

UH CONCISE Program

*Executive Director Jennifer Rea
Facilities/Construction Management*

UH CONCISE Program

*Connecting Our
Neighborhood Community Infrastructure
with
Stakeholder Engagements*

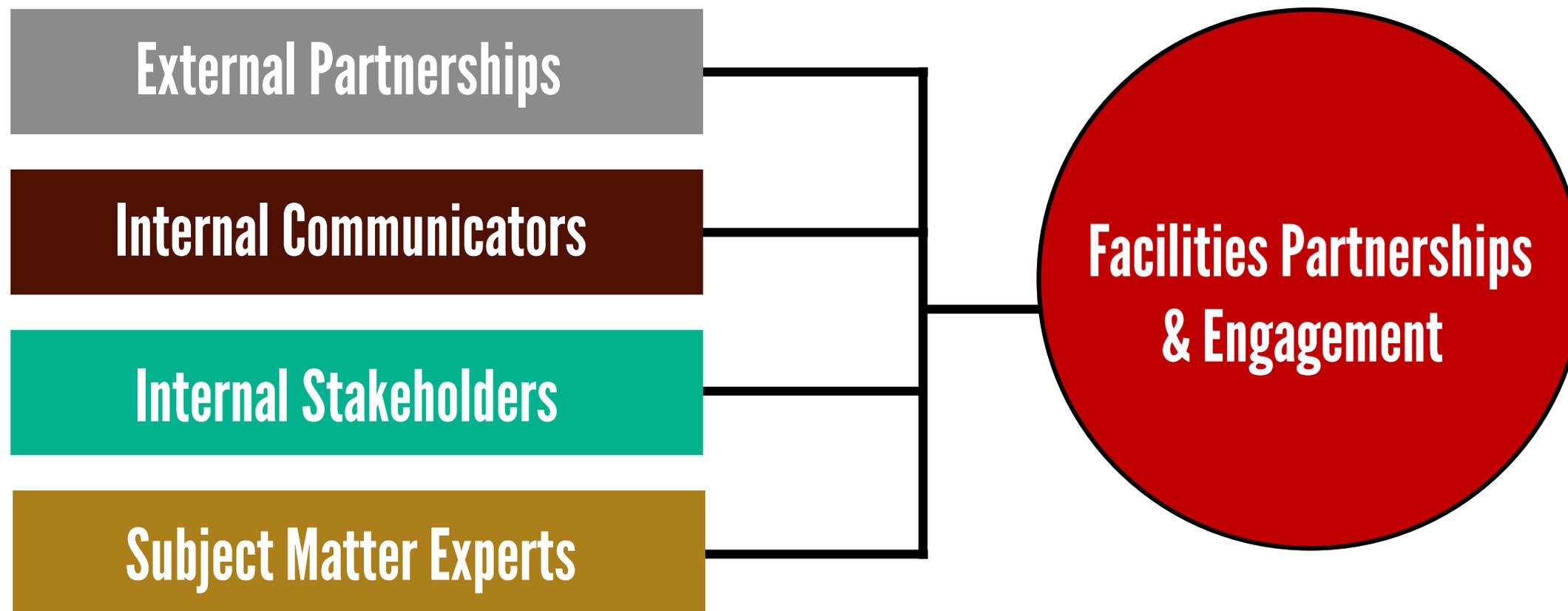
Purpose

The purpose of this program is to facilitate collaboration with community partners regarding large UH events, major construction projects, or any other major initiatives that are of significant reputational and operational significance to the University of Houston.

