



UNIVERSITY OF MARYLAND

FACILITIES MANAGEMENT

Department of Building & Landscape Services

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September 13, 2012

MEMORANDUM

TO: Mr. Carlo Colella
Associate Vice President, Facilities Management

FROM: Harry A. Teabout, III *Harry*
Director, Building and Landscape Services

SUBJECT: Housekeeper Clock-in Locations/Parking Assignments

As part of an ongoing effort to improve safety and security for our Housekeeping Staff employees, we spoke to nearly all 189 Housekeeping employees in all 11 zones that service nearly 100 administrative and academic buildings. We reviewed the practices of each zone relating to how employees punched in at the start of their shift, and how each employee proceeded to their respective building assignment.

Employees currently clock in at six locations. Discussions with employees have resulted in a plan to add eight more time clock locations. Proposed changes to assigned parking areas and time clock locations were discussed with representatives from the Department of Public Safety (DPS) and the Department of Transportation Services (DOTS). DPS will provide increased routine patrolling of parking areas before 4:00 a.m. daily; DOTS will provide new parking assignments in most areas requested, as noted in each zone.

We also reviewed FM's time clock/clock-in policy, which states that once an employee clocks-in, he or she should be ready to work. Employees should not clock-in first, then park their vehicle, in order to avoid being late. Everyone will be held to this standard. We are adding new time clocks to address safety concerns. The following are final recommendations based on our employee meetings; a summary of changes per zone can be found on Attachment A.

Zone 1

- Employees currently clock in at SCUB 4. In order to reduce walking distances, we will establish **Kim Engineering** as the new zone office and time clock area, which is closer to the majority of buildings within this zone's responsibility.
- With the exception of those working in the School of Public Health (SPH), all zone employees will have parking assignments in the Visitor's Parking lot adjacent to Kim Engineering.



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- Seven Housekeeping employees work at SPH, which is a considerable distance from their zone clock area (SCUB 4/future Kim Engineering). In order to reduce travel time and provide safe parking, we will install a second zone time clock at SPH. SPH employees will park in a newly established employee parking area within lot 2f, directly adjacent to SPH.

Zone 2

- Employees clock in at Nyumburu. All Zone employees are assigned to park in Regents Drive Garage (RDG). For the safety of the eight employees working in Plant Sciences, Hornbake and Geology, a time clock area will be established in Plant Sciences or Hornbake. DPS will provide routine patrolling of RDG daily, at least 30 minutes prior to the start of the 4:00 a.m. shift.
- Five employees work in HJ Patterson and Jimenez Halls; some employees have expressed concern for their safety when walking to these buildings from Nyumburu. We recommend that these employees always walk together to insure one another's safety. In times of absenteeism, a Team Leader or Zone Supervisor must walk with employees to insure they safely arrive at their assigned building.

Zone 3

- Employees currently clock in at SCUB 2. In order to reduce walking distance and provide close parking, we will establish **Cole Field House** as a new time clock area. This building is closer to the majority of buildings within this zone's responsibility. Employees can park directly adjacent to Cole in Z lot, then walk safely as a group or in pairs as needed to their assignments in Knight, Benjamin, Tawes, Art/Sociology and McKeldin. SCUB 2 will remain a clock-in area for employees working in Chincoteague, Preinkert, Worcester and SCUB 2.
- The two employees assigned to Architecture should be reassigned to Zone 7, which is geographically closer. Zone 7 will have a second zone time clock installed in Van Munching Hall (VMH), which will be the new clock area for employees working in VMH and Architecture. Employees working in these buildings should have parking assignments in Mowatt Lane Garage. As with Regents Drive Garage, DPS will perform routine patrolling of Mowatt Lane Garage daily, at least 30 minutes prior to the start of the 4:00 a.m. shift.

Zone 4

- Employees currently clock in at Building 215 (Housekeeping Services Building). The Armory will be established as the new zone office and time clock location. Employees working in the Armory, Turner, Rossborough, Symons, Main Administration, Mitchell, Lee, Chapel, and Marie Mount will walk to their assignments after clocking in. Employees assigned to outlying buildings (Shuttle facility, Chesapeake, Gudelsky, Elkins) will be transported via State vehicle.
- For efficiency purposes, the following buildings will be transferred from this zone to Zone 1: Potomac, Wind Tunnel, Chemical/Nuclear Engineering, CARF, Energy Research, Biomolecular Sciences.

