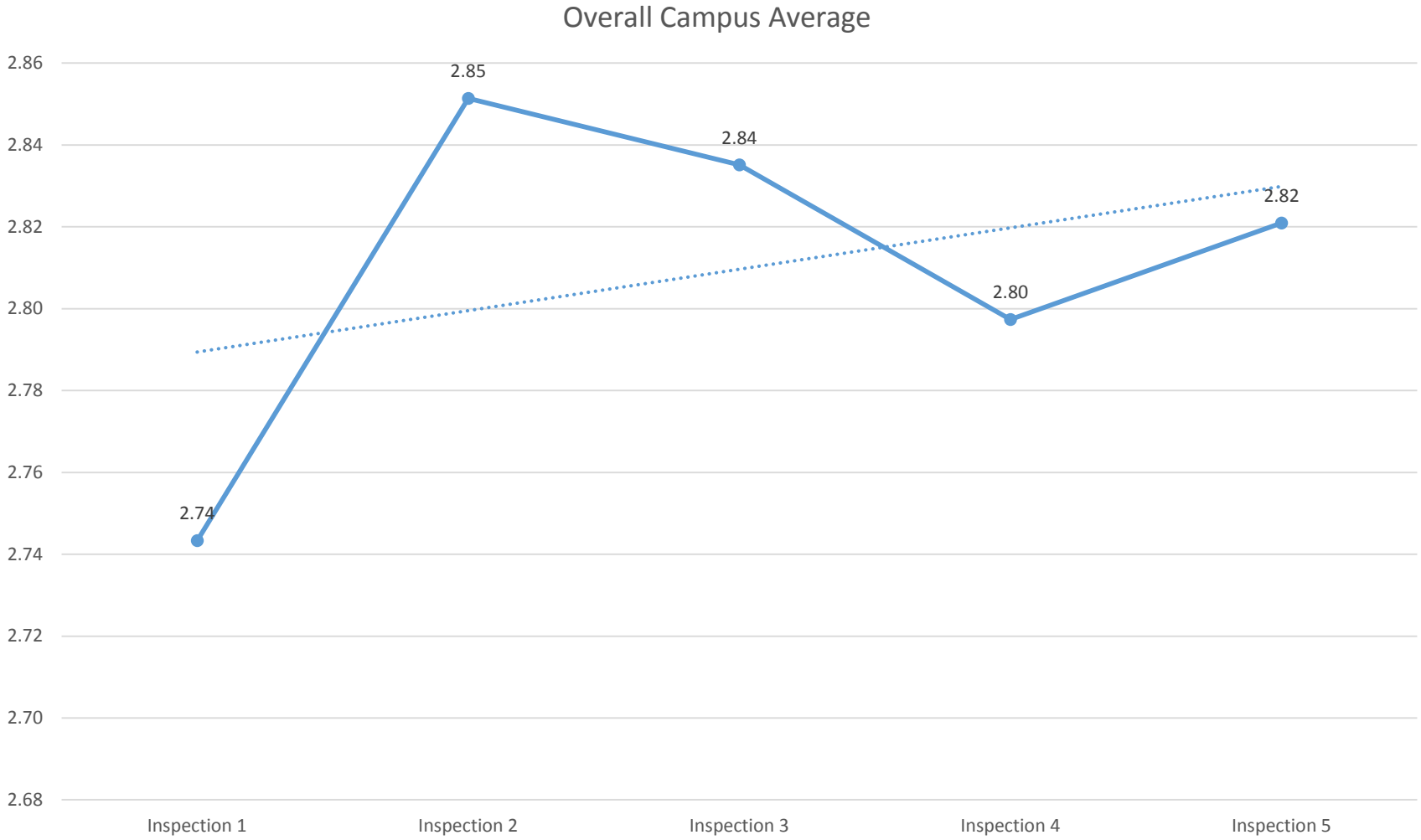


QA Inspections per Campus

Trends across Campuses



QA Inspections Campus Average



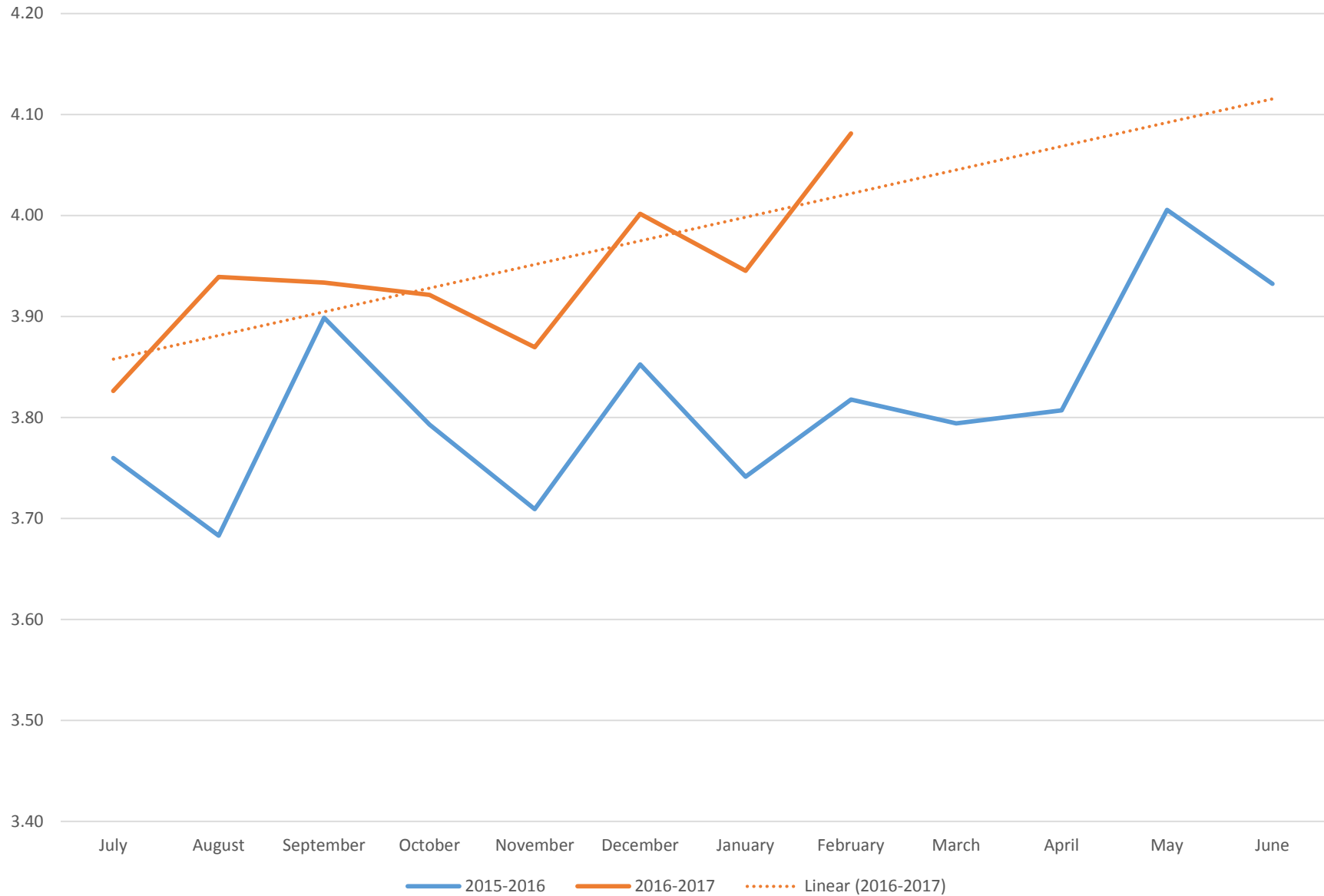
QA Inspections

- Overall decrease in rating starting Inspection 3 due to increased standards of inspections
 - Prior to Inspection 3, criteria was based only on the blink schedule
 - This only included:
 - Floor
 - Trash
 - Vents
 - Starting on Inspection 3, more criteria were added to the inspections
 - The following criteria were added to the ones above:
 - Grout/Spot Cleaning
 - Baseboards/Walls
 - Brass/Corrosion
- Although we see a dip in inspection ratings, we see an overall increase in scores throughout the inspections

What immediate effects do we see with the QA?

- Cleaner and more sanitary facilities throughout campus
- More customer-focused Building Services team
- More engaged staff and management
- Greater communication between customers and FM Building Services
- Regular presence of an FM QA person
- Supervisors revisiting “red areas”
- Continuous customer feedback
- Overall higher Customer Satisfaction scores with custodial services

Customer Satisfaction Survey 2015-16 vs. 2016-17



Example Building Inspection Report

College						Overall Rating	1	Unpresentable/No
Building						2.872	2	Presentable, Needs Cleaned
Date	QAI Time	QAI Time	Total Time				3	Expected Presentation/Yes
3/29/2017	9:00	3:00	6:00				4	Above Expectations
3/30/2017	7:30	1:30	6:00					

Comments

This facility still needs attention. Restrooms have some improvement but still need attention to grout, baseboards, and stains on walls. offices need carpet cleaning, labs need to be refinished. Lab doors still need cleaning and preservation. Some customers are pleased and some are not.
 2nd floor women's restroom has a light out over the sink
 5th floor women's restroom has a light out over the stalls.
 6th floor women's restroom has a broken towel dispenser & and the cover is off of another device on the wall.

