

April 10, 2006

Volume 6, Issue 6



BFS Operations Report- March 2006

Campus-Wide Notifications for April – May

- Easter Holidays – April 14 – 17
- Presidential Inauguration – April 20 – 21
- Spring Premier – April 22
- Last Day of Classes – May 1
- Final Exams – May 4 – 10
- Commencement – May 13
- Residence Hall Open – May 28
- Summer I Begins – May 30

Individual Highlights:

Customer Service Highlights	1
W/O System Statistics	2
Operational Highlights	5
Customer Comments	10

Did you know ...?

There are 7.6 miles of sidewalks and walkways on the central campus

Baylor Facility Services Mission Statement

The mission of Baylor Facility Services is to operate and enhance the physical assets of the Baylor campus providing a quality environment that will encourage academic excellence within a Christian framework.



Our Goal is to Deliver Extraordinary Customer Service

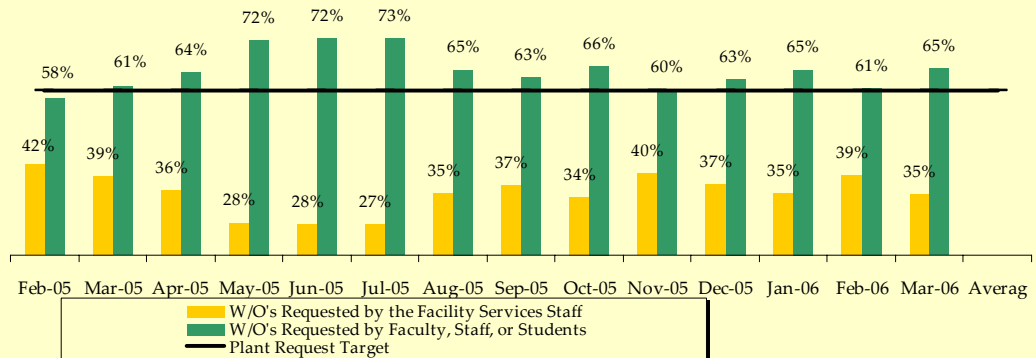


Derek Maler, BFS Signage Coordinator
See page 10 for details

This report illustrates the ability of Plant personnel to identify problems quickly. It will track our progress as we refine the building inspection process, as we train our technicians to capture within TMA all the service they provide, and to educate our technicians on the importance of being proactive.

Facilities Proactiveness Report

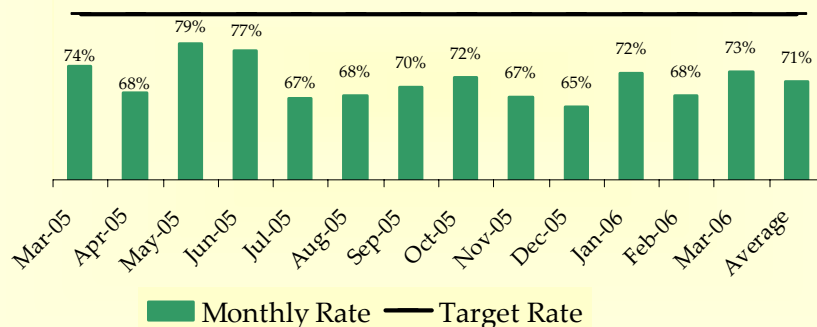
**Facilities Proactiveness Rating -
Target > 60% Plant Requests**



