

Mission Hall Issues/Resolutions Log

Issue Identified	Detailed Issue with Resolution and proposed solutions	Timeline, contacts & future goals
<p>Security and Emergency Procedures/Training</p> <p>Access for visitors</p>	<p>2/11/15: Security continues to be an issue. Visitors/patients/others are wandering upper floors lost. Need to have UCPD question everyone before giving access to upper floors/or finding out who they are visiting?</p> <p>Can non-UCSF visitors have access cards that they can check out to travel to/from 2 to 6? This is a building policy issue –</p> <p>Email has been created: mhsecurity@ucsf.edu Will share broadly so occupants know to send list of visitors.</p> <p>Ongoing issue of granting visitors access to elevators. Can the Security team strategize and come up with a system? We are in a secure building, can options be explored similar to other secure buildings in San Francisco??</p> <p>Increased security patrols at Mission Bay – can more security patrols be added to Mission Bay/surface lot adjacent to Mission Hall? North side of building feels dark and isolated.</p>	<p>CONTACTS: Isaac Kantor, Eric Partika, Andrea Wright</p> <p>2/6/15: Met with Andrea on 1/26 and will follow-up.</p> <p>1/21/15: Meeting scheduled with Isaac Kantor for Monday 1/26. Updates will be provided after meeting.</p> <p>1/15/15: Cristina will schedule a call/meeting with MH Working Group and Isaac/supervisor to discuss options and implementation for a visitor system. Include other emergency procedures/planning in discussion</p> <p>1/7/15: Solution for allowing folks to gain temporary access to floors – Cristina will talk to Isaac Kantor about a hotel-card solution? Other ideas? Peggy in touch with Herbert Cole and will report back on emergency evacuation training.</p> <p>Remind people to sign up for UCSF WarnMe. Peggy willing to be the building security officer and can help organize all floors – work with MH Working Group, Floor Coordinators.</p> <p>CPR Training: Encourage departments to support someone on their floors should be trained.</p>
<p>General Access to MH by sandwich levels and building-wide (business hours vs 24/7)</p>	<p>Need to set-up guidelines and no more than three authorizers per floor. Need to have someone authorized to give building access; who can this be?</p>	<p>2/6/15: Cristina working with managers/floor contacts to figure out who will be the floor authorizer. Also working on getting Identity Management Workers for each floor so they can help grant access. Ongoing discussion which will be shared with WEID and the Lockshop once it is decided (by mid-February!)</p>
<p>Floor Faculty Governance for room usage (focus/huddle)</p>	<p>How should staff handle faculty moving into focus/huddle rooms? Someone at the faculty leadership level has to be engaged to manage these issues; it puts staff in a very challenging spot. How can we put governance into place and get help when issues come up? What guidelines can be provided to faculty to answer their concerns about having a</p>	<p><i>Ongoing Discussion</i></p> <p>1/15/15: Cristina and MH Working group working on this and will share broadly.</p> <p>1/7/15: 4/5 has a committee Phil O'Brien, faculty and also have a secondary day to day representation from all units on 4/5,</p>

	dedicated 'private' space for themselves?	<i>who will escalate to faculty committee. 2/3 will work on this and get back to people. Possibly start with stakeholders committee to make recommendations building-wide. Building-wide committee will require us to know who is on the floor committees.</i>
Atrium Policy	How does the atrium get reserved? It is no longer on 25Live. Policy/procedure will be needed for future use.	Millicent/John DeAngelo 2/11/15: The reservation is currently taken offline because office of student life is looking for a new management team. Only policy right now is that all events have to start after 4pm. Information will be shared broadly as soon as it is available.
Window Film Request		2/11/15: Floors 2/3 are requesting to have window films applied. Will review with Gary.
Garbage/Compost/Recycle bins in Conference Rooms		Adam working with representatives from each floor who are requesting bins. Will provide update once all floors are addressed/set up. Additional bins are arriving and will be placed near classrooms on 1 st /2 nd floors.

<p>Town Center – Acoustical for all & redesign of 6th Floor. Kitchens, inadequate for number of occupants. Pay careful consideration to the 6th Floor town center, as it is already inadequate with only 30% of occupants in space.</p>	<p>Gary Nelson and team have begun installing additional electrical outlets in all kitchen/town center areas. Cost of additional refrigerators and where they can be located is in progress. Updates with ETA will be provided. Additional paper towel dispensers will be installed – will work with floor coordinator/contacts to determine best locations.</p> <p>6th Floor inadequacy is a longer term solution and Gary and the team are working on identifying location/resources/etc.</p> <p>2nd Floor: Requested that cabinets above the counter in the small pantry be installed.</p> <p>Acoustical engineers are engaged and this is a priority item. We are currently pricing the design and hope to have the design team engaged; get approval, drawings, timeline. We are working on this and know it is a PRIORITY, and will move forward as quickly as possible.</p>	<p>Gary Nelson, Don Rudy 2/6/15: Will meet with architects and contractors next week for final draft; will get estimates on cost and time. Timeline for next steps is a few weeks away but will continue to update folks. Biggest issue is how to put up sound baffling without impeding air flow. Areas west of the town center are easier to fix; the east side is more challenging which is why we have to explore all options that include engineering and technical analysis.</p> <p>1/22/15: Four options are being reviewed. Will have a meeting to go over everything and provide updates by mid-February. This does include the 6th floor kitchen design as well.</p> <p>1/15/15: First phase of 6 floor town center drawings are being worked on and will be sent to contractors for pricing/implementation once approved by the SOM for cost. 7th Floor will have a counter and refrigerator added.</p> <p>1/7/15: Gary is coordinating with Architect regarding refrigerators for 6 and 7 floors only. Location of Paper towel dispensers for restroom and town centers has been confirmed. Gary to give quantity to FS. Engineers will install paper towel dispensers once paper towels arrive. Height of dispensers does not have to meet ADA codes. Outlets at town centers were completed.</p> <p>Walked space with architects today; first we need acoustic readings; then mechanical issues.</p> <p>No Garbage disposers cannot be installed in current sinks due to ADA limitations.</p> <p>Peggy schedule site-walk with Dustin and Gary to figure out best way to place additional on 2/3.</p> <p>More cabinetry and refrigerators for 6; funding will be required.</p>
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<p>Cell phone reception (ongoing)</p>	<p>What about other providers?</p> <p>IT meeting with service providers. Will install additional micro cells in 3rd Street garage.</p>	<p>Contacts: Michael Groff, James Pitman 2/6/15: We don't have any information on Sprint or T-Mobile. Verizon has improved; AT&T is still on track.</p> <p>1/22/15: walked through with cell representatives from Verizon (good reception, not great); it is an improvement. T-</p>

