

## RECOMMENDATIONS FROM QUEST FOR THE BEST WORKING GROUPS - June 2020

COMMUNICATIONS	ACTION TAKEN DATE	TRAINING/ONBOARDING	ACTION TAKEN DATE	TEAM BUILDING	ACTION TAKEN DATE	PARKING/TRANSPORTATION	ACTION TAKEN DATE	CAMPUS CONNECTIONS	ACTION TAKEN DATE
<b>SHORT TERM:</b>		<b>SHORT TERM:</b>		<b>SHORT TERM:</b>		<b>SHORT TERM:</b>		<b>SHORT TERM:</b>	
Begin a 1/4 page block in newsletter, "Mike's Corner" where the AVP can speak to policy/procedure changes, parking and project updates for CPFM.	1-Jun-20	Create generic CPFM training list.		Focus on shift overlays as great opportunity for team building.		Supervisors to make staff aware of the UO Transportation Guide, providing hard copy for those interested.		Encourage Building Liaisons to get AIM training	
Create an email address <a href="mailto:questionsformike@uoregon.edu">questionsformike@uoregon.edu</a> , that the AVP can respond to directly.	1-Jun-20	Require review of professional development evaluations.		Summer "Kickball" activity: Adjust to CPFM Field Day and shift focus away from kickball. Offer more low-impact games, more comfortable seating and board games.		Provide updates in CPFM newsletter about future parking projects and include transportation information on CPFM website.		Include a work order survey, as part of the work order process.	
FASS-Cast - a monthly update in the newsletter from FASS Director, Jon Marchetta with staffing changes for CPFM.		Endorsement by Leadership of training development.		Anne could include and highlight "Team Building" activities to the Upcoming Events email (front desk could possibly help research these opportunities)		Encourage alternate modes of transportation.		Provide ETA for jobs	
"Mike Drop" - a mid-month email to CPFM employees that would provide new and relevant information.		Standardize onboarding checklists.		Form a CPFM Team Building Focus Group to plan and communicate team building opportunities. Recruit representatives from various departments (similar to our group).		Encourage use of park & ride or park & walk options.		Educate Building Liaisons how to use call log	
		Designate orientation partners.		Organize a CPFM presence at the annual Grad parade in June.					
		Create implementation plans.							
<b>MEDIUM TERM:</b>		<b>MEDIUM TERM:</b>		<b>MEDIUM TERM:</b>		<b>MEDIUM TERM:</b>		<b>MEDIUM TERM:</b>	
Ongoing shop visits from the AVP on a rotating basis.	March, 2020	Implement a 90-day check in for new hires.		Pilot an after-work hours community service event (and evaluate success/failure). Since this would be after hours, swing and graveyard shifts can be included		Ensure new hires are made aware of Trans Svcs and options during onboarding.		Participate in campus orientation tour	
		Begin position specific customization to checklists.		Plan and host some CPFM seminars and workshops (ex. Invite White Bird Clinic to teach us mental health de-escalation training) .		Engage with Trans Svcs on a regular basis to learn of new options or new information.		Update CPFM website with: personnel updates make more user friendly provide more information make more dynamic promote work control	
		Provide onboarding resources training for supervisors.		Plan a seminar for supervisors to learn about how to engage in and encourage team building activities within their units.		Include regular updates to keep CPFM informed of Trans Svcs priorities and information.			
		Establish CPFM Onboarding & Training Subcommittee.				Evaluate whether additional parking could be constructed in the back 40 for CPFM employees.			
<b>LONG TERM:</b>		<b>LONG TERM:</b>		<b>LONG TERM:</b>		<b>LONG TERM:</b>		<b>LONG TERM:</b>	
		Develop list of required training for all CPFM employees.		In 12-18 months: Re-evaluate CPFM team building activities. Send out another survey to see how folks are responding to the changes and new activities.		Support construction of another parking garage, in addition to the current project.		Consistent updates across shops	
		Identify position specific training and professional development goals.				Change 901 Franklin lot to be university managed instead of leased.		Have customers use AIM notes?	
		Supervisors audit short and medium term training goals.				Consider offering a CPFM shuttle from park & rides.		Easier cost tracking for work orders	
		Create a 0.5 FTE CPFM Training Manager or Coordinator position to help implement all recommendations.				Encourage Trans Svcs to establish more park & ride lots along EmX bus routes.		Database for campus contacts by building	
		Finalize position specific customization of checklists.						Promote & educate about work control and their front line abilities	
		Integrate results of training content development.						Table at IntroDuction	
								Participate in Career Fair	
								Greater student engagement tours: CPFM Staff and CPFM Hosted Campus Partner Hosted CPFM Ambassadors: Meet with campus partners Present at staff meetings Lunch & Learns Annual report for campus	