

January Brown Bag Lunch Presentations

Presentation 1: Building Services Updates

Presentation 2: Elevator Modernization Projects

FM Building Services Updates

FM Brown Bag

1/30/18

But first a video!



FM Building Services Updates

- Staffing Update
Porter Team
- Campus closure projects
- Intellibot automated floor cleaners
- Process Improvements
- Team Cleaning
- Trash Bin Buddies
- Quality Assurance update

What we do

- We provide proactive, customer-driven service to the University community in support of the overall FM and University missions. Services provided include carpet cleaning, floor care, event set-ups, clean ups and special projects, among others.
- Building Services is a vital part of UC San Diego's community. We are responsible for ensuring that the facilities used by all members of the University community are safe, clean and secure. The professionalism and dedication of the custodial staff (as well as the support of the UCSD community) help achieve this goal.
- Responsibility includes maintaining over 10.5 MGSF comprised of 400+ buildings, 900+ restrooms, 180+ conference rooms, 34 lecture halls and over 8,600 laboratories.

Our Mission & Vision

- MISSION STATEMENT

- The mission of Building Services is to provide a clean and safe environment for students, faculty, staff and visitors at the highest standard possible with the resources allotted.

- VISION

- It is our vision to be a model of excellence and provide the highest level of customer service and satisfaction within the UC system with a focus on people, innovation, and continuous process improvement.

Our Goals

The major goals of our unit are:

- Providing a safe, clean and secure work environment for all
- Maintaining University property
- Constantly discovering new ways of satisfying the customer
- Promoting a healthier environment through sustainability
- Developing top performers through value-added training and development
- Creating and maintaining an inclusive work environment
- Pursuing excellence with unmatched passion and determination

Staffing Update

Staffing Update

January 1, 2016

- 141 Sr. Custodians
- 1 Building Maintenance Worker
- 11 Lead Custodians
- 6 Custodial Supervisors
- 1 Superintendent
- 1 Asst. Director

January 1, 2018

- 172 Sr. Custodians
- 5 Building Maintenance Workers
- 15 Lead Custodians
- 13 Custodial Supervisors
- 2 Superintendents
- 1 Asst Director
- 1 Quality Assurance Inspector

48 Additional staff added, included much needed Supervisory oversight and light maintenance workers. Overall, 23% growth in staff in last 2 years.



Building Services

Facilities Management
Supporting Educational and Research Environments

#R = Number of Replacement
(#) = Priority
P# = Phase number
NB = New Building

***Utilities Sr. Custodian P1(30)



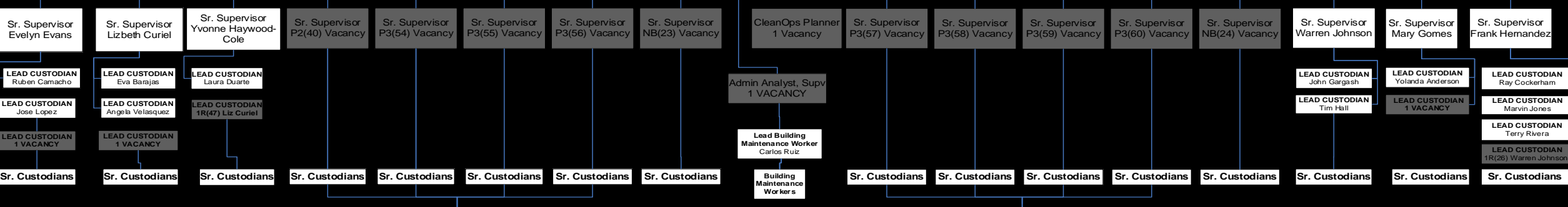
Jayson Kayne
Asst. Director
Building Services

VACANCY
Assistant

Asst 2
Christine Lam

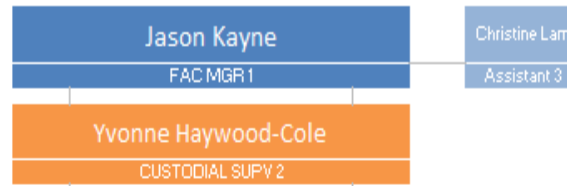
Superintendent
1R(30) Joe Lopez

Superintendent
Scott Day



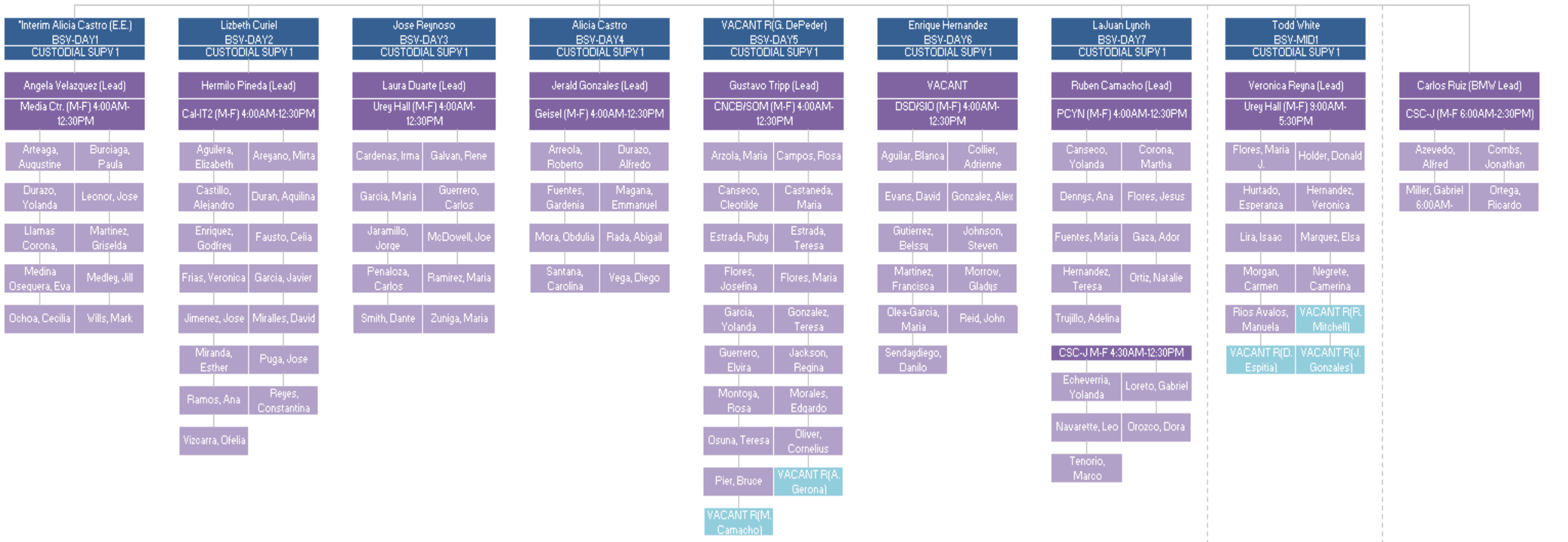
FM Building Services Day Shift Organizational Chart

Day Shift Number of Employees:						
Supervisors	Lead Custodians	Sr. Custodians	Lead BMW	BMW's	Superintendent	Asst 3
6	7	94	1	4	1	1



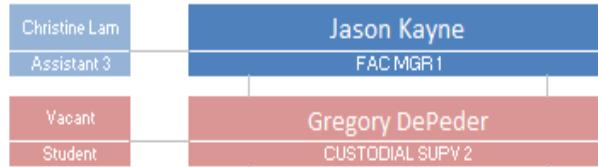
Vacancies:				
Supervisors	Lead Custodians	Sr. Custodians	Lead BMW	BMW's
2	1	5	0	0

