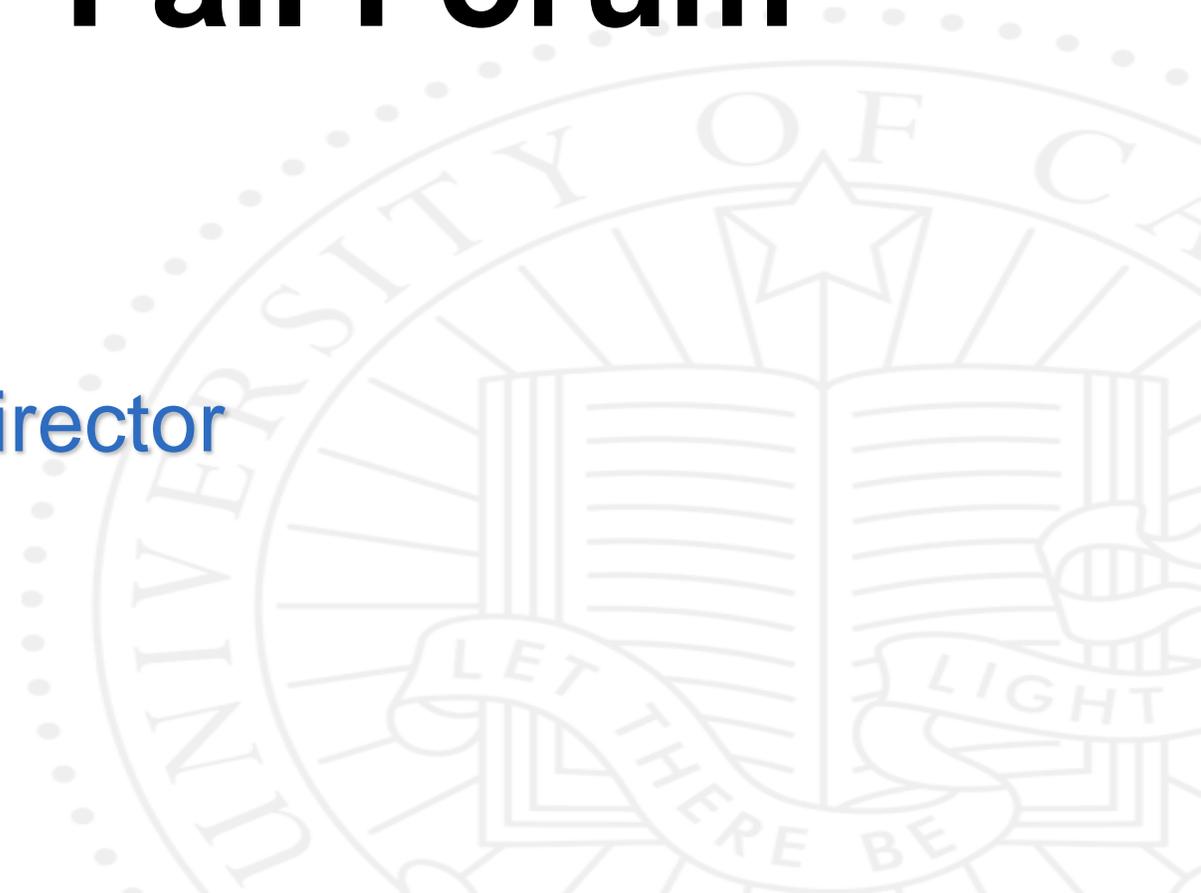


Department Chair Fall Forum

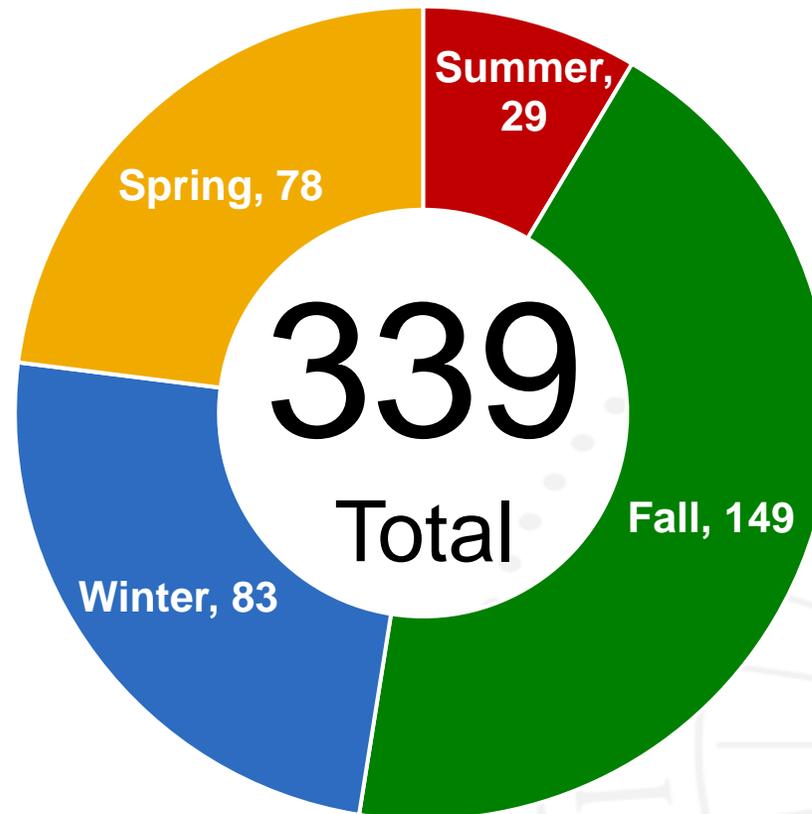
October 3, 2017

Susan Marshburn, Executive Director
