Facilities Management, Planning, Design, and Real Estate
Activity Area Plan

I. Overview

1. Activity Area: Facilities Management (FM)
2. Lead: Scott Bernotas, Associate Vice Chancellor for Facilities Management
3. Submitter of Area Activity Plan: Scott Bernotas
4. Date of submission: July 6, 2020
5. Revision of a previously approved Activity Area Plan? No
6. Summary of plan:
   a. Facilities Management (FM). Generally, the Operations and Maintenance staff will continue to work on campus with the amount of their presence dictated by the University’s Operational Posture. The Project Management staff will generally work remotely, their only time on campus would be dictated by their need to visit a job site or pick-up files from the office. With limited exceptions highlighted below, the Administrative staff will work from home, regardless of the University’s operating posture.
   b. Planning, Design, and Real Estate (PDRE). The Planning staff will largely work from home except as needed for facilitation of re-entry and review of space layouts in different buildings. The Real Estate staff, will come in from time to time to review areas of concern when Pitt is the lessee or the lessor. Administrative staff in PDRE will work from home.
7. As the lead of this activity area, I hereby confirm that FM and PDRE will commit to following the University’s Healthcare Standards and Guidelines and Personnel Standards and Guidelines. In particular, while on campus, FM and PDRE employees will:
   a. Wear face coverings in the presence of any other individual, and in full accordance with the University’s Standards and Guidance on PPE, Face Coverings and Hygiene
   b. Adhere to all physical distancing, safety, and hygiene signage
   c. Use physical barriers or maintain six feet of physical distance while engaging with others
   d. Clean their personal and office spaces at the beginning of work period

II. Functions in Each Operational Posture

1. High Risk Posture
   a. Function 1
      i. What: Ad hoc access to building to obtain supplies, collect/sort mail and invoices, obtain payroll information, maintain computer equipment, and address other needs that may arise
      ii. How: On-site, physical handling of documents, supplies and equipment
iii. Number of people/positions required on campus: 2 – 5 people per instance of need; physical presence required only infrequently and, in most cases, no more than 15 minutes; permission for access must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk.

iv. Building: Eureka (various locations within) and also the Real Estate Office for documents and keys.

b. Function 2

i. What: Project Planning and Management – Individual Project Managers will have a need to visit construction job sites (if any) that remain active, meet in a small group (less than 10 people) on the job site (physically distanced in accordance with the University’s Shared Spaces Standards and Guidelines), and on occasion access the Eureka Building to collect materials for their work all on a limited basis.

ii. How: Individual project managers will need to make 2 – 3 visits a week, with one of those visits being scheduled, to construction job sites and will be limited to one visit a week to Eureka Building (on an ad hoc basis) to collect pay applications and similar paperwork. Any visits to the Eureka building will require permission for access and must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk. Remaining staff will work in remote posture.

iii. Number of people/positions required on campus: May vary from 3 to a maximum of 5 at any one time.


c. Function 3

i. What: Operations and Maintenance Personnel – 24/7/365 Provision of services necessary to ensure buildings (those that remain open, and where needed those that are closed) are maintained and continue to operate safely and in accordance with the University’s Health and Facilities Standards and Guidelines. Those buildings that are open will require full services. Buildings that are closed will still require routine checks and their mechanical systems will continue to require routine maintenance and occasional repair.

ii. How: Half of the Trades, Custodial, and Grounds Crews will report for duty on campus and alternate weekly with the other half of the crews. Due to limited numbers, all of the Operating Engineers will report for duty every day. All Custodial Supervisors and Operations and Maintenance Senior Managers will continue to report every day to provide oversight and direction to crews. All crews will report to their job assignment and not a central check-in/out location. Tools and equipment will be delivered to the employee on the job site.