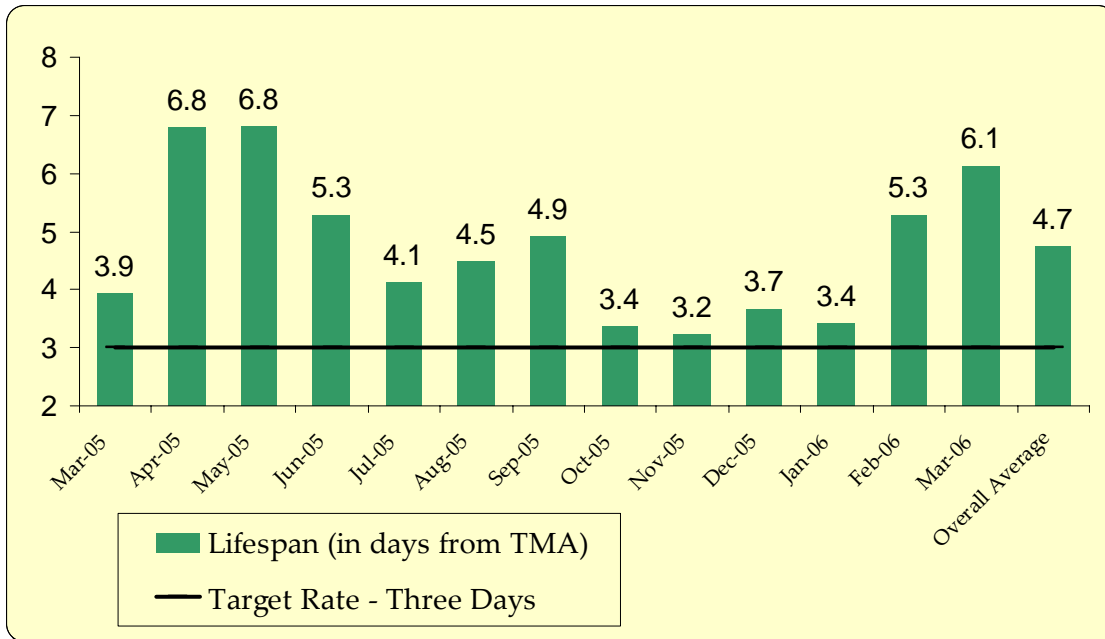
Service Call Efficiency Rates

This report reflects the average amount of service calls that are completed versus those that remain open for each month. This average fluctuates throughout the year-when the students are gone; the techs will create work orders for items that are difficult to address when the campus is occupied. These work orders tend to remain open for several weeks as the techs order supplies and then complete the work.

**Service Call Efficiency Rate
Target > 85%**

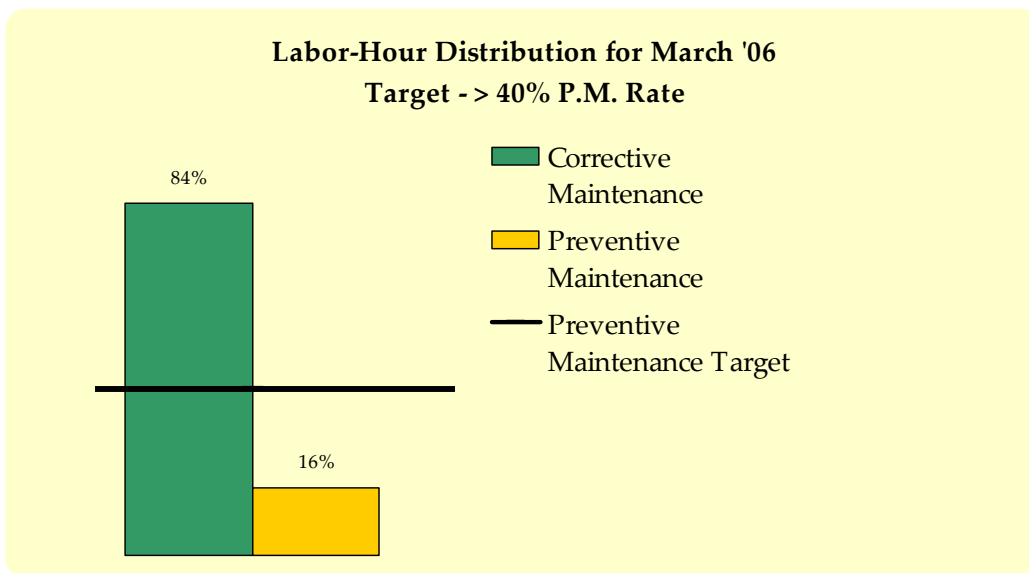


Service Call Lifespan – Monthly Averages



This report illustrates the average lifespan of a work order. The time begins to accrue upon creation of the work order. The numeric labels reflect monthly averages. Our goal is to lower the average to three days for all service calls.