Total Employees Bldg Services:		
Day shift	Night shift	Total
114	94	208



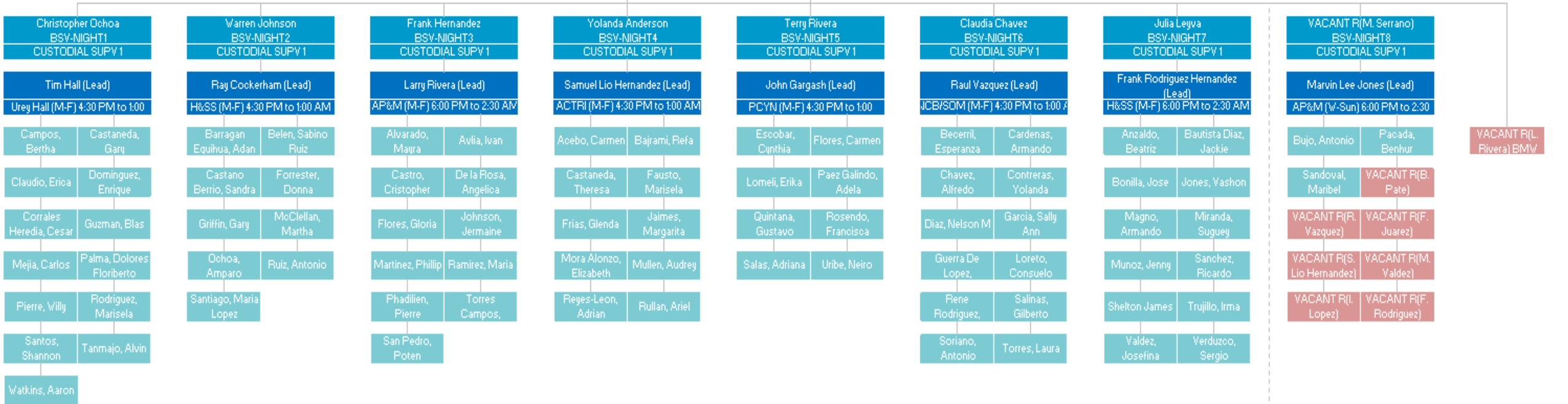
FM Building Services Night Shift Organizational Chart

Night Shift Number of Employees:					
Supervisors	Lead Custodians	Sr. Custodians	Superintendent	BMW	Student Asst
7	8	78	1	0	0



Vacancies:					
Superintendent	Supervisors	Lead Custodians	Sr. Custodians	BMW's	Student
0	1	0	7	1	1

Total Employees Bldg Services:		
Day shift	Night shift	Total
114	94	208



Total Number of Employees DAY+NIGHT:

Assistant Director	Superintendents	Supervisors	Lead Custodians	Sr. Custodians	Lead BMW	BMWs
1	2	13	15	172	1	4

Total Number of VACANCIES DAY+NIGHT:

Assistant Director	Superintendents	Supervisors	Lead Custodians	Sr. Custodians	Lead BMW	BMWs
0	0	3	1	12	0	1

Future State

- Goal to meet APPA level 3 – 1 Sr. Custodian per 30,000 maintainable GSF – *resources permitting*
- Use ever- evolving technology, equipment, innovation, & operational efficiencies to better service the University & increase frequencies.

Porter Team

Porter Team Update

- Purpose: To provide needed cleaning and dis-infecting of high-use public restrooms campus-wide.
- Full-time crew of 12 Sr. Custodians, a Lead and a Supervisor (Todd White – cell# 858-732-2831)
- Restrooms to receive 3 to 5 additional cleanings per weekday between the hours of 9:00am – 5:30 pm.
- **Scope:**
 - Disinfect toilets/urinal/sinks
 - Sweep & mop floors
 - Empty trash and sanitary napkin dispensers
 - Clean mirrors
 - Restock supplies
 - Wipe down all surfaces

Locations Serviced

- ACTRI - 1st and 2nd flrs & 4W Unisex (9 restrooms)
- AP&M - B, 1st, 2nd floor. (6 restrooms)
- Bio Med Library - 1st, 2nd floor (4 restrooms)
- Center Hall - 1st, 2nd, & 3rd flrs (6 restrooms)
- Cog Science – B & 1st floor (4 restrooms)
- EBU3B – B & 1st floor (4 restrooms)
- Galbraith Hall - 2nd floor (2 restrooms)
- Geisel - 1st & 2nd floor east/west (16 restrooms) - 2nd east 7/24 area from 9:00am to 12:30, after 12:30 2nd west and 1st floor east/west.
- H&SS - 1st & 2nd floor (4 restrooms)
- Pac Hall - 1st floor (2 Restrooms)
- Pepper Canyon Hall - 1st Floor (2 restrooms)
- Peterson Hall - 1st floor (2 restrooms)
- Solis Hall - 1st floor (2 restrooms)
- Student Service Center - 1st & 2nd floor restrooms (6 restrooms)
- Warren Lecture Halls - 1st & 2nd floor (4 restrooms)
- York Hall - 2nd floor (4 restrooms)

Center Hall



Center Hall



Campus Closure Projects

Campus Closure Projects

Deep Cleaning & Floor Care

- ACTRI
- AP&M
- Biology Building
- BRF II
- Building 301
- CALIT2
- Campus Services Complex
- Center Hall
- Cognitive Sciences Building
- CNCB
- EBU2
- EBU3A
- Galbraith
- Geisel
- Hubbs Hall
- Keck
- Laurel Buildings
- Leichtag
- Main Gym
- Mandeville
- Mandler
- McGill
- Pepper Canyon Hall
- Peterson Hall
- SME
- Solis Hall
- Telemedicine
- York Hall

