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Making UH Facilities a Tier One Priority

Over the years, the buildings on the UH campus have received varying degrees of investment, care and service due to decentralization and varying levels of planning, funding and service levels available to them. A thoughtful systematic approach to facilities planning, operational maintenance and capital planning is essential to the Tier One objectives of UH and has been supported by the University. An initial step in both understanding facility and classroom condition that was undertaken in 2011 and will be completed in 2012 is a facilities condition assessment.

This information on facilities, classrooms and infrastructure will allow the university to then move forward and establish an integrated facilities management plan and supporting strategy for all facilities, but also ensures coordinated management and investment on all new facilities, preventing future issues.

The university began its evolution in late 2009 by creating a necessary management transition and subsequent restructuring, and then further evolved by centralizing and standardizing facility expectations including management and project delivery in 2011 and now moves further to develop an overall integrated facilities management plan and supporting strategy as we move into 2012. This strategy will ensure all components are aligned with the academic and Tier One objectives and put ownership on both the space management and stewardship of the space provided to and for the Colleges’ objectives.

An Integrated Facilities Management Plan & Supporting Strategy will include the following elements:

1. Design standards that improve facility durability and life
2. Establish standard level of care models (APPA Level 3) – for new facilities including matching funding levels
3. Research funding investments (renovation and maintenance)
4. Centralization of all facility management and project resources – completed 2011.
5. Space usage plan and space policies
6. Long range capital and planned renewal plans
7. Supporting Infrastructure Plans
8. Targeted reinvestment & non-investment decisions
   * Reduce space and spread maintenance and renewal dollars over remaining space to improve quality of service
   * Space policy and practices (efficiency, utilization and ownership)

Next Steps: In May 2012 all initial investment recommendations on the facilities and classrooms were completed and presented to university leadership. Once initial decisions on future use and investments are made, Dean and College engagement will begin to allow for vetting of data and initial building of a 5-30 year capital planning effort.

For more information related to this process or integrated planning efforts please contact Melissa Rockwell-Hopkins, Executive Director, at mrockwel@central.uh.edu or call 3.8750.
Twelve existing Cougar Place buildings were demolished to prepare the site for construction of a new upperclassmen housing project with 799 beds called Cougar Place Replacement / Sophomore Housing. Construction began in March 2012.

This 5-acre site is located south of Robertson Stadium and Cougar Place Drive and west of Cullen Street. The new facility will be four stories. The complex is designed in the shape of a figure eight. The residential suites wrap around two large, landscaped courtyards.

This project has been designed to meet the needs of upperclassmen with a balance of private bedrooms, a bathroom and shared living areas within each suite. Each floor has a laundry and lounge with full kitchen, several smaller lounges, and group study rooms. The layout is a combination of 4 bedroom suites with some 3, 2, and 1 bedroom suites.

This project will be substantially complete in June 2013 and occupied in the Fall of 2013.

For questions related to this project, please contact Maggie Manley, Senior Project Manager, at 713.743.2493 or mdmanle2@central.uh.edu.
FPC Planning Department “Look Ahead”

What’s Happening in Planning

- **Pharmacy Building** – Program confirmation for a new 132,000 sf facility that will unify the College of Pharmacy into one building, provide a state of the art research facility, and accommodate increased student enrollment. It will be located next to the new Health and Biomedical Sciences and Optometry buildings at Wheeler and Calhoun streets. The project cost is estimated at $54M and is planned for occupancy in January 2015 with contracting this coming year.

- **UH Downtown Parking Garage** – Feasibility/traffic study to demolish and replace the Girard Street Parking Garage and replace with a new 400 space garage and Visitor’s Welcome Center connected to the One Main Building.

- **Graduate College of Social Work** – Study and report to investigate the College’s academic needs to determine how the 40-year-old facility can better respond to those needs in conjunction with the Facility Conditions Assessment’s recommendations.

- **UH Sugar Land TimeGate Building** – Site use/accessibility studies for a developer-lease building and garage that will provide classroom space for a new academic program.

- **Facilities Condition Assessment** – Field investigations are nearly complete for most campus facilities with a draft report by the end of the year. The observations and conclusions in the report, along with parallel reports for all campus infrastructure systems, will be utilized to prepare a prioritized Capital Improvement plan for long-term facilities renovations and development.

