

OSU  
FACILITIES MANAGEMENT

FY2021

# Annual Report of Operations





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Unlike past years, where the Annual Report of Operations highlighted goals and achievements that supported the FM Five Year Strategic Plan, the FY21 Annual Report will look drastically different.

The 2021 fiscal year (July 2020 – June 30, 2021) was a time of great upheaval of everyone’s life. The entire world faced an unimaginable threat with the emergence of the COVID-19 pandemic. The pandemic quickly shifted the focus of OSU Facilities Management (FM) away from planned goals to crisis management focused on the immediate threat to the safety of students, faculty, staff, support of public health needs, and the continuation of mission critical activities (education and research).

If the pandemic was not enough, Oklahoma suffered from two record breaking winter storms in October 2020 and again in February 2021 that created additional unprecedented workloads on the FM staff with large snowfalls, rolling power blackouts, record cold temperatures, building pipes bursting and excessive damage to campus landscape foliage and trees.

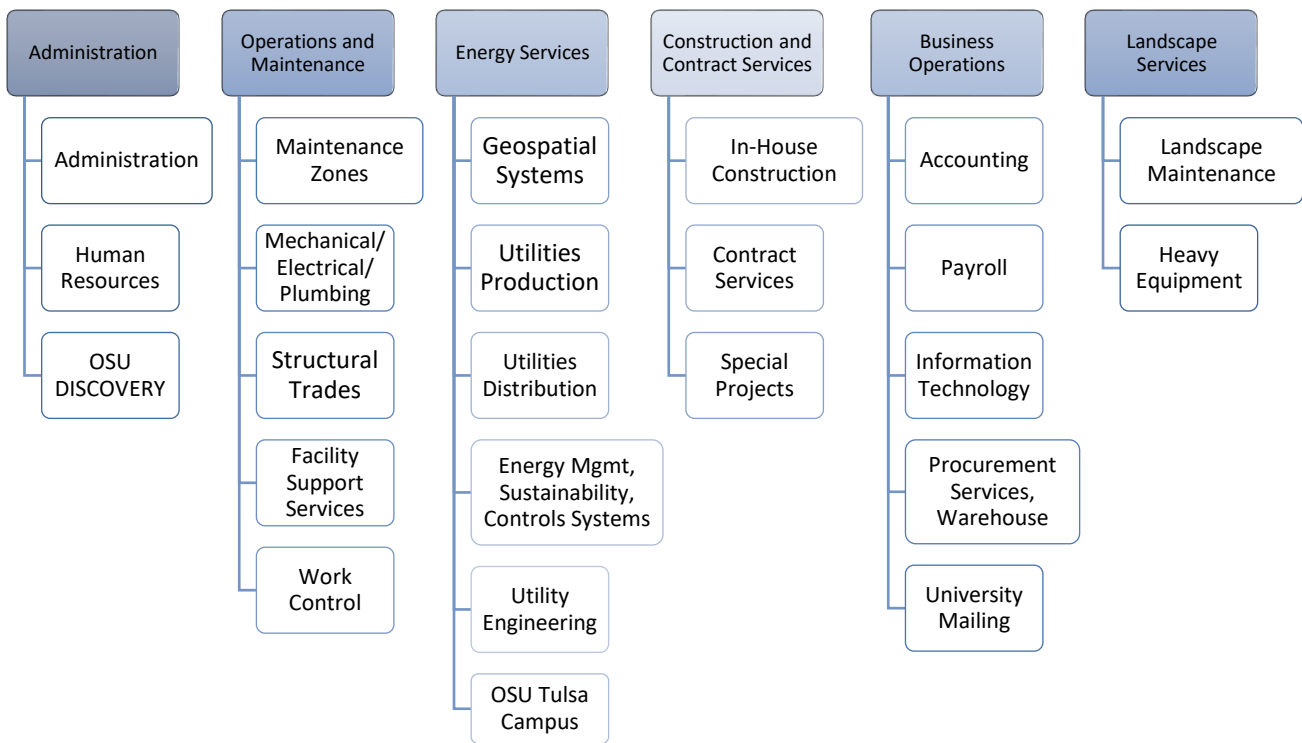
Throughout the fiscal year, the FM Team moved rapidly to provide urgent levels of emergency support to keep the OSU community safe during the pandemic and winter extreme events; I am extremely proud of how the teams responded to the “call of duty” and went beyond expectations.



*Ron Tarbutton*  
Chief Facilities Officer

# I. About OSU Facilities Management

OSU Facilities Management (FM) is comprised of 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](http://fm.okstate.edu) for additional detailed descriptions of the services FM provides to Oklahoma State University.



