

OSU
FACILITIES MANAGEMENT

FY2019

Annual Report of Operations





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The 2019 fiscal year was a time of continued improvement and advancing ever closer to the achievement of our shared vision of becoming an organization of excellence at OSU Facilities Management (FM).

At the end of this document, you will see the tagline, “We Ride Together, We Win Together”. This was informally adopted by FM as our way of demonstrating to ourselves and others our strong belief that only when we work together as a team, will we achieve true success and our vision of excellence.

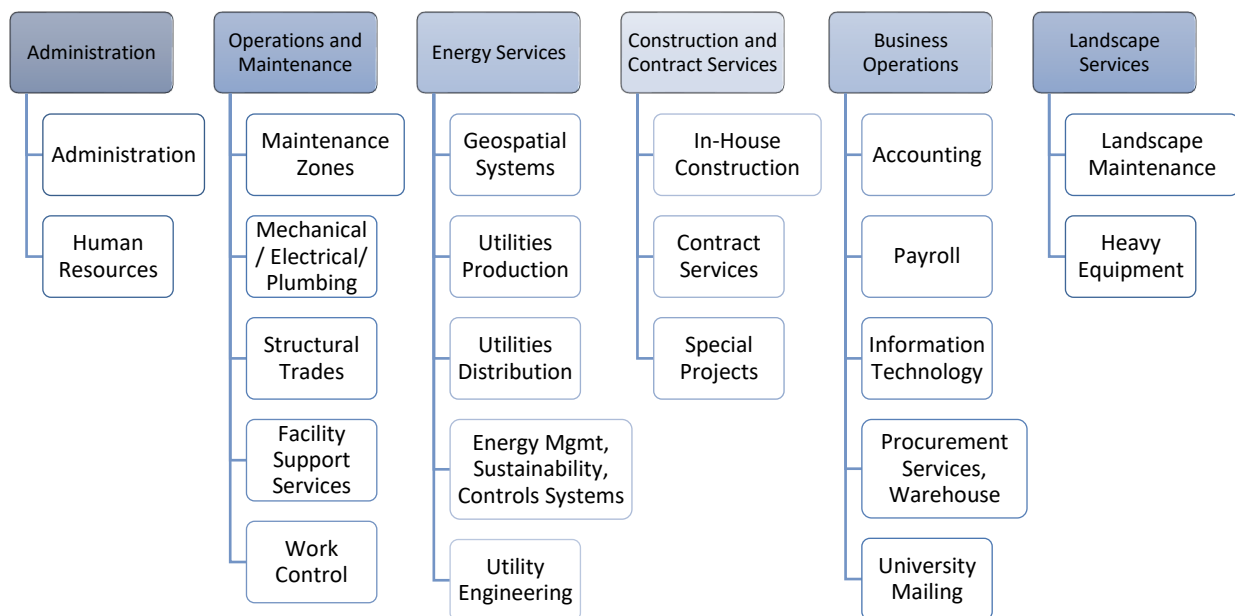
The FM Team is proud to share a glimpse into our accomplishments for Fiscal 2019 in the FM Annual Report of Operations.

Ron Tarbutton

Chief Facilities Officer

I. About OSU Facilities Management

OSU Facilities Management (FM) is comprised of 425 employees in six departments, each providing a unique set of services for OSU. FM is responsible for the maintenance, repairs, landscape services and small construction projects for the OSU General University and most Auxiliaries, which encompasses in excess of 8 million gross square feet and landscape services for over 870 acres. A third party provider is responsible for custodial services with oversight by Facilities Management Construction and Contract Services. Please refer to the [FM Guide to Services](#) located at fm.okstate.edu for additional detailed descriptions of the services FM provides to Oklahoma State University.



Mission Statement

We serve students, faculty, staff, and the community by creating and maintaining a safe and inspiring campus environment to support the OSU mission of education, research and outreach.

Vision Statement

OSU Facilities Management will be nationally recognized for providing excellence in the management of educational facilities.

