

**Annual Committee Report
Academic Year 2017-2018**

Section I

Name of Committee: University Services and Facilities Committee

Submitted by: Thurmon Lockhart, Professor, School of Biological and Health Systems Engineering

Date Submitted: August 19, 2018

Roster:

- [Juliet Weinhold](#), Speech and Hearing Science, Downtown Phoenix campus, 2018
- [Sue Dahl-Popolizio](#), Behavioral Health, Downtown Phoenix campus, 2018
- [Crystal Griffith](#), Film, Dance and Theatre, Tempe campus, 2018
- [Megan Pratt](#), Social and Family Dynamics, Tempe campus, 2018
- [Igor Shovkovy](#), Science and Mathematics, Polytechnic campus, 2018
- [John Dallmus](#), Accountancy, West campus 2018
- [Magnus Feil](#), The Design School, Tempe campus 2019
- [Vikas Garg](#), Science and Mathematics (Poly), Polytechnic campus 2019
- [Jeffrey Kingsbury](#), Science, Mathematics and Social Science, Downtown Phoenix campus, 2019
- [Joyce Martin](#), Hayden Library at Tempe campus 2019
- [Karen Watanabe](#), Mathematical and Natural Sciences, West campus, 2019

Overview Narrative:

The USFC, chaired by Thurmon Lockhart, held six formal meetings during the 2017-2018 academic year. Several areas of concern were addressed by the committee members including a) parking lot dark spots, b) campus lactation room requirements, and c) facility maintenance issues. For each of these areas the committee consulted and collaborated with various ASU administrators. Subgroups were formed to investigate individual these issues and to prepare follow up reports to share with the ASU Faculty. The resultant brief reports are attached to this Annual Committee Report.

Section II

Request for Consultations and/or topics reviewed by the committee, their outcomes and item will not roll over into the next academic year:

RFC-153 Tempe campus lactation room access

Sub-Group Member: Megan Pratt and Joyce Martin

Outcomes: investigated issue, determined lactation room locations, determined if additional lactation rooms are necessary, determined online location for lactation room maps, reported out to Senate the results, and communicated results via Senate dashboard. Committee recommendations were transmitted to ASU CFO Morgan Olson on April 18, 2018. The official lactation room memo of recommendations may be viewed in the appendix or by contacting the University Senate office. The current ASU website on this topic can be found here: <https://eoss.asu.edu/students-families/breastfeeding>

Recommendations: The Senate encouraged efforts to increase awareness of existing lactation rooms and increase availability of designated lactation rooms across all ASU campuses. For example, the University could identify lactation rooms on the interactive campus map similar to the [University of Arizona](#). And, the University could both strive to establish more official lactation rooms when renovating existing buildings, as well as include lactation rooms in design plans for new construction (see examples from other universities described [here](#) & [here](#)). Supporting breastfeeding mothers contributes to the productivity and health the entire ASU community.

Section III

Ongoing request for consultations that need to be carried over to the next academic year and their current status.

RFC-152 Dark Zones on Campus

Sub-Group Members: Magnus Feil, Karen Watanabe and Thurmon Lockhart

Overview Narrative: In response to the Request-for-Consultation (RFC-152), the committee discussed the safety issue associated with after-hour operations in terms of parking lot lighting needs to address concerns involving “dark” spots on the walkway or to the parking lot at various locations throughout the campus (Poly-tech more specifically). During the Fall of 2017 and beginning of 2018, we surveyed the members of the University Senate (asking if they had a similar issues) in order to create a list of areas to be assessed for lighting standards in the parking lots. Several parking lot/dark spot issues were raised in Polytechnic campus. Given this assessment, we have focused our light intensity measures to Polytechnic campus parking lots.

Assessments: Light intensities of the parking lots of Polytechnic campus were measured during the month of March 4-18, 2018 during 7PM to 9PM. Illuminance recommendation for parking lot lighting is generally set at 4 lux (Table 1) – basic at 2 lux to enhance security at 5 lux. HoldPeak 881C Digital illuminometer was used to assess the illuminance level at various parking lots in Polytech campus. Total of 14 parking lots were considered for measurement (Table 2). In general, the results indicate that several parking lots were in violation of recommended parking lot illuminance levels.



Table 1. RP-20-98 Parking Lot Illuminance Recommendations.

	Basic ¹	Enhanced Security ²
Minimum Horizontal Illuminance	0.2 fc	0.5 fc
Uniformity Ratio, Maximum to Minimum	20:1	15:1
Minimum Vertical Illuminance	0.1 fc	0.25 fc

¹For typical conditions. During periods of non-use, the illuminance of certain parking facilities may be turned off or reduced to conserve energy. If reduced lighting is to be used only for property security, it is desirable that the minimum horizontal illuminance value be at least 0.1 fc.

