



**Paul Guttman-- Construction Services Director**  
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## **In the News for August 10, 2009**

### **LABOR MANAGEMENT COUNCIL HIGHLIGHTS**

**Is this team a good fit for you?** Are you a trade's person with an interest in improving processes and a belief in the value of teamwork? If so, please volunteer to serve on a team that will develop a standard process that Construction Services can use for finding and evaluating new tools and technologies. Nathan Wilson will be leading the team and is the person to contact if you want to contribute your knowledge and expertise to the project. He is looking for trade's people from a variety of areas to be team members.

#### **Mark these dates:**

- Wednesday, September 16, 1:45 – 3:15 PM – a “Build the Team” meeting on “Accountability at All Levels of Construction Services.” All interested CS employees are invited to attend.
- Monday, October 5, 1:45 – 3:15 PM – the Fall CS All-Staff meeting, with Plant Operations director Rich Robben and Chris White from the U-M Benefits Office.

#### **Questions for you from the LMC:**

- **What questions do you have for Q & A at the CS Quarterly Meeting?** If there's a question you want to Rich Robben, Paul Guttman or someone else to answer at the meeting, please let us know.
- **What rumors have you heard that you want accurate information about? Where did the rumor come from?** Please remember that it takes everyone's efforts to maintain a positive work environment.
- **What piece of good news about Construction Services would you like people to know about?** – a compliment from a customer, a newly completed project that went well, new business, etc.

Please respond by using the CS drop boxes located near the CS conference room and in the storage cage in the tunnel to Mott – or contact any member of the LMC to let us know what's on your mind.

**Next LMC Meeting:** The LMC is scheduled to meet Wednesday, September 9, 2009. The Council will finish planning the September 16 “Build the Team” meeting, and work on the agenda for the Fall Quarterly Meeting. If you have questions or suggestions, please let us know.

Submitted by the Labor Management Council: **Steven Bird, Mike Cobb, Mike Gaubatz, Rich Gross, Jim Hadden and Fred Keeling;** consultant/facilitator: **Bernadette Malinoski**

## **A NOTE FROM THE DIRECTOR—PAUL GUTTMAN**

Thanks to all of you we are on a very firm financial footing to start the fiscal year. As we move into the second month of the fiscal year please take a minute to reflect on some of the following goals for our group:

- Exceptional Customer service
- Meet our commitments to our customers
- Financial Stewardship—Be a good steward of all of the assets of the University
- Make a positive margin on all fixed priced projects
- Treat people with respect
- Work together as a team; customers, Trades People, managers and design professional. Projects go so much better when you have a common goal
- Have fun. You chose construction as your profession, have pride in your work and do the very best you can every day

I am very proud of our group and all of the individuals in it. I appreciate all you do to make this group successful—Thank you!!

## **CONSTRUCTION SERVICES SURVEY—OCTOBER 2008-MARCH 2008**

The department has compiled the results of our second six month survey of completed work request. The complete results are posted on our website under the report tab. We encourage all employees to visit the site to review this important information. The information on the web includes all of the unedited written comments from the survey. If you would like a printed copy of the report please contact your supervisor, Sue or Jeanette and ask them to print off a copy of the report for you.

There were two big changes to the second survey; we increased the number of surveys sent to customers and we added a survey of customers who had small projects (cost less than \$1,000.00) completed.

### **Work Request Survey**

#### **Workmanship and Materials**

<b>Construction Services workmanship and materials met or exceeded my expectations?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	50.0%	37
Agree	44.6%	33
Neither agree or disagree	4.1%	3
Disagree	0.0%	0
Strongly Disagree	1.4%	1
Additional Comments		
<i>answered question</i>		<b>74</b>
<i>skipped question</i>		<b>5</b>

**94.6% of respondents either agreed or strongly agreed with this statement**

1.4% of respondents strongly disagreed with this statement

### Construction Schedule

<b>The construction schedule was integrated with our operational schedule</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	44.6%	33
Agree	35.1%	26
Neither agree or disagree	16.2%	12
Disagree	4.1%	3
Strongly Disagree	0.0%	0
Additional Comments		
<i>answered question</i>		<b>74</b>
<i>skipped question</i>		<b>5</b>

