

Cal Poly Humboldt Strategic Plan 2021-2026
Facilities Management Integrated Assessment and Planning
MBU Purpose, Key Activities & Objectives

PURPOSE STATEMENT

Facilities Management is committed to advancing our physical environment in the most aesthetically pleasing and optimal operating condition so as to support the purpose and goals of the University. We accomplish this through planning, design, construction, and maintenance services that are responsive, cost-effective, and sustainable for our campus community and regional partners.

FACILITIES MANAGEMENT KEY ACTIVITIES/INITIATIVES

- 1.1 Training on respective roles in work order management
- 1.2 Trade specific planning, each department will develop a training schedule for its role/employees
- 1.3 The MBU will restructure the professional development budget to support the training schedules over time.
- 2.1 Facilities Management will produce easy to navigate user guides for the following areas of FM
 - 2.1.a. Work order submission, tracking, management and expectation
 - 2.1.b. Key Process
 - 2.1.c. Field Trips - Bus Rental
 - 2.1.d. Space utilization/use and occupant tracking
 - 2.1.e. Produce a newsletter for campus illustrating FM progress on work and process.
- 2.2 FM will host a once a semester campus info session on accessing FM Services.
- 3.1 Shop work order management - time tracking, find a way to have time tracking on the same page as the work order.
- 3.2 Improve the integration of Facilities Link to StarRes, specifically in work order creation and closing.
- 3.3 Establish campus exterior service areas
- 3.4 Establish service levels for each building and exterior area. Each service level will have work expectations and frequency.
- 3.5 Host all employee meetings at minimum once a semester.
- 3.6 Establish project planning expectations
- 4.1 Inventory existing tools for each department
- 4.2 Create a renewal plan based on existing and new tools for each department
- 4.3 Dedicate a budget to sustainability address tool lifecycle replacement.

- 5.1 Identify critical building and campus infrastructure systems including, HVAC fans and motors, fire alarms, refrigeration equipment, electrical distribution, locking systems and building envelope.
- 6.1 Develop a Facilities Management growth plan for each shop as applicable to coincide with service levels for campus buildings and areas as well as physical growth
- 7.1 Increase points obtained through the STARS rating systems for elements under Facilities Management responsibility including but not limited to:
 - 7.1.a Custodial practices and materials.
 - 7.1.b Energy Management and infrastructure.
 - 7.1.c Grounds practices and materials.
 - 7.1.d Recycling and waste management programs and processes.

FACILITIES MANAGEMENT OBJECTIVES

- 1. Expand planning and provide equitable access to professional development and redundant roles through training FM employees.
- 2. Provide expanded and equitable access to, and increase accuracy of, facilities process information.
- 3. Improve FM communication, and understanding of work expectations in work order management.
- 4. Improve FM efficiencies by modernizing work tools and minimizing downtime, streamlining processes.
- 5. Demonstrate progress in reducing deferred maintenance of specific building and campus infrastructure systems.
- 6. Match service level expectations with staffing level capacity.
- 7. Increase points obtained through the STARS rating systems for elements under Facilities Management responsibility including but not limited to:
 - A. Custodial practices and materials.
 - B. Energy Management and infrastructure.
 - C. Grounds practices and materials.
 - D. Recycling and waste management programs and processes.

FACILITIES MANAGEMENT MAPPING TO DIVISION STRATEGIC PLAN & PILLARS OF INCLUSIVE EXCELLENCE

MBU Objectives	MBU Key Activities	Division Outcomes	Division Priorities	Pillars of Inclusive Excellence
1. Expand planning and provide equitable access to professional development and redundant roles through training FM employees.	1.1 Training on respective roles in work order management 1.2 Trade specific planning, each department will develop a training schedule for its role/employees 1.3 The MBU will restructure the professional development budget to support the training schedules over time.	1. Increased employee retention by expanding training and development opportunities	1. Demonstrate support to employee success and provide opportunity for professional development	Pillar 1. A Safe and Welcoming Community Pillar 2. Equitable Opportunities and Outcomes
2. Provide expanded and equitable access to, and increase accuracy of, facilities process information.	2.1 Facilities Management will produce easy to navigate user guides for the following areas of FM 2.1.a. Work order submission, tracking, management and expectation 2.1.b. Key Process 2.1.c. Field Trips - Bus Rental 2.1.d. Space utilization/use and occupant tracking 2.1.e. Produce a newsletter for campus illustrating the FM progress on work and process. 2.2 FM will host a once a semester campus info session on accessing FM Services.	3. Enhanced campus collaboration by improving existing and establishing new formal training and communication venues campus-wide; 4. Increased efficiency in divisional service delivery, reduced redundancy, and clearer communication to service recipients	3. Promote adaptable and attentive collaboration that supports campus communication, engagement, growth, and resilience. 4. Deliver quality services, efficient operations, and meaningful, positive interactions.	Pillar 2. Equitable Opportunities and Outcomes
3. Improve FM communication, and understanding of work expectations in work order	3.1 Shop work order management - time tracking, find a way to have time tracking on the same page as the work order. 3.2 Improve the integration of Facilities Link to StarRes, specifically in work order creation and closing.	4. Increased efficiency in divisional service delivery, reduced redundancy, and clearer communication to service recipients	4. Deliver quality services, efficient operations, and meaningful, positive interactions	Pillar 2. Equitable Opportunities and Outcomes. Pillar 3. Strategic Partnerships