Pics of Campus Closure Projects

Before



After



Pics of Campus Closure Projects

Before



After



Pics of Campus Closure Projects

Before



After



Pics of Campus Closure Projects

Before



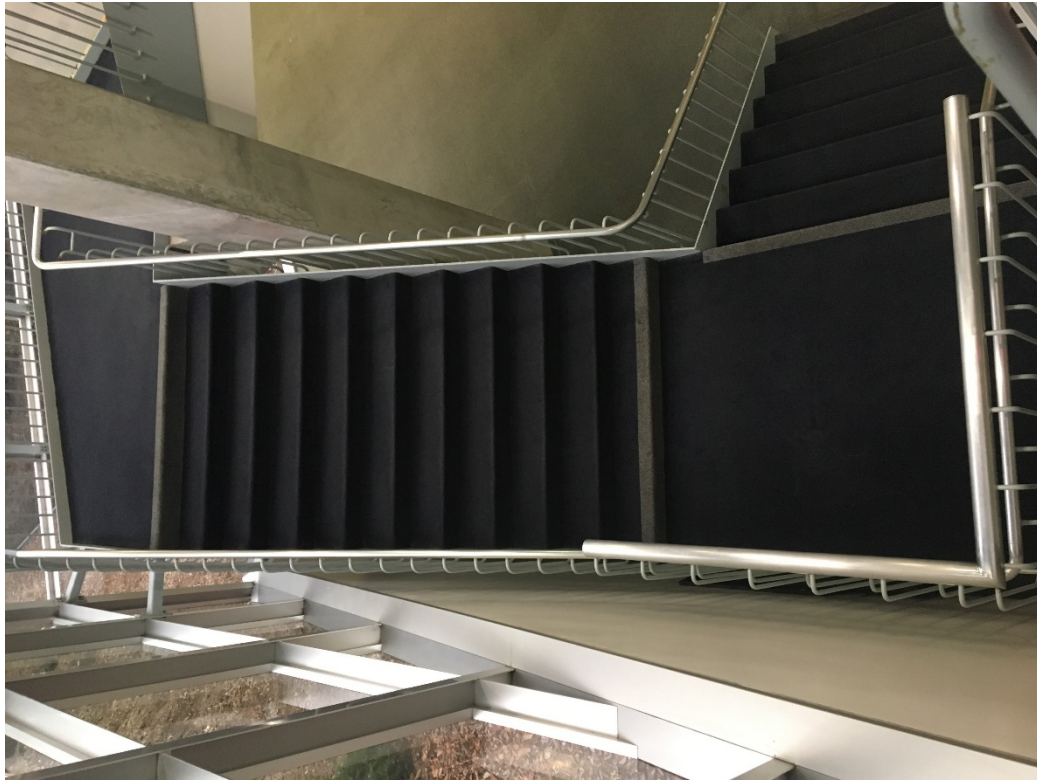
After



Pics of Campus Closure Projects



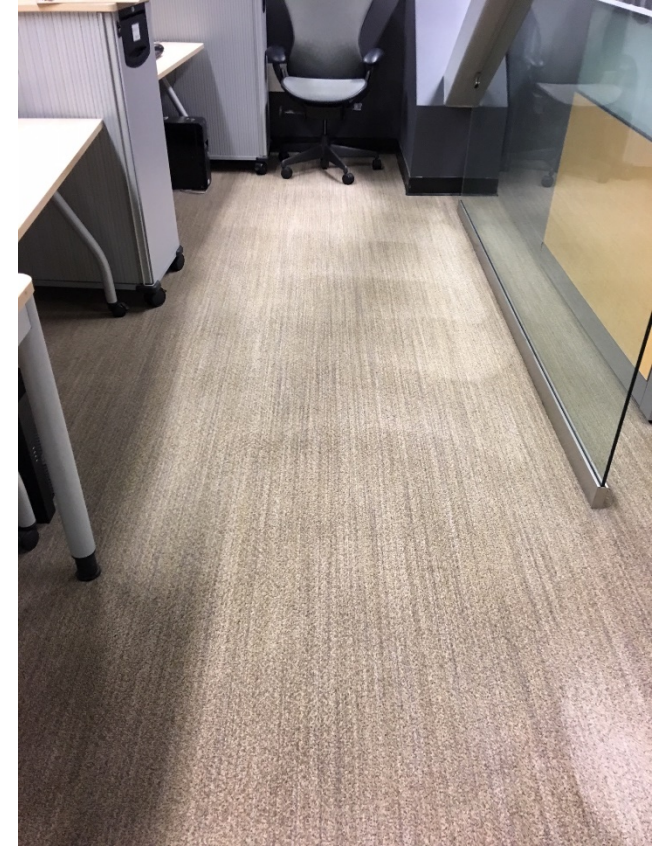
Pics of Campus Closure Projects



Pics of Campus Closure Projects



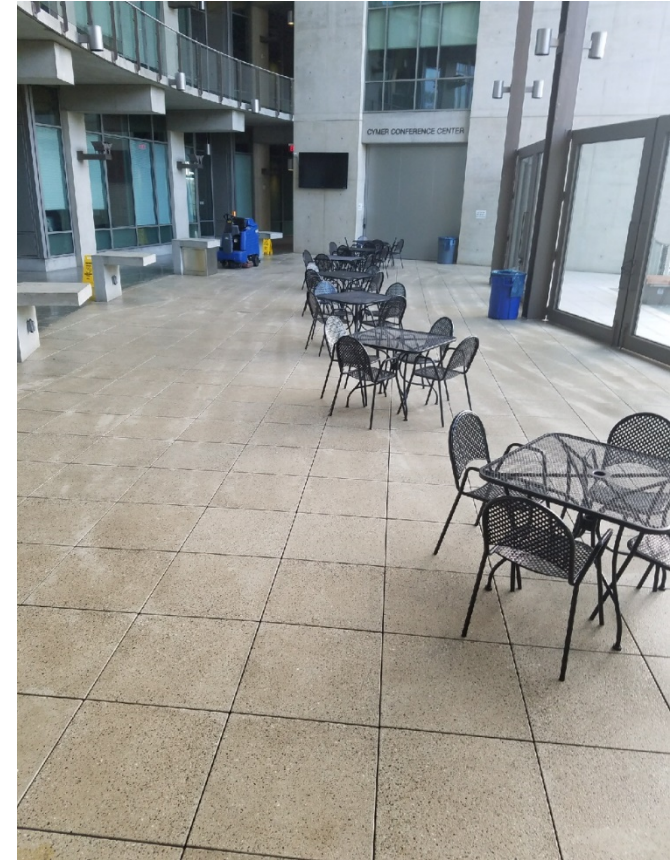
Pics of Campus Closure Projects



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Pics of Campus Closure Projects



Pics of Campus Closure Projects



Intellibot Automated Scrubbers

Intellibot Automated Scrubbers

Two new Diversey Swingobot 2000 automated floor scrubbers

Locations: NSB & ACTRI



Process Improvements

Process Improvements

- Re-assignments to more evenly distribute workloads
- Create “floater” teams
- Create smaller & more manageable Supervisory zones
- Floor Care Team
- Team Cleaning pilot at Pac Hall
- Trash Bin Buddy pilot at SIO Administration and Campus Services Complex “D” buildings

Team Cleaning

Team Cleaning Video



Team Cleaning

What it is: Different approach to cleaning large buildings (versus typical zone cleaning), aimed at increasing productivity & frequencies of services (such as trash removal, vacuuming, and detail cleaning).

Pros:

- **Productivity & Cost Efficiency:** May allow for increased productivity at a lower cost. Productivity is higher because each of the cleaning professionals specializes in one function. They are trained to work through the facility in the area they have mastered, whether it is vacuuming or trash collecting.
- **Self-monitoring:** Team cleaning allows for the team to self-monitor each other and the cleaning process. After each individual is done with their task, the other members on the team will look over the area to ensure it is properly cleaned. This occurs with each area to help ensure nothing has been missed, and the highest quality service is provided each time.
- **Less Competition:** With team cleaning, the emphasis is on the team rather than the individual. The team is responsible for holding their own standards, which will be applied equally across the facility.
- **Absenteeism:** Absenteeism is prevalent among cleaning professionals. In a team cleaning situation, it is easier to find someone to fill in. Since each custodian specialises in a specific task, when a substitute is needed, they are easily replaced. You do not have to question whether the replacement custodian will be able to perform all the cleaning functions.
- **Supervision:** It is easier to oversee team cleaning operations than it is zone cleaning. With team cleaning, supervisors are aware of where each worker should be at any given time of the shift. Zone cleaning is more isolated, so it is harder to know where they are supposed to be at what time.
- **Customer Service:** If something goes wrong, or a customer is not happy with the service, the team can work together to make beneficial decisions. With zone cleaning, the individual is responsible for making many decisions on a day to day basis as to what is the right and wrong thing to do.

Team Cleaning

What it is: Different approach to cleaning large buildings (versus typical zone cleaning), aimed at increasing productivity & frequencies of services (such as trash removal, vacuuming, and detail cleaning).

Cons:

• **Boredom:**

- While team cleaning is more efficient, it can also lead to boredom among custodians. Doing one task all day, every day can become mundane. They excel at one function, but may feel they are not being used to their full potential. Zone cleaning allows cleaning professionals to move among tasks, changing things up and dominating in a specific area of the facility.

• **Resistance to Change:**

- With zone cleaning being the traditional method, not all cleaning professionals are open to switching to team cleaning. They prefer to keep their ownership over a specified area rather than become specialized in one task only. The changes may be resisted by staff, which calls for efficient planning and preparation before implementing change.

Team Cleaning at FM

- What we are going to try:
- Beta Test at Pac Hall – Team of 3 Sr. Custodians
- Supervisor: Chris Ochoa
- 6-12 month trial and then we will re-evaluate.