Quality Assurance Inspection Sheet

In order to view picture hover mouse over red or flagged cell

Look at # of pics						Mouse over the red or flagged cells to veiw picture							
Floor Conditi	Access	Pictures	Floor	Room Type	Room Numbe	Floor	Tras	Ven	Grout/spot clean	Baseboard s/Wall	Brass/corrosio	Summa	Comments/Safety & Fire Hazzards
			B1	Womens Restroom		3	3	3	3	3	3	3	
			B1	Mens Restroom		3	3	3	3	3	3	3	
		1	1	Mens Restroom		3	3	3	3	3	2	2	stainless
		1	1	Womens Restroom		2	3	3	2	2	2	2	stains on walls, entry door, baseboards
			2	Mens Restroom		3	3	3	3	3	3	3	
		1	2	Womens Restroom		3	3	3	3	3	3	3	stains on wall by the sink
		1	3	Womens Restroom		2	3	3	2	2	3	2	grout, baseboards
		1	3	Mens Restroom		2	3	3	2	2	3	2	grout, baseboards
		1	4	Womens Restroom		2	3	3	2	2	2	2	baseboards, stainless, stains
		1	4	Mens Restroom		1	3	3	1	1	1	1	the same as the last inspection
		1	5	Womens Restroom		2	3	3	2	2	2	2	grout, baseboards, stains, stainless
		1	5	Mens Restroom		1	3	3	1	1	1	1	the same as the last inspection
		1	6	Womens Restroom		2	3	3	2	2	3	2	mirror grout, stainless under sink
		1	6	Mens Restroom		2	3	3	2	2	3	2	grout, baseboards, stains
			1	onference/Classroom	1115	3	3	3				3	
			2	onference/Classroom	2130	3	3	3				3	
Needs Carpet Deep Clean		1	3	onference/Classroom	3500	3	3	3				3	
			3	onference/Classroom	3501	3	3	3				3	
			3	onference/Classroom	3502	3	3	3				3	
			4	onference/Classroom	4503	3	3	3				3	
		1	1	water fountain		3	3	3			1	1	the same as the last inspection
			2	Office	2212C	3	3	3				3	

College				Overall Rating	1	Unpresentable/No
Building				3	2	Presentable, Needs Cleaned
Date	QAI Time	QAI Time	Total Time		3	Expected Presentation/Yes
1/11/2017	7:30	10:00	2:30	4	Above Expectations	
Comments						

Great Work is being accomplished at this facility! All areas that were noted during my last detailed inspection have been corrected. All Customers speak very highly of the Custodial staff. Custodians; Veronica & Elizabeth take a lot of pride in the service they provide. I thanked them for their efforts and told them to keep up the good work.

Quality Assurance Inspection Sheet
In order to view picture hover mouse over red or flagged cell

Look at # of pics						Mouse over the red or flagged cells to veiw picture							Comments/Safety & Fire Hazards
Floor Condit	Access	Pictures	Floor	Room Type	Room Number	Floor	Tras	Ven	Grout/spot clean	Baseboards /Walls	Brass/corrosio	Summa	
			1	Corridors		3	3	3				3	
			1	Lobby/Lounge		3	3	3				3	
			1	Mens Restroom		3	3	3	3	3	3	3	
			1	Womens Restroom		3	3	3	3	3	3	3	
			1	Office	1601	3	3	3				3	
			1	Office	1601B	3	3	3				3	
			1	Office	1601C	3	3	3				3	
			1	Office	1601D	3	3	3				3	
			1	Office	1601E	3	3	3				3	
			1	Office	1601F	3	3	3				3	
			1	Kitchen/Break Room		3	3	3				3	
			1	Lab	1601G	3	3	3				3	
			1	Gender Neutral	1605	3	3	3	3	3	3	3	
			1	Lab	1202	3	3	3				3	
			1	Office	1302	3	3	3				3	
			1	Office	1301	3	3	3				3	

Attention to Detail

Before



After



Restroom fixtures

Toilet



Faucet



Urinals & toilets

Urinal needing scrubbing



Toilet in need of scrubbing



Under sink drain pipes

Corrosion/rust from lack of cleaning



Restroom partitions

Urine buildup and corrosion at edges and stainless attachment points from non-routine cleaning