Vision

- *Increase the level of engagement with community stakeholders to mitigate/avoid conflicts with UH large events.*
- *Build community engagement and support for the University of Houston programs.*
- *Raise awareness and prestige of the University of Houston within the local community.*
- *Build and maintain a network of contacts within the community.*

Relationships



Overview - UH CONCISE Program

- *Facilitate partner collaboration logistics*
- *Points of contact*
- *Best communication channels*
- *Future engagement opportunities*

Contact

Jennifer Rea

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713-743-0247

www.uh.edu/facilities

Outage Notification Process

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Purpose

- Bridge communications between FCM and campus community.
- Avoid interruptions to building activities.
 - Research
 - Scheduled Events
 - Testing
- Address specific concerns.
 - Lab Support
 - Specific Accommodations



Outage Notification Process

1. Facilities Communications receives outage request from a UH FCM employee.
2. Outage request is sent for review/approval.
 1. Sent to **Building Coordinator** for approval
 - Building Coordinator approves outage after verifying no concerns from all relevant building representatives
 2. After BC approval, outage is sent to **Fire Marshall** and **Facilities Services Director** for approval
 3. High impact outages are sent to **AVP/AVC for Facilities** for approval
3. Outage is distributed through listserv once all appropriate approvals are received.

Facilities Communications' goal is to distribute outage notifications within a 'planned' timeframe

Types of Notifications

- Be familiar with the [Notification Guidelines](#)
 - **Planned:** Distributed two weeks or more in advance.
 - **Immediate:** Distributed less than two weeks in advance.
 - **Emergency:** Distributed on the same day.
- Notify all building users
- [Outage Notification Calendar](#) website
- Contact FIXIT if any systems are not working properly after an outage

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FACILITIES/CONSTRUCTION MANAGEMENT

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EMERGENCY OUTAGE NOTIFICATION

Building(s) Impacted and Date/Time			
Building Name:	Classroom and Business Building	Building #:	499
Start Date:	Friday, 12/4/2020	End Date:	Wednesday, 12/9/2020
Start Time:	11:00am	End Time:	3:00pm

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IMMEDIATE OUTAGE NOTIFICATION

Building(s) Impacted and Date/Time			
Building Name:	Science & Engineering Research Center	Building #:	545
Start Date:	Friday, 12/11/2020	End Date:	Friday, 12/11/2020
Start Time:	6:00 AM	End Time:	10:00 AM

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PLANNED OUTAGE NOTIFICATION

Building(s) Impacted and Date/Time			
Building Name:	Houston Science Center	Building #:	593
Start Date:	Wednesday, 12/30/2020	End Date:	Wednesday, 12/30/2020
Start Time:	6:30 AM	End Time:	12:00 PM

Purpose and Impact

PURPOSE: Preventive maintenance of exhaust fans.

IMPACT: Fume hoods will be off while exhaust fans are being serviced. Maintenance will service the roof top exhaust fans.

Impacted Service

<input type="checkbox"/> Electric	<input type="checkbox"/> Gas	<input type="checkbox"/> Domestic Cold Water	<input type="checkbox"/> Elevators & Accessibility
<input type="checkbox"/> DI Water	<input type="checkbox"/> Construction	<input type="checkbox"/> Domestic Hot Water	<input type="checkbox"/> Air Handling Unit
<input type="checkbox"/> Steam	<input type="checkbox"/> Vacuum	<input type="checkbox"/> Chilled Water	<input checked="" type="checkbox"/> OTHER: Exhaust Fans

Primary Contact Information

Primary Contact: Rey Tajonera
Secondary Contact: Al Blackmon

Please contact the FIXIT Call Center at 713-743-4948 or fixit@uh.edu to reach the primary contact.

Review and Approval Process (FBOC Office Use Only)

Requested by: Rey Tajonera	Request Date: 11/30/2020
Bldg Coordinator: Enlio Semariz	Sign Off Date: 11/30/2020
Fire Marshal: Chris McDonald	Sign Off Date: 11/30/2020
FS Director: Jerry Bogus	Approval Date: 11/30/2020
Issued by: Erica Vasquez	Issue Date: 12/09/2020

Work Order# W0027746
Project # N/A

Building Coordinator Role in Outage Notification Process

1. Receive Notification
2. Verify
 - Have a point of contact for each department that occupies space in the building.
 - Be aware of events/activities that are taking place in the building.
 - Contact faccomm@central.uh.edu for questions or if additional support is needed.
3. Distribute Notification to Building Occupants

Questions

A nighttime aerial photograph of the University of Houston campus. The foreground shows a large, well-lit green lawn with several trees and a paved walkway. In the middle ground, there are several large, modern university buildings with illuminated windows. In the background, the Houston city skyline is visible against a dark blue twilight sky, with numerous skyscrapers lit up.

