Zone Maintenance At UVM

Presented by:
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Panel:

• Facilities Zone Manager, Davis Zone
• Senior Plumber, Davis Zone
• Senior Electrician, South Zone
• Supervisor, Utilities Zone
Why Consider Zone Maintenance at UVM?

• Providing maintenance service for a major university like ours is equivalent to providing city services for a metropolitan area of much similar size.

• **15,000** people are at the University with a variety of needs and levels of expectations.

• Most Universities, as well as ours, are *constantly* building, remodeling, and upgrading in order to achieve advanced and efficient facilities that address the needs of the university community.

• Maintenance departments like ours and their staff must become highly technical and explore different strategies in order to meet the ever-increasing *demands* placed on them.

• The University of Vermont is *no* different than any other major corporation in having to deal with this challenge. The challenge is to be cost-effective, efficient, provide for reliability and train and retain staff to fulfill these goals.
Traditional Maintenance

- Maintenance response rooted pre-1960’s.
- Structure is comprised mostly of stand-alone craft shops with specialized master craftsmen.
- This model does not adequately address:
  - Customer service.
  - Coordination of activities.
  - Quick response.
  - Ownership/stewardship.
  - Nor does it maintain the reliability of the University mechanical infrastructure which leads to significant deferred maintenance and customer frustration.
IMPROVING COMMUNICATIONS

As the agent requested it.

As sales proposed it.

As customer service took the order.

As engineering designed it.

As the contractor installed it.

What the customer really wanted.
Zone Maintenance

- Using multi-disciplined crafts persons assigned to specific buildings to achieve a more interactive maintenance and operation model.

- This will enable our maintenance and operations staff to be closer to the buildings, customers and equipment.

- The zone maintenance concept along with other initiatives in Physical Plant will increase our operational effectiveness and decrease the number as well as size of service vehicles on campus.
Originally wanted to create 7 zones with less than 1.0 Million square feet.
Unfortunately, hit with approximately $1 Million cut for Budget Year 2010.
Settled on just 5 zones with over 1.0 Million square feet.
Included a “Utility Zone,” as well.
Key Areas of Focus For All of Physical Plant at UVM

- Improve customer service & response.
- Prioritization of work.
- Preventive maintenance program.
- Deferred maintenance coordination.
- Computerization/use of technology.
- Rightsizing of zone.
- Sharing resources (tools & talent).
- Back up plans.
- Equipment maintenance priority.
- Customer contacts.
- Improve condition of all mechanical, electrical spaces.
- Improve energy efficiency.
Areas of Focus -- continued

• Critical system alarm paging.
• Coverage of zone.
• Communications within zone and external of zone.
• Training requirements.
• Scheduling of work.
• Contract work versus in house work.
• Setting up work/shop and storage spaces.
• Safety equipment.
• Material delivery systems.
• Identify and solve major problems in buildings.
All Zones Are Different, But All Are Difficult

- **College of Medicine** -- Researchers, expensive equipment, “24/7,” utility intensive.

- **South Zone** -- Many student residential facilities, athletics, lots of evening, weekend activity.

- **Trinity Zone** -- Many smaller historic buildings, larger geographical, Waterman Building.

- **Davis Zone** -- mixed use, Davis Center, Conference and events, large historic, library.

- **Utility Zone** -- Complex utilities, Central Plant Operations, Generators, steam stations & vaults.
Some Problems ... 

- Many more high priorities.
- Getting materials to everyone.
- Finding Space.
- Administrative issues. KRONOS, FAMIS, etc.
- Some “pessimism” ...
- Not enough trades people for back-up.
FUTURE

• Slowly remove vehicles that are not needed.
• Invest more in zone shops with tooling.
• FAMIS Wireless capability.
• Cross-Training of PPD employees.
• Hopefully, more position lines/reports.
Panel Discussion

Panel

- Terry Robbins, Facilities Zone Manager, Davis Zone
- Andy Galaczy, Senior Plumber, Davis Zone
- Joe Thilbourg, Senior Electrician, South Zone
- Ray Doner, Supervisor, Utilities Zone

... thank you very much for time!