

Welcome,
Building Coordinators!

Assistant Director for Customer Engagement

FIXIT



Danna Elizarraras

Zone Managers



Anise Al Assar, Zone Manager
Research



Danna Elizarraras, Zone Manager
Satellite & Business Operations



Gregory Hanley, Zone Manager
E&G (Education & General Services)



Janice Weyers, Zone Manager
Auxiliaries

General Fire Safety



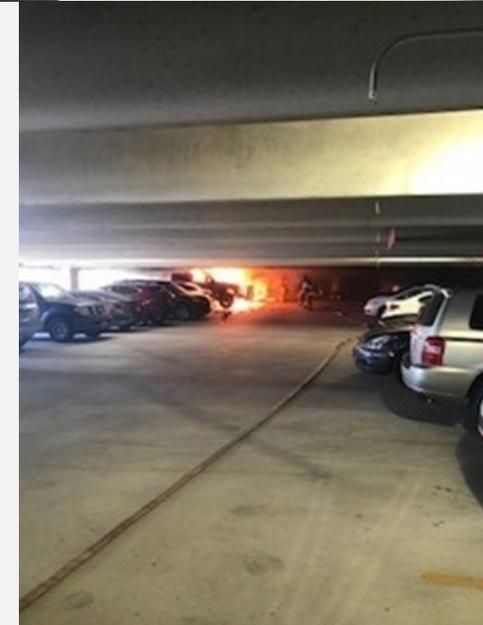
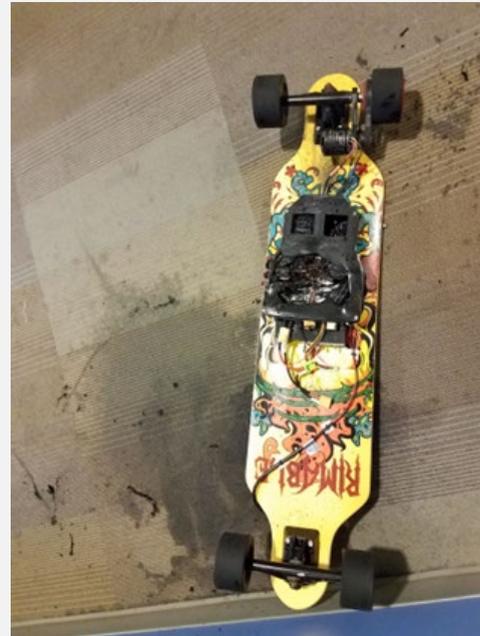
Fire Marshal's Office
University of Houston

NFPA Five Year Study of Fires in Business Occupancies

- One-third of fires occur between 7pm and 7am
 - Most happened when people are at work - usually between noon and 2pm
- 29% caused by cooking equipment
 - 22% began in kitchens or breakrooms
- Most damaging fires started in the office area

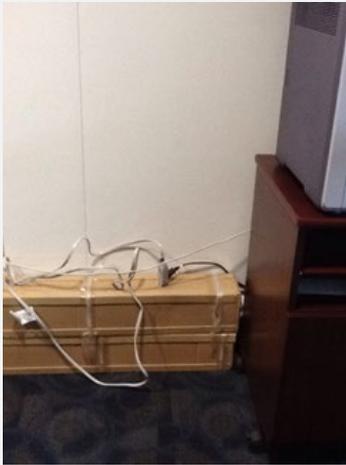
UH Five Year Statistics

- 58 fires reported to State Fire Marshal's Office
 - 32 occurred in residential housing facilities
 - most caused no dollar loss or damage
 - 5 happened in business occupancies
- Most damaging fire
 - East Parking Garage April 2018 1 million dollar loss
- One fire related injury
 - ERP 7 April 14, 2014 - contract electricians working on energized electric panel caused an arc-flash fire.



