

Brooklyn College Facilities Success Team

The Office of Finance and Administration

Spring 2018

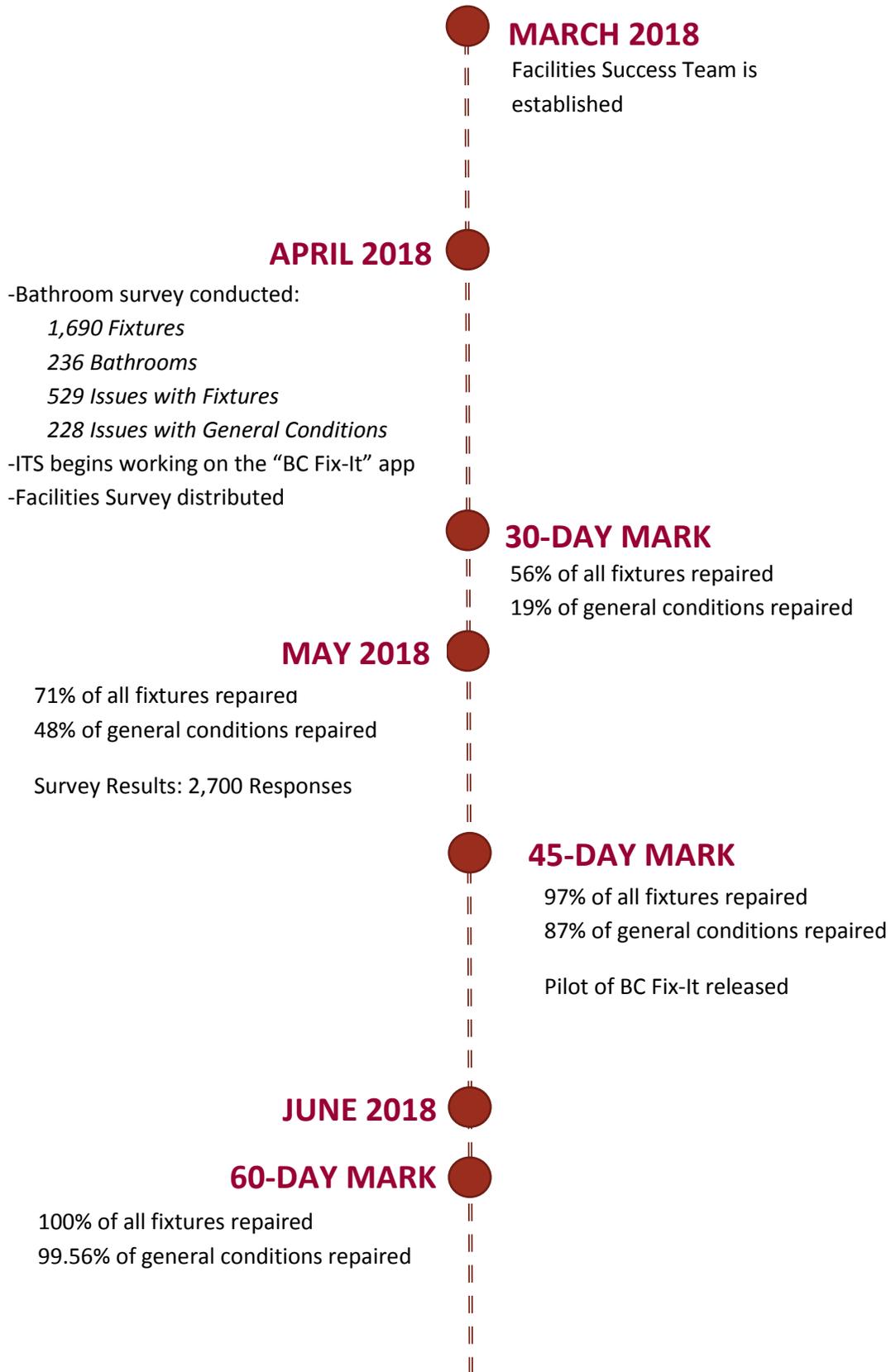
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Executive Summary

Brooklyn College has one of the most beautiful campuses in the country. Unfortunately, the condition of its infrastructure has not matched the splendor of its exterior, and many students, staff, and faculty have expressed a high level of dissatisfaction. With the hiring of the new Senior Vice President for Finance and Administration Alan Gilbert in late March, Brooklyn College developed a new BC Facilities Success Team. Major accomplishments since then include:

- ✓ **90-Day Challenge:** The plan was to restore and repair as much infrastructure as possible in a short period of time, with a primary emphasis on bathrooms. Deputy Chief Operating Officer Ron Spalter and Campus Liaison Ed Sullivan advised on the project. A survey of the 236 bathrooms on campus found 529 problems with fixtures and 228 problems with conditions. The BC Facilities Success Team got to work on tackling all those problems. Sixty days into the challenge, only one of those 757 problems remains.
- ✓ **Archibus Upgrade:** The plan was to more effectively utilize the University's Facilities Work Order system and to close the tracking loop on work orders. The BC Facilities Success Team changed the internal workflow, created new customized status messages to customers, and developed a scorecard to monitor progress and pending items. The operational facilities staff are now more effectively deployed to address reported issues. Brooklyn College is also next in the University's queue to upgrade to the new version of Archibus.
- ✓ **BC Fix-it App:** The plan was to develop a mechanism for reporting real-time information on bathroom issues. Aluminum tags with four-digit codes were affixed on walls near each bathroom fixture on campus. The BC IT team created an app for custodial supervisors to report problems during their regular inspections. Work is then assigned to plumbers and other trades. The team will also use detailed analytics to facilitate planning and assessment. After the BC facilities staff becomes comfortable using BC Fix-it, the BC Facilities Success Team plans to roll-out the BC Fix-it app to the whole campus community as part of an expanded BC Navigator suite.
- ✓ **Enhanced Facilities Communications:** The plan was to send regular communications to the campus community reporting on the BC Facilities Success Team's facilities repair progress and new initiatives. Transparent communication encourages everyone to have ownership of the facilities. The plan is also to survey the campus community to measure student, staff, and faculty satisfaction with the state of BC facilities and improvements to them.



90-Day Challenge

The condition of Brooklyn College's infrastructure has not matched the splendor of its exterior, and many students, staff, and faculty have expressed a high level of dissatisfaction.

Project Goals & Objectives:

- ✓ The plan was to restore and repair as much infrastructure as possible in a short period of time, with a primary emphasis on bathrooms.
- ✓ To uphold a higher standard for quality of life
- ✓ Develop and implement a system that will make improvements to space utilization, response to work orders, and customer satisfaction sustainable

At its core, the team is comprised of CUNY experts, facilities leadership, data analytics experts, ITS technicians, Human Resource leadership and representatives from purchasing. The team is fluid in nature, picking up new members along the way in order to accommodate its ever-evolving objectives. The team met on a weekly or biweekly basis.

Bathroom Survey:

Six members of the team conducted a bathroom survey that included an assessment of 1,690 fixtures (toilets, sinks, etc.) and an assessment of general bathroom conditions/dispensers. ITS created an excel worksheet. It assessed fixtures by the following standards: Out-of-Order signage, clogged drain, broken/missing flush/faucet handle, graffiti, missing/broken toilet paper dispensers, insufficient or excessive water flow, leaks, the absence of functional stall door latches, missing or broken toilet seats, cracked/bagged sink basin, cracked/bagged toilet basin.

Boylan	265
James	136
Library	87
SUBO	58
New Ingersoll	55
Ingersoll	54
Roosevelt Extension	37
Roosevelt	27
Whitehead	24
West Quad	24
WEB	13
Chiller Plant	4
Heating Plant	0
Grand Total	784

Note: The Student Center manages their own repairs, but their issues were submitted

The team began its bathroom repairs in the three buildings with the most challenges: Boylan, James, and the Library.

30 Days In:

- 56% of all fixtures were repaired
- 19% of the general condition(s) issues were resolved.
- Under the supervision of Billy Elfstrom, our trades began to work on the bathrooms in the WEB building
- Temporary plumbers, carpenters, and painters hired
- Resource Inventory replenished

45 Days In:

- 97% of all fixtures were repaired
- 87% of the general condition(s) issues were resolved.

60 Days In:

- All 529 Bathroom fixtures were repaired
- 227/228 of General bathroom issues were resolved (One bathroom repair remaining at the start of June)
- Training on BCFIX-IT
- Review survey results

90-Day Challenge: Before and After Pictures



Men's Bathroom, 2nd floor, Boylan Hall



Women's Bathroom, 3rd floor, Boylan Hall



Women's Bathroom, Basement, Boylan Hall



Men's Bathroom, 5th floor, Boylan Hall



Men's Bathroom, 2nd floor, Library



Women's Bathroom, 2nd floor, Ingersoll Hall



Women's Bathroom, 2nd floor, James Hall



Women's Bathroom, 3rd floor, Whitehead Hall



Women's Bathroom, 5th floor, Whitehead Hall



Men's Bathroom, 2nd floor, Boylan Hall



Women's Bathroom, 4th floor, Boylan Hall

Archibus Upgrade

The plan was to more effectively utilize the University’s Facilities Work Order system and to close the tracking loop on work orders. The BC Facilities Success Team (1) changed the internal workflow, (2) created new customized status messages to customers, and (3) developed a scorecard to monitor progress and pending items. The operational facilities staff is now more effectively deployed to address reported issues. Brooklyn College is also next in the University’s queue to upgrade to the new version of Archibus.

