

July 24,
2024

CPI – EC

Facilities Update

November 13, 2024

HEATHER QUIRAM



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

Critical Room List



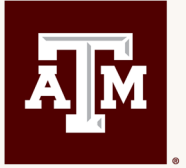
- Live September 15, Active 24/7/365
- Rooms are assigned to an SSC technician as a priority 1 within 1 hour
- Work order requestor is called 2nd only to the SSC technician
- Currently 1801 rooms on the list – open to evolution
- To date 173 WOs received for spaces on the list
- Vetted by VPR, shared with CPI for vetting, to be shared with URC

FC Bypass



- Previously FC was required to approve & promote ALL WOs
- September 15 ALL WOs now bypass approval/promotion process and go directly to the Customer Service Center, unless....
- Sensitive facilities retain the approval/promotion process – GHRC, TVMDL
- FC Bypass gives time back for FC to walk the facilities more frequently, visit with occupants and follow up on WO inspections

FC Awareness



MEET YOUR FACILITIES COORDINATOR

EVERY FRIDAY, 5 - 7 P.M.

VRB/1197 Lobby

**Heather Quiram
Facilities Coordinator I
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Please join your F&ES Facilities Management Facilities Coordinator. Learn more about how we work to serve the university by creating a safe and comfortable built environment for you to learn, live, teach, and perform research in.

FC Awareness



- Piloted “Meet Your FC”

Halbouty, O&M, Architecture, Vet Med, 2 hours/week in the lobby

- Engaged VPRs Office in developing matrix of PIs and FCs for connection

EH&S and BioRaft lists critical

- Lab ‘Walk-about’ with VPR

Walked: O&M, BSBE, BSBW, Chemistry

Scheduled: Halbouty, Mitchell Physics, Psychology, HEEP

- Due to space constraints, 52% of FCs are NOT housed in the buildings they serve

Marketing Concerns



- F&ES hired a dedicated MarComm teammate
- Updates on website <https://facilities.tamu.edu> include:
 - Org charts for all F&ES teams
 - Updated FC list
 - Customer Service Center contact
- To be published Dec 1
 - Q1 SSC performance metrics
 - APPA levels for custodial and landscape
- To be published April 2025
 - 'How to' videos

Customer Service Center



- Historically focused on fire alarms, elevator entrapments and emergency outages
- October 1 additional staff hired to be a true communication center bringing all campus support teams together
- Staffed 24/7/365 to support all emergencies
- Will utilize App Armor (code maroon backbone) to communicate

• **979-845-4311**

Deferred Maintenance



- Direction from leadership is to review the process and evaluate our current assets (buildings)
- Kick off meeting planned for late November with Gordian Solutions
- Process will focus on Catch Up and Keep Up
- Faculty, staff, lab managers, etc. interviews
- Data collection to begin in December

Lab Engineer Position



- FY26 funding requested for position
- Position will be assigned to specific buildings to learn the nuances of their mechanical needs, specifically:

HVAC, med/compressed gases, electrical, specialized water systems, lab air controls, etc.

Will work closely with occupants, FC and UES BAS

HVAC/Fume Hood/Air Balance Response



- Responsibility of UES Building Automation Team
- Currently 18 technicians with 5 vacancies
 - Performing a market-based salary survey
- Will hire a BAS dispatching Supervisor to work with FCs and Customer Service Center

SSC Contract



- The contract is an insurance policy/cost containment tool
- SSC funds the first \$6,400 of every reactive maintenance WO
- Contract is performance based
- Inspections and surveys used to gauge performance

SSC Performance Metrics



- Objective Inspection – performed by FC
 - 9,755 completed Q1
- Subjective Survey – performed by WO Submitter
 - Whoever submits the WO will receive a survey
- Fiscal rewards and penalties for performance

SSC Performance



Total Revenue for SSC Maintenance and the SSC Contract for 11/1/2023 to 10/30/2024

Type	Cost
PM5K (repairs > SSC threshold reac main)	\$ 2,989,701
PM5KD (repairs > SSC threshold reac maint non E&G/02)	\$ 929,547
PFT (Billable to E&G – mods to facil, acts of God)	\$ 2,521,351
BILLABLE D (Billable to E&G – mods to facil)	\$ 10,045,262
FACM - Emergency Events	\$ 4,217,764
DM - Deferred Maintenance	\$ 58,927,377
SSC Contract	\$ 83,000,000
Total	\$ 162,631,001
Facilities Management Costs	\$ 5,800,000
	3.566%

Next Steps



- What would you like to focus on?
- BAS information
- FC Awareness
- Website
- 'How To's
- SSC contract transparency

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Thank you!

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SSC Performance



Reported SSC KPIs

Response – Initial response upon receipt of WO; based on most critical priority level assigned

Completion – All phases marked as complete; based on the highest priority level assigned

Priority	Response	Completion
P1	0-1 hours	5 working days
P2	1 working day	5 working days
P3	3 working days	10 working days
P4	1 calendar week	10 working days
P5	2 calendar weeks	scheduled