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

Assoc VP and Chief Facilities Officer
Charles R. Haunung

Special Assistant to the Assoc VP President
Julie Kromkowski

Director
FM Human Resources
Ara-Lise Mason

Program Director
FM Safety & Emergency Mgt.
Glynis Bowman

Executive Director
Department of Planning & Construction
William Olen
- Administrative Support
- Capital Budgeting
- Design Services
- Project Management (< $5M/ > $5M/Client Institutions)
- Technical Support
- Facilities Planning

Executive Director
Department of Engineering & Energy
Mary Ann Besisko
- Energy Management (Utilities)
- Engineering Services
- Facility Performance

Executive Director
Department of Operations & Maintenance
Jack Baker
- Electrical Services & Life Safety
- ESSLTC, IBBR, ICA Facilities
- HVAC Services
- Facility Maintenance Programs
- Incident Response
- O&M Finance & Work Mgt.
- Piped Services & Warranties
- Preventive Maintenance
- Renovation Services
- Signs & Graphics

Executive Director
Department of Building & Landscape Maintenance
Harry Teabout III
- Area & Classroom Maintenance
- General Services (Administrative & Building Services)
- Landscape, Arboretum & Horticultural Services

Executive Director
Office of Facilities Administration
Kenneth Kebert
- Accounting & Financial Support
- Logistics & Fleet Management
- Payroll Services
- Technology Services
- Customer Response Center (CRC)

About 800 people work in FM
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
Planning & Construction

- Units
  - Capital Budgeting
  - Client Institution Project Management (>$1M)
    - UMD Service Center provides project management services for Bowie, Frostburg, Salisbury, UMCES, UMD, UMES, UMUC and USM
  - Facilities Planning
  - In-House Design Services
  - Technical & Administrative Support
  - College Park Campus (UMD) Project Management (>200K)

Interactive Campus Map [http://maps.umd.edu/map/](http://maps.umd.edu/map/)
Facilities Master Plan [https://www.facilities.umd.edu/sitepages/FPmasterplan.aspx](https://www.facilities.umd.edu/sitepages/FPmasterplan.aspx)

Bill Olen, Executive Director
301-405-3470 wolen@umd.edu
Engineering & Energy

- 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

2/6/2018
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., FC)

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

Jack Baker, Executive Director
301-405-3205  jbaker@umd.edu
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
- Composting

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 hteabout@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
FM Services
## Housekeeping Tasks & Frequencies

<table>
<thead>
<tr>
<th>RESPONSIBLE AREAS</th>
<th>FREQUENCY</th>
<th>TASKS PERFORMED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common/Public Areas</td>
<td>Daily</td>
<td>• Trash/Recycling Removal&lt;br&gt;• Dusting&lt;br&gt;• Vacuuming&lt;br&gt;• Wet Mopping/Auto Scrubbing&lt;br&gt;• Auto Scrubbing&lt;br&gt;• Disinfecting of Restrooms</td>
</tr>
<tr>
<td>Administrative Areas (key access)</td>
<td>Weekly</td>
<td>• Recycling Removal&lt;br&gt;• Dusting&lt;br&gt;• Vacuuming&lt;br&gt;• Wet Mopping</td>
</tr>
<tr>
<td>Restricted Areas (“off master”)</td>
<td>Upon Request</td>
<td>• Reimbursable</td>
</tr>
<tr>
<td>Projects</td>
<td>Annually</td>
<td>• Floors are scrubbed/refinished or shampooed (during either the summer or winter breaks)</td>
</tr>
<tr>
<td>Paying Customers</td>
<td>As per MOU</td>
<td>• As agreed upon/MOU</td>
</tr>
</tbody>
</table>

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

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)
  - Complete Request for Facilities Management Services (RFMS) form
    www.facilities.umd.edu/sitepages/WOrequest.aspx

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>Phase</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Project identification through approvals to design start</td>
<td>Up to 6 months</td>
</tr>
<tr>
<td></td>
<td>Design start to ready to advertise for award</td>
<td>2-3 months</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>Up to 9 months</td>
</tr>
</tbody>
</table>

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

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

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

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

2/6/2018
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
2310C Service Building, College Park MD 20742-6021
301-405-6214 (Office) 301-448-7817 (Mobile) creuning@umd.edu

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

Customer Response Center
301-405-2222

Website www.facilities.umd.edu