²If personal security or vandalism is a likely and/or severe problem, a significant increase of the Basic level may be appropriate. Most lighting recommendations or requirements start with illuminance. This is the amount of light falling on a horizontal or vertical surface (lumens per square foot or square meter). The metric used to measure illuminance in the U.S. is the foot-candle (fc), which is one lumen per square foot. The corresponding metric system unit is one lux (lx), which is one lumen per square meter. One foot-candle is approximately equal to 10 lux.

Table 2. Parking Lot Illuminance Levels.

Parking Lot Numbers	Illuminance Levels (lux)
P29	4 lx
P30	4
P31	1
P33	7
P36	1
P37	5
P38	5
P39	1

P42	1
P43	1
-	7
P47	1
-	3
P48	7
P49	2
P53	1-7 lx

Results: In general, the results indicate that several parking lots were in violation of recommended parking lot illuminance levels. Seven parking lots were less than 1 lx and two parking lots were 2-3 lx. Five parking lots were well lit with greater than 7 Lux.

Recommendation: We recommend the ASU Administration look into the parking lots specifically marked in red and all campuses in general. Recommend the committee consider continue surveying dark spots on the walkways and parking lots on ASU campuses.

RFC-154 Maintenance and cleanliness issues and restrooms, classrooms and offices

Sub-Group Members: Juliet Weinhold and John Dallmus

Outcomes: investigated issue and continue discussion with Bruce Nevel (AVP, Facilities Development and Management) regarding the building liaison program and the general quality of custodial services received within the ASU buildings, classrooms and laboratory spaces.

Recommendations: Continue discussion with Bruce Nevel, Olympus (see the email chain in the appendix).

Appendix

Maintenance and cleanliness issues and restrooms, classrooms and offices

Email from Bruce Nevel to John Dallmus

John,

I just confirmed with Deb Clark that the building liaison flyer will be disseminated today, attached is advanced copy. As far as custodial services, there is only one vendor at ASU – we have consolidated all four campuses under a single service provider – Olympus. Following is synopsis of evaluation process, please let me know any questions/concerns:

Daily Q/A Inspections – Olympus employs a full time quality assurance inspector that inspects all buildings and spaces currently under contract. As the building inspections are completed a summary of the deficiencies noted are emailed to the ASU contract administrator and the complete results are uploaded to Core Management Services Smart Inspect program. Extensive reporting can be obtained by credentialed users from their web site.

- Quarterly Q/A Inspections – Core Management Services provides an independent quarterly random audit of selected properties on the ASU Tempe campus. The results of these inspections are published and sent directly to the ASU contract administrator with additional copies provided to senior FDM staff at the quarterly review. Olympus is responsible for the cost of these inspections.
- Quarterly Liaison Meetings – Olympus senior operational staff meet with ASU building liaisons and the ASU contract administrator on a quarterly basis to provide an open forum to discuss service levels, successes and failures. These meetings were established by Olympus soon after they assumed responsibility for the entire Tempe campus. Feedback from the liaison group has consistently improved over time.
- Monthly Meetings and Quarterly Review – The entire Olympus senior management team as well as their operational managers/supervisors meet monthly with FDM staff and on a quarterly schedule provide a comprehensive review of contract activities for the previous quarter. A formal report is providing showing performance metrics for all properties under contract. Discussions within these meetings ensue relative to areas needing improvement, service successes and new initiatives being considered.
- ASU Contract Administrator – The ASU contract administrator frequently conducts random inspections to observe conditions within the buildings and to investigate reported service deficiencies. All service requests and trouble calls concerning custodial services are reviewed, monitored, and finalized by the contract administrator.

** The custodial services contract is essentially a performance contract which states in clear terms the areas to be cleaned and the frequencies. It does not require any predetermined staffing levels nor does it explicitly state cleaning methods to be employed. Performance levels are evaluated through quality assurance methods describe above as well as reports received from FDM customers.

Thanks, Bruce

Bruce Nevel
Associate Vice President
Facilities Development and Management
Arizona State University
(480) 727-5838

Second e-mail regarding building liaison program and further meetings with the committee.

John,

Thanks for your note, apologize delay responding, I was out of the office earlier this week. The Building Liaison kickoff was held on March 28th for the Tempe Campus. There was light interest/attendance with a small crowd initially attending (the flyer was not forwarded inadvertently by the Provost's Office). The pace is starting to pick up with 36 people signed up and we have commitments from Engineering and the Herberger Institute providing unique individuals for each of their buildings. We are also kicking off the other Campus Programs in May/June. The first training for the Liaisons will be in July and will cover the Work Control System and Trouble Tickets.

