THE OFFICE OF FACILITIES
A CONTINUATION OF ORGANIZATIONAL IMPROVEMENT

COMPLETING THE IMPLEMENTATION OF THE ZONAL MAINTENANCE CONCEPT IN THE OPERATIONS AND MAINTENANCE DEPARTMENT

“What Our Internal Customers Need to Know”

A FACILITIES ALL-STAFF PRESENTATION
September 30, 2011

Implementation Date: September 1, 2011
Note our O&M Daily Challenges – Similar to what each Office of Facilities Major Department Faces

- Meetings
- Training
- Recurring Maintenance
- Deferred Maintenance
- Operations Response
- Project Support
- Unplanned Maintenance
- Reactive Maintenance
- Emergency Maintenance
- Preventive Maintenance
- Corrective Maintenance
- Planned Maintenance
- Total O&M
To best align our resources and requirements, we have progressed to the next level of O&M Professionalism. We have changed from a centralized trade-oriented organizational structure to a hybrid of both centralized and zonal customer support functions.
The O&M Reorganization accomplishes the following Facilities Management Goals:

- Apply current Maintenance Management Best Practices
- Increase Organizational Strength and Productivity
- Expedite response and completion times of requested work
- Clearly define roles and responsibilities for Customer Service
- Provide Sustainable Results via increased communication and collaboration
- Enhance Business Continuity & Employee Self-Image, Morale and Well-being
- Establish succession planning and improve employee upward mobility and training opportunities
- Align all available resources to achieve Tier 1 Status similar to what has been done at:
  - University of Texas at Austin
  - Texas Tech University
  - Texas A&M University
The O&M Reorganization provides the following Internal and External Customer Benefits:

1. Create a more well defined TEAM Approach
2. Improve Supervisory Effectiveness
3. Enhance Employee “Pride in Ownership”
4. Streamline and Expedite Decision Making
5. Increase Accountability and Customer Satisfaction
6. Enhance Communication, Teamwork and Efficiencies
7. Allow for Better Employee-Customer Interfaces
8. Improve Integration of Essential Functions
The New O&M Team Organization

- **Central Functions**
  - Preventive Maint Team
  - Material Resources Team
  - Corrective Maintenance Team
  - Operations Team
  - Work Mgmt Team
  - Fleet Mgmt Team

- **Zonal Functions**
  - Research Zone Team
  - Auxiliary Services Zone Team
  - E & G Zone Team
  - Blue Roads & Grounds Team Zone 1-7
  - Orange Roads & Grounds Team Zone 8-14

- **O&M Leadership**
- **Director and Administrative Support**
The Resulting Total Facilities O&M Organization
### Facilities O&M Head Count

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The New Corrective Maintenance Team
The Roads and Grounds Maintenance Teams

Zonal Configuration: Blue = 1-7 and Orange = 8-14
Office of Facilities
Operations & Maintenance
Department Reorganization
Chart
For Full Zonal Maintenance
Implementation
Implementation Date:
September 1, 2011

Kerry Kennedy
Vice President for Business Affairs

Dave Riker
Associate Vice President for Facilities

VACANT, (Cervantes)
Assistant Vice President for Facilities

Joe Martin, P.E., E.F.P.
Director of Operations & Maintenance

Chris Miller, P.E.
Assistant O&M Director

Della Reyes
Blue R&G Maint Sprv

John Japhet
Assist Grnds Sprv

Jacob Castillo
Grounds Keeper III

Jose Solis
Grounds Keeper II

Greg Peyer
Grounds Keeper II

Alex Flores
Grounds Keeper II

Ernesto Chapa
Grounds Keeper I

Fred Weidner
Orange R&G Maint Sprv

Jose Martinez
Pest Control Tech

VACANT (Sodrok)
Irrigation Tech

Juan Villarreal
Grounds Keeper III

Luis Cazares
Grounds Keeper III

George Martinez
Grounds Keeper II

George Taylor
Grounds Keeper II

Lucas Stevens
Grounds Keeper II

Juan Ramirez
Grounds Keeper I

VACANT (New 9/01)
Grounds Keeper I
The Corrective Maintenance Zonal Configuration: Research, Aux Svcs and E&G
The Research Zone
Maintenance Team
Office of Facilities Operations & Maintenance
Department Reorganization Chart
For Full Zonal Maintenance Implementation
Implementation Date: September 1, 2011

Kerry Kennedy
Vice President for Business Affairs

Dave Riker
Associate Vice President for Facilities

VACANT (Cervantes)
Assistant Vice President for Facilities

Joe Martin, P.E., E.F.P.
Director of Operations & Maintenance

Chris Miller, P.E.
Assistant O&M Director

Justin Lowe
Research Zone Supervisor

TBD Leader
Michael Cole Carpenter
Robert Lozano Refrig Mech
Adam Plocica Mech Maint Tech
Albert Parvin Electrician III
Billy Burns Plumber

Roland Douglas Carpenter
Jose Arredondo Painter
Mark Edsall Mech Maint Tech
Gerald Lapinski Maint Worker III
Kevin Cooley Electrician II
Joseph Bromm Maint Worker III

THE RESEARCH ZONE MAINTENANCE TEAM
The Auxiliary Services Zone Maintenance Team
The E&G Zone
Maintenance Team
So, what do you, as our internal customer, need to do differently?

- Understand the rationale for this major reorganization and what it means to you in how you conduct business with O&M to best satisfy total Office of Facilities organizational requirements.
- Request whatever work you need through the i-Service desk, available through the Facilities Website, whenever possible to allow for Work Planning to emerge, unless it is an emergency.
- For an emergency, call for help @ 458-4262. Help for Facilities Emergencies is available 24/7/365 through this number.
- Expect increased communications from Work Management Staff and your new Maintenance Zone Supervisor to bring you better, quicker and improved quality of work performance in all we do for you, each and every day, whether in Project Support, Housekeeping Support or other important areas of our mutual business of reaching Excellence in Facilities Management.