Trash Bin Buddy Pilot

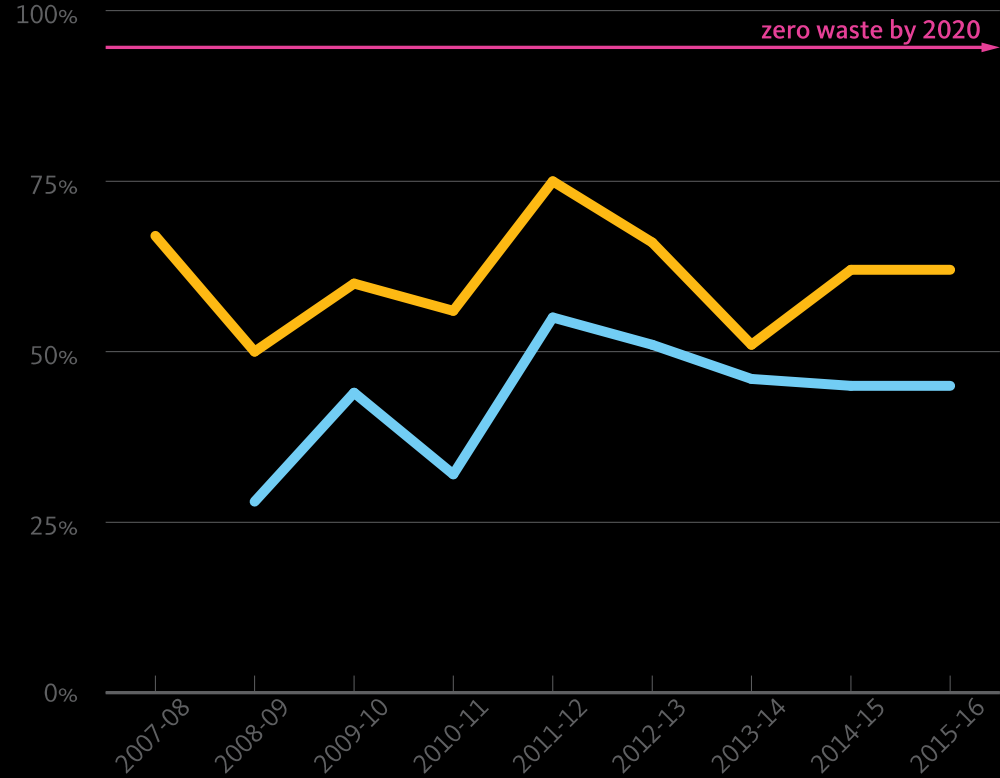
Trash Bin Buddy Pilot

- What it is: A trash buddy is a miniature trash can that can be attached on the outside or inside of the blue paper recycling bin in your individual office or cubicle.
- Purpose: Help UC San Diego reach our goal of “zero waste” by 2020 (at least 90% diversion rate)



We need to improve!

UC SAN DIEGO SOLID WASTE DIVERTED FROM LANDFILL

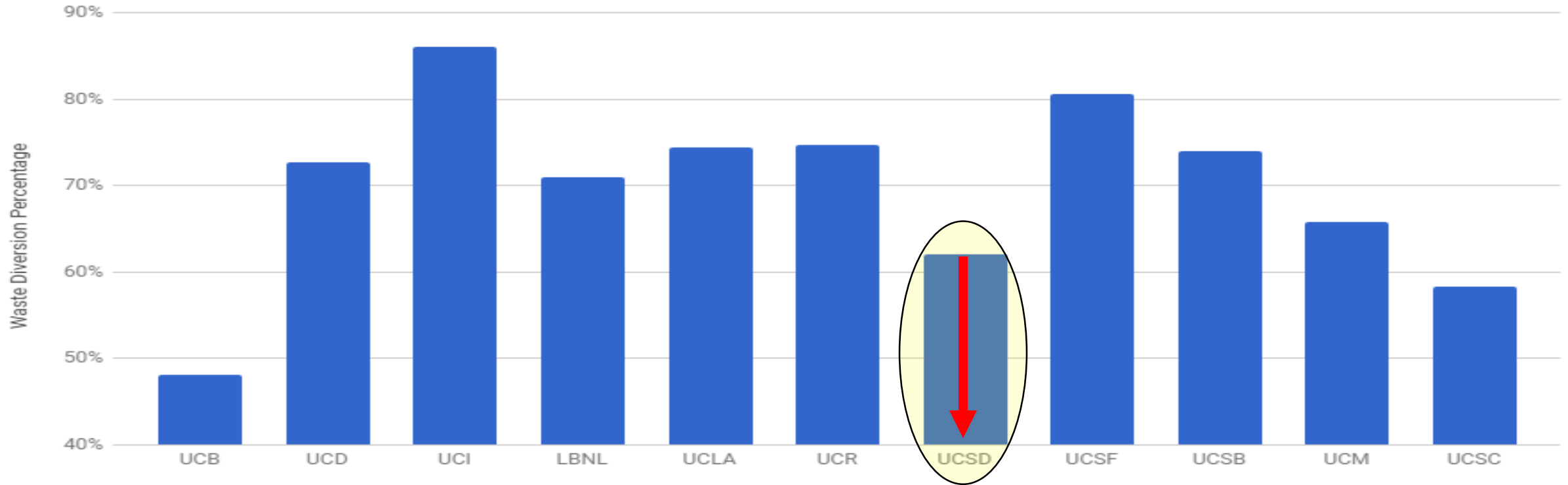


- With construction and demolition
- Without construction and demolition

Goal:
Zero Waste by 2020.

Progress:
In FY 2015-16, UC San Diego diverted 62% of its waste from the landfill, the same as in FY 2014-15. When waste from construction and demolition (C&D) is not included, the amount of waste diverted from the landfill was 45% in FY 2015-16.

How UC San Diego Compares



FY17: 37-44%

Trash Bin Buddy pilot

- Does it work?: Yes. Programs similar or identical to our Trash Buddy program have been implemented by many organizations, academic and otherwise, with positive outcomes in waste reduction, recycling rates and waste management costs. Examples:
 - Dartmouth College - increased its recycling rate by 33% and reduced the amount of waste sent to landfills by 200 tons within one year.
 - Sonoma State University - increased its recycling rate by 55% within one year.
 - University of North Carolina - increased its recycling rate by 20% and saved \$13,000 annually on trash bag liners.
 - University of Maryland - After a pilot program increased recycling rates by 22%, MU implemented a mini-bin program in all academic and administrative buildings.
 - Boston University – using the Trash Bin Buddy system as its main initiative to reach their sustainability goals

Trash Bin Buddy pilot

- **How can something so small possibly hold all of the trash I produce every day?**
- The great majority of office waste is actually recyclable, so when it is disposed of properly you will find that the trash buddy will typically suffice for your non-recyclable waste items. Depending on the nature of your office's work and your personal waste habits, you might not need to empty your trash buddy more than once or twice a week. You can also take your food waste to nearby kitchennettes, break or conference rooms where trash is emptied every day.
- **If most office waste is recyclable, what *do* I put in the trash buddy?**
- The most common items are: napkins, tissues, paper towels, food waste, non-rigid plastic (e.g., plastic bags, plastic wraps), Styrofoam, and foil wrappers (e.g., candy and granola bar wrappers, chip and cookie bags). Please put any messy food waste directly into a central trash bin.
- What is recyclable?



Recyclable



sustainability.ucsd.edu

Not Recyclable





Recyclable

Clean Aluminum:
Cans
Foil
Trays



Plastic Dining Ware:
Cups
Plates & Bowls
Utensils



Empty K-Cups



Empty
Glass
Bottles



Catalogs
Magazines



Post-its
Easel Pads



Empty Plastic
Take Out Containers



Empty Plastic Beverage
Cups
Straws
Tops



Paper Beverage:
Cups
Plastic Lids
Sleeves



Envelopes:
Interoffice
Mail
Manila

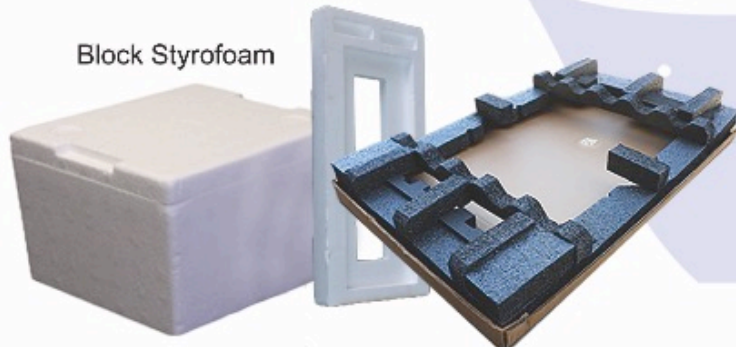


Printer Paper



Manila Folders

Block Styrofoam



Empty Plastic Bottles

Empty Cardboard Boxes



**When in doubt,
RECYCLE!**



Trash Bin Buddy pilot

- Teaming with UC San Diego's Campus Sustainability department & FM Landscape Services for initial roll –out.
 - Feb. 14th initial meeting with planned roll-out of test locations (SIO & CSC D) & communication plan thereafter
- **How will we know the program is working?**
 - Before and After 6 month weights of trash & recycling
 - Using this information we will be able to track recycling rates and total waste trends over the 6 month trial period.