Facilities Management Leadership Team



Ron Tarbutton
Chief Facilities
Officer



Jeff Sweeden
Director,
Operations
and
Maintenance



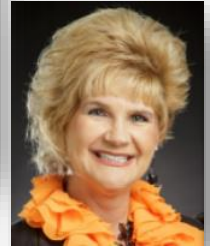
Craig Spencer
Director,
Energy
Services



Gabe Dreiling
Director,
Construction
and
Contract
Services



Steve Dobbs
Director,
Landscape
Services



Renee Smith
Director,
Business
Operations

“Together, we lead the organization with shared values”



II. Performance Indicators

Customer Satisfaction

FM strives for excellent customer service. Customer satisfaction is measured and acted upon using various methods throughout the year. Electronic surveys are conducted annually and after the completion of each work order. Surveys measure customer satisfaction regarding work quality, communication, and professionalism and work completion periods.

Additionally, every work order survey with unsatisfactory survey results are reviewed by the department manager with follow-up to the customer.

Year over year annual customer satisfaction scores continue to improve and exceed the APPA national rating of 4.52

	2016	2017	2018	
<i>Annual Customer Satisfaction Survey</i>	5.0	5.1	5.1	
	<i>FY19</i>	<i>FY19</i>	<i>FY19</i>	<i>FY19</i>
	<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>
<i>Maintenance Work Order Survey</i>	5.28	5.28	5.26	5.23



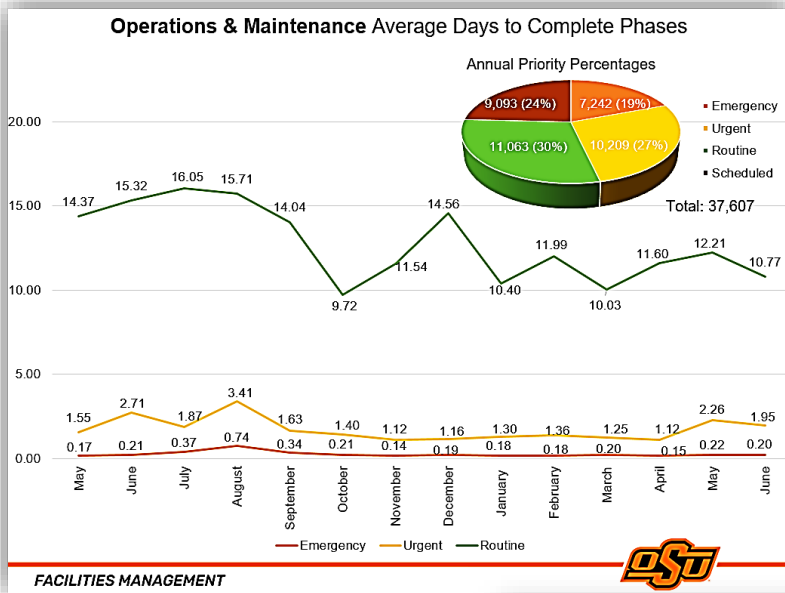
FACILITIES MANAGEMENT STAFF DO AN EXCELLENT
JOB! I LOOK FORWARD TO WORKING WITH THE CREW
THIS FALL 19 SEMESTER.

HS Academic Services 20-0375481



ANOTHER WONDERFUL JOB BY THE FM STAFF. THANK YOU
VERY MUCH!

