



Facilities/Construction Management Update

19 Sept 2022

Centennial Master Plan (CMP)
&
Capital Construction Assistance
Projects (CCAP)

CCAP and CMP Project Schedule

Project Name	2022	2023	2024	2025	2026
UH/TAMU TMC3 PH1 Medical Research Facility	Programming/Design	Design	Construction	Construction	Construction
Sugar Land Academic Building #2	Design	Design/Construction	Construction	Construction	
Innovation Hub	Programming/Design	Design/Construction	Construction	Construction	
Technology Bldg Renovation			Design	Construction	
McElhinney/Science (COE)	Design	Design/Construction	Construction		
Agnes Arnold (CLASS)		Design	Design/Construction	Construction	Construction
Academic Building for Hobby School	Programing/Design	Design	Construction	Construction	
Farish Demolition / Centennial Plaza		Design	Design	Construction	Construction
University Drive	Design	Design/Construction	Construction	Construction	
Cullen Blvd	Construction	Construction	Construction		
Gateways x 5 & Landscaping Improvements	Design	Design/Construction	Construction	Construction	
Lighting and Security Upgrades	Design	Design/Construction	Construction		

CCAP and CMP College Swing Space Plan

College	2022	2023	2024	2025	2026	2027
COT	Sugar Land/T2/Annex	Sugar Land/T2/Annex	Sugar Land/T2	Sugar Land	Sugar Land	Sugar Land
CLASS	Swing Space Science/SR2	Swing Space Science/SR2	Swing Space Science/SR2	Swing Space SR2/Old Law	T2 Permanent Old Law swing for AA	T2 Permanent Old Law swing for AA
COE	Farish	Farish	Farish	McElhinney/Science	McElhinney/Science	McElhinney/Science
Hobby	Swing Space Science/SR2	Swing Space Old Law	Swing Space Old Law	Swing Space Old Law	New Building	New Building
Old Law		Classrooms to Registrar, Swing Space for Core Project and "AS IS" space by request for Colleges/Departments approved by President.				

REVOLUTIONIZING
CUSTOMER
SERVICE

*FIXIT Frontline
@ the door in 24*

FIXIT Frontline

Dedicated staff on campus that respond to customers within 24 hours (not inclusive of weekends and holidays) of a work order being entered.)

- On site triage to ensure correct routing
- Central point of contact for customer interaction and any follow-up
- Easily recognizable carts that move around campus
- UH employees

FIXIT @ the door in 24



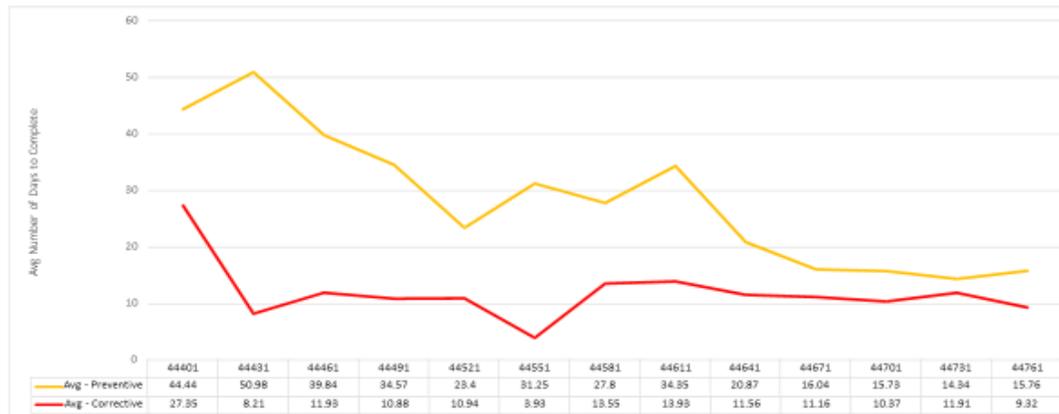
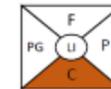
New Work Order Management System

- New system implemented on 01 August
- Phase 1
 - Communicating expected WO completion timeframes at inception of WO
 - Ensuring Mission Critical functions are in place and operating
 - Communication and training for Facilities staff
 - Mobile device (iPads) implementation for all techs
 - Completing Phase 1 by 01 Oct 2022
- Phase 2
 - Implement reporting functions
 - Reports and dashboards for building coordinators and department business administrators
 - Increased communication allows for messaging on WOs within the system
 - Completing Phase 2 by 31 Dec 2022

