1. In the space provided, please indicate the predominant facilities concerns experienced by your organization on a continuum (be as specific as possible, etc.):

These responses were probably submitted by Northern VA Virginia Tech – UVA Center:

- Building was new 10-years ago. Ballasts are going, carpet is wearing out, classroom furniture (cloth covered is stained and in need of cleaning. Many chairs are wearing out. [Lynn.]
- Surplus and Storage of furniture/equipment – both are major issues at the site. [This issue must be addressed to VT Purchasing.]
- The lack of a cable TV connection in all rooms is lacking. [Lynn.]
- Even though we have two kitchens on two floors of this building there is no faculty/staff lounge or lunch area. Room was made into lounge area for the EMBA participants, however. [Lynn.]
- Our building desperately needs a back-up generator. [Lynn.]

This response was probably submitted by CNS:

- Environmental monitoring (loss of power, high water detection, loss of HVAC, etc. Physical security access control, surveillance systems. Redundant power, HVAC systems.] [John.] [Not too sure of what they mean here, but I would assume that the response refers to emergency power and continuous monitoring of BAS. Concerning emergency power: Efforts led by Facilities and EHSS are currently underway to identify which facilities on campus are most in need of backup power. Individual departments will need to input this information in order that emergency power strategies can be funded and requests initiated. Physical security access control is currently controlled by the Hokie Passport System, but maintenance of these systems is at this time funded by individual requesting departments. The capability to handle emergencies currently exists with the Siemens BAS, but Facilities is currently not staffed to provide continuous monitoring of this system on a 24 hour basis.]

This response was probably submitted by VBI:

- Maintenance of “Program Specific Equipment” in research facilities. Examples:
  - UPS (large) and PDU’s
  - Lab air compressed system
  - Security system
  - Lab vacuum systems
  - RO/DI water systems
  - Special lighting control  [In general, this formula is dictated by the University accounting system. Departments are responsible for the maintenance of specific equipment in their areas. Facilities does not budget for this equipment because we do not have the specific knowledge needed to do this.]
- Why shouldn’t the Facilities PM technician be available to work on these systems and monitor these systems? [John.] [PM Technicians are put in buildings to take care of central equipment, not program specific equipment. The assignment of and budgeting for technicians is based for the most part on the square footage of
buildings. There is not enough capacity for the technicians to work on the specific equipment within departments. Further, safety concerns could exist with these personnel working on some equipment.]

- Service maintenance contracts for these building systems – integration of multiple departments for better pricing? [John.] [Capability to test emergency lighting systems is in place as of present. This would require customer funding. An agreement that would enable any University user to have their emergency generator tested is under development. This too would require customer funding. Other areas for cooperative agreement are under review. Any contracts for maintenance of program specific equipment would need to be originated by the users of the equipment.]

- HVAC systems monitoring through the Siemens Building Automation System (BAS) [John – all that follow]:
  - Facilities needs to monitor more closely and inform building occupants
  - 24-hour monitoring of research buildings?
  - Paging PPO and client, appropriate for alarms and failures
  - Give VBI facilities personnel access to a Siemens BAS monitoring station for monitoring only [PPO is currently not funded for continuous monitoring of the BAS, even on day shift. A budget initiative has been submitted that could start to address this issue. Paging capability is available to notify PPO personnel of off hours problems, but many areas in VBI are restricted access and would require the paging of VBI personnel anyway, so it is thought that the first page should probably go to VBI. Even after hours maintenance capability could not totally solve this issue. Granting monitor-only access to the BAS may be feasible if our system could drive another output station and is being looked at. This would require customer funding to put in place.]

This response was probably submitted by the Schiffert Health Center:

- Had several instances where rooms are too hot or too cold. I would like to see better monitoring of the heating/cooling system in case of problems. [John.] [PPO does not have capability for continuous monitoring of BAS. Customers can call in hot/cold issues to Customer Service and the BAS can be queried at that point.]

Not sure what organizational representative may have submitted this response:

- Adequate and proper ventilation; clean (particle free) air; stable, reasonable temperatures; rain leaking through roofs. [John.] [This inquiry is too vague to supply an answer.]
These responses appear to have been submitted by VetMed:

- The Utilities Division needs to continue notifications of work and planned outages. Increase the communications between Utilities and department contracts so we can discuss planned work so their work will not disrupt departmental operations. One morning last fall Utilities was welding a pipe near an air intake grille into the building. I received a complaint from the Dean’s office of the smell of exhaust and welding fumes. [Ben/John.] [This issue was due to a Utilities job]