Preventive Maintenance – Monthly Man-Hour Distribution Breakdown

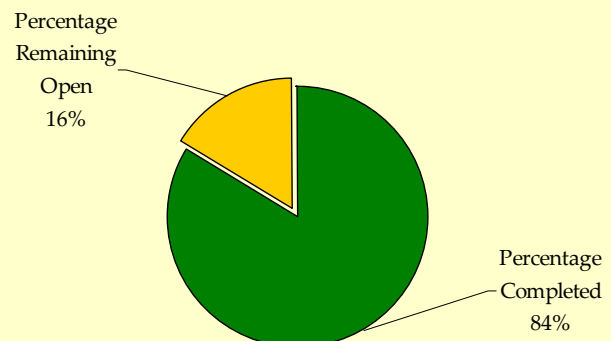


The following charts illustrate our commitment to the Preventive Maintenance program. As the campus size and our customer's expectations increase, so does our investment in this program, insuring that the campus equipment and systems continue to operate with reliability and efficiency.

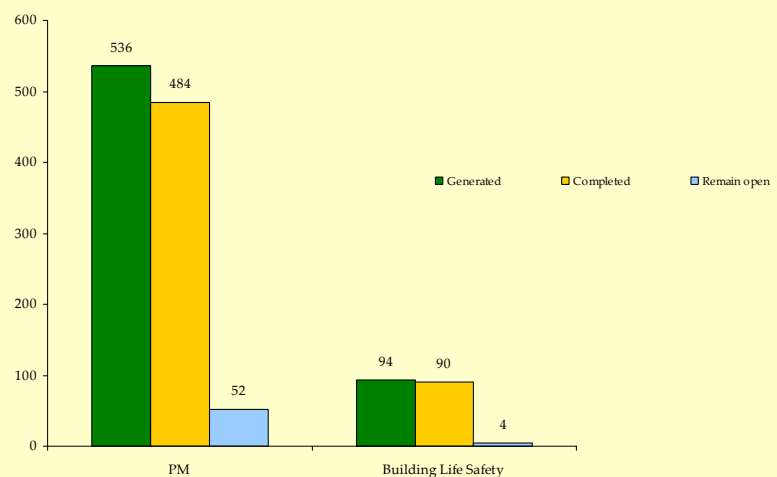
Preventive Maintenance – Work Order Details

These charts illustrate our commitment to the PM program. As the campus size and our customer's expectations increase, so does our investment in the PM program. This will insure that the campus equipment and systems are reliable and efficient.

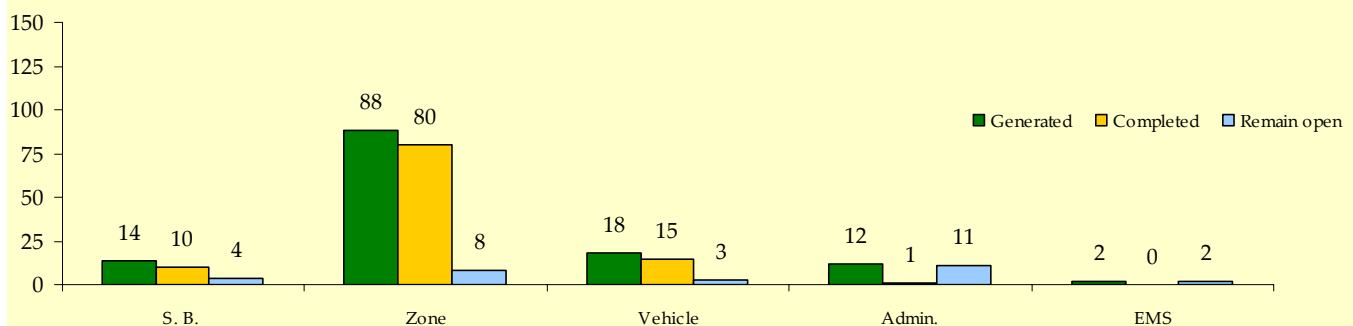
**Completion Rate for All Preventive Maintenance
Work Orders - March 2006**



**Preventive Maintenance Work Orders - March 2006
Totals for the Preventive Maintenance Department**



**Preventive Maintenance Work Orders - March 2006
Totals Listed by Shop (the P.M. Department is Charted Separately)**



Project Completions/Updates

There were sixty projects placed on the estimate list this month of which twenty have been completed, five are in design and thirty five are in process including a number of summer maintenance projects.

Of the fifty five project which were active this month twenty have been completed and the remaining projects are scheduled or awaiting materials.

Bids are due on the summer maintenance projects at South Russell, Penland, Allen, and Dawson this next week. The final estimates will be turned in for approval on April 11, 2006. Martin Hall is in design at this time. The abatement bids for South Russell came in well under the original estimate. Those six bids ranged from \$ 74,664.00 to \$ 210,876. There were several quotes on the lower end so the low bid is not a fluke, the highest two quotes were.

The Collins Fire Suppression installation project and the Morrison Exterior Repairs will start as soon as classes end. Contracts were let for that work weeks ago.

Other summer maintenance projects in preparation are for Alexander Hall, The Arbors and Baylor Plaza Apartments, Collins, Kokernot and Martin Halls, Memorial Hall, North Russell, North Village, Penland, Speight Jenkins Apartments and additional work in South Russell.

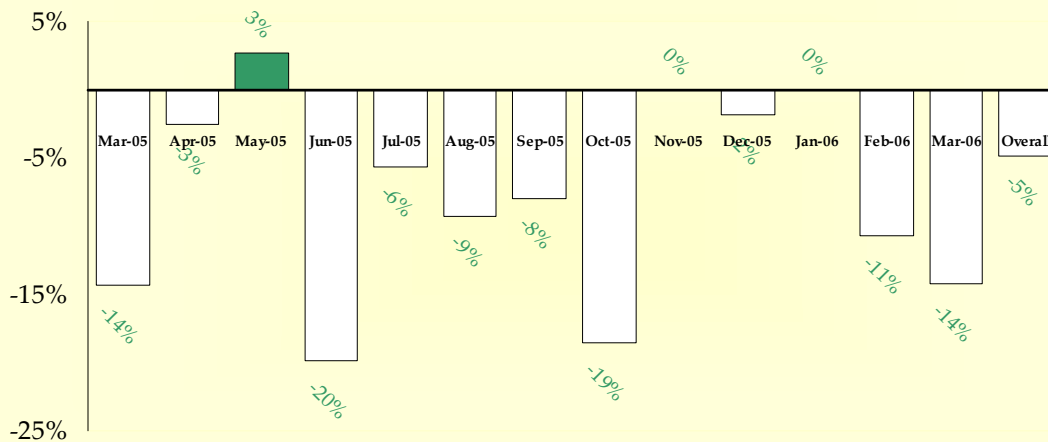
A number of projects will include work involving the preparation and demolition of Brooks Hall including abatement and utility projects and the construction of a new IT building for Brooks Hall which is in design.

Estimating - Accuracy

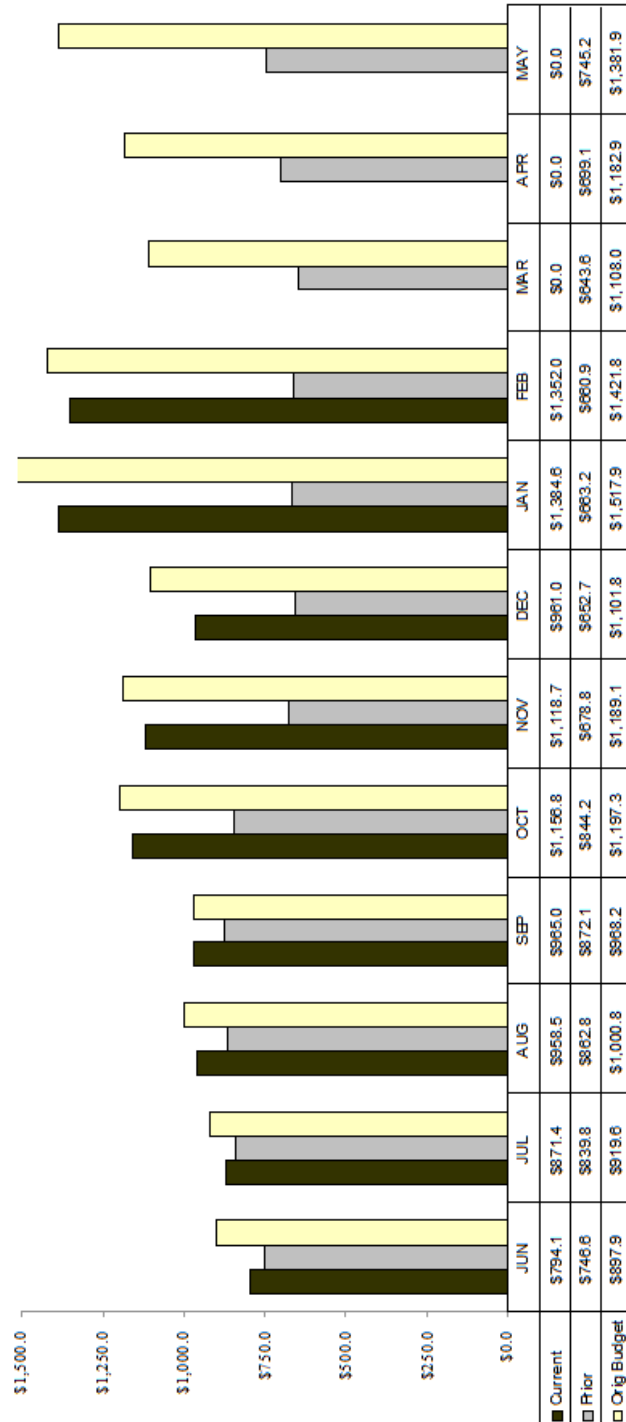
This report shows the average accuracy of the cost estimates produced by the Baylor Facility Services' estimators.