Zone 5

- Employees currently clock in at Building 215. No change.

Zone 6

- Employees currently clock in at SCUB 4. Assigned parking for most employees is Regents Drive garage. All employees reported feeling safe walking from RDG to SCUB 4 to clock in. Buildings within this zone are very close walking distance, so there are no changes to recommend, with exceptions noted below.
- Employees working in Elkins, Gudelsky and Chesapeake will be reassigned to Zone 4, which has a number of buildings in outlying areas, and the vehicles to transport employees.

Zone 7

- Employees currently clock in at SCUB 2. All employees are assigned to park at Mowatt Lane Garage. DOTS will attempt to provide some additional parking in front of SCUB 2 for those working in LeFrak, Tydings, Taliaferro, FSK, Skinner and Shoemaker. If not, the default parking will be Mowatt Lane Garage.
- We will install a second zone time clock in Van Munching Hall to accommodate the 7 employees working there, as well as the 2 employees working in Architecture (reassigned from Zone 3). Parking at Mowatt Lane garage, and walking to VMH is a short distance. DPS will perform routine patrolling of Mowatt Lane Garage daily, at least 30 minutes prior to the start of the 4:00 a.m. shift.

Zone 8:

- There is only one employee in this zone, working a different shift. This employee clocks in at Building 215 and has a state vehicle assigned to him to complete his responsibilities.

Zone 9

- Employees currently clock in at Comcast. A time clock will be added at Gossett Team house to accommodate the five employees who work there and in the Varsity Team House.

Zone 10:

- This zone is currently CSPAC only. We will transfer the Center for Young Children to this zone. All employees have adjacent parking in Stadium Drive Garage, therefore no changes to recommend. The employee working in CYC will be transported to her assignment via State vehicle. As with RDG and Mowatt Lane Garage, DPS will perform routine patrolling of Stadium Drive Garage daily, at least 30 minutes prior to the start of the 4:00 a.m. shift.

Zone 11

- Employees currently clock in at Nyumburu. All employees are assigned to park at Regents Drive garage. Employees (with exceptions below) should be required to park their cars and then walk to Nyumburu to clock in before proceeding to their assigned building. DPS will perform routine patrolling of RDG daily, at least 30 minutes prior to the start of the 4:00 a.m. shift.
- This zone's cleaning responsibilities include Computer and Space Sciences, IPST and Regents Drive garage offices. Employees working in these buildings park in RDG, which is close proximity to these buildings. In order to reduce walking distances from the zone clock area, we will install a second zone time clock in CSS to accommodate these employees.

General notes:

- a. Personal Security Alarms have been made available to all employees. If lost, they may be replaced once without disciplinary action. We need to do a better job explaining the intended use of these alarms to our staff: they are meant to be a deterrent, not to call for help.
- b. Employees have identified areas where exterior lights don't work, or are needed. We are working with FM shops to correct deficiencies and add exterior lights.
- c. We are assessing Housekeeping Services vehicle needs with regard to transfer between zones or requesting additional.
- d. For other steps taken to address supervisory and employee training, employee safety and general concerns, see Attachment B.

cc: Mr. J. David Allen
Mr. Jack T. Baker
Ms. Sandra B. Dykes
Chief David Mitchell
Mr. Anthony Stewart
Ms. Nancy Yeroshefsky