## Mission Statement

We maintain a safe and inspiring campus supporting the OSU Mission of education, research, and outreach.

## Vision Statement

Creating a campus of distinction through excellence, innovation, and leadership.

## Core Values

**R**espect – We value the differences of individuals, beliefs, and opinions recognizing differences as sources of collective wisdom. We will be innovative, challenge our thinking and learn from our mistakes.

**I**ntegrity – We will work together cooperatively as a team to perform our duties with honesty, ethics, and strong character. We hold ourselves accountable for adding value to our customers and each other.

**S**afety – We value the safety of our employees, faculty, staff, students, and community by making it the forefront of all our decision-making.

**E**xcellence – We are committed to achieving the highest service standards and working collaboratively with the university community for student success.

**R I S E**

## II. FM Fiscal Year Highlights

### FM Creates Culture of Collaboration for Student Success

Over the last few years, we at FM have challenged the thought that facilities does not have a lot to offer academics in the promotion of student success. FM successfully pushed the boundaries of traditional thinking and established a new way of working that includes collaboration with the OSU academic community in support of student success.

The mission of Oklahoma State University is to promote learning, advance knowledge, enrich lives and stimulate economic development through teaching, research, extension, outreach and creative activities. At FM we asked ourselves, how could we contribute, what difference could facilities make to academics and ultimately to student success? As it turned out, we found that we have a great deal to offer that could affect research, learning and contribute to student success. When we embraced our role in collaboration, we discovered the OSU institution awakened to the benefits of using the resources within facilities and the campus to enhance academic research projects and give students tangible learning opportunities.

FM supports student learning in a vast number of ways. Examples are the behind-the-scenes mechanical/electrical room tours and partnerships with professors to allow students hands on real world experience in areas such as landscape design, safety programs, Central Plant operations, CEAT projects, sustainability exercises, landscape architecture designs, and many more collaborative partnerships.

In 2020, APPA recognized FM with the *Effective & Innovative Award* for our work in creating a “*Culture of Collaboration for Student Success*”.

Additionally, the current edition of Oklahoma State Magazine is featuring FM for our academic collaborative efforts and the APPA award. Article linked here:

<https://news.okstate.edu/magazines/state-magazine/index.html>

## Campus First Impressions:

First Impressions are always very important to OSU for our students, staff and guests. Below are a few of the enhancements completed by FM during the year.

- Willard entry doors on the east and west sides replaced with enhanced inserted windows for both aesthetics and safe entry/exit.
- The Wes Watkins fountain received a much-needed facelift. After years of outside weather conditions, the tile surrounding the fountain was showing age. The fountain was wrapped with new brick to match the exterior of the building.
- The signage Nancy Randolph Davis Building was completed and changed to reflect the new name of the college and the building. This went along nicely with the landscaping and statue placed in the courtyard.
- Math Sciences classrooms 101 and 108 transformed into modern classrooms with the additions of new paint, boards, flooring, acoustic panels and technology. The goal was to provide an inviting atmosphere for learning that felt like an “OSU” classroom.



• Math Sciences Classrooms 101 & 108

OSU MATH SCIENCE ROOM 101

OSU MATH SCIENCE ROOM 108

LEGEND:

- 1. NEW PAINT
- 2. NEW FLOORING
- 3. NEW ACoustic PANELS
- 4. NEW BOARDING
- 5. NEW LIGHTING
- 6. NEW FURNITURE
- 7. NEW TECHNOLOGY
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- 299. NEW ACoustic PANELS
- 300. NEW BOARDING

THIS IS FOR ROOM 101. Double the quantity for 108.

### **Demolished ten (10) campus buildings or asset structures:**

In fulfillment of and in accordance with the OSU campus master plan, FM coordinated and managed the demolition of ten structures over the past one year. These demolitions served OSU in the following three ways, 1) enhanced campus beautification goals providing additional green space, 2) several more convenient student and staff parking zones, and 3) the preparation of ready sites for new campus facilities which when constructed will better serve our students, faculty and community.

1. President's Residence
2. Cowboy Mall
3. Simmons Bank
4. Wastewater Treatment Test Plant
5. Nutrition Physiology Bldg.
6. DASNR Greenhouses & Head house
7. Poultry Battery Lab
8. Turkey Cage Bldg.
9. Poultry Bldg.
10. Brooder Bldg.

### **University Mailing New Location:**

UMS relocated to its new location at 601 N. Willis St., just north of Hall of Fame. The move makes way for OSU's New Frontiers Agricultural Hall. A portion of warehouse #5 was renovated to meet the needs of UMS.