Next Steps:

1. An interface will be created to load completed BC FixIt cases into Archibus
2. Migration to CUNY Centralized Archibus- Late Fall 2018

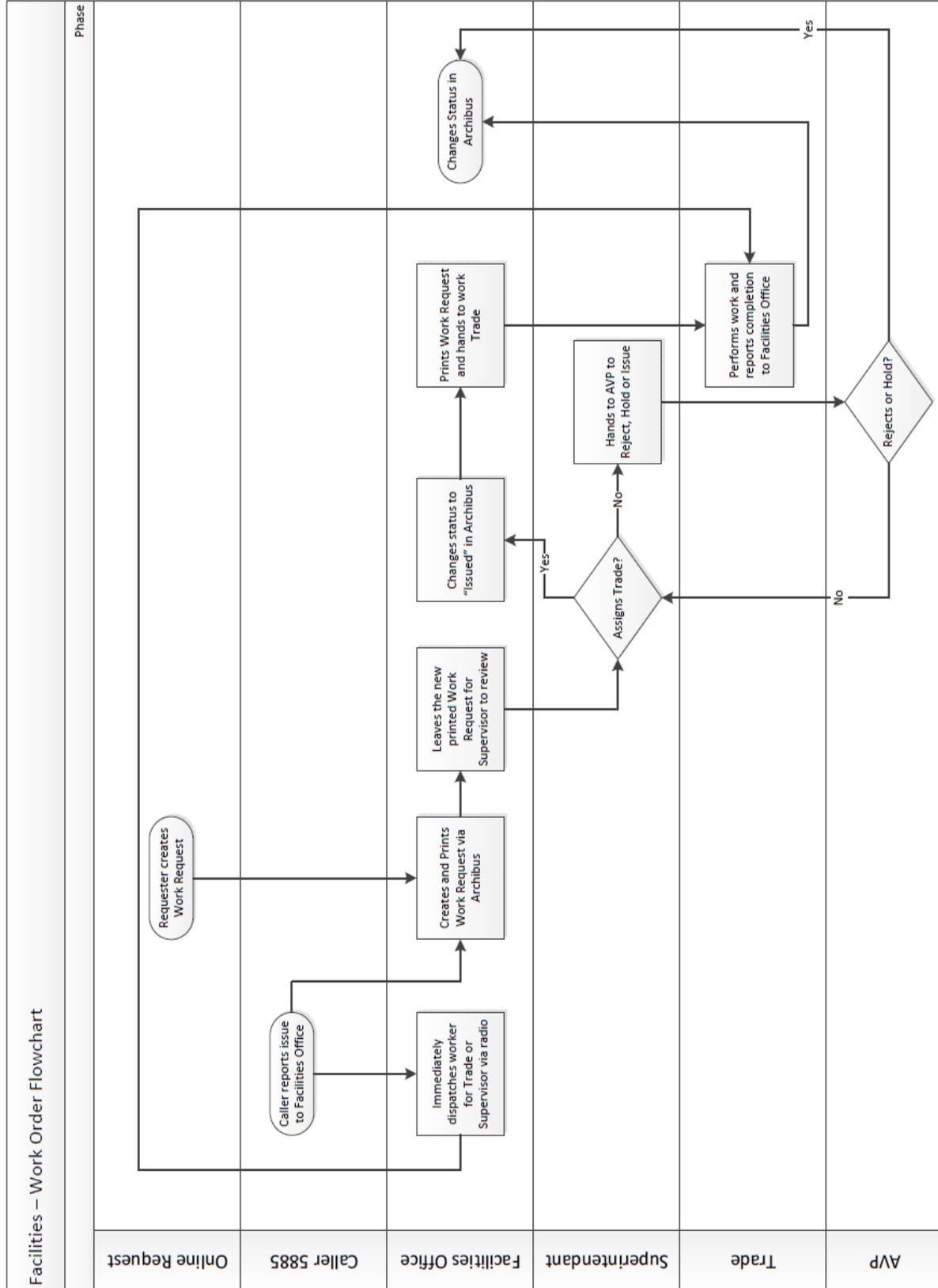
Scorecard (Daily Reports):

Scorecard delivers automatic and daily reports on work requests and work orders. These logs indicate how many days have passed since the submission of a work request/order.

