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.

Our Vision

Facilities Management is regarded as a world-class organization in providing responsible stewardship and development of University facilities and resources.

Our Guiding Principles

- Meet or exceed customer expectations.
- Respect the unique needs and contributions of each member of Facilities Management and the University community.
- Communicate effectively.
- Continuously improve responsiveness, cost effectiveness and service quality.
- Cultivate teamwork, placing group success ahead of personal goals.
- Provide and support a safe, sustainable environment.
- Demonstrate leadership and pursue excellence throughout our organization.

Revised Mar-2013
Greetings!

I am pleased to present the annual Facilities Management (FM) Status Report. FM serves University of Maryland students, faculty and staff by striving to provide facilities befitting a globally preeminent research university. We are responsible for the academic, research and administrative spaces, the infrastructure that supports our buildings, and the surrounding landscape. Our diverse workforce of nearly 800 employees contribute a wide range of skills and talents to meet the challenges of this complex work environment. Our six departments serve the campus community twenty-four hours a day, seven days a week, 365 days per year.

Through the efforts of our staff, support from the University and State, and cooperation from the campus community, we have undertaken many small and large projects across the campus this past year. Construction of our $127M state-of-the-art Physical Sciences Complex is well underway and on schedule for completion by September 2013. The $55M Edward St. John Learning and Teaching Center is under design. Over the summer we started construction on our newest residence hall, the $71M Prince Frederick Hall, and completed an extensive renovation for the School of Architecture, Planning and Preservation.

Our infrastructure renewal program has focused on water line, electrical infrastructure, building electrical and fire alarm systems. Several paving, sidewalks and landscape improvements have been completed as well. This summer we also placed approximately 700 recycling and 700 trash bins in administrative and academic buildings, and our housekeeping and maintenance staff thoroughly prepared 410 classrooms, 46 lecture halls, 116 seminar rooms, and 82 elevators for the new academic year.

In addition to serving our campus customers, with a spirit of pursuing excellence in all we do, we’ve worked to provide our staff with a safe, respectful workplace, one in which each person’s contributions are valued. In support of this goal, we are nearing completion of the FM staff training program “As Simple as Respect.” We have launched our new supervisor training program, “Best Practices for Leadership Effectiveness”, which will run through the fall. The program will provide FM and Department of Residential Facilities supervisors with comprehensive supervisory skills training.

This Status Report provides information about our accomplishments in 2011-2012, and outlines our 2012-2013 organizational and departmental initiatives. For more information feel free to contact me or any of our staff, or go to our website, http://www.facilities.umd.edu.

Sincerely,

Carlo Colella, P.E., LEED AP
Associate Vice President, Facilities Management
FM-Wide Initiatives for 2012-2013

FM Staff Development

• Design and implement supervisory skills training program in partnership with UHR and DRF, for all supervisors (Dec-2012).

• Implement ongoing analysis and improvement of FM employment process and effectiveness (Jan-2013).


Strategic Plan for FM Information Technology

• Produce a comprehensive strategic plan that will address the following key areas (Nov-2012).
  • Ensuring security, reliability and effectiveness of hardware and software
  • Collaborative tools for organizational effectiveness and innovation
  • Mobility and virtualization approaches that enable employees to work effectively in a mobile environment

• Complete implementation of FMS operations module (Mar-2013).

Improved Delivery of Building Renovations

• Develop a draft management report by Sep-2012. The bi-weekly report will initially focus on schedule and financial health of projects in the Department of Campus Projects. After this milestone is reached, subsequent work will incorporate other performance metrics into the report such as project manager workload data, estimating accuracy, financial close out timelines, etc.

• Document and present Communications Performance Expectations for FM Project Managers and customers by Mar-2013. These expectations will be developed after an investigative process which will include interviews, reviews of completed projects and study of current procedures regarding communication.

