

FM Lockshop MAR-22-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Students Work together to ensure repairs are done in a timely fashion.
- Work collaboratively with Auxiliaries services to ensure a good student experience
- Allow students/student workers to watch and understand what we do.
- Show interest in student majors and experience at UMaine
- Way to communicate with our customers about when we were there and what we've done.
- Communicate with customers to ensure they are satisfied and that the work is done.
- Communicate with customers when work that needs to be done is maintenance and not for them to pay for.
- Ask visitors if they need help finding locations or meet their needs.

2. What are some things we can do to help each other and/or other departments be more successful?

- Communicate with our FM partners to ensure work is done well/quickly.
- Ask the trades for advice/assistance in accomplishing projects/tasks.
- Provide progress reports on project schedules to communicate within FM and to our customers.
- Try to limit crisis to real emergent events. Plan as well as possible.
- Provide timely customer service to each other and to campus.

3. Do you have ideas for a new or different way to do work that will help our department?

- Have more space in the shop to perform tasks.
- Train/cross-train employees in trades.
- Update/upgrade tools.
- Ensure timely delivery of work orders.
- Ensure work orders include complete information.
- Get key requests in a different format than work orders.
- Assist customers to provide complete information on work requests. (room numbers/spaces)
- Providing history on problems thru work order information would help to be more productive.

FM Custodial Shop 3-22-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Students Keep the areas clean to provide a safe and productive environment
Cleaning to prevent germs and keep the students healthy
- Keep the stairs and walkways free of items, ice and snow (safety)
- Restroom cleaning to keep disinfected
- First impression cleaning (handrail cleaning for instance)
- Info booth for the students to access campus information when an issue or need arises
- Green seal certification / environmentally safe products
- Relationship building with customers and building occupants
- Schedule of our employees to accommodate customers' schedules (second shift)
- Modify work flow to address the needs as illustrated by the audit report results.

2. What are some things we can do to help each other and/or other departments be more successful?

- Communication is key.
- Work together / teamwork.
- Prompt responses to customer pest services requests.
- Customers like to have preventative maintenance done to keep things up.
- Customers go to the custodian for information. (ie. point of contact for FM)

3. Do you have ideas for a new or different way to do work that will help our department?

- Wage inequity unrest. (ie. can't focus on one group of people and not on all employees without affecting morale)
- Do more preventative maintenance (ie. change all lights when some are burned out instead of just the burned out ones because the others are at the end of their life and will be burned out in a short time)
- First impression area cleaning is a top priority. It's 50% of the battle.
- Continue to focus on cleaning using the established written cleaning program and audits.

FM Carpentry Shop MAR-22-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Students Educate students about contacting FM Work Control to report items that need to be addressed or repaired.
- Include the commuter students with the reporting information in the first bullet item.
- See something say something if it's broken. (ie. mention to professors, etc.)
- Offer students more work study within facilities.
- Help students with their school projects and also communicate to them that we can help them.
- Provide scrap material to support student projects.
- Communicate with the customer that we are still here when we are forced to stop temporarily and go address another need elsewhere. We will return.
 - Direct customer questions to the appropriate place (ie. an electrical question would get directed to the electrical shop, etc.)
 - Education of customers in the way that we work, the way that billing occurs, OT vs ST, etc.
 - Be understanding of a customer's frustration and explain that we might get called away but reassure them that we will return.

2. What are some things we can do to help each other and/or other departments be more successful?

- Collaborate and work together.
- Communicate the next step needs in a project (ie. give the next shop a head's up that they will be needed shortly).
- Work with PM to get the communication out.
- Close work orders promptly so they can be billed in a timely manner.
- Work to avoid scope creep

3. Do you have ideas for a new or different way to do work that will help our department?

- The admins in the shops are good
- Move NTP's to the shop admins
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- Update tools to cordless as needed

- Training, especially in computers (ie. now UMaine requires online access for almost everything like training, paychecks, etc.)
- New hire physicals should be changed to also include respirator fit testing done is they are going to be required to wear a respirator for their job.

FM HVAC Shop MAR-20-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Students Educate the residence staff on how the building heating systems work and who to call if an issue occurs
- Communicate to the students on the limitations of the building systems to develop realistic expectations
- Take time to interact with students when opportunities arise
- Timely response to issues when they arise
- Provide feedback when needed to customers to provide us with specific information on room, issue, etc. so the problem can be taken care of quickly
- Ensure that requests follow the appropriate process
- Communications / Better understand the needs of our customers
- Partner with key building occupants when a larger issue arises and keep them well informed of the progress of work.
- Build relationships with building occupants

2. What are some things we can do to help each other and/or other departments be more successful?

- Improved communications (in FM and outside of FM)
- Be empowered to reach out to the resources that are needed (ie. if an HVAC person sees a roof leak to let the Roofing shop know).
- Improved training

3. Do you have ideas for a new or different way to do work that will help our department?

- Appropriate workshop area size wise
- Right size the staff to the growing campus needs (ie. add staff)
- Training/education to respond to the increasingly complex campus building systems

FM Plumbing Shop MAR-20-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Improve the condition of the building facilities (fountain bottle fillers like the one at Alumni Hall, restroom conditions, etc.)
- Deferred maintenance is an issue; need to improve the condition of the buildings
- Be polite/professional when interacting with students
- Remodel lab spaces
- Update facilities in general
- Don't get stuck in the "can't do that" mindset financially
- Modernize spaces as opportunities arise (solve the financial issue)
- During the design process design for future maintenance activities

2. What are some things we can do to help each other and/or other departments be more successful?

- Standardize with high-quality plumbing components campus-wide. (Very good idea)
- Keep an eye out for situations or conditions that affect our items and let the other shops know (ie. leaking steam traps causing sump pumps to fail)
- Modernize good tools and match the tools to the job needs

3. Do you have ideas for a new or different way to do work that will help our department?

- Improved training. Keep up to date on new items and processes.
- Explore modern piping methods (ie. pro press vs threaded vs soldered)
- Better communication from PM's on updating the shops on scope updates

FM Paint Shop MAR-20-2019

1. How can the university / your specific department help the following groups have a successful experience on campus?

- Continue with the repainting of the exterior of the buildings on campus
- Communication of when we will be at a job site
- Spend time to prepare for the work in advance
- Keep the condition of the campus classrooms in good shape
- Improve consistency of classroom spaces from one college to another college (ie. Engineering vs. CLAS)
- Blurb in the Maine Campus paper to be preemptive on building and campus infrastructure repair issues
- Make sure that visitors know where they need to go on campus through signage
- Make as easy as possible on the customer (least intrusive, give notice, help with relocation options)
- Provide an opportunity for the customer to clear their items out of the way in advance
- Better communicate/educate the customer why maintenance is done that way that it is or is not done.
- Educate how work is initiated (ie. the work order process)
- Encourage the customer to use the phone to contact FM when in doubt on how to get work done

2. What are some things we can do to help each other and/or other departments be more successful?

- Better communication between the PM's and the Shops
- Staying updated on the overall job progress so the shop will know when they are needed/scheduled.
- Be given a complete scope of work at the beginning of the job (no surprises).
- PM's work through the shop supervisor/manager and not directly with the workers
- Improve communication with other departments and other shops.

3. Do you have ideas for a new or different way to do work that will help our department?

- Become more involved and support with UMM maintenance needs
- Matching products to the application need if possible (ie. oil based vs water based)

- Inter shop communication (ie. when a shop is getting done to let the next shop know when they will be needed)