Mission/Vision and Communication Plan Primary Goals

Plan Goals/Mission: To establish multiple means of communication and whenever possible preplan and proactively communicate items related to the facilities management program and university services to all stakeholders, as well as provide a two-way communication plan for services needed and rendered.

Continuously communicate department’s mission and core values to staff, faculty and students:

Our Mission
Provide responsible and quality stewardship for the long term preservation and growth of the university’s physical assets through the unified delivery of planned work, while remaining cost effective and competitive.

Our Vision
Ensure a quality environment for students, faculty, staff and visitors in support of the University’s mission of teaching, research and community service.

Our Core Values – PRITAS, Embrace and Live Our Core Values: Professionalism, Respect, Integrity, Teaming, Accountability and Service

Embrace our values and live our principals http://www.uh.edu/plantops/resources/policies-procedures-docs/PlantOps-Principles-and-Practices.pdf
1. Facilities Management Communication Planning Team

   a. Direction & Leadership: Melissa Rockwell-Hopkins, Executive Director

      i. Sameer Kapileshwari, Director Facilities Operations & Maintenance
      ii. James Norcom, Director Minor and Planned Projects
      iii. Ted Hair, Director of Business Services
      iv. Extended FM Leadership Team Members

   b. Communication Plan Manager – Web & All Planned Communications: Jacquie Vargas
   c. Emergency Communications – Facilities Service Center, Daniel Cleaves
   d. Secondary Support – Cynthia Ramos
   e. Communication Plan Updates: Will be reviewed and Updated Quarterly
   f. Project Plans: Will supplement core plan to prioritize and report on key project milestones and will be considered a supplement to this plan by project. The plan development will be the responsibility of the assigned project manager.

1. Categories of Communication:
   a. Emergency – (imminent or happening now – usually event driven alerts)
   b. Short term (sidewalk closure, etc.)
   c. Mid-term – (Projects or routine reports)
   d. Long term & strategic (Capital, FCA, Infrastructure)
   e. Cultural and Tier One (Changes to the core of the organization, support of research, etc.)

2. Key Stakeholders (regular communications)
   a. Building Coordinators
   b. Deans, Assistant Deans, Academic List serve, includes College Division Administrators
   c. Students, staff and faculty
   d. Auxiliary & SLA Partners
   e. A&F Directors, Staff and Key Contacts (includes Public Safety, ITAC, Fire Marshall, UH Emergency Mgmt. & EHS and Parking/Transportation)
   f. Community Partners (City, Metro, others ad hoc)
   g. Executive Leadership & Administration
   h. Plant Operations Staff
   i. Facilities Service Center
   j. Human Resources Staff and incoming orientation (in planning)
3. **Routine Communications sent through Listserv distributions related to:**
   a. Project and Facility impacts
   b. Outages & Service Interruptions (planned and unplanned)
   c. Press Releases
   d. Key policy information
   e. Service Items/Issues
   f. Holiday Breaks Projects List
   g. Key Projects and related milestones (Planned)
      i. Organizational Updates
      ii. Centralization
      iii. FAMIS (bi-weekly to begin 3/26)
      iv. Facilities Condition Assessment and Infrastructure Projects
      v. Projects (ongoing & seasonal)
      vi. Operational planning relating to emergency preplanning and emergency recovery (physical only)
      vii. Sustainability Program and Initiatives (FM)
      viii. Staff Advisory and Recognition Program (Internal only)
      ix. Policies & Procedures roll out (internal only)
   h. Ad hoc communications related to projects, services or facility impacts
   i. Quarterly Plant Operations Newsletter
   j. Marketing and special projects (BC, FSC, key fobs, postcards, programs)

**Communication Means & Methods – Current & Ongoing**

1. Website and Key Information:
   a. See below some key web Links (sample only) Communicated in Stakeholder Meetings with Building Coordinators, College Division Administrators, Deans and Staff/Faculty Senate over the last 12 months

   http://www.uh.edu/plantops/about-us/index.php

   http://www.uh.edu/plantops/services/index.php


   http://www.uh.edu/plantops/projdel/index.php

http://www.uh.edu/plantops/about-us/committees/building-coordinator-program/index.php

http://www.uh.edu/plantops/about-us/committees/crdm/index.php

http://www.uh.edu/plantops/resources/index.php

2. Press Releases (Operational and Project)
3. Annually updated service guides (project delivery and general services)
4. Deans, Staff, Faculty and Other Meeting Presentations (minimum of 1x per year per group)
5. Quarterly Plant Operations Newsletters
6. Outage Communications
7. Building Coordinator Quarterly Meetings
8. Staff Meetings (Monthly and Quarterly)
9. Town Hall Meetings – key initiatives for Plant Operations Staff
10. Training Sessions, EHS, HR, etc. (Internal)
12. Auxiliary Partner Meetings (Operations planning) – occur weekly by service area for centralized services
   a. CRWC
   b. UC
   c. RLH
13. Quarterly Partnership Meeting – SLA
   a. Dining
   b. Athletics
   c. Hilton (as needed)
14. Pre-Hurricane Operations Planning Meeting
   a. Emergency Response Binder and resource planning updates (all key stakeholders A&F)
15. Biweekly Metro Meetings
16. Ad Hoc City Meetings and Communications
17. One/One meetings with staff and direct reports by area of service
18. Staff Advisory Committee Development (FM)
19. Service Logs submitted to key customers by the 15th of each month
20. Facility Service Center Extended Staff and Extended Hours
21. Internal project and committee meetings and meeting minutes
22. Marketing efforts (BC, FSC, key fobs, postcards, leave behind notices)