• Analyze complex incoming project Requests for FM Services (RFMS) at the conclusion of every FM Senior Team Meeting starting Aug-2012. The goal is to review the requests, clarify scope (primarily from a facilities renewal perspective) and identify potential issues from a shared collective standpoint early in the process.
FM Employee Demographics*

**FM Employees by Gender**
- Male: 33%
- Female: 67%

**Racial and Ethnic Makeup of FM**
- White: 42%
- Black or African-American: 28%
- Hispanic or Latino: 24%
- Native Hawaiian or Other Pacific Islander: 4%
- American Indian or Alaska Native: 1%
- Asian: 1%
- Not Reported/Undeclared: 0%
- Two or More Races: 0%

**FM Employees by Department**
- Building and Landscape Services: 275
- Campus Projects: 46
- Capital Projects: 50
- Facilities Planning: 19
- Operations and Maintenance: 285
- Office of Facilities Administration: 69
- Office of the Associate Vice President: 12
- Total: 756

**FM Employees by Status**
- Exempt: 32%
- Nonexempt: 68%

*All data include Regular and Contingent 2 employees; data revised Aug-2012*
FM Human Resources (HR) is responsible for all human resources functions for FM’s organization of almost 800 employees. The workforce includes service, maintenance, skilled crafts, administrative, and professional staff. Activities and responsibilities include: Staff Relations and Conflict Resolution, Employment/Staffing, Classification, Wage and Salary Administration, Benefits Coordination, Performance Management (PRD), Organizational Planning, Health & Safety, Training and Apprenticeship and Diversity Initiatives. The unit also coordinates business travel and parking-related activities, and plans and coordinates special events. The FM HR unit works closely with University Human Resources (UHR).

FM Human Resources Accomplishments 2011-2012

- FM Human Resources was realigned with the Office of the Associate Vice President for FM.
- “As Simple as Respect” training – over 700 FM employees have attended, about 88% of the workforce.
- “Preventing Sexual Harassment” training continues for all new hires in English and Spanish.
- In conjunction with University Human Resources, the Department of Residential Facilities, and an outside consultant, a supervisory training program was developed.
- Filled 87 positions, averaging 1.67 positions per week.
- Implemented a weekly email Job Announcement that provides FM employees with a supplemental resource to learn about FM job openings.
- In conjunction with UHR and collective bargaining representatives, negotiation to replace FM Fair Treatment Guidelines is underway.

FM Human Resources Initiatives 2012-2013

- Complete As Simple as Respect training (Nov-2012). Continue training for new hires.
- Support FM supervisory staff’s successful completion of supervisory training program (with UHR/DRF).
- Create, recruit and hire FM Training Coordinator position.
- Collaborate with UHR to update “Preventing Sexual Harassment” program and implement refresher/modified training for all staff.
- Improve and expand reporting of staffing activities, staff relations activities and demographics; produce HR annual report.
- Improve and expand HR content on the FM website.
- Successfully negotiate revised Fair Treatment Guidelines (UHR and AFSCME); if completed during this rating period, create, launch, deliver associated communication and training.
### FM State Budgets FY09—FY13

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<th></th>
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<td>FM Departments (excl. Capital Projects)</td>
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<td><strong>$52,920</strong></td>
<td><strong>$52,846</strong></td>
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Fixed costs include bond repayment for utility system upgrades and the Combined Heat and Power Plant (CH). Also included are loan repayments for campus energy efficiency upgrades including lighting retrofits and energy performance contracts.

Start of new electric contract in FY08; rate increase of approximately 50%.

WSSC began implementing annual rate increases for water in FY08.

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Facilities Planning

The Department of Facilities Planning has four functional areas. In addition, the Director provides a Facilities Management liaison role to the Provost and Capital Planning in the University System of Maryland Office, and coordinates and provides staff support for the Facilities Council, Facilities Advisory Committee, Facilities Improvement Committee and College Park City-University Partnership.

Facilities Planning Units

Space Planning and Leasing evaluates the utilization of the University’s facilities, analyzes opportunities for department consolidation to improve collaboration, makes recommendations for space allocation, and assists in the implementation of departmental reconfigurations and relocations. The Assistant Director negotiates and manages off-campus leases.