Restroom base board & tile above floor

**Before – dirt & residue build-up
above floor**



**After – dirt and residue
removed, looks much cleaner**



Showers and floor drains

Tile, grout & drain in need of cleaning



Shower with soap residue and dirty grout



Doors, door handles and kick plates

Dirty door and push plate



Kick plate needing detailed cleaning



Stainless Steel

BEFORE



AFTER



Stainless steel restroom fixtures

Shower head, knobs and stainless backing with heavy corrosion and dull finish



Restroom trash can with heavy water streaking and corrosion



Stainless Steel

Stainless partition caps need cleaning



Rust/corrosion on handrail



Restrooms - general

Stainless fixtures not cleaned daily



Cobwebs... & spiders



Floor mats & shower room soap dispensers

Dirty entrance mat should be vacuumed/swept daily

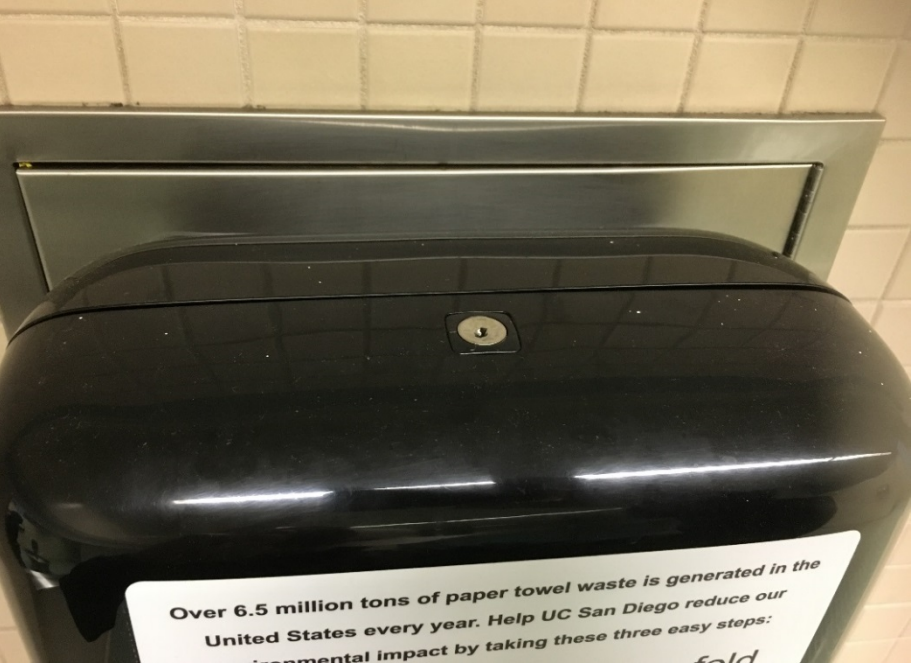


Soap dispensers not cleaned regularly, heavy soap build-up

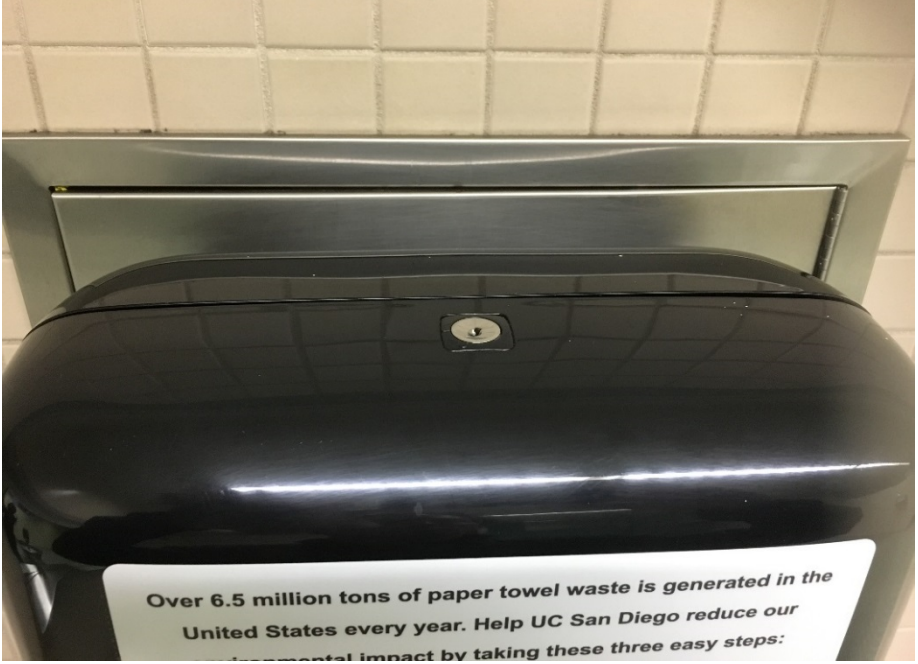


Paper towel dispensers

Before – dust/debris on top



After – cleaned daily they look good

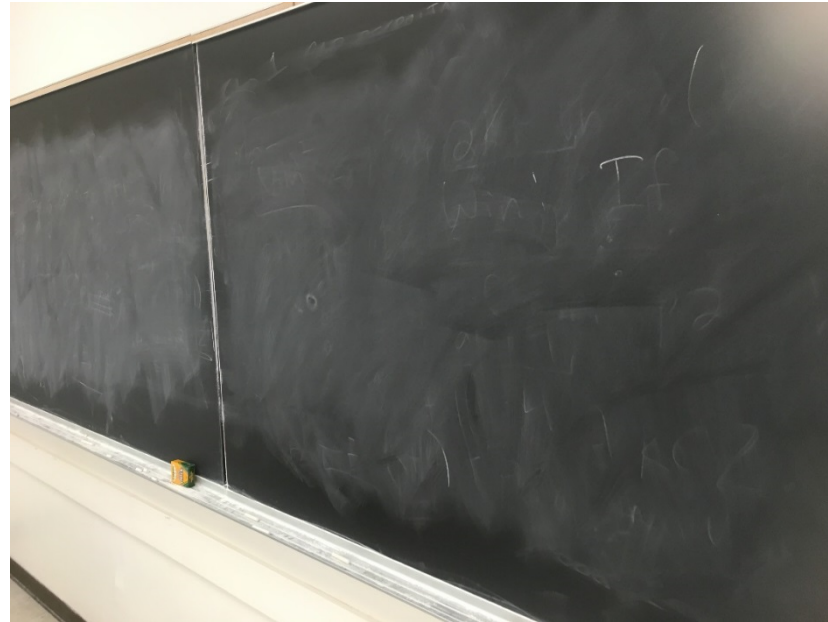


Water Fountains & Chalkboards

Water fountains not cleaned 3x a week. Dirt and water spots



Some chalkboards not cleaned daily. Chalk trays need cleaning daily



Water fountain calcium build-up

Before

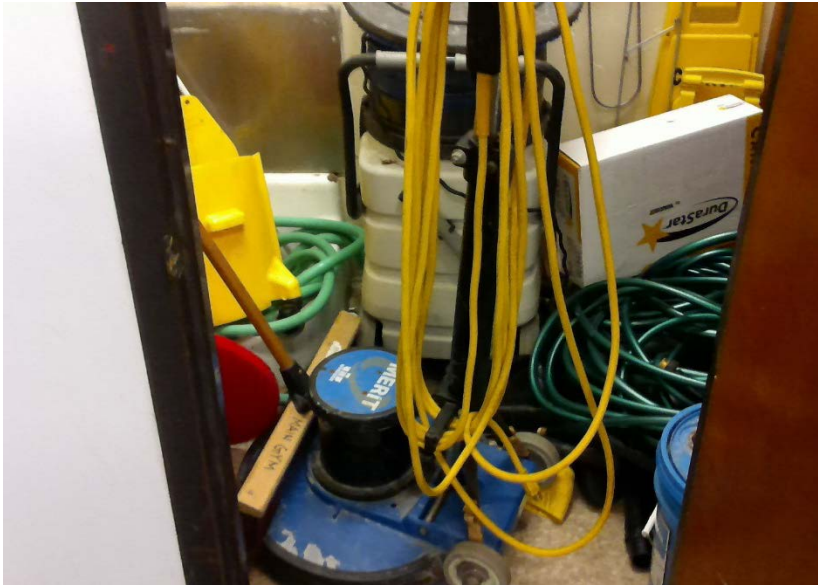


After



Custodial closets

Cluttered custodial closet



Non-labeled bottles – OSHA fine



Inspection and Response

Inspection Photo



Supervisor's response



Inspection and Response

Inspection Photo



Supervisor's Response



Inspection and Response

Restroom tile floor before



After



Lab floor

Before



During



After



Restroom floors & tile/grout cleaning

Before – extreme dirt/grime in grout



White grout!



Shower/locker room – Before....



During.....



After



Office during...



After



Restroom floors before & after



Before...



After



Restroom floor before...



During....

