

**Meeting with Customers**  
**Veterans Auditorium**  
**12-5-06, 1:30-3:00**

Planning and Construction Management Section

Manager: Bob Reitmajer 503-378-2865 ext 293

Section focus of work is projects. Budget, schedule, assignments and customer interface vary by type or project. Our goal is to involve customers early and listen to increase chance of project satisfaction for all.

Most common types of projects we work on are Capital Construction, Capital Improvement, and Space Planning Projects, in DAS owned Uniform Rent and Self Support Buildings; and Projects for others via Interagency Agreement. In addition smaller projects are typically managed by Facilities O&M section.

**Capital Construction:**

- These are the largest projects either new construction or major remodeling.
- Budget is developed early often based on a study; all costs are by DAS except specific tenant improvements or tenant specified enhancements.
- Schedule is over a long period of time could be several years. Usually Interagency Agreement is prepared with tenants up front outlining responsibilities.
- Assigned to Construction PM w/likely Space planning interface by Interiors PM; Construction PM is in lead
- Formal regular meetings with customers. “Project Alerts” in advance of major events.

**Capital Improvements:**

- These are the smaller projects typically minor remodeling or building equipment updates.
- Budget is developed early usually based on scope cost estimating before design is prepared; all costs except tenant specified enhancements.
- Schedule is within a biennium from design through construction to completion.
- Assigned to Construction PM.
- Some meetings with customers. “Project Alerts” in advance of major events.

**Space Planning Projects:**

- These are projects centered on space changes w/minimal construction.
- Budget is usually developed during design. Typically tenant cost. If the project is in DAS Uniform Rent building there is no space planning charge.

- Schedule is usually several weeks to several months. If needed simple Interagency Agreement is prepared with customers up front for PM or space planning charges.
- Assigned to Interiors PM (formerly Space Planner); Construction PM may be assigned if building construction is part of the project. Interiors PM is in lead.
- Scoping and other regular meetings with customers as required. “Project Alerts” in advance of major events.

#### **Projects for others via Interagency Agreement:**

- These are variety projects managed at agency request.
- Budget may be developed during design or prepared by agency early. All at customer cost.
- Schedule could be from several weeks to several years.
- Assigned to or Construction PM or Interiors PM (formerly Space Planner); both may be assigned if required.
- Scoping and other regular meetings with customers as required. “Project Alerts” in advance of major events.

#### **Challenges and what we are doing about them:**

- Keeping the continuum of work and *assignment to same PM from start to finish*. Private sector and other public entities competing for our staff. Reclassifications increased compensation setting a more level field; hiring experienced staff w/desire to work at DAS Facilities. As of now still have 2 vacancies in process of filling (out of 7 Construction PM’s).
- *Work in occupied buildings*; balancing the cost of off shift work and impact on our customers. GSB example; define noise level.
- *Balancing space standards* with customers’ desires. Listen and look at win-win options.
- *Contract PM’s interface*. Due to staff shortages engaged Contract Construction PM’s. The interface is more complex because they are not state staff. We use this method only when DAS staff is not available to keep continuity on a critical project.
- *Notifying stakeholders* of changes under consideration. Making sure that we have the right contacts identified in beginning of projects.
- *Contracts*. Almost all work we do is under contract; managing contractors is a challenge especially in low bid environment. We are working hard to document when contractor does not perform well, so we do not have to work with them next time.

#### **Questions/Suggestions:**