AiM Dashboard, Reports and Queries for Building Coordinators



<https://web.microsoftstream.com/video/ab26cdb1-1c44-4fea-b775-5ee872bc8c96>

Hurricane Building Coordinator (BC) Preparedness & Corrective Action Support From FCM - Perspective

- **Pre-event Building Coordinator - Occupant Preparations**
 - Execute College/Program Continuity of Operations Plans (COOP)
 - Ensure exterior windows, doors, etc. are closed
 - Minimize material (boxes, paper, extension cords, etc.) on the first floor or basements
 - Report known areas with historic wind/rain event issues for evaluation of mitigations
 - Minimize submission of routine service requests
 - Inform FIX-IT if BC or other building point of contact will be available on site, via phone, etc. for questions for Urgent or Emergency Service Requests
 - Secure or move exterior furniture, etc. inside the building
- **Post-event Building Coordinator - Occupant Support**
 - Minimize submission of routine service requests
 - Inform FIX-IT if BC or other building point of contact will be available on site, via phone, etc. for questions for Urgent or Emergency Service Requests

Post-event F/CM Focus Areas

- Post-event Facility Assessments & Mitigations Via In-House & Contractors
 - Life
 - Health
 - Safety
 - Mission Support
 - Mitigate Damage To Property
- Critical Service Restoration Via In-House & Contractors
 - Power
 - Water
 - Sewer
 - Heating & Cooling
 - Damaged Property Restoration

