



# DIVISION OF FACILITIES SERVICES

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## FY14 YEAR END REPORT

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**SAINT LOUIS UNIVERSITY**



*In Facilities Services, strategic planning is embedded in our culture and keeps us striving for excellence in all we do. Our vision is to be identified as a national leader in creating and maintaining campus facilities and to serve as a benchmark against which excellence is measured.*



In this report, we discuss our performance during FY14 (July 1, 2013 – June 30, 2014), and the actions we are taking to achieve our vision and strategic objectives to serve and partner with stakeholders on-campus and in the community, develop excellence in our people, conserve natural resources and protect our environment, and receive recognition for all we do.

**Key FY14 highlights included:**



Facilities Services is committed to providing operational excellence through service to the SLU community. It is through this commitment that the division this past year adjusted staffing levels in order to accommodate current and future needs of the organization.



The exterior of DuBourg Hall receives weatherproofing, structural and masonry improvements to revitalize and help to make the building more energy efficient.



Facilities Services was honored by APPA for their *Effective and Innovative Practices*: Strategic Planning, Waste Minimization, and In-house Construction practices.



The department of Facilities Planning and Construction and Clayco were honored with the *Best Practice Award* for their collaborative efforts on the Scott Hall major renovation project, located downtown.



SLU has continued to increase its waste diversion by 6%, ending the year with a total of 29%.

## Executive Summary

Saint Louis University Division of Facilities Services (FS) is responsible for planning and designing, constructing, operating, maintaining, enhancing and sustaining three campuses in St. Louis (Medical Center, Frost, and Downtown). Primarily our staff of 376 is responsible for the operation and maintenance for 134 buildings and 271 acres of land in Midtown St. Louis, providing services to 17,211 campus users.

Throughout the 2013-2014 fiscal year, FS employees have demonstrated dedication to the University's mission through execution of the Division's strategic plan, daily operational practices, campus development and process improvement. Through the re-organization that occurred this year, along with the commitment to continued strategic planning, FS has positioned itself to be operationally excellent and capable of contributing to the long-term direction of the University.

*We do not take lightly our role in creating an exceptional campus environment that supports the recruitment and retention of students, faculty and staff.*

With many challenges on the horizon for the University and higher education, FS can see the opportunities ahead and are excited for the upcoming year. It's also important for us to take time to reflect on the past year and identify and acknowledge our accomplishments. We have been honored with many achievements this past year due to the hard work and dedication of the Divisions' staff.

Each year we have become a more data-centric division, committed to providing the information needed to inform data-driven decisions for the University. Changing from a reactive to proactive division is not an easy task, but one we are committed to achieving. We can see this occurring through the progress we have made in our goals, like trying to achieve a 30% recycling waste diversion, 20% reduction in water and energy consumption, the increase in planned work order activity, as well as through many professional development activities.

This past year also saw a rise in personnel to support the new facility, Scott Hall, and re-purposing of a current facility, Center for Global Citizenship. This change was aimed directly at supporting the University in its ever growing need and service levels.

Customer satisfaction is a major focus for our division. To measure satisfaction levels, two surveys were distributed this year, both of which highlighted our strengths and provided feedback that is already informing improvement efforts.



### FY14 Profile

<b>Buildings:</b>	134
<b>GSF Maintained:</b>	7,528,829
<b>Acres Maintained:</b>	271
<b>Total Staff:</b>	376
<b>Campus Locations:</b>	3

#### Key Links

[Facilities Services website](#)

[Facilities Strategic Planning](#)

[Campus Sustainability Report](#)

## We are Facilities Services.

**Our Mission** The Facilities Division is to proactively support Saint Louis University's mission of teaching, research, health care and service by anticipating customer needs and working innovatively and collaboratively with stakeholders in order to enhance and sustain the campus environment.

The Facilities Services division constantly demonstrates a commitment to excellence in the planning and provision of services through teamwork, ongoing development of employees and identification and integration of best practices to improve efficiency and effectiveness.

**Our Vision** Saint Louis University will be recognized as having the premier urban campus in the United States. The Facilities Services division will be identified as a national leader in creating and maintaining campus facilities and serve as the benchmark against which excellence is measured at other universities. Both internal and external stakeholders will identify the University's facilities management as a key contributor to Saint Louis University's goal to be recognized as the finest Catholic university in the United States.

Our employees will be known individually and collectively for their achievements in: strategic and operational planning; superior customer service; innovation; collaboration; management of resources; and performance results. Each employee in the division will understand the important role he or she plays in creating an exceptional campus environment that supports the recruitment and retention of students and staff. Our employees will act as responsible stewards of the University's significant facility infrastructure in balance with the Jesuit and institutional values of conserving natural resources and protecting our environment.

**Our People** During FY14, the Division of Facilities Services was comprised of 376 employees.

### The Division's departments include:

<b>ADMINISTRATION</b> VP – Facilities Services Services Operations Facilities Administration	<b>FACILITIES MANAGEMENT</b> Construction Services Machine & Sign Shop Maintenance Services
<b>FACILITIES PLANNING &amp; CONSTRUCTION</b> Design & Construction Facilities Data Management	<b>SERVICE OPERATIONS</b> Custodial Services Distribution Services Facilities Administration Grounds Services Mail Services Sustainability & Benchmarking Transportation Services

For more information, visit [FS Departments](#)

## Division-wide Staffing Changes

At the outset of FY14, Facilities Services was reorganized in order to streamline processes, create a more effective reporting structure, allow for future succession planning and promotional opportunities, better align with the division's needs, operations and strategic vision and additional campus growth and programmatic needs. As a result, effective July 1, 2013, total employee FTE changes for FY14 vs. FY13 was the addition of 14 positions:

### Facilities Management

- FM Director duties were split to allow for 100% focus on activities within the department, no longer providing oversight to planning and construction initiatives
- 2 additional Maintenance A positions were added and 1 temporary position was converted to a permanent Maintenance A position to provide coverage for Scott Hall

### Facilities Planning & Construction

- New department created by combining the existing departments of Design & Construction and Facilities Data Management

### Service Operations

- Assistant Vice President position added to oversee the operations of 5 departments
- Director of Benchmarking and Sustainability position added to oversee activities in these 2 areas for the division
- Sr. Financial Analyst position reclassified to Director-Service Operations to provide financial oversight for the division, including the Facilities Administration department

### Custodial Services

- One Assistant Director position was reclassified to create an Associate Director position, which would have greater administrative responsibilities.
- One Custodial Supervisor position was eliminated
- One Assistant Supervisor and six Custodian positions were identified but put on hold until departments moved back into Morrissey Hall.
- Three Custodian positions were added to adequately cover additