

**University Services and Facilities Committee (USFC)**  
***University Senate***  
***Annual Committee Report Attachment***  
 Academic Year 2016-2017

<b>Becky Ladd</b> <b>USFC Chair</b>	<b>Kathleen Puckett</b> <b>ASU Senate President</b>
John Dallmus Heather Emady C.A. Griffith Barbara Guzzetti Donald Herring	Sue Dahl Popolizio Megan Pratt Igor Shovkovy Juliet Weinhold
<b>Charles Barbee</b>	<b>Pamela Hoyle</b>

## 2016-17 USFC Follow Up Reports to Faculty Survey

In Fall 2016, the USFC, chaired by Becky Ladd, reviewed open-ended responses to a university-wide survey conducted by the USFC in 2015-16 (chaired by Martin Matustik) that had been developed by the USFC in 2014-15 (chaired by Tom Schilgden). The USFC identified many topics of interest and concern to faculty—and identified four to focus on for the 2016-17 year. This report is a detailed description of the activities that were undertaken in response to this survey along with four brief reports that provided feedback to faculty.

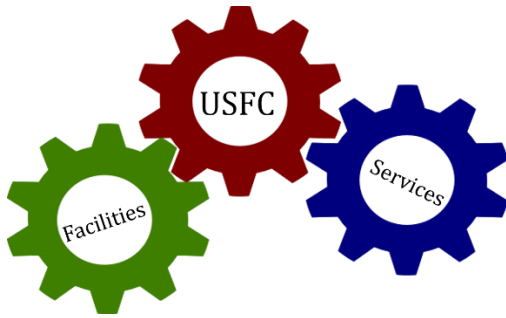
Faculty expressed **safety concerns** across multiple domains (e.g., item 6 of the survey asked respondents to identify any concerns they had about specific building and facilities and item 12 gave respondents the opportunity to comment regarding how safe they felt on their campus). Over 120 written comments were summarized and suggested that safety concerns could be divided into two distinct issues: 1) specific unsafe facilities and conditions (e.g., hazardous materials; active shooter) and (2) general campus health and safety such as smoking in non-smoking areas and unsafe walking conditions while navigating rogue bicyclists and skateboarders. Two of the reports (#1 and #3; see below) focused on these areas.

Next, faculty reported over 100 specific facilities in need of attention [items 6, 29 (instructional laboratories), 48 (institutional services) and 49 (any issues pertaining to the facilities, utilities and services) provided an opportunity for faculty to indicate any such issues. Although many specific areas were identified by the USFC, including (a) ASU digital issues (e.g., IT, Bb, poor wi-fi), (b) maintenance issues (e.g., janitorial services, lighting, minor repairs, heating/cooling), and (c) policies (e.g., non-compliance, services being shut down over breaks or not available on some campuses), for this year, the USFC focused their report on how faculty can directly report these issues to the CFO.

Lastly, numerous complaints and concerns regarding parking on all campuses (items 12 and 35). In response to these concerns, the USFC invited Raymond Humbert from Parking & Transit Services (PTS) to address some of the issue directly to the Senate. The final and 4<sup>th</sup> report is based on his informational presentation on March 27, 2017.

To provide follow up to faculty, four subcommittees were formed to investigate the above-mentioned issues and prepare brief reports to our Faculty: 1) safety training; 2) facilities repairs and maintenance; 3) non-compliance of ASU smoking and walk-only zones; and 4) parking concerns. The USFC utilized many resources while preparing these reports including perusing, relevant ASU websites, and meeting (and corresponding) with pertinent administrators including Morgan Olsen, Executive Vice President, Treasurer and CFO; Rudy Bellavia, Managing Dir Business/Finance, Office of Business and Finance; John Pickens, Executive Director, University Security Initiatives; Allen Clark, Director of Emergency Preparedness; Lance Harrop, Dean of Students; and Bruce Nevel, Associate Vice President Facilities Development/Management.

The following brief reports were posted to the Senate Dashboard in April 2017 and distributed to Faculty via the Provost's Office.



**2016-17 Senate-University Services and  
Facilities Committee  
Introduction to Reports to Faculty**

In December 2015, the University Services and Facilities Committee (USFC), chaired by Martin Matustik, gathered faculty input using the ASU-wide survey that had been created by USFC, chaired by Tom Schilgden, in 2014-2015. Almost 600 faculty members representing all ASU campuses participated in the online survey. The USFC summarized the primary findings in their May 2016 report which was shared with Morgan Olsen, Executive Vice President, Treasurer and CFO; Rudy Bellavia, Managing Dir Business/Finance, Office of Business and Finance; the UAC; and the Provost's Office.