Quality Assurance Update

Quality Assurance Updates

Actualizaciones de seguro de calidad

- 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
 - 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

Horario de Servicios de Limpieza

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

Horario de Servicios de Limpieza

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

Horario de Servicios de Limpieza

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

P

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

Blink Schedule of Cleaning Services

Horario de Servicios de Limpieza

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

Irregular Cleaning

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

Blink Schedule of Cleaning Services

Horario de Servicios de Limpieza

Miscellaneous:

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

Blink Schedule of Cleaning Services

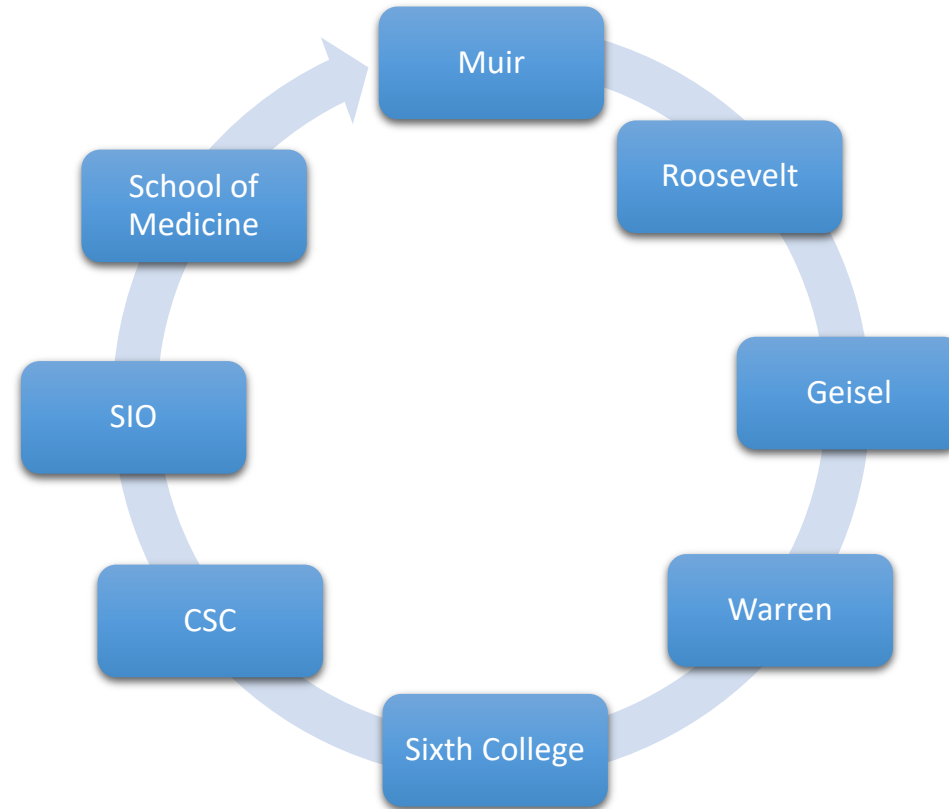
Horario de Servicios de Limpieza

- 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