As stated by **Renee Smith**, Director Business Operations, the new location has many benefits. "The new location will be easier to find for the off-campus population and the Stillwater community. There will be more parking and it will reduce congestion in the heart of campus at the old location."

UMS is a Certified Postal Unit that provides the same services as the U.S. Post Office and can pick up and deliver mail in the 74077 and 74078 zip codes. UMS also has access UPS, FedEx and DHL carriers to provide best price shipping and shipping supplies. To learn more about the services provided by UMS click on this link <https://fm.okstate.edu/ums/index.html>





### **New street sign enhancements:**

Stated by Ron Tarbutton, FM Chief Facilities Office, “The Facilities Management (FM) Sign Shop created the street sign proofs of several examples for review and approval by the Campus Architect and Brand Management to review and approve. After approval of the design for the street signs, the Sign Shop created all the small street name signs for the campus and have already installed most of them. FM contracted with Traffic & Lighting Systems, LLC out of Oklahoma City to fabricate and install the large street signs around campus on the City of Stillwater traffic light pole cross arms. The new street signs have the new OSU brand logo to help unify the look and pride for the OSU campus.”



### **Actions taken by Energy Services results in huge benefit to OSU:**

February brought the region record breaking cold that resulted in numerous forced electrical outages, utility disruptions, and natural gas curtailments. Natural gas prices soared during the week of the cold snap that caused consumer’s bills to be many times higher than a typical February. Energy Services’ Central Plant is the single largest consumer of natural gas on campus and was in full production during the cold snap in order to keep buildings warm and pipes from freezing. Central Plant operators switched fuel sources to diesel fuel in order to reduce the amount of gas used during the month in an effort to lower our natural gas bill. A typical February would have experienced approximately \$3.00/MMBTU gas but the cold snap caused the market to skyrocket to \$1,193/MMBTU. Because of the fixed price contract that was established in 2020 and switching the plant to diesel fuel, Energy Services was able to reduce expenses from an estimated \$14.1 million dollar February to a relatively normal \$300k February bill – a cost avoidance of approximately \$13.8 million dollars. Great job to the Central Plant Operators and Energy Management!

*Craig Spencer, P.E.*

*Asst. Chief Facilities Officer &*

*Director of Energy Services*



**OSU achieves Tree Campus designation from the Arbor Day Foundation for the 10th straight year:**

As stated by Steve Dobbs, FM Landscape Services Director, “the most recent nod from the Arbor Day Foundation reflects the hard work and dedication of the Landscape Services staff.”

Landscape Services staff maintains roughly 870 acres across the Stillwater campus and receiving the award for a decade straight demonstrates the department’s commitment to protecting the campus forest environment and that it brings to OSU. The OSU campus currently has 3,976 trees. Click here to read the full OSU communication:

[https://news.okstate.edu/articles/communications/2021/arbor\\_day\\_foundation\\_recognizes\\_osu\\_as\\_tree\\_campus\\_for\\_10th\\_straight\\_year.html](https://news.okstate.edu/articles/communications/2021/arbor_day_foundation_recognizes_osu_as_tree_campus_for_10th_straight_year.html)

Pictures taken during the Arbor Day celebration.



## Employee Safety Program

Keeping our employees safe is a core value and a top priority at FM.

	FY17	FY18	FY19	FY20
<b>Total Employee Injuries</b>	93	89	63	70
<b>Injuries Resulting in Lost Time</b>	54	36	10	17
<b>Percent of Lost Time vs Total Injuries</b>	58%	40%	16%	24%

In spite of the challenges presented by the responses to the pandemic, FM continued its positive trend of a reduction in both overall number of reported injuries and number of injuries resulting in lost time. 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.

As a commitment to keep our FM team members safe, FM continues to monitor the latest developments of the pandemic and variants of the COVID virus. For information pertaining to the Stillwater campus please visit this link: [OSU COVID Plan and Guidelines](#)

### Information Technology Upgrades:

- Converted ~400 FM employees from an internal punch card system to OSU's automated Payroll system (Banner)
- Converted ~300 I Devices from MAAS360 to JAMF which allows FM IT department to push out software updates/upgrades automatically

## COVID-19 Pandemic Related Efforts taken by FM:

During the fiscal year, much of FM's efforts were directed towards making the campus safe for the students, staff and faculty. Listed below are a few of the actions taken to stabilize the campus during the COVID-19 pandemic.