The 2016-17 USFC, chaired by Becky Ladd, continued reviewing responses to open-ended items and identified areas that received most faculty comments. These 2016-17 Brief Reports provide feedback to our Faculty regarding four of the primary concerns:

- 1) Safety concerns regarding unsafe facilities (e.g., hazardous materials) and emergencies (e.g., campus violence, active shooter, fire)
- 2) Campus and health safety concerns, such as unsafe pedestrian conditions created by speeding bicyclists and skateboarders, and non-compliance to ASU policies (e.g., smoking; walk-only zones).

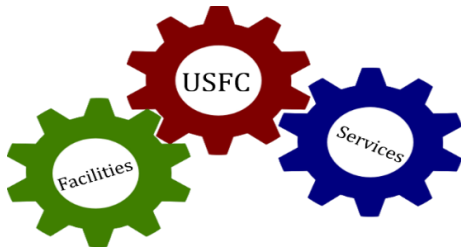
- 3) Specific repairs and maintenance. Regarding instructional laboratories, institutional services (e.g., custodial care) and other issues pertaining to the facilities, utilities and services.
- 4) Parking Issues. Numerous complaints and concerns regarding parking on all campuses.

The USFC utilized many resources while preparing these reports including reviewing pertinent ASU websites, and meeting and corresponding with relevant administrators, including Morgan Olsen, Executive Vice President, Treasurer and CFO; Rudy Bellavia, Managing Dir Business/Finance, Office of Business and Finance; John Pickens, Executive Director, University Security Initiatives; Allen Clark, Director of Emergency Preparedness; and Bruce Nevel, Associate Vice President Facilities Development / Management

We hope you will find these reports informative. Moreover, the USFC encourages you to take advantage of the many opportunities available to keep our campus clean, safe and enjoyable for all.

Sincerely,  
Becky Ladd, Chair  
On behalf of the 2016-17 USFC:

John Dallmus  
Heather Emady  
C.A. Griffith  
Barbara Guzzetti  
Donald Herring  
Thurmon Lockhart  
Sue Dahl Popolizio  
Megan Pratt  
Igor Shovkovy  
Juliet Weinhold



**2016-17**  
**Brief Report #1**  
**Senate-University Services and Facilities**  
**Committee**  
**Safety Training**

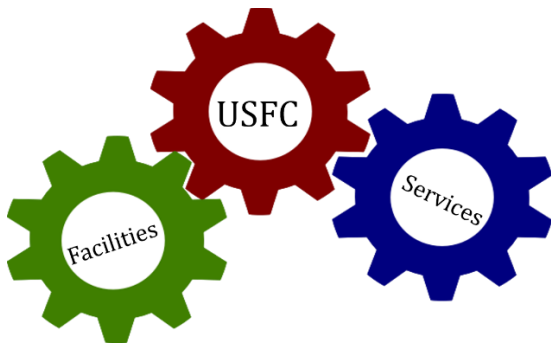
In response to faculty concerns regarding current policies and safety issues, such as HIPPA, blood borne pathogen training, fire safety, active shooter situation, etc., as well as concerns of dangerous/hazardous conditions noted by some faculty members, the USFC would like to make the faculty aware of various training opportunities. Moreover, we encourage all faculty members to participate in such courses to improve their personal sense of safety on campus as well as empower them to help others stay safe.

**ALL members of the faculty are required to take the annual fire safety and information security courses.** Moreover, we highly recommend the faculty utilize the [training determination tool](#) link to identify additional courses that may be required (and recommended) given their unique roles and specialties within the university. This tool utilizes personal information regarding one's: 1) role at ASU, 2) primary job function or work environment (including specialized equipment and duties), 3) interaction with dangerous or hazardous material (including the type of biological, chemical or radiological materials) to create a list of courses. For example, in addition to the annual Fire Safety and Prevention and the annual Information security training/refresher, faculty members who anticipate driving ASU vehicles or who rent/lease vehicles with ASU funds are

required to complete defensive driving training class every four years. Many members of the faculty will also find that they are either required or recommended to take bloodborne pathogens general awareness training, fighting heat stress training, or other such courses. In all, the Chief Financial Officer (CFO) offers over [40 courses](#) (many available on blackboard) available to the faculty to improve the safety and well-being of all who work (and live) on ASU campuses.

