



# **Eastern Illinois University**

## **Building Coordinator and Maintenance Point of Contact System**

Facilities Management and Planning

11/16/2010



## The Existing Building Coordinator System

- Established in January 1997 with IGP #137
- Primary purpose to:
  - Provide official means of communication between support units and occupants of buildings
  - Gather information and understand what is being requested
  - Receive and transmit information between support units and occupants
  - Represent the occupants in regards to the effect of the proposed temporary or permanent change in building conditions



# The Existing Building Coordinator System

## IGP # 137 BUILDING COORDINATORS 1/8/1997

- The purpose of the Building Coordinator is to provide an official means of communication between support units and occupants of campus buildings. The Vice President for Business Affairs or designee shall identify a responsible administrator (dean/director level or higher) in each campus building who represents the majority of the building's occupants. The responsible administrator shall designate an individual to serve as Building Coordinator until the administrator deems it necessary to appoint a replacement.
- The Building Coordinator receives and transmits information between building occupants and appropriate support units. The Building Coordinator gathers facts and disseminates information concerning the building he or she represents for students, the public, faculty, and staff who are affected by conditions that may arise. This information may include changes in regular building conditions, such as utility service interruptions, construction/renovations projects, fire safety, weather conditions updates and other environmental concerns.



## The Existing Building Coordinator System

- The original BC list was created with approval of the IGP and maintained by EHS and listed on the EHS web page
- At that time a BC Handbook was also created and listed on the EHS web page



# The Existing Building Coordinator System

- Strengths

- Formal process with established guidelines and protocol
- Assigned responsibility for all major buildings or spaces
- Good communication tool; bi-directional by design
- Provided a repository of information and communication process for most every building need or major safety scenario
- EHS managed list available on Web to all



# The Existing Building Coordinator System

## ● Weaknesses

- As EHS issues and needs evolved the process became very complex
- BC responsibilities became uncomfortable to some
- BC List and training difficult to manage
- Campus scheduling through multiple formats created opportunities for process failures
- Multiple functional areas within a single building did not always communicate well
- The system was reviewed and it was recognized that as written it no longer met our needs



## Business Case for Revitalizing the Existing Bld. Coordinator system and Initiating a new “Maintenance Point of Contact” (MPC) Role

- Today’s needs are different and new processes are required to meet them
- The EHS responsibility of the BC role has since diminished with new security systems, organizations (NIMS), and alliances formed
- The Primary Purpose of the BC role remains a need
  - Provide official means of communication between support units and occupants of buildings
  - Gather information and understand what is being requested
  - Receive and transmit information between support units and occupants
  - Represent the occupants in regards to the effect of the proposed temporary or permanent change in building conditions
- FPM’s CMMS System has created a solution for improved communication through the creation of the MPC role



# The MPC Role

- The MPC Role does not replace the BC Role, it “Augments and Enhances” it
- The primary purpose of “maintenance point of contacts” is to interface directly with FPM’s new CMMS system or work control to coordinate work request. These new roles would be created in each academic area within a single building and work in conjunction with the BC. The same or similar structure would also be formed for non-academic and housing buildings as appropriate. This team approach shares the duties and responsibilities, promotes great building wide communication, provides BC “coverage” during absences and vacations, and builds professional relationships directly into the work control and maintenance areas for better communication and efficiency.
- “Outage” communication would be directed to these roles in addition to the BC’s





# The MPC Model

- This approach was modeled in the new FA building and is highly successful.
- Both a Building Coordinator (Dean Position) was assigned and three MPC's representing all three academic areas in the building
- A maintenance point of contact (MPC) was established for Art , Music, and Theatre.
- All work requests are preferred be funneled first through these contacts. These three people will be able to access the CMMS work request system directly to input work requests. In the case of an emergency or immediate need, the MPC's or anyone can always call work control at # 581-3416. After 12:00 noon on Friday during summer hours and after 3:00 pm on all other days and weekends the work control number is automatically transferred to our After Hours service for the whole campus.



# 2009 Revised Draft of IGP # 137

- **BUILDING COORDINATORS**
- The purpose of the Building Coordinator is to provide an official means of communication among Facilities Planning and Management (FPM), support units, and occupants of campus buildings. The Vice President for Business Affairs or designee shall identify a responsible administrator (dean/director level or higher) for each campus building who represents the building's occupants. The responsible administrator shall designate an individual to serve as Building Coordinator until the administrator deems it necessary to appoint a replacement.
- Section 2 – following page



## 2009 Revised Draft of IGP # 137

- The Building Coordinator role will be to receive and transmit information between building occupants and appropriate support units. The Building Coordinator gathers facts and disseminates any information affecting the building operations which may impact students, public, faculty, and staff. This information may include, but is not necessarily limited to, changes in regular building conditions, such as utility service interruptions and construction/renovations projects affecting a building. The appropriate Dean or Director will also designate Maintenance Points of Contact(s) (MPC) (in the case of multiple departments housed in the same building) to serve as the interface with FPM's Computerized Maintenance Management System (CMMS) or work control. The MPC will work in conjunction with the Building Coordinator and FPM to ensure that maintenance work, activities, or conditions which will impact normal building operations are communicated in a timely manner.



## Work In-Process

- Database of BC's and MPC's created and managed by FPM on our website
- This presentation will be posted on FPM website
- Working on a handbook
- Created a formal BC/MPC list “update” process bi-annually
- Questions?