Work Request Scorecard						
Outstanding Issued Work Orders (from date Requested)						
7/2/2018						
Trade	0 - 7 days	8 - 14 days	15 - 30 days	> 30 days	Total	
CARPENTERS	21	1	1	5	28	
CEMENT MASON	2	0	3	0	5	
CUSTODIAL	8	0	1	0	9	
ELECTRICIAN	10	2	2	4	18	
ENVIRONMENTAL	0	0	2	1	3	
EXTERMINATOR	3	0	0	0	3	
FACILITIES PLANN	2	0	2	48	52	
LABORER	12	5	0	5	22	
LAMPER	0	2	0	1	3	
LOCKSMITH	2	0	1	6	9	
PAINTER	6	0	10	8	24	
PHYSICAL PLANT	6	2	3	6	17	
PLUMBER	7	4	8	30	49	
Total	79	16	33	114	242	

Outstanding issued work orders are categorized by trade, which allows for the detailed records of work requests to be kept. Thereafter, work requests are distributed to the appropriate supervisors, who review the requests and proceed accordingly. This process is illustrated in the work order flow chart.

New Workflow to Manage Work Requests:



Customized Status Messages:

Archibus email templates were upgraded, and the system was migrated to a faster modern server. This allows for direct communication with those who have submitted a work request, updating them on the status of the request.

A. Work request received

This email is to confirm our receipt of the following work request:

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

We have received your work request - see above for details.

Next steps:

1) Facilities staff will review your work request. They will determine what needs to be done and which Facilities staff need to work on it.

2) If your work request is more of a "project", and not a repair or quick-fix, it will need to be reviewed in more depth and costs determined. That determination is typically made by a Facilities Planning Project Manager and typically takes several weeks. (Some examples of projects include: event planning, room painting, relocation of offices/staff, furniture planning, space renovations, installation of new equipment)

3) When Facilities completes its review for non-projects, a work request will be issued to the appropriate Facilities staff who will schedule this work in their work queue.

4) Most work requests are completed/resolved within one week. If work must be delayed to obtain parts or to gain access, you will be alerted. If your request has not been resolved after a week, please feel free to reach out to us by replying to this email, emailing FacOPS@brooklyn.cuny.edu, or calling 718-951-5885.

5) As the status of this work request changes, automated emails will be sent to you to keep you in the loop.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F. Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

B. Work order Issued

The work request described below has been issued and given a Work Request Number.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

Next steps:

1) Facilities has completed its review of your request and has sent a work request to the appropriate Facilities staff who will schedule this work in their work queue.

2) Our goal is to complete/resolve most work requests within one week. If work is delayed to obtain parts or to gain access, you will be alerted. If your request has not been resolved after a week, please feel free to reach out to us by replying to this email, emailing FacOPS@brooklyn.cuny.edu, or calling 718-951-5885.

3) As the status of this work request changes, automated emails will be sent to you to keep you in the loop.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

C. Work order completed

The work request described below has been completed.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

The Facilities staff assigned to the above work request have reported that the work has been completed.

If you have any concerns about the work, or how it was done, please contact us ASAP to discuss them.

We want our efforts to be effective and we want you to be fully satisfied with that work.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

D. Work order rejected

The work request described below has been rejected.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

The work request referenced above has been reviewed and we have determined that it cannot be fulfilled. If this has not already been discussed with you, please contact us and someone will explain why this request cannot be fulfilled at this time.

Some common reasons:

The request is not technically feasible.

The request is too costly.

The request is no longer needed.

The requested work is already scheduled under a separate work request or project.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

E. Work order cancelled

The work request described below has been cancelled.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

The work request referenced above has been cancelled. This is usually due to it being withdrawn by the submitter. If this has not already been discussed with you, please contact us to discuss why it was cancelled.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

F. Work order held for access

The work request described below has been HOLD waiting for ACCESS to the workspace.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

The work described above is being put on hold because we have not been able to gain access to the workspace. Please contact us to discuss how this can be resolved.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

G. Work order held for labor resources

The work request described below has been put on HOLD waiting for LABOR RESOURCES that are currently unavailable.

Work Request Number: 60191

Work Description: THIS IS A TEST WO USED BY MARK GOLD!