		<p>Mobile took some readings (they are quite spotty and will work on solutions).</p> <p>1/15/15: Carriers coming next week to do baseline testing throughout Mission Hall.</p> <p>1/7/15: James Pitman – ATT and Verizon are still on schedule for having temp mobile towers directed at MB Hospital by the end of January. While not specifically targeted to improve signal at Mission Hall, it is generally expected that MH will see an improvement in signal strength.</p> <p>Michael Groff: Short term solution may include a combination of rooftop macro sites and indoor Distributed antenna Systems (DAS). Will continue to communicate issues with AT&T and Verizon.</p> <p>Others: Karen O’Neill, James Pitman, Terry McCarthy</p>
<p>Custodial</p>	<p>Working closely with Facilities to ensure an appropriate service plan is created to adequately support a building of this occupancy. Occupants request that entire floor be serviced on designated day.</p> <p>2/11/15- Refrigerator clean out was a huge success per Peggy. Peggy needs a proposal from Felipe Rubios for the refrigerator clean out and wants microwave cleaning added to proposal.</p> <p>1/15/15: doesn’t seem like surfaces are being wiped down; please remind night porters. How are floors being cleaned?</p> <p>Increased service proposal to be implemented in approximately six weeks when career employees are in place (by late January 01/27/15). Proposed service: Day porter service of town center and restrooms 4x/day. Evening service of current once per week tasks will increase to 3x/per week (vacuuming of work station areas, huddle/focus rooms). More information will be forthcoming.</p> <p>Interim Solution: increased day porter staff to 2 and will</p>	<p>Contacts: Felipe Rubio, Darrick Lo, Millicent Magiera Adding garbage receptacles to conference rooms would be really helpful in keeping rooms clean. Also need additional receptacles in all areas near classrooms.</p> <p>Two programs are being tested by Custodial beginning 2/2: 1) Weekly desk-side garbage/recycle service for two weeks to understand the scope necessary to continue. 2) Vacuuming entire floor Monday: 2 and 3; Tuesday 4 and 5; Wednesday 6 and 7 – Custodial will provide an update on this pilot at our next meeting. Plan is to pick up trash on day that gets vacuumed. Monday 2/9 will be the permanent UCSF crew on board. **Is this the new normal? Are we testing and then potentially taking it away? It will not go away; we are only testing to see if it’s okay to do it all on the same day.</p> <p>1/22/15: Include list of what cleaning is included along with schedule/frequency/map.</p> <p>1/21/15: All permanent staff is hired. Refrigerator cleaning will occur on 2/3 on 1/30. Updated schedule will be posted.</p>

	<p>increase servicing of town centers and restrooms to 4x/day beginning the week of 12/15/14.</p> <p>Cleaning out refrigerators: request that ALL items in refrigerators be thrown out on 2/3 if they are paying for that special service. Folks will be reminded during meetings that all items will be thrown away.</p>	<p>1/15/15: when will the career employees be in place along with the permanent schedule; remind night porters about wiping down surfaces. We are fine tuning scheduling and started by doing sections; may shift to have entire floor cleaned and will update schedule.</p> <p>1/7/15: Day-porter staff increased to 2; servicing town center 4/day. On-boarding permanent staff within the next four weeks, which will stabilize service. Interim schedule is available. 2/3 Sandwich moving forward with Town Center additional cleaning service to include microwaves & refrigerator cleanout. Custodial schedule created and map will be shared broadly.</p> <p>Leadership aware and working on ensuring the right number of staff are providing the right level of service.</p> <p>Quote will be shared with other floors in case they want to use the kitchen/refrigerator cleaning service. It would be great to have the entire building following the same protocol.</p>
<p>Conference Room AV</p>	<p>1/15/15: Locking system for HDMI cables. When can this be in place? Continue fine tuning cheat sheets/booklets for all rooms. Quality control in the rooms – address books were not available.</p> <p>1/7/2015: 3700 Floor conference room equipment still not working properly; intermittently dropping video conferencing. Georgina submitted ticket but unsure it's been resolved yet. Room 2600 has not worked; need to have it checked out. James will evaluate 1/8/2015. How do we want to triage these types of issues? All equipment is under Telehealth support, so all issues should be submitted to service desk to triage and track appropriately. Conference room audio is unreliable; garbled, etc.</p> <p>Audio has been adjusted. Alphanumeric added to Crestrons. International dialing is available. For Conference Room D (small) sound bars and amplifiers have been ordered and will</p>	<p>2/6/15: Creston cable locks are being ordered and will be installed next week by Pete Seatavakin's team. Can we hire someone else to help for training for the short term? Some rooms may need to be individually tuned.</p> <p>1/22/15: Still need: 1) General ongoing training with Najla would be helpful for all. 2) List of what can be done in each room; notebook? 3) Peggy and Najla work together to start writing instructions with a small group of others (who aren't so experienced.). Will place label on all Crestron with service desk number to call in issues. Put cheat sheets in holders. Need to have cables locked down.</p> <p>1/15/15: James will update next week. Schedule meeting with James/Najla to improve cheat sheet/booklet information. Labeling of phone numbers; Setting up the rooms so Crestron is in the front of the room instead of the back; can that be switched? All tables are fed from a floor box and these rooms</p>

