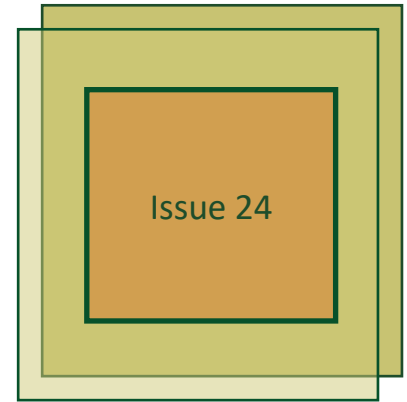


FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY

FM DAILY COMMUNICATION



Dear Facilities Management Team,

The administrative team at Parking & Transportation Services (PTS) implemented early planning in response to COVID-19. As early as the week of March 8, they began partnering with FM’s Computer Services team to quickly launch a rolling teleworking environment, supporting their team members as they put their home office spaces to the test. No sooner did they finish testing these new arrangements than Governor Polis announced a 50% reduction of non-critical, in-person workforces. On March 23, 75% of their team members moved to teleworking, and within the week that number of PTS employees working from home increased to 90%. The group has employed multiple Zoom meetings each week to stay connected. One of the meetings is focused on connectivity and wellbeing, the second is centered around current work activities and questions, while the third meeting is dedicated to the future (how to transition back to the office, what they have learned from working in a virtual environment, and identifying opportunities to take these learned experiences to improve services and processes).

They shared with me their gratitude for the fast response from Computer Services. They are also extremely proud of their team who banded together to accept this new challenge with the priority always on our customers. The team quickly adapted, jumping right in to create organized plans and communications to respond to the hundreds of incoming emails and phone calls. Recently PTS reached the 1,000 mark on individual survey responses received from our customers. They want people to know that what customers are saying matters. Check out the graph below. Thank you, PTS!

Tom Satterly, P.E.
Associate Vice President
for Facilities Management