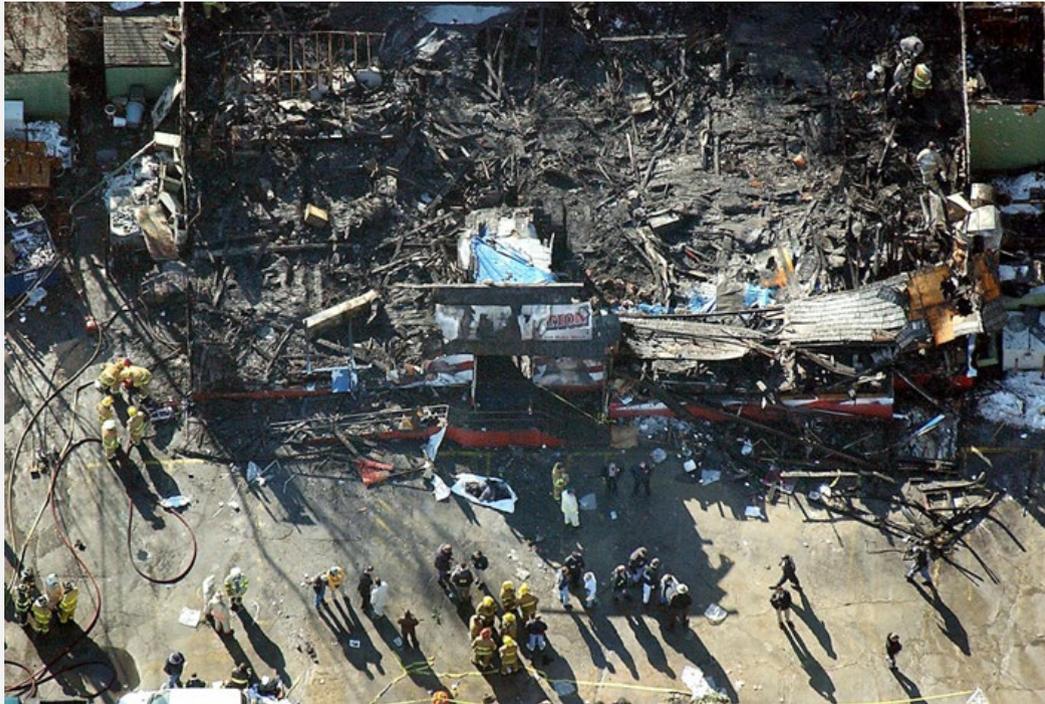
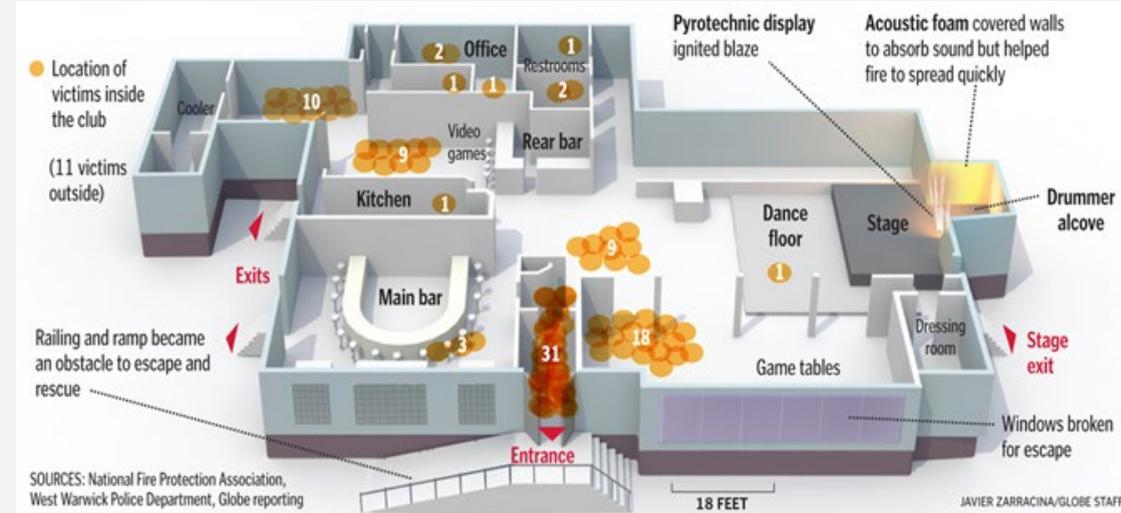
Office Fire Safety

- Extension cords
- Space heaters
- Exit paths
- Sprinkler systems
- Electric panels



Before the Fire

- Have an exit strategy!
 - The Station Nightclub fire



Before the fire

- Know the locations of fire alarm pull stations
- Know where the fire extinguishers are located and how to use them*
- Assign someone to help mobility impaired persons



- Know the number to UHPD
 - Hint: It's on the back of your Cougar Card!
- Have a meeting place

During A Fire

- Call 3-3333 or 911
- Confine fire by closing doors
- Stay outside until allowed back in by first responders
- Meet at pre-determined location
- Help disabled persons
 - Move to stairwell
 - Let responders know location
 - Assign someone to stay with them



Questions?