79.7% of respondents either agreed or strongly agreed with this statement

4.1% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

### Communication

<b>I was kept informed of the construction schedule changes</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	36.5%	27
Agree	35.1%	26
Neither agree or disagree	18.9%	14
Disagree	8.1%	6
Strongly Disagree	1.4%	1
Additional Comments		9
<i>answered question</i>		<b>74</b>
<i>skipped question</i>		<b>5</b>

71.6% of respondents either agreed or strongly agreed with this statement

8.1% of respondents disagreed with this statement

1.4% of respondents strongly disagreed with this statement

### Staff's courteousness and efficiency

The Construction Services' staff that I encountered were courteous and efficient		
Answer Options	Response Percent	Response Count
Strongly Agree	68.9%	51
Agree	24.3%	18
Neither agree or disagree	6.8%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Additional Comments		12
<i>answered question</i>		74
<i>skipped question</i>		5

93.2% of respondents either agreed or strongly agreed with this statement

No respondents disagreed or strongly disagreed with this statement

I am satisfied with the services provided by Construction Services		
Answer Options	Response Percent	Response Count
Strongly Agree	52.7%	39
Agree	39.2%	29
Neither agree or disagree	2.7%	2
Disagree	4.1%	3
Strongly Disagree	1.4%	1
Additional Comments		10
<i>answered question</i>		74
<i>skipped question</i>		5

91.9% of respondents either agreed or strongly agreed with this statement

4.1% of respondents disagreed with this statement

1.4% of respondents strongly disagreed with this statement

## RESULTS—PROJECTS SMALLER THAN \$1,000

<b>I am satisfied with the work performed by Construction Services on this work request.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	75.0%	54
Agree	16.7%	12
Neither agree or disagree	5.6%	4
Disagree	1.4%	1
Strongly Disagree	1.4%	1
Additional Comments		19
<b><i>answered question</i></b>		<b>72</b>
<b><i>skipped question</i></b>		<b>5</b>

<b>I would recommend Construction Services to anyone who needs to have similar work performed.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	70.3%	52
Agree	20.3%	15
Neither agree or disagree	8.1%	6
Disagree	1.4%	1
Strongly Disagree	0.0%	0
Additional Comments		11
<b><i>answered question</i></b>		<b>74</b>
<b><i>skipped question</i></b>		<b>3</b>

## **OVERHEAD REDUCTIONS—FISCAL YEAR 2010-REPRINTED FROM JULY 27**

Fiscal year 2009 is now in the books and FY 2010 began on July 1 (you may have worked on work orders ending in -2010). The department had a very successful fiscal year from a financial perspective in a very challenging economy for the state and nation. In fiscal year 2009 the department restructured the recharge model for the painters and left open several skilled trade and management positions. To remain in a strong competitive position we have been meeting to identify ways to reduce our overhead costs without adversely affecting the services we provide to our customers. This past month we have reexamined our overhead budgets and made significant cuts in our tool budget, our supplies budget, and our vehicle budget. Managers have agreed to return five vehicles to Transportation Services and we are looking at the possibility of reducing our fleet even further.

You can help immediately! Please make sure that items such as caulk, tape, rags, fasteners, etc. are being charged to the work request. Items you have with you and take from project to project such as measuring tapes, levels, hammers, screwdrivers, paint brushes, etc. should get charged to CSSUPP-2010 or PAINTSUPP-2010. Our trades should not direct purchase power tools directly. If you need a tool let your supervisor know. We will try to find one for you from our inventory (this is one of the reasons we are conducting inventory this summer) or will purchase it and get it to you as quickly as possible.

Please let us know if you have any other ideas which can help us reduce our overhead costs.

## **SILVER ARROW AWARDS**

The following employees received Silver Arrow awards this past month. Please congratulate them when you see them. Silver Arrow awards are just one of three awards given by the CARE team. Please visit their website for details on other awards as well as how to redeem your CARE points.