	<p>be installed beginning 12/15 in all 20 rooms on all floors. Dustin will coordinate with occupied floors to schedule time for installation.</p> <p>All rooms have been tested and are operational. International dialing is active. Alpha numeric characters added to dashboard. Users indicate reliability is sporadic – sometimes equipment works, sometimes it doesn't</p> <p>Cheat sheets for small conference rooms were delivered on 12/12. All other rooms required that cheat sheets be updated since Crestron features have changed. They will be delivered the week of 12/22.</p>	<p>were set up to face the camera, rather than having the presenter with their back to the camera/screen. Telehealth was supposed to set-up the address books in the Crestron that link to the global address book and a personalized one that is manually entered. Will have someone go through with a checklist.</p> <p>1/7/2015 James Pitman – Anderson has completed the vast majority of their work Audio levels have been adjusted in all rooms, dialing by alphanumeric characters has been enabled and users trained on how to use this system, Jabber is enabled and ready for use, installation of soundbars for D sized rooms has been completed, Crestron UI has been improved, cheatsheets have been delivered. Can we install Lucite type frames in the conference rooms to easily replace instructions to avoid things walking away (for 2/3, work with 4/5 and 6/7 to identify who can help).</p> <p>James Pitman, Pete Seatavakin, Najla Faranza, Dustin (for Anderson)</p> <p>Ongoing Issue with on-site technology support – consider options.</p> <p>Najla and her team to schedule additional training for those interested. Contact all building ambassadors and others to sign-up. Will offer additional training in January 2015.</p> <p>Can Training Videos be created now and shared via YouTube? This would ensure ongoing reminders on how to use systems in each of the three conference rooms.</p> <p>Remind users to report issues by calling the service desk. If assistance with set-up is needed, submit request to ITFS in advance.</p>
Faxing Issues/Clarity	<p>1/7/2014: Still need to decide how faxes are handled on each floor. James will schedule a call with each floor.</p> <p>Will work closely with groups that have indicated their</p>	<p>2/6/15: 2/3 will have a resource account set-up. How is it going for 4/5/6.</p> <p>1/22/15: 3rd Floor has large fax cheat sheets; are those</p>

	<p>requirements with faxing. We should begin to view the Mission Hall space as a secure space – and work together to figure out how to distribute faxes/etc. Cristina will disseminate information to MH working group and others after the phone call (this week).</p>	<p>working? Really want one-page that designates HOW TO PRINT; HOW TO FAX; HOW TO SCAN – Each floor can manage on their own? Would like to schedule demo on e-fax</p> <p>1/21/15: Demo on e-fax with Mario – Terry will follow-up.</p> <p>1/15/15: Ongoing discussion- set up demo for distribution.</p> <p>1/7/15 James Pitman – A follow up meeting between the different parties interested in changing the current faxing process will be setup to include stakeholders, the faxing and voice services teams.</p> <p>Mario Carmona, James Pitman, Terry McCarthy, Angelique Wynne, Mario Carmona</p> <p>A phone call between all parties (MFD, Voice, IT) will be scheduled to sort this out. A clear, concise message will be shared with occupants.</p>
Workplace Study	Ongoing evaluations/focus groups	<p>Contact: Janice Barnes, Don Rudy</p> <p>2/6/15: The departments should not be asked to schedule meetings. Janice: We don't have an internal project assistant, but from this point forward Capital Programs will assign someone to assist. Our faculty is anxious to participate. What is a normal lead time for faculty? 2-3 weeks would be ideal, especially for clinicians/travels. One other question is regarding the pre-occupancy focus groups. Did a broader survey get sent out for those that didn't participate in focus groups. We've been focusing on customizing the survey before sending it out; so we can get the broader population to respond. We wanted the survey to be more meaningful to UCSF. We've only had one communication from leadership – and that timeline wasn't met, nor have we heard anything more. Communicating these changes would have been more meaningful and helpful for all participants. A leadership communication (Bruce) should come out with next steps and why there has been delay.</p>