Facilities Services



Minor Renovations Academic Year '16-17

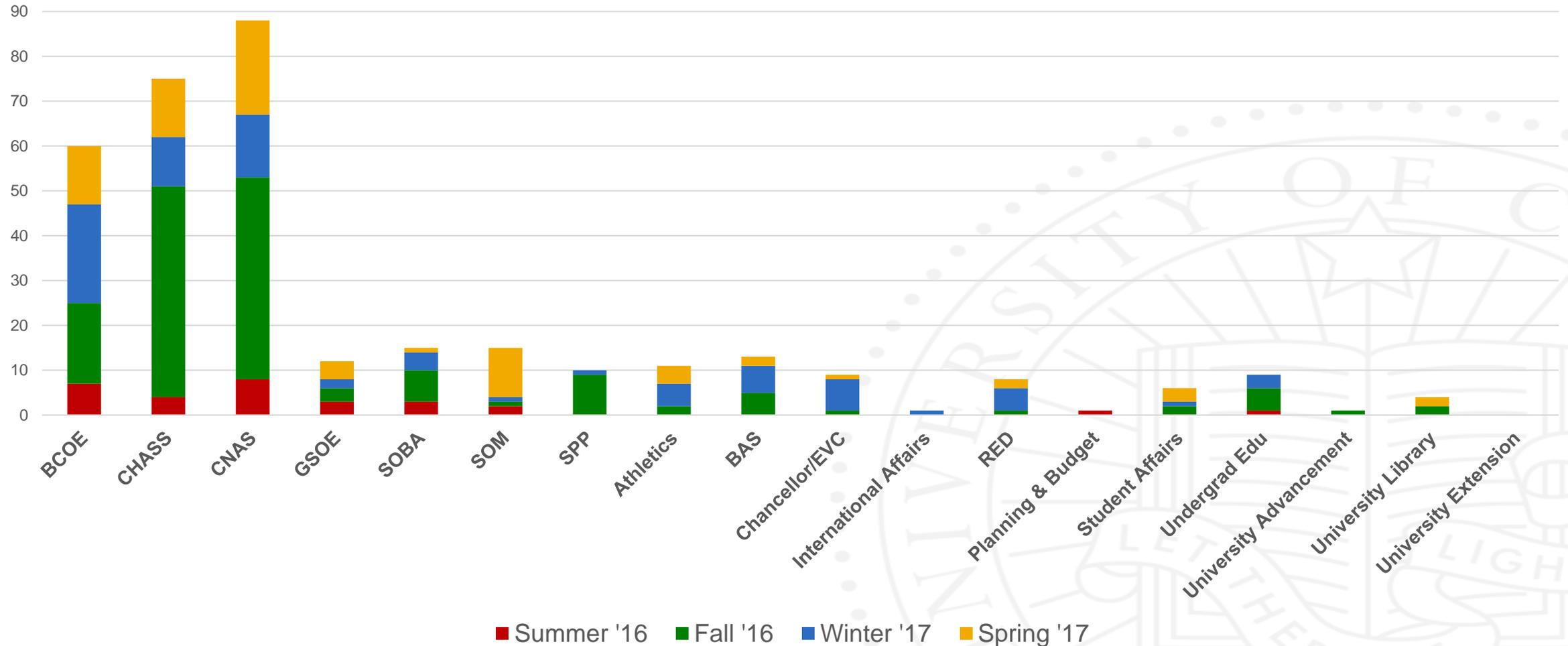
Minor Renovation Projects Completed 2016 - 2017