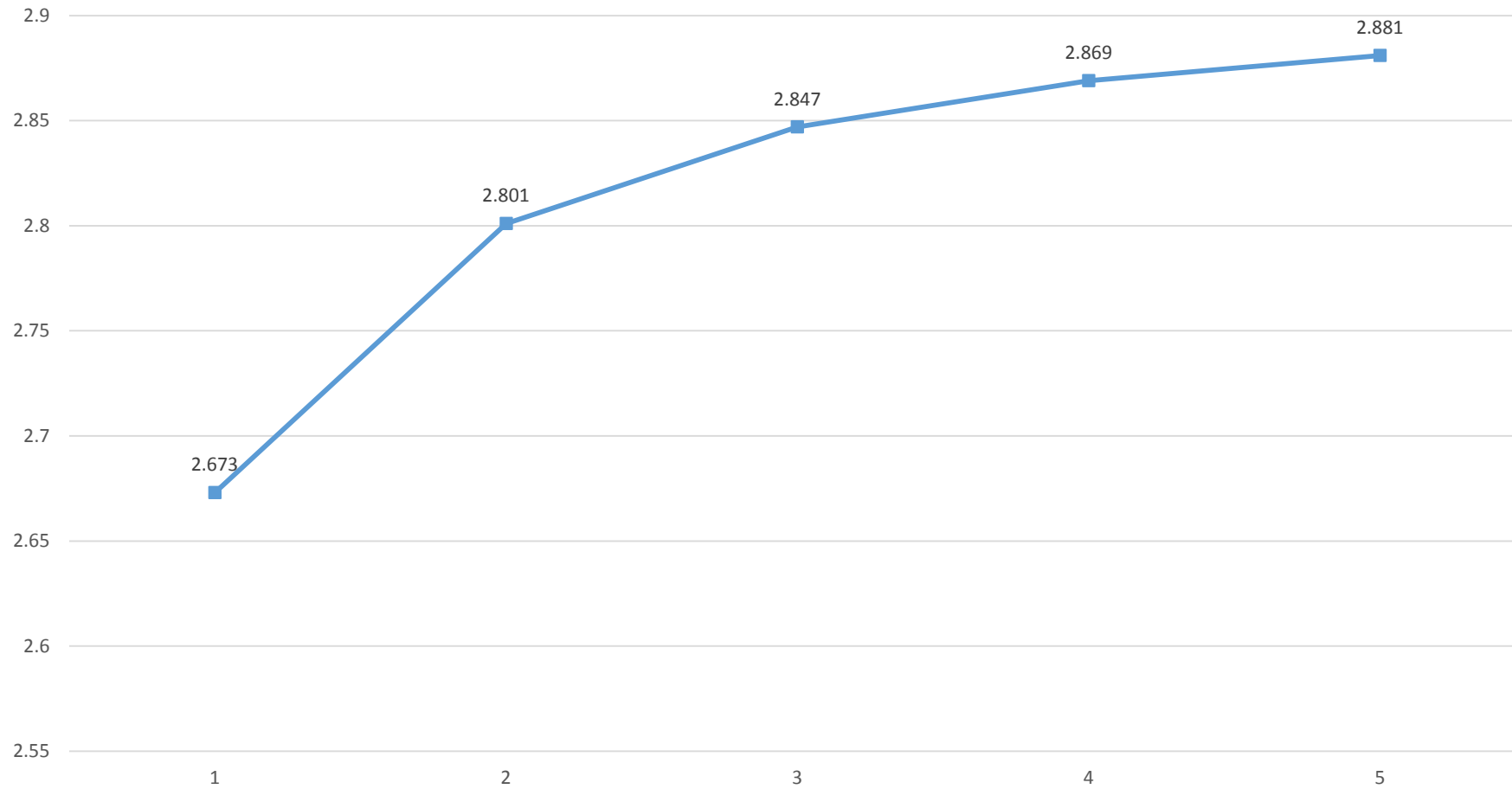


After

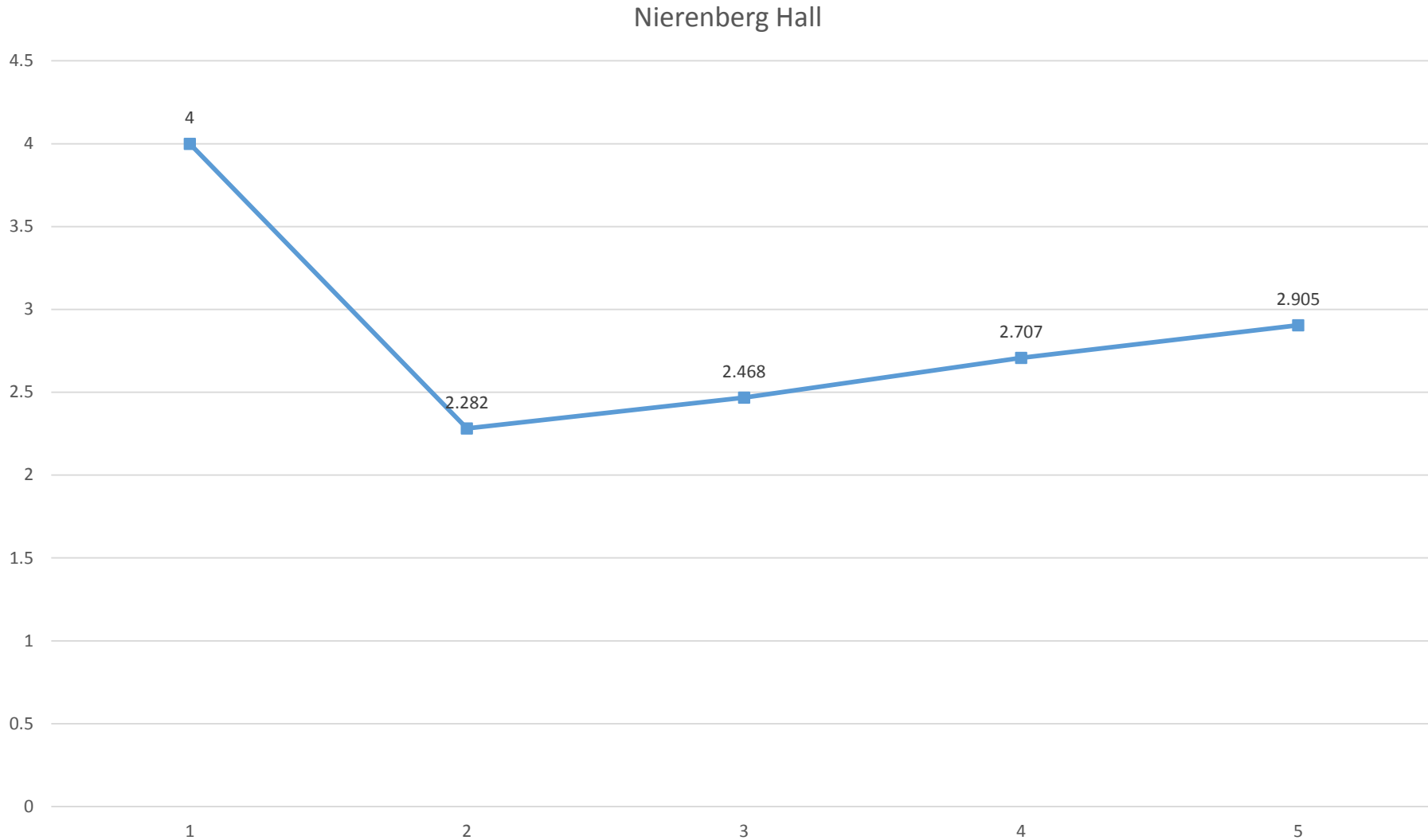


We see progress!

Literature Building



We see progress!



Customer Feedback

Examples of Customer Feedback

- “Custodial services are great on the fourth floor. Trash cans are emptied regularly, bathrooms are kept tidy and clean, and I've always had positive interactions with staff members. Let them know: keep up the good work!”
- “I do not speak for the department or building as a whole, but I personally, haven noticed that cleaning services have improved since the last time you came by a few months ago. Thanks!”

More Customer Feedback

- “I just wanted to reaffirm what I mentioned in our conversation. The custodial services Teresa provides are absolutely top-notch, and could not be better. Consistently high-quality, and with the warmest demeanor. Could not recommend her more highly.”
- “Thanks very much for stopping by earlier today to check on our satisfaction with custodial services. I have been VERY pleased with how my office looks—I really appreciate the thoroughness of the custodial staff in keeping the office looking great!”

Questions?

FM Hiring Plan Update May 2017

Facilities Management

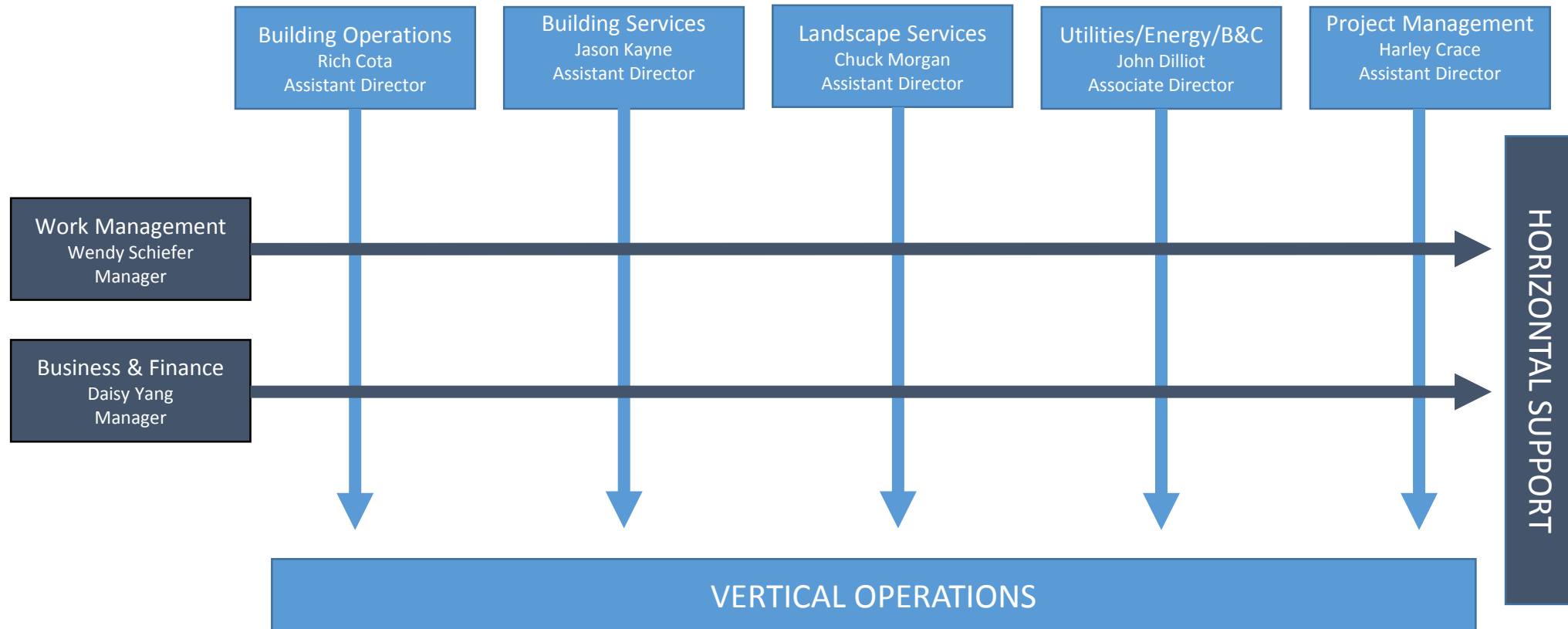
Facilities Management Mission

Provide top quality support across our spectrum of services – building operations, building services, landscape services, energy & utilities services, and project management - that is responsive, service-oriented, effective, and environmentally-focused.

FM Focus Areas

- 1) People: All FM personnel are valued professionals, each of whom plays an important part in supporting the overall organization.
- 2) Clients: Take ownership of client issues and strive to increase quality, responsiveness, communication, cost effectiveness, and transparency.
- 3) Operations: Successfully execute work to meet or exceed our client's expectations and strive to increase our capability, productivity, and effectiveness through continuous process improvement.

FM Organization Structure



FM PERSONNEL

	<u>Start of the FY</u>	<u>Departed FM</u>	<u>Hired</u>	<u>End of the FY</u>
FY08/09	425	18	14	421
FY09/10	421	45	3	379
FY10/11	379	21	4	362
FY11/12	362	19	11	354
FY12/13	354	16	5	343
FY13/14	343	28	10	325
FY14/15	325	21	43	347

FY15/16

347

34

69

382

BUILDING OPERATIONS PERSONNEL

	<u>Maintainers</u>	<u>Supervisors</u>	<u>MGSF(SF)</u>	<u>SF/FTE</u>
FY08/09	99	9	7,249,759	73,230
FY09/10	90	6	7,346,908	81,632
FY10/11	83	7	8,250,841	99,408
FY11/12	82	6	8,539,327	104,138
FY12/13	79	6	8,733,252	110,547
FY13/14	70	6	8,935,290	127,647
FY14/15	79	5	9,844,439	124,613

FY15/16	92	5	9,800,078	106,523
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BUILDING SERVICES PERSONNEL

	<u>Custodial</u>	<u>Supervisors</u>	<u>MGSF(SF)</u>	<u>SF/FTE</u>
FY08/09	170	8	7,249,759	42,646
FY09/10	160	7	7,346,908	45,918
FY10/11	151	7	8,250,841	54,641
FY11/12	152	6	8,539,327	56,180
FY12/13	145	6	8,733,252	60,229
FY13/14	146	4	8,935,290	61,201
FY14/15	155	4	9,844,439	63,513

FY15/16	169	4	9,800,078	57,980
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LANDSCAPE SERVICES PERSONNEL

	<u>Landscape FTEs</u>	<u>Supervisors</u>	<u>Maint. Acreage</u>	<u>Acre/FTE</u>
FY08/09	62	6	834	13.5
FY09/10	54	5	834	15.4
FY10/11	52	5	834	16.0
FY11/12	49	5	834	17.0
FY12/13	47	5	834	17.7
FY13/14	43	4	834	19.4
FY14/15	44	3	834	19.0
FY15/16	41	4	834	20.3

Priorities & Strategy

Priority

- 1) Backfilling Vacancies – Immediate Need
- 2) New Buildings coming online – Near-term Need
- 3) FM Growth (Phase 1, 2, & 3) – Ultimate Need

Strategy: Fill as many Priority 1, 2, & 3 positions per recruitment as possible – continue cycling recruitments until all positions are filled.