<p>Restrooms: Folding shelf and additional paper towel holders.</p>	<p>Request that a shelf be installed somewhere away from sinks so folks have somewhere to place their items without risk that they get wet. The sink area is often very wet.</p> <p>2/11/15-areas where paper towel dispensers were relocated requires wall patching. Gary scheduling painters to touch up these areas.</p>	<p>2/6/15: additional paper towel holders have been installed; shelving is on order.</p> <p>1/22/15: waiting for delivery/installation.</p> <p>1/15/15: ordered; will be installed in coming weeks.</p> <p>1/7/15: Gary will place order soon and install.</p> <p>Researching folding shelves to be installed. Once those are found they will be installed. Will also add additional paper towel holders.</p>
<p>Focus/Huddle Room Lighting</p>	<p>Too bright, test rooms on all floors by removing one bulb. Folks will send list of which rooms to test out to Gary.</p>	<p>2/6/15: Some have been taken out; we're testing it out. Positive feedback so far. If we receive complaints we'll request more are removed.</p> <p>1/22/15: Let Gary know which rooms in particular need to have bulbs removed. Submit work order to have bulbs installed or removed. Dimmers are not an option.</p>
<p>Water Filters</p>	<p>Water filters need to be changed out – Each floor should provide their own filter replacement system; Recommend that each floor contact company to begin a service contract –</p> <p>2/11/15-Darrick will be scheduling a rep to review the different type of services available for the water logic dispensers. Waiting for rep to give a date.</p>	<p>2/6/15: sometimes a new building has flux in the water lines. We'll want to keep an eye on this; floors should have their maintenance agreements up to date with vendor. Darrick contacted water logic rep to have them come out and meet with everyone so we understand what the service agreements cover/etc.</p> <p>Cristina share with MHWG and work with Ronny to share information. Set up service agreements ASAP (Darrick will send information).</p>
<p>Temperature</p>	<p>Facilities responded to 6th floor concerns and will adjust temperature as needed until the floor is fully occupied.</p> <p>2/11/15-Peggy wants the thermostat in the big conference rooms on 2nd and 3rd floor to be locked between 68 to 72 degrees.</p> <p>Options are being investigated to provide a cover to redirect air from rectangular diffusers. They currently blow air directly on the person who sits near them. Need an update on when these</p>	<p>Facilities Services, Gary Nelson, Ronny Mello</p> <p>2/6/15: diffusers have had mixed reactions. Folks who need to cover the grills, will cover them.</p> <p>1/21/15: For tent vents, it would be helpful to speak directly with the person being impacted by air flow at that work station. Ronny will work directly to help resolve those issues by installing tents or not. Personal heaters are not allowed at work station. Personal fans (with no heating element).</p>

	<p>will be installed – ASAP!! Folks are not happy with this set-up and have blocked vents with boxes or books. Need to resolve!</p>	<p>1/15/15: tent vents installed on 6 and 2/3. At first it feels like there is a lot of air blowing in that person’s area. The engineers made adjustments and we aren’t sure if that made any difference. Where the vent is placed also matters for the person’s work station. Will continue adjustments and figuring out what will work best. The reason they are all around the building is because the heat gain and heat loss is around the exterior of the building; turning them down may create a temp issue, but we’ll see how it goes.</p> <p>1/7/15: Will install this week and report back. High priority: Faculty & staff sitting near these vents are frustrated that there haven’t been any fixes yet. Ordered 10 diffusers that are installed under the vent to help with this issue. Will work with Peggy to install in specific areas. If these work, we will install in areas that are next to a work station.</p>
<p>Transportation: Shuttles & MUNI (ongoing)</p>	<p>Kevin Cox will continue to provide updates on communications with MUNI on adding service to the T-Line. The Mission Bay shuttles (gray, blue, gold) all provide regular service during commute hours. It is recommended that users traveling from Parnassus to MB and back get on whichever shuttle arrives first (grey, blue or gold) to ensure they get to their destination in case the shuttles subsequent shuttles fill up. Will continue to communicate broadly.</p>	<p>Kevin Cox 2/6/15: Shuttles continue to be impacted and are getting worse. We are reminding folks about the 55. Will continue to post on February newsletter/Chatter. The Grey is the most impacted line. Updates about T line. When Kaiser opens up on Owens, will they have a shuttle service? Has there been any thought to adding Ferry Bldg.</p> <p>1/22/15: Concerns from MH occupants: Want to be sure Red Shuttle isn’t going to be canceled because of the new 55 line. New shuttle schedules (MB hospital stop added). New 55 Line.</p> <p>1/15/15: Focus groups: frustration from folks who are being asked to step-off shuttles and frequency/scale of shuttles is still an issue. Highlight on communications – new muni line.</p> <p>1/7/15: 55-Line is launching no later than 2/1, will provide service along 16th Street corridor to hospital/16th Bart (6am-midnight/7 days week every 15-20 mins). T-Line ongoing issue and discussions ongoing at the highest level with the city (Mayor, supervisors, etc). Expect this will resolved in the coming months. New shuttle schedules available effective 1/20 with a new stop added at Mission Bay hospital. Shuttle travel</p>

