UTSA® Office of Facilities

Town Hall Meeting

Downtown Campus

3 February, 2016
Agenda

• Opening Remarks & Staff Introductions
  • Dave Riker, AVP for Facilities
• Facilities Overview – What we do for you
• Customer Service Improvement Initiatives
• Baseline Customer Satisfaction Survey Results
• Proposed Survey Response Initiatives
• Questions/Answers
Opening Remarks & Staff Introductions

• Dave Riker, Associate Vice President for Facilities
Facilities Overview – Our organization

• Business and Customer Services
• Planning and Development
• Engineering and Project Management
• Operations and Maintenance
Facilities Overview – What we do for you

• Building Maintenance
• Building Operations
• Engineering and Project Management
• Event Services
• Grounds/Landscaping
• Housekeeping
• Planning and Development (Space Management)
• Special Requests
Services

• Institutional Services – those services for which Facilities receives a budget allocation and are rendered without charge
  • Building Maintenance and Operations
  • Energy Management
  • Grounds Maintenance/Landscaping
  • Housekeeping for Educational and General Facilities
  • Infrastructure Support
Services (Cont.)

• Departmental Services – those services for which Facilities does not receive a budget allocation and must be funded by the requesting department
  
• Auxiliary Facility Maintenance
• Departmental Requests
• Engineering, Construction, and Project Management Services
• Event Services
• Special Requests (bookshelves, moving furniture, etc.)
• Vehicle Maintenance
How to request service

• Submit all non-emergency work requests through the iService Desk on-line system
  • Customers can monitor status via the iService Desk
  • Faster response, easily tracked, and historical record

• Contact Facilities Work Control, at 458-4262, for emergencies during business hours (8:00 am to 5:00 pm)

• Contact Facilities Operations, at 458-5277, for emergencies during non-business hours
Shop Rates

• Based on the actual pay and benefits of Facilities employees performing the work and include a $2.00 per hour incidental charge for consumable supplies such as nails, bolts, and hand tools that cannot be easily charged to individual work orders.
• Work performed during non-regular hours is billed at one and a half times the regular shop rate
• Posted on Facilities website
Project Management Fee

• Approved by the Campus Management and Operations (CMO) committee
• 4% of Total Project Cost
• Pays for salaries/benefits of Project Management Coordinators who oversee project from start to finish
Customer Focused Improvement Initiatives

- Facilities Service Center Reorganization
- Baseline Survey
- iService Desk Training
- Dale Carnegie Training
- Customer Concern Process
- Event Services Meeting/Calendar
- Facilities Guide
Customer Focused Improvement Initiatives

- Customer Service E-mails
- Operations Review Meetings/Slides
- Annual Survey
- Town Hall Meetings
- Customer Care Champion Team (in development)
- Day Two Training (in development)
Baseline Customer Satisfaction Survey Results 2015
HOW WOULD YOU RATE THE CAMPUS GROUNDS IN THE FOLLOWING AREAS?

- Appearance of lawns, shrubs, and trees: 4.19 Main, 3.5 DTC
- Cleanliness of outdoor common areas: 3.96 Main, 3.59 DTC
- Appearance of sidewalks and streets: 3.92 Main, 3.64 DTC
- Responsiveness to your service request: 3.46 Main, 3.47 DTC

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of offices</td>
<td>3.15</td>
<td>2.48</td>
</tr>
<tr>
<td>Cleanliness of classrooms</td>
<td>3.6</td>
<td>3.21</td>
</tr>
<tr>
<td>Cleanliness of laboratories</td>
<td>3.48</td>
<td>3.83</td>
</tr>
<tr>
<td>Cleanliness of restrooms</td>
<td>3.46</td>
<td>3.27</td>
</tr>
<tr>
<td>Cleanliness of common areas</td>
<td>3.54</td>
<td>3.05</td>
</tr>
<tr>
<td>Responsiveness to your</td>
<td>3.56</td>
<td>3.19</td>
</tr>
<tr>
<td>service requests</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsiveness to your service requests</td>
<td>3.76</td>
<td>3.27</td>
</tr>
<tr>
<td>Communication and follow up</td>
<td>3.54</td>
<td>3.36</td>
</tr>
<tr>
<td>Clean up of work site</td>
<td>3.86</td>
<td>3.90</td>
</tr>
<tr>
<td>Quality of work performed</td>
<td>3.99</td>
<td>3.68</td>
</tr>
<tr>
<td>Maintaining comfortable room temperature levels</td>
<td>3.3</td>
<td>3.5</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of event quotes</td>
<td>3.84</td>
<td>3.35</td>
</tr>
<tr>
<td>Responsiveness to event changes</td>
<td>3.96</td>
<td>3.8</td>
</tr>
<tr>
<td>Setup and tear down at event site</td>
<td>4.08</td>
<td>4</td>
</tr>
<tr>
<td>Quality of work performed</td>
<td>4.16</td>
<td>4.13</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Baseline Customer Satisfaction Survey Results - 2015

**HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?**

<table>
<thead>
<tr>
<th>Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely response to your estimate requests</td>
<td>3.71</td>
<td>4.33</td>
</tr>
<tr>
<td>Responsiveness to your service requests</td>
<td>3.65</td>
<td>4.17</td>
</tr>
<tr>
<td>Communication and follow up</td>
<td>3.58</td>
<td>4.29</td>
</tr>
<tr>
<td>Quality of work performed</td>
<td>4.05</td>
<td>4.67</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
How would you rate the customer service and work control staff in the following areas?