Backfilling Vacancies

- Positions vacated from JANUARY 1, 2014 – May 31, 2017 (automatic backfill of those positions unless FM leadership determines the position is no longer required).
 - 114 Positions Vacated
 - 88 Back-Filled (1 offer accepted; start date identified for 6/5)
 - 26 Remaining
 - 6 candidates identified for hire
 - 15 vacancies in recruitment
 - 5 vacancies pending action – Updating Job Description and Pending Postings

Hiring Plan Status as of 31MAY17

Phase 1:

- 30 Positions Identified
- 27 Candidates Hired
- 3 Vacancies Remaining
 - 1 candidate identified for hire
 - 1 recruitment in progress
 - 1 position being reevaluated by department (on hold)

Phase 2:

- 16 Positions Identified
- 14 Candidates Hired (3 offers accepted; start dates identified for 6/12)
- 2 Vacancies Remaining
 - 1 candidate identified for hire
 - 1 vacancy in recruitment

Hiring Plan Status as of 31MAY17

Alternative Funding:

- 44 Positions Identified (20 positions added in November 2016)
- 19 Candidates Hired
- 25 Vacancies Remaining
 - 17 vacancies in recruitment
 - 8 vacancies pending action – Updating Job Descriptions; Pending Recruitments

Phase 3:

- 94 Positions Identified
- 73 Candidates Hired (3 offers accepted; start dates identified for 6/2, 6/5, and 6/12)
- 21 Vacancies Remaining
 - 8 candidates identified for hire
 - 7 vacancies in recruitment
 - 6 vacancies pending action – Updating Job Descriptions; Pending Recruitments

Backfilling Vacancies Hiring Plan Progress (1/1/2014-5/31/2017)

Date Vacated	Position	Hiring Status
1/3/2014	Carpenter	HIRED
1/21/2014	Electrician	HIRED
2/28/2014	Building Maintenance Worker	HIRED
3/25/2014	Carpenter	HIRED
4/8/2014	Landscape Tech	HIRED
5/2/2014	Sr. Custodian	HIRED
5/12/2014	ENGR ASC	HIRED
6/27/2014	Sr. Custodian Supervisor	HIRED
6/27/2014	Sr. Custodian	HIRED
6/27/2014	Painter	HIRED
6/27/2014	Painter	HIRED
6/27/2014	Landscape Tech	HIRED
6/27/2014	Plumber	HIRED
6/27/2014	Prin Lab Mechanician	HIRED
9/10/2014	Sr. Custodian	HIRED
11/5/2014	Systems Operator	HIRED
12/12/2014	Superintendent	HIRED
12/21/2014	Electrician	HIRED
1/2/2015	Sr. Custodian	HIRED
1/18/2015	Lead Custodian	HIRED
1/30/2015	Superintendent	HIRED
2/27/2015	Assistant Director - PM	HIRED
2/27/2015	Painter/Signmaker	HIRED
2/28/2015	Superintendent	HIRED
3/4/2015	Landscape Technician	HIRED
3/6/2015	Sr. Custodian	HIRED
4/30/2015	Admin Analyst	HIRED

Backfilling Vacancies Hiring Plan Progress (1/1/2014-5/31/2017)

Date Vacated	Position	Hiring Status
5/12/2015	Sr. Building Maintenance Worker	HIRED
5/14/2015	Sr. Custodian	HIRED
5/19/2015	Administrative Analyst	JD IN FINAL STAGES
5/25/2015	Systems Operator	HIRED
5/25/2015	Refrigeration Mech	HIRED
5/31/2015	Principle Lab Mechanician	HIRED
6/11/2015	Sr. Custodian	HIRED
6/28/2015	IPE	CONVERTED FROM PAINTER TO IPE POSITION PER DEPARTMENT REQUEST; JD UNDER REVIEW
6/29/2015	Blank Ast 3	HIRED
6/29/2015	Sr. Custodian	HIRED
6/29/2015	Admin Analyst	HIRED
6/29/2015	Sr. IPE	HIRED
6/29/2015	Electrician	HIRED
6/30/2015	Lead Custodian	HIRED
6/30/2015	Sr. IPE	HIRED
7/15/2015	Sr. IPE	HIRED
9/18/2015	Sr. IPE	HIRED
9/28/2015	Refrigeration Mech	HIRED
9/30/2015	Sr. Custodian	HIRED
10/12/2015	Sr. Custodian	HIRED
10/29/2015	Sr. IPE	CANCELLED CONTRACT POSITION; ADDED CAREER POSITION TO ALTERNATIVE FUNDING/RECHARGE
11/13/2015	Building Maintenance Worker	HIRED
12/2/2015	Plumber	HIRED
12/18/2015	Locksmith	HIRED
12/18/2015	Landscape Technician	HIRED
12/21/2015	Sr. Custodian	HIRED
12/23/2015	Sr. Custodian Supervisor	HIRED

Backfilling Vacancies Hiring Plan Progress (1/1/2014-5/31/2017)

Date Vacated	Position	Hiring Status
1/6/2016	Electrician	HIRED
1/19/2016	Sr. Building Maintenance Worker	HIRED
1/20/2016	Sr. Custodian	HIRED
1/29/2016	Lead Landscape Technician	HIRED
2/16/2016	Sr. Custodian	HIRED
2/19/2016	Superintendent (Grounds)	HIRED
2/28/2016	Central Utility Plant Operator	HIRED
3/31/2016	Grounds Equipment Operator	HIRED
4/4/2016	Sr. Building Maintenance Worker	RECRUITMENT IN PROGRESS
4/12/2016	Sr. Custodian	HIRED
4/19/2016	Principal Lab Mechanician	JD UNDER REVIEW; ON HOLD PER DEPARTMENT
4/29/2016	Maintenance Mechanic	HIRED
5/2/2016	Admin Analyst	HIRED
5/12/2016	Sr. Custodian Supervisor	HIRED
5/27/2016	Sr. IPE	HIRED
5/27/2016	Sr. IPE	HIRED
5/27/2016	Lead Landscape Technician	HIRED; CONVERTED FROM LANDSCAPE TECH TO LEAD LANDSCAPE TECH POSITION PER DEPARTMENT REQUEST
6/3/2016	Assistant 3	HIRED
6/20/2016	Maintenance Mechanic	HIRED
6/29/2016	Carpenter	HIRED; CONVERTED FROM LEAD CARPENTER TO CARPENTER PER DEPARTMENT REQUEST
6/29/2016	Sr. Custodian	HIRED
6/29/2016	Sheetmetal Worker	RECRUITMENT IN PROGRESS
7/1/2016	Sr. IPE	HIRED
7/1/2016	Maintenance Mechanic	HIRED
7/8/2016	Maintenance Systems Operator	HIRED
7/11/2016	Maintenance Mechanic	HIRED

Backfilling Vacancies Hiring Plan Progress (1/1/2014-5/31/2017)

Date Vacated	Position	Hiring Status
8/1/2016	Sr. IPE	HIRED
8/4/2016	Sr. Building Maintenance Worker	HIRED
8/8/2016	Maintenance Mechanic	HIRED
8/11/2015	Electrician	HIRED
8/15/2016	Sr. Custodian	HIRED
9/16/2016	Sr. Custodian	HIRED
9/26/2016	Associate Engineer	HIRED
9/30/2016	Plumber	HIRED
9/30/2016	Sr. Custodian	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/5
10/6/2016	Lead Custodian	HIRED
10/10/2016	Lead Custodian	HIRED
10/24/2016	Landscape Technician	HIRED
10/24/2016	Landscape Technician	CANDIDATE IDENTIFIED
10/24/2016	Landscape Technician	CANDIDATE IDENTIFIED
10/31/2016	Sr. Custodian	RECRUITMENT IN PROGRESS
12/1/2016	Landscape Technician	RECRUITMENT IN PROGRESS
12/1/2016	Sr. Building Maint. Worker (Landscape Services)	JD UPDATE; RECRUITMENT PENDING
12/5/2016	Sr. Custodian	CANDIDATE IDENTIFIED
12/13/2016	Sr. Building Maintenance Worker	RECRUITMENT IN PROGRESS
12/15/2016	Sr. Building Maintenance Worker	RECRUITMENT IN PROGRESS
12/18/2016	Sr. Building Maintenance Worker	RECRUITMENT IN PROGRESS
12/21/2016	Sr. IPE	CANDIDATE IDENTIFIED
1/19/2017	Carpenter	HIRED
1/30/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
1/31/2017	Sr. Custodian	CONVERTED FROM SR. CUSTODIAN TO BMW POSITION PER DEPARTMENT REQUEST; PENDING POSTING

Backfilling Vacancies Hiring Plan Progress (1/1/2014-5/31/2017)

Date Vacated	Position	Hiring Status
2/1/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
2/2/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
2/10/2017	Sr. IPE	CANDIDATE IDENTIFIED
3/20/2017	Sr. Custodian	CANDIDATE IDENTIFIED
4/1/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
4/14/2017	Utilities Analyst	RECRUITMENT IN PROGRESS
4/25/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
5/1/2017	Sr. Custodian	RECRUITMENT IN PROGRESS
5/30/2017	Electrician	RECRUITMENT IN PROGRESS
6/29/2017	CUP Operator (Retirement in June)	HIRED

