

Food & Dining Meeting Notes

Monday, December 10, 2012 / 3:00 pm – 4:30 pm / GSB 203A

Meeting Notes

Attended:

Patricia Sayles

Roger Warner

Georgeann Smith

Jerry Bogna

Sameer Kapileshwari

Ted Hair

Raymond Mosley

Cynthia Ramos

Melissa Rockwell-Hopkins

Deborah Davis

Esme Valdez

George Rea

Quarterly Financial:

Georgeann and Ted presented FY12 actuals and FY13 projections to group for review. Also presented is the current distribution of shared services cost model as well as a draw schedule update. The only item addressed to be changed was to revise the dates noted on the handouts. Ted also noted that planning is underway for FY14 and that an initial distribution report of the shared cost model will become available in January 2013.

Pending SLA changes:

The group discussed what pending changes are being made or under review that should be included under the Service Level Agreement (SLA) between Dining and Facilities Management.

- Vetting of additional solid waste needs, including cardboard compactor – we just need direction from F&D and then can proceed with updates. Deborah to vet further with her team and get back with Sameer.

Custodial Contracting Update:

Previously assigned custodial staff within dining facilities were reassigned during the time between September 16 -25, 2012 to other areas on campus. Marcis (custodial contractor) has been contracted to cover custodial needs of dining facilities. Currently, the areas are fully staffed and Jerry Bogna and/or Mike Wetzal are completing daily/weekly inspections, identifying those items and/or areas that need to be addressed, resolving issues and answering inquiries.

The group discussed the upcoming winter break schedule of when area deep cleaning and floor scrubbing would occur. Ray noted that he is currently working with the contractors of scheduling this work and the information will be provided to relevant parties before Dec. 21st.

To assist with preparation of the upcoming Spring Semester orientation, Esme stated that she will notify all parties once she becomes aware of the orientation schedule and needs.

Esme inquired with Jerry regarding furniture and tile damage that has occurred within Moody dining by the custodial contractor during cleaning of the facilities. Jerry stated that he has followed up with Marcis regarding this matter to find a resolution and has communicated that any further damage will be the responsibility of the contractor to cover any expenses incurred. All damage that has occurred will be repaired during the holiday break. Jerry will set up a meeting with Ray & Marcis regarding billing process for damages occurred and seek reimbursement or reduction to the contract. Auxiliary Facilities Services staff, Jerry as well as Ray will begin documenting and provide pictures of all damages observed, to keep as part of the contract and for reference. Jerry to follow up with regarding any maintenance and repairs needed to the furniture, specifically the booths at Moody as they are being damaged during movement and replacement.

Facilities Management is currently recruiting for two Custodial Contract Coordinators that will assist Ray in completing inspections of custodial services as well as ensuring the contract requirements are being met through QA/QC. Ray mentioned that these position once staffed are an additional benefit and resource related to custodial services to campus. Each coordinator will report to Ray directly.

Pest Control:

Roger provided an update regarding the campus wide pest control contract. The current contract with Myers Pest Control has been extended 90 days effective 1/1/13. A discussion regarding fogging of the applicable areas was addressed. Roger also updated the group regarding Moody Towers bird mitigation. Myers Pest Control has proposed \$4,300 to apply Pigeon X within the canopied area between Moody and Cougar Village. This expense would be cost shared between Dining and Student Housing & Residential Life (SHRL). Roger to respond to Debra's email regarding pigeon mitigation, copying both Esme and Don Yackley and include the Myers proposal of \$4300. Once approved, the project can be completed over the holiday break.

Equipment PM Status Report:

Jerry provided a handout which summarizes how dining equipment is maintained. Preventive maintenance is currently being completed by maintenance staff and is on schedule. Sameer to provide a template to Jerry that captures the needed information for dining equipment that can be included in the master list of equipment.

ACTION ITEMS:

1. Ray to provide holiday cleaning schedule to include on the UH Facilities Holiday Break Project master list schedule. **Complete**
2. Deborah to let Sameer know how to proceed with SLA Solid Waste Addendum.
3. Esme to notify Ray Mosley and Auxiliary Facilities Services group of the schedule and date of the upcoming spring orientation.
4. Jerry and Ray to meet with Marcis regarding invoicing process for damages occurred to dining equipment and/or furnishings and communicate that any expenses incurred will be the responsibility of the contractor.
5. Cynthia to distribute to attendees as well as post meeting notes including all handouts on the FM website. **Complete**
6. Sameer to provide Esme and Deborah with a schedule for pest control services that will impact dining facilities.
7. Roger to proceed in obtaining approval from Dining and SHRL for a cost share of applying Pigeon X as mitigation to the bird issues experience at Moody.

