



FBO Town Hall

Q&A Summary

September 25, 2018

Updates From Previous Town Hall Topics

Topic: Equipment for FP&M

Update: Bill Decatur – In the last few meetings we discussed equipment. Since the last meeting, we have rolled out some pretty significant purchases of equipment for grounds, custodial, and maintenance. Hopefully, when we have year-end funds we can make additional one-time investments. It continues to be a top priority. You need it to be successful and I want you to be successful. I got a tour over the summer and saw the condition of the equipment and wow... It needed to be replaced.

Topic: Funding for all of the new buildings

Update: Bill Decatur – Most of the Mike Ilitch School of Business was paid for through private donations. The university is funding the operations of it and we are hiring eight custodial staff for that building. There is additional money from the Ilitch family that will spin off every year to help with the maintenance. Next Energy was bought with funds from the sale of the Oakland Center. Renovation and significant expansion of the Hilberry Theater will be paid for through private funds along with bonds. The STEM Innovation Center, a \$49M project, will be mostly paid through State funding. The construction of Anthony Wayne Apartments is being paid for through a public/private partnership with Corvias.

Topic: Why isn't HR represented on the new budget model team?

Update: Bill Decatur – Debra Williams, AVP and Chief Human Resources Officer, will be serving on the steering committee. That is a huge initiative lead primarily by Jeff Bolton. The Provost and I will be meeting with all of the schools/colleges. We are still two years away from going live with it but we have made a lot of progress. I want HR on this model now because the implementation is really about the people – making sure folks have the right skills, knowledge, and expertise to operate under this new budget model.

Topic: Is there a pre-tax public transportation incentive?

Update: Bill Decatur – That is a possibility. I'm not sure about public transit and if the tax code allows it, but we will have to look into it.

Update as of November 30, 2018... We are still looking into this.



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Topic: Can the shifts be changed to work from 10-6pm?

Update: Bill Decatur – No feedback yet on that. It is something we will have to talk to the unions about also.

Update as of November 30, 2018... We are still looking into this.

Topic: Closure procedures

Update: Bill Decatur – There is some frustration with campus closures. Since I am the one in charge of closing the university; it is a difficult and complex process because it is important that we protect the lives of our students and our equipment but it's also important that we don't jump the gun and close too early and disrupt what's going on here on campus. If you have ideas for improvement, drop me an email.

I will be working with Michael Wright and the crisis team to review all procedures for closing the university. It is important that we review all of them before the snow does fall and that we share them with the campus community. You will be hearing more about that this fall.

Topic: New uniforms

Update: Steven Pecic – Employees should talk to their supervisor when they need a new uniform. A large order for uniforms was submitted last week. Uniform and nametag options are being researched as well.

Topic: Hiring to fill 19 positions in FP&M

Update: Harry Wyatt – The job fair provided the opportunity and most of the open positions have been filled.

Topic: Update on major projects

Harry Wyatt – *Facilities Forward*, a multi-year quality improvement initiative within FP&M, has just begun first wave of work streams. We have done a customer survey. Every FP&M employee had the opportunity to participate in a focus group last year. There is a high level steering committee that actually met today. We have been able to implement a walkie talkie system, as well as a new fee model within Design and Construction Services.

Bill Decatur – BAOs working to improve processes and best practices.

Update as of November 30, 2018... **Lisa Shrader** - The business affairs officers across campus have been recently engaged in working with central units to review a "deep dive" of each school, college, and division's financial and budgetary practices, internal controls and best practices. Many recommendations for improvements and updates to business policies, procedures and processes have been developed and will be addressed through



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ongoing work incorporated with the major projects that continue across campus including the RCM-based New Budget Model and Banner 9 Reimplementation projects.

Questions Submitted in Advance & Questions From the Floor

Q: Safety during closure – it's not safe for everyone else but custodians have to be here and they risk their life, have nowhere to park, we get disciplined if we are late, and we are in buildings that are empty.

A: Steven Pecic – This is something we discuss often. We are working on being an understanding management with people being safe. But we have discussed with Labor that the snow forecast is known, and you should prepare for it. We are essential personnel and we have to be here and need to take the steps to prepare. We are trying as a management team to recognize safety and be fair to individuals. If you use public transportation we are willing to hear that. But we have a duty as essential personnel that we signed on for when we came on board. We tried to be inclusive and fair in negotiations. We have worked to get comp time, and that was not given previously.

