Fiscal year 2008 was once again a busy and eventful year in Work Control. Although the Associate Director position in Work Control has not yet been filled, we were able to move forward in many areas with interims in place for Associate Director, Call Center Manager and Call Center Supervisor. The Associate Director position has been posted, resumes received, and an interview committee is in place to begin the process. We look forward to completion of this effort. We were able to make the most of this situation by utilizing the temporary opening of the Call Center Supervisor to rotate various Call Center Representatives through this interim position. We found this to be beneficial to both the individuals as well as the department by creating a better understanding of many aspects of the Plant Operations Call Center. The remainder of Work Control is fully staffed with some great employees in various specialized areas.

Work Control is the central point of contact for Plant Operations and the campus community. The department is staffed with 26 hard working administrative and professional employees. The primary responsibilities of Work Control include:

- Plant Operations Call Center (POCC)
- Preventive Maintenance (PM) Planning
- Estimate Coordination
- Project Coordination
- Shutdown Coordination
- Quality Assurance Inspection Program
- Performance Measures Reporting
- Plant Operations Web Site
- Special Projects
  - Work Codes
  - Facilities Services Building Photo Board
  - Service Guide
  - Supervisors Toolbox
  - Employee Emergency Hotline

The Plant Operations Call Center (POCC) receives requests from campus in a variety of forms – by phone, fax, email, the internet and directly through our Facilities Management System. In addition to our central responsibility of communication, Work Control is responsible for the distribution of all estimate requests. Coordination and notification of Building Equipment Shutdowns is also handled by Work Control. Our Project Coordination efforts continue to grow
as customers become accustomed to this service and we continue to support coordination for a variety of projects throughout Plant Operations. The Preventive Maintenance (PM) Planning program is another major responsibility of Work Control which also continues to grow as numerous items are added to the program. And finally our Quality Assurance Inspection program, which was initiated in recent years, supports Plant Operations effort to continually improve our services to the University of Michigan community.

Major accomplishments in Work Control this past year include:

● The POCC implemented a new Job Shadowing program for Call Center Representatives to gain a better understanding of how various repairs and events are handled on the job sites.
● The POCC sub committees that were formed last year made progress in the areas of improved communication, reducing errors and a new training program.
● Our Estimate Coordinator has been involved with a committee that is using Lean Thinking techniques to streamline the estimation process.
● 1000 new pieces of equipment were added to the PM program this year, largely due to new equipment installed in renovations as well as the addition of existing equipment that was not previously captured in our PM program.
● The PM Planning group was heavily involved with review of the testing of Life Safety equipment for inclusion in the PM program. The end result was the formal inclusion of the Fire Alarm Shop into the PM Program.
● A PM Training program was established for mechanics to understand best practices for PM methods.
● Planning and testing continued for the upgrade to the Facility Max System and we were able to identify several items that need to be in place prior to implementation.
● Our Quality Assurance Inspection team inspected and reported out on the cleanliness of numerous buildings across campus. Reports were distributed to Primary Building Contacts as well as custodial managers.
● The Supervisor Toolbox on our website grew tremendously as supervisors continue to find this a beneficial tool to support their day to day needs.
● Department virtual phone numbers have been established for our Employee Emergency Hotline.
● Our Project Coordinator assisted in the conversion of 73 card readers on campus.
● We accomplished numerous action plan items in response to the Employee Satisfaction Survey. Work Control had 96% participation in the survey this past year. We are in the process of developing new action plans for the upcoming year.

As we anticipate continuous improvement throughout Plant Operations this coming year, we look forward to providing quality service to the University of Michigan community.

Cindy Schaedig
Interim Associate Director
Work Control
FY 08 Financial Summary

Work Control under-spent our planned budget by $187,954. This was mostly due to the fact that we had set the budget planning for permanent staffing in three interim positions. Since the Associate Director position had not yet been finalized, we ended the year with these three interim positions in place. This resulted in the planned budget not being utilized to the full extent. This should be wrapped up in the next several months and next fiscal year should be more on track as we can budget accordingly with set salaries. We had a few other areas in relation to supplies and materials that we were able to cut back on as well resulting in a savings in those areas.

