Greetings,

I am pleased to present the first edition of our “About Facilities Management” document. We’ve kept this tool short and simple; with clear explanations of our organization, what we offer, and how to access our products and services. I hope you find it useful.

Our diverse group of over 800 facilities professionals continues to provide the full range of facilities products and services. The quality of the facilities and surrounding landscape in which our campus customers learn, teach and work is critical to the success of this preeminent public university. We’re looking forward to an exciting future, despite budgetary challenges being felt across the University System of Maryland.

With over $700 million dollars of capital construction occurring on or near our beautiful campus over the next five years, a host of renovation and Facilities Renewal projects programmed, innovative developments in renewable energy, planning for the Innovation District, and continued recognition for campus sustainability efforts, there is much to look forward to in facilities and grounds at the University of Maryland.

Please contact us if you have any questions about this document, or about our organization.

Sincerely,

Bob Reuning

Our Mission

Facilities Management plans, designs, constructs, equips, maintains and operates buildings, infrastructure and grounds, and provides related services to support the University’s mission of education, research and public service.
About the University of Maryland

The **University of Maryland, College Park** is a public research university located in the city of College Park in Prince George's County, Maryland, approximately 8 miles from Washington, D.C. Founded in 1856, the University of Maryland is the flagship institution of the University System of Maryland. It is considered a Public Ivy institution, meaning it is a public university with a quality of education comparable to those of the private Ivy League. With a fall 2010 enrollment of more than 37,000 students, over 100 undergraduate majors, and 120 graduate programs, Maryland is the largest university in the state and the largest in the Washington Metropolitan Area.

**Landscape**
- 1,338 acres, 64 miles of sidewalks, 20 miles of roads
- Irrigation – state of the art central control system; 70 systems,
- 8 fountains, 4 underground storage systems
- Storm water management – 119 sites, including 4 green roofs

**Main Campus Academic Building Inventory**
- Over 14 M Gross Square Feet (GSF) of space
- 7.6 M Net Assignable Square Feet (NSF)
- 253 Buildings
- Average building age is 43 years

**Deferred Maintenance Backlog — $907M**
- State-supported $738M
- Exterior infrastructure $169M
# Budgets and Spending

## FM State Budgets FY13-FY15 ($1,000)

### State Budget ($1,000) | FY13 | FY14 | FY15
--- | --- | --- | ---
Facilities Renewal, OSHA, Access UMD | $13,672 | $16,833 | $16,832
New Facilities, IBBR | $1,607 | $2,403 | $1,415
Operating Budget | $37,947 | $39,414 | $42,679
**TOTAL** | **$53,226** | **$58,650** | **$60,926**

## Design & Construction Spending ($1,000)

### FY13 | FY14 | FY15
--- | --- | ---
$150,000 | $160,000 | $170,000
The FM Organization

Facilities Management

Associate Vice President
and Chief Facilities Officer
Charles R. Rainey

Special Assistant to the
Associate Vice President
Julie Kromkowski

Director
Human Resources
Nancy Yeroshesky

Executive Director
Department of Design & Construction
William Olen

Director
Department of Engineering & Energy
Mary-Ann Ibesiaho

Executive Director
Department of Operations & Maintenance
Jack Baker

Executive Director
Department of Building & Landscape Maintenance
Harry Teaklout III

Director
Office of Facilities Administration
Kenneth Rebert

Campus Development
- Administrative Support
- Energy Management

Facilities Asset Inventory
- Capital Budgeting
- Engineering Services

Space Planning & Leasing
- Design Services
- Facility Performance

- Project Management (Campus/Client Facilities)
- Technical Support

- Administration/Signs & Graphics
- Electrical Services & Life Safety

- HVAC Services
- IBBR, ICA Facilities, The Clarice, Off-Campus Facilities

- Piped Services & Warranties
- Renovation Services (In-House Construction)

- Structural Trades & Maintenance Contracts

- Area Maintenance, Classroom Maintenance, and Off-Shift Operations
- General Services (Administrative & Building Services)

- Landscape, Arboretum & Horticultural Services

- Accounting & Financial Support
- Information Technology & Work Management

- Logistics & Fleet
- Payroll Services

Quick Fact

FM has more than 800 employees!