Facilities Metrics of Interest

- Completed Work Order Life Span
 - Year over year improvement
 - 15.8 days from 44.4 days for Preventative Work
 - 9.3 days from 27.4 days for Corrective Work

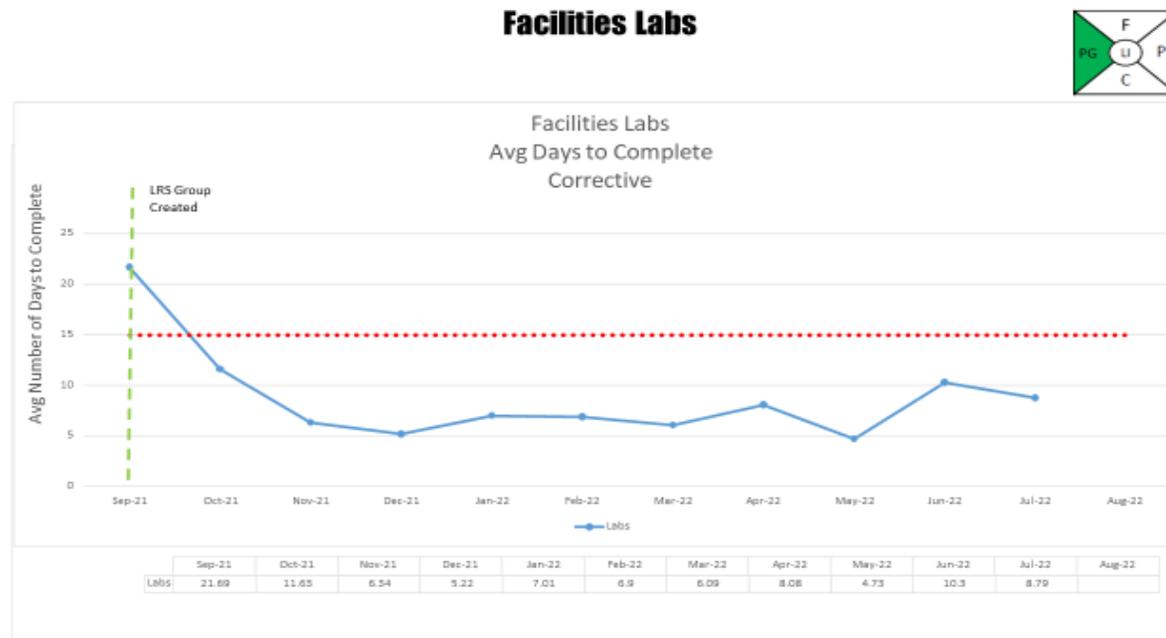
Completed Work Order Life Span



Corrective is only corrective instead of all of the other maintenance types

Facilities Metrics of Interest

- UH Laboratory Work Order
 - 11 Month improvement
 - Currently 8.79 days from 21.7 days for Corrective Work