- Managed immediate COVID-19 risk - safety control measures to contain virus spread
  - Developed and implemented the following plans:
    - FM Safety Guidance for Return to Work - Supervisor & Employee Handout
    - Departmental FM Return to Work Plan
    - FM Infectious Disease Response Plan
    - FM COVID-19 Emergency Maintenance Protocols
    - Cleaning Protocol for COVID-19
  - Partnered with EOC to monitor and control any virus outbreaks
  - Ensured essential functions continued uninterrupted
- Addressed workforce issues
  - Directors, supervisors and human resources addressed individual issues regarding disruptions for employees for health and/or childcare issues
  - Created additional FM Employee communications to send updates more frequently
  - Provided employees numerous links to OSU benefit information including mental and physical health information throughout the pandemic. Placed information on bulletin boards, in restrooms, break areas and other employee areas.
  - Determined measures needed for vulnerable employee populations such as allowing for remote working where available, procuring IT equipment and setting it up to allow for remote work, staggered work shift start/end times, flexibility with employee absenteeism and arranged work for social distance controls.
  - Guidance given to managers/supervisors on the following topics:
    - Managing a different workload and/or a shortage of workers
    - Employee concerns of taking care of personal and family needs
    - Uncertainty about the future of workplace and/or employment
    - Learning new communication tools while social distancing
    - Adapting to a different work space and/or work schedule
- Campus preparation for safe return of staff and students
  - Purchased, stored and distributed critical supplies such as 100,000 disposable facial masks, 50,400 cloth facial masks, and 100,000 bottles of hand sanitizer, disinfectant wipes, and temperature monitoring stations to slow the spread of the virus.
  - Created a COVID warehouse to store critical PPE.
  - FM Fiscal Operations managed the COVID warehouse supplies for the entire University including tracking all purchases, labor, and COVID sterilization of the entire campus to provide to GCF for federal government auditing purposes.


- Disinfection activities:
  - ABM, OSUs custodial contractor, frequently used EPA-approved disinfectants on common touch points including door handles, push plates, elevator buttons, handrails, light switches, etc. daily and multiple times daily within areas of increased use or higher risk.
  - ABM maintained an adequate quantity of EPA-approved disinfectants and approved cleaners to satisfy the expected campus demands. Hand sanitizer refills were on hand for the existing touch-free Purell hand sanitizer dispensers.
  - ABM hired additional staff to support the increased campus needs. 14 additional FTE's are used to support the nightly disinfection services.
  - Electrostatic spraying for disinfection of residential hall rooms prior to the athletes returning to campus and other residential hall rooms.
  - Electrostatic spraying of disinfectants for all classrooms, computer labs, and the library daily, was performed Monday-Saturday, during the fall semester.
  - Nightly electrostatic spraying of disinfectants in all classrooms, computer labs and the library, during the fall semester. Nightly electrostatic spraying included 738,411 SF (658,321 SF classrooms + 82,771 SF restrooms) in 84 buildings.
  - Electrostatic disinfectant spraying in spaces when requested after positive COVID cases confirmed.
  - Stylus pencils provided to prevent touching screens during time recording.
  - Nightly disinfection of FM vehicles.
- Domestic Water:
  - Flushed hot and cold domestic water lines in buildings with low or no use of domestic water to bring in fresh chlorinated water to eliminate any potential virus and bacteria in the water lines such as Legionella.
  - Daily testing performed for water quality at the water production plant. Tested for chlorination levels and bacteria at 15 locations monthly. All tests had good results.
- HVAC Systems:
  - AHUs ran two hours before and after scheduled occupancy in order to bring in additional outside air, more cycles of air filtering and better humidity control. July 7 2020 – May 7, 2021.
  - Installed high efficiency filters (change from MERV 8 to MERV 13) and pre-filters at large return air grills in hallways.
  - Additional emphasis during AHU preventive maintenance to ensure outside air dampers and actuators are clean and working properly.
  - Evaluated the potential for adding of UV lights inside of large AHUs in the Library and NCLB to kill airborne viruses and bacteria in the HVAC Systems:
- Masks:
  - Eight disposable surgical masks provided to all OSU full-time employees. Delivered to departments in late May.
  - Two washable cloth face coverings provided for all OSU full-time and temporary employees. One washable cloth face covering provided for all students in August.