- **Master Construction Specifications** – Along with the Campus Design Guidelines and Standards make up the Design Criteria that can be accessed through “Quick Links” on the FPC web site. The 33 division, CSI format document is meant to be revised/updated with proposed changes by FPC Project Management brought to the Core Team by FPC Planning for review and approval.

Building Coordinator Program

The university’s Building Coordinator Program is off to a good start. The program, managed through the Plant Operations department, is a resource to provide effective communications between Plant Operations and building occupants. The coordinator should be notified or advised of maintenance repairs, outages and overall escalation issues that impact the building or its occupants.

**Quarterly Meetings**

The program was officially rolled out in July 2011 when the first building coordinator training was held. The next phase of the program roll out is the commencement of regular quarterly meetings. The first quarterly building coordinator meeting was held May 2012 and included facility updates, how to prepare for an emergency, managing risk, and general topics.

**CBA/DBA**

Building Coordinator communications have become an effective way to resolve many facility issues. To help resolve issues that are related to business transactions and billing questions, we will also occasionally include the College Business Administrators/Department Business Administrators, many of whom are also building coordinators, in our communications. This is just another way Plant Operations strives to effectively serve our campus customers.

**Building Coordinators in the News**

All of our building coordinators are valued staff members and when we find out that a building coordinator has been recognized for an award, we would like to also recognize them in the newsletter. Fred McGhee who serves as director of business operations for the College of Natural Sciences and Mathematics was recently awarded the Charles F. McElhinney Distinguished Service Award which is considered the university’s highest staff honor. Fred also serves as the building coordinator to several university facilities. Congratulations Fred!

[http://www.uh.edu/plantops/bcp](http://www.uh.edu/plantops/bcp) is the link to the Building Coordinator webpage that includes the online building coordinator list (under Quick Links) that is available for your reference. If you would like to know more about the Building Coordinator Program, please feel free to contact Cynthia Ramos, cmramos@central.uh.edu or Jacquie Vargas, jmvarga5@central.uh.edu.
In 2010, FAMIS® was selected as an enterprise facility management program to meet the various space planning and management needs of the university. There are four major business areas: Real Estate, Space Management, Capital Projects, and Maintenance Management. Each area represents technology-based solutions to help support operational and strategic work processes. Space Management was Phase 1 of this project and was completed in November 2011.

How will the Space Management module benefit the University?
FAMIS allows for a unified building and room inventory database for use in the management of facilities. Prior to FAMIS, minimal space data was maintained and was not available to other applications. There were many other users in the university that were maintaining their own data files for specific department needs. FAMIS will meet the university’s need for such things as state reporting requirements, space planning and management, maintenance (i.e. work orders), emergency management, IDC recovery, financial audits, and capital projects.

About Phase 1 - Space Management
FAMIS Space Management is a sophisticated system for managing the physical space of buildings. It includes features for defining locations, maintaining employee information, and managing space assignments. Advanced features are provided for analyzing space utilization and benchmarking to published standards. FAMIS also has an AutoCAD Interface between the FAMIS Enterprise Space Management Module and AutoCAD software. The FAMIS AutoCAD Interface provides a bi-directional link between AutoCAD drawings and FAMIS’s Oracle database. FAMIS AutoCAD Interface can also retrieve data from other ODBC compatible databases having a Site/Building/Floor/Room location structure. With FAMIS AutoCAD Interface’s capability of exporting data from the floor plan drawings directly into FAMIS, more accurate room counts and area calculations are possible. By importing FAMIS data into floor plan drawings, users can generate accurate graphical reports with ease.

Project Timeline
August 31, 2010 – FAMIS Contract Executed
October 25 - 26, 2010 – Phase 1 Kick Off and Immersion Training
December 2010 – September 2011 Software Installation and Configuration
November 4, 2011 – FAMIS Phase 1 (Space Management) turned over to UH (Go Live)
Next Steps

April 2012 – Space Survey Training
June 2012 – Space Surveys conducted by Departments and Colleges/Division
July - August 2012 – Space validated by Office of Facilities Information

After much anticipation, the FAMIS Phase II implementation project is under way. Over the course of the next few months, nearly all departments within Facilities Management (FM) will be engaged in the project; however the benefits of this Integrated Workplace Management System will be evident university-wide. The intent is to follow the example set by the Space Management team for Phase I implementation, and do likewise for Phase II. A 3-tiered approach was adopted by our Project Management team, the details of which are laid out below.

