FM Overview
Campus Quick Facts

Landscape
- 1,340 acres, 66 miles of sidewalks, 20 miles of roads
- Irrigation – state of the art central control system; 70 systems, 8 fountains, 4 underground storage systems
- Stormwater management – 119 sites, including 4 green roofs

Main Campus Academic Building Inventory
- Over 14 M Gross Square Feet of space
  - 7.7 M Net Assignable Square Feet
- 254 Buildings
  - Average building age is 46 years

Deferred Maintenance Backlog is $907M
- State-supported $738M
- Exterior infrastructure $169M

Space Conditions
- 2/3 of space in major state-supported buildings is in poor or fair condition
- 1/3 of state-supported space has not had major renovation for 40+ years
The FM Organization

Reports to VP, Administration & Finance

About 800 people work in FM
FM’s 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.
FM’s Scope of Responsibility

- Academic & classroom facilities maintenance, management and repair
  - Housekeeping
  - Daily maintenance of buildings and infrastructure
  - Special events/move support
- Energy management
- Facilities inventory and mapping
- Facilities master planning
- Landscape maintenance
  - Grounds, Arboretum
  - Recycling, waste management, pest control
- Project management
  - Renovations and small projects
  - Capital projects - College Park campus, client institutions
- Space and facilities budget allocation processes
- Winter weather management
FM Departments
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 recycle@umd.edu
- Solid Waste collection recycle@umd.edu

Arboretum, Landscape and Horticultural Services

- Tree Management and Maintenance
- Arboretum/Botanical Garden Management and Maintenance
- Snow/Weather emergency management – Command Center 301-405-8304

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

Harry Teabout III, Executive Director
301.405.5625  teabout@umd.edu

8/18/2017
Design & Construction

- Units
  - UMCP Project Management (> $200K)
  - Client Institution Project Management (> $1M)
  - In-House Design Services
  - Technical & Administrative Support
  - Capital Budgeting

- UMD Service Center provides project management services for Bowie, Frostburg, Salisbury, UMCES, UMD, UMES, UMUC and USM

- 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

Bill Olen, Executive Director
301.405.3470 wolen@umd.edu
Units
- Utilities Infrastructure
- Engineering Services
- Facilities Operations and Performance
- Billing and Energy Management

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

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

Mary-Ann Ibeziako, Director
301.405.3233 mibeziak@umd.edu
Facilities Administration

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

**Customer Response Center**
- Around-the-clock operation - processes service requests, handles emergency calls, coordinates FM communication, monitors HVAC/fire alarm systems, and coordinates outages and road closures

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

**Parts Warehouse**
- Orders, supplies, and delivers parts and materials for FM and UMD departments

**FM Fleet**
- Maintains vehicles assigned to FM staff

Ken Riebert, Director  
301.405.3205 kriebert@umd.edu  
8/18/2017
Operations & Maintenance

- Operation, maintenance and renewal of facilities and infrastructure
  - Piped Services
  - Electrical Services
  - Structures
  - HVAC
  - Utility distribution systems

- Small Renovations
  - Typically <$200K
  - Do not require design or additional approvals (e.g., FIC)

- 24/7 Incident Response Unit (co-reports to OFA)

Jack Baker, Executive Director
301.405.3205  jbaker@umd.edu
Overview of Services

- Facilities master planning
- Space and facilities budget allocation
- Leasing
- Facilities inventory and mapping
- Liaison to external stakeholders and agencies

Interactive Campus Map
http://maps.umd.edu/map/

Facilities Master Plan
https://www.facilities.umd.edu/sitepages/FPmasterplan.aspx

Brenda Testa, Director
301.405.5625
btesta@umd.edu
## Housekeeping Tasks & Frequencies

As a Green Seal Certified organization, we provide the GS-42 Environmental Cleaning Standard of Care.

<table>
<thead>
<tr>
<th>RESPONSIBLE AREAS</th>
<th>FREQUENCY</th>
<th>TASKS PERFORMED</th>
</tr>
</thead>
</table>
| Common/Public Areas | Daily | • Trash/Recycling Removal  
• Dusting  
• Vacuuming  
• Wet Mopping/Auto Scrubbing  
• Auto Scrubbing  
• Disinfecting of Restrooms |

| Administrative Areas (key access) | Weekly | • Recycling Removal  
• Dusting  
• Vacuuming  
• Wet Mopping |

| Restricted Areas (“off master”) | Upon Request | • Reimbursable |

| Projects | Annually | • Floors are scrubbed/refinished or shampooed (during either the summer or winter breaks) |

| Paying Customers | As per MOU | • As agreed upon/MOU |

8/18/2017
To request maintenance service or completion of a small project
- Call 301.405.2222 or request online at www.facilities.umd.edu

To request a larger project (<$1M)

Performance Goals
- Service requests
  - Emergency - < 24 hours
  - Urgent - 3 days
  - Routine - 30 days
- Small projects not requiring design
  - First contact with requestor in 3 days
  - Project completion - 90 days after scope, funding and contracting are in place

FM Area Maintenance Technicians are our first responders
Academic Facilities Officers and key FM staff should be on a first-name basis
## Capital Projects

<table>
<thead>
<tr>
<th>Project Value $ &gt; 200K</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase</strong></td>
<td><strong>Duration</strong></td>
</tr>
<tr>
<td>Project identification through approvals to design start</td>
<td>Up to 6 months</td>
</tr>
<tr>
<td>Design start to ready to advertise for award</td>
<td>2-3 months</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>Up to 9 months</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Value $ &gt; 1M</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase</strong></td>
<td><strong>Duration</strong></td>
</tr>
<tr>
<td>Project identification through approvals to design start</td>
<td>More than 6 months</td>
</tr>
<tr>
<td>Design start to ready to advertise for award</td>
<td>6 months</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>One year or more</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Value $ &gt; 5M</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase</strong></td>
<td><strong>Duration</strong></td>
</tr>
<tr>
<td>Project identification through approvals to design start</td>
<td>More than one year</td>
</tr>
<tr>
<td>Design start to ready to advertise for award</td>
<td>Up to one year</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>More than one year</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Value $ &gt; 50M</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase</strong></td>
<td><strong>Duration</strong></td>
</tr>
<tr>
<td>Project identification through approvals to design start</td>
<td>More than one year</td>
</tr>
<tr>
<td>Design start to ready to advertise for award</td>
<td>Up to two years</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>Two or more years</strong></td>
</tr>
</tbody>
</table>

Construction award and construction duration vary depending on the size and complexity of the project.

8/18/2017
The Big Picture

FM’s goal is to deliver service to you

- Faster, with the same quality of service
- With more and better customer communication throughout the process
- Safely
Contact FM

Charles R. (Bob) Reuning, P.E.
Associate Vice President, Chief Facilities Officer
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301.405.6214 (O)  301.448.7817 (C)  creuning@umd.edu

FM Administrative Offices
- Service Building
- Severn Building
- Wye Oak Building

Customer Response Center
301.405.2222
fmcrc@umd.edu

Website  www.facilities.umd.edu