Chris McDonald, FEMT
Executive Director, Fire
and Life Safety/Fire
Marshal

University of Houston

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713-743-5866

Cougar Access Control Services Team

Lock Shop

- Supervisor
- Locksmiths & Locksmith Helpers
- Electronic Access Control Technicians

Key Access Services

- Program Manager 1
- Program Coordinator 2

Electronic Access Control

- Manager
- Specialists

EAC Projects

- Project Manager
- Project Coordinator

Lock Shop Team

New Supervisor- Adolfo Zambrano

- 30 Years Experience
- Apprentice/Trainer/Manager/Owner

Strengthening our Team

- Specialized training with our hardware vendors
- Cross Training our department positions

Goal Orientated

- Customer Satisfaction
- Work Order Completion
- Enhancing Communication

Key Access Services

Restructuring our Department

- Program renewal
- New goals
- Creation of new policies and procedures

Benefits of being “One Team”

- Cross-training between different areas
- Quicker completion of Work Orders
- Pinpoint concerns and resolve immediately

Team Goals

- 5 to 7 business day order completion (once approved by department)
- Develop new procedure(s) for future key audit
- Create new processes (Ex: Transferring keys instead of being recycled)
- Smoother experience for the customer

Key audit postponed until September 2023

- Implement new processes and structures to improve efficiency.



Electronic Access Control

Empowering our Team

- Training our Lock Shop & Key Access Services Team
- Partnering on critical work orders
- Strengthening our communication with FIXIT

Customer Engagement

- Providing Training & Guidance
- Developer led training courses
- Creation of new policies and procedures

Process Overviews

- Desk Guides
- SOPs
- Step by step PM & Maintenance Plan

EAC PROJECTS

Customer Engaged

- Partnering directly with customers
- Explain & Execute security plan
- Provide all next steps needed

Partnership Driven

- Directly involved with all shops
- Developing each project from start to finish
- Coordinating all steps between department & customers

SERVICE REQUEST PRIORITY LEVELS

Agenda

- PRIORITY LEVELS
- RESPONSE TIME
- COMPLETION TIME
- SERVICE REQUEST EXCEPTIONS
- Q & A

SERVICE REQUEST PRIORITY LEVEL 1

**PRIORITY 1: EMERGENCY
RESPONSE WITHIN 2 HOURS**

- FIRE LIFE AND SAFETY, ELEVATOR ENTRAPMENTS, UNSECURED BUILDINGS
- DISPATCHED IMMEDIATELY UPON RECEIVING REQUEST
- ISOLATE THE ISSUE AND MITIGATE RISKS UNTIL PERMANENT REPAIR CAN BE MADE.

Phase	Description	Location	Shop	Work Code	Priority	Asset	Status
002	CEILING LEAK PIPE		PLUMBING	PLUMBING	1-EMERGENCY		ASSIGNED

SERVICE REQUEST PRIORITY LEVEL 2

**PRIORITY 2: URGENT
RESPONSE WITHIN 24 HOURS**

- **CLASSROOM REQUESTS, CLOGGED DRAINS, HOT/COLD CALLS**
- **URGENT REQUESTS MAY BE ESCALATED TO EMERGENCY**

Phase	Description	Location	Shop	Work Code	Priority	Asset	Status
001	ROOM IS TOO COLD - LRS-ME-A3 Is there a way to raise the room temperature? The other option is to move us to a new location, e.g., Technology 1.		TECHBRIDGE	HEATING/COOLING	2-URGENT		OPEN