Q: As the voice of the custodians, we are the wings that carry this university. Without us this university wouldn't run. So I just want to say thank you to everyone. Some of us have been here 20 years plus and we didn't sign up for snow days, that eased on in. We want to be safe. We have been in car accidents, stuck in the Student Center. We want the same rights as everyone else. Most of the time when we are here we can't get in the building and then when we call public safety they ask why we are there.

A: Jon Frederick – Parking – we are essential personnel also. Structures 1, 2, and 8 are open, and the surface lots are available for parking access. We have a snow removal vendor on contract that come in and plow. There should be parking options available for those who need it. If not, I'm sure we can make it work and I follow up with Steven.

Q: I pay for parking and when I work OT, I have nowhere to park. I do not have keys to my section.

A: Jon Frederick – If you are paying for parking, you can always request an additional space. You do get up to 3 assignments if you are in the parking program. You can call and we can make arrangements to allow you to park in an additional structure or lot for certain days. Call the OneCard/Parking Service Center at 577-2273 and they can make arrangements for that day. If necessary for last minute weekend or after hour access you can call the Parking Command Center at 577-1979.



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Steven Pecic – Keys are posted in every building in a lock box. Every custodial supervisor has access to the keys. You should have a master building key to your building and to your closet. If there is an issue, your supervisor can request a key from Mike Pines.

Bill Decatur – Maybe there is an opportunity for Jon and FP&M to have a discussion regarding parking and all questions/issues.

Update as of November 30, 2018... Regarding parking options during closures, if there is someone who doesn't believe they have an options we will work with them and identify options for them. Please call the The OneCard Parking Service Center at 313-577-CARD (2273).

Q: Why were people allowed to park free for Dally in the Alley? Why not offer shuttle service to our buildings?

A: Jon Frederick - Dally in the Alley did not park for free; they paid ahead of time. Additional shuttle service could incur additional costs. Regarding shuttle buses, we cannot get a better price than what we have right now. We've negotiated a really good rate with the current vendor.

Steven Pecic – There is no free parking. Contractors also have to pay or they will be ticketed.

Q: Park benches outside AAB and also lobby seating in AAB.

A: Bill – Great idea, we'll see what we can do. This is one of the things that master planning will look at.

The MVV team along with FP&M will come up with logistical and economical ideas and submit them to Bill.

Update as of November 30, 2018... The work order has been completed and we are waiting for two benches to be installed inside and three benches outside. Two on the west side of the building and one on the south side.

Q: Is there a way to use the authentication without using a phone?

A: Ken Doherty – You have to pull out your cellphone or you can create a security password. It's all about finding a balance between convenience and security. They also have a FOB option that you can get from C&IT.

Q: The best way to show collaboration is have a Christmas party.

A: Bill Decatur – I think we all like a good party! At the university there are several of them put on by different offices and I'm very supportive of those. With university funds we are limited on what we can do. If you have a party, invite me, I'll come!



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Q: Why is parking so expensive here compared to other universities?

A: Jon Frederick – Parking rates are set as low as possible to be able to maintain operations. Parking is an auxiliary; we do not get money from general fund. Our payroll, snow, maintenance, etc., - it's all from that. We are still way under what the rates would be if we were downtown running a parking structure – they are very expensive to maintain. Building a new parking structure is \$25,000 per space. It's minimally \$25 million to build a new 1000 vehicle structure. WSU has the luxury of being in walking distance of any of our facilities. UofM and MSU don't have that luxury.

Q: What about uniforms. When these are worn out and gone, will I get penalized for wearing something else?

A: Steven Pecic – If your uniform is worn out, tell your supervisor and we will order a new one. It is taxed and IRS regulated and I know people are chapped about that, but we don't have control over that at WSU. If your supervisor is unresponsive then cc me on the email.

Q: Shuttle service – Usually it doesn't run when people have to be to work really early.

A: Jon Frederick – For shuttles, we have to maintain a certain level of ridership to be cost effective. They run 7am – 7pm. To run it more hours costs more money and if only 1 or 2 people get on it, it's a big expense for us.

Q: Has the budget picture changed?

A: Bill Decatur – Yes, for the better. We are going to begin the budget process for fiscal year 20 in another month. We will be working in the fall and through the winter to look at projections and tuition. We have one of the most complex tuition and fee structures I have ever seen. We are looking at ways to restructure and smooth that out. We talked to the state budget office last year and they gave us the green light as long as any changes were revenue neutral. 2020 budget – it's too early to make recommendations but given enrollment and full housing, I'm optimistic. State and economy funding is unknown at this time but we are doing we will at Wayne State.