Phase 1 Hiring Plan Progress

Unit	Priority	Position	Hiring Status
Bldg Ops	1	Lead Systems Operator (HVAC)	HIRED
Bldg Ops	2	Admin. III	HIRED
Bldg Ops	3	Main Campus Graveyard Watch (Maintenance Mech)	HIRED
Bldg Ops	4	SIO Graveyard Watch (Maintenance Mech)	HIRED
Utilities	5	Energy/Utilities/BC Analyst (state)	DEPT REEVALUATING; ON HOLD (REPRIORITIZED AFTER NEW BUILDINGS)
BLS	6	Custodial Supervisor - Sr (Day)	HIRED
BLS	7	Custodial Supervisor - Sr (Night)	HIRED
Bldg Ops	8	SIO Swing Shift Watch (Maintenance Mech)	HIRED
Bldg Ops	9	Main Campus Swing Shift Watch (Maintenance Mech)	HIRED
Bldg Ops	10	Plumber	HIRED
Bldg Ops	11	Electrician (Relamper)	HIRED
Bldg Ops	12	BAS SUPERINTENDENT	CANDIDATE IDENTIFIED
BLS	13	Sr Custodian (Day)	HIRED
BLS	14	Sr Custodian (Night)	HIRED
BLS	15	Sr Custodian (Day)	HIRED
Bldg Ops	16	Sr. Building Maintenance Worker (Relamper)	HIRED
Bldg Ops	17	Fire Alarm Tech (Fire Alarm Tech Spec)	HIRED
Bldg Ops	18	Superintendent (SIO)	HIRED
Bldg Ops	19	Superintendent (Gen. Elec)	HIRED
Utilities	20	High Voltage Supervisor (State)	RECRUITMENT IN PROGRESS
BLS	21	Sr Custodian (Day)	HIRED
BLS	22	Sr Custodian (Night)	HIRED
BLS	23	Sr Custodian (Day)	HIRED
BLS	24	Sr Custodian (Night)	HIRED
Bldg Ops	25	Superintendent (Relamp)	HIRED
Bldg Ops	26	Electrician (General)	HIRED
Work Management	27	Customer Service Representative	HIRED
Bldg Ops	28	Main Campus Graveyard Watch (Maintenance Mech)	HIRED
Bldg Ops	29	Electrician (General)	HIRED
Utilities	30	Sr. Custodian	HIRED

Phase 2 Hiring Plan Progress

Unit	Priority	Position	Hiring Status
BLS	31	Sr. Custodian	HIRED
BLS	32	Sr. Custodian	HIRED
BLS	33	Sr. Custodian	HIRED
BLS	34	Sr. Custodian	HIRED
BLS	35	Building Maintenance Worker	HIRED
Bldg Ops	36	Sr. BMW (Relamper)	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/12
Bldg Ops	37	Sr. BMW (Metasys)	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/12
Bldg Ops	38	Superintendent (Trades)	RECRUITMENT IN PROGRESS
Bldg Ops	39	Plumber	HIRED
BLS	40	Sr. Custodian Supervisor	HIRED
BLS	41	Sr Custodian (Night)	HIRED
BLS	42	Sr Custodian (Day)	HIRED
Bldg Ops	43	Sr. BMW (Lock Shop)	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/12
Bldg Ops	44	Sr. BMW (SIO)	HIRED
Bldg Ops	45	Sr. BMW (Plumbing)	CANDIDATE IDENTIFIED
Bldg Ops	46	AC/R tech (Weekend)	HIRED

Alternative Funding Progress

1) Recharge & Purchased Utilities based on workload

Unit	Priority	Position	Hiring Status
Utilities	1	Meter Electrician (Non State)	HIRED
Utilities	2	CUP Instrument & Controls Tech (Non State)	HIRED
Utilities	3	MBCx Engineer (Non State)	JD UNDER REVIEW
Bldg Ops	4	Building Systems Operator (Metasys)	HIRED
Bldg Ops	5	Plumber (Weekend)	HIRED
Bldg Ops	6	BSO (Metasys)	HIRED
Bldg Ops	7	Sr. BMW (Metasys)	HIRED
Bldg Ops	8	Painter/Sign Maker	HIRED
Bldg Ops	9	Sr. BMW (Plumbing)	HIRED
Project Management	10	Contract Specialist	HIRED
Project Management	11	Project Specialist	HIRED
Project Management	12	Project Specialist	HIRED
Bldg Ops	13	IPE Mechanical	JD UNDER HR REVIEW
Bldg Ops	14	IPE Electrical	JD UNDER HR REVIEW
Bldg Ops	15	IPE Plumbing	JD UNDER HR REVIEW
Work Management	16	Stores Worker	HIRED
Project Management	17	Sr. Superintendent	HIRED
Project Management	18	Sr. Superintendent	HIRED
Project Management	19	Pre-Design Manager	HIRED
Landscape Services	20	Landscape Technician	RECRUITMENT IN PROGRESS
Project Management	21	Sr. IPE	HIRED
Project Management	22	Sr. IPE	RECRUITMENT IN PROGRESS
Project Management	23	Sr. IPE	RECRUITMENT IN PROGRESS
Project Management	24	Sr. IPE	RECRUITMENT IN PROGRESS

Alternative Funding Progress

Recharge & Purchased Utilities based on workload

Unit	Priority	Position	Hiring Status
Bldg Ops	25	Sr. Superintendent	JD UNDER REVIEW
Bldg Ops	26	Carpenter	HIRED
Bldg Ops	27	Electrician	HIRED
Bldg Ops	28	Electrician	RECRUITMENT IN PROGRESS
Bldg Ops	29	Electrician	RECRUITMENT IN PROGRESS
Work Management	30	IPE (Project Planner)	JD UNDER REVIEW
Work Management	31	IPE (Project Planner)	JD UNDER REVIEW
Bldg Ops	32	Plumber	HIRED
Bldg Ops	33	Plumber	RECRUITMENT IN PROGRESS
Bldg Ops	34	Plumber	RECRUITMENT IN PROGRESS
Bldg Ops	35	Painter	RECRUITMENT IN PROGRESS
Bldg Ops	36	Painter (Flooring)	RECRUITMENT PENDING
Bldg Ops	37	Admin Asst III	RECRUITMENT IN PROGRESS
Bldg Ops	38	Sr. BMW	RECRUITMENT IN PROGRESS
Bldg Ops	39	Sr. BMW	RECRUITMENT IN PROGRESS
Bldg Ops	40	Sr. BMW	RECRUITMENT IN PROGRESS
Bldg Ops	41	Sr. BMW	RECRUITMENT IN PROGRESS
Bldg Ops	42	Systems Operator (HVAC)	RECRUITMENT IN PROGRESS
Bldg Ops	43	Sheet Metal Worker	RECRUITMENT IN PROGRESS
Bldg Ops	44	Refrigeration Mechanic	RECRUITMENT IN PROGRESS

Preliminary Phase 3 Hiring Plan

Unit	Priority	Position	Hiring Status
Bldg Ops	1	Carpenter	HIRED
Bldg Ops	2	Painter	HIRED
Bldg Ops	3	Sr. BMW	HIRED
Bldg Svcs	4	Sr. Custodian	HIRED
Bldg Svcs	5	Sr. Custodian	HIRED
Bldg Svcs	6	Sr. Custodian	HIRED
Bldg Svcs	7	Sr. Custodian	HIRED
Bldg Svcs	8	Sr. Custodian	HIRED
Bldg Svcs	9	Sr. Custodian	HIRED
Landscape Svcs	10	Landscape Technician	HIRED
Landscape Svcs	11	Landscape Technician	HIRED
Bldg Ops	12	Electrician	HIRED
Bldg Ops	13	Locksmith	HIRED
Bldg Ops	14	Maintenance Mechanic	HIRED
Bldg Ops	15	Systems Operator	HIRED
Bldg Ops	16	Plumber	HIRED
Bldg Ops	17	Fire Alarm Electrician	HIRED
Bldg Ops	18	Painter	HIRED
Bldg Svcs	19	Sr. Custodial Supervisor	HIRED
Bldg Svcs	20	Sr. Custodial Supervisor	HIRED
Bldg Svcs	21	Sr. Custodian	HIRED
Bldg Svcs	22	Sr. Custodian	HIRED

Preliminary Phase 3 Hiring Plan

Unit	Priority	Position	Hiring Status
Bldg Svcs	23	Sr. Custodian	HIRED
Bldg Svcs	24	Sr. Custodian	HIRED
Bldg Svcs	25	Sr. Custodian	HIRED
Bldg Svcs	26	Sr. Custodian	HIRED
Bldg Svcs	27	Sr. Custodian	HIRED
Bldg Svcs	28	Sr. Custodian	HIRED
Bldg Svcs	29	Sr. Custodian	HIRED
Bldg Svcs	30	Sr. Custodian	HIRED
Bldg Svcs	31	Sr. Custodian	HIRED
Bldg Svcs	32	Sr. Custodian	HIRED
Bldg Svcs	33	Sr. Custodian	HIRED
Bldg Svcs	34	Sr. Custodian	HIRED
Bldg Svcs	35	Sr. Custodian	HIRED
Bldg Svcs	36	Sr. Custodian	HIRED
Bldg Svcs	37	Sr. Custodian	HIRED
Bldg Svcs	38	Sr. Custodian	HIRED
Bldg Svcs	39	Sr. Custodian	HIRED
Bldg Svcs	40	Sr. Custodian	HIRED
Bldg Svcs	41	Sr. Custodian	HIRED
Bldg Svcs	42	Sr. Custodian	HIRED
Bldg Svcs	43	Sr. Custodian	HIRED
Bldg Svcs	44	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	45	BUILDING MAINTENANCE WORKER* CONVERTED FROM SR. CUSTODIAN TO BMW POSITION PER DEPARTMENT REQUEST	HIRED
Bldg Svcs	46	Sr. Custodian	HIRED
Landscape Svcs	47	Landscape Technician	HIRED
Landscape Svcs	48	Landscape Technician	HIRED