SERVICE REQUEST PRIORITY LEVEL 3

**PRIORITY 3: ROUTINE
RESPONSE WITHIN 2 days**

- **PREVENTIVE MAINTENANCE, CORRECTIVE MAINTENANCE AND ALTERATIONS**

Phase	Description	Location	Shop	Work Code	Priority	Asset	Status
001	*OTHER GENERAL MAINTENANCE REQUEST - LRS-ME-A3 Install whiteboard	318	TECHBRIDGE	GEN MAINTENANCE	3-ROUTINE		OPEN

Priority Response Time

The technician response time

Priority Level	Response Time Expectation	Completion Time Expectation	Current Average Completion Time
Priority 1	2 Hours	1 Day	9 Days
Priority 2	24 Hours	7 Days	10.5 Days
Priority 3	2 Days	28 Days	25.90 Days

Exceptions

Alterations

Billable Requests for alterations can become projects.

Projects

Projects require planning and can take more time to complete.

Moves and Events

Moves and Events strongly suggests a 7 day notice in order to properly schedule the request.

Q&A



Office of Sustainability

January 31st, 2023

Liz Clark, Sustainability Coordinator



Universities across the United States are integrating sustainability into their academics, operations, student engagement, and long-term plans.

The Top 50 Public U.S. Universities:

100%

Have a campus-wide sustainability committee

88%

Submitted a STARS Silver, Gold, or Platinum rating

45%

Average campus waste diversion rate



University of Texas LEED Gold student center



Texas A&M Campus Waste Bins



University of Texas Farm Stand

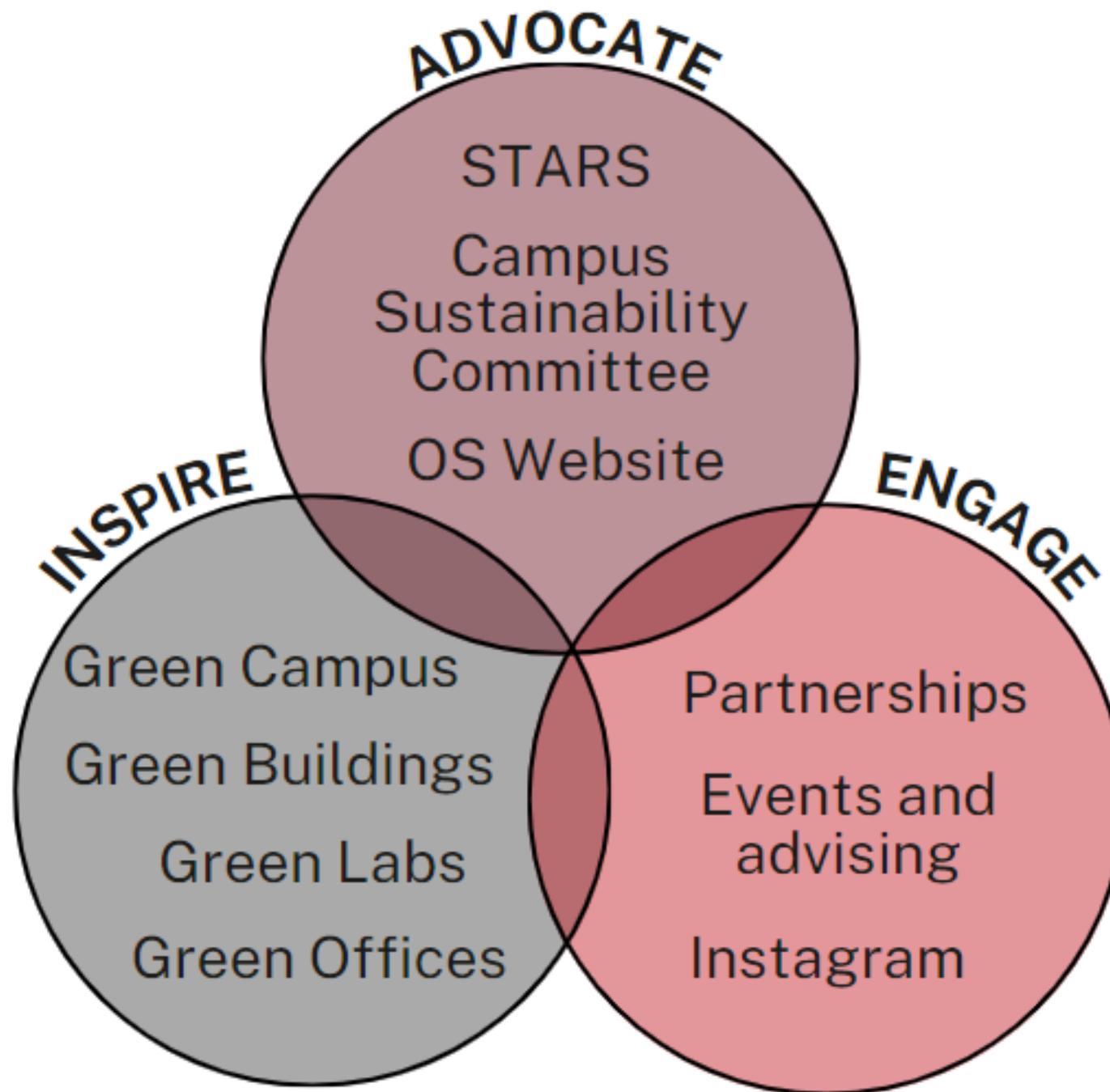
Office of Sustainability

Mission

"To foster a culture of sustainability that guides scholarship and operations, advances social and environmental excellence and positions University of Houston as a Top 50 public university."



ADVOCATE • ENGAGE • INSPIRE



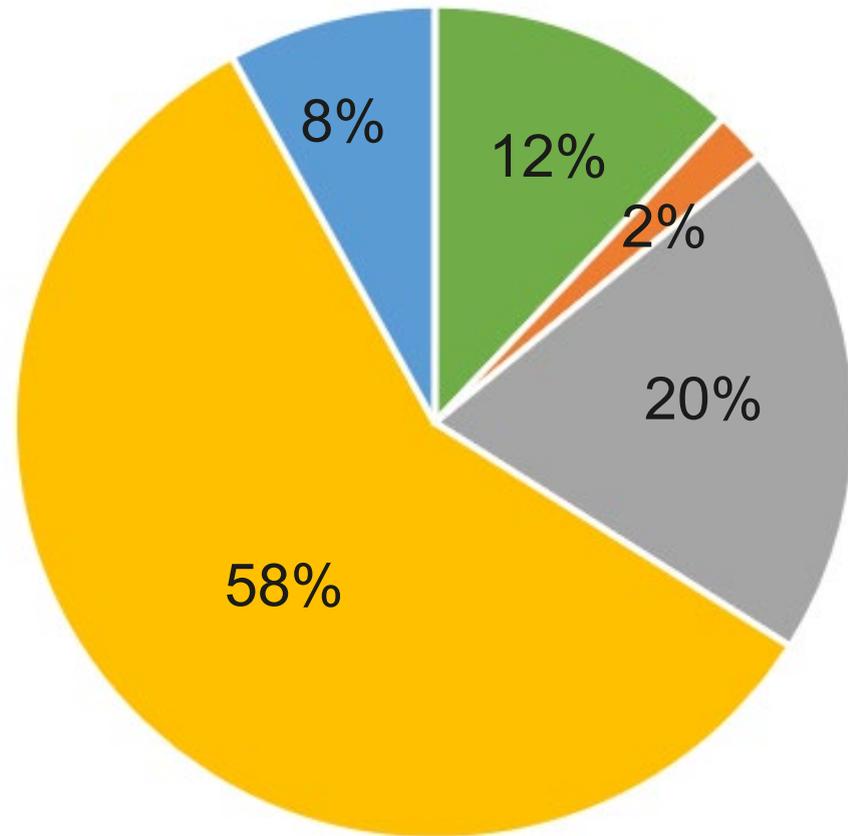
Position	Representative
SVC/SVP F/CM	David Oliver (Co-Chair)
AVC/AVP Facilities Planning	Christa Rieck (Co-Chair)
AVP Facilities Services	Mike Oestereicher
University Architect	Jim Taylor
Committee Members	
Rep from Advancement	Brena Baumann-Gonzalez
Rep from Athletics	TJ Meagher
Rep from Auxiliary Services	Chaundra Smith-Adams
Rep from Division of Research	Ken Jones
Rep from Human Resources	Vivian LoDuca
Rep from Provost Office	Hanlong Fu
Rep from Division of Student Affairs	Eve Esch
Rep from UH Energy	Alan Rossiter
Rep from Marketing/Communications	Mike Emery
Rep from Faculty Senate	Mili Kyropoulou
Rep from Staff Council	Marti Trummer-Cabrera
Rep from Student Government Association	Taylor Nix
Ex-Officio Members	
Rep from Planning	Liz Clark

