

## **April 2013 Customer Forum Summary**

Jack Dempsey, Executive Director of Facilities & Services, welcomed attendees and discussed the 2012 Customer Satisfaction Survey, conducted by Sightlines LLC. Overall customer satisfaction level increased from 79% to 85%.

F&S has implemented several ways for customers to submit questions and comments, including feedback and evaluation forms and an email address. The new [Parking website](#), the first of an F&S customer-focused website redesign, was launched in mid-March.

Dempsey outlined recent organizational realignments. He also described several new initiatives in the Operations, Maintenance and Alterations Division. Planning for a work control center is underway with an implementation target date of FY15. Eventually it will include five-day scheduling for every employee and the ability to better advise when F&S will be performing work. Beginning in the new fiscal year, both base budget and charge out work will be assigned to zone craftspeople.

The Building Service Worker (BSW) early day shift/self-directed work teams have increased to 30 buildings and 62 BSWs. Coverage has increased from 1.2M square feet to almost 3M. The next three self-directed work teams will launch in the Fall 2013 semester.

Dempsey concluded with a report on the F&S Executive Director search. Interviews will be conducted during the month of April and the committee intends to have the new executive director hired by July 1, 2013.

Kent Reifsteck, Director of Utilities & Energy Services (UES), talked about the Energy Management Control Center configuration. The new center will centralize UES operations and allow coordination of systems scheduling. Added customer benefits include building diagnostic capabilities, increased server security/emergency power, trend analysis, and a reduction in overall energy costs.

Reifsteck presented an energy [video](#) offering an inside look at production, distribution, and energy conservation initiatives on the Urbana campus. There has been a 28% energy consumption reduction since FY08, already ahead of the Illinois Climate Action Plan (iCAP) goal of 20% by 2015 and nearing the 2020 target of 30%.

Rod Schaefer, data services coordinator, presented a breakout session, "Accessing Vouchers and Financial Reports." Jerry Dinnin, Service Office Supervisor, discussed the proper way to submit service requests and what information the Service Office needs to help expedite these requests in his session, "Requesting a Service in the my.FS Portal".

The next Customer Forum will be held October 15.