A negative number indicates the actual cost came in below the estimated cost.

Cost Estimate Accuracy Rate



Campus Energy Costs - Consolidated



BFS Safety/ Human Resources

<u>BFS New Hires:</u> NONE	<u>Left BFS Employment:</u> 01/03/06 Adrian Sosa – General Services Moving and Hauling	<u>BFS Promotions:</u> None
<u>Training Summary: (Title – Presenter - Target)</u> <ul style="list-style-type: none"> • Hot Work Permit – Risk Management – BFS techs • Leadership Development Program – ARAMARK – D. Ferguson, N. Scarbrough • Forklift Certification – BFS – BFS techs 		
<u>Safety Report:</u> No accidents/injuries for March		

General Services

Ken Pollard (left),
Lynn Woodward,
Andy Trimble
*Representatives
of BFS at the
dedication
ceremony*

Andy Trimble, BFS' Grounds Manager, provided support, organization, and plain hard work in an effort to assist the University with the dedication ceremony for the Baylor Park at Windmill Hill in Independence.

Maintenance Services

The month of March brought Spring Break and this is always a busy time for the Maintenance Services Department. Any break in class session allows us the opportunity to perform maintenance activities in spaces that are in use when students are present. An example of this is the painting we were able to perform in Harrington House, Memorial Dining and the Barfield Room at Bill Daniels Student Center as well as several smaller painting repairs across campus in normally occupied spaces.

The Maintenance Services Department, which includes General Mechanics (Roofers), Painters, Zone Maintenance (includes Maintenance Carpenter), Campus Living & Learning Maintenance, Painters and Locksmiths, completed a total of 1,402 routine work orders during March. Listed below are a few examples of these activities.

- Removed the Brooks bust from the archway at Brooks Hall for future use
- Power washed the 5th Street parking garage ceiling outside the Book Store
- Made asphalt repairs to the Sid Rich parking lot
- Inspected the Waco Creek tunnel under campus
- Supported Cingular Wireless' weekend maintenance activities on the roofs of CRT and Cashion Building
- Repaired the grand stands at the Tennis Complex
- Installed Judges Bench in the Appellate Court at the Law School
- Repaired large bronze entrance doors at Armstrong Browning Library
- Mounted new weight machine at Floyd Casey
- The Locksmiths are in the process of loading key holder data into a new key tracking program

Campus Systems

- Installed new Patterson Kelly for North and South Russell
 - Repaired leak on 3" copper water line in Penland Kitchen basement
 - Completed campus wide elevator code corrections
 - Repaired several hot water leaks in Collins Hall basement
 - Located and repaired banging noise in Collins basement
 - Assisted HVAC with repairs of condensate leak outside of Home Economics
 - Cleaned sump pit at Tennis complex
 - Scoped several sewer lines on campus with inspection camera
 - Treated drains in Memorial and Collins Kitchen
 - Cleaned drains in dugouts at the Baseball complex
 - Completed installation of backflow device in Collins Hall
 - Repaired and replaced backflow devices at BEC
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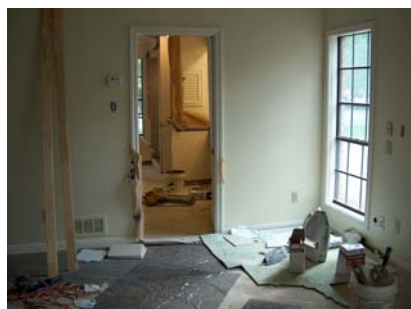
Introduction of PDA's