Office too cold

The work described above is being put on hold because certain labor resources are not yet available to complete the job. We apologize for the delay.

When the resources are available to be assigned we will update the status of this work order, which should generate an automated email alert to you.

Questions about this work-request?

Please reply to this e-mail or call us at 718-951-5885 between 9am and 5pm M-F.

Please note the above work request number and refer to it when contacting us about it.

Thank you!

Facilities User Support Team

Facilities Call Handling:

- ✓ Facilities reporting lines consolidated into one line
- ✓ Automatic Call distributor installed for all agents

Responders enter the data into Archibus.

BC Fix-It

The plan was to develop a mechanism for reporting real-time information on bathroom issues. Aluminum tags with four-digit codes were affixed on walls near each bathroom fixture on campus. The BC IT team created an app for custodial supervisors to report problems during their regular inspections. Work is then assigned to plumbers and other trades. The team will also use detailed analytics to facilitate planning and assessment. After the BC facilities staff becomes comfortable using BC Fix-it, the BC Facilities Success Team plans to roll-out the BC Fix-it app to the whole campus community as part of an expanded BC Navigator suite.

BC Fix-it is a system comprised of databases, mobile apps, and Windows programs designed to allow Facilities to keep detailed and timely records of bathroom issues and their resolutions. It is designed to allow field updates to ensure that data is timely and that the true time-to-respond/resolve is tracked. This app will enable us to receive and respond to real-time information about bathroom fixture problems so we can deploy our staff more effectively.

- We ordered 2,000 Aluminum Plates, with serial numbers starting at 1000. A single plate was installed adjacent to every single bathroom fixture on campus. ITS worked to log every serial number, linking it to a fixture.
- In collaboration with Facilities Leaders and Data Analytics, we are creating a database and work history per each fixture.