management.	<p>3.3 Establish campus exterior service areas</p> <p>3.4 Establish service levels for each building and exterior area. Each service level will have work expectations and frequency.</p> <p>3.5 Host all employee meetings at minimum once a semester.</p> <p>3.6 Establish project planning expectations</p>			
4. Improve FM efficiencies by modernizing work tools and minimizing downtime, streamlining processes.	<p>4.1 Inventory existing tools for each department</p> <p>4.2 Create a renewal plan based on existing and new tools for each department</p> <p>4.3 Dedicate a budget to sustainability address tool lifecycle replacement.</p>	4. Increased efficiency in divisional service delivery, reduced redundancy, and clearer communication to service recipients	4. Deliver quality services, efficient operations, and meaningful, positive interactions	Pillar 5. Organizational Resources
5. Demonstrate progress in reducing deferred maintenance of specific building and campus infrastructure systems.	5.1 Identify critical building and campus infrastructure systems including, HVAC fans and motors, fire alarms, refrigeration equipment, electrical distribution, locking systems and building envelope.	5. Lead the development of strategic investment and sustainable resources planning in alignment with the University Strategic Plan, divisional goals and outcomes, and the Polytechnic Prospectus	5. Lead the strategic investment and management of all resources, in alignment with university planning and in the context of resource Sustainability	N/A
6. Match service level expectations with staffing level capacity.	6.1 Develop a Facilities Management growth plan for each shop as applicable to coincide with service levels for campus buildings and areas as well as physical growth	<p>1. Increased employee retention by expanding training and development opportunities;</p> <p>6. Improved student experience through enhanced participation and employment opportunities</p>	<p>1. Demonstrate support to employee success and provide opportunity for professional development.</p> <p>6. Prioritize student training, engagement, and service delivery within the division of Administrative Affairs</p>	Pillar 2. Equitable Opportunities and Outcomes

<p>7. Increase points obtained through the STARS rating systems for elements under Facilities Management responsibility including but not limited to:</p> <p>A. Custodial practices and materials.</p> <p>B. Energy Management and infrastructure.</p> <p>C. Grounds practices and materials.</p> <p>D. Recycling and waste management programs and processes.</p>	<p>7.1 Increase points obtained through the STARS rating systems for elements under Facilities Management responsibility including but not limited to:</p> <p>7.1.a Custodial practices and materials.</p> <p>7.1.b Energy Management and infrastructure.</p> <p>7.1.c Grounds practices and materials.</p> <p>7.1.d Recycling and waste management programs and processes.</p>	<p>5. Lead the development of strategic investment and sustainable resources planning in alignment with the University Strategic Plan, divisional goals and outcomes, and the Polytechnic Prospectus</p>	<p>5. Lead the strategic investment and management of all resources, in alignment with university planning and in the context of resource Sustainability</p>	<p>Pillar 6. Collaborate Leadership and Shared Accountability</p>
--	---	--	--	---

FACILITIES MANAGEMENT DATA COLLECTION TABLE

MBU Objectives	Measures	Timeline for Data Collection
1. Employee Training; Expand planning and provide equitable access to professional development and redundant roles through training FM employees.	<p>Direct: Facilities Management will complete 85% of the planned and budgeted training for the fiscal year. Data Source: Annual Internal Tracking Log</p> <p>Indirect: FM employee survey will serve as the initial benchmark for employee satisfaction in the first year using a 1-5 scale with 1 being most negative. subsequent years will be evaluated against year 1 results, annual results should yield a higher average rating than the year prior or an average of 4 or greater.</p>	<p>Direct: Annual Indirect: Biennial</p>
2. Provide expanded and equitable access to, and increase accuracy of, facilities process information.	<p>Direct: Count of guides/trainings, and last updated date of materials. revision dates should not be more than 5 years. And be reflective of current processes. Internal tracking log identifying new material and updated materials.</p> <p>Indirect: FM will work with IRAR to produce an annual Campus survey to understand user satisfaction using a 1-5 scale with 1 being most negative. Subsequent years will be evaluated against year 1 results, annual results should yield a higher average rating than the year prior or an average of 4 or greater. Part of an annual external survey (survey may be a division wide survey for campus)</p>	<p>Direct: Annual Indirect: Annual</p>
3. Improve FM communication, and understanding of work expectations in work order management.	<p>Direct: Decrease time to work order completion to less than 28 days on average from initial request date (efficiency/expectation) Process 85% of all Key Requests to issuance in less than 7 days. (efficiency/expectation)(add more direct measures to reflect the three aspects of the objective) Data Source:</p>	<p>Direct: Annual Indirect: Biennial</p>

	<p>FacilitiesLink</p> <p>Indirect: FM employee survey will serve as the initial benchmark for demonstrating and on going as noted in Objective 1.</p>	
4. Improve FM efficiencies by modernizing work tools and minimizing downtime, streamlining processes.	<p>Direct: Decrease productive indirect time logging by 10%</p> <p>Indirect: FM employee survey will serve as the initial benchmark for demonstrating budget used</p>	<p>Direct: Annual</p> <p>Indirect: Annual</p>
5. Demonstrate progress in reducing deferred maintenance of specific building and campus infrastructure systems.	<p>Direct: Reduce projected annual cap renewal by 10%. This reduction will ultimately reduce deferred maintenance accrual year to year. Data from ISES database</p>	Biennial
6. Match service level expectations with staffing level capacity.	<p>Direct: Compare campus services levels to nationwide benchmarking and improve established service levels using APPA/FPI tool and resource management in FacilitiesLink</p>	Annual
<p>7. Increase points obtained through the STARS rating systems for elements under Facilities Management responsibility including but not limited to:</p> <p>A. Custodial practices and materials.</p> <p>B. Energy Management and infrastructure.</p> <p>C. Grounds practices and materials.</p> <p>D. Recycling and waste management programs and processes.</p>	<p>Direct: Attain point values in respective facilities areas that align to the "Path to platinum"</p>	Tri Annual