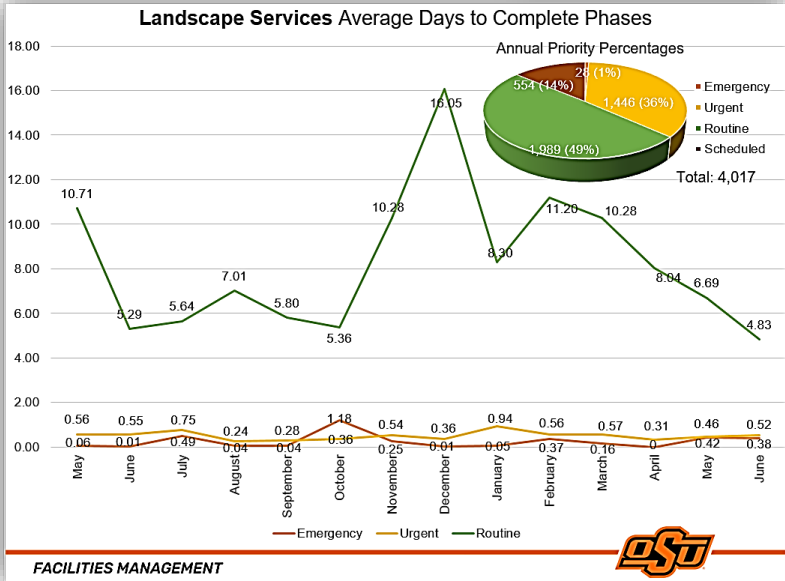
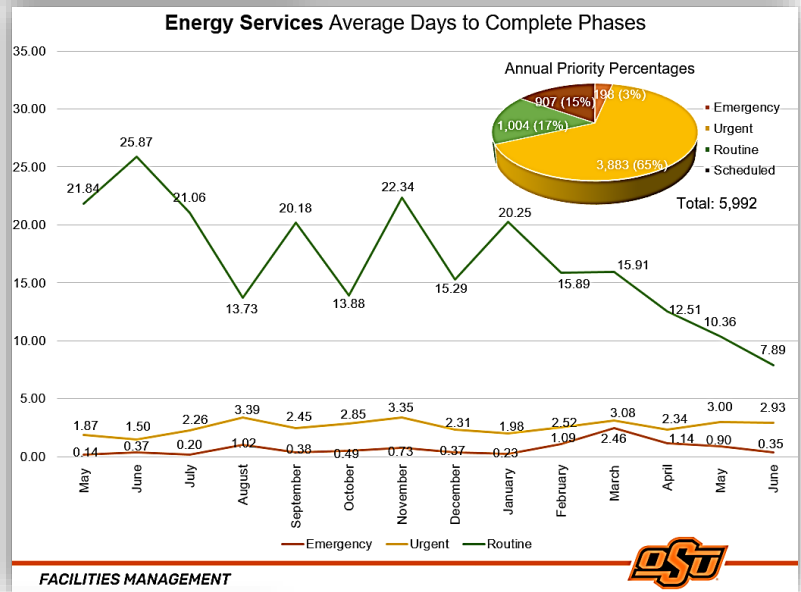
University College Advising 20-0367460



Thanks for always being so communicative and responsive!

Campus Life Administration 20-0371476

FM continues to improve efficiencies and drive down days to complete work order phases as shown on the adjacent charts.



When I first arrived on campus in 1989, I found the landscaping unimaginative and not very environmentally aware. It is heartwarming to see such a change now. I see more native plants on campus, and other very positive changes. Keep up the good work!

M. Palmer, retired Botany Professor

III. FM Department Highlights

Operations and Maintenance

The Operations and Maintenance (O&M) department is responsible for maintenance, repairs, preventive maintenance, signs, recycling, moves/events, pest control, HVAC, asbestos, furniture/upholstery repair, and work control for both the general university and many of the auxiliary organization properties at OSU. Below are some of the key accomplishments over the past fiscal year.



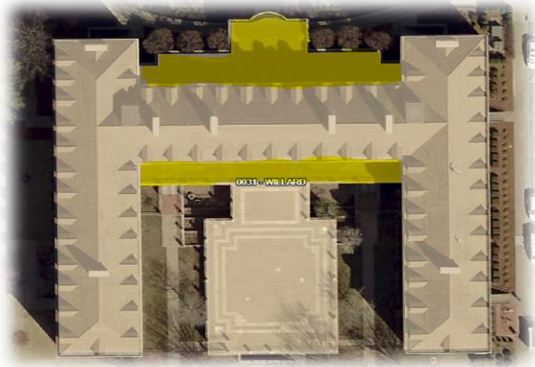
O&M completed many interior maintenance projects including painting, flooring and ceiling tile. Projects completed included paint, flooring and ceiling tile in General Academic Building. Painting of general public spaces of Whitehurst, Math Science, Wes Watkins Center, and Noble Research Center. Along with ceiling tile replacements in both Morrill and Human Sciences.

O&M Mechanical, Electrical and Plumbing completed many capital renewal projects. Projects included the Totusek Arena chiller, Chilled Water Pumps at the Library, and Boiler tube replacement at FAPC. Designs were completed for the replacement of R-22 Chillers at Hazardous Reactions Lab, Library Annex and Small Grains.