<table>
<thead>
<tr>
<th>FY2008</th>
<th>Work Control</th>
<th>Operating Results</th>
<th>Budget and</th>
</tr>
</thead>
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<tr>
<td></td>
<td>Total FY2008</td>
<td>Final Budget FY2008</td>
<td>Variance</td>
</tr>
<tr>
<td>Total Revenue</td>
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<td>Subtotal Compensation &amp; Benefits</td>
<td>1,410,585</td>
<td>1,559,570</td>
<td>148,985</td>
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<tr>
<td>Subtotal - Other Expenses</td>
<td>(140,703)</td>
<td>(124,950)</td>
<td>15,753</td>
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<td>Total Expenses</td>
<td>1,269,882</td>
<td>1,434,620</td>
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<tr>
<td>Net Income before Transfers</td>
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<td>(1,329,620)</td>
<td>187,954</td>
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<tr>
<td>Net Expense Transfers (in)</td>
<td>(1,141,666)</td>
<td>0</td>
<td>(1,141,666)</td>
</tr>
<tr>
<td>Total Transfers</td>
<td>(1,141,666)</td>
<td>0</td>
<td>(1,141,666)</td>
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<tr>
<td>Net Income Change After Transfers</td>
<td>0</td>
<td>(1,329,620)</td>
<td>1,329,620</td>
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<tr>
<td>Ending Fund Balance</td>
<td>0</td>
<td>(1,329,620)</td>
<td>1,329,620</td>
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</table>
Year-End Operational Highlights

Plant Operations Call Center

The Plant Operations Call Center (POCC) is staffed by a Manager, Supervisor, and 12 Call Center Representatives. It is in operation 24 hours a day seven days a week. The POCC acts as the central point-of-contact throughout the University for emergency maintenance, repairs, and other facility and grounds issues that arise. The Call Center Representatives receive phone calls, faxes, and online work requests. They dispatch maintenance mechanics, grounds crews, emergency clean-up crews, pest control staff, and other Plant Operations staff as needed. The POCC continues a committed partnership with Housing Maintenance and Parking Maintenance to dispatch after hours emergencies for their properties as well.

One of our major accomplishments is the continued work with the POCC sub committees within the department to examine internal processes such as training, communication and error reduction. These teams have proven beneficial and have resulted in great strides toward better communication Plant Operations wide and within the POCC itself.

- The “support” committee produced a secondary team which presented a plan to the Plant Operations Lead Team. A result of this is to launch a communication initiative throughout Plant Operations.
- The “training” committee made several recommendations which were implemented not only with new hire training but also in conjunction with the other sub committees.
- The “mistakes” committee has implemented a few new ways of dealing with mistakes in POCC, most noticeable is that of the supervisor being removed from the daily ‘checking’ of WR and the teammates being tasked with finding, correcting and or returning mistakes to their teammates as they are discovered.
- The “disclosure” committee initiated an HR presentation to POCC as to how hiring happens to help staff understand the process.

The POCC started job shadowing with the various Plant Operations shops and we have received good feedback from the shops and the Call Center representatives. The representatives are gaining knowledge to help them in their daily jobs and in turn contributing to the effective communication with our customers (both internal and external).

POCC has been heavily involved with preparing for implementation of the new FMAX Facility Management System. In preparation, one item that needed to be accomplished for the Call Center was a new front end to the system due to issues with quick and accurate data entry in a web based system. POCC worked with our Data Information Systems department to program this front end screen. It has been completed and is now in the testing stages. We were also heavily involved with testing the FMAX system in general and have been able to intervene as items were discovered to be show stoppers. We continue to work out the bugs and get ready for implementation in the fall.

There were a few personnel changes in the POCC this year (staff seeking other opportunities) in addition to a leave of absence, and juggling of staff due to the interim status at the Associate
Director level. Something different that we were able to take advantage of this year due to the interim statuses is that we have been rotating various Call Center representatives through the Call Center Supervisor position. This has proven to be advantageous in both expanding the experiences of these representatives as well as the opportunity for them to share their better understanding of management decisions with their peers. We continue with 2 interim positions within the department but otherwise ended the year fully staffed.