Capital Budgeting coordinates the University’s capital budget process by preparing budget submissions, project cost estimates, facility programs that justify and describe capital projects, and briefing material for budget hearings. The Assistant Director supports University officials, and serves as a liaison to the University System of Maryland Office of Capital Planning and State of Maryland Department of Budget and Management for the capital budget. ADA responsibilities are coordinated by this unit.

Facilities Asset Inventory maintains a facilities information system for all buildings, grounds and infrastructure. The Assistant Director and staff manage building and room inventories, architectural drawings inventory, campus CAD and GIS mapping, utilities mapping and the facilities archival library, in addition to serving the graphics needs of the FM organization. The Assistant Director also has responsibilities for space classification and space guidelines and projections.

Campus Development provides professional services related to campus master planning, district plans, site evaluations, design review/guidelines, landscape and environmental projects. The Assistant Director and staff serve as UM liaisons with various external agencies, associations and groups and the City of College Park.
Facilities Planning Accomplishments 2011-2012

- Completed the major initiative for the Facilities Master Plan Update for Board of Regents approval (Apr-2012).
- Updated administrative procedures for RFMS.
- Completed identification and mapping of outdoor facilities.
- Revised calculation methodology for Deferred Maintenance backlog for better statement of problem and consistent reporting.

Facilities Planning Initiatives for 2012-2013

- Chair Geographic Information System (GIS) Enterprise Committee for FM and Campus and complete an implementation Plan by Dec-2012.

- Complete assessment of CMNS and ENGR proposals for facilities to support STEM initiative and make recommendations by Mar-2013, for the next capital budget cycle.

- Initiate new structure for FMP implementation by Oct-2012 by use of ad hoc committees.
  - By Sep-2012 develop the work plan and identify participants for the refinement of the McKeldin Mall Renewal and Enhancement Project with the School of Architecture, Planning and Preservation, the Department of Anthropology, the Department of Plant Sciences and Landscape Architect, the iSchool and FM. Submit revised FAC/FC funding request for project by May-2013.
  - Provide Purple Line coordination with MTA until a Project Manager is assigned for the project. Complete planning concepts working with UMD stakeholders and MTA for Lot 1 Road, Lot HH, Turner Hall area and west of Route 1 by Mar-2013.
  - Determine by Dec-2012, specific bicycle improvements to be implemented by 2013.

- Update the numbers that generate the Facilities Condition Index for UMD (Feb-2013).
The Department of Campus Projects offers planning, design, and construction services for renovation projects with budgets typically up to $1 million. With an expert staff of project managers, construction specialists, architects, engineers, interior designers and craftsmen, the department offers fully integrated services from conceptual design through construction supervision to end user occupancy.

The department consists of three units: Design, Project Management, and Construction. In addition, the Assistant to the Director oversees various special projects for the department.

The Design Unit has a full complement of design professionals providing services including schematic design, construction documentation and construction administration. Staff in this group can also assist with idea generation, feasibility studies, space planning and furniture procurement.

The Project Management unit manages projects that have a significant design component. Typical projects are major laboratory and classroom renovations, tenant fit-outs, and infrastructure upgrades.

The Construction Unit is responsible for projects requiring minimal design effort. Example projects including flooring and painting efforts, minor space reconfigurations, and supplemental electrical power needs.

To supplement our internal resources, we have access to a variety of outside design consultants and contractors so we are well-equipped to address any campus requirement. Our project managers and construction specialists facilitate these external efforts and assist them in working with the University.

As part of the university community we are familiar with campus needs, Initiatives, policies and procedures. This allows us to guide clients through the complex process of defining a project scope and schedule, securing approvals and funding, reviewing bids, and managing construction. Our location on campus allows for quick response, frequent meetings and site visits.