Proposed Housekeeping Zone Punch In/Parking Adjustments

Current				Proposed				Notes		
Zone	# Employees / Positions	Parking Assignment	Punch In Location	# Buildings	Zone	# Employees / Positions	Parking Assignment		Punch In Location	# Buildings
1	26	B, XX, XX1, XX2, 2F	SCUB 4	8	1A	23	Visitors Lot	KIM	13	New clock-in location closer to buildings; 4 employees and 7 buildings added from Zone 4; 15 employees drive
2	18	B	NYUMBURU	10	1B	7	2F	SPH	1	New clock location, closer parking; 7 employees drive
3	26	B, U, Z, O	SCUB 2	11	2A	10	B	NYUMBURU	7	No change with exception for one employee who has a special permit and parks at Nyumburu. 11 employees drive
4	27	B, U, Z, O	SCUB 2	11	2B	8	B	P. Science/HB	3	Attachment A. New clock in location(TBD). 6 employees drive
5	9	K	BLDG 215	Campus-wide	3A	8	MOWATT	SCUB 2	4	One employee and one building moved to Zone 7; Two employees work the evening and weekend shifts; others at Z; 5 employees drive
6	18	B, XX1	SCUB 4	13	3B	17	Z	COLE	6	New clock-in location closer to buildings, closer parking; 12 employees drive
7	21	U2	SCUB 2	10	4	20	C1, C2	R. Armory	25	New Punch-in location at Reckord Armory, closer to buildings; 5 employee and 8 buildings from Zone 6; 13 employees drive
8	1	K	BLDG 215	Campus-wide	LPS	2	LPS	LPS	1	This secured facility should be separated from Zone 4 and placed under the direct supervision of a manager. There is no clock at this location; 2 employees drive
9	14	4B	COMCAST	3	5	9	K	BLDG 215	Campus-wide	No change until Bldg 215 move-out
10	9	SDG	CSPAC	1	6	14	B, XX1	SCUB 4	7	4 employees and 6 buildings move to zone 4, leaving 12 employees that drive.
11	20	B	NYUMBURU	7	7A	18	MOWATT	SCUB 2	17	9 employees drive
					7B	9	MOWATT	VMH	2	New clock-in location; 1 building and 1 employee added from Zone 3; plus 5 employees and 8 buildings added from zone 4. 7 employees drive
					8	1	K	BLDG 215	Campus-wide	No change; 1 employee drives.
					9A	9	4B	COMCAST	1	No change; 7 employees drive
					9B	5	1B	GOSSETT	2	New Clock-in location closer to buildings; 3 employees drive
					10	10	SDG	CSPAC	2	1 employee and 1 building added from Zone 11; 6 employees drive
					11A	12	B	NYUMBURU	2	1 employee and 1 building given to Zone 10; 7 employees drive
					11B	7	B	CSS	4	New clock location; 5 employees drive
	189			97		189			14	Totals

July 18, 2012

MEMORANDUM

TO: Harry A. Teabout, III
Director of Building and Landscape Services

FROM: Anthony R.L. Stewart
Coordinator, Housekeeping Services

SUBJECT: Significant Happenings in Housekeeping Services since July of 2011


The following is a brief synopsis of significant happenings we in Housekeeping Services embraced over the past year, with the intent of enhancing the professionalism of our leadership team and also to make working conditions safer, more respectful and valued for our employees:

• 7 Habits of Highly Effective People Trg. For all TLs and Up	7/1 – 8/19/11
• Director's Zone Tours	7/18 – 22/11
• Vice Pres. Specter's Shadowing at Knight Hall	11/22/11
• Vice Pres. Specter Attended Supervisors Meeting	11/30/11
• Vice President's All HK Employee Meeting	12/14/11
• Director and Police Department Zone Tours	1/9 – 13/12
• Director's Safety Walks	2/13 – 20/12
• Employees signed up their phones to receive Campus Alerts	
• Employees Issued Personal Safety Devices Daily	
• Open Dialogue: Principles of Ethical and Responsible Conduct (many employees attended this event at Nyumburu)	2/16/12
• VP Rob Specter's Information Session with FM (all of our employees attended this session at Ritchie Coliseum)	2/28/12
• As Simple as Respect Training for English Speaking Empls.	Completed 4/26/12
• As Simple as Respect Training for Spanish Speaking Empls.	Started 7/10/12
• 7 Habits of Highly Effective People Trg. For all TLs and Up	7/1 – 8/19/12
• ESOL Classes	
• CLOC Support	
(a) Initial meeting with zone supervisors	7/2012
(b) Mini-Interviews with zone supervisors	April/May, 2012
(c) Full Interviews with Mgt. Team	April/May, 2012
(d) Strengths Finder Training (upcoming next month)	Aug., 2012 (upcoming)



Memorandum

To: Robert Specter, Vice President for Administrative Affairs

From: Eric Kasischke, Chair of the University Senate 

Cc: Michele Eastman, Steven Petkas, Marcia Marinelli

Date: April 23, 2012

Re: Proposal to Reintroduce Early Morning Shuttle Service for Facility and Residential Management Workers (Senate Doc. No. 11-12-40)

The Senate Executive Committee (SEC) requests that you consider the points raised and recommendations put forth in the attached "*Proposal to Reintroduce Early Morning Shuttle Service for Facility and Residential Management Workers.*"

The Senate's Campus Affairs Committee holds an annual safety forum to discuss campus-wide issues. The theme for this year's forum was sexual harassment and sexual assault. A speaker at the forum expressed concern for the safety of campus staff who work on campus early in the morning and must walk to buildings in the dark. Those concerns prompted the attached proposal.