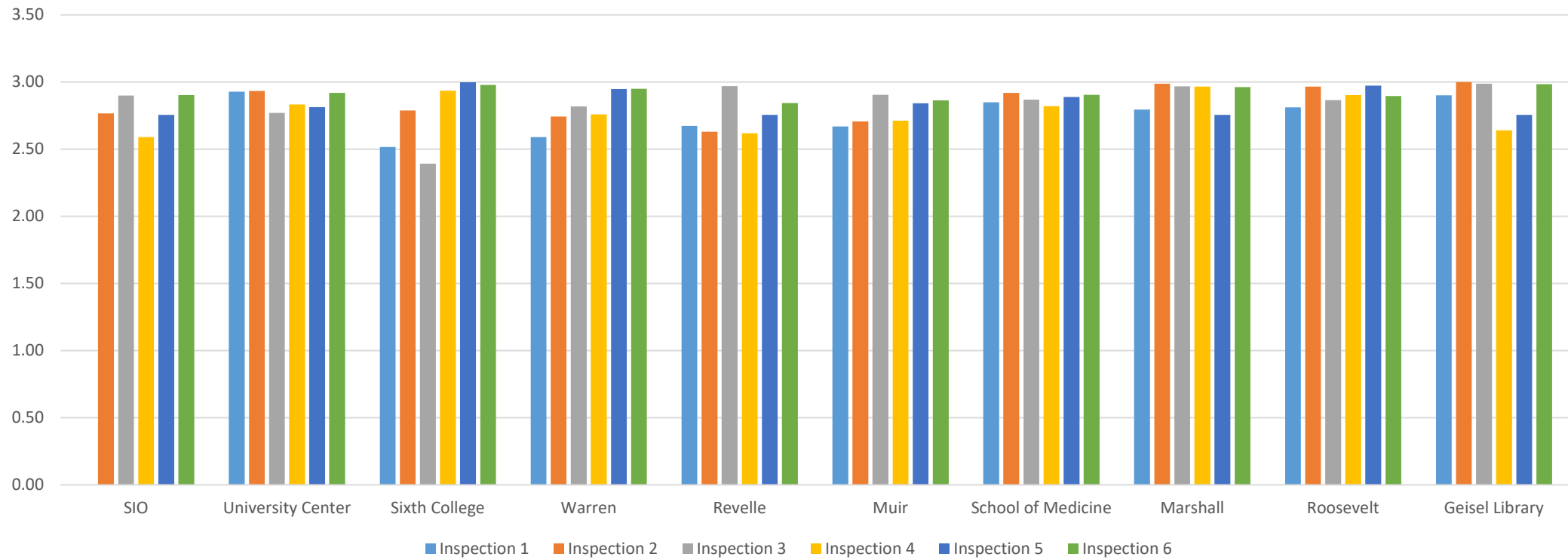
Path of Inspections

Ruta de Inspecciones

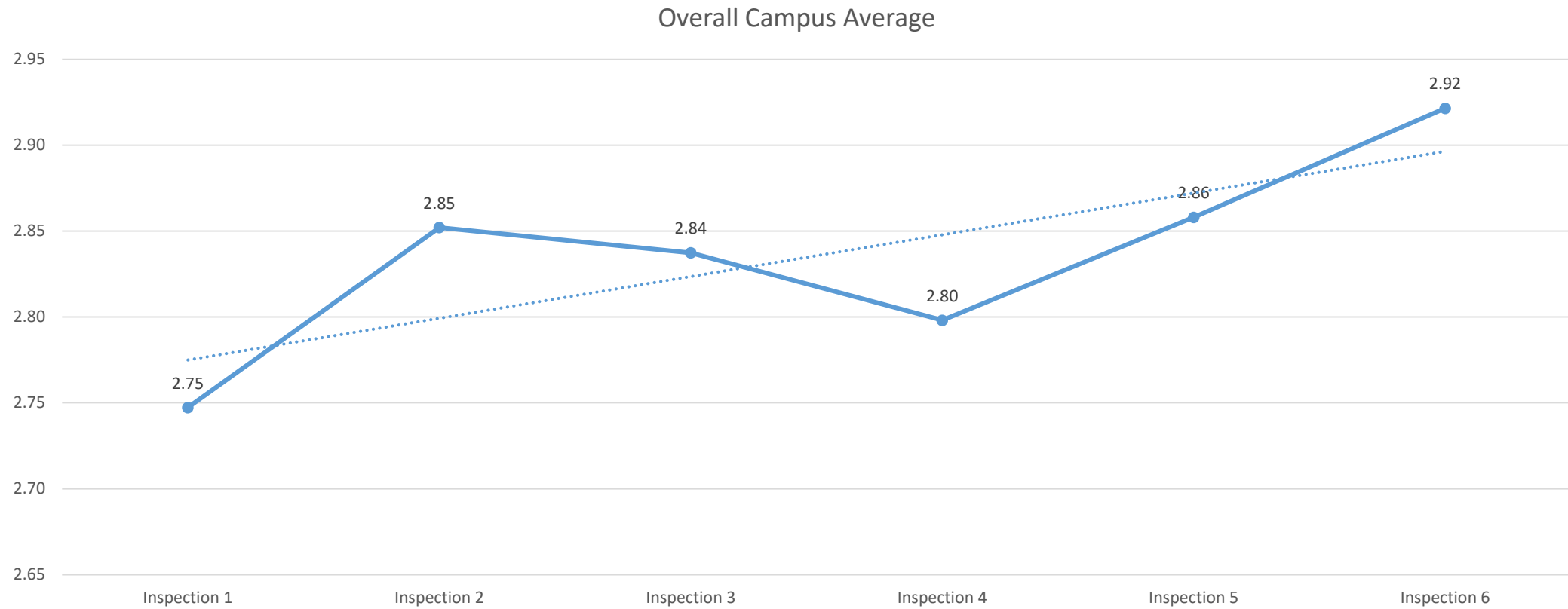


QA Inspections per Campus

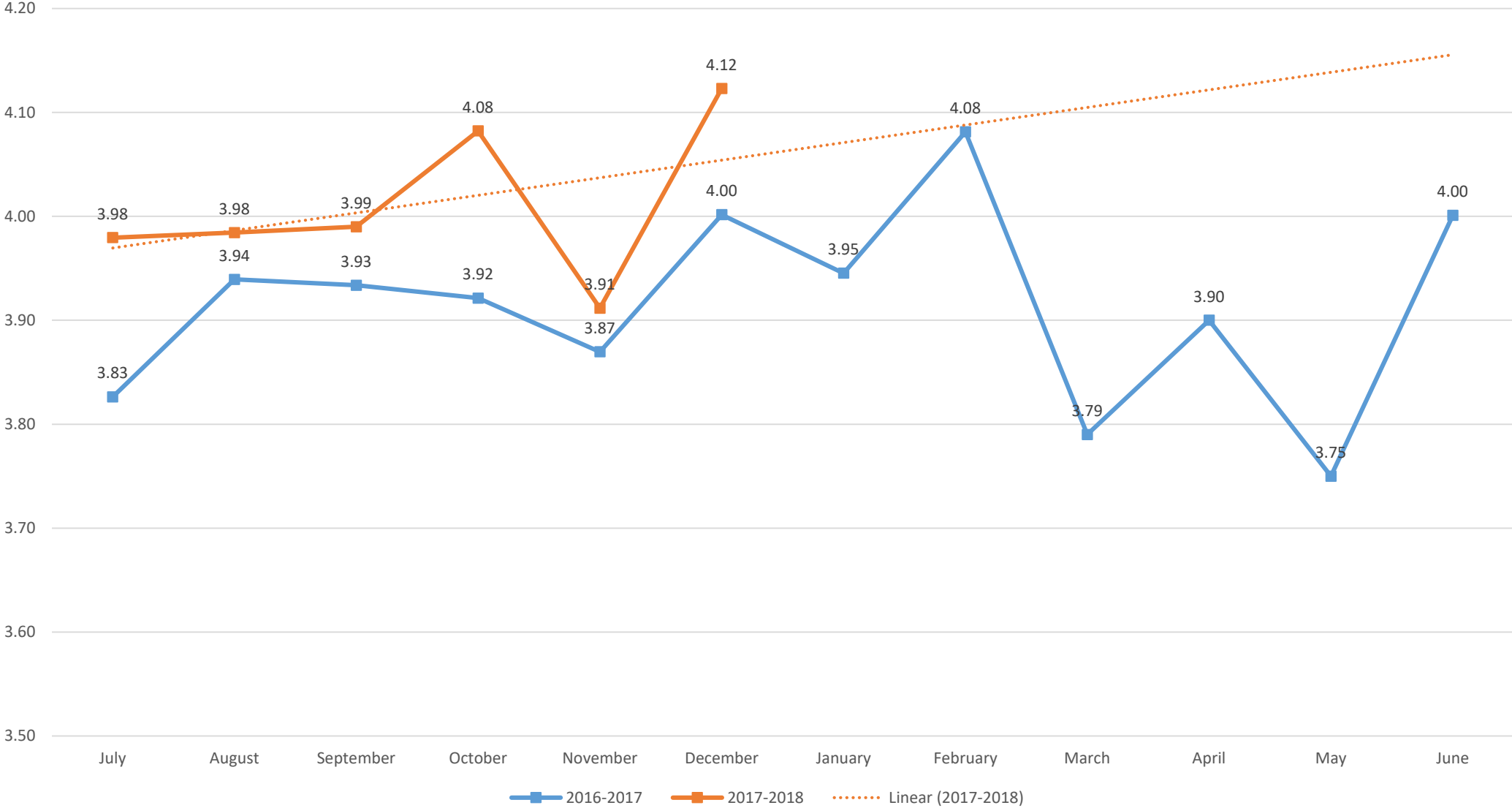
Trends across Campuses



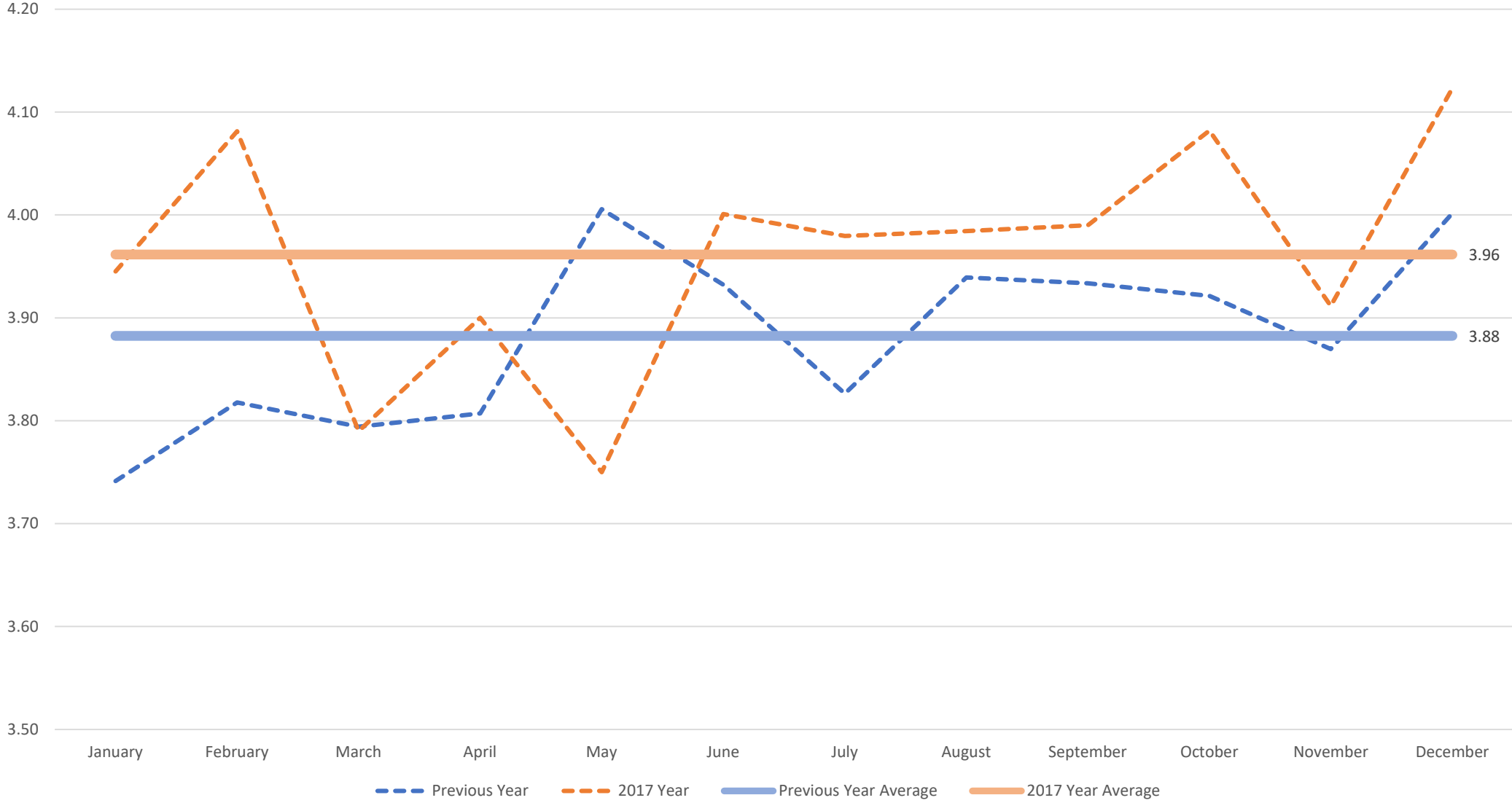
QA Inspections Campus Average



2016-17 vs 2017-18 Building Services Survey Results (from Work Services monthly customer surveys)



Rolling Comparative Data (Current 2017 vs Previous Year)



Examples of Customer Feedback

- “Thank you for stopping by to check in on the custodial service on the first floor in Pacific Hall. Since the restroom service was increased to twice a day, I don’t recall any instance of running out of hand soap, paper towels or toilet tissue. The bathrooms are noticeably cleaner and the custodial staff is definitely keeping up with the higher volume of use on the first floor. Please extend our thanks and appreciation to the custodial staff!