		<p>time increasing to stay on schedule. We are working with a new vanpool vendor (V-Ride), which means we are outsourcing the program to better customize options. Need at least 2 drivers to begin a new vanpool. Eric Skultety can be contacted directly if folks are interested.</p> <p>Use larger shuttles at peak times for the RED. See detailed update, with backgroundⁱ</p>
Communications (ongoing)	<p>http://missionhall.ucsf.edu is live as an online users guide (also called building ambassador). Will try to remove that from title so it's not confusing. This site is for ALL building occupants and service providers to get information. Password is mh94158 and content will continue to be loaded as quickly as possible.</p> <p>Mission Hall listserv for all occupants will be completed by December 10 - this email will be used to communicate important updates; first email will be sent with the issues/resolution log, communications tools and any other building-wide updates. Cristina expects to send out one monthly newsletter with important news to all occupants – will work with Mission Hall Working Group to decide on content – (see list to in right column)</p> <p>Continue to post information on Chatter group – sign up by logging into MyAccess, selecting Chatter and joining the group called Mission Hall. Cristina will continue to add users to Chatter.</p> <p>Continuous updates on the space.ucsf.edu website.</p> <p>Dean's Office weekly conference calls with leaders in Capital Programs, Dean's Office, Sandwich Faculty leadership and other administrative managers and staff to ensure issues are being heard and addressed.</p>	<p>Cristina Morrison will liaison with all parties involved including service providers to ensure communication and resolution amongst all involved.</p> <p>Mission Hall Working Group comprised of representatives from every floor - Diana Block, 4&5, Pediatrics Sara Mazur, 7 OBGYN Nicole Bloom, 7, OBGYN Ann Chang, 6, WHCRC Adele Dow, 6, HDFCCC Peggy Ghertner, 2&3, ALL Dixie Horning, 6&7, OBGYN Georgina Lopez, 2&3, ALL Sara Mazur, 7, OBGYN Sally Mead, 6, CTSI & overall communicator Barbara Obata, 7, OBGYN Kitty O'Connor, 3, CAPS, PSG Jenny Quach, 4&5, Pediatrics Mitch Rassner, 3, PSG Susan Rubin, 2, EPI/BIO Jon Rueter, 6, CTSI & overall communicator Kai Wang, 6, Pathology & overall communicator Janet Williams, 6, CTSI Karin Wong, 3&6, DOM</p> <p>Building Ambassador site: http://Missionhall.ucsf.edu (password mh94158)</p>
Work Station: Ergonomics (ongoing)	More in-depth mission hall ambassador training scheduled for 12/1 and 12/4 to include one hour on ergonomics. Materials	Kristin Amlie and Cristina Morrison 1/22/15: Gary adjusting desks as folks move in. Let Gary know

	<p>will be shared more broadly with all individuals via building ambassador site, space website, chatter, listserv and in welcome packets.</p>	<p>in advance if sit-stand desks are coming in during moves.</p> <p>1/15/15: Gary scheduling desk height adjustments for folks moving in this month. Verifying where one vs two drawer cabinets are located prior to moving in. Very important that folks respond to Gary!</p> <p>Ongoing: Future ongoing ergonomic training to include quarterly refreshers on 1) how to measure your work station height, 2) how to adjust your chair, and other items related specifically to Mission Hall work stations.</p> <p>Although we understand it's on us to learn how to adjust our desk height, being in a new environment, it would be helpful to have a series of sessions with an ergonomic specialist (contractor??) for a few weeks. It would be very well received.</p> <p>Strategy for Ergonomics program: Provide funds for Kristin and her team to create a ergonomics training program where a ergonomics liaison can be identified to help groups properly adjust their workspaces/answers questions post self-evaluation....</p> <p>Kristin-look at self assessment together to see what the final questions are.....forced to say yes, even though the answer is no</p>
Retail		<p>Jen Dowd Walgreens coming in; vendors interested in the café space. Trucks have been a great addition.</p>

Issues Resolved:

<p>ITFS Support</p>	<p>It is critical that ITFS staffing increase to accommodate the density in this building ASAP. It already feels understaffed, with only 50% occupancy. January-February will bring full occupancy and appropriate service levels will help with morale, and ensuring folks can get their work done.</p> <p>Will increase ITFS presence the first week after folks move in to ensure seamless transition.</p> <p>Contact information included in Welcome Packets for all occupants moving in Jan-Feb. Additional packets are being distributed to 2,3, and 6 for new employees.</p>	<p>Joe Bengfort, Sian Shumway, Pete Seatavakin 1/15/15: 4 new people on the team; throughout the moves we have 5 dedicated to moves; last week of January we'll have between 8-10 folks dedicated to the move.</p> <p>Staffing increased at MH to 12 FTE; plus sharing up to 7FTE with hospital. Staffing increased during moves at least through end of February.</p>
<p>Zip Code Clarity</p>	<p>Confusion on zip code changes from 94158 to 94143, but different from other campus sites, and have to use physical zip for fedex/deliveries; why can't one zip code be used without delay of delivery.</p> <p>When folks go to the UCSF website, the address is different from what George is telling folks. The post office is returning mail as undeliverable.</p> <p>From focus groups: Concern of mail delay of up to four weeks and lost packages.</p>	<p>1/21/15: Meeting scheduled for 1/22. Will provide updates and clear messaging after meeting.</p> <p>1/15/15: Share information with George Sampior and Jim Sobczyk to come up with solutions and to standardize messaging across the campus/UCSF.</p>
<p>File cabinet strapping</p>	<p>R&S will strap file cabinets taller than 42" next week and will completely by 1/13. These file cabinets will be seismically braced inside file/storage rooms.</p>	<p>1/15/15: working on it now; file cabinets must be empty to brace so we have to coordinate with those moving in now. May be able to store files in the empty walgreens space while cabinets are being braced. Working closely with Carolyn Tuft and departments moving.</p>
<p>Sound/Noise</p>	<p>White noise has been increased to 50 and folks have indicated this an improvement.</p> <p>Cristina has begun the conversation with Material Management on options for purchasing noise cancelling headphones. Will report back when more information is available and costs so departments can decide if they want to participate in purchasing for their teams at the discounted</p>	<p>Gary Nelson, Cristina Morrison, Darrick Lo 1/15/15: pink noise adjustments working well; continue contacting Facilities for adjustments as folks move in.</p> <p>1/7/15: Adjustments complete.</p> <p>Acoustical engineers will be here today (12/10) and Gary will report back.</p>