Campus Projects is dedicated to providing students, staff, and faculty with pleasant, functional places to learn and work. We are committed to being good stewards of university and global resources. We know that a great university must be in a continual state of transformation and are proud to be vital partners in that process.
Campus Projects

Accomplishments and Initiatives

Campus Projects Accomplishments 2011-2012

- Successfully moved the Construction Unit to the Severn Building without impacting service to campus customers.
- Financially closed out/completed over 360 projects with a total cost of approximately $10 million.
- Worked with DES to develop new processes/procedures for increasing capture of construction and demolition waste which will be implemented in FY 2013.
- Restructured architecture unit to better define roles and responsibilities during the design process and also provide for career growth opportunities to staff.

Campus Projects Initiatives 2012 -2013

- Develop metrics report to assist with management of department performance including but not limited to specific project data and individual performance statistics (Draft by Sep-2012).
- Develop customer feedback questionnaire to capture specific information regarding projects as well as a more global picture of FM/Campus Projects performance. (Draft by Oct-2012). At a minimum, on a quarterly basis, meet with core customer group to directly discuss department issues.
- Complete hires of all currently identified critical positions (all by Dec-2012): Supervisor Construction, Carpentry; Supervisor Construction, Electrical; Project Manager (min 2); Project Coordinator; Generalist Inspector; Chief Engineer; Mechanical Engineer; Electrical Engineer.
- Implement new fee structure and work with OFA to develop more comprehensive financial reporting for the department (applicable to new projects after Jul-2012).
- Projects: Reach substantial completion dates for the following critical projects:
  - Main Admin Ground Floor – Nov-2012
  - Main Admin VPAA Suite – Aug-2012
  - Jimenez Lecture Hall – Jan-2013
  - HJ Patterson Collaborative Classroom – Jan-2013
- Working with OFA, improve financial reporting for the department. In particular, improve monthly expenditures report to include more specific data such as department funding of project errors, miscellaneous project expenditures, etc. (Nov-2012).
- Work with HR and DES to clarify safety training requirements and ensure that all applicable staff are adequately trained (Oct-2012).
Capital Projects is responsible for the design and construction of capital projects for the University of Maryland College Park and eight University System of Maryland institutions. Capital Projects also manages capital equipment for College Park capital projects. Annual capital expenditures average $200M.

Vision
Capital Projects will be a model nationally recognized organization dedicated to supporting the University System of Maryland’s goal of being a leading public system of higher education. Capital Projects staff consists of a diverse team of professionals, dedicated to providing quality facilities in a safe, timely, cost effective, and environmentally conscious manner.

Mission
Capital Projects delivers design, construction and equipment services to support the Universities’ educational and research programs while serving the needs of the State.

Value Statement
The core values of Capital Projects serve as the basis for achieving organizational excellence in the higher education sector.

• Meet or exceed customer expectations.
• Respect the unique needs and contributions of each member of Capital Projects and the University community.
• Communicate effectively.
• Continuously improve responsiveness, cost effectiveness and service quality.
• Cultivate teamwork, placing group success ahead of personal Initiatives.
• Provide and support a safe environment.

Units:
Project Management units are responsible for managing assigned capital projects, from pre-design through construction, equipping and closeout. Primary duties include project cost control; schedule management; quality assurance; management of pre-design, design, construction, and commissioning services. This unit also oversees the acquisition and receipt of capital equipment and coordinates with clients to assure efficient move-in and start up.

Design/Construction Quality Assurance oversees the quality assurance program for design, construction and capital equipment. This unit is responsible for the ongoing development and maintenance of the University's Design Criteria and Facilities Standards, for coordinating reviews of projects under design, for development of capital equipment lists, and for day-to-day construction inspection, testing and coordination of construction activities with campus operations.

Support Services helps meet individual project and overall program needs, and provides project data to a variety of internal and external customers. The unit also provides scheduling, cost estimating, cost tracking, budgeting, forecasting, time allocation, record management and various Administrative support services.