A variety of POCC activities are continually tracked and reported. The number of phone calls received by the POCC is tracked on a monthly basis. Work requests that are input into the computer system are also recorded. The following graphs show this activity for fiscal year 2008.
Preventive Maintenance

Staffing for Preventive Maintenance (PM) includes four full-time permanent employees and one temporary employee. These employees all report to the Associate Director for Work Control. The PM planners handle the planning of preventive maintenance schedules and implementation of new equipment and customers into our Facility Maintenance System (FMS). They are responsible for the implementation, updates, and streamlining of preventive maintenance procedures within Plant Operations. Office duties include monitoring the accuracy of the PM database, crystal report writing, PM work request generation and data input. Field duties include information gathering and updating, new equipment write-up, equipment verification, note taking and mechanic feedback.

Two of the four planners coordinate the PM schedules and equipment maintained by the Facility Maintenance shops. One PM Planner has similar responsibilities for equipment maintained by the Utility shops. The fourth PM Planner is responsible for verifying the equipment included in the inventory in order to resolve issues such as missed or replaced equipment. The temporary employee handles data input and correction for the following PM modules in FMS: serialized inventory, scheduling templates and task list standards. Other duties of the temporary employee include the data entry and filing of paper documents collected on equipment around the entire campus. The temporary employee also performs all the editing duties of the inventory and audit reports for the PM verification project. This year, she has been instrumental in the migration of the fire alarm shop away from the use of building yearly work requests toward the use of PM work requests generated through FMS for equipment such as fire alarms, fire pumps and sprinkler risers. She also collates all of the life safety inspection information (e.g. fire alarms, fire drills, emergency generators) into one spreadsheet for easier reference. This is important in order to demonstrate compliance with all the life safety requirements throughout the campus.

Preventive Maintenance had many major accomplishments in FY08. An emphasis was placed on the compliance for the testing of life safety and lab safety equipment included in the PM program, e.g. emergency egress lighting, electrical generators, uninterruptible power supplies, fire extinguishers, emergency eye washes and showers. The primary focus of this effort was the formal inclusion of the Fire Alarm Shop into the PM program. Prior to its inclusion, this shop performed much of its work on building yearly work requests. Now, much of the scheduled testing of the Fire Alarm Shop can be tracked and trended through FMS.

The Facility and Utility electrical shops were reorganized at the beginning of the fiscal year and we transitioned their equipment and PM schedules successfully within FMS.

The PM planning team provided content for its first ever page on the Plant Operations web site. They also wrote and submitted two articles for the Plant Exchange newsletter.

PM Planners met with the foremen and/or Work Control Coordinators of most the central and zone shops to explain equipment notes and the various statuses of PM work requests. These meetings were initiated to alleviate confusion as to why some past notes had not been appearing on current PM work requests as well as to discuss the proper use of the non-compliant status (94-NONCOMP) when work cannot be completed due to lack of manpower.
Work was performed to categorize PM criticality – i.e., life safety PM has a high criticality, air handler PM has a medium criticality, and drinking fountain PM has a low criticality. A matrix system of weighted scoring to apply to all equipment included in the PM program was developed. This is similar to the matrix that the hospital uses to classify their PM. The focus of next fiscal year will be to implement and test the validity of these criticalities.

PM Planning played a major role in providing the data, schedules and performance reports for many new SLA’s including: Student Publications, Michigan Information Technology Center, MAIS generator and HVAC data center support, Arbor Lakes #2, Arbor Heights, Mosher Jordan Mechanical Service Building and Housing fire alarms. It is expected that SLA’s will be a growing trend and it is anticipated that a standardization of these agreements will help to make the process easier for Plant Operations and its customers.