Considering the regular updates in policy and response recommendations (e.g. hazardous material handling and disposal, recommendations for terror related situations such as active shooter response, etc.), the USFC was concerned that there really isn't a policy to ensure faculty and staff are completing mandatory annual training or following such policies. After consulting with Morgan Olsen, Executive VP, Treasurer and CFO, it was clarified that the University is cautious about "mandating" training, but instead, they prefer an approach in which faculty members are motivated and encouraged to make the campus a safe place. Thus, while there is no plan to enforce any training, the Office of Human Resources and CFO are working on a new ASU employee "learning portal" that will provide better integration of the many training, professional development and learning opportunities that are important to the faculty and staff. The USFC encourages these efforts and is working with them to improve ease of access and motivation to participate in safety training opportunities as they are made available.

For more information: <https://cfo.asu.edu/>



**2016-17**  
**Senate-University Services and Facilities**  
**Committee**  
**Brief Report #2**  
**Facilities: Repairs and Maintenance**

One of the survey questions that generated the most specific comments inquired about deteriorating or unsafe facilities. Although 76% of respondents did not report any such facilities, the 24% who reported such issues seemed to be unaware of how to formally request help, repairs and maintenance problems directly to the facilities maintenance office. Specifically, concerns addressed issues, such as recurring plumbing problems in restrooms, water leaks in classrooms and office spaces, building doors that don't close or engage the lock, buildings with sewer smell and insect infestations, poor lighting at night in and around buildings, HVAC problems, asbestos ceiling and floor tiles in poor shape, elevator malfunctioning, and recurring audiovisual equipment problems in classrooms.

We would like to draw attention to the Chief Financial Officer's (CFO) webpages (<https://cfo.asu.edu>) where the faculty have various avenues for officially and directly reporting facilities in need of attention. Specifically, by selecting "Facilities" and then "Requests for Service", faculty members can report on the above-mentioned type of issues. For example, under "Classroom Space Management", faculty members can report

classroom problems or make recommendations, and under "Custodial Services", they can report areas (including classrooms) that need immediate attention as well as request services.

The USFC recognizes that most individuals in the faculty are not aware of the CFO website, so we are working with Morgan Olsen, Executive Vice President, Treasurer and CFO, to identify and design more convenient and intuitive ways to report issues concerning ASU's facilities. For example, the USFC has recommended a link in the MyASU service tab labeled "Facilities and Maintenance Requests." This link could function independently through MyASU; however, the USFC suggested it send users directly to the [relevant CFO site](#). Thus, our Faculty would be able to intuitively report maintenance needs, provide feedback on facilities and custodial concerns, and report emergencies without having to locate and navigate the CFO website.

In addition, the USFC invited Bruce Nevel, Associate Vice President Facilities Development / Management, to our February meeting to discuss faculty concerns regarding the level and quality of custodial care on campus. Specifically, some of our Faculty had expressed a lack of initiative on the part of custodians to address basic maintenance issues, such as changing burnt out lightbulbs or vacuuming floors. Mr. Nevel indicated that accountability enhancements are expected with the rollout of a "Building Liaison" program that will provide a conduit to his group through which cleaning and maintenance issues can be efficiently reported. Under this program, every building will have one person designated as its liaison who is responsible for having situational awareness and an understanding of the needs of the building's occupants. Mr. Nevel also discussed the future implementation of a

“Facilities Customer Satisfaction Survey” that will provide robust, real-time feedback regarding the performance of custodial service and related issues. Mr. Nevel indicated the “Building Liaison” program and “Satisfaction Survey” will allow him and his staff to monitor Key Performance Indicators, such as the ratio of preventative maintenance to reactive repairs, incidence of custodial / maintenance impacts on classroom availability, and the frequency of “custodial call-backs”, to better manage performance and enhance accountability. The USFC supports these efforts and we encourage Faculty to participate fully in these programs when these opportunities are made available later this year.