	rate. Tanya Krusky evaluating and will send Cristina information.	
Retail/Food options (ongoing)	Ongoing – an interim solution has been proposed to have food trucks available in morning (coffee/breakfast) and at lunch in the parking lot adjacent to Mission Hall beginning in mid-January. Once this is confirmed, we will share broadly with Mission Hall community. The café is still being negotiated and more information will be shared as soon as it is available.	<p>Jen Dowd</p> <p><i>1/15/15: chairs/tables will be installed in front area of café. Food truck schedule will be provided by Jen Dowd and posted to Chatter, online users guide and space website.</i></p> <p><i>1/12/15: Goal is to start on Tuesday 1/20 for 1 breakfast food truck and 3 lunch food trucks.</i></p> <p><i>1/7/15: Cristina will contact Jen for an update on retail. Kevin Cox confirmed food trucks set to begin approximately on 1/20.</i></p> <p>Retail.services@ucsf.edu or 514-4743 can provide more information and updatesⁱⁱ</p> <p>http://campusliveservices.ucsf.edu/retail/services/dine</p>
Lactation Rooms (3, 5, 7)	It would be very helpful if a mirror could be installed in each of the rooms.	<p>1/22/15: Mirrors being installed; Peggy will send schedule so we can ensure everyone has information.</p> <p>1/15/15: pumps ordered and will be placed in rooms as soon as they arrive. Rooms are managed by CLS</p> <p>1/7/15: Mirrors received for rooms; Installation to begin week of 1/12/15.</p>
Conference Room & Focus/Huddle Ergonomics	The chairs provided in Focus, Huddle and Conference rooms are not suitable for more than a few minutes of working. They are extremely uncomfortable and our work requirements include attending long meetings, using the focus or huddle rooms for projects, or extended time. Can improved ergonomic chairs be provided??	<p>Gary Nelson</p> <p>It is not in the budget to replace chairs in conference rooms or focus/huddle rooms. If folks bring their existing chairs, they can move them into focus and huddle rooms and keep their new chairs at their work stations.</p> <p>For groups moving in Jan-Feb, consider bringing any extra ergonomic chairs from your existing space to use in conference rooms and huddle/focus.</p>
Town Center & general floor-Recycling	-Need bins that will fit in drawers -Signage at trash/recycling/compost areas	<p>Adam Schnirel and Gary Nelson</p> <p>1/15/15: More ordered.</p>

	<p>11.26.14-look for new bins to fit in drawers. Signs to be put up on 12/1/14.</p> <p>For all Floors: Request that two more banks of the nice/metal recycle/compost/garbage are provided on the floor. One by the print room and one mid-way on the floor.</p>	<p>1/7/15: The bins seem to be working as-is. The metal containers will be deployed and more can be delivered, if needed.</p>
HIPAA Concerns	<p>Privacy FAQs posted on Chatter and space.ucsf.edu. Will include in the first MH Listserv message that will go out early next week.</p> <p>Privacy Office will sit on the 6th Floor from mid-to late January-mid March to serve as an on-site resource for staff and faculty on any privacy/HIPAA concerns/questions.</p>	<p>Deborah Yano-Fong, Michelle Nash, Cristina Morrison</p>
Bike Storage	<p>Parking and transportation cleared out all the old bikes, removed cables and improved availability of indoor parking in the Third Street and Owens Street garages. New signage will be installed by mid-December to remind users not to leave their bikes.</p>	<p>Completed November 2014. Continue working with Parking and Transportation and Tim McNeil, Mission Bay Operations Manager to monitor capacity going forward.</p>
Elevators	<p>Laminated instructions & space for Facilities Information updates have been installed in all elevators.</p>	<p>Darrick Lo, Millicent Magiera</p> <p><i>1/7/2014: Peggy can create WO for new sign holders in elevator lobby for 2nd and 3rd floor. Any art work that occupants want to hang needs to be approved by Campus architect and Fire Marshall. The process will need to go through Gary.</i></p>
Events/Atrium	<p>Currently events are scheduled through 25Live. We need to ensure Facilities knows if there are events so everyone can be informed of any weekend/evening work, electrical shutdowns, etc.</p>	<p>Darrick Lo – Darrick will block out the atrium in 25Live when there are electrical shutdowns so no special events are scheduled.</p> <p>1/15/15: Not sure why they are no longer on 25Live. Do we need to involve the governance committee? Cristina will check with ETS</p>
Lighting	<p>Lenses arrived and will be installed on unoccupied floors by 12/6. Floors 2, 3 and 6 will also be installed with direction from</p>	<p>Gary Nelson, Dustin, Ronny</p> <p>1/7/14: All installed.</p>