The PM verification project is the result of a recommendation that the building equipment be “reinventoried” after the program was initiated. This recommendation was provided when the current program was instituted by the PM pilot team seven years ago. The PM equipment inventory of 17 buildings was verified this past fiscal year and more than 250 individual pieces of equipment were audited by evaluating the equipment against the standards for which the PM is performed. A training program was established for zone mechanics to address some issues found as well as best practice PM methods.

Although the upgraded facility maintenance software system, FMAX, was not implemented this fiscal year, the PM planning team worked closely with the Data Information Services group in order to resolve many issues with the conversion of the PM data. Unfortunately, we are not able to generate a proper PM work request with FMAX, so further work and testing is necessary. However, we did continue to participate with Housing in their successful transition to FMAX. The Housing transition was less complicated as they do not employ the use of the modules such as timekeeping and finance.

Information gathering continues to be a key aspect of the PM Planning process as there have been thousands of notes taken and entered into FMS. Hundreds of new pieces of equipment are also added through renovation or discovery. New buildings such as Michigan Information Technology Center (MITC), Observatory Lodge, Solid State Electronics Lab (SSEL), Cardiovascular Center Parking Structure and renovations at the Varsity Drive building and School of Public Health I have accounted for almost 1000 pieces of new equipment this fiscal year. Equipment that was added to the preventive maintenance program this fiscal year includes: fire alarms, sprinkler risers, fire pumps, clocks for day light savings, carpet cleaning for Building Services and oil/water separators for parking garages.

Information can easily be updated and accessed by any staff member by contacting PM Planning via email, radio or telephone. Staff familiar with FMS can also access information via the computer. Crystal report writing services continue to be provided by PM Planning and many customizable and detailed crystal reports are created upon request from mechanics and administrative personnel.

A continued focus for PM planning is the number of pieces of equipment in the inventory and the source of funding for that equipment. The PM inventory contains 43,000 pieces of
equipment in total and Maintenance General Fund (MGF) is the primary source of funding for 32,600 (76%) of those pieces (does not include removed or replaced equipment). The following two graphs break down the inventory even further.

This graph shows the top ten pieces of equipment in the inventory on which PM is being performed:

![Graph showing top ten pieces of equipment in the inventory on which PM is being performed]

This graph shows the top nine funding sources after MGF which is responsible for 32,600 pieces of equipment (does not include removed or replaced equipment):

![Graph showing top nine funding sources after MGF]

PM Planning distributes preventive maintenance work requests on a weekly basis. In fiscal year 2008, almost 46,000 preventive work request phases were issued to 28 different shops around campus. Campus-wide PM work request completion rate is almost 85% with ten shops completing over 90% of their assigned PM work. Please review the following pages labeled “Campus PM Completion Percentages” to see a more detailed breakdown for Fiscal Year 2008.

- The first report (2 pages) details a breakdown of PM completion percentages based on each shop on campus.
- The second report (1 page) details a breakdown of PM completion percentages based on the calendar month.
## Campus PM Completion Percentages Fiscal Year 2008

### Estimated Start Dates 7/1/2007 through 6/30/2008

### All Phases

<table>
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<tr>
<th>Phases Opened</th>
<th>Cancelled</th>
<th>Scheduling</th>
<th>In Progress w/charges</th>
<th>Complete w/charges</th>
<th>Non-Compliant</th>
<th>% Complete</th>
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<td>446</td>
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<td>22</td>
<td>36</td>
<td>469</td>
<td>143</td>
<td>151</td>
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<td><strong>Total</strong></td>
<td><strong>45,712</strong></td>
<td><strong>706</strong></td>
<td><strong>111</strong></td>
<td><strong>2,213</strong></td>
<td><strong>708</strong></td>
<td><strong>2,118</strong></td>
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</table>

### Report Definitions:

- **Cancelled:** W.R. phase is cancelled (92) and W.R. has no labor or material charges.
- **Non-Compliant:** W.R. phase is in progress (90) and W.R. has no labor or material charges by estimated end date/ W.R. phase is non-compliant (94).
- **Not Done:** W.R. is in scheduling (52) / W.R. is in progress (60) with labor or material charges and not completed (80) / W.R. is completed (80) without labor or material charges.
- **Completed:** W.R. phase has satisfied the definition of complete - W.R. phase has labor or material charges and W.R. phase is complete (80).
**Estimating**

Work Control Estimating is responsible for the evaluation, assignment, and return of all estimate requests received from customers of Plant Operations.