<http://www.plantops.umich.edu/director/CARE/>

Alan Swan

Jim Hadden (2)

Randy Leonard

Dave Taft

Greg Feight

Mike Gaubatz

Larry Miller

## **ZIMRIDE**

Zimride is a new, fun and easy way to find rides where you need to go and coordinate your daily commute. Zimride makes it easy to share the seats in your car or catch a ride with fellow University of Michigan colleagues and friends.

Add your ride now: <http://zimride.pts.umich.edu>

It's simple. Have a car? Split the costs by driving fellow U-M colleagues. Don't have a car? Find a commute partner. With Zimride you can also check out the profiles of your colleagues before you share the ride.

Add your daily commute before September 1st and be entered to win an iPod Touch.

<http://zimride.pts.umich.edu>

Thanks for making a more sustainable, social and fun form of transportation for our community!

## **5<sup>TH</sup> ANNUAL F&O SOFTBALL TOURNAMENT—AUGUST 13**

To: All Facilities and Operations' Staff and Family Members

Where: Mitchell Field (Fuller Road) – Three Diamonds #3, #4 & #5

When: Thursday, August 13, 2009

Time: 3:30 – 9:30 p.m.

Let the games begin!! For all you former baseball players and current softball enthusiasts, our **Fifth Annual, 2009 F & O Softball Tournament** is upon us! The **2009 Facilities and Operations "Softball Tournament"** takes place on **Thursday, August 13<sup>th</sup>!**

- Three Diamonds will be used this year!!
- Double elimination! This year we have a backup date (August 20th) in case of a rain-out! We will have a Winner's Bracket and Loser's Bracket! There will be a first, second and third place incentive award!
- August 13<sup>th</sup> Tournament: Each team has an opportunity to advance to the winner's bracket.
- The winning teams compete for the Championship Trophy, Catered Luncheon and Chair Massages! The runner-up (second place) receives a healthy, heart-smart breakfast and third place (winner of the loser's bracket) is awarded an afternoon, healthy snack.
- Umpires will be utilized for both fields.
- Be sure to bring plenty of water or Gatorade to keep hydrated! Stretching before, during and after your games is encouraged! Safety is very important!
- **The deadline for registering your team is Tuesday, August 11, 2009!** All rosters and signed waivers must be in on this day!

For more information please contact Greg Lambert at 647-4796 or email [glamb@umich.edu](mailto:glamb@umich.edu).

## **2009 BUSINESS & FINANCE ICE CREAM SOCIAL**

The B&F Diversity committee is sponsoring two Ice Cream Socials in August. Please see the attached flyer for details. If you are planning to attend this event please follow this link to RSVP:

[http://cgi.research.umich.edu/training/busfin/busfin\\_training.lasso](http://cgi.research.umich.edu/training/busfin/busfin_training.lasso)

## **UM CONSTRUCTION TRAFFIC UPDATE**

### **Central Campus**

**Fletcher Street Parking Structure Repairs** –The next two phases of the Fletcher Street Parking Structure repair project are scheduled to begin.

From August 10-16 traffic topping work will proceed to Levels 4 & 5. The work on the north end of the west side of Level 5 will include the closure of 12 Gold Permit, 9 Business Vehicle, 3 Accessible/Handicap & 2 UHS parking spaces. These spaces will be relocated within Level 5. On Level 4, the work on the north end will include the closure of 22 Blue Permit spaces.

From August 17-23 the work on the north end of the east side of Level 5 will include the closure of 7 Blue Permit & 2 Accessible/Handicap parking spaces. On Level 3 & 2, the work on the north end will include the closure of 22 Blue Permit spaces on each level. Parkers entering from Fletcher Street will be directed to make an immediate left turn, then proceed around Level 5 to take the west down-ramp to the lower levels. During both these phases there will be a flag person to assist with entering & exiting traffic, because only one lane will be open. Signs and barricades will be installed to direct parkers through the parking structure.

### **Medical Center**

**East Medical Center Drive for C.S. Mott Children's Hospital tower crane removal**-Part of East Medical Center Drive is scheduled to be closed in both directions from 6:00 p.m. Friday, August 14, through Saturday, August 22. The closure will affect a short stretch of roadway near the new C.S. Mott Children's and Women's Hospitals construction project, while workers take down one of two large construction cranes. Weather conditions may require the road to be closed beyond August 22. Updates will be provided.