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

<table>
<thead>
<tr>
<th>Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional communications (phone and email)</td>
<td>4.03</td>
<td>3.73</td>
</tr>
<tr>
<td>Prompt response to inquiries</td>
<td>3.74</td>
<td>3.45</td>
</tr>
<tr>
<td>Timely notification of facilities activities (construction, utility outages, etc.)</td>
<td>3.82</td>
<td>3.32</td>
</tr>
<tr>
<td>Accurate billing of maintenance charges</td>
<td>3.65</td>
<td>3.71</td>
</tr>
</tbody>
</table>
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE THE EASE OF USE OF ISERVICE DESK?

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
ARE YOU AWARE THAT FACILITIES OFFERS ISERVICE DESK TRAINING?

- Yes: 74 Main, 11 DTC
- No: 64 Main, 11 DTC
HAVE YOU RECEIVED TRAINING ON ISERVICE DESK?

- **Yes**
  - Main: 31
  - DTC: 6

- **No**
  - Main: 123
  - DTC: 16
IF YES, WHO TRAINED YOU ON ISERVICE DESK?

- Facilities: 19 (Main: 19, DTC: 1)
- Co-worker: 3 (Main: 3, DTC: 3)
- Self: 21 (Main: 21, DTC: 2)
- Other: 4 (Main: 4, DTC: 3)
IF NO, WOULD YOU LIKE TO BE TRAINED ON ISERVICE DESK?

- Yes: 32
- No: 76 (Main) 12 (DTC)
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

Ease of use
- Main: 3.7
- DTC: 3.5

Appearance
- Main: 3.64
- DTC: 3.15

Usefulness of information
- Main: 3.71
- DTC: 3.65

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Area</th>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of service</td>
<td>3.81</td>
<td>3.68</td>
</tr>
<tr>
<td>Professionalism</td>
<td>4.12</td>
<td>3.82</td>
</tr>
<tr>
<td>Courteousness</td>
<td>4.25</td>
<td>3.82</td>
</tr>
<tr>
<td>Communication</td>
<td>3.87</td>
<td>3.45</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
WHAT IS YOUR ROLE AT UTSA?

- Executive Management: 4 (Main), 0 (DTC)
- Faculty: 12 (Main), 0 (DTC)
- Management: 19 (Main), 3 (DTC)
- Staff: 102 (Main), 19 (DTC)
- Student: 1 (Main), 0 (DTC)
- Other: 0 (Main), 0 (DTC)
WHAT IS THE PRIMARY BUILDING YOU WORK/SPEND TIME IN?

- Main
- DTC

Bar chart showing the distribution of work/spend time in various buildings.
Baseline Customer Satisfaction Survey Results - 2015

**How often do you directly interact with facilities employees?**

![Bar chart showing the frequency of interaction]

- **Daily**:
  - Main: 36
  - DTC: 3
- **Weekly**:
  - Main: 37
  - DTC: 6
- **Monthly**:
  - Main: 37
  - DTC: 9
- **Quarterly**:
  - Main: 11
  - DTC: 2
- **Annually**:
  - Main: 1
  - DTC: 0
- **Seldom**:
  - Main: 15
  - DTC: 2
- **Never**:
  - Main: 1
  - DTC: 0
Baseline Customer Satisfaction Survey Results - 2015

CUSTOMER COMMENTS BY CATEGORY

- Communication: 8 Main, 2 DTC
- Cost: 7 Main, 1 DTC
- Elevators: 1 Main, 1 DTC
- Events: 11 Main, 2 DTC
- E&PM Projects - Communication: 5 Main, 6 DTC
- Good Service: 0 Main, 6 DTC
- Grounds: 1 Main, 4 DTC
- Hot/Cold Calls: 19 Main, 5 DTC
- Housekeeping: 5 Main, 0 DTC
- Internal - Facilities: 1 Main, 0 DTC
- iService Desk: 11 Main, 1 DTC
- Misc.: 9 Main, 4 DTC
- Responsiveness: 1 Main, 1 DTC
- Work Control/Front Desk: 5 Main, 1 DTC

UTSA® Facilities
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY?

<table>
<thead>
<tr>
<th>Main</th>
<th>DTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>8</td>
</tr>
</tbody>
</table>

Number of customers
Proposed Survey Response Initiatives

• Housekeeping
  • Quality Assurance team to place inspection emphasis on areas of concern
  • Evaluating cleaning frequency and schedules

• Responsiveness
  • Evaluating workload distribution and O&M structure for improvements
  • Developing and enhance scheduling process (Annual Work Plan)

• Communication
  • New website in development
  • Enhance communication via e-mail (notices)
  • Employee training
Questions?

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