In October 2007, a team was put together to work on streamlining the estimating process. The first effort was to value stream map the current state of the estimating process for all areas of Plant Operations. This mapping led the team to concentrate initially on the estimating process for Construction Services. In March 2008, customer focus groups were held and as a result several of Construction Services most frequent customers were included as team members. The enlarged team is now beginning to map the future estimating process for Construction Services.

In FY08 the number of estimates completed increased by 12.96% over FY07. Estimate requests were received from nearly all areas of the University of Michigan; however, we most frequently received requests from the College of Engineering, the Medical School & ULAM, University Libraries, MAIS, UMH Capital Projects, and Plant Extension/AEC.

Work Control processed 950 estimates in FY08. Of those estimates, a total of 401 estimates (42.2%) have been accepted by customers. Administrative reporting of estimates in progress, completed estimates, and associated costs, are tracked monthly and provided to the Associate Director for Work Control. The following graphs detail the number of estimates produced through Work Control in FY08 and the average number of new estimate requests per working day in FY08.

![Graph of Total Estimates per Fiscal Year](image-url)
Project Coordination

The Project Coordinator’s responsibility is to work in conjunction with the shop foremen, plant engineers, trades people, suppliers, and clients to plan, schedule, coordinate, and communicate the activities of various Plant Operations maintenance, repair and replacement projects.

One of the duties of the Project Coordinator is to work with customers on campus to help resolve any issues they may have with projects that Plant Operations is involved with. One way this is achieved is to meet with customers on a regular basis to discuss and resolve issues and to maintain good communication.

The Project Coordinator assists in sending out shutdown notices when the Shutdown Coordinator is out of the office and coordinates estimates when the Estimate Coordinator is out of the office.

A primary task of the Project Coordinator is to assist in bringing projects in on-time and on-budget. This has resulted in a benefit to both the customer and the shops involved. Savings in both time and money are realized when the shops and the Project Coordinator work together and communicate with each other during the project. Any unforeseen obstacles discovered during the project are documented and communicated to the customer to gain approval for increasing the cost. This avoids any confusion at the end of the project when the cost may be more than originally quoted. Several projects have had very tight time frames for completion. Having the Project Coordinator involved from start to finish has resulted in completing projects when we said we would.
The Project Coordinator has been involved in many different types of projects this year. Several projects have been major maintenance repair issues. The Project Manager has continued to work on Plant Engineering projects and has been involved in numerous new installations of card reader panels and card readers. A great deal of time has been devoted this year in coordinating the conversion of the old campus card reader system to the new CCure system in conjunction with the Key Office. The Project Coordinator has been working closely with MCIT, MSIS, CAEN, and ITCS to assure that the network connections are in place so that network connections can be made between the existing AOC and I-Star panels to the CCure system.

**Shutdown Coordination**

The Shutdown Coordinator reports to the Associate Director for Work Control. The Shutdown Coordinator’s responsibility is to work in conjunction with the Plant Operations foremen, project managers from Architecture, Engineering and Construction, building facility managers and others, to schedule and coordinate the shutdown of utilities to University buildings.

It is also the Shutdown Coordinator’s responsibility to maintain the “Shutdown Management System”. The Shutdown Management System includes all information relating to each building, including building occupants and all building equipment. Each building has equipment specific to their needs, known as critical building equipment. This information is also included in the Shutdown Management System. The shutdown information is stored by building, date, and shutdown type.

Throughout FY08, updates were done to the database for Building ID’s, Department ID’s, Contacts, Zone information, and Critical Areas of buildings. The notification email was completed for University or Campus wide emergencies such as power bumps and outages. We also attended the Facilities Maintenance Lead Team to discuss the Shutdown Coordination process and guidelines. We received a lot of good feedback and will continue to work to refine this process in the near future.