Campus Sustainability Committee

Shared governance body of faculty, staff, and students

- Creating short- and long-term goals for sustainability in their respective areas

Top 50 Stars Rankings



■ No submission ■ Bronze ■ Silver ■ Gold ■ Platinum

STARS Framework

Sustainability Tracking, Assessment & Rating System

- Indicator of campus sustainability performance
- Report is being used to identify opportunities for improved sustainability performance

Academics, Engagement,
Operations, Administration





Recycling On Campus

Single-stream recycling

 <p>Tetrapaks Milk cartons and soup containers.</p>	 <p>Cardboard Must be clear of grease and other residue.</p>
 <p>Plastic #1-5 and #7 Should be empty and clean.</p>	 <p>Metals Aluminum, steel and tin. Empty before recycling.</p>
 <p>Paper Newspaper, magazine, card stock.</p>	 <p>UH does NOT recycle the following items: Glass • Styrofoam • Food • Plastic #6 • Straws • Plastic eating utensils • Plastic bags • Liquids • Wood</p>

Green Campus

Recycling

- Improve recycling rate and diversion efforts
 - Dining halls
 - Residence halls
 - Construction and demolition waste
 - Campus buildings

Campus Woodlands

- Tree mitigation
- Maintain campus tree database

Inspire



John M. O'Quinn Law Building

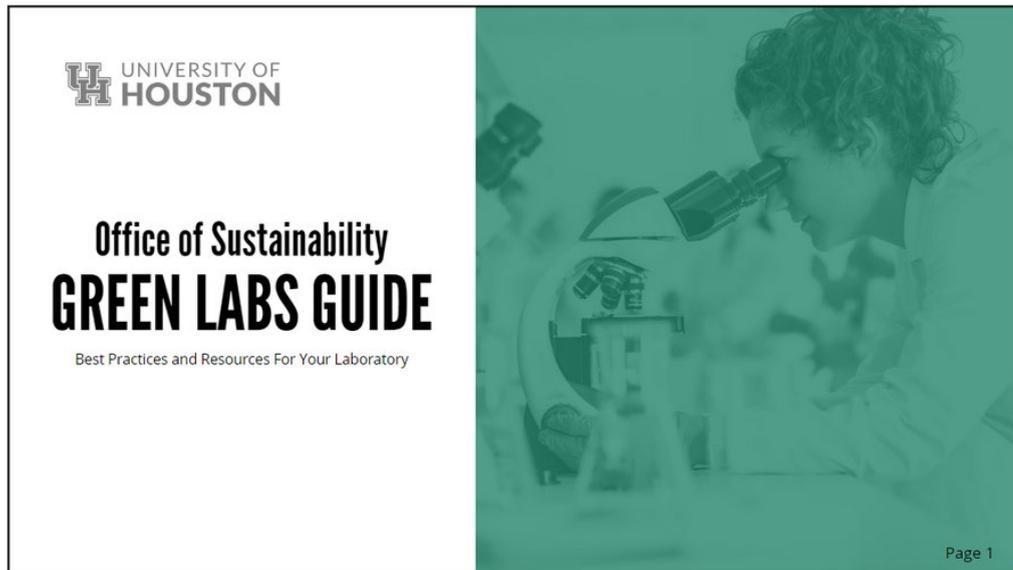


Tilman J. Fertitta Family College of Medicine

Green Buildings

- All new buildings will be LEED Silver certified or higher
- Not only following LEED standards for design and construction, also continuing with sustainable operations and maintenance





Green Labs

- Program to introduce more sustainable and efficient research practices
- Save resources and money while preserving the integrity of scientific research
- More than half of the top 50 public universities have an active Green Labs program

Green Labs Checklist

This sample checklist uses principles from the following chapters on Waste, Purchasing, Conservation, Chemicals and Safety, and Involvement to define a few actions your lab can take to reduce its overall environmental impact. Feel free to print this list out and use it as a framework as your laboratory starts its sustainability journey.