iii. Number of people/positions required on campus: 241 (2/3 being present during the workday and 1/3 on campus overnight)

iv. Building: All buildings across campus
d. Function 4
   i. What: Building Management – Facilities Managers, Energy Operations Center, and Service Desk processing the continued service requests, 24/7/365 on-site building equipment monitoring/repairs, and assigning work to the Operations and Maintenance personnel.
   ii. How: On-campus presence required for 1 service desk representative, 11 Energy Operations Center representatives, 2 – 3 Facilities Managers, and 2 supervisors will be needed on site to continue processing, assigning and overseeing work for those facilities that remain open. Their presence on campus will be scheduled several days in advance. All other staff will continue working remotely.
   iii. Number of people/positions required on campus: 17
   iv. Building: Eureka Building

e. Function 5
   i. What: Business Administration – Payroll, Accounting, Contract Administration, and Administrative Support
   ii. How: Remote work posture, except for 2 personnel for Invoice Processing and Accounting.
   iii. Number of people/positions required on campus: 2
   iv. Building: Eureka Building

f. Function 6
   i. What: Facilities Management Senior Leadership On-Site Presence
   ii. How: Assistant Vice Chancellor for Operations and Maintenance and the Associate Vice Chancellor for Facilities Maintenance will alternate on-site presence for support to front-line staff. Director of Facilities Services will report daily and have operational direction of the Operations and Maintenance personnel.
   iii. Number of people/positions required on campus: 2 at any one time
   iv. Building: Eureka Building

g. Function 7
   i. What: Planning, Design, and Real Estate
   ii. How: Staff will work remotely once all COVID occupancy planning is complete. During COVID occupancy planning 8 – 10 personnel are expected to be on-site walking buildings to determine capacity for occupancy. Any ad-hoc visits to the Eureka building will require permission for access and must be granted by an Associate Vice Chancellor for Planning, Design and Real Estate. This access at the building must be facilitated and documented, by the Facilities Service Desk. Access to all other buildings on campus must be documented (date and time) and made available to the Associate Vice Chancellor. In addition, Real Estate personnel may need to enter leased spaces and the Real Estate Office on an ad hoc basis to check on building issues/repairs/inspections/etc as well as to pick up documents. Visits to campus buildings (owned or leased) must be documented (date and time) and made available to the Associate Vice Chancellor.
2. Elevated Risk Posture
   a. Function 1
      i. What: Ad hoc access to building to obtain supplies, collect/sort mail, maintain computer equipment, and address other needs that may arise
      ii. How: On-site, physical handling of supplies and equipment
      iii. Number of people/positions required on campus: 2 – 5 people per instance of need; physical presence required only infrequently and, in most cases, no more than 15 minutes; permission for access must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk.
      iv. Building: Eureka (various locations within) and also the Real Estate Office for documents and keys.

   b. Function 2
      i. What: Project Planning and Management – Individual Project Managers will have a need to visit construction job sites that remain active, meet in a small group (less than 10 people) on the job site (physically distanced in accordance with the University’s Shared Spaces Standards and Guidelines), and on occasion access the Eureka Building to collect materials for their work all on a limited basis.
      ii. How: Individual project managers will need to make 2 – 3 visits a week, with one of those visits being scheduled, to construction job sites and will be limited to one visit a week to Eureka Building (on an ad hoc basis) to collect pay applications and similar paperwork. Any visits to the Eureka building will require permission for access and must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk. Remaining staff will work in remote posture.
      iii. Number of people/positions required on campus: May vary from 3 to a maximum of 14 at any one time.

   c. Function 3
      i. What: Operations and Maintenance Personnel – Provision of services necessary to ensure buildings (those that remain open, and where needed those that are closed) are maintained and continue to operate safely and in accordance with the University’s Health and Facilities Standards and Guidelines. Those buildings that are open will require full services. Buildings that are closed will still require routine checks and their mechanical systems will continue to require routine maintenance and occasional repair.
      ii. How: All Trades, Custodial, Operating Engineers and Grounds Crews will report for duty on campus every day. All Custodial Supervisors and Operations and Maintenance Senior Managers will continue to
report every day to provide oversight and direction to crews. All crews will report to their job assignment and not a central check-in/out location. Tools and equipment will be delivered to the employee on the job site.

iii. Number of people/positions required on campus: 426 (2/3 being present during the workday and 1/3 on campus overnight)

iv. Building: All buildings across campus
d. Function 4
i. What: Building Management – Facilities Managers, Energy Operations Center, and Service Desk processing the continued service requests, 24/7/365 on-site building equipment monitoring/repairs, and assigning work to the Operations and Maintenance personnel.