William E. Olen
Director
Capital Projects Accomplishments 2011-2012

- Managed $93M capital project expenditures (planning, construction, equipment) at UMCP and $47M at eight other University of Maryland institutions, $140M in total.
- Managed 21 projects to substantial completion including significant projects: BSU Fine & Performing Arts Center, FSU Lane Center Renovation, SU Perdue Business School, UMCP Chincoteague Hall Renovation, UMCP Denton Hall Renovation, UMCP Easton Hall AC Installation Ph1, UMCP Shoemaker Building Renovation and UMCP Shuttle Bus Building.
- Financially closed 25 projects—FY11 Total = 14 projects
- Continued emphasis on sustainability efforts with an increase from 7 to 15 LEED certified projects (8 certified Gold).
- Increased LEED Accredited Professional staff members from 13 to 16.
- Updated UM Design Criteria/Facilities Standards to support campus and State goals for sustainability
- Became first FM certified green office at bronze level with on-going efforts to achieve silver.
- Completed Administrative Affairs Unit Review and Peer Review by COAA (Construction Owners Association of America).
- Placed major emphasis on staff professional development and training with total staff training hours of 1,937/average 35.5hrs per staff. Continued succession planning strategy with in-house project manager development program.
- Implemented reward and recognition program with creation of annual project team awards and individual staff “CAPy” recognitions.
- Maintained continued enhancement and improvements in cross departmental collaboration and technology as a result of strategic planning efforts with CLOC.

Capital Projects Initiatives 2012-2013

- Achieve design, construction and capital equipment expenditures of $200M.
- Continue to enhance existing Project Management System for capital project information management with detailed investigation of E-Builder software underway.
- Deliver the following project programs within budget in accordance with the described schedule milestones:
  - UMCP-Edward St John Learning & Teaching Center, UMCP Byrd Stadium Renovation, UMCP Pocomoke Renovation, UMCP Prince Frederick Hall, UMCP Physical Science Building, UMCP Bio-Engineering Building, UMCP Severn Phase 1A, UMCP University House, BSU Student Center, BSU Natural Science Center, FSU Center for Information Technology Center, SU Academic Commons, SU Chester and Choptank Renovation, UMES Engineering and Aviation Science Building, UMCES Environmental & Sustainable Research Lab, USM Shady Grove Biomedical Building
The Department of Operations and Maintenance (O&M) operates, maintains, repairs and renews the campus’s facilities and infrastructure. Work is performed using a wide range of methods:

- In-house work force of the traditional facility trades, 200+ plus staff members.
- Service contracts for elevators, chillers, roofs, UPS systems, etc.
- College Park Energy LLC, a public/private partnership, is responsible for operation and renewal of the steam production and distribution system, high voltage distribution system, and steam-driven district chilled water plant in the northern "research" area of campus.
- Bid contractors for exterior painting, road/sidewalk repair, system component replacement.

Operations and Maintenance Units:

Facilities Maintenance includes units that provide zoned facility maintenance, electrical and life safety system maintenance, piped services, structural trades, and maintenance contracts for roads and sidewalks, roofs, exterior painting, elevator maintenance and exterior surfaces.

HVAC Services include heating, air conditioning, energy management, refrigeration, and fume hood maintenance units.

O&M also has dedicated facility managers for the Shady Grove campus, Intercollegiate Athletics (ICA), the Clarice Smith Performing Arts Center and other facilities.
Operations and Maintenance Accomplishments 2011-2012

Over the last year FM completed several major facility renewal projects, specifically the Microbiology AHU replacement project, replacement of the Architecture roof, and several building electrical upgrades while continuing our efforts to reduce the Campus’ deferred maintenance backlog. The State’s $5M “invisible crisis” program was approved and all projects are either complete or under construction.

In addition to our planned work, O&M responded to numerous campus emergencies (J. M. Patterson fire, Art/Sociology flood, Chemistry lab accident). In all cases facility damage was minimized and campus operations were maintained.

Finally, the campus received AAALAC accreditation for the animal care facilities and Operations and Maintenance played a significant role in that effort.

Progress on the conversion to the Facilities Management System and the Electrical Safety enhancement program continues with major milestones being met this year.

Operations and Maintenance Initiatives 2012-2013

- Execute the $10M FY13 “Invisible Crisis” Program by the end of 2012; have all projects under construction by Jul-2013.
- Implement FM wide Electrical Safety and Maintenance program
  - Electrical Systems unit to complete migration to Facilities Management System (Dec-2012)
  - Develop/implement permit process (Jul-2013)
  - Complete yearly safety training (Jul-2013)
- Publish updated FM Emergency Management Plan (Jul-2013)
- Complete high priority projects
  - Benjamin AHU replacement (Dec-2012)
  - Replace Cole HVAC systems (Summer 2013)
  - Carry out $1.7M supplemental renewal program to replace selected roofs, windows and motor control centers (Summer 2013)
  - Replace Lee Building fan coil units (Summer 2013)
  - Complete elevator renewals in McKeldin Library, J.M. Patterson and H.J. Patterson (Summer 2013)
The Department of Building and Landscape Services provides a full range of services including housekeeping, grounds maintenance, pest control, special events, moving services, specialized vehicle and equipment maintenance, and campus-wide solid waste and recycling program management.

Units:

**Arboretum and Horticultural Services:** The campus grounds are a certified Arboretum and Botanical Garden and a Tree Campus, requiring an experienced horticultural staff to maintain high standards for continued certification. This unit provides overall program management for the Arboretum and Botanical Garden Information Center, and works closely with campus planners to create new landscape environments and projects relating to the campus Master Plan. Operational support comes from the Landscape Services unit.

**Landscape Services** provides landscape maintenance and support, including mowing and weed control, landscaping, irrigation, masonry, lawnmower and heavy equipment repair, and pest control. This unit is responsible for the daily maintenance and seasonal snow and ice removal for over 1200 acres of campus grounds, including more than 22 miles of sidewalks and 12 miles of roads. Landscape Services uses a state of the art Geographic Information System which provides a detailed and comprehensive campus tree inventory.

**Housekeeping Services** provides a variety of cleaning services to maintain a healthy and comfortable environment in academic, administrative and research buildings. This unit cleans and removes trash and recyclables in 100+ buildings (~7 million s.f.) including 300+ classrooms and 50 lecture halls, and disinfects 4,000+ restroom fixtures daily. These services are provided in an environmentally sustainable manner, using Green Seal certified products, equipment and methods, such as an automated Quality Assurance program.

**Special Services** is responsible for coordinating and managing event support for more than 600 campus events annually, including University Commencement ceremonies and Maryland Day. This unit provides tents, stages, sound, decoration, tables, chairs, and a wide variety of other items. They also provide moving services for the more than 300 offices and laboratory moves that take place on campus each year.

**Recycling and Solid Waste Management** collects and hauls the more than 12,000 tons of recyclables and trash generated on campus annually. This unit develops and manages programs and activities for the campus community that promotes and expands campus recycling. They also collect and report campus data identifying specific recycling materials on an annual basis.
Building and Landscape Services Accomplishments 2011-2012

- Housekeeping - completed the organizational structure and hiring for Managers (3) and Coordinator.
- Recycling—Achieved a recycling waste diversion rate of 64% through Dec-2011.
- Landscape Services—Expanded our volunteer program by 50% over the previous year with the Arboretum and Botanical Garden Unit. Supported the construction and move-in of our staff from the old location to the new Heavy Equipment Building.