Preliminary Phase 3 Hiring Plan

Unit	Priority	Position	Hiring Status
Landscape Svcs	49	Landscape Technician	HIRED
Bldg Svcs	50	Sr. Custodian Supervisor	HIRED
Bldg Svcs	51	Sr. Custodian Supervisor	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/2
Bldg Svcs	52	Sr. Custodian Supervisor	HIRED
Bldg Svcs	53	Sr. Custodian Supervisor	HIRED
Bldg Svcs	54	Sr. Custodian Supervisor	HIRED
Bldg Svcs	55	Sr. Custodian Supervisor	RECRUITMENT IN PROGRESS
Bldg Svcs	56	Sr. Custodian Supervisor	RECRUITMENT IN PROGRESS
Bldg Svcs	57	Lead Custodian* CONVERTED FROM SR. CUSTODIAN TO LEAD CUSTODIAN PER DEPARTMENT REQUEST	RECRUITMENT IN PROGRESS
Bldg Svcs	58	Lead Custodian* CONVERTED FROM SR. CUSTODIAN TO LEAD CUSTODIAN PER DEPARTMENT REQUEST	HIRED
Bldg Svcs	59	Lead Custodian* CONVERTED FROM SR. CUSTODIAN TO LEAD CUSTODIAN PER DEPARTMENT REQUEST	HIRED
Bldg Svcs	60	Sr. Custodian	HIRED
Bldg Svcs	61	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	62	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	63	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	64	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	65	Sr. Custodian	CANDIDATE IDENTIFIED
Bldg Svcs	66	Sr. Custodian	HIRED
Bldg Svcs	67	Sr. Custodian	HIRED
Bldg Svcs	68	Sr. Custodian	HIRED
Utilities	69	Meter Reader (Admin III)	FINALIZING JD, RECRUITMENT PENDING
Bldg Ops	70	Admin Analyst	HIRED
Bldg Ops	71	Plumbing Superintendent (converted from Sr. IPE per dept.)	CANDIDATE IDENTIFIED
Bldg Ops	72	Sheet Metal Worker	HIRED
Bldg Ops	73	Maintenance Mechanic	CANDIDATE IDENTIFIED

Preliminary Phase 3 Hiring Plan

Unit	Priority	Position	Hiring Status
Bldg Ops	74	Insulator *CONVERTED FROM MAINTENANCE MECHANIC TO INSULATOR PER DEPARTMENT REQUEST	JD IN REVIEW
Work Mgmt	75	Customer Service Representative	HIRED
Work Mgmt	76	Customer Service Representative	HIRED
Landscape Svcs	77	Forestry Superintendent	RECRUITMENT IN PROGRESS
Landscape Svcs	78	Supervisor - Waste Manager	HIRED
Landscape Svcs	79	Supervisor - Irrigation Manager	RECRUITMENT PENDING
Landscape Svcs	80	Laborer Tree Crew	HIRED
Landscape Svcs	81	Laborer Tree Crew	RECRUITMENT IN PROGRESS
Landscape Svcs	82	Landscape Tech	HIRED
Landscape Svcs	83	Landscape Tech	HIRED
Landscape Svcs	84	Landscape Tech	HIRED
Bldg Ops	85	Admin III	RECRUITMENT IN PROGRESS
Bldg Ops	86	AC/R Tech	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/12
Bldg Ops	87	AC/R Tech	RECRUITMENT IN PROGRESS
Bldg Ops	88	HVAC Tech	OFFER ACCEPTED; START DATE IDENTIFIED FOR 6/5
Bldg Ops	89	Electrician (relamp)	HIRED
Bldg Ops	90	CONVERTED FROM GENERAL ELECTRICIAN TO FIRE ALARMS TECHNICIAN PER DEPARTMENT REQUEST	HIRED
Landscape Svcs	91	Irrigation Specialist	JD IN REVIEW
Landscape Svcs	92	Irrigation Specialist	JD IN REVIEW
Landscape Svcs	93	Lead Landscape Technician	HIRED
Landscape Svcs	94	Recycling Laborer	RECRUITMENT PENDING

QUESTIONS & FEEDBACK

UC San Diego



Planning & Production Facilities Management

Supporting Educational and Research Environments



Tuesday, 5.30.17

Contact Customer Relations:

Customer Portal: <http://aps-workrequest.ucsd.edu/>

858.534.2930

(Monday – Friday 7am – 4:30pm)

Emergency? Please call.

Customer Portal

FACILITIES MANAGEMENT

ENGSTROM, ASHLEY C

Please note any questions or concerns regarding potential discrepancies and forward to FM's Customer Relations Division via email wsc@ucsd.edu or phone, 858-534-2930

Status

Billing Information

Communi

Work Request

Key/Card Checkout

Message

Search (To cancel filtering, leave the search field blank)

Submitted / Work In Progress Work Order(s)

Download

Click the Download button to export a list of your Submitted/Work In Progress work orders in Excel format

Work Order	Description	Location	Date Submitted	Status Date	Status	Shop	Assigned To	Communications
1000743678	AP&M 6301: replace damaged ceiling tiles	Applied Physics and Mathematics-Floor 6-Room 6301	04/17/2017	04/17/2017	Work Approved	TS-ROOF	PEREZ CONTRERAS, GERARDO	0

Completed / Closed Work Order(s)