ii. How: On-campus presence required for 1 service desk representative, 11 Energy Operations Center representatives, 8 Facilities Managers, and 2 supervisors will be needed on site to continue processing, assigning and overseeing work for those facilities that remain open. Their presence on campus will be scheduled several days in advance. All other staff will continue working remotely.

iii. Number of people/positions required on campus: 22

iv. Building: Eureka Building
e. Function 5
i. What: Business Administration – Payroll, Accounting, Contract Administration, and Administrative Support

ii. How: Remote work posture, except for 2 personnel for Invoice Processing and Accounting.

iii. Number of people/positions required on campus: 2

iv. Building: Eureka Building
f. Function 6
i. What: Facilities Management Senior Leadership On-Site Presence

ii. How: Assistant Vice Chancellor for Operations and Maintenance, and the Associate Vice Chancellor for Facilities Maintenance will alternate on-site presence for support to front-line staff. Director of Facilities Services will report daily and have operational direction of the Operations and Maintenance personnel.

iii. Number of people/positions required on campus: 2 at any one time

iv. Building: Eureka Building
g. Function 7
i. What: Planning, Design, and Real Estate

ii. How: Staff will work remotely once all COVID occupancy planning is complete. During COVID occupancy planning 8 – 10 personnel are expected to be on-site walking buildings to determine capacity for occupancy. Any ad-hoc visits to the Eureka building will require permission for access and must be granted by an Associate Vice Chancellor for Planning, Design and Real Estate. This access at the building must be facilitated and documented, by the Facilities Service Desk. Access to all other buildings on campus must be documented (date and time) and made available to the Associate Vice
Chancellor. In addition, Real Estate personnel may need to enter leased spaces and the Real Estate Office on an ad hoc basis to check on building issues/repairs/inspections/etc as well as to pick up documents. Visits to campus buildings (owned or leased) must be documented (date and time) and made available to the Associate Vice Chancellor.

iii. Number of people/positions required on campus: 8 – 10 at any one time.

iv. Building: All Pitt-Owned and Leased buildings

3. Guarded Risk Posture

a. Function 1

i. What: Ad hoc access to building to obtain supplies, collect/sort mail, maintain computer equipment, and address other needs that may arise

ii. How: On-site, physical handling of supplies and equipment

iii. Number of people/positions required on campus: 2-5 people per instance of need; physical presence required only infrequently and, in most cases, no more than 15 minutes; permission for access must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk.

iv. Building: Eureka (various locations within)

b. Function 2

i. What: Project Planning and Management – Individual Project Managers will have a need to visit construction job sites (if any) that remain active, meet in a small group (less than 10 people) on the job site (physically distanced in accordance with the University’s Shared Spaces Standards and Guidelines), and on occasion access the Eureka Building to collect materials for their work all on a limited basis.

ii. How: Individual project managers will need to make 2 – 3 visits a week, with one of those visits being scheduled, to construction job sites and will be limited to one visit a week to Eureka Building (on an ad hoc basis) to collect pay applications and similar paperwork. Any visits to the Eureka building will require permission for access and must be granted by an Associate or Assistant Vice Chancellor, facilitated and documented, by the Facilities Service Desk. Remaining staff will work in remote posture.

iii. Number of people/positions required on campus: May vary from 3 to a maximum of 14 at any one time.


c. Function 3

i. What: Operations and Maintenance Personnel – Provision of services necessary to ensure buildings (those that remain open, and where needed those that are closed) are maintained and continue to operate safely and in accordance with the University’s Health and Facilities Standards and Guidelines. Those buildings that are open will require full services. Buildings that are closed will still require checks and
their mechanical systems will continue to require maintenance and occasional repair.

ii. How: All Trades, Custodial, Operating Engineers and Grounds Crews will report for duty on campus every day. All Custodial Supervisors and Operations and Maintenance Senior Managers will continue to report every day to provide oversight and direction to crews. All crews will report to their job assignment and not a central check-in/out location. Tools and equipment will be delivered to the employee on the job site.