- There has been one preventative maintenance position (of 3) vacant at the College of Veterinary Medicine since at least August 2004. The other two physical plant preventative maintenance employees do not (or are not allowed to) cover the vacant positions area. Because of this there is no daily checking of any of the mechanical and electrical rooms, checking of light outages, bathroom plumbing, HVAC, etc. I or other College of Veterinary Medicine employees have to call 1-4300 for Physical Plant employees to be dispatched to Vet Med. Sometimes there is more than a 24-hour waiting period for the call to be responded to. We have experienced breakdowns, exhaust fans on the roof not working for a period of time; and likely filters may not be changed often enough. We have also had to call customer service to get filters changed. A sewer odor was complained about for 8 months by me to Physical Plant. Just recently was it given the highest priority (after faculty contacted the highest levels of Physical Plant). [John.] [The PM positions require a journeymen’s license in both electrical and plumbing. PPO has identified starting salaries that we can currently offer without introducing additional salary compression as a significant obstacle towards recruiting additional PM technicians. A proposal to correct at least some of these issues is currently under review by Personnel Services. The VetMed position described will be the next PM position filled. The sewer odor is currently being worked through by PPO Mechanical Services.]

- There have been some incidences VT Facilities departments has done work that impacts daily operations of College of Veterinary Medicine sometimes without enough notice or discussion to plan the work being done. [John. Similar to another item above.] [Noted. It would be helpful if special concerns could be noted on the work order. For very sensitive jobs, it would be beneficial for someone from the requesting department to contact Customer Service directly. Customer Service can facilitate direct contact with supervisors.]

- The requestor should be contacted by the facilities employees each time prior to doing the requested work. This could be by a telephone call or a visit to ask about a specific work order the facilities employee is holding to accomplish. [John. Similar to another item above.] [Facilities employees are instructed to provide feedback to customers by: 1. Personal contact; 2) relay through Customer Service; or 3) leaving a service hangtag on the door of the room where service was to take place. Specific feedback issues can be handled by asking Customer Service to contact the supervisor of the department in question.]

- From VT facilities I need closure when a request is considered completed. Often a job will be completed and I am not informed by the repairer even when I am the requestor. And there has been times the Facilities employees go to the incorrect room. [John. Similar to another item above.] [Facilities employees are instructed
to provide feedback to customers by: 1. Personal contact; 2) relay through Customer Service; or 3) leaving a service hangtag on the door of the room where service was to take place. Specific feedback issues can be handled by asking Customer Service to contact the supervisor of the department in question. Also, some changes in the new work order system discussed below may enable us to contact customers directly regarding completion of jobs.]

- Duplication and confusion of work orders often has occurred when ISR numbers are called into customer service and when the hard copy of the ISR is received by customer service a couple of days later and duplicated as another work order. [John.] [This has indeed occurred occasionally in the past. Improvements in the new work order system enable the customer to request work on line in order to avoid the need to phone in FSR numbers. Customers can fully describe work to be done, print a copy of their request, receive a reference number for a work order, and give specific contact information. Completing work orders electronically gets the requests to Facilities promptly and enables a faster response.]

- The new electronic Physical Plant ISR system will not work for me because some approvers do not use email, and there are many accounts in many departments at the College of Veterinary Medicine. I will continue to use hard copy ISR’s for cost recovery projects. [John/Pam.] [Facilities will, as a courtesy, continue to accept phone requests for service and manual FSRs. However, this has the potential to create duplicate work orders. Filing FSRs electronically also has advantages discussed above and may facilitate electronic signatures by approving departmental authorities once this capability is perfected in the University’s Financial System.]

- I am very concerned the new Physical Plant electronic ISR system changes the hard copy ISR number to a different work order number. This will make it more difficult for us to track paid requests. Up to now the ISR number was used on the work orders. [John/Pam.] [This change was mandated by conversion to the DEPART-based work order system. However, the FSR number does appear on work order invoices for ease of tracking.]

- Work orders sometimes do not include the person the contact person said was the original requestor or person initially finding a problem. If that person’s name and info is passed on to customer service, it needs to be included on the work order. [John.] [Facilities prints contact numbers and information on work orders if this information is provided. Electronic requestors are prompted to provide this information when requesting service.]

- Communications needs to improve greatly from facilities employees doing the work. I.E.: Explanations of what is being done, when it is done and if requestor and client are satisfied. [John. Similar to another item above.] Facilities employees are instructed to provide feedback to customers by: 1. Personal contact; 2) relay through Customer Service; or 3) leaving a service hangtag on the door of the room where service was to take place. Specific feedback issues can be handled by asking Customer Service to contact the supervisor of the department in question. Also, some changes in the new work order system discussed below may enable us to contact customers directly regarding completion of jobs.]
• Employees should have the work order with them instead of saying “I left it in the truck”. [John.] [Employees are encouraged to take a copy of the work order with them when entering buildings.]

• Often Facilities employees do not come with necessary keys to gain access to necessary space. This includes the outside contractors working for VT facilities. Also Facilities employees need to lock a door back they unlock. [John.] [Noted. Employees will be reminded that Facilities employees and contractors are required to draw keys at the Key Shop for access. Problems with resecuring of doors should be reported to Customer Service or individual Facilities supervisors for follow up action.]