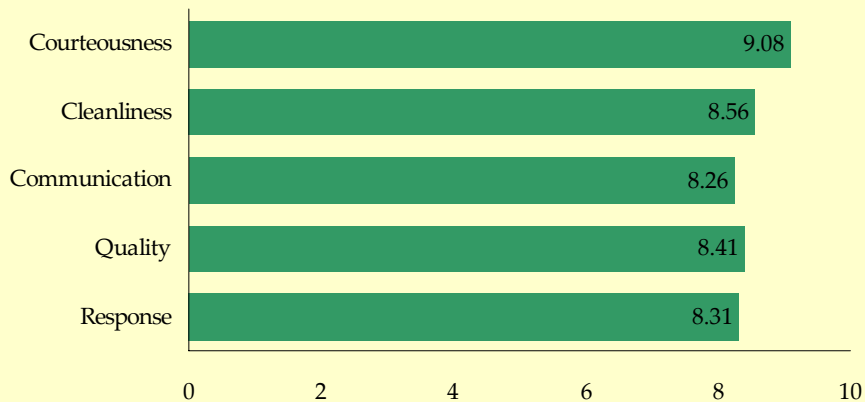
Four PDA's were ordered to begin trials to have maintenance technicians move away from paper Work Orders. The Mobile TMA Work Order module was added to our system so that work orders can be dispatched directly to maintenance personnel. The work orders remain on their PDA until completed and give the tech the ability to enter their own time and technical notes. The PDA's are WIFI equipped and will allow on campus synchronization and updates through the use of AirBear. This first set of PDA's are being programmed, and the training for the first techs to use them will be done in April. Our goal is to have these units in use by the first part of May.



Allbritton House Remodel

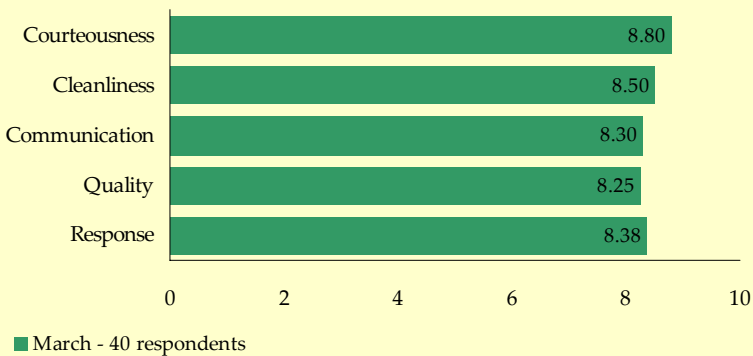
The remodeling of the Allbritton House became the responsibility of the SRC Manager – Tony Chaffin. The project encompasses a top to bottom facelift of the President's home in preparation for President Lilley and his wife Gerry to move into the house mid-April. Finishes are being updated, landscaping & irrigation systems are being given a boost, and the overall condition of the house is being greatly improved to welcome Baylor newest President to campus.



Follow Up Surveys -
Twelve Month Average

Customer feedback is a key component to a successful facility services operation. The SRC surveys 20 requestors each week in reference to specific work orders. These surveys simply ask the customer to grade the BFS in the following five areas:

- *Courteousness**
- *Cleanliness**
- *Communication**
- *Quality**
- *Response Time**

Follow Up Surveys -
March Averages

This letter is a commendation of excellent work performed by Derek Maler, Sign & Small Project Coordinator. The Center for Literacy, located at 1514 S. 5th Street, has a new sign with which we at the Center and at the School of Social Work are most pleased. Mr. Maler was responsible for every aspect of this most successful project. However, his contribution to this effort exceeded the typical role in a project of this type. I want to say that throughout the entire process Mr. Maler was enthusiastic, courteous, and customer focused. He initiated communications and was always responsive to my enquiries. In my years of dealing with consultants and vendors I have seldom worked with any who have provided the quality of work in the manner that Mr. Maler has. He has represented himself, ARAMARK Education, and Baylor Facility Services well, and I commend him for it.

Robin K. Rogers, PhD
Director, Center for Literacy