Agenda

Welcome
Campus Planning
Design & Construction Management
Transportation Services
Physical Plant
Operational Services
Introductions

Space and Asset Management

IFKIM – Interactive Campus Map
Space and Asset Management

What is Space Management and What do we do?

- Space Requests
- Floor Plans
- Departmental Space Audit

**UMass Space Fun Facts:**
- 13.82 Million sq/ft. of space
- 6,219 Offices
- 403 classrooms, totaling 339,426 sq ft
- 2,480 lab spaces, totaling 960,192 sq ft
- 1.77 Million sq/ft. of residential space
- 551 Accessible restrooms

*Space Request*

Space & Asset Management keeps accurate floor plans and records of over thirteen million square feet of campus space. Please review this form with your Department Chair/Director, so they are better able to reflect your wishes when they complete the form. Requests submitted by somebody other than the Department Chair/Director and lacking approval of the appropriate Associate Dean/Assistant Vice Chancellor will not be considered by the Space Management Team.
Open Positions in Space and Asset Management

• **Move and Furniture Project Manager -**
  - Manages moving projects, both large and small, including project scope, cost estimates, budgeting, scheduling, coordination, communications, customer expectations, and follow-up after completion.
  - Develops cost estimates for moves associated with large university Capital Projects.
  - Manages projects to prepare temporary spaces that allow the movement of personnel, which facilitates efficient completion of Capital Projects.
  - Produces feasibility studies, including preparing program information, coordinating work of interdepartmental groups, and working with all levels of the University.
  - Manages department and individual staffing moves on campus for research, academic, and public spaces. This includes updating current and desired floor plans; determining furniture needed; placing phone and computer ports; moving sensitive lab equipment; purging old furniture and equipment; and managing key assignments.

• **Space Management Specialist -**
  - Assists departments with annual Departmental Space Audits (DSA) to ensure accurate space records.
  - Performs regular space data maintenance in Tririga.
  - Performs field confirmations and measurements to verify plans of newly constructed or renovated areas on campus.
  - Assists with existing conditions assessments and taking 360-degree photographs of rooms to help establish average conditions of similar spaces on campus.
  - Creates, reviews, and corrects AutoCAD floor plans that are tied to space records in Tririga, the enterprise space management system, while adhering to standard layers, line weights, pen types, etc.
  - Utilizes AutoCAD to assist with test-fitting furniture into potential spaces.
Interactive Campus Map
Stakeholder Group Meetings

University of Massachusetts Amherst

November 9th, 2023
IFKIM – Interactive Campus Map

I. Introductions

II. Project Overview
   A. Purpose of our session
   B. A look at other campus maps
   C. Overview of proposed solution

III. Stakeholder Questions, Answers and Discussion

IV. Tentative Project Schedule

V. Next Steps and Follow up
   A. Feedback Review
   B. Beta Testing
IIA. Purpose of Session

I. Current Maps are inadequate
II. How do we convey information about the complex and vibrant community that is UMass Amherst?
III. What is the information that users need to get access to through a campus map?
IV. How can we make this new application “More than a Map?”
II B. A Look at other Campus Maps

1. What is the big idea - "More than just a map ..."
   - Our peers have nicer traditional interactive/web maps
IIB. A Look at other Campus Maps

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IIB. A Look at other Campus Maps

What is the big idea - "More than just a map ..."

Waugh Arboretum

Tour of the Frank A. Waugh Arboretum at the University of Massachusetts, Amherst

University of Massachusetts, Amherst Arboretum Committee, 2023
IIC. Overview of Proposed Solution

More than just a map ...