<u>Waste</u>	<u>Purchasing</u>	<u>Conservation</u>	<u>Chemicals & Safety</u>	<u>Involvement</u>
<ul style="list-style-type: none"><input type="checkbox"/> Eliminate single-use plastics and opt for reusable supplies where possible<input type="checkbox"/> Conduct an audit of your laboratory waste stream<input type="checkbox"/> Make recycling bins available in the lab and ensure clean materials are recycled<input type="checkbox"/> Participate in take-back or specialty recycling programs<input type="checkbox"/> Analyze experimental design to identify wasteful practices	<ul style="list-style-type: none"><input type="checkbox"/> Maintain a laboratory supply inventory to prevent over-purchasing<input type="checkbox"/> Consolidate orders and purchase bulk supplies<input type="checkbox"/> Buy reused or refurbished equipment; loan or give redundant equipment to other labs<input type="checkbox"/> Purchase sustainable paper products<input type="checkbox"/> Look for EPEAT-rated and ENERGY STAR certified technological and electrical products	<ul style="list-style-type: none"><input type="checkbox"/> Turn off lights, computers, and equipment when not in use<input type="checkbox"/> Ensure fume hoods and ventilation systems are unrestricted and clean<input type="checkbox"/> Switch process water equipment to recirculating systems<input type="checkbox"/> Adopt proper freezer maintenance and raise ultra-low temperatures to -70 Celcius.<input type="checkbox"/> Only run autoclaves, dishwashers, and large equipment with a full load	<ul style="list-style-type: none"><input type="checkbox"/> Require all lab members to review EHS's online safety trainings<input type="checkbox"/> Maintain a laboratory inventory and ensure walkways and benches are organized<input type="checkbox"/> Maintain a laboratory chemical inventory<input type="checkbox"/> Update HazCom signage and display prominently<input type="checkbox"/> Review the ACS 12 Principles of Green Chemistry	<ul style="list-style-type: none"><input type="checkbox"/> Designate a Green Labs leader to champion sustainability initiatives<input type="checkbox"/> Involve all lab users in the Green Labs process<input type="checkbox"/> Display signage describing adopted Green Labs practices for staff and visitors to reference<input type="checkbox"/> Inspire another lab to reference the UH Green Labs Guide<input type="checkbox"/> Share your thoughts on lab sustainability with your friends and colleagues

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Phased roll-out: Guide, pilot program, certification

Engage



Office of Sustainability and MVP tree planting Oct. 2022

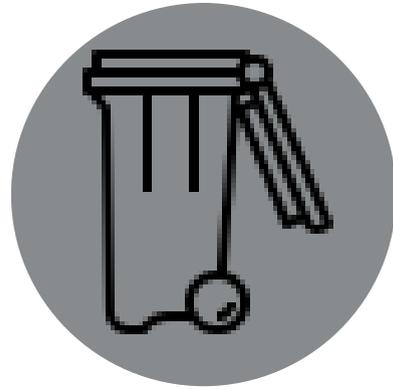
Partnerships

- Creating a cohesive culture of sustainability on campus and including sustainable initiatives in regular operations

Upcoming Events

- Earth Week April 17-21, 2023
 - E-Waste recycling drive
 - Coastal Center presentations
 - Farmers Market
 - Cougar Cupboard event
 - ...and more!

How can building coordinators get involved?



Recycling

Ensure your buildings have proper recycling receptacles and signage. Educate building users through coordinator communications.



Green Labs Green Offices

Reach out to participate in future pilot programs; be the first to receive Green Guides.



Earth Week

April 17-21, 2023

Drop off your E-waste and market to interested faculty and staff.



Stay in touch!

sustainability@uh.edu

<https://uh.edu/sustainability/>

Liz Clark, LEED Green Associate

Sustainability Coordinator

Office of Sustainability

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