

Customer Forum Questions

1. Cost difference between Contractors vs. Construction Services?

Hourly rates recently provided by vendors in the Contractor Services program were generally in a range from \$89-\$96 per hour, fully burdened. Hourly rates for F&S shops are generally in the \$45-\$58 range.

2. Auxiliary not part of Zone manager? Cost & Scheduling?

The zones include only buildings that are maintained by F&S. As long as auxiliaries are responsible for maintaining their own facilities, they will not be included under the Building Maintenance zone supervisors. If you have additional questions regarding the cost or scheduling of Auxiliary work, please contact the Service Office at 333-0340 or the appropriate Superintendent of Crafts.

3. List of employees in alphabetical order when calling the F&S line?

F&S maintains an internal communications list organized alphabetically and by division, departments, and shops. F&S will ensure that all employees, including those who answer the main F&S phone number, are aware of and have access to it.

4. Training on Procedures, steps to get things done (the how's, who's) Learn language of F&S. Format like SHR, be able to ask questions.

Facilities & Services (F&S) has conducted meetings with college and department representatives in the Maintenance Zones to answer any questions or address any concerns they may have. The meetings provided an opportunity for facility managers and building contacts in each zone to meet each other and build a sense of community. Representatives from Customer Relations & Communications, including the Service Office, met with staff from each zone to provide information, discuss what's new at F&S, and answer questions. Invitations were extended to everyone currently listed as a building contact.

5. List of Contractors?

The list of approved contractors for FY13 will be available on the F&S Facility Managers web page July 1, 2012.

6. Jack talked about upcoming retirements, is there a way that F&S could keep a running list of retirees? Possibly also include their replacements?

Customers can receive information about at F&S, including pertinent changes in personnel, by subscribing to the F&S Customer Update list at: <http://go.illinois.edu/fsupdates>.

7. Can you notify the buildings contacts of changes in the zones? Several months ago, the zone supervisors switched and we were unaware.

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- 9. In the portal, could Contract Services be a tab instead of a pull down on the work request? It would be less confusing.**

There is no plan to make a change at this time. Separating the request dropdown menu into two tabs would require two separate applications be maintained which would require additional resources.

- 10. Updating drawings? Example, Retrocommissioning (RCx) has been to my building and updated the drawings but the C&T don't have the updated version.**

The Crafts & Trades have access to all the current drawings related to a building, including RCx drawings. There is no single "master set" of drawings for any building but there are RCx building system manuals. Generally multiple documents, including the RCx manuals when appropriate, must be reviewed in order to determine the most up-to-date drawing. The plans are available electronically to the zone supervisors, Direct Digital Control electricians, and temperature control mechanics through the Facilities Information Resources group and on the temperature control web pages.