**Question 1**: Were you familiar with Kansas City's 311 program before I mentioned it in the email? Do you think the school would be interested in a system like the 311 system? We are aware of the City’s 311 system and have used it many times! When I started in my current position in 2013, we looked for something that would allow people on campus to communicate issues to us. We purchased Campus Eye (Getcampuseye.com), and have been using it in CFM since then. Our UMKC Building Liaison’s also use it, but I have thus far been able to get the app approved for student, faculty and staff use. So yes, we would be interested in a system that could be used across campus.  
  
**Follow up to Question 1:** Do you think this application would help the Facilities team? Why/why not? It is always helpful to receive input about issues on campus from those that are out on our campus. We don’t see or hear about some things for sometime. So if people knew that they had a way to pass on issues to us, it would of course be helpful!   
  
**Question 2:** Are there any divisions that are not in this list? If there is, could you name it and what the division does?

* Building Services
* Carpentry Shop
* Construction
* HVAC Operations
* Landscape Services
* Maintenance Shop
* Planning, Design, and Construction
* Space Management
* Sustainability/Recycling
* Transportation
* Hospital Hill Maintenance – maintain the buildings at Hospital Hill
* Residential Life Maintenance – maintain the res life buildings
* Environmental Health and Safety – assist with lab safety, fire/smoke/gas/chemical emergencies, abate mold and ACM

**Question 3**: What are some common problems that the Facilities Division deals with? Leaks, floods, fires, frozen pipes, electrical/HVAC/plumbing outages, fallen limbs, broken windows, snow and ice removal, pest control, cleaning restrooms, classrooms and public areas, mowing, tree. Shrub, bed and turf maintenance, rekeying doors, repairing doors and hardware, roof repair, etc.   
  
**Question 4:** What is the current reporting system for the Facilities Division? Do you have documents of the current reporting system for the Facilities Division that you could share with us? Knowing what a problem ticket looks like, or the fields on the work ticket can help guide our development process. We have a dispatch that can be called anytime during normal business hours at 816-235-1354. After hours and on the weekend, people are told to call Campus Police at 816-235-1511. They then call us at CFM if it under our responsibility area. We have a Computerized Maintenance Management Software that is web-based called WebTMA that people can submit a service request under. ***Cindy Brown cc’d her will try to get a user entry screen capture for us***.     
  
**Question 5:** These are the 3 types of statuses we were planning on assigning to a task, are they sufficient, or do we need more detail? It may be better to just have people submit the request without a priority. We find that after we review it, often times we have to change any priority that someone may have given it. Ensuring details about the issue, building and room location, severity of problem (drip or stream of water, two lights or the whole hallway, etc.) are more helpful than a priority.

* Urgent - needs to be dealt with immediately
* Major - needs to be dealt with in a timely manner, but does not need to be done immediately
* Minor - can be completed when time allows

**Question 6:** Does the Facilities Division handle Hospital Hill as well, or is there a different group responsible for that? See my answer to question 2 above.  
  
**Question 7:** Below is a list of problems that we think might fall under the Facilities Division's umbrella. Do you think they are accurate? Mostly see below and my answer to question 3 above.

* Overflowing trash cans or recycling bins
* Broken or clogged sinks/toilets or broken paper towel dispensers
* Broken light bulbs or street lamps
* Uneven walkways or pot holes in the walkways
* Broken vending machines (not this one – this falls under Student Services and Jody Jeffries)
* Broken or missing floor tiles or ceiling tiles
* Broken retaining walls or walkway walls
* Broken windows or glass
* Abandoned bikes in bike racks (not this one – this falls under Student Services and Jody Jeffries)
* Broken heating or A/C
* Broken chairs
* Graffiti in bathrooms or on walls
* Fallen or hanging tree limbs

**Question 8:** Do you have any questions for us? Have you thought about allowing photos or video to be attached in your app? They say a picture is worth a thousand words! Also, it might be helpful to allow people select categories of best fit for the type and severity of problem may be helpful.