	Floor Coordinator/contact.	Ronny will coordinate with occupied floors (Peggy). Will begin installing in the evenings so no impact to folks already in building.
Mail and Package Delivery	<p>Packages will ONLY be delivered to the designated reception areas on 3 (for 2/3) on 4 (for 4/5), on 6, 7 and Chancellor's office. The only exception is when cases of paper are delivered – these can be dropped in one of the three print areas. No packages will be delivered to individual work stations.</p> <p>Ingoing/Outgoing mail will be picked up at reception area. Mail Services will let us know if there are any changes to the scheduled times.</p>	<p>George Sampior, Jim Sobczyk</p> <p>The guidelines will be shared broadly on the online users guide site, via floor coordinators and others.</p>
Showers	Folks can get a free bike permit to use showers from parking and transportation. Liane Wong is working on creating just a shower pass – more information will be forthcoming and will be shared broadly.	Liane Wong, Cristina Morrison
Restrooms: Flushing	Can signs be posted above each stall indicating where the manual flush is? The sensors are off, sometimes they flush for now reason, other times the water pressure is too low. Can these be recalibrated? This has been a particular issue on 1 and 6.	<p>Gary Nelson, Millicent Magiera, Darrick Lo</p> <p>Ronny can adjust every sensor in every bathroom. When it's an issue please submit work order to Facilities to make any adjustments.</p>
Print/Copy Rooms	HVAC/Air Flow – Ceiling will be dropped and enclosed to alleviate this issue. Work has already begun on unoccupied floors. Will continue on occupied floors before and after work hours.	Gary, Dustin
Holiday Break	Between Christmas and New Year 12/25 – 1/5: Mission Hall will be in unoccupied mode. If someone comes in during those times they will need to hit the override temperature and lights.	

Distribution List:

TBA

ⁱ Update on Transportation

Expanded service on our Red shuttle by 50% during peak periods (6:30AM – 10AM & 3PM – 6PM). We also recently started requesting passengers present their UCSF or affiliate ID cards when boarding; this effort has increased capacity for our staff, faculty, and students riders.

Are there plans to increase the number of red shuttles given that travelers are left stranded now will before the opening of the hospital which will increase ridership? *There are no current plans to reallocate resources from other routes onto the Red; service is provided about every 12 minutes during peak periods, which means there are occasions when an individual may need to wait for the next arriving Red when using a shuttle for their personal commute; they are never stranded. Fortunately, the new 55-line will mitigate these issues.* The ID verification effort also includes the Green, Yellow, and Grey routes, and will soon include to the Blue and Gold routes.

I am receiving reports that in the evening riders of the Blue shuttle are left stranded as they are sometimes convert Blue shuttles to Grey shuttles with no advance notice. Can these reschedules be avoided in the evenings as people using the Blue shuttles would appreciate getting home at a reasonable hour? *There are occasions when it is logistically necessary to convert a Blue or Gold temporarily to a Grey, due to unforeseen traffic delays; our shuttle field supervisors and/or dispatchers would only make such a conversion if another Gold or Blue were arriving in less than 5 minutes (in other words, there are two Blue or Gold shuttles running back-to-back). Such maneuvers are intended to rebalance the fleet when significant delays occur that are beyond our control. This is standard practice among large shuttle operators.*

We are prepared to increase service on the Blue, Gold, and Grey routes by as much as 25% when the hospital opens (as I mentioned at the meeting) to accommodate additional mid-day inter-campus travel demands, as needed, which is our shuttle systems primary mandate.

Muni recently confirmed its plans to add a new 55-bus line to connect our Mission Bay Campus to 16th Street BART, which would compliment our existing UCSF Red shuttle. The new 55-Muni bus line will stop on 16th Street directly across from Mission Hall (near the corner of 4th heading eastbound) and directly in front of Genentech Hall on 16th Street (near the corner of 4th heading westbound). We were also told this new service will start by February 1, 2015, and that service will be provided approximately every 15 minutes from 6AM to 10PM. The 55-Muni line will accommodate demand for transportation between Mission Bay and BART and compliment our UCSF Red shuttle, which connects MCB to Mission Bay.

The Mission Bay TMA shuttle now stops directly in front of the UCSF Community Center on Owens Street (1675 Owens). This shuttle is an option for staff who commute to/from Powell Street BART and Caltrain on weekdays. <http://missionbaytma.org/cms2/view.htm/72/1441/Shuttles>

Unfortunately, we are yet to hear any definitive near-term plans from Muni regarding expansion of service on the T-line, or any other light-rail line for that matter, which run near capacity during peak periods.

As an alternative to taking the T-line, some transit riders (including myself) take the UCSF Green shuttle or Mission Bay TMA shuttle to China Basin or Caltrain and board the Muni "N" Judah at 4th and King; this enables passengers to board at the beginning of the line and typically get a seat.

Riders coming from the East Bay and Marin generally arrive at the Ferry Building if arriving via Ferry, the Transbay terminal if via bus or at Embarcadero if via BART. Given the delays in expansion of the T-line and that the N requires an additional transfer, can UCSF please consider adding a shuttle from the Transbay terminal to Mission

Bay? Unfortunately, we would not be able to travel down to the Embarcadero from China Basin any faster than Muni. Travel time on Muni from 4th and King to Embarcadero is about 10 minutes. In fact, Muni is far more efficient than our shuttles during peak period rush hour traffic because Muni runs on dedicated light rail that is not impacted by vehicular traffic; they are also given priority access at controlled intersections. Vehicular traffic delays are compounded by events in the area that make Muni an even more efficient option for service to the Embarcadero. We also do not have the financial resources to offer personal commuter shuttle service to the Ferry Building without forgoing service on other routes that are intended to connect our various campus sites, which is our shuttle systems primary purpose.