O&M made improvements to our outdoor environment, roads and outdoor lighting. O&M staff painted fire hydrants, painted emergency phone poles, power washed obelisks on Monroe and Legacy Walk, updated outdoor way finding signage, performed maintenance on the Chi-O clock and made patio/retaining wall improvements at Human Sciences and Math Sciences.

O&M does continuous preventive maintenance on building roofs to ensure that building interiors stay as dry as possible. O&M funded the replacement of several failed roofs including Noble B Wing, Physical Sciences, Engineering South and Willard Hall.



O&M staff made improvements to the exteriors of our buildings and campus environment by painting, power washing natural stone, and sealing the exterior envelopes. Buildings completed or partially completed this year include Human Sciences, Human Sciences West, Physical Sciences, and Math Sciences.

O&M support service staff helped to make events successful such as Commencement and the Wall that Heals. Other services they provided include key and lock changes, campus signage changes with Brand Management, campus recycling, and pest control services.



Energy Services

Asset Management Improvement

Energy Services (ES) strives to set the standard of excellence. This past year, Energy Services began looking at ways to improve Distribution System's asset management. ES identified ways to improve the record keeping and documentation of assets, delivery of asset information, and the physical preventive and reactive maintenance on these assets. This improvement effort required the numbering of all utility distribution system assets by utility tile, an enhanced GIS platform that allows easier and more accessible mapping of the systems, a more in-depth preventive maintenance program for distribution system assets, and GIS data integration with AiM. This was a team effort from Geospatial Systems, Distribution Systems, Engineering, and Business Operations staff. These improvements will help to achieve excellence by ensuring ES is performing the right actions, at the right time, consistently, and document asset information quickly and easily, while keeping the data viewable and available to the whole team.

Electrical Distribution Upgrade

Over the past two years, Energy Services has implemented several large projects that address the aged electrical infrastructure across campus. The projects consisted of constructing a new OG&E sub-station, installing new underground electrical infrastructure and cabling, upgrading the distribution voltage from 2,400V to 12,470V and building a new Power Distribution Center (PDC). The first phase of the voltage upgrade and the PDC projects are nearly complete and add new life and reliability to the campus' electrical infrastructure. Energy Services Utility Engineering and Distribution Systems teams' were heavily involved with the planning, design, and implementation of the projects. Power Distribution Center pictured below.



Energy Services Safety Program

Energy Services takes pride and embraces the complex and technical work within its responsibility. Unfortunately, much of this work requires staff to work in hazardous environments. Some of these environments include working with chlorine gas cylinders at the Water Treatment Plant, high energy steam in confined space tunnels, confined spaces in mechanical rooms and attics, deep utility trenches in poor soils, chemical treatments for cooling towers, heavy maintenance on large chillers, and working on 12,470 volt electrical cabling in underground vaults. Because of the hazardous environments, ES must have a comprehensive safety program to address the hazards to keep Energy Services staff safe and productive. This past year, a safety team was established from members of every ES organization. The team led the development of a comprehensive safety program that includes procedures for performing hazardous jobs by documenting them on Job Hazard Analysis forms. The program development is continuing and will be fully implemented by the end of the calendar year with training to all staff on the safest procedures to mitigate the hazards.

Energy Services Collaborates with the College of Engineering, Architecture and Technology

FM takes every opportunity to ensure student success by collaborating with academics. When the new Energy Services building opened, it included a multi-functional classroom that allows engineering students to get real-world exposure to an operating chiller/steam plant. The plant also has an “observation room” that allows students and the public to come inside and view the chillers and steam boilers through noise limiting windows.