Building and Landscape Services Initiatives 2012-2013

Housekeeping Services
- Complete requirements to receive the Green Seal (GS-42) service certification, a Third Party science-based standard which certifies that our cleaning operations are environmentally sustainable. (Nov-2012)
- Standardize Housekeeping zone assignments using outside consultants and industry recognized measurements. (Mar-2013)

Administrative Services
- Achieve recycling diversion rate goal of 70% by Dec-2012.
- Complete the distribution of new standard recycle/trash containers in Administrative buildings and evaluate effectiveness. (Dec-2012)

Landscape Services
- Complete the removal of outdoor urns and trash cans, help identify one or two locations to place smoking stations and placement of exterior recycling bins and trash cans together; obtain ALRB and ABG Committee approval for containers. (Jul-2013)
- Continue the replacement of low flow irrigation heads. Complete a cost survey that will estimate the savings from changing to a low flow head with the estimated payback. (Feb-2013)
- Develop and implement maintenance and renewal program for retention ponds, storm water ponds and cisterns. (Jul-2013)

Arboretum
- Address Arboretum Outreach Center landscape and water line issues. (ongoing)
- Complete McKeldin Library east plaza interim landscape. (Sep-2012)
- Restore and enhance foundation and landscape planting at Architecture Building post-renovation. (Jul-2013)
The Office of Facilities Administration (OFA) supports FM through the following units:

- **Accounting & Financial Support** provides accounting, reconciling, and reporting for the FM State budget and operating accounts, creates and maintains MOUs for FM services provided to University auxiliary operations, payment of all FM invoices, and accounting, reconciling, and reporting for Capital, Campus, and Facilities Renewal Projects.

- **Energy and Utilities** manages the energy supply for the university through competitive and innovative procurement, manages the utility budget, pays utility invoices and re-bills auxiliary units. Energy management and energy conservation initiatives are the responsibility of the group, which works closely with the Office of Sustainability to promote these efforts and the resulting carbon footprint reduction. Demand response, energy service contracts, renewable energy, campus utility metering, and other utilities are also managed by the group.

- **Payroll** is responsible for managing payroll for FM staff.

- **Information Technology Services** manages computing hardware and software, creates and maintains internally developed software applications and interfaces them with campus and commercial information systems. In addition, they manage the telecommunications needs of FM.

- **Logistics and Fleet Services** provides shipping, receiving and over-the-counter sales of tools, parts and supplies through its warehouse, and delivers to campus buildings and job sites. It also maintains FM’s vehicle fleet.

- **Work Control Center** maintains a 24 hours/7 days/365 days per year operation that processes up to 50,000 work orders and projects each year.
Facilities Administration Accomplishments 2011-2012

- Completed the warehouse move to the Severn Building (Summer ’12)
- Completed a utility master plan for the campus
- Installed occupancy sensors in all classrooms
- Converted three shops to the FMS system
- Developed and implemented new FM website

Facilities Administration Initiatives 2012-2013

Accounting
- Provide analysis and business practice recommendations for the project group as we continue the conversion of work orders to the FMS system. (throughout 2012-2013)
- Design B&LS and O&M service MOUs for facilities and specific situations. (throughout 2012-2013)
- In preparation for elimination of FTTS system, review and document FM’s use of the FTTS system, and convert necessary functions to FMS or other capable systems. (Jul-2012 through Oct-2013)

Fleet
- Increase maintenance of FM vehicles to twice yearly. (Jan-2012)

Energy (all are to be accomplished by Jul-2013)
- Install lighting retrofits that result in 1,500,000 kWh of annual energy savings utilizing MEA loans
- Identify and implement additional energy conservation measures that produce 1,500,000 kWh in annual energy savings through retrocommissioning; ESCO contracts; CCMS scheduling; HVAC upgrades
- Increase demand response participation; estimated annual revenues of $100,000 for Summer 2013.
- Identify and implement water conservation measures that reduce annual building water use by 2.5%
- Create an energy dashboard for three campus buildings

Information Technology
- Complete implementation of FMS operations module (Mar-2013)
- Lead migration of FM email and calendaring to the university’s centralized email and calendaring system; includes development of Sharepoint sites for heavy users (Jul-2013)

Logistics
- Transition to the bar code system using hand held devices in lieu of the counter computers (Fall 2012)
- Transition from the LMS (Logistics Management System) to FMS (Spring 2013)

Payroll
- Coach and train supervisors and standardize written communication regarding payroll issues, eventually eliminating discrepancies between data in Kronos and PHR (Mar-2013)