In addition to all the shutdown activity, the Shutdown Coordinator maintains the “Heads Up” web-based feature allowing customers to notify Plant Operations when special activities are going on in their areas. The Shutdown Coordinator then alerts Plant Operations shops of these activities so that they are aware when scheduling work in that area. A total of 3 Heads Up Notices were sent out in FY 2008. We will continue to promote this feature to the campus community in the future.

A total of 798 shutdowns were scheduled through Work Control to be performed in Fiscal Year 2008 of which 43 were emergencies. The following graph provides a breakdown of shutdown activity by month.
Quality Assurance Program

The Quality Assurance Inspection Program was originally started as an initiative in Plant Building Services and is now being incorporated throughout Plant Operations. It has been expanded to include Grounds and Facilities Maintenance inspections. Approximately 200 Ann Arbor general fund and customer pay buildings are targeted for inspections. The Quality Assurance Program provides reports which show an overview of building conditions. An important element within the scope of the Quality Assurance Program, as defined by our customers, is that Work Control is now reporting and sharing inspection results with the stakeholders. The independent and random nature of the inspection reports describe current building appearances and observed conditions based on agreed upon standards. During an inspection, items found requiring urgent or immediate attention are called into the Plant Operations Call Center. The Quality Assurance program is designed to support Plant Operation’s ability to collect, organize, and distribute data. The results of these reports are being used by Plant Operations staff to make informed decisions.

The new Pervidi database was installed in July 2007. Modifications and changes within the database were made to correspond with our campus inspection needs. Work Control and Building and Ground Services reviewed the Quality Assurance Inspection Program and defined how reports were to be distributed. A guide was developed that explains the Maintenance Quality Assurance Inspection Process. Work Control joined several Custodial Service Process Improvement Team (CSPIT) meetings to review and discuss Quality Assurance inspections and reports.

Finally in late fall the custodial reporting portion of the new database was validated and reports were beginning to be distributed. Although at this point we are able to distribute basic reports for custodial, we have been continually working with the vendor to get the data from maintenance and grounds inspections distributed as well as more detailed reports for all. There
have been some ongoing concerns so we involved our Network Services group to intervene with the vendor. Although they were a tremendous help, we determined that this system is not able to meet our needs and began the process of reviewing systems that may be a better fit for our needs. After much investigation we are in the process of purchasing a far more robust system that will meet the needs both of quicker and more accurate inspections as well as flexibility with a large variety of reports. In the meantime we are pleased with the positive effect the program itself seems to be having on the general appearance of the buildings. The scores indicate a positive improvement in some areas of campus.

**Performance Measures Reporting**

Throughout FY08, Work Control produced monthly performance reports for the various departments throughout Plant Operations. In addition to providing the reports each month, Work Control continues to offer training for supervisors to better understand how to read and use the reports more efficiently. We meet with DIS on a monthly basis to create new reports and refine existing reports as needed.

Work Control also creates many custom reports for shops and for Plant Operations customers. Several of these reports are produced on a monthly basis and distributed via email, in one-on-one meetings with customers, and through UM Mail Services. We have found a number of the reports are becoming more and more useful to our customers and are discussed regularly in monthly meetings. In addition, we have been able to provide various reports to customers on a one time basis as they request information for a variety of reasons. We were able to work with Data Information Systems to make modifications to several reports with the most significant being the Leave Reports. The Plant Operations Lead Team requested that we include a brief description on the report to show what leave codes are included. New reports were also created that roll up data to the General Foreman and Associate Director levels for 3 separate reports.

Other significant reports that were created by Work Control this past year either for one time usage or continued usage are:

1) Life Safety Inspection Performance report
2) Billed time card hours by funding source
3) Work Code Summary report by shop
4) Construction Services transactions by employee status
5) Work Request Summaries by type, category and priority

Significant changes were also made to performance reports. Most notably were reports created for Medical School buildings and buildings with Service Level Agreements.