As far as janitorial concerns, I have attached a synopsis of the responsibilities of the janitorial Contractor (Olympus) per your request. I would like to sit down with folks from the committee (or others) who have concerns or issues with the levels of janitorial service as well as reps from my team and Olympus to properly address any issues. I am available at your convenience, please let me know if this is something you are interested in and I will coordinate the details – thanks, Bruce

Bruce Nevel
Associate Vice President
Facilities Development and Management
Arizona State University
(480) 727-5838

Dear Morgan Olsen,

On behalf of the University Services and Facilities Committee, we appreciate ASU's commitment to supporting the well-being of the campus community. Designated as a [Healthy Campus](#) by the Partnership for a Healthier America Healthier Campus Initiative, ASU leads in providing healthy and productive campus environments. To continue to recruit and retain high quality faculty, academic professionals, staff, and to promote the recruitment and retention of student-parents, we encourage the university to invest in increasing awareness and availability of designated lactation rooms across all campuses.

Purpose of lactation rooms. Mothers may use lactation rooms to nurse their baby, however most use the rooms for pumping. For a nursing mother to maintain milk production and avoid painful engorgement when away from her baby for an extended period of time, pumping every few hours a day is required. Lactation rooms are an innovative solution to one of the challenges of being a working mother or a student parent.

Indeed, research shows that supporting breastfeeding mothers in the workplace holds many benefits for employers, including: reductions in medical costs for mother and child, fewer absences to care for a sick child, and retention rate improvement.

Current policy. Units across the university provide informal spaces and supports to mothers in need of lactation space in accordance with [SPP 306: Work Schedules](#). However, it remains unclear how this policy is being executed, particularly among employees and students whose work spaces lack privacy (i.e., private office). Currently ASU has six designated [lactation rooms](#) across all campuses: Tempe (2), Downtown (3), and West (1) (None on the Polytechnic campus).

Provide a competitive edge compared to peer institutions. In striving to continue to recruit and retain high-quality employees and students, expanding breastfeeding supports on campus sends a strong message of being family-friendly to the ASU community. Currently, ASU has six officially designated lactation rooms across three campuses; This is less than half of what University of Arizona has on its main campus alone (18 total). The table below illustrates how many ABOR peer institutions are also outpacing ASU in their support of a healthy campus environment for working mothers.

Thus, we have two recommendations: 1) **increase awareness** of existing lactation rooms, and 2) **increase availability** of designated lactation rooms across all ASU campuses. First, we suggest the university set a goal of having all designated lactation rooms listed on building maps and the online interactive map. Second, the University should designate more permanent lactation rooms in current buildings, and include lactation rooms in design plans for all new construction. We suggest the university set a goal of one lactation room per 100 female faculty members in geographically-convenient locations across all ASU. See an example of how one university is [establishing new lactation spaces](#) and recommendations for [best practices in design](#). Supporting breastfeeding mothers contributes to the productivity and health of the entire ASU community.

Respectfully Submitted,
University Services and Facilities Committee

Lactation Rooms

The chart below ranks ASU and ABOR peer universities by the number of lactation rooms

Name of school	Number of faculty	Number of lactation rooms	Number of female faculty per single lactation room
Michigan State University	2,946 (1,271 Female)	63	20
University of Iowa	1,516 (499 Female)	48	10
The Ohio State University	5,589 (2,488 Female)	55	45
University of Wisconsin- Madison	2,858 (1,198 Female)	44	27
University of Minnesota -Twin Cities	3,911 (1,522 Female)	34	45
Pennsylvania State University	3,066 (1,266 Female)	22	58
University of Arizona	3,070 (1,328 Female)	18 - Tucson, 2 - Phoenix	66
The University of Texas at Austin	3,133 (1,290 Female)	19	68
University of Washington-Seattle	2,636 (1,209 Female)	18	67
University of Illinois at Urbana-Champaign	2,663 (1,008 Female)	17	59
Indiana University- Bloomington	2,144 (848 Female)	14	61
University of Connecticut- Storrs	1,326 (538 Female)	12	45
University of California- Los Angeles	2,657 (1,062 Female)	12	89
University of Maryland -College Park	4,646 (1,922 Female)	7	275
Arizona State University	3,563 (1,616 Female)	2 - Tempe, 3 - Downtown, 1 - West	269
Rutgers University-New Brunswick	4,247 (2,209 Female)	3	736