Minor Renovations Academic Year ‘16-17

Minor Renovation Projects Completed 2016 - 2017

- Summer, 29
- Fall, 149
- Winter, 83
- Spring, 78

Total: 339 projects
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

- Summer: 68 projects
- Fall: 85 projects
Work Order Backlog

Trend of Total Open Work Orders by Reporting Period

# of Open Work Orders

3/1 - 3/15 1157
3/16 - 3/31 1223
4/1 - 4/15 1167
4/16 - 4/30 1151
5/1 - 5/15 1020
5/16 - 6/30 971
6/1 - 6/15 937
6/16 - 7/30 796
7/1 - 7/15 871
7/16 - 8/31 884
8/1 - 8/15 818
8/16 - 9/30 1121
9/1 - 9/15 1063

Reporting Period
Facilities Services Recruitments

Vacancies at the start of the integrated unit – September 2016: 42
Retirements & Resignations FY 16 - 17: 19
External Hires Since July 2016: 22
Vacancies Remaining: 39

Internal Promotions Since July 2016: 16
Vacancies Filled Since July 2016: 38
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Level Agreement Expectations</td>
<td>• Meet the operational commitments identified in the Service Level Agreements</td>
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</tbody>
</table>
| 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 |