Q: I heard on social media that all public universities have to pay a portion of the Nassar lawsuit. Do we have to pay? What's our portion?

A: Bill Decatur – MSU was part of Mesa Underwriters Specialty Insurance Company (MUSIC) for 3 of the years in the lawsuit. They have filed a claim but it's in dispute. We have a long way to go before I know the result of that. We may have to pay something, but it's in dispute.



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Q: Is it true that there is an Ilitch policy that keeps blinds open even if it's distracting to the student experience?

A: Steven Pecic – No. The blinds are on an automatic system to measure daylight. There is a bug in the system and we are working on having that fixed.

Update as of November 30, 2018... The software is still with AV and needs to be migrated over to Operations.

Q: Can we get water bottle fillers in AAB?

A: Corey Blair – Pipe shop has several on order and AAB is the first one to be done when they come in.

Update as of November 30, 2018... The work order is being completed as of March 2019.

Q: How will FP&M handle the employees that are quitting?

A: Harry Wyatt – We have posted the positions and are looking to hire to fill the vacancies. Thanks to those PMs who have stepped up while we fill those positions.

Q: More parking. What are the implications of lots being designated to certain areas?

A: Jon Frederick - We have not run out of parking spaces across campus. As we continue to evaluate our needs it will be part of the master planning initiative. It should only be a temporary loss of inventory.

Bill Decatur – There isn't a lot of open green space on campus for building. In the future we may need to build decks and go above the decks.

Q: Why not open lots and structures and offer shuttle services during snow emergency?

A: Jon Frederick – We have 3 structures and all lots open during snow emergencies. We will have to take a look at the shuttle service.

Q: Spaces for the custodians to eat lunch. There is nowhere comfortable to eat lunch and people say we shouldn't take a break or eat in our janitor closet. I think it's something we could look at to make it more comfortable rather than invading the staff or faculty areas. We shouldn't be made to feel like we are less than, because we need to eat too.



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A: Bill Decatur/Steven Pecic/Lauri Washington – Those spaces are for university personnel of all levels, for all employees. You should feel comfortable going there and should be welcomed there.

Steven Pecic – We have to do well for advocating for ourselves in terms of perception control. Supervisors need to work with building coordinators to champion for our staff.

Lauri Washington – Course of action: Report behavior to supervisor and HR.

Q: Why not create surplus stores to sell items like other universities?

A: Ken Doherty – There is a property office at 1200 Holden. They hold a public sale to sell surplus property. The Warrior Exchange program is being looked at and may be reinstated. An announcement goes out to the entire campus community when there is a public sale.

Q: Have you thought of a university grocery store?

A: Bill Decatur – We've had conversations with businesses before that are looking at the midtown area. Nothing right now on campus, but there may be an announcement in the near future about something opening up in midtown.

Q: Are there still opportunities for the rank and file to apply for custodial supervisor positions?

A: Yes, that's what happened with these positions. Those in the 517 membership are offered the opportunity through polling. When no one was interested, the position was posted. We have applicants from within and outside the University, which we interviewed.

Q: David Houle – On behalf of Custodial Services, we are really grateful for the effort that has been spent in getting us the new equipment we need to do our jobs. \$200K has been spent and the equipment is getting out to the buildings.

We need a total FTE of about 12 people to adequately staff MISB; 8 people on one shift, 4 on another later shift. We have about 180 custodians total to cover approximately 9 to 11 million square feet. Hopefully this investment in MISB will set the standard for the rest of the University.

A: Bill Decatur – I'm glad you're grateful. It is our responsibility to get our employees the tools they need to do their jobs, but thank you.



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Q: *When is the next Town Hall?*

A: February.

Q: *Are there any new faces?*

A: Bryan Dadey, Senior Associate Vice President and Deputy CFO; Lauri Washington, Director of Employee & Labor Relations; Herman Moncure, Senior Leasing and Operations Specialist.

Q: *It would be nice to have a Panera on campus.*

A: Bill Decatur – That is not in the plan right now. There are several new restaurants (3-5) coming.

Nicole Jackson – Shields Pizza has signed a lease in Maccabees. Panera is interested in the LaPita space.

Q: *How can we get more scooters on campus?*

A: Bill Decatur – They shorten the distance to get from campus to other places. There are cities around the country that has banned them due to the danger of using them on campus.

Q: *Can someone move the dumpster closer to the welcome center and move the other can in its place?*

A: Bill Decatur – I am not familiar with this dumpster, but I will have someone in FP&M take a look at it.