***For urgent facility needs:  
24-Hours a day, 7 days a week,  
please call Facilities Management:***

**Tempe:** 480-965-3633

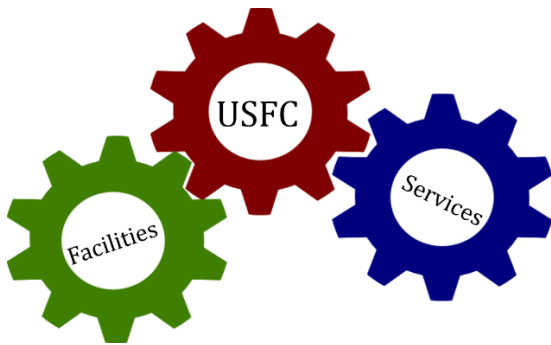
**West:** 602-543-3200

**Downtown Phoenix:** 602-496-1502 x2

**Polytechnic:**

M – F, 8 a.m. – 5 p.m.: 480-727-1110

After hours: 480-965-3456



**2016-17**  
**Senate-University Services and Facilities**  
**Committee**  
**Brief Report #3**  
**Reporting Violations of ASU Policy**

Despite having various policies in place for the safety, health and well-being of those who live, work and learn on ASU's many campuses, the faculty generally do not feel that such policies are sufficiently enforced. Based on survey responses, the USFC identified two areas in which non-compliance to policy is most often violated and of concern to the ASU faculty: *non-smoking and walk-only zones policies.*



**Violations of non-smoking policies**

A survey conducted in 2013-14 ([Evaluation of ASU's Tobacco-Free Campus Policy June 2014](#)) reported that almost all faculty and staff are aware of the tobacco-free campus policy and more than 85% support the policy. In addition, more than 60% of survey respondents reported reductions in tobacco-related litter as well as exposure to secondhand smoke. Moreover, the most frequently endorsed policy enforcement method was to give warnings to violators, followed by issuing a small fine.

However, enforcing such policy has raised concerns. Specifically, faculty and staff do not like "soft or peer enforcement" strategies for non-smoking violations as: (a) confronting violators may invite interpersonal conflict (and possibly physical altercations) among those involved, (b) make tobacco-users feel harassed and (c) make the "enforcer" feel uncomfortable. There was also the concern that relying on the faculty to enforce such policies for student violators could change the dynamics from one of support and guidance to one of policing and conflict. Moreover, such strategies were believed to be ineffective at stopping violations. In fact, in the survey cited above, four of ten faculty and staff reported that they would NOT ask someone to stop if they noticed them using tobacco on campus.

Considering these concerns, rather than confronting violators, the USFC recommends that faculty email [tobaccofree@asu.edu](mailto:tobaccofree@asu.edu) and report *the area of non-compliance*, such as "There are individuals who smoke near \_\_\_\_\_ where a "No smoking" sign is clearly posted." The report will be forwarded to the Health & Safety Committee for review and advisable action.

The following summarizes the handling of reported violations to non-smoking policy (<https://eoss.asu.edu/tobaccofree/policyenforcement>):

• **First violation:**

- Individuals who do not observe Tobacco-Free guidelines will receive a written warning from the Dean of Students, Office of Student Rights and Responsibilities (SRR). The SRR will work with the Office of Human Resources for employee violations.



- **Second violation:**
  - Students will be fined \$50.
  - Faculty and staff will receive a referral to their department supervisor, Dean or Vice President.
- **Third violation:**
  - Students will receive an additional \$50 fine and a referral to the Dean of Students, Office of Student Rights and Responsibilities (SRR).
  - Faculty and staff will receive a second referral to their department supervisor, Dean or Vice President.



### Violations of Walk-Only Zones

Additionally, there is growing concern over the safety of pedestrians as they navigate among bicyclists and skateboarders/long boarders—even in walk only zones. The USFC has communicated these issues to the CFO (Morgan Olsen and Rudy Bellavia) and they have indicated that they are fully aware of the problem and shared the following links and information. [Walk Only Zone: FAQ](#)

Moreover, similar to reporting of violations of non-smoking policies (see above), the USFC does NOT recommend confrontation with the violator, but rather directly reporting violations to 480-965-6124, and identifying the area, day and time in which the violation was witnessed.

The following summarizes the handling of reported violations to walk-only zones:

- **First violation:**
  - Individuals who do not observe Walk-Only Zones guidelines will receive a written warning from a Campus Mall Enforcement staff member.