1. **Key Control** – This module will revolutionize the way we issue and account for keys, university-wide. After full implementation, this module will allow for electronic tracking of key requests through approval, production and issuing stages. In addition to improving efficiency for all departmental key requests, we are partnering with Residential Life and Housing (RLH) to streamline the processes for issuing keys to campus residents.

2. **Maintenance Management** – This is designed to replace our current work order processing system, FME. The application will be web-based, allowing our users access from any machine or location. The software comes complete with a Self Service Application which enables all faculty, staff and students to electronically generate work requests. Over the course of the next several months, there will be close cooperation with all FM departments to ensure that their needs are met through FAMIS. The Inventory Control module will be activated in conjunction with Maintenance Management as the functions are mutually inclusive. Together, these will enable a granular level of control over purchasing, distributing and replenishment processes as FM departments use stock. Both modules will be going live together as they are mutually inclusive functions.

3. **Facilities Assessment** – The final tier of Phase II facilitates assessment of all facilities currently maintained by Plant Operations. The integration with the Space Management Module is the key that will allow us to record, track and update facility information. The life-cycle modeling function will allow for timely renovations to facility systems and components, while allowing us to forecast maintenance costs and base capital investment decisions on quantitative analyses.

**Implementation Timeline:**
1. Key Control – Spring 2012
2. Maintenance Management – Late Summer 2012
3. Facilities Assessment – Fall 2012

For updated information about the FAMIS Project, please see [http://www.uh.edu/plantops/famis/index.php](http://www.uh.edu/plantops/famis/index.php)

For questions about Space Management, please contact Lillian Wanjagi at 3-5541 or lwanjagi@central.uh.edu

Phase II of the project is led by Adam Horn, and he can be reached at 3-5919 or cahorn@central.uh.edu
Cougar Village II

New construction of Cougar Village II began in April 2012. Cougar Village II is a student residence facility consisting of approximately 274 two-bedroom shared bath units, 2 apartments for resident staff, approximately 36 individual apartments for resident assistants, and related amenities. The building will be approximately 288,000 GSF and seven stories.

The project is the second phase of two similar residence facilities to be located along Wheeler Street at the southern edge of the UH campus, to complete Cougar Village Freshman Housing. All site improvements will complement and enhance the Cougar Village Phase 1 project, including landscaped courtyards for campus-wide events and informal recreation, with wireless internet access. Each student bedroom shall accommodate two beds for a total capacity of 1,144 beds. Amenities will include a reception area/lobby with reception desk, central and floor lounges, computer room, laundry room, a Testing Center, fitness area, two staff office suites, floor kitchenettes, and community study lounges.

The construction duration will be 16 months and the completed facility is expected to be available for occupancy in the Fall of 2013.

For questions related to this project, please contact Dean Ruck, Senior Project Manager at 713-743-2493 or DBRuck@Central.uh.edu.
Congratulations to Michael Aguilar of Facilities Management for receiving a Staff Excellence Award! Aguilar, the campus’s elevator inspector and adjuster, is one of three winners from Administration and Finance.

The Staff Excellence Awards are given out each year to nominated employees who have “shown meritorious service, dedication and contributions to the university beyond the requirements and expectations of the job.” This year, 48 employees were nominated for the awards. Recipients receive a certificate and $1,000 plus recognition at the Staff Excellence Awards luncheon taking place on May 23 at the Hilton Hotel.

Aguilar was surprised by Human Resources and Facilities Management representatives during a meeting in the elevator shop where he was presented with balloons and invited to the awards luncheon. Each year, HR works with the employee’s managers to go on site to cheer on and show support for the recipients.