BLDG	FLOOR	RM	TYPE	FIXTURE	CASE	REPORTED DATE	STATUS DATE	INSPECTED ISSUES	STATUS	SET BY	COMMENTS	% WORKING
LH	04	420	Sink	1010	224	06/11/2018 10:18:45	06/11/2018 11:03:25	AutoFlush - Power issue	Inspected	Ronald Johnson		0
WQ	0B	018	Sink	2671	242	06/18/2018 07:38:19	06/22/2018 18:04:42	Water - None or too little	Inspected	Ronald Johnson	No water running	Only 0 of 1 is working.
BH	03	305	Sink	1442	155	06/07/2018 07:40:33	06/22/2018 18:30:56		Inspected	Ronald Johnson	No hot water	
BH	03	347A	Toilet	1350	159	06/07/2018 07:46:14	06/22/2018 18:34:24		Inspected	Ronald Johnson	Off wall	
BH	06	506	Sink	1417	145	06/07/2018 07:22:58	06/22/2018 18:43:20		Inspected	Ronald Johnson	No water running	
BH	04	463	Sink	1427	146	06/07/2018 07:30:51	06/22/2018 18:43:38	Water - keeps running	Inspected	Ronald Johnson	No cold water	
BH	03	305	Toilet	1449	290	07/02/2018 10:57:25	07/02/2018 11:50:06		Inspected	Ronald Johnson		
IH	06	524	Sink	1285	111	06/31/2018 07:17:08	06/19/2018 08:55:07		No problems found	Julio Estrada	Radar cover need to replace next 1285	
IH	05	524	Toilet	1280	110	06/31/2018 07:15:31	06/19/2018 08:56:21		No problems found	Julio Estrada	a hole in the ceiling above toilet.	
IH	06	542B	Sink	1688	113	06/31/2018 07:20:33	06/19/2018 09:00:21		No problems found	Julio Estrada	Vert cover need to replace next to 1688	
WQ	0B	009A	Sink	2661	256	06/19/2018 09:55:19	06/26/2018 14:23:52		No problems found	Thomas Mollaghan	Hand towel need to fix next to the sink #2661	
LH	04	492	Sink	1001	287	06/27/2018 15:58:47	06/27/2018 16:00:07	AutoFlush - Power issue, AutoFlush - B	No problems found	Mandisa Washington	Reported by Washington, Mandisa	
LH	03	311	Sink	1630	237	06/14/2018 16:12:44	06/14/2018 16:12:44		Reported			
IH	02	2417	Urinal	1234	131	06/31/2018 08:12:00	06/28/2018 14:29:30		Resolution on hold for parts or labo	Ronald Johnson	Urinal not working	
IH	06	524	Urinal	1283	108	06/31/2018 07:14:00	06/29/2018 09:23:16		Resolution on hold for parts or labo	Ronald Johnson	Broken no water	
IH	06	524	Urinal	1282	108	06/31/2018 07:11:55	06/29/2018 09:24:02		Resolution on hold for parts or labo	Ronald Johnson	Not flushing	
IH	04	4417	Urinal	1280	115	06/31/2018 07:32:06	06/29/2018 09:35:34		Resolution on hold for parts or labo	Ronald Johnson	Urinal out of service	
LH	04	492	Urinal	1004	164	06/07/2018 11:03:56	06/06/2018 17:13:53	AutoFlush - Battery issue	Resolved	Ronald Johnson		
BH	03	347A	Toilet	1353	158	06/07/2018 07:45:53	06/07/2018 09:20:20	Drain - clogged, Flush/faucet handle - n	Resolved	Ronald Johnson	Off wall	
BH	03	324	Sink	1359	156	06/07/2018 07:41:32	06/07/2018 14:58:23	Pipe - broken/leaking	Resolved	Ronald Johnson		
WQ	02	204B	Toilet	1834	196	06/06/2018 08:17:06	06/08/2018 10:28:12	Drain - clogged, Stall - Toilet seat missi	Resolved	Ronald Johnson	Need to fixed	
WQ	02	204B	Toilet	1836	184	06/05/2018 09:45:14	06/08/2018 10:28:49	Drain - clogged, Stall - Toilet seat missi	Resolved	Ronald Johnson		
IA	02	244	Toilet	2422	174	06/04/2018 08:08:54	06/08/2018 15:40:42	Water - leaking onto floor	Resolved	Ronald Johnson		
WE	02	255	Sink	2000	215	06/08/2018 10:56:22	06/08/2018 15:45:03	Water - keeps running	Resolved	Ronald Johnson		
WQ	04	409B	Toilet	1627	140	06/31/2018 11:53:18	06/08/2018 15:59:56	Water - None or too little	Resolved	Ronald Johnson	No water	
BH	04	405B	Toilet	1425	148	06/07/2018 07:34:52	06/08/2018 16:03:19	Water - leaking onto floor	Resolved	Ronald Johnson		
IA	02	242	ADA Toilet	2270	177	06/04/2018 08:14:22	06/08/2018 16:10:43	Stall - Toilet seat missing/broken, Water	Resolved	Ronald Johnson		
IA	02	242	Toilet	2272	176	06/04/2018 08:13:21	06/08/2018 16:11:25	Water - leaking onto floor, Stall - Toilet s	Resolved	Ronald Johnson	The same problem for 2270 which is not listed the toilet leaks on the floor and the toilet seat is broken	
IA	02	242	Sink	2267	175	06/04/2018 08:10:36	06/08/2018 16:11:53	Water - leaking onto floor	Resolved	Ronald Johnson		
PH	01	104F	Toilet	1903	201	06/07/2018 13:48:03	06/09/2018 13:34:26	Stall - Toilet-paper unit missing/broken	Resolved	Thomas Mollaghan	Reported by Mollaghan, Thomas	
WQ	02	206D	ADA Toilet	2655	165	06/04/2018 07:36:45	06/09/2018 13:35:40		Resolved	Thomas Mollaghan	Hand towel dispenser is broken need to replace	
IA	03	306	Urinal	2264	171	06/04/2018 07:59:27	06/09/2018 13:37:49		Resolved	Thomas Mollaghan	Paper towel dispenser broken	
BH	06	513	Urinal	2533	147	06/07/2018 07:30:54	06/09/2018 13:42:58		Resolved	Thomas Mollaghan	Hand towel need to replace	
WH	03	30	Toilet	2385	180	06/04/2018 08:37:57	06/09/2018 13:42:43		Resolved	Thomas Mollaghan	Please replace the broken toilet paper dispenser ASAP. %26%2310%3B	
IA	04	438	Sink	2215	185	06/06/2018 10:05:49	06/11/2018 08:53:56	Water - keeps running	Resolved	Ronald Johnson		
IA	03	320	Toilet	2404	167	06/04/2018 07:49:31	06/11/2018 11:19:26	Water - keeps running	Resolved	Julio Estrada		
IA	03	320	Toilet	2405	168	06/04/2018 07:50:40	06/11/2018 11:20:16	Water - keeps running	Resolved	Julio Estrada		
IA	03	318	Toilet	2255	169	06/04/2018 07:51:24	06/11/2018 11:21:47	Stall - Toilet seat missing/broken	Resolved	Julio Estrada		
IA	03	318	Toilet	2438	172	06/04/2018 08:01:12	06/11/2018 11:15:38	Water - leaking onto floor	Resolved	Julio Estrada		

Communications from the Senior Vice President

Communication 1: March 29, 2018

Dear Brooklyn College Community,

I am writing what will be the first of many regular communications to update you about my areas of responsibility at Brooklyn College. I would like to start by thanking President Anderson for her confidence in me and expressing how honored I am to be Brooklyn College's Senior Vice President for Finance and Administration. There has been so much positive support, and I know we will do great things together.