Groups supporting Campus Operations
- SACL
- Athletics
- Academic Departments
- Facilities and Operations

Campus Community and Public
Integration/linking with other Campus Web systems (e.g., Drupal)

Interactive Campus Map Application

GIS/Web Platform

Business Integrations

Feedback
- Web-Editing Tools

Engagement
- M of U*

Community
- Data Stewards

Data Governance and Policies

Solution/Project Governance

Stakeholders

SACL
Athletics
Academic Departments
Facilities and Operations
Computer Sciences Laboratories (CSL)

- New 94,300 GSF Addition to East Side of Existing Computer Science Building along Governors Drive
- Main Construction Phase Underway
- Mass Excavation Ongoing with Foundation Work to Begin Soon
- Bidding Filed Trades Currently
- Projected Occupancy: Fall Semester 2025
CSL Construction Logistics – Excavation

- Ongoing
- Trucks Enter Site on East Side (Gate B)
- Trucks Exit North Side (Gate A)
- Wrapping Up in November
CSL Construction Logistics – Foundations

• Starting Soon
• Trucks Enter/Exit Both Gates
• Ongoing Thru Most of Winter
• Structural Framing will Follow
Sustainable Engineering Laboratories (SEL)

• New 78,000 GSF Building North of Draper Hall, South of Knowles & West of Goessmann
• Project Still in Design Phase
• Expect Some Periodic Exploratory Work on Site During Design
• Construction Start: Summer 2024
• Projected Occupancy: Fall Semester 2026
SEL Construction Logistics – Preliminary

- Enabling Work Starts in Late May 2024 – Demolition of Draper Annex & Relocation of Steam Line
- Mass Excavation Work Starts in Summer 2024
- Foundation Work Starts Late Summer 2024
- Structural Framing to Begin Fall 2024
- Truck Access via Holdsworth Way thru Construction Laydown Area
SPHHS Hub

• New 26,800 GSF Building West of Totman
• Project Still in Design Phase
• Expect Some Periodic Exploratory Work on Site During Design
• Construction Start: Summer 2024
• Projected Occupancy: Late Fall Semester 2025
SPHHS Hub Construction Logistics – Draft

- Enabling Work Starts in Late May 2024 – Relocation of Sewer Line
- Mass Excavation Work Starts in Summer 2024
- Foundation Work Starts Late Summer 2024
- Structural Framing to Begin Fall 2024
- Truck Access via Eastman Lane
Goodell Renovations

• Renovation of 95,000 GSF
• Project Includes New MEP Systems, Windows, Accessibility Improvements, and Program Renovations
• Construction Ongoing
• Projected Occupancy: Spring Semester 2025
Goodell Renovations Construction Logistics

- Interior Construction Work:
  - Abatement & Demolition Nearing Completion
  - Coordination Ongoing
  - Rough-In Work Underway

- Truck Access via Hicks Way
DuBois, 6th & 7th Floor Renovations

- Renovation of 10,580 NSF in Library
- Permanent Facilities for:
  - Center for Teaching & Learning (CTL)
  - Instructional Design, Engagement & Support (IDEAS)
  - IT Support
  - Library Digital Scholarship Center
- Construction Ongoing
  - Contractor Laydown Area on East Side of Library Will Remain Until Spring
- Projected Occupancy: Mid-February 2024
Other Projects on the Design Boards

- Boyden, Men’s 1st Floor Locker Room Accessibility Work
- Bromery Arts Bridge Elevator
- Bromery Arts Bridge Downspouts
- Butterfield, Window Replacement
- Campus Center, 2nd Floor Restroom Renovations
- Campus Center, Fire Alarm Upgrades
- Campus, DCAMM Retro Commissioning
- Coolidge, Life Safety Upgrades
- Hasbrouck, Basement Machine Shop Renovations
- JQA, Life Safety Upgrades
- JQA, Student Area Renovations
- Lederle GRC Lowrise, Roof Upgrades
- Mullins, Chiller Replacement
- Mullins Ice Rink, Dehumidification System Upgrade
- North Energy Exchange Center
- Parking Replacement
- Patterson, Roof Replacement
- Pavilion
- Pedestrian Safety Improvements
- Student Union, Exterior Masonry Repairs
- Thermal Energy Storage Tank
- Van Meter, Roof Repairs
- Washington, Life Safety Upgrades
- Wheeler, Student Experience Upgrades
TRANSPORTATION SERVICES
Transportation Services Updates - Transit

PVTA/UMTS Transit Service Updates

• September 2023 UMTS ridership increased by 10%+

• Driver recruitment and training programs have increased by 15% YOY, allowing for more reliable service operations during peak periods