- 2 oz. bottles of hand sanitizer provided for all OSU employees and students and 16 oz. bottles of hand sanitizer distributed to departments in late July.
- 39,600 bottles of hand sanitizer + 27,000 Wellness Center = 66,600 bottles
- 110,000 disposable masks + 50,400 cloth masks + 480 N95 masks + other colleges ordered an additional 12,000 masks
- Other:
  - FM Sign Shop made and installed approximately 17,000 mask reminder signs for exterior doors and social distancing markers for floors, stairways, entrances and elevators.
  - Automatic hand sanitizer dispensers already installed in nearly every restroom on campus and an additional 480 dispenser stands provided in campus buildings.
  - Installed ten voluntary walk-up temperature-monitoring stations.
  - Installed Plexiglas shields where necessary.
  - CEAT manufactured face shields for OSU colleges
  - Assisted University Planning to modify all classrooms to provide socially distanced seating by either moving classroom furniture out of the rooms or blocking off seating. In addition, 15 spaces modified for use as classroom spaces.
  - Facilities Management coordinated with the colleges to ensure that we were not duplicating efforts and to ensure that the dollars spent wisely. Facilities Management worked closely with the OSU Office of Central Procurement to consolidate our purchases with other OSU campuses in order to get the best available bulk purchase pricing during this period of tightened supplies.

**Below is a podcast or “pod-u-mentary” published by OSU reflects on the year of COVID.**

<https://insideosupodcast.okstate.edu/e/one-year-later-oklahoma-state-university-reflects-on-the-pandemic/>

Once the initial COVID-19 pandemic crisis began to subside, FM took steps to bring the campus back to normal operations.



**One Year Later: Oklahoma State University Reflects on the Pandemic**  
March 22, 2021

In March 2020, Oklahoma State University President Burns Hargis made the quick and unprecedented decision to transition to a virtual campus for the remainder of the spring semester to slow the spread of COVID-19. Faculty and staff quickly adjusted to allow for online learning, and spent the summer transforming campus to make it safe for students to return in the fall. OStateTV's Meghan Robinson spoke with six people in various departments at Oklahoma State to hear their firsthand accounts about the process of constructing a safe university environment during a pandemic.

May 14, 2021, OSU updated campus mask mandates and social distancing. Both masks and social distancing are not required except for travel on transit buses and in the OSU University Health Services building. All in-state travel lifted and all out-of-state/international travel remained suspended until further notice.

- FM removed all mask signage and social distancing signs from all campus locations.
- Employees were allowed wearing masks if desired but was not mandated.
- When entering a work area where a person is wearing a mask or a dorm room, FM employees were encouraged to ask if the occupant preferred them to wear a mask.
- Employees cannot ask if someone received the Covid-19 vaccine nor request another employee to receive the vaccine.



## II. FM Employee Highlights

### Employees complete Facilities Management Leadership Program

Top Row, L-R: Gabe Dreiling, Tammy Johnson

Middle Row: Paul Christian, Katie Beitz, Geena Brownell

Bottom Row: Darren Stormont, Deanna Siegfried







**Caitlin Gipson** obtains ISA Arborist Certification



**Tara Alexander** elected to OSU Staff Advisory Council



**Kristeena Blaser**, new Sustainability Coordinator

**Tyler Toland** completed Supervisory Academy



**Anna Hume** completes Ambassador Program

**Craig Spencer and Gabe Dreiling** obtains APPA Certified Education Professional (CEFP) certification.

**FM Employee of the Year – Kenneth Allen**



**Brian Sanders 2021**



**Heather Forquer  
2020**

**Timson Award  
Recipients**



**Renee Smith and Geena Brownnell receive  
Professional Procurement Certificates**



## Striving For Excellence – What Our Customers Say about FM

### FSS - Signs

*The sign shop has amazing customer support. They are always proactive and pleasant to work with. I wish the way they treat their customers could be bottled and given to others. This is a valuable skill and is appreciated.*

Environmental Health and Safety

### FSS - Keys

*Updates, response times, and technician's skills have been excellent!*

Residential Life

### Control Systems & MEP-Mechanical HVAC

*The workers went out of their way to please the faculty and did a GREAT job!*

Entomology & Plant Pathology

### Operations & Maintenance – Zone 2

*The workers did a great job, good work.*

Human Sciences

### FSS Moves, Operations & Maintenance Zone 1 and Zone 2

*We appreciate all the teams and individuals involved in this project. Everyone was expedient in making contact and getting the project solved efficiently, professionally AND times. The teams involved have never disappointed us in the projects they solve & complete for us.*

Graduate College

### Operations & Maintenance Zone 3

*Super-fast and completed the issues with a sense of urgency.*

Residential Life

### Landscape Services – Shop Support Services

*Really appreciate the flexibility in their schedule. The job was done in minimal time and done safely. Thanks!*

CEAT



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We Run Together. We Win Together.



**FACILITIES  
MANAGEMENT**

Facilities Management  
(405-744-7154)  
[fm.okstate.edu](http://fm.okstate.edu)