iii. Number of people/positions required on campus: 426 (2/3 being present during the workday and 1/3 on campus overnight)

iv. Building: All buildings across campus
d. Function 4
   i. What: Building Management – Facilities Managers, Energy Operations Center, and Service Desk processing the continued service requests, 24/7/365 on-site building equipment monitoring/repairs, and assigning work to the Operations and Maintenance personnel.
   ii. How: On-campus presence required for 1 service desk representative, 1 Energy Operations Center representatives, 8 Facilities Managers, and 2 supervisors will be needed on site to continue processing, assigning and overseeing work for those facilities that remain open. Their presence on campus will be scheduled several days in advance. All other staff will continue working remotely.
   iii. Number of people/positions required on campus: 22
   iv. Building: Eureka Building
e. Function 5
   i. What: Business Administration – Payroll, Accounting, Contract Administration, and Administrative Support
   ii. How: Remote work posture, except for 2 personnel for Invoice Processing and Accounting. All other personnel would only enter to retrieve a hard copy file or invoice 1 – 2 times per week.
   iii. Number of people/positions required on campus: 2
   iv. Building: Eureka Building
f. Function 6
   i. What: Facilities Management Senior Leadership On-Site Presence
   ii. How: Assistant Vice Chancellor for Operations and Maintenance, and the Associate Vice Chancellor for Facilities Maintenance will alternate on-site presence for support to front-line staff. Director of Facilities Services will report daily and have operational direction of the Operations and Maintenance personnel.
   iii. Number of people/positions required on campus: 2 at any one time
   iv. Building: Eureka Building
g. Function 7
   i. What: Planning, Design, and Real Estate
   ii. How: Staff will work remotely once all COVID occupancy planning is complete. During COVID occupancy planning 8 – 10 personnel are expected to be on-site walking buildings to determine
capacity for occupancy. Any ad-hoc visits to the Eureka building will require permission for access and must be granted by an Associate Vice Chancellor for Planning, Design and Real Estate. This access at the building must be facilitated and documented, by the Facilities Service Desk. Access to all other buildings on campus must be documented (date and time) and made available to the Associate Vice Chancellor. In addition, Real Estate personnel may need to enter leased spaces and the Real Estate Office on an ad hoc basis to check on building issues/repairs/inspections/etc as well as to pick up documents. Visits to campus buildings (owned or leased) must be documented (date and time) and made available to the Associate Vice Chancellor.

iii. Number of people/positions required on campus: 8 – 10 at any one time.

iv. Building: All Pitt-Owned and Leased buildings

III. Transitions between Operational Postures

As the environment shifts, the University’s Senior Leadership Team will make determinations about when the University’s operational posture must also shift to either more or less restricted.

As risk levels decline:
1. Shift from High Risk Posture to Elevated Risk Posture
2. Shift from Elevated Risk Posture to Guarded Risk Posture

As risk levels increase:
3. Shift from Guarded Risk Posture to Elevated Risk Posture
4. Shift from Elevated Risk Posture to High Risk Posture

The main function impacted by a shift in posture is Operations and Maintenance. A shift from the High to Elevated Risk posture will trigger an increase in on-campus staffing by 185 personnel to ensure critical maintenance and operations of the campus buildings. The other function impacted is the Building Management, where the shift from High to Elevated Risk posture will trigger additional on campus staffing of five Facilities Managers. Both these staffs are critical to maintain the additional campus activities expected in an “Elevated Risk” posture.

A shift from the Elevated to High Risk Posture will prompt the Operations and Maintenance personnel to return to split crews operating on alternate weeks with one crew on campus and one crew remote. Additionally, the Facilities Managers will reduce to having just either 2 or 3 personnel on campus to provide minimum required on-site presence for remaining open facilities.

There is no change in staffing or on-campus presence when shifting between the Elevated Risk and Guarded Risk postures.
Employees returning to campus for any of the above functions will complete training modules and comply with the University’s Health and Personnel Standards and Guidelines. They will be notified one week in advance of the prospective need to return to campus.

IV. Stakeholder Outreach

Stakeholders of FM include all University employees. Notification of FM’s partial remote-work status has been communicated broadly, is notified in all emails as an automatic reply, and is indicated prominently on the home page of our web site: https://www.fm.pitt.edu

All requests for facilities services go through our Service Desk and can be completed on-line via the FM Request a Service form: www.fm.pitt.edu. Employees requesting building access and/or other facilities support will be instructed as to the relevant protocol to follow given the University’s current risk posture.

V. Monitoring and Amendment

Any revisions to this plan must be approved by the Senior Vice Chancellor for Business and Operations.