NEXT MEETING:

Monday, March 4, 2013 / 3:30pm – 5:00pm / GSB 122C

Food & Dining Service Agreement - FINAL

FY 2012

SLA	1st Trimester	2nd Trimester	3rd Trimester	Adjustments	Total
Elevator	8,031.67	8,031.67	8,031.66		24,095.00
Solid waste	7,600.33	7,600.33	7,600.34		22,801.00
Grounds					-
Pest Control	5,811.33	5,811.33	5,811.34		17,434.00
	21,443.33	21,443.33	21,443.34	-	64,330.00
Level One					
	356,608.33	356,608.33	356,608.34		1,069,825.00
M&O					
	0.00	0.00	0.00		0.00
Total				-	1,134,155.00

Total Amount Paid To Date:	647,634.49	
Total Amount Due:	87,127.70	In FAMIS billing Dec 2012
	734,762.19	By Mgmt agreement

Utilities - (Average Billing based on FY2012 Actual)

					-
					-
					-
					-
Total Utilities	-	-	-	-	-

Billable Work Orders - Parent WO

FY 2012 Actual					-
	-	-	-	559.47	559.47
	-	-	-		-
Total	-	-	-	559.47	559.47
Total Plan Expenditures	-	-	-	559.47	1,134,714.47

Food & Dining Service Agreement - Plan Projections

FY 2013

SLA	1st Trimester	2nd Trimester	3rd Trimester	Adjustments	Total
Elevator	8,822.00	8,822.00	8,822.00		26,466.00
Solid waste	23,124.33	23,124.33	23,124.34		69,373.00
Grounds					-
Pest Control	8,031.67	8,031.67	8,031.66		24,095.00
	39,978.00	39,978.00	39,978.00	-	119,934.00

Level One

	256,674.33	256,674.33	256,674.34		770,023.00
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M&O

	0.00	0.00	0.00		0.00
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Total	296,652.33	296,652.33	296,652.34	-	889,957.00
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Total Amount Paid To Date:	
Total Amount Due:	889,957.00

Utilities - (Average Billing based on FY2012 Actual)

					-
					-
					-
					-
Total Utilities	-	-	-	-	-

Billable Work Orders - Parent WO1977747

FY 2013 Projection	1,333.33	1,333.33	1,333.34		-
					4,000.00
Total	1,333.33	1,333.33	1,333.34	-	4,000.00
Total Plan Expenditures	297,985.66	297,985.66	297,985.68	-	893,957.00

Updated:

1/9/2013

Shared Services Food & Dining Distribution

Position	FY '12 Gross Cost	FY Cost/GSF	FY '12 Paid	GSF/Paid Expenses	FY 13 Projected Cost	FY Projected Cost/GSF
Custodial	\$710,313	\$7.54	\$484,943	\$5.15	\$432,475	\$4.74
Maintenance	\$209,928	\$2.23	\$146,952	\$1.56	\$334,548	\$3.67
Call Center Fee/FSS	\$57,560	\$0.61	\$36,738	\$0.39	\$3,000	\$0.03
M&O	\$92,024	\$0.98	\$66,129	\$0.70		\$0.00
	\$1,069,825	\$11.36	\$734,762	\$7.80	\$770,023	\$8.44
SLA's						
Solid Waste	\$22,801	\$0.24	\$0	\$0.00	\$69,373	\$0.76
Pest Control	\$17,434	\$0.19	\$0	\$0.00	\$24,095	\$0.26
Elevator	\$24,095	\$0.26	\$0	\$0.00	\$26,466	\$0.29
Total Contract	\$64,330	\$0.68	\$0	\$0.00	\$119,934	\$1.32
	\$1,134,155	\$12.04	\$734,762	\$7.80	\$889,957	\$9.76
Utilities		\$0.00		\$0.00	\$0	\$0.00
Billable Reserve/Actual		\$0.00	\$559	\$0.01	\$4,000	\$0.04
Sub Total	\$0	\$0.00	\$559	\$0.01	\$4,000	\$0.04
Grand Total	\$1,134,155	\$12.04	\$735,321	\$7.80	\$893,957	\$9.80
GSF Includes:						
As outlined in contract		94,212				91,197
Total GSF		94,212				91,197