- “I’m writing to commend the exceptional custodial services we get here. The staff is efficient, polite, respectful, and considerate of our space. I sincerely appreciate their efforts.

More Customer Feedback

- “I’m writing to comment on the custodial services in my building. I have worked here for approximately 10 years and I continue to be very happier with the services. The floors are cleaned, trash is emptied and bathrooms are cleaned. I have no complaints.”
- “Your teams are doing a very good job in my areas. The common area trash is always taken out at night, which offers us a convenient option for food disposal and keeps the ants/flies out. The offices are vacuumed on a frequent enough basis for my needs – and the crews are great about not disturbing what’s on tables, etc. Thank you for your efforts and have a great weekend 😊”

Questions? Thank you!

UC San Diego

FACILITIES MANAGEMENT

Elevator Updates

30JAN18

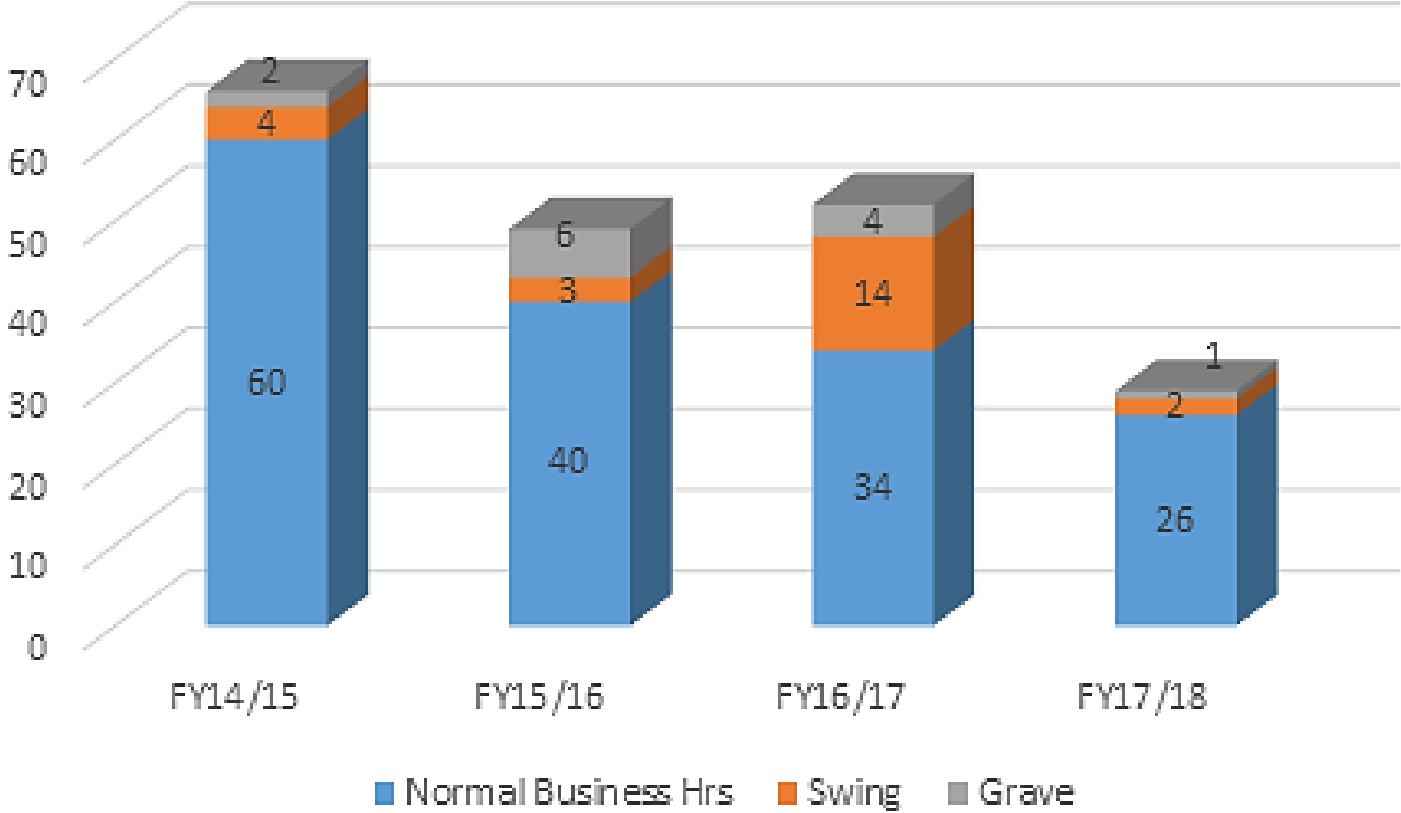
Agenda

- Elevator Overview
- Entrapment Metrics
- Elevator Modernization Projects
- Elevator Awareness