The SEC reviewed the proposal at its meeting on April 17, 2012 meeting. Members of the committee noted that the issues raised are not policy related. There were also concerns about abiding by the University's collective bargaining agreements with the Unions. Therefore, the SEC agreed that the issue is best reviewed through the appropriate channels in the administration.

The SEC agrees that the safety of our campus constituents should be a priority. Therefore, we ask that you consider the concerns raised in the proposal and recommend whether administrative action is appropriate. Members of the Senate's Staff Affairs and Campus Affairs Committees would be willing to discuss possible solutions with you.

If possible, we request that you report on any actions related to this request to the Senate Office by the end of the review process. If you have any questions regarding this request, please contact Ms. Reka Montfort at x55804 or reka@umd.edu.

Attachment

EK/rm



**University Senate
PROPOSAL FORM**

Name:	Solomon Comissiong
Date:	April 4, 2012
Title of Proposal:	Proposal to Reintroduce Early Morning Shuttle Service for Facility and Residential Management Workers
Phone Number:	301-314-8439
Email Address:	Solomon@umd.edu
Campus Address:	1120 Nyumburu
Unit/Department/College:	Nyumburu Cultural Center
Constituency (faculty, staff, undergraduate, graduate):	Faculty/Staff and President of the Black Faculty & Staff Association
Description of issue/concern/policy in question:	<p>Scores of university women workers (mostly housekeeping and custodial staff) have come forward with horrifying allegations of workplace sexual assault and abuse. These allegations are detailed throughout the BFSAs 56-page worker abuse report (http://bfsaumd.wordpress.com/workers-rights-report/). Countless women workers have also aired their sexual abuse allegations at seven forums that were hosted by BFSAs, in conjunction with other organizations. Many of these allegations were said to have happened at the early morning hours when many workers check in at 4:00 AM. These women have categorically stated how fearful they are when they walk in the darkness from one work zone to another. They desperately would like a restoration of the shuttle service that used to be provided to workers as recently in the 1990s, when it brought them from wherever they punched in to the various work zones.</p>
Description of action/changes you would like to see implemented and why:	<p>This kind of shuttle service would help provide added safety to our valued workers and show that we (as a community) are committed to this human rights issue (sexual abuse). Restoring this much needed shuttle service should not be a huge undertaking when it comes to re-implementing. If we value our workers like we do our reputation, we should move forward with this shuttle service as soon as possible. This AM shuttle service would not be a huge financial undertaking,</p>

	<p>however regardless of the costs---it is something that should not be impeded because of cost. If we can build infrastructure around campus at the "drop of a hat" we should be able to provide shuttle service to ensure the overall protection of women workers who are petrified over being physically abused. I am asking the senate to help bring about this workplace policy change by way of a bill that would re-establish an AM shuttle service for campus workers. Their protection is a human right. We have met with university law enforcement officials (including Chief David Mitchell) who concur that this is a service whose need is of the essence. As it stands right now UMD students are waking up at 3 AM to come to campus to provide foot escort service to these workers, from zone to zone. These students are doing an incredibly altruistic service, however this is something the university, itself, should be providing for workers. Please visit: www.justiceatmaryland.com for details of what these students have been doing to help campus workers.</p>
Suggestions for how your proposal could be put into practice:	<p>Coordination between the President's administration, Facilities Management and the Department of Transportation is essential to reintroduce the AM shuttle service for workers. This could be accomplished with a small-designated fleet of minivans simply picking up workers and dropping them off at their various work zones during the AM hours. This invaluable service would need funding, which I hope that the University Senate will also push for. The costs should be relatively low, however with an issue like this---cost should not prevent the restoration of this service.</p>
Additional Information:	<p>Please refer to the BFSa 56-page report for further justification for this prospective bill/policy initiative by visiting: http://bfsaumd.wordpress.com/workers-rights-report/.</p>