- **Second violation:**
  - Students must attend an [ASU Police Department Bicycle Safety class \(see below\)](#)
  - Faculty and staff must attend an ASU Driving on the Mall class (see below)
- **Third violation:**
  - Individuals will receive a referral to the Dean of Students, Dean, or Vice President

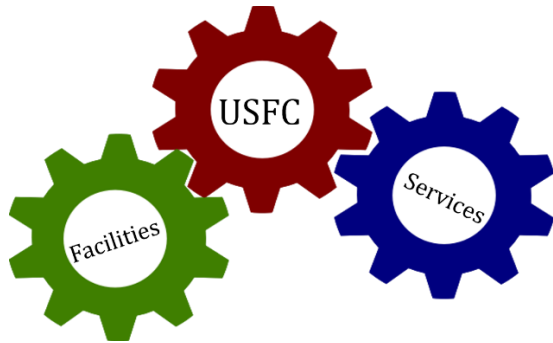
### ASU Police Department Bicycle Safety class

- Classes cover:
  - Bicycle and traffic laws for bicyclists
  - Laws that bicyclists tend to get cited for the most
- Classes are available in person and online. Visit the [ASU Police Safety Training Classes](#) webpage for more information.

### ASU Driving on the Mall class

- Individuals who drive ASU vehicles on campus property – including motorized carts – must complete the Driving on the Mall class. There is no fee for the class.
- Email [Environmental Health & Safety](#) or call 480-965-6219 for class times and locations.

For more information:  
[ASU Transportation Policy](#)  
[ASU Student Code of Conduct](#)



**2016-17**  
**Senate-University Services and Facilities**  
**Committee**  
**Brief Report #4**  
**Parking Concerns**

Faculty expressed numerous issues regarding parking facilities and services. The Senate University Services and Facilities Committee (USFC) shared these concerns with Parking & Transit Services (PTS) and invited Raymond Humbert, Associate Director of Operations, to address these concerns with the Senate in March 2017.

Overall, the USFC found the PTS open to hearing our concerns and, when possible, considering how changes may be implemented. Mr. Humbert's informational presentation to the Senate on March 27, 2017 provided an opportunity for senators to share their comments, concerns and questions with a PTS representative.

**Take Home Messages from the PTS Presentation**

- 1) PTS works across all campuses and coordinates with the Chief Financial Officer (CFO) to identify areas where parking needs are expanding and to develop plans for new facilities. For example, Polytechnic was mentioned as a rapidly growing campus where plans are underway for one or two new parking structures.
- 2) PTS is responsible for more than maintaining parking facilities. For example, parking fees are used to fund campus shuttle services, subsidize transit passes, as well as other services and initiatives (e.g., establishment and reinforcement of walk-only zones).
- 3) New parking equipment has been installed in many of the parking lots and structures to improve efficiency.
- 4) The PTS has been responsive to concerns regarding limited ADA spaces. For example, additional handicapped ADA parking spaces will be allocated for **those who do not have an ASU handicapped sticker** now that all parking lots and garages are open to visitors as well.
- 5) Campus shuttle services have been expanded to keep up with demand. For example, shuttle capacity has been increased from 50 to 90 passengers.
- 6) It was noted that parking rates have not increased for 10 years; thus, an increase is possible. However, no rate increase amount has been set yet, and it was indicated that rates would not go up equally across campuses.
- 7) PTS clarified that wi-fi hotspots on the shuttles are unique to specific buses. Thus, riders need to sign into hotspots linked to the bus they are traveling on each day. Moreover, because bandwidth is limited on each bus, selected sites and applications (e.g., watching video, skypeing) are not permitted.
- 8) Faculty were informed that Eco passes are available for the Apache Boulevard Structure (\$120), Fulton Center Structure (\$120), Rural Road Structure (\$90) and Tyler Street Structure (\$90). The Eco-pass allows those who take alternate forms of transportation to campus the flexibility of being able to park on Tempe campus on infrequent occasions (30 days) at a significant savings. To be eligible, you must be one of the following: 1) a platinum pass or U-Pass holder; 2) a registered bicyclist; or 3) part of a carpool group with an HOV permit.
- 9) If you have a need for overnight parking in non-ASU controlled parking garages, it may be possible PTS to help you with accommodations.
- 10) The PTS is continually improving services and efficiency and has been given a "seat at the table" in planning for the growth of ASU in its many places.

Faculty are encouraged to visit the PTS *Frequently Asked Questions* website at <https://cfo.asu.edu/pts-faqs>, for additional information. Associate Director Humbert also indicated that faculty may contact him directly with any additional questions or concerns: [Raymond.Humbert@asu.edu](mailto:Raymond.Humbert@asu.edu).