**Plant Operations Web Site**

The Plant Operations Web Site supports the mission, goals and objectives of the department and the University by providing quick access to information and convenience in obtaining our services. Overall responsibility for the content of the Plant Operations web site has been
assigned to the Associate Director for Work Control. Working in cooperation with the Plant Operations Web Team and the Plant Operations Webmasters, the Associate Director for Work Control assures the content of items displayed on the Plant Operations web site meets or exceeds the Plant Operations Guiding Principles.

This year the Plant Operations Web Committee (POW) was busy making many changes to department web pages due to various reorganizations. We also added new links and helpful information both for Plant Operations and the University community as a whole. Some of these additions include the addition of our Planet Blue web page, a link to Learner Web which is our internal learning track program as well as various links for our business needs. We are in the process of putting together a virtual calendar for Plant Operations as well as redesigning our front page to be a little more user friendly. We also had three new members join our team and are very appreciative of the additional ideas and suggestions they bring to the group.

The Plant Operations Call Center (POCC) continues to receive work requests every day both through our Web FM connection to our FMS system and through a form on our web page that sends the information to our main POCC email list. Our “Make a Comment” and “Get an Answer” features remain popular as we encourage feedback from our customers. We also continue to update our Plant News section as events and happenings occur.

The Plant Operations web site continues to expand in the number of pages, in the information presented, and in usage by staff, customers and the world!

**Facilities Services Building Photo Board**

With over 500 Plant Operations employees in the Facilities Service Building at 326 E. Hoover, it can be difficult to put a name with a face. Addressing this situation is a main purpose of our Photo Board, which is located in the hallway of our Facilities Services Building, near the Sheetmetal Shop. Here, the faces of Plant Operations employees can be matched with their names and departments.

In FY08, we photographed many new people, took updated photos for other Plant Operations employees and made numerous changes to our board. We also decided to include all Plant Operations employees in the Facilities Services Building regardless of whether they have a picture. We hope that this will encourage them to have their picture taken next time around. We have added a picture frame for each employee with their name and job title. This will also make it easier to update when people transfer to other shops because the spot will already be there. It will also accurately reflect the number of employees in each shop. With the aging work force and many people retiring, more space was needed for future hires and retirees. So the boards were completely redone and additional boards added. Other changes to the Photo Board will be the addition of departments that give direct support. We will be adding Data Information Systems, Network Services, and Plant Payroll and Accounts Payable. We are also adding our newest departments Plant Material and Moving Services and Planet Blue. The signs for these departments have been ordered and this will be completed in early FY09. We continue to schedule photo sessions periodically and update the photo board with changes as needed.
Supervisors Toolbox

Work Control spent a significant amount of time this year compiling various forms and information that is pertinent to Plant Operations Supervisors in their day to day activities. The Supervisors Toolbox is accessed through the Plant Operations Web Page in the Tools section. The Toolbox is a quick reference for supervisors to have access to online forms, maps, links to other tools and general information as needed to do their job. This feature continues to be well received by our supervisors and we continually receive suggestions and updates as the toolbox continues to grow.

Emergency Call in Phone Number

We continue to get processes in place for our Employee Emergency Hotline. This need was brought to the attention of Work Control some time ago in view of numerous worldwide emergency events over the past several years. As we watched tragic events occur around our nation this past year (active shooter, flooding, tornados, etc.) we were reminded of the importance of getting this process in place. The purpose of the emergency number will be for employees in Plant Operations to receive instructions on how to proceed and clarify if their services would be needed in the event of a major emergency. We have a telephone number in place that employees will be instructed to call in the event of a major emergency. The bonus feature with this emergency phone line is that it will accept numerous calls at the same time. Therefore, the employees will not get put in a queue waiting to receive instructions. We now have numbers set up for individual departments throughout Plant Operations which have been added to the message system. The main number will route employees to their individual department’s virtual line at which point they will receive instructions on how to proceed. We are in the process of getting contact people in place in each department to record their department’s instructions immediately depending on the emergency. We are also in the planning stages of getting the hotline number rolled out to all 1200+ Plant Operations employees and have several marketing ideas in the works. The plan is to have this rolled out by fall with the hope that there will not be a need to put it to use, yet be prepared in the event that we experience a major emergency.