In this initial communication, I want to provide some updates on our facilities.

Bell Tower - I am pleased to report that we have repaired the clock on our bell tower. We will begin a larger project to repair and refurbish the tower itself later this calendar year. We will keep you posted.

Facilities Success Team - I have established a Team to develop and implement a 90-day plan to repair bathrooms, water fountains, ceilings, and walls. We plan to begin on April 1. I will provide more details in my next communication.

Trees - The March 21 snow storm damaged many of the trees in our beautiful East Quad. Thanks to the work of the Grounds team, led by Steve Alliano, we kept the campus safe. Unfortunately, we lost one of our Siberian Elms. We have hired an arborist to assess the condition of all our trees and to help us develop a long-term plan for the care of the Quad.

Tow Center for the Performing Arts - Almost all of the construction is completed on this magnificent new addition to our campus. We must have certification from the Fire Department and Buildings Department to open the facility. We are working hard to acquire the necessary authorizations as soon as possible.

I hope everyone has a great and safe Spring break, whether they are travelling, staying home, or coming to work. I will provide additional updates after the break.

Respectfully yours,

Alan Gilbert
Senior Vice President for Finance and Administration

Communication 2: April 9, 2018

Dear Brooklyn College Community,

Welcome back to those of you who were away during the spring break. While many of you were not on campus, we have been quite busy implementing the Facility Success Team's 90 Day Challenge. Here are some highlights of what has been accomplished.

- * Six members of our team completed a bathroom survey that included an assessment of 1,690 fixtures (toilets, sinks, etc.), dispensers, and general conditions. Results are being compiled and will inform our strategy for making repairs.
- * Under the supervision of Billy Elfstrom our trades began work on the bathrooms in the WEB building computer lab. The women's room had a makeover that included taking down the existing walls to the studs so fixtures could be firmly secured, tiling, and replacing faucets. Fixtures were repaired in the men's room. After the spring semester ends, the men's room will have its makeover and both bathrooms will be painted.
- * Other repairs included replacing the flooring in the Learning Center, refinishing several whiteboards in Whitehead Hall, and painting some classrooms.
- * Temporary plumbers, carpenters, and painters will be starting this week and additional materials for other projects were purchased.

I will be sending another update at the end of the month. At that time, we will be about 30 days into our 90 day plan.

Respectfully yours,

Alan Gilbert
Senior Vice President for Finance and Administration

Communication 3: April 30, 2018

As we approach the 30-day mark of our 90-Day Facilities Challenge, I am writing to provide you with an update of what the Brooklyn College Facilities Success Team has accomplished.

- During Spring Break, we finished analyzing the results of our bathroom survey. In our 236 bathrooms, we assessed 1,634 fixtures and general conditions (including broken and missing dispensers). We found 529 issues with fixtures and 228 issues with general conditions.

We organized the issues by building and started repairs in the three buildings with the most challenges: Boylan Hall, James Hall, and the library. Ingersoll Hall and Ingersoll Hall Extension are next on our list. We also reported Student Center issues to their team so they could get to work as well.

I am pleased to report that, 30 days into the challenge, we have repaired 56 percent of all fixtures and resolved 19 percent of the general condition issues. In James Hall and the library, we fixed 95 percent and 86 percent of the broken fixtures, respectively. Sometimes a part or supply was not available and we could not continue. Once we have the missing materials, our trades (plumbers, carpenters, etc.) will finalize the work.

Under the 90-Day Challenge, we are also addressing other critical conditions on campus, including: replacing broken ceiling tiles, painting, refinishing whiteboards, and assessing sidewalks around the campus perimeter. We will compile data about those conditions as well and share it with the campus community.

- In addition to facilities work our campus team is managing, we have a number of capital projects that are managed either by DASNY or CUNY. We are working on updating the facilities website to provide details on the numerous capital projects occurring across Brooklyn College.

I want to highlight two projects that will start this summer. The first is the Whitehead Plaza renovation by the Library Café entrance, and the second is the Whitehead Hall window replacement project. Both projects will enhance the campus exterior, and the latter will make the building more energy efficient. I look forward to sharing more information with you about these and other capital projects.