F/CM Balanced Scorecard

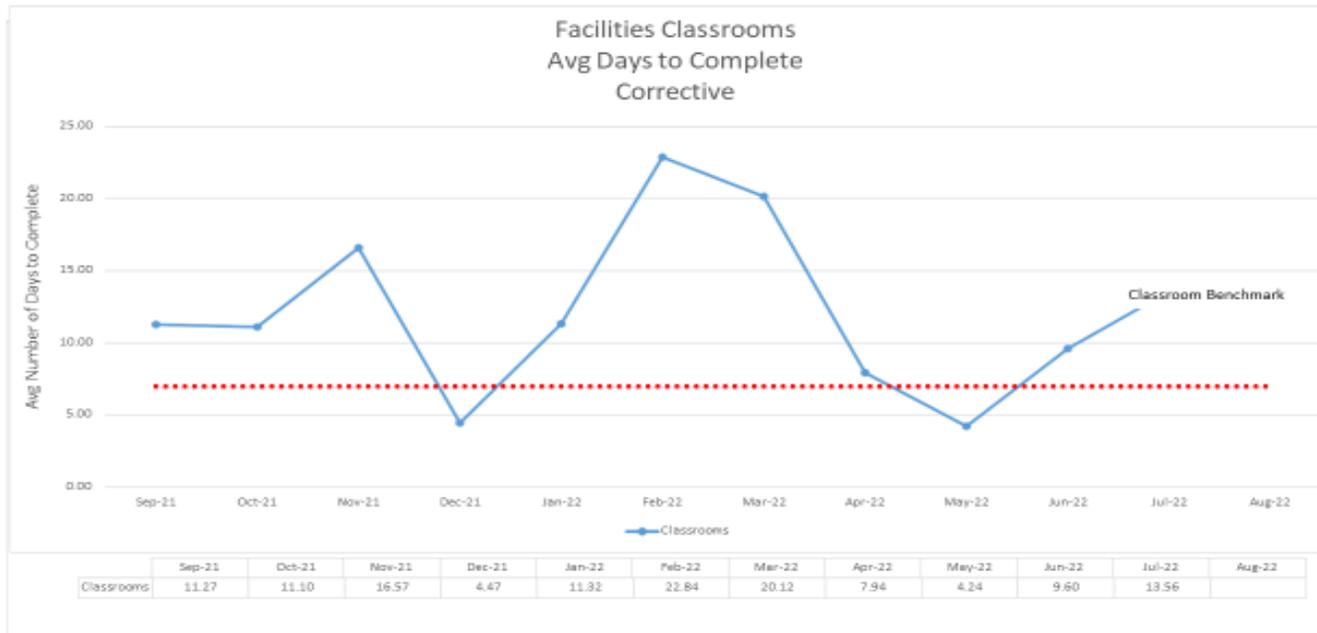
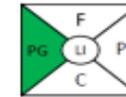
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July 2022 Data

Facilities Metrics of Interest

- UH Classrooms
 - Working on options to augment night shift support

Facilities Classrooms



F/CM Balanced Scorecard

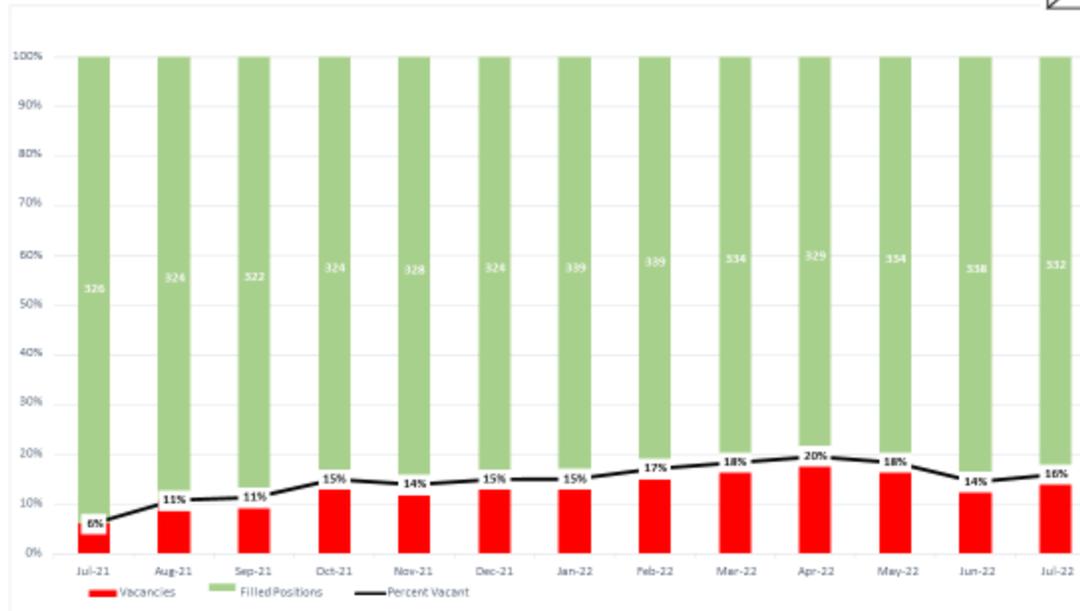
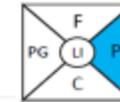
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July 2022 Data

Facilities Metrics of Interest

- Staffing
 - Challenges in hiring 16% Vacancy

Facilities Service Staffing



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Filled Position	326	324	322	324	328	324	339	339	334	329	334	338	332
Vacancies	21	39	41	57	53	57	60	70	75	80	75	57	63
Total Position	347	363	363	381	381	381	399	409	409	409	409	395	395
Vacancies %	6%	11%	11%	15%	14%	15%	15%	17%	18%	20%	18%	14%	16%

Questions?