• Student driver getting better and stabilizing, but still 10% less than minimum needs, but we have critical shortages in student staff leadership positions in dispatch and service

• Staffing remains lumpy and at risk due to major campus events, especially band and exams

• 6 new buses, including 2 new electric buses
Transportation Services Updates – Campus Paratransit

Accessible Van Service

• Additional vans added to late afternoon peak
• Weekday evening service extended from 8pm to 10pm
• Weekend service extended from 8pm to 9:15pm
• Dispatcher/scheduling service extended to 6pm
• Service capacity increased 84% YOY
• Utilization increased 70% YOY
• 15-minute “back-to-back” class change remains a major challenge with campus traffic congestion and roadway changes

<table>
<thead>
<tr>
<th>Accessible Van Service</th>
<th>Fall 2022</th>
<th>Spring 2023</th>
<th>Fall 2023</th>
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<tbody>
<tr>
<td>15 minute Ride Slots Available</td>
<td>500</td>
<td>755</td>
<td>923</td>
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<tr>
<td>Ride Slots for Cancellations or No-Shows</td>
<td>72</td>
<td>126</td>
<td>108</td>
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<tr>
<td>Ride Slots Used for Completed Rides</td>
<td>229</td>
<td>360</td>
<td>391</td>
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<tr>
<td>Miles Traveled that week</td>
<td>680</td>
<td>1033</td>
<td>1597</td>
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<tr>
<td>% of Rides for Passengers with Temporary Mobility Limitations</td>
<td>38%</td>
<td>22%</td>
<td>29%</td>
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<tr>
<td>Number of Ride Requests Turned Down</td>
<td>6</td>
<td>12</td>
<td>16</td>
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<tr>
<td>Percentage</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
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</table>
Transportation Services Updates - Parking

**FY25 Parking Rate Escalator Payroll Forecast**

- Trustees policy sets cost rates and ceilings for staff parking permit subscriptions based on total campus payroll.

- Rate typically lags about a year behind

- Good news! :: FY25 campus aggregate payroll increased only 0.9%
- Good And Bad news! :: FY26 campus aggregate payroll is forecast to increase by ~8%

- Not So Good news: Major cost increases associated with snow removal program changes and capital program cost escalations have capital investment impacts
## Transportation Services Updates – EV Charging

### EV Charger Program Update

**Level II chargers**, on site for installation
- Lot 65 – 6 spaces
- Level II Lot 22 – 2 spaces
- Tillson/Mail Services – 2 spaces
- Lot 28 – 2 spaces
- Transit Building – 2 spaces for electric paratransit vans

**Level II chargers**, complete and ready
- University Apartments
- Lot 41, second unit, installed and being made operational
- Mount Ida Campus
- Lot 52 – reinstalled after building completion

**Level III chargers**, on site for installation
- Visitors Center Lot, replacement
- Tillson for campus fleets, need a power review and DCM plans
Transportation Services Updates - Parking

Campus Center Garage

- Gate malfunction and “lost ticket overstay” are significant customer service frustrations (and lost revenue costing all of us)
- Parking Services is investigating the possibility of transitioning the Campus Center Parking Garage to a gateless facility.
- Stakeholders including PTAB who will be engaged before investments
- Adding License Plate Recognition (LPR) at entrance and exit locations.
- Customer pays when they park via ParkMobile, paystations and with Parking attendants located in the garage.
- ParkMobile and paystations integrate with LPR
- 85% of all metered transactions on campus use ParkMobile.
- Customer exits garage and LPR verifies payment
Transportation Services Updates - Parking

Summer 2024 Parking Capital Parking Projects

School of Public Health and Health Sciences

• Design and impacts still under development

• May impact most of Lot 43 next to Totman

• May displace EV chargers, ZipCar, reserved spaces, and all of the meters
Transportation Services Updates - Parking

**Summer 2024 Parking Capital Parking Projects**

**Sustainable Engineering Lab**

- Will take most of Lot 65 next to Stockbridge
- Displace up to 74 spaces
- Users will have proximate alternates in other section of Lot 65 near Holdsworth
PHYSICAL PLANT
Transition to Heating Season

Seasonal Temperature Fluctuations:
▪ During the early fall season, significant temperature variations occur, ranging from low nighttime temperatures to higher daytime temperatures.

