

Facilities Management

AVC Board Meeting

February 24, 2011

Attending: Al Stoverink, Zach Minton, Glynnna Greene, Rodney Lee, Denny Ball, Patsy Puckett, Geraldine Jones, Jeff Gulley, Randy Wheaton, Greg Olson

1. Discussed 360 Evaluation FMOP
 - Trust issues—trust is the foundation that makes an organization strong and trust is built by being able to communicate openly and honestly
 - Broad way to gauge customer satisfaction
 - Was suggested that what is not included is a way to have customers participate in survey—maybe have a 10 question survey on card to leave with customer
 - Al says that when work order is closed there is a link that allows the customer to participate in survey
 - Most are satisfied
 - Survey responses are supposed to go to person(s) who performed the work order
2. Discussed why Facilities might contract some jobs out
 - Contract out work when our workers don't have time
 - Special liabilities—people who are knowledgeable but might not have the level of skill sets needed to perform the job
 - We do want to do as much in house as possible
 - Bathrooms

--- Gould Door did the block laying—Facilities tore out and there was not a mess or a convenience thing

- Lot of plumbing being contracted out
 - Brought up that we no longer have a plumbing or electrical department
- Al will talk to Rusty about the bathroom situation
- Don't want to get to where people don't have anything to do between jobs—should only contract out at the peaks (when we are really busy)
- Al would like to put together a task force in Skilled Trades, Deferred Maintenance, and maybe Landscape
- There will be some reorganization within departments just waiting on approval.

3. Passed out information on Employee of Quarter and Employee of Year

- Employee of year has to be voted on at next meeting so can be announced at March forum.

4. Selection of Team Leaders

- For supervisor position—1 year supervisory experience—Last year selected someone for position to give experience. In hindsight, this should have been handled differently.
- FM workers have a negative perception about promotion process
- Lumping merit/promotion together (needs to be a clearer understanding of this)

5. Dumpsters

- Still same issues
- Maybe check into feasibility of buying own truck.

New Business:

6. Access to emails
 - Workers are no longer able to check emails in buildings on campus
 - Need to make sure they are getting ample time to spend on computer not to play but to check on work related things as well as training.
7. Inclement Weather Policy
 - Lots of confusion about this
 - Trying to get ASU to adopt U of A policy
 - Need a set rule of guidelines to go by
8. Comp time
 - When does comp time have to be taken—prefer it to be used within the week but at least within the pay period

To be carried over to next meeting:

1. Selection process for team leaders
2. Designated smoking areas