Q: *We have a new HR leader now. What's happening in HR?*

A: Debra Williams – In order to achieve our goal of student success, we must have the right people in the right roles. We have been shifting our focus to finding the right people.

Q: *Is it necessary to have three Starbucks locations?*

A: That would be a question for Tim Michael. I think they're all located in auxiliaries, housing or Student Center. They are profitable.

Q: *I encourage everyone to participate in the Master Planning process via our survey at wsu.dumontjanks.com.*



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A: Ashley Flintoff – We are looking to gather information about what you like/dislike about campus. There will be opportunities to provide feedback.

Q: *How is the FBO project dashboard coming along?*

A: Bill Decatur – Allison Martin could answer that; however she is on a dream vacation in South Africa.

Update as of November 30, 2018... There are still scene coordination issues that have been reported that need to be resolved. I started reviewing construction project scope, but did not have opportunity to finish. Will review and advise asap.

Q: *Can an ATM be installed in AAB?*

A: Bill Decatur – There was one years ago that was stolen in a smash and grab. Things have changed a great deal in midtown and we may be able to look at installing an ATM.

Update as of November 30, 2018... Michigan First Credit Union, Chase and Comerica are not in an ATM expansion mode therefore no additional ATM's will be placed in AAB or in the Welcome Center. Please note for the response for the Welcome Center ATM that there are two branch offices for banking located at 5057 Woodward which is next door to the Welcome Center, Chase Bank and Michigan First Credit Union have ATM machines for use. The ATM at the business school was a swap of the Oakland Center ATM that Michigan First had out there. Please let me know if have additional questions or concerns.

Update as of January 15, 2019... Comerica Bank has investigated the option to move ATM from Student Center to Welcome Center and will not be moving forward due to cost and traffic patterns. Please consider this point closed out.

Q: *Consider putting fitness centers on campus outer borders to make access to fitness centers more convenient.*

A: Bill Decatur – I like that! That might be an opportunity for auxiliaries or community operators. That might be on Midtown Detroit's list of things that are still missing from down here.

Q: *Would you consider a studio for recording and music production?*

A: Nicole Jackson - There is a studio in Maccabees. WDET offers studio time at \$180 an hour.



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Q: When will the AAB atrium be cleaned?

A: Steven Pecic – We are working on that.

Update as of November 30, 2018... It is not scheduled as a lift must be hired and brought in. That will be a project that gets planned in the near future. I have to look at budgets, access, and also will try to lump in other items while the machine is present – like paint, lighting repairs, etc.

Q: Have you looked at marketing WSU parking for downtown events with the QLine?

A: Jon Frederick – Yes, we currently have banners marketing our lots for the QLine, and we have content on our website. As far as an official marketing campaign we would have to partner with Marketing if they wanted.

Update as of November 30, 2018... We are looking at other options. Currently, not sure we will generate enough revenue to cover other marketing efforts expenses.

Q: Can you get President Wilson to come to our Town Hall?

A: Bill Decatur – I can certainly ask him.

Q: Can an ATM be put in the Welcome Center?

A: Nicole Jackson – I can ask. Michigan First seems to be the only financial institution willing to put additional ATMs on campus. They are putting one in MISB.

Update as of November 30, 2018... Please note that Comerica Bank is interested in moving their ATM located in the Student Center to the Welcome Center (just spoke with them today), I will be investigating this option, Comerica will be responsible for the cost of move and new fiber if necessary.

Q: What are key FBO priorities right now?

A: Bill Decatur – In addition to the projects mentioned previously, we are in the early stages of looking at a public/private partnership on energy. This is one way to take a big chunk out of our deferred maintenance.

Q: Updates about Henry Ford?

A: Bill Decatur – Watch the newspapers; things are going very well.



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Q: What's the financial state of WSU?

A: Bill Decatur – It is improving. We anticipate we'll exceed our budget. Last year we finished for the first time in a couple of years with a positive outcome. This strengthens the University's balance sheet which has a positive impact on our debt ratings. We are headed in the right direction.

Q: As we live the value of service, what opportunities exist to hear more about the needs of those we serve? Is it possible to use time here to brainstorm?

A: Bill Decatur – I would love to discuss how we can better serve our students.

Q: How do we obtain more information regarding the energy partnership?

A: There's not a lot to tell right now. We are just starting. We put an RFQ together; we will put an RFP out to select a partner and move ahead. You will hear more as this moves forward. We are really at the beginning stages.

Q: Any updates on DMC arrangement?

A: We are close to an agreement.