Construction & Contract Services

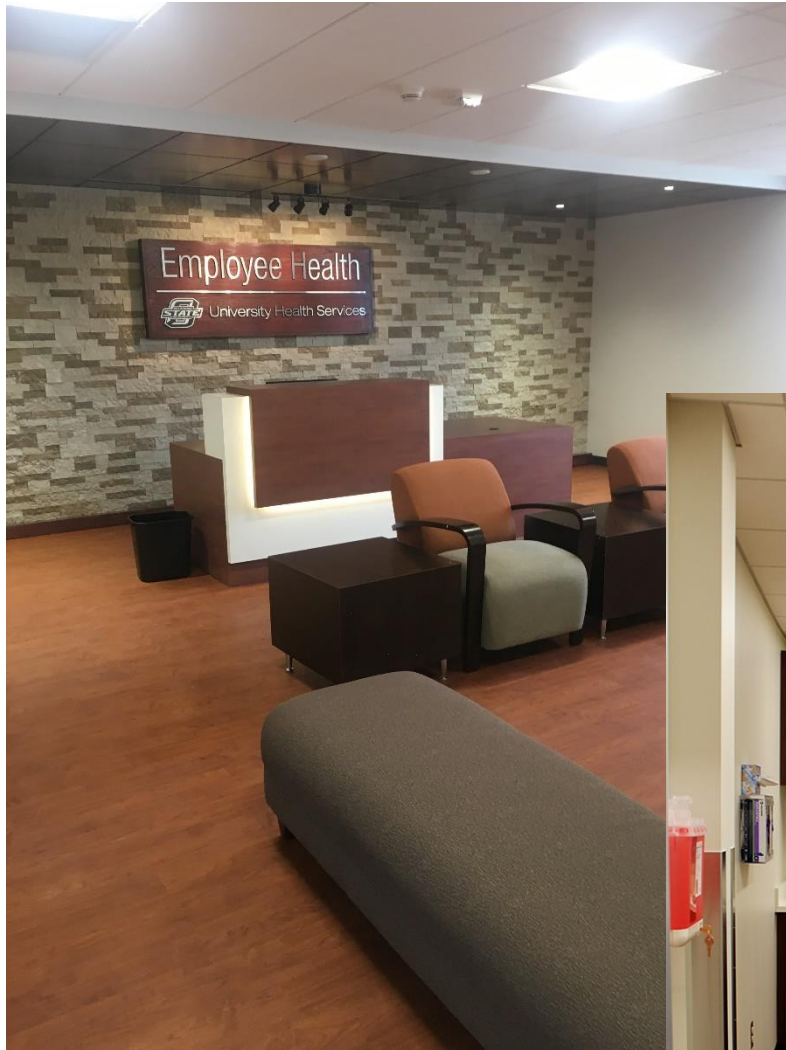
Arts and Sciences Lab Renovations

In an effort to modernize and improve spaces within Arts and Sciences teaching labs, CCS led a collective effort with Studio Architecture for the design, and Centennial Contractors for the complete raze and renovation of three labs in Physical Sciences and one lab in Life Science West. The highlights of the spaces included bright, yet energy efficient lighting, custom ceilings, flooring and new casework. Total project costs were \$1,483,000, and the construction duration was just under 90 days.



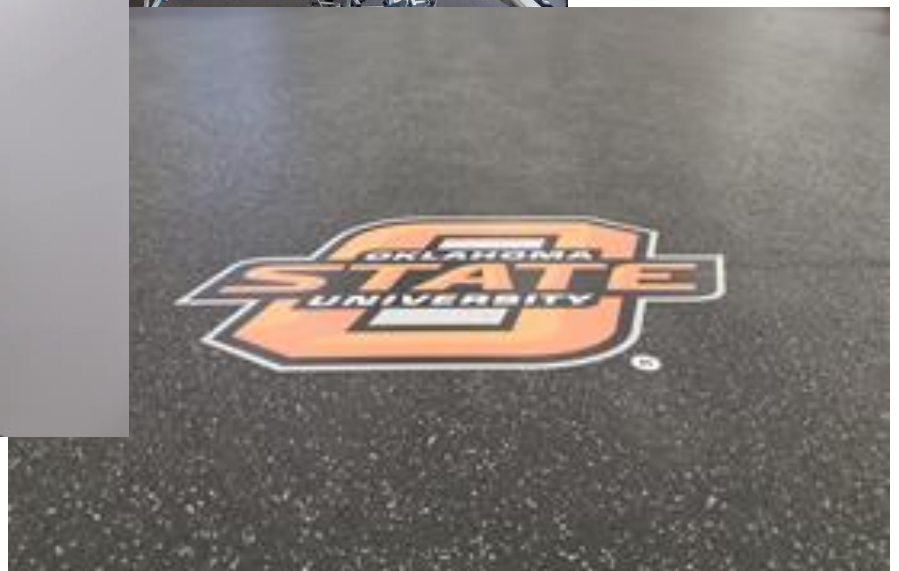
University Health Services

UHS renovated a portion of their facility to create a new OSU Employee Health Clinic. The renovated facility created six state of the art exam rooms, an expanded waiting area, new office and lab space, as well as a more functional nursing station. The cost of the project was approximately \$550,000, and opened for service in March of 2019.