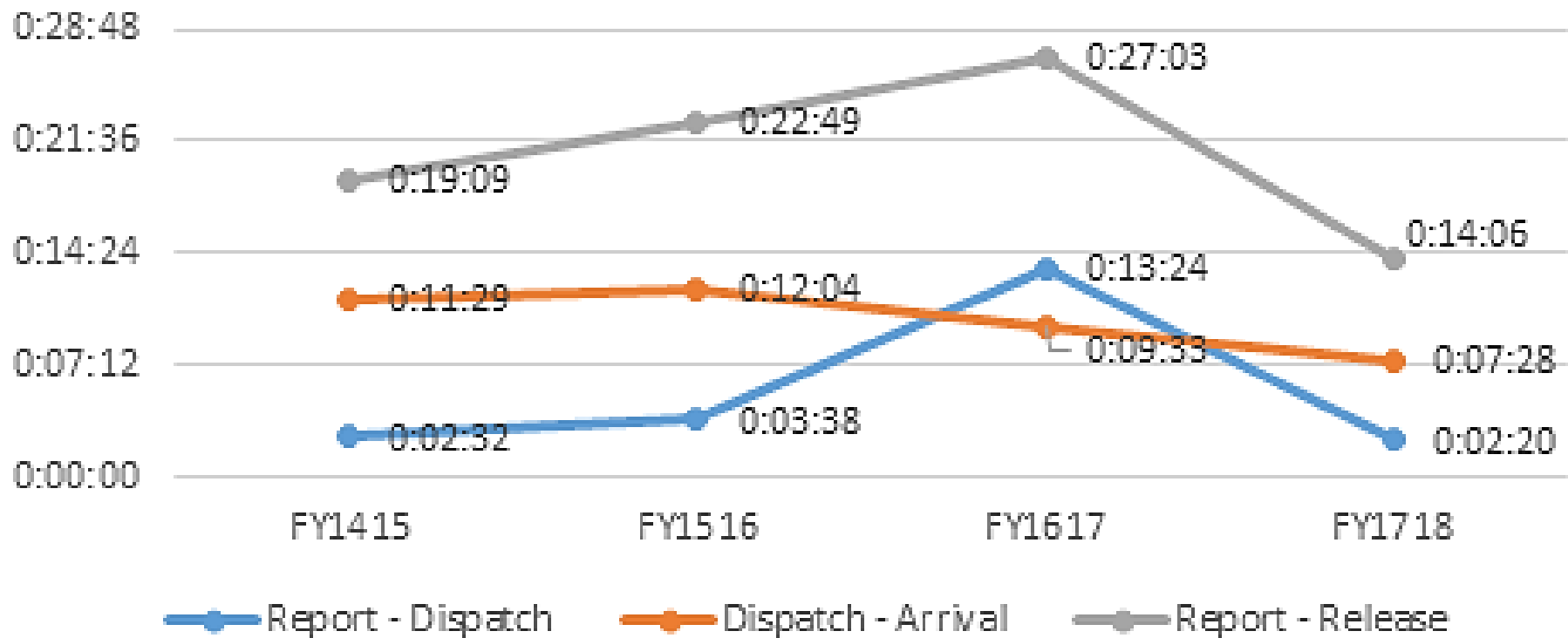
Elevator Overview

- Facilities Management (FM) currently maintains over 200 elevators campus- wide through both our In-House Staff and Contracted Support.
- FM has 2 full time in-house Elevator Mechanics that service and inspect approximately 40 units each.
- We contract with *24-Hour Elevator* to service and inspect the remaining elevators, as well as to provide repairs and 24/7 emergency response on all units.

Elevator Entrapments by Fiscal Year/Shift



Elevator Entrapment Response Fiscal Year Average



Elevator Modernization Projects

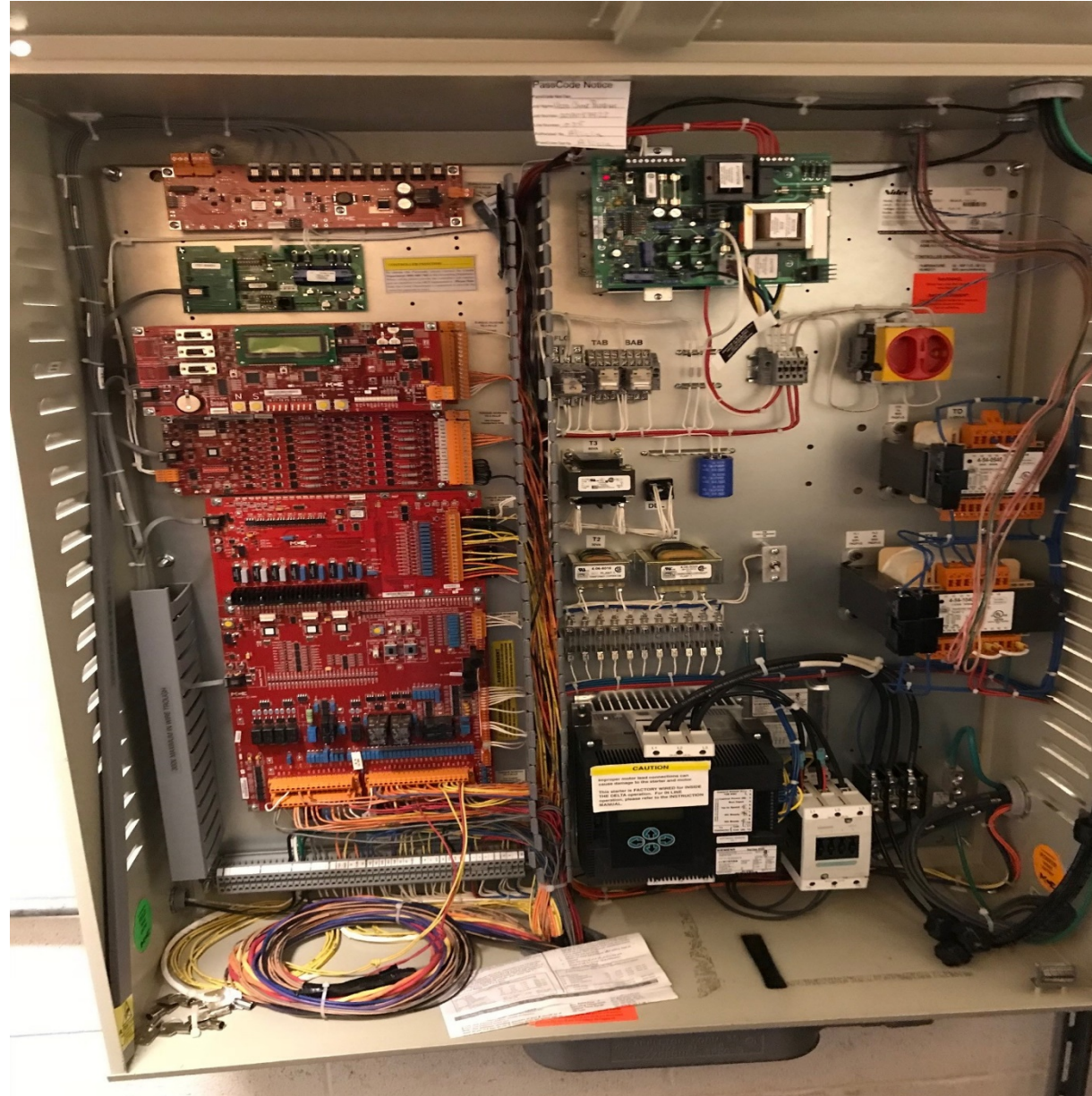
Scope: Upgrading all the cab components (lighting, Siding) controls, Hydraulic tank, motors, cables, pulleys, rollers, guides, doors.

<u>Date</u>	<u>Bldg</u>	<u># of Elevators</u>	<u>Status</u>
2011	EBU-2	2	Complete
2013	AP&M	3	Complete
2015	CMRR	2	Complete
2015	Media Center	1	Complete
2015	Mandell Weiss	1	Complete
2015	Student Health	1	Complete
2015	Mandeville	2	Complete
2015	BSB	3	1 pending (DM backlog)
2015	Geisel Library	4	Complete
2015	Muir Biology	2	MAR18
2015	Pac Hall	2	MAR18
2016	McGill	2	Complete
2016	HSS	2	Complete
2017	CMME	2	APR18

Pacific Hall – New Elevator Machine & Controls Room



CMME – New Controller Cabinet



Geisel Library Modernization



Elevator 1 machine with new motor



Elevator 3 machine



New roller guides and landing system all cars



New code compliant entrance jamb floor plates with braille



Elevator 2 machine - painted



Elevator 4 machine



New GAL MOV FR closed loop door operators on all cars



New passenger cab interiors and flooring

Elevator Awareness

- Alert FM Customer Relations at 534-2930 if you notice any of the following: Unusual noises, jerkiness, vibrations, non-responsiveness (ex., doors keep opening or closing unexpectedly).
- Always use “door hold/open” button rather than physically holding doors open.



Elevator Awareness

- 1) Remain calm.
- 2) Use the emergency intercom button to contact help.
- 3) Wait for a trained responder. NEVER attempt to pry open elevator doors, leave the elevator, or try to rescue someone from a stopped elevator.



Questions / Comments