

Customer Forum April 2013 - Questions and Answers

- Are we going to be able to easily find the status of our work orders and know when people are coming to work in our building?

Customers can now subscribe to the Work Status Communications notification system which alerts you twice per day to work order activity in your selected buildings. Login to my.FS Portal to subscribe. A new Work Control Center, scheduled to be operational in FY15, will feature five-day scheduling and enable us to narrow down the time frame when F&S employees will be in your building.

- In what ways has the Six Zone System benefitted Facilities & Services' performance?

The purpose of the maintenance zones was to break through the F&S silos. It is more effective and efficient for composite Crafts & Trades teams to problem solve and share information about specific work rather than to address maintenance issues separately.

- In what ways has the Six Zone System not benefitted Facilities & Services' performance?

Crews still can't do charge out work at the customer's request, even if they are already doing similar work. Beginning July 1, both base budget and charge out work will be assigned to zone craftspeople.

- What is the largest obstacle you see as a Director that needs to be overcome to increase performance at your Facility?

Resistance to change is an obstacle which the new Executive Director will have to address.

- Is there a way to find out the status of a work order, i.e. where it is in the queue, whether it's been assigned, if so for when, expected cost, etc.?

Currently, the best way to find out the status of a work order is to subscribe to the Work Order Status Communications tool on my.FS Portal. The system will alert you to work order activity in your selected buildings twice per day.

- Is there a place to differentiate between which services F&S pays for and what the requesting department must pay for?

Questions regarding specific buildings should be referred to the Division of Responsibility (DoR) Coordinator, Mike Stilger, at mstilger@illinois.edu.

For general questions, refer to the CAM policies relating to Organization and Responsibilities and Cost Apportionment:

<http://www.cam.illinois.edu/vi/VI-a-1.htm>

Organization and Responsibilities of Facilities & Services

<http://www.cam.illinois.edu/vi/VI-a-2.htm>

Cost Apportionment between Facilities & Services and Urbana-Champaign Campus Departments

<http://www.cam.illinois.edu/vi/VI-a-3.htm>

Responsibilities of Facilities & Services for Maintaining Buildings

<http://www.cam.illinois.edu/vi/VI-a-4.htm>

Responsibilities of the Departments for Maintaining Facilities and Equipment

<http://www.cam.illinois.edu/vi/VI-a-5.htm>

Miscellaneous Information Regarding Cost Apportionment between Facilities & Services and the Urbana-Champaign Departments

- Is there a place where approximate costs are quoted? For example, cost to take items to surplus, cost to hang a picture, cost to fill a hole in the wall?

No, currently there is not a standard list of services with associated costs. There are many variables which may affect project cost.

- Is there a place to see which jobs go in which category? For example, which branch would handle hanging a picture? What jobs are construction as opposed to something else?

The [2012 F&S Service Guide](#) provides a list of subjects, services, and who is generally responsible for payment.

- Will there eventually be a portal feature that shows the status of the work order, what individuals are assigned to the job, and an expected start date and time for services?

Currently, the Work Order Status Communications notification system provides the status for all work activity in a selected building.

- Clarification of confidential shred materials and fees associated. Do all materials get handled the same if they are a paid pick up or special free confidential shred totes?
The materials are handled the same way. The secure totes are collected and returned to the Waste Transfer Station where they are processed for recycling.
- What is the status of using renewable fuels such as Miscanthus at Abbott power plant?

An EPA permit was issued for a biomass test fire in the existing boilers at Abbott Power Plant. Wood chips were tested because they are a more viable option at Abbott compared to grasses such as Miscanthus. A report of the wood chip test burn providing details of the burn metrics is pending receipt. There was not an advantage to efficiency and a possible disadvantage in material handling.