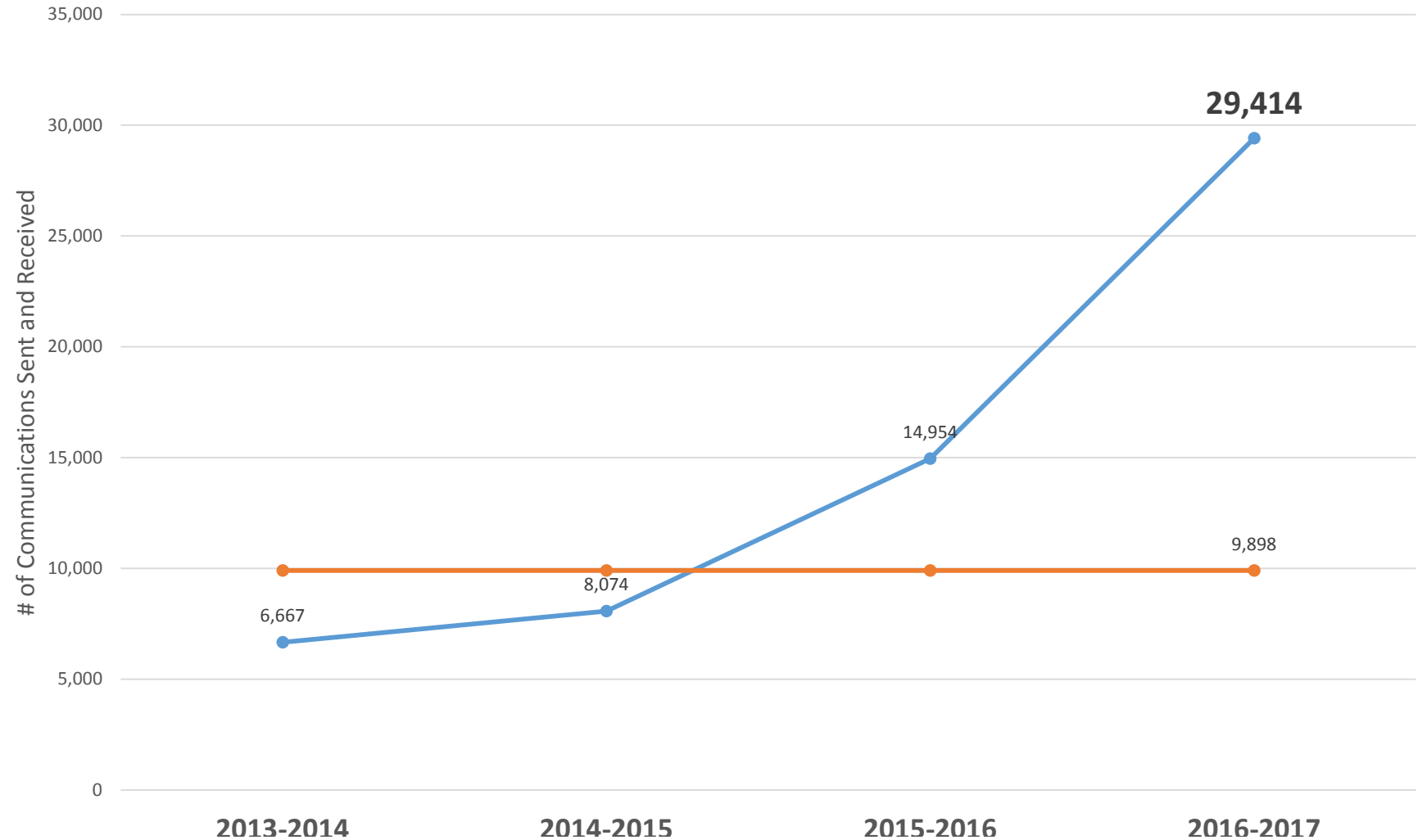
Download

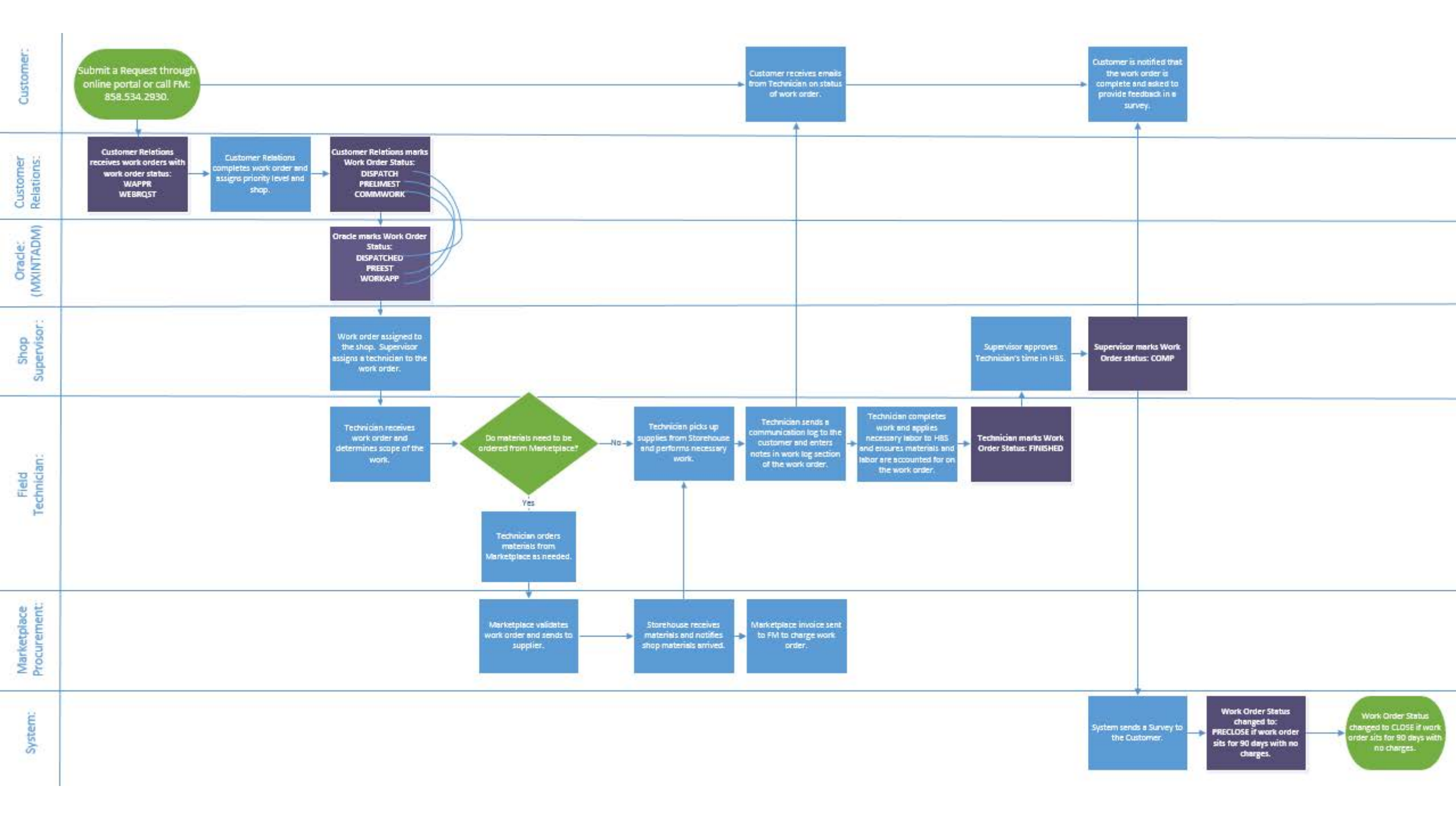
Click the Download button to export a list of your Completed/Closed work orders in Excel format

Work Order	Description	LOCATION	Date Submitted	Status Date	Status	Shop	Assigned To	Communications
1000612901	Revelle Keeling Building 1: purple pipe is sliced (see photos)	Charles David Keeling Apartments 1	07/08/2016	07/08/2016	Canceled - Duplicate Work Order	LS-HOUS	Unassigned	0
W9969286	CSC Fleet Svcs Bldg: Add signage to the vehicle 156031074	Campus Services Complex Fleet Services Building	09/22/2015	01/11/2016	Closed	TS-SIGN	YU, PAUL INHO	0
W9966625	CSC Fleet Svcs: HDH POP Signage on Vehicle 0393	Campus Services Complex Fleet Services Building	07/29/2015	01/11/2016	Closed	TS-SIGN	YU, PAUL INHO	0
W9966282	CSC Fleet: Signage on HDH Vehicle 156030771	Campus Services Complex Fleet Services Building	07/22/2015	02/29/2016	Closed	TS-SIGN	YU, PAUL INHO	0
W9965001	CSC-Fleet: Signage for 3 New Vehicles	Campus Services Complex Fleet Services Building	06/23/2015	01/11/2016	Closed	TS-SIGN	YU, PAUL INHO	0

communication

- Average number of communications sent in the last 4 years is 9,898.
- 2016 – 2017 we have currently sent 29,414 communications.





Customer

Submit a request
through online portal
or call FM:
858.534.2930

Receive emails from
field technician on
status of work order.

Notified that the
work order is
complete and asked
to provide feedback
in a survey.

Customer Relations

Receives work orders with Maximo status:

WAPPR

WEBRQST

Complete work order and assigns priority level and maintenance shop.

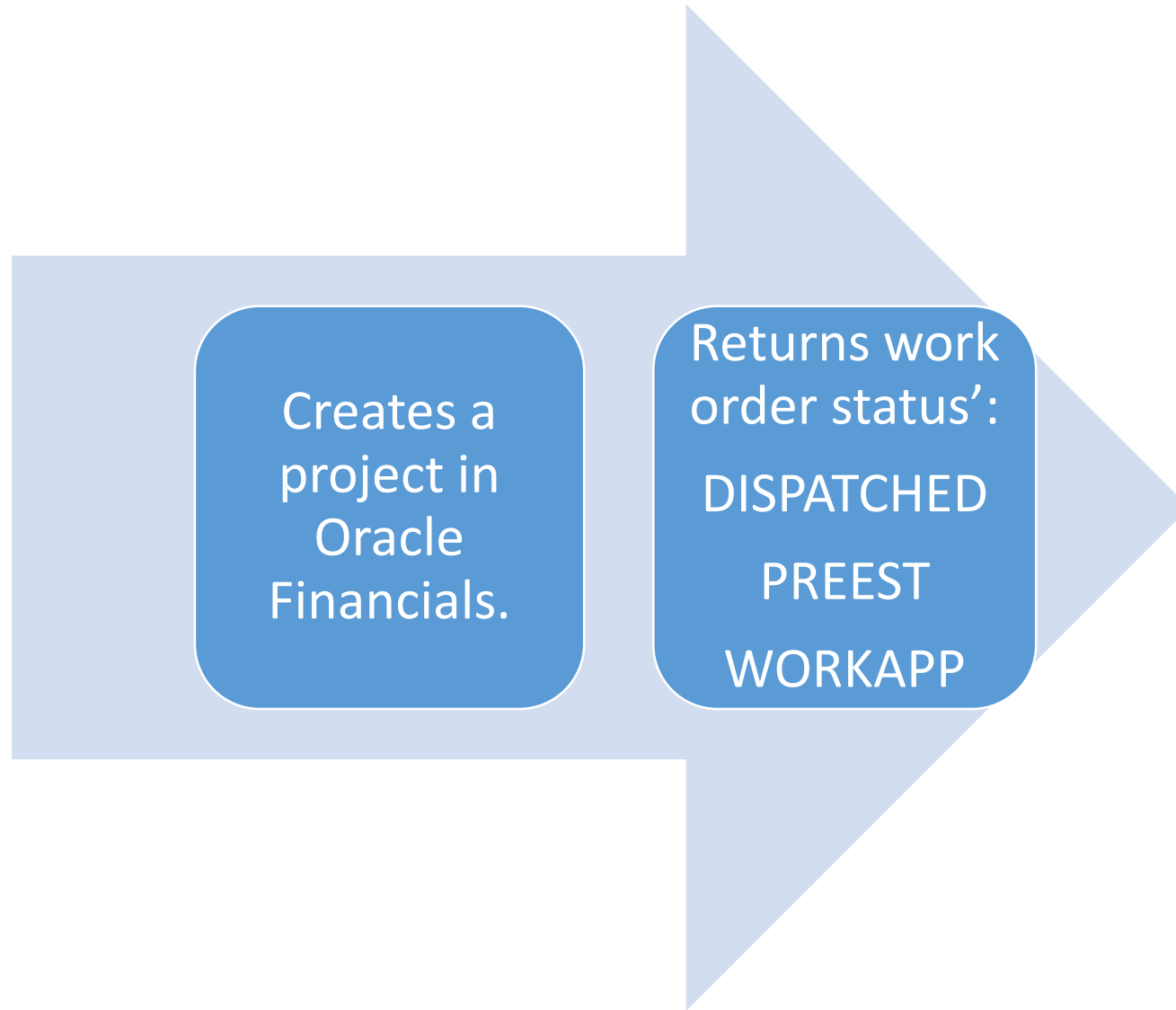
Marks work order status:

DISPATCH

PRELIMEST

COMMWORK

Oracle



Supervisors

Work orders assigned to the shop. Supervisors assigns a technician to the work order.

Supervisor approves technician's time in HBS.

Supervisor marks work order status COMP.

Field Technicians

Technician receives work order and determines scope of work.

If materials not available in Storehouse, orders materials through Marketplace as necessary.

Send communication to the Customers.

Technician completes work and applies necessary labor to HBS.

Work order status changed to FINISHED.

Marketplace/Procurement

Marketplace validates work order and sends to supplier.

Storehouse receives materials and notifies shop materials arrived.

Marketplace invoice sent to FM to charge work order.

System

System sends survey to customer.

Work Order Status changed to PRECLOSE if work order sits for 90 days with no charges.

Work Order status changed to CLOSE if work order sits for 90 days with no charges.