

**Thomas, Cecilia**

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**From:** kathrynlgraham@gmail.com  
**Sent:** Thursday, June 28, 2018 12:08 PM  
**To:** Macksood, James; Thomas, Cecilia; Wells, Stacey (Contractor)  
**Subject:** [**\*\*External\*\***] Occupancy Manual Recommendations  
**Attachments:** OccManProdSchasofMay3.doc; CPMCOMRecommendations.doc

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All: my assumption is that an Occupancy Manual will be created for the new Van Ness Campus. In many ways, it should be easier than the MB manual - we now have a design template and at least core copy.

Even if that is the case, there are still numerous opportunities for process improvement. The MB OM required close to triple the amount of work than should have been necessary and consequently cost much more in consultant fees and created mutual frustration and stress all-around. Bottom line: we came in with a quality document on time - by the skin of our teeth!

With process improvement, the next round should be easier - assuming that key parties buy in to the recommendations. As such, the attached recounts some of the specific challenges as well as making recommendations. (Not sure who - if anyone - you would want to share this with, as I have been fairly blunt.)

Two attachments:

1. The detailed working production timeline for the Mission Bernal Occ Manual - as reference
2. Recommendations for the VN Occ Manual

Please let me know if any questions.

Thank you!

Kathie

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