As much as we would like to offer personal commuter shuttle service to all employees who commute throughout San Francisco and the Bay Area, we simply do not have the resources to even match the level of service offer by local public transit agencies. Muni's service is far more frequent and typically faster than our shuttles, for the reasons noted above.

The lack of a sufficient inventory of vehicles is a contributing factor of capacity issues throughout Muni's system. We recently learned Muni plans to double its fleet of light rail vehicles by 2016. This expansion is intended to increase capacity throughout the Muni's system.

The new Central Muni Subway project will also be advantageous to our Mission Bay Campus. This new subway is slated to open in 2019 and will result in significantly reduce travel times between Mission Bay and Market/Powell.

It was encouraging that the City's two transportation related propositions ("A" and "B") passed overwhelmingly; these propositions are also intended to increase Muni reliability, increase service times, and reduce travel times; we do not yet know how the funds will be specifically allocated.

A Ferry Terminal Expansion project is underway to expand and improve facilities at the Downtown San Francisco Ferry Terminal, as well as expand ferry service throughout the San Francisco Bay Area. The Downtown San Francisco Ferry Terminal Expansion Project includes construction of up to three new ferry gates and improvements to pedestrian circulation. The new gates would support possible expansion of under study to provide new ferry service between Richmond, Berkeley, Treasure Island, Hercules, Redwood City, Martinez, and Antioch. Construction on this project is expected to begin as early as 2016. I am unaware of any plans to also add a satellite ferry stop at China Basin.

There have been recent preliminary conversations about adding a Ferry Terminal on Terry Francois, just east of our UCSF Mission Bay Campus. I do not have additional information regarding the potential likelihood or timing of this project, although the new Warrior's arena may be a contributing factor to the possibility of a future new terminal.

Although UCSF is the second largest employer in San Francisco, our staff, faculty, and student commuters represent a small fractions of Muni's overall ridership (less than 1%), which minimizes our leverage relative to other competing demands throughout San Francisco. For this reason, we continue to try to compensate for Muni's service gaps through a variety of alternatives, to the degree possible.

As with many public transportation options, commuters will use the service only if it is reliable and convenient. Until additional services is added by Muni and reliability improves, riders, especially commuters that are expected to arrive at work on time, will seek alternative means of transportation. Would it be helpful to ask our commuters to add their voice to discussions to help impact change? *Although Muni's service is far more frequent and typically faster than our shuttles when traveling from Mission Bay to downtown San Francisco, we know our riders typically prefer a UCSF shuttle over public transportation, which is flattering; the issue comes down to available resources and how those resources are allocated. As much as we would like to offer personal commuter shuttle service to all employees who commute throughout San Francisco and the Bay Area, we simply do not have the resources to even match the level of service offered by local public transit agencies. Unlike Muni and other public transit agencies, UCSF is not eligible for state or federal transportation funds because we are not a public transit agency. Our UCSF shuttle system is intended to provide transportation between main campus locations (Parnassus, Mission Bay, SFGH, Laurel Heights, Mt. Zion, and Mission Center) during work-week business hours to sustain the university's mission and operational needs. We do not have the financial resources to duplicate public transportation for commuter purposes without severely impacting our ability to fulfill the shuttles primary*

purpose of providing inter-campus transportation. Our surveys indicate that individuals who relocate to Mission Bay from Parnassus and Mt. Zion are more likely to commute by some form of alternative transportation due to improved access to public transportation. We acknowledge that Mission Bay may be less than ideal for some individuals but Mission Bay has demonstrated to be generally more conducive to the use of alternative transportation than other major UCSF sites.

I hope this update is helpful. Please let us know if you have any other questions or need additional information.

Kevin

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ⁱⁱ To: Mission Hall Occupants:

In the Spring, Retail Services conducted a 'business opportunity' process to select a food service tenant to lease the café space in Mission Hall. The process included notifying potential tenants about the opportunity. The notification went to our current vendors, a list of prospective vendors, and list of operators suggested by MH occupants (via a survey). In addition, we did outreach via UCSF Community and Government Relations to our neighbors in Mission Bay and local merchant associations in Potrero Hill, the Mission, Bayview Hunters Point, and others. All of the information was also posted on our website. After careful review, we did not find a vendor that met our criteria. Therefore, we have decided to begin a new selection process to find the appropriate tenant to occupy the café space.

In the interim, we understand that the demand for a new food service/restaurant at Mission Bay is high. As an interim plan, tentatively starting mid-January, we will be launching a second pilot food truck program at Mission Hall. This program will last for 6-9 months or until we find a tenant to move into the building. We will be seeking a coffee/breakfast truck to park 3/4 days per week (Monday to Thursday) and a lunch truck to park up to 3 days per week (Monday, Tuesday, and Friday). The truck will park in one space of the surface lot adjacent to Mission Hall.

In addition to food service, we are working on leasing the smaller retail space at Mission Hall. This will likely be a small, neighborhood pharmacy. More information will be available as the leasing process progresses.

For more information on the food services available on campus, please visit: <http://campusliveservices.ucsf.edu/retail/services/dine>

Our current food truck program runs every Thursday from 11-2pm at Nelson Rising Lane. For more information, please visit: http://campusliveservices.ucsf.edu/retail/services/dine/food_trucks

If you have any questions, please email/send all inquiries to Retail.Services@ucsf.edu or call 415-514-4743.