• All VT Facilities employees (including contractors) need to wear identification and name badges. [John/Lynn.] [Noted. Different schemes to accomplish this have been researched, but it needs to be noted that unless this becomes a University requirement, unilateral action by Facilities will only be partially effective in resolving concerns relative to personnel in buildings on campus.]

• Renovations services needs to meet with the client more often for construction document and project discussion/review. [Lynn.]

• Client needs to be invited to construction bid openings. [Lynn.]

• Billing for work done by VT Facilities has become a fiscal year nightmare -- especially the contractor and purchase charges against the ISR. Is there a way those bills can be paid by Facilities so the department can be billed right away? [Pam/Lynn/John.] [Billing on the DEPART system permits Facilities to partially invoice customers as soon as invoices are received from vendors. However, please note that some vendors do not invoice Facilities for goods or services for up to 45-60 days after their receipt.]

• Facilities’ surveys to the clients for opinions of work done have been arriving months after the fact. The surveys do not include the total project cost, this is not helpful. [Lynn.]

• I have been told I am difficult to contact. My argument is that I carry a pager, cell phone and an internal channel walkie-talkie. I have phone mail and email. I feel these are shallow excuses. The College of Veterinary Medicine switchboard can contact me immediately and knows my status everyday. I have a back-up employee that the switchboard can contact if I am unavailable. [Noted]

General Comment:
• The aging of buildings infrastructure and systems is of a prime concern. [No comment.]

2. What improvements can you recommend to ensure better working relationships and effective solutions between the PPO Customer Service and campus facilities managers?

These responses were probably submitted by Northern VA Virginia Tech – UVA Center:
• Surplus property pick-up. [This issue must be addressed to VT Purchasing.]

This response was probably submitted by CNS:
• Any formal notification process as to where a project/job is as it moves from start to completion would be most welcome. Right now we have no idea of where a project/job is in the process nor are we notified when it is completed. Also, we
have idea if the project/job is on budget until the final charges hit BANNER.  
[Lynn/John. I assume that since all the work for do is on a recoverable basis, that Campus Renovations is the primary department that needs to respond to this concern.] [Specific scheduling concerns on PPO jobs can be addressed through Customer Service. The DEPART-based work order system may permit future enhancements such as notifying customers through e-mail when a work order is completed.]

This response was probably submitted by VBI:

- It would be helpful to have a more interactive work control process that allows both the PPO staff, response crew, and requesting department to check the status of work orders at all times. [John. This concern is similar to that expressed by CNS above. However, this relates to mostly PPO/maintenance work orders.]

Specific scheduling concerns on PPO jobs can be addressed through Customer Service. The DEPART-based work order system may permit future enhancements such as notifying customers through e-mail when a work order is completed.

- From a billing perspective, departments need better descriptors of work completed and breakdown of charges. [John/Lynn/Pam.] [The DEPART based billing system permits enhanced descriptions of where and when work was performed. Details of charges can be discussed by calling the PPO Business Office.]

This response was probably submitted by the Schiffert Health Center:

- Need more communication when work is being done and/or completed. PPO workers have a tendency to go directly to the room where work is required and not notify the manager that they are here or that the work has been done. Several instances of this has resulted in the job being done, however, not exactly what was wanted because the manager was not asked for the details. [John.] Facilities employees are instructed to provide feedback to customers by: 1. Personal contact; 2) relay through Customer Service; or 3) leaving a service hangtag on the door of the room where service was to take place. Specific feedback issues can be handled by asking Customer Service to contact the supervisor of the department in question. Also, some changes in the new work order system discussed below may enable us to contact customers directly regarding completion of jobs.

Not sure what organizational representative may have submitted this response:

- PPO staff needs to inform my office as to when jobs are going to be done, are being done, and are finished. They should also let us know the how, that is, what will be involved, so that we can anticipate possible consequential impacts and address them. [John.] [PPO is pleased to provide this sort of information, but this can become burdensome to customers when every work order is discussed. It would be helpful to flag particularly sensitive work when it is requested in order that needed discussion can take place.]

- These responses appear to have been submitted by VetMed:

- Ability to inform requestors when PP assumes work is complete. Such as a computer program that sends an email back to the requestor with the status.
[John.] [The DEPART-based work order system in the future may permit e-mail notification of customers when jobs are complete.]

- Does the Utilities Department have access to the 1-4300 physical plant phone number? Because there have been a number of times the Physical Plant Customer Service Office has told me that they do not contact Utilities for us. Why cannot the 1-4300 number take Utilities calls? [John.] [PPO Customer Service will ordinarily route Utilities related calls to Utilities via phone transfer or by taking a message for the customer and calling Utilities. We are currently trying to work through a problem with call forwarding to the new Utilities office.]