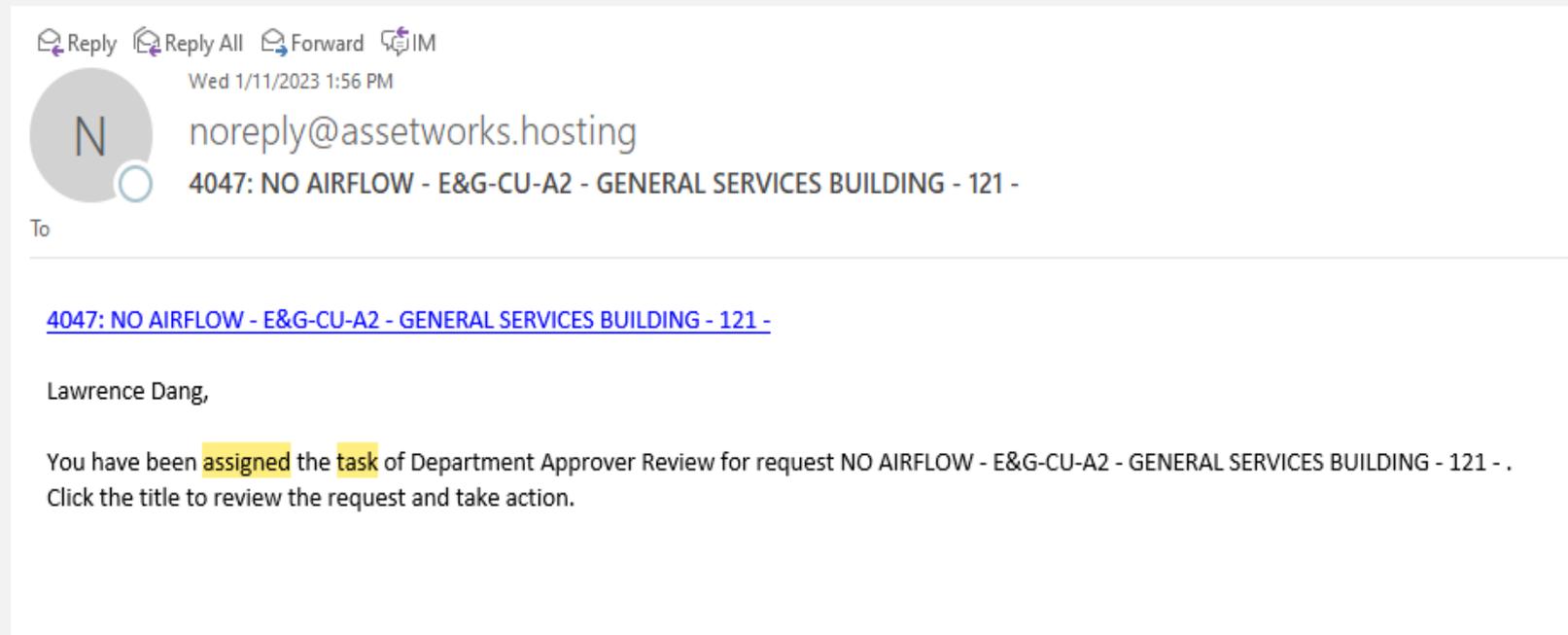
CLASSROOM SPECIALIZED FURNITURE SUPPORT

- **DART Center**: Will coordinate support requirements with registrar, building coordinators, and students prior to each semester and as new requirements are identified
- **FCM Planning**: Will research furniture and identify furniture solutions to requests for support in close coordination with DART center
 - Planning Furniture POC: Connie Hammack (713)743-7461
- **FCM Facilities Services Via FIX-IT Service Request**:
 - Install or uninstall furniture when required (General Maintenance)
 - Move ADA furniture to classrooms as requested by the DART center and building coordinators (Moves & Events)

Approving Service Requests in FIXIT

1. Receiving Notifications

- Approvers will receive notifications through email that they have been assigned the task of “Department Approver Review”.
- Clicking on the link will take you directly to FIXIT.



2. “Awaiting Your Review” Workbench

- Items in your “Awaiting Your Review” Workbench need approval or response.

The screenshot shows a web application interface for the 'Awaiting Your Review' workbench. At the top, a dark navigation bar contains links for Home, Process, Setup, Notifications (>100), and Settings. Below this, a sidebar on the left lists navigation options: 'Awaiting Your Review' (93), 'Your Open Requests' (24), 'Your Watch List', 'Your Closed Requests', and 'All Requests'. The main content area features a 'Filter Awaiting Your Review' button and a 'Clear' button. A 'Today' section is visible, containing a request for a lock change at Philip Guthrie Hoffman Hall. The request details include the location, a request to change the lock to key # 111P8, and a note about ordering a new key for a faculty member in the fall. The request is dated 06/21/2023 and attributed to Bridget Smalley. Another request, 'OTHER FIRE SERV - AUX-ME-', is partially visible below.

Navigation	Count
Awaiting Your Review	93
Your Open Requests	24
Your Watch List	
Your Closed Requests	
All Requests	

Filter Awaiting Your Review Clear

Today

LOCK CHANGE - E&G-CU-A3 - PHILIP GUTHRIE HOFFMAN HALL - 513 - Please change lock to key # 111P8. Please make sure that when the lock is changed that the system is updated to reflect the new key number. We will be ordering a key for new faculty in the Fall. 41286 Bridget Smalley 06/21/2023

OTHER FIRE SERV - AUX-ME-

3. Reviewing Cost Centers and Other Information

- Approvers will have the opportunity to review and either input or Edit the Cost Center Number needed for the request to go through.
- Scroll down the “Details” tab to see current account information.
 - If it is blank, you will need to press “Edit”.
 - Locate the account field and fill in appropriately.
 - Keep navigating until you reach the “Submit” button.
 - Submit changes
 - Finally, Press “Account and Work Approved”.

Does this require funding approval?
Yes

Select/Confirm Funding Account:

Type:
UNPLANNED

Category:
CORRECTIVE

Work Code *:
ABM REQUESTS

Billing Type:
NO CHARGE

Account Management:

Lighthouse -Dang,Lawrence - Test - E&G-CU-A2 06/20/2023
12:06 PM
4101 Lawrence Dang

Workflow

Account and Work approved Declined

Details Attachments 0 Approvals Comments 0 AiM

Edit

Enter PSID:
0883975

Best Number to reach customer:
111-222-2333



Does this require funding approval?

No

Yes

Select/Confirm Funding Account Help

Cancel < Previous Next >

Cancel < Previous Review

Cancel < Previous Submit

Workflow

Account and Work approved Declined

APPROVED

DECLINED