Transition Process Initiated:
▪ With a consistent downward trend in outside temperatures, our Building Maintenance and Utilities staff have actively initiated the campus's transition from cooling to heating. We are now in the final stages of completing this transition.

Appreciation for Your Cooperation:
▪ We extend our sincere appreciation for your patience and understanding during this transition period. Our utmost priority is to ensure the comfort and well-being of the entire campus community.

For any temperature-related issues, please contact the Facilities Service Center at 545-6401.
Preparing for Colder Weather

Chilled Water Coil / Loop Drainage:
As part of our proactive measures to prepare for the colder weather, we have initiated the process of draining down the majority of the chilled water coils / loops. This preventive action is important to avoid the freezing of the coils during the winter months, which could potentially lead to flooding and extensive damage.
Protocol for Perimeter Walk -Throughs / Walk-Around During Cold Weather

Objective: The primary goal is to prevent freezing pipes and ensure the safety of our buildings and premises.

1. Preparation:
   - Complete a comprehensive building checklist, outlining potential issues to be addressed during the walk-through.

2. Exterior Inspection:
   - Check the building exterior for any visible damage, such as cracks, gaps, or signs of wear that could compromise insulation.
   - Inspect the roof for any visible damage, including missing or displaced shingles that might lead to leaks and subsequent freezing.

3. Doors and Windows:
   - Ensure all doors and windows are effectively closed and sealed to prevent heat loss.
   - Look for any indications of damage or wear on door frames and windows that could compromise their integrity.
Perimeter Walk - Throughs / Walk-Around During Cold Weather continued

4. Heating Systems:
   ▪ Verify the operational status of the heating systems in foyers and other accessible areas.
   ▪ Check thermostat settings and ensure they are adjusted to appropriate temperatures based on prevailing weather conditions.

5. Water Piping and Sprinkler Systems:
   ▪ Inspect all exposed water piping for signs of freezing, including frost or condensation.
   ▪ Confirm that all sprinkler systems are adequately insulated and in proper working condition to prevent freezing and potential damage.

6. Grounds and Drainage:
   ▪ Check for any signs of water accumulation or blockages in drainage systems that could result in ice formation and slippery walkways.
   ▪ Ensure that outdoor pathways are cleared of snow and ice to guarantee safe passage.

7. Documentation:
   ▪ Document any identified potential risks that require further attention or repairs by the maintenance team.
   ▪ Ensure timely reporting of identified issues to the relevant maintenance personnel.
   ▪ Follow up to verify that necessary repairs and adjustments have been executed to mitigate potential risks.
The organizational chart for the Building Maintenance team has been somewhat dynamic, but we are beginning to exhibit signs of stability.
Custodial Services Operations

- Associate Director Custodial Services - Chuck McKay
- Custodial Service Manager Zone 1 - Bethany Desbien
- Custodial Service Manager Zone 2 - Kristen Nickl
- Custodial Service Manager Zone 3 - Stacey Hildreth-Fortin
- Custodial Service Manager Zone 4 - Bethany Desbien
- Custodial Service Manager Night Shift - David Lynch
Welcome New Team Members

Patrick Nee, Customer Service Manager, joined team in early September

Kelly Nichols, Facilities Service Center Manager, transitioned to new role in mid-August

Sarah Moretti, Work Management Manager, transitioned to new role in early June
Welcome New Team Members

Lizbeth Velez will be joining the team as a Customer Service Representative for Zone 3 on November 13, 2023

Steven Darja will be joining the team as a Work Management Specialist for Zone 1 on November 13, 2023
New Titles for Customer Service Team

Beginning this month, the Customer Service Representative team will transition to a new title called Facilities Management Coordinators. Their new title better reflects the role that the team plays with staff, students and faculty interfacing with Facilities and Campus Services.

Additionally, Pat Nee's title will change to Facilities Coordination Manager.