“In receiving this award, I feel that my work has not gone unnoticed and feel appreciated,” Aguilar said. “I was caught completely off guard. I was expecting to have a meeting with management, so to have them come in cheering and with balloons was a complete surprise to all of us. We knew one of us had won something, but I never expected it to be me. It was nice to have management present the award.”

Aguilar will become eligible to receive the Charles F. McElhinney Distinguished Service Award.

Facilities Management would like to acknowledge the live saving efforts of Wendy Byron, Facilities Service Lead, and Jim White, Skilled Trades Tech 1, as a result of their quick actions and response in assisting one of our UH students.

Both Wendy and Jim were recognized in May 2012 for their efforts during a breakfast attended by facilities personnel and representation from Public Safety. Both received a certificate of recognition as well as gift certificate presented by Melissa Rockwell-Hopkins, Executive Director of Facilities Management.
In order to continuously improve capital planning and establish a formal project delivery program for capital and minor construction projects; Plant Operations has made significant strides since early 2010 in key service areas and we are moving forward to implement an additional program element that will include: vendor, planning and customer evaluations for all projects completed. This program element was implemented in April 2012. The following are critical steps in the program process that have been completed as well as additional elements of focus for the 2012 calendar year.

Program Improvements to Date:

- Re-establishment of the Job Order Contracting Process and Continuing Service Agreements, utilized to assist in expediting project planning and delivery. (September 2010) [http://www.uh.edu/plantops/forms/project-delivery/CSA-JOC-Presentation.pdf](http://www.uh.edu/plantops/forms/project-delivery/CSA-JOC-Presentation.pdf)


- Establishing a clear point of accountability on all projects – SAM policies related to how projects can be initiated and completed on campus. (July 2011) SAM 01.B.07: [http://www.uh.edu/af/universityservices/policies/sam/1GenAdmin/1B7.pdf](http://www.uh.edu/af/universityservices/policies/sam/1GenAdmin/1B7.pdf)
  
  SAM 03.C.03: [http://www.uh.edu/af/universityservices/policies/sam/3FiscalAffairs/3C3.pdf](http://www.uh.edu/af/universityservices/policies/sam/3FiscalAffairs/3C3.pdf)

- Documented a transparent project delivery process developed against industry best practices and full training completed. (July 1, 2011) [http://www.uh.edu/plantops/projdel/fm-pd/index.php](http://www.uh.edu/plantops/projdel/fm-pd/index.php)


Program Next Steps:


- Program of Requirements & Annual Planning Improvement Pilots for FY14/15 for Campus Safety, Classroom Renovation and Parking Projects – Complete initial plans by December 2012.
• Standardize consulting fees paid by project type to ensure proper fees are paid by project type and complexity where appropriate, initial fee schedule to be complete by December 2012.

• Project Metric Database to measure and publish annual reports on all completed projects – initial report for completed FY12 projects to be published by December 2012.

• Separation of Program Management to allow for Project Delivery to focus solely on customer and project service delivery.

• Add additional Skilled trades and Technical Trades positions to expand in house construction services

Program Benefits:
The benefit of this reorganization to customers is the consolidation of all project delivery services once fully implemented will result in:
1. Development of a best-practice project management service organization.
2. Improved communications and the development of long term project support strategies.
3. Fee consistency and predictability.
4. Improved project performance once all systems are in place.
5. One point of contact for projects (centralized intake).
6. Improved understanding of not only the project design, but the need to address deferred maintenance, energy efficiency, sustainability efforts, ongoing building operations and maintenance (facility renewal).
7. Process efficiencies and clarification of standards will also result in
   a. Decreased errors and omissions
   b. Reduced change orders and improved program
   c. Decreased claims and project overruns
   d. Improved project controls, including financial and contracting controls, will be in place and audited
   e. Improved cost estimating and benchmarking
   f. Improved project close out, including administrative and contract closeout

For questions related to the improvements of the Project Delivery Program and its processes please contact:
Major Projects (Over $4M) – Jonathan Thurston, Interim Executive Director of Facilities Planning & Construction at 713-743-2263 or jthursto@central.uh.edu
Minor Projects, In House Construction, or Renewal Capital Planning – Melissa Rockwell-Hopkins, Executive Director of Facilities Management at 713-743-8750 or mrockwel@central.uh.edu