Facilities Director’s Roundtable Questions – November 22, 2010, with updates in March 2011

The Roundtable provides a forum where Facilities Services leaders and Unit Facilities Directors gather monthly to share initiative updates and gain consensus on various topics relating to facilities priorities on the Ithaca campus. In November 2010, each member of the group was invited to submit questions they had about specific topics. Answers were written by the subject matter experts and they are compiled here for your perusal. The last review of the document was done in March, 2011. If you have follow up questions to what is shared here, please feel free to contact the responder directly, or vice president, Kyu-Jung Whang in Facilities Services.

Unit Staffing – Kristie Mahoney

- **How are buildings being split up? Geographic criteria for deciding/setting up Zones?**
  
  Buildings are being divided into 3 areas – Contract Colleges, Endowed and SAS. Location may also play a part in some decisions.

- **Who is deciding whether to dispatch maintenance mech vs. tradesperson?**
  
  This decision will be determined by several means: 1) the Crew Superintendent and Asst. Crew Superintendent will make the call to deploy either a Tradesperson, Maint. Mech., Trade Asst. and/or Maint. Asst. or 2) a Unit Facilities Representative may request a specific responder by noting on the service request or speaking to Crew Superintendent or Asst. Crew Superintendent.

- **Is anything changing vis-a-vis Customer Service?**
  
  At this point customer service will continue to perform the majority of the work they currently do with the exception of directing service requests in Maximo. Once the zones are in place the hope would be for service requests to go straight to the Crew Lead for deployment. However, it is recognized that the role that customer service has beyond issuing service requests is still needed and will continue to be provided in some way.

- **How Unit Staffing in Zone is divided – Endowed + State or comingling?**
  
  Buildings are being divided into 3 areas – Contract Colleges, Endowed and SAS. Location and building occupants, including current unit facilities support staff, may also play a part in some decisions.

- **Is there an expectation for a “shared pool” of staff?**
  
  Yes – within each zone a minimum of one trades crew will be assigned. It is assumed the buildings/units in the zone would collectively draw from this crew/s. Specialty trades will be drawn from the central shops.
• Is there an intention to define vol/Staff – SF/FTE?
   Staff size for the units will be influenced by the size and needs of the each unit.

• Will current staff be maintained within a unit?
   For the most part, yes, but the intention is to make sure staff that are designed “facilities personnel” are trained facilities professionals with at least minimal skill sets for the given facilities role.

• Is there a plan to assess current job descriptions?
   Yes – that process is currently underway.

• What are the boundaries? Is it global (maintenance & project)
   Boundaries will not be fully known until full implementation and they may vary between zones.

• How is Unit Staffing fitting into Zone?
   Unit staffing is one side of the unit/central facilities partnership in responding to college/unit Facilities needs. They will develop strong relationships particularly with the Zone Facilities Manager, Crew Superintendents and Asst. Crew Superintendents and some levels will play a significant daily operational role in the zone structure.

• When will Zones be rolled out? Detailed schedule from now out to two years
   A pilot zone was rolled out 11/1/10. The next zone slated for roll out is the Contract College Zone and that is scheduled to be implemented by 2/28/10. It is the intent that all remaining zones will be fully operational by the end of the fiscal year.

• How will we measure changes (FTE) in Unit Staffing?
   This has not as yet been determined.

• How will we measure success? How do we measure Unit efficiency (metrics)?
   Success will be measured by efficiencies and cost savings through various metrics and reports. Unit efficiencies will be measured by their success in fulfilling the unit side of the unit/central facilities partnerships.

• What are we doing to increase flow/cross training – units and control?
   This has not as yet been determined.

• Are we going to have a post mortem for pilot trade start up?
   Yes and the meetings are already taking place. The pilot team and Zone leadership meet every month to talk thru issues and adjust things as necessary.
• What is role of Zone Facility Manager?

See Zone Management Questions

• What is the true definition of Building Coordinator? Does the rate go away?

This is being looked at by university compensation with discussion around needing the Building Coordinator definition being only used for facilities functions.

• How can unit organizations be effective with Zone structure to get things done?

By accepting that they are part of a team with central facilities and other units. They will sometimes be asked to do things differently for the good of the whole.

• How do we incorporate input for other initiative activities?

As the Zone structures are developed the Project Management Initiative and the Governance & Accountability initiatives will be incorporated in the structure.

• How is this being incorporated with new Budget Model?

At the moment it is not because the new budget model has yet to be finalized.

• What is the transfer of roles/responsibilities between units and cultural Facilities?

This has not as yet been determined.