Colvin Recreation Center Renovation

Early in FY2019, the Colvin Recreation Center had several projects that impacted the facility over the summer of 2018. Project CP18-1053 renovated the existing racquetball courts, under International Racquetball Federation and USA Racquetball Association design guidelines. The project upgraded four courts within the facility for \$481,000. Additionally, Construction and Contract Services managed projects to enlarge the available floor space for additional workout equipment with upgraded sports flooring. The combined costs for projects CP18-1125 and 1170 was \$340,000, and affected approximately 35,000 square feet. This is example of OSU's goal of being "America's Healthiest Campus", by providing state of the art facilities, equipment, and resources.



Business Operations

University Mailing Services (UMS) Adds Passport Acceptance

UMS accepted its first Passport on August 8, 2018 and has accepted 160 total for FY19. UMS currently has four Passport Acceptance Agents and will be adding one more in FY20. As a Passport Acceptance Facility, UMS successfully passed two audits since being certified by the Federal Government to perform this service.



Postal Supervisor Trudy Simank and UMS Accounting Specialist Marsha Tracy are two of UMS' Passport Acceptance Agents.

Business System/Analysis: Real World Education for Real World Applications

Meeting FM employee's desire to learn and enhance knowledge is a large part of the Business Systems/Analysis group's outreach. A new Lunch and Learn program was created to support an employee request of additional AiM education. The design of the program was a high-level introduction into the AiM software that would allow an employee to learn information that could be used in any business using the AiM software. AiM training was conducted with

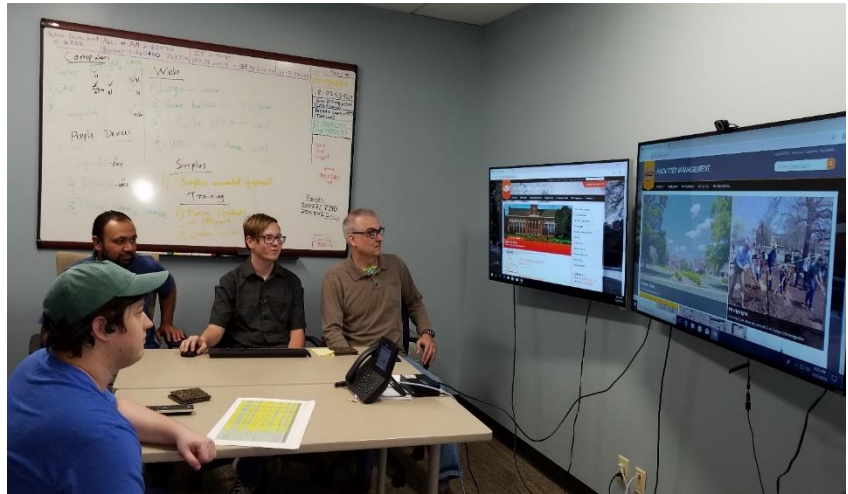
employees that wanted to learn more about the AiM system and function on their own time. The Lunch and Learn program was conducted over an 8-week period to allow those interested to learn about how the AiM fundamental software functions. Employees learned about the AiM hierarchy structure of the software, including why software is structured in that manner. Employees also learned about details of information on work order, phases and assets.



Information Technology (IT): OMNI website

FMIT redesigned the new OMNI website to meet OSU Brand Management standards and increase visibility. The new website allows our customers to be able to find key FM services with ease due to the graphical nature of the information presented. A brief introduction was conducted about why the information is collected, current application being used as well as design intent by the software vendor.

Pictured L to R: Cooper Wright, student; Sijjad Malik, Systems Administrator; Nathan Bales, student; and Joe Anthony, Systems Administration



Procurement Services: The Right Parts at the Right Time with World Class Accuracy

Pictured left to right: Chris Tornakian, Angela Duckworth, Daniel Mutai, and Teresa Rutherford. With careful attention to inventory accuracy through daily cycle counts and audits, the Procurement Services Warehouse team was able to achieve a 99.9% annual inventory accuracy. This excellent inventory accuracy has been reached for the second year in a row.