- Lastly, I want to let you know that Mark Gold and the ITS team is working on the “BC Fix-It” app. This app will enable us to receive and respond to real-time information about bathroom fixture problems so we can deploy our staff more effectively. I will describe this app and other new initiatives in future communications. I hope you are seeing and enjoying some of the results of the hard work of our staff in facilities. More to come!

Respectfully yours, Alan Gilbert
Senior Vice President for Finance and Administration

Communication 4: May 8, 2018

We are almost halfway through our 90-Day Facilities Challenge. I will send a more detailed report at the 45-day mark, but wanted to share updates on bathroom repairs.

- Almost 71% of the bathroom fixtures have been fixed compared to 56% from last week.
- Almost 48% of general bathroom issues have been fixed compared to 19% from last week.
- We continue to systematically make repairs building by building and expect to address issues in all buildings before the end of the semester.

If you have not completed our Facilities Survey, a reminder will be sent out today. Let me know if you do not receive the reminder email. Your feedback is important to President Anderson, our Facilities staff, and me and provides guidance for our overall improvement plan.

Respectfully yours,

Alan Gilbert

Senior Vice President for Finance and Administration

Communication 5: May 18, 2018

We have reached the halfway point of our 90-Day Facilities Challenge. Here are some highlights:

- Over 97% of the bathroom fixture issues have been resolved. There are 15 pending items out of the initial 529 that were identified.
- Almost 87% of general bathroom issues have been resolved. There are 30 pending items out of the initial 228 that were identified.
- We are beginning to pilot "BC Fix-it" which will be our new tracking system for bathroom fixture work requests. You probably have seen the BC Fix-it tags in the restrooms you utilize. Each fixture is identified with a four-digit code. Our facilities team will be trained in this tool over the next two weeks so they can use it to identify problems and their resolutions. We will be utilizing this information to deploy our staff where needed.
- Once finals are completed, we will be finishing our work in the WEB computer lab bathrooms, replacing more ceiling tiles, and painting some classrooms and public spaces.
- We received approximately 2,700 responses to our Facilities Survey, including over 1,600 from students. I want to thank everyone who participated. I will be reviewing the responses and will use this data to inform the next series of initiatives. I look forward to sharing this information with you.

I would like to thank AVP Fran Fitzgerald, the facilities team, and the entire campus community for all the hard work that has been done this semester. It shows what can be accomplished when we work collaboratively toward a common goal.

Respectfully yours,

Alan Gilbert

Senior Vice President for Finance and Administration

Communication 6: June 5, 2018

Dear Brooklyn College staff, faculty and students,

We are now at the 60-day mark of our 90-Day Facilities Challenge. Things are going quite well. Here are some highlights of what, together, we have accomplished:

- Except for a bathroom door we are trying to repair that may need to be replaced, we have fixed all other bathroom issues. As you may recall, we surveyed all 236 bathrooms on campus and assessed 1,634 fixtures, as well as the general conditions of each bathroom. We found 529 issues with fixtures and 228 issues with general conditions. All 529 bathroom fixtures were repaired and 227 of the 228 of the general issues were resolved. That's a 99.9% success rate in 60 days: Thank you, facilities team!
- We have trained our custodial supervisors on our new "BC Fix-it" app and they have begun making entries when they conduct regular bathroom inspections. Our plumbers and other trades will also be using BC Fix-it to indicate when something is repaired. Mandisa Washington and Anatoliy Gamaylo in our ITS department developed the BC Fix-it app and its infrastructure. Thank you Mandisa and Anatoliy!
- I have begun to review the results of the recent Facilities Survey that many of you took. While I am pleased that 91% of you are satisfied with our grounds and almost 42% have noticed improvement over the last few months, we still have a lot of work to do. In the fall, I will schedule meetings with faculty, staff, and students to hear directly from you. We will develop new strategies to address your concerns. Thank you for engaging with us.
- We are installing five new Water Bottle Hydration Stations across campus. These stations were funded by students themselves, through the participatory budgeting process. This is a great example of how students and administrators can work collaboratively. Thank you, students!
- Now that we are approaching the end of the 90-Day Facilities Challenge, our next campaign will be: You Matter To Us. As the College embarks on its new five-year Strategic Plan, the entire Finance and Administration team will focus on supporting our success. I will send more on this new campaign when the fall semester begins.

I wish you a great summer, and I look forward to seeing everyone when fall classes resume.

Respectfully yours,

Alan Gilbert

Senior Vice President for Finance and Administration