All entrances to U-M medical facilities and parking structures will remain open during the entire project. Detour signs will direct drivers to major destinations in the Medical Center.

**Catherine Street Parking Structure Handrail Replacement** – A project is scheduled the week of August 10 to replace the handrails within the northwest stair tower of the Catherine Street Parking Structure. The stair handrail replacement project requires closure of parking on Levels 3, 4, and 5 (scheduled for Thursday, August 13 through Saturday, August 15). Levels 1, 2, and 6 will remain open for the designated parking.

### **North Campus**

**Hayward Street/Beal Avenue Water Main Replacement**-The Hayward Street/Beal Avenue water main replacement project began the week of July 20. The limits of the project are Hayward Street

(between Murfin Avenue and Draper Road) and Beal Avenue (between Hayward Street and north to Bishop Street). Necessary vehicular and pedestrian signage will be posted.

## **WELLNESS NEWS!**

### **Fall MHealthy Exercise & Relaxation Class Schedule Now Available**

Registration for the MHealthy fall Exercise & Relaxation Classes begins August 3, but you can get an early look at the more than 75 classes right now!

These classes are available to U-M faculty, staff, students and the general public—perfect if you want to join with a friend or family member! So take a look and get started on your fall fitness and well-being plans.

Classes run for 14 weeks, September 10-December 18, and include:

- Yoga
- Pilates
- Zumba
- Body sculpting
- Spinning
- Step aerobics
- And much more.

U-M employees receive a \$10 discount per class (spinning and 15-Visit Punch Cards are not included). To view the fall schedule, visit [www.hr.umich.edu/mhealthy/programs/activity/classes](http://www.hr.umich.edu/mhealthy/programs/activity/classes)

### **BigHouse/BigHeart "Run"**

The 2009 BigHouse/BigHeart Run will be held on October 3<sup>rd</sup>. This event just gets bigger and better every year.

The race starts and finishes at the University of Michigan's famous football stadium--The Big House. This chip-timed 5K and 10K events start on the corner of Kipke and Green and the run takes you through the University of Michigan's beautiful campus with a spectacular finish--a run through the Big House tunnel and onto the field. You'll finish on the 50 yard line and watch yourself on the Big House Big Screen! Everyone is invited to join in one of the 3 events; 5K and 10K runs and a 1K fun run. For details on the event go to <http://www.bighousebigheart.com>.

## **HAVE YOU MOVED OR CHANGED TELEPHONE NUMBERS**

Have you moved recently, changed your home or cell phone number or changed your emergency contact information? If so please contact **Sue Nysten** or **Jeanette Craft** and update your personal information card.

## **RECEIVE "IN THE NEWS" ELECTRONICALLY**

Construction Services personnel who would like to receive In The News as an email attachment should email Paul Guttman at [pguttman@umich.edu](mailto:pguttman@umich.edu) and you will be added to the distribution list.

## **"IN THE NEWS" IS ON THE WEB**

Current and past issues of in the news are available on the web on the Construction Services home page. If you have missed back issues go to the site and check them out. Our home page is

<http://www.plant.bf.umich.edu/construction> and the link to the newsletter is currently in the lower left hand corner.

Please let us know if you have anything for the August 24<sup>th</sup> edition of “In The News”.

# University of Michigan Business and Finance Diversity Committee

Come and  
learn more  
about us!



## Ice Cream Social

Please join us on  
**Thursday, August 13, 2009**  
from 12:30-1:30pm at  
Suite 18 Wolverine Tower

&

**Thursday, August 27, 2009**  
from 2:30-3:30pm at  
AEC Model Conference Room  
(Facilities Services Bldg A)

(FREE Carvel ice cream provided at both locations)



Please RSVP at: [http://cgi.research.umich.edu/training/busfin/busfin\\_training.lasso](http://cgi.research.umich.edu/training/busfin/busfin_training.lasso)  
Or call 734-647-7890