Landscape Services

Keep Oklahoma Beautiful Collegiate Award

Landscape Services won the award for their work with the OSU Welcome Plaza and Gardens. Their entry was titled "Turf to Native Plantings with a Powerful Artistic Message."



Accepting the award for Landscape Services (L-R): Dustin Barrett, Bret Proctor, Holly Pasmore, Steve Dobbs, Kenny White, Nick Ouellette, John Lee, John Stephens, and Ron Tarbutton

Oklahoma State University earns 8th Tree Campus USA designation

This is the 8th year that OSU has been recognized as a Tree Campus USA. OSU along with three other universities (Northeastern State, Oklahoma City Community College, and Oklahoma City University) were the first in the state to earn the standard and have successfully achieved the status 8 years consecutively. To get the recognition is a rigorous process.

The OSU Stillwater campus has more than 3,200 trees of 123 different species across the 870 maintained acres. All of the trees on campus are catalogued by location, species and size. The campus interactive map has a feature in the layers section where viewers can click on a tree and see information. Many of the trees also have QR (Quick Response) code signs at the base that tell more information about the tree and its growing preferences. "The trees are not just for shade, they have an environmental impact, such as minimizing storm water runoff, limiting pollution, removing carbon dioxide from the atmosphere, and providing wildlife habitats" stated Steve Dobbs, FM Director Landscape Services.

OSU Tree Planting Ceremony held March 28 at the Orange Grove (north of the Classroom Building)



Landscape Services holds Employee Skills and Safety Rodeo

The goal of the event was to further develop employee skills and safety within the department, build teamwork, and highlight talents in a fun atmosphere!

The 48 participants divided into 8 teams that competed in activities that displayed their skill and safety in operating equipment frequently used in daily job activities.



IV. FM Employees

2019 Certified Healthy Department

FM received recognition as a Certified Healthy Department by Oklahoma State University's Department of Wellness for the second year in a row. FM is committed to promoting America's Healthiest Campus culture for an overall healthier OSU. We demonstrated this with the implementation of employee initiatives with a focus on improvements to the FM work environment. The following are a few of these initiatives: a new system for an employee to provide a review of their immediate supervisor's performance, teambuilding activities such as the Facilities Challenge, and participating in the annual National Campus Safety Awareness Month. FM departments participating in the FM Work Readiness Program gathered to celebrate the presentation of the award.



Employees performing stretching exercises before workday begins.



Employee Safety Program

Keeping our employees safe is a top priority at FM.

	FY17	FY18	FY19
Total Employee Injuries	93	89	63
Injuries Resulting in Lost Time	54	36	10
Percent of Lost Time vs Total Injuries	58%	40%	16%

As shown in the above chart, FM has substantially reduced the percentage of worker injuries resulting in lost time from the job. A large contributor to this success is the FM wide safety awareness campaign launched in FY19 to bring focus and attention to working safely. This included posting of weekly safety tips, safety metrics in breakrooms, bulletin boards, restrooms, and other employee areas. Additionally, FM added a new staff position in FY19 focused on strengthening the FM Safety program.

FM Employees Giving Back to the Community

Staff Advisory Council Harvest II Food Drive

FM Procurement Department and Freddy Pitts won second place with a donation of 393 items! “We have such a great team here; everyone in Procurement Services was excited about participating. I am glad we were able to represent Facilities Management in a positive way. Marlene Tornakian has already issued a challenge to get first place next year.” Tiffany Munday, Procurement Services Coordinator

Donations were distributed to families in Payne County in association with the Junior Service League of Stillwater.



L-R: Lindsey Dugan, Marlene Tornakian, Matt Cross, Tiffany Munday, Don Machart, Raquelle Parli (SAC Representative), Freddy Pitts, Brenda Mutai-Hall and Harold Conley.

Our Daily Bread

Two FM employees volunteered their skills to help a local food pantry, Our Daily Bread. Brian Sanders (L) and Greg Leeming (R) volunteered their time and labor to the installation of a bottle filling station/drinking fountain at the Daily Bread Center.

Pictured on the right is a Thank You card from Becky Taylor, Our Daily Bread.



“We Ride Together, We Win Together”





“We Ride Together, We Win Together”

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Facilities Management
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fm.okstate.edu