■ Summer ■ Fall ■ Winter ■ Spring

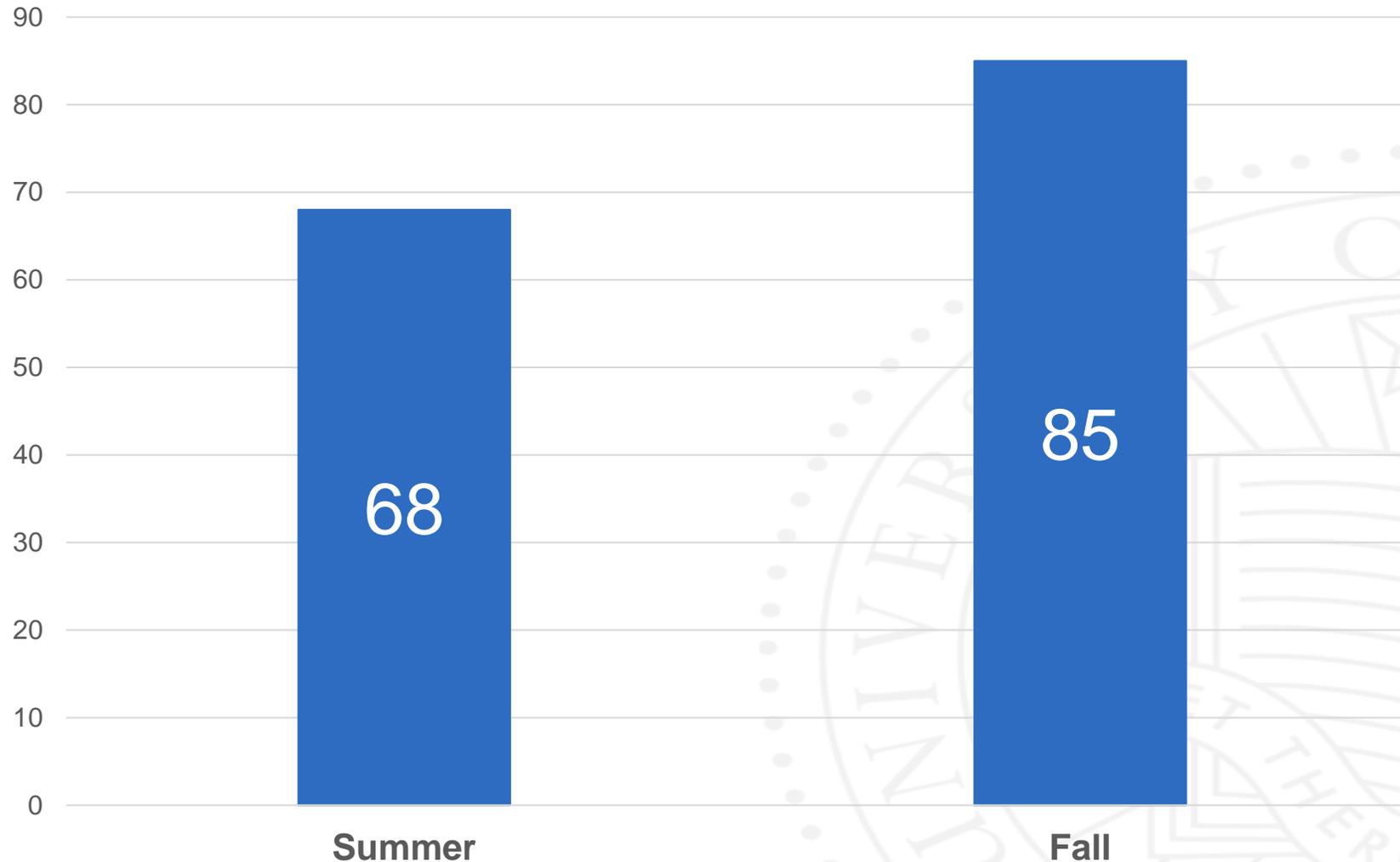
Minor Renovations Academic Year '16-17

2016 - 2017 Minor Renovation Projects Completed by College/Org



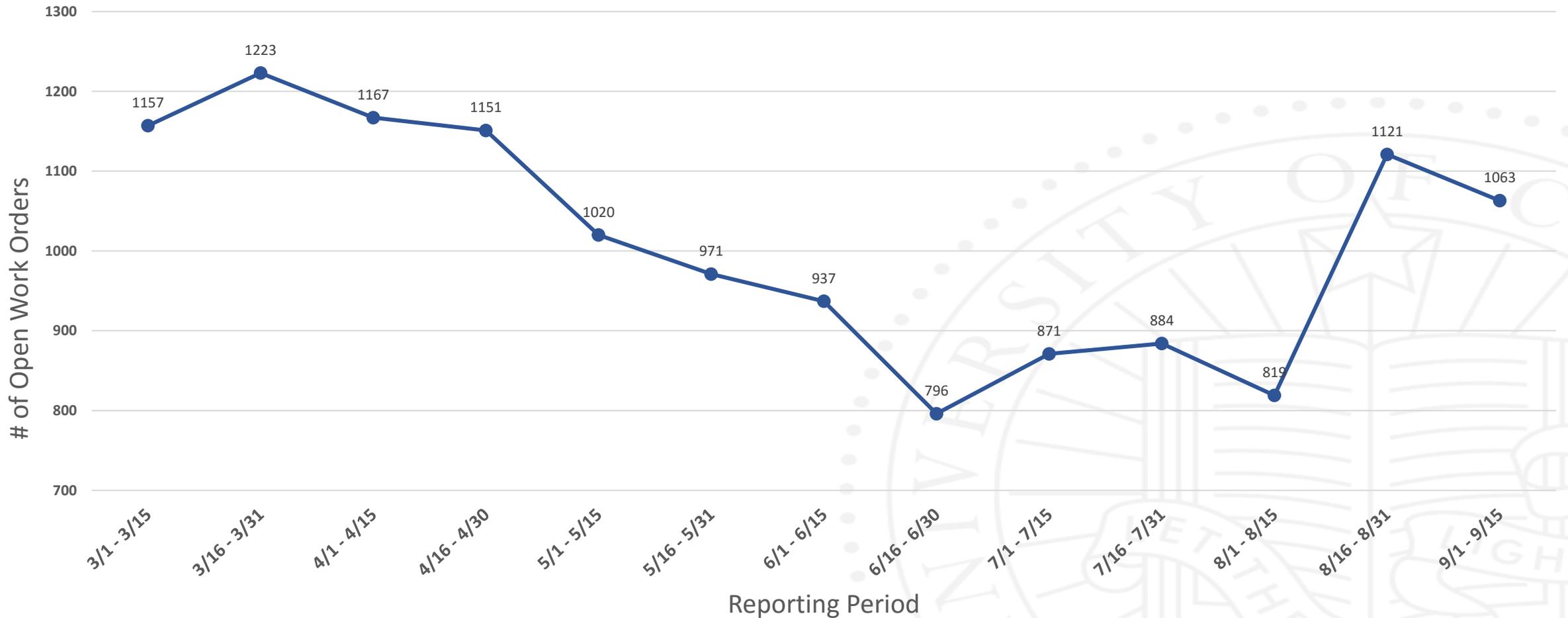
Minor Renovations Academic Year '17 – '18

2017 – 2018 Minor Renovation Projects by Quarter



Work Order Backlog

Trend of Total Open Work Orders by Reporting Period



Facilities Services Recruitments



+



-



=



Vacancies at the start
of the integrated unit
– September 2016

Retirements &
Resignations
FY 16 - 17

External Hires
Since July 2016

Vacancies
Remaining

+



=



Internal Promotions
Since July 2016

Vacancies Filled
Since July 2016

Building Zone Manager Program

- › Building Zone Managers will represent Facilities Services Customer Relations and serve as a primary point of contact for all maintenance and Facilities Services requests.
- › Campus buildings will be organized in zones for each BZM



Daniel Lerman

- Transfer from UCLA
- 21 years of facilities and project management experience



Enrico Baez

- Internal UCR promotion
- 30 years of facilities experience at UCR

Facilities Services Goals 2017-2018

Service Level Agreement Expectations

- Meet the operational commitments identified in the Service Level Agreements

Strategic Customer Outreach

- Enhance the customer communication, education and awareness of the service level agreements
- Develop tools to measure performance

Enhanced Work Environment

- Provide a work environment that values contributes of each employee through training programs
- Exercise fair and responsive management practices

Fully Integrate Facilities Services

- Integrate all Housing, Plant and HUB units to consistently maintain all campus facilities