UC Waste Disposal	Moody Dining Cardboard Compactor	UC Satellite Cardboard Compactor	Cougar Woods Cardboard Compactor	Cougar Woods Sonozaire/Tipper/Carts	C-Store Calhoun Lofts 3x Week	C-Store Cougar Village 5x Week	Annual Increase to SLA Cost
Haul Rate (based on current rates)	-	-	-		325.00	650.00	
Vehicle Repurchase/Month	18.97	18.97	18.97				
Labor	37.90	37.90	37.90		497.00	993.00	
Vehicle Maintenance (Fuel-general maint)	10.08	10.08	10.08				
Per Haul	66.95	66.95	66.95				
*Estimated Hauls Per Month	1.5	1.5	1.5				
Container/Equipment/ Repurchase/Monthly	257.58	257.58	257.58	131.68			
Total Monthly Costs	358.00	358.00	358.00	131.68			
Total Annual Costs	4,296.03	4,296.03	4,296.03	1,580.18	822.00	1,643.00	
* Each additional haul	66.95	66.95	66.95				
Annual Increase to SLA without Cardboard Compactors							4,045.18
Status	Pending Approval	Pending Approval	Pending Approval	Approved	Pending	Pending	

Capital Expense

Cougar Woods	(11,758.00)	Tipper, carts, sonozaire unit purchased from project
UC Satellite Cboard	23,000	Compactor
Moody Cardboard	23,000	Compactor
Cougar Woods	23,000	Compactor (could possibly be purchased from project)
	69,000	

Outstanding items from meeting with Deborah:

1. Excel spreadsheet – James will email the compactor spreadsheet with 7/10 year term and spread for information and records. - **Complete**
2. Compactor site visit – James and Deborah will visit dining locations and Hilton on Thursday September 20th to understand working of the compactors and container tippers - **Complete**
3. UC Satellite – James will provide Auxiliary Services an estimate for adding new cardboard container at UC Satellite. **Deborah asked for pricing one for Moody as well** (after internal review with Sameer and Melissa) - **above**
4. Tipper modules – Upon Benny (Aramark) request James will investigate possible addition of tipper modules for dining containers and associated cost. After review of this option with Sameer and Melissa, James will share this estimate with Auxiliary Services. - **above**
5. C-store – C Stores in buildings with dining operations will utilize dining containers for their waste disposal. James and Johnny will work with Misty Pearce with Auxiliary Services and understand the quantity and type of trash generated at C-store. The data collection will occur for next two weeks and then a recommendation will be shared on how to handle the waste in C-Stores at Lofts and Village - **Complete**

Sonozaire	(5,209)
Tipper	(5,849)
Carts	(700)
^Additional Items	(11,758) Items should be able to be purchased from project

Auxiliary Services Report on Dining Services Support – September to December 2012

12/05/12

Auxiliary Services Group of Facilities Management currently provides support to Dining Services with three full-time Technicians, one Trades Assistant, two FSS staff members, and one Project/Operations Manager. (One Technician is currently missing due to an injury sustained August 1, 2012). This enables us to provide immediate on-site service from 6AM to 6PM Monday through Friday, with after-hours response delivered by having the FSS and PM available on call. (The two FSS team members are assigned alternate weekends and weeknight after-hours calls responsibilities)

Since the introduction of the FAMIS work management system at the beginning of September 2012 through December 2012 we have received 415 Work orders for repair work in Dining. This is 6.74 Work orders per day, including scheduled PM work.

In addition to the UH staff, FM has recently executed a contractual agreement with Ecolab to provide additional (Level III) assistance as needed to keep all Dining areas operational. Currently Ecolab is working on three projects for us; the cooler at Taco Bell UCS, the pulper machine at Moody Towers, and an electrical lighting problem in the pastry case at Starbucks in Melcher. Over 99% of the work for Dining is able to be accomplished in-house with UH staff. The contract with Ecolab fills the need for those few occasions when the equipment needing repair is beyond our abilities, or our schedule is so filled with high priority work that we cannot respond in a timely manner.

Tight contractual controls, along with a documented contract management process are in place for the Ecolab services. Only three members of Auxiliary Services may call for service and authorize repairs (Greg Hanley, Mike Wetzel, and Jerry Bogna). All repairs over \$500.00 require a written estimate (which must be approved by Deborah Davis) before authorization is given.

As we approach the winter break in Dining operations, we have ramped up our PM efforts to accomplish all needed Preventative Maintenance tasks before January 14th. This includes cleaning and water filter changing of all ice-making machines, coil cleaning and general service to every piece of refrigeration equipment, inspection and cleaning of all gas-fired equipment burners and pilot lights, inspection of all refrigerator door seals, and addressing any known performance issues that have not been elevated to a Work Order previously. We have completed approximately 50% of our year-end PM work as of today. We expect to be at 75% by end of December, and 100% complete by the time Dining areas are ready to reopen in January of 2013. To my knowledge this is the first time in the short existence of the Auxiliary Services group that we have been able to be 100% current on PM work.

Jerry Bogna

Sr. Project and Operations Manager

Auxiliary Facilities Services

Facilities Management

University of Houston

A Carnegie-designated Tier One public research university

713-743-3628

jbogna@central.uh.edu