

Minutes from September 20, 2023 FSST meeting,

FAB1270 and via zoom

In Attendance:

- Jeffrey Withey, Co-Chair
- Gina Shreve, Co-Chair
- Maria Bykhovskaia
- Stephanie Chastain
- Sujay Dutta
- Jessica Edgar
- Bharati Mitra
- Paul Neirink
- Daniel Golodner
- Joan Beaudoin
- Paul Dubinsky

- Sean Peters
- Linda Beale

Liaisons:

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- Emily Reetz, AAUP-AFT
- Melissa Crabtree, C&IT
- Rob Davenport, AVP FP&M
- Naida Simon, PC
- UPTF
- James Brock, FP&M

Agenda	Discussion	Action
Call to Order		
Approve Minutes from Previous Meeting	Approved	Volunteers were asked to take turns recording the minutes at future FSST meetings
Agenda items: 1) introductions 2) Discuss meeting time 3) Accessibility subcommittee	1) Current and new members of FSST introduced themselves. Withey and Shreve indicated the charges of this committee. 2) Meetings will be on the 3 rd Thursday of each month at 4 pm in 1270 FAB and via zoom for those unable to attend in person.	3) Accessibility subcommittee was formed from volunteers Simon, Dubinsky, Beaudoin, and Mitra. Mitra agreed to chair the subcommittee. RD or a delegate from FPM will meet with them. \$250,000 has already been budgeted for concrete leveling on campus.
New Business: There have been numerous issues with buildings on campus but there is no centralized list of building managers/coordinators, which has led to problems in identifying the appropriate people. Rob Davenport (RD) was present via zoom and there was a spirited Q/A period regarding this and a few other issues.	RD: -Katie Belew (sp) is the building coordinator (BC) for the new STEM building. Some buildings have >1 BC. -Leadership of BSc is hazy but ultimately under CFO. The charter is 30 years old and is being redefined with a new charter.	



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	<p>GS: communication about building issues is lacking, how do BC communicate with building occupants?</p> <p>JE: BC may not be reachable, what then? Will the new assignment system have a contact protocol? Communication about construction and other issues has been poor.</p> <p>GS: Will this go through teams?</p> <p>BM: Will there be a trackable work order?</p> <p>JE: We filed a WO on 5/11/23 that was never accepted. Will this improve? Sometimes workers come and complete some work but not all and yet work order is marked resolved.</p> <p>BM: How will the web link for BC list be publicized?</p> <p>PD: Accountability must be included or the system won't work.</p>	<p>RD: The FPM website is being refreshed to improve and include BC lists. Should be updated in next 60 days. In past some buildings didn't have assigned BC. Improving communication is a high priority</p> <p>RD: That's unacceptable and unsafe. FPM/contractor are responsible for posting. A 24/7 call center is coming online very soon. Will use this instead of phoning police for building access or other issues. Call trees are being aligned so the proper person is always available and police will be automatically notified as well.</p> <p>RD: No, it will be a contracted call center to dispatch.</p> <p>RD: Will be assigned a WO# and automated updates will come by email over WO system. All emergency WO should be phoned it, non-emergency can be done via website. Call center will also monitor web requests.</p> <p>RD: I will look into that WO. For each WO there is triage to fix emergencies and after that the WO is closed. Another WO should be opened to complete the follow-up work.</p> <p>RD: We can send out an email communication.</p> <p>RD: This is built into the call center system. I can present on this at the October FSST meeting</p>



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	MB: We need a positive/negative feedback system. Sometimes things are fixed rapidly and others never fixed.	RD: Scheduler/Planner should provide all relevant info to the requester about who specific workers are to hold them accountable.
Adjourn		

Respectfully submitted,

Jeffrey Withey, FSST Co-chair