FM Human Resources

FM Human Resources’ responsibilities include staff relations and conflict resolution, employment/staffing, classification, wage and salary administration, benefits coordination, performance management (PRD), organizational planning, health and safety, training and apprenticeship, and diversity initiatives. They also coordinate business travel, and plan and coordinate special events (Director Nancy Yeroshesky, third from left).
Building & Landscape Maintenance

Administrative Services
Special Services -
- Moves of offices, laboratories, furnishings and equipment
- Special event setup and equipment rentals

Recycling - Collection and program management
Solid Waste collection

Arboretum, Landscape and Horticultural Services
Tree Management and Maintenance
Arboretum/Botanical Garden Management
Snow/Weather Emergency Management

Area Maintenance
Liaison between building occupants and FM; completes a wide range of service requests

Classroom Maintenance
Daily maintenance of classrooms and lecture halls

Housekeeping
Daily cleaning and waste management

Quick Facts
- **UMD is a Tree Campus USA**
- **FM Housekeeping Services is Green Seal 42 Certified**
- **Our campus recycling rate is 88.9%**
Design & Construction

Units

- UM College Park Project Management (>$1M)
- Client Institution Project Management (>1M)
- In-House Design Services
- Technical & Administrative Support
- Capital Budgeting

Project Management Services

- Primary client contact
- Coordination with USM and government agencies
- Selection of design teams
- Program verification
- Cost estimating
- Code review
- Permit application and management
- Selection of construction contractor
- Construction inspection
- Permit agency coordination

Quick Fact

UMD’s Service Center, part of D&C, provides project management services for client institutions Bowie, Frostburg, Salisbury, UMCES, UMES, UMUC and USM

Bill Olen
Executive Director
Engineering & Energy

Units

- Utilities Infrastructure
- Engineering Services
- Facilities Operations and Performance
- Billing and Energy Management

Overview of Services

- Combined Heat and Power Plant Operations and Management
- Distribution and Maintenance of High Voltage Electric Power
- Facilities Energy Systems Design and Commissioning Support
- Energy Management and Control System Support
- Water Resources Management
- Utility Billing and Invoicing
- In-house Engineering Services
- Utilities Management

Quick Fact

E&E provides energy consulting services to Bowie, Frostburg, Salisbury, UMCES, UMES, UMUC and USM

ENERGY SPENDING ($1,000)

<table>
<thead>
<tr>
<th>Year</th>
<th>Fixed*</th>
<th>Natural Gas</th>
<th>Electric</th>
<th>Water**</th>
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<tbody>
<tr>
<td>FY11</td>
<td>$6,531</td>
<td>$13,096</td>
<td>$21,868</td>
<td>$12,832</td>
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<td>FY12</td>
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<td>FY14</td>
<td>$7,488</td>
<td>$15,334</td>
<td>$17,045</td>
<td>$15,080</td>
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</tbody>
</table>

1NG includes Fuel Oil costs. For the previous 15 years, this value was effectively zero (no interruptions of NG).
2In FY14 60 hrs of interruption.
Facilities Administration

Units

Financial Management
Provides financial and business operations support – invoice processing, project financial records and reconciliation, handles customer inquiries

Fleet Services
Manages FM fleet of 300 vehicles

Information Technology Services
Meets technology needs of FM staff, including hardware and software

Logistics Warehouse
Orders, supplies, and delivers parts and materials for FM and UMD departments

Payroll
Manages payroll for FM staff

Work Control Center
Around-the-clock operation - processes service requests, handles emergency calls, coordinates FM communications, monitors HVAC/fire alarm systems, and coordinates outages and road closures

Work Management System
Automated system for processing work tasks, billing, space data and warehouse data

Kenneth Riebert
Director

Quick Fact
FM processes about 25,000 customer service requests each year.
Facilities Planning

Units
- Space Planning and Leasing
- Facilities Asset Inventory
- Campus Development

Areas of Responsibility
- Space and facilities budget allocation
- Leasing
- Facilities inventory, mapping and UMD Enterprise Geographic Information Systems
- Facilities master planning
- Liaison to external stakeholders and agencies

Quick Fact
The 2011–2030 Facilities Master Plan accommodates an additional 7.2 M GSF of new buildings on campus.
Operations & Maintenance

Areas of Responsibility

- Operation, maintenance and renewal of facilities and infrastructure
  - Piped Services
  - Electrical Services
  - Structures
  - HVAC
  - Utility distribution systems
- Small Renovations
  - Typically <$100K
  - Do not require design

Quick Fact
The most frequent type of customer service request is for FM to check a space that is “too hot” or “too cold”

Jack Baker
Executive Director
To place a service request
Call the FM Work Control Center any time
301-405-2222

Place a non-emergency request on our Website  www.facilities.umd.edu
Arboretum & Botanical Garden website  www.facilities.umd.edu/arboretum
Interactive Campus Map  www.maps.umd.edu/map/
Facilities Master Plan  https://www.facilities.umd.edu/sitepages/FPmasterplan.aspx
Recycling & Solid Waste— email  recycle@umd.edu

FM locations:
Service Building (Rossborough Ln. and Rte. 1)
Wye Oak Building (above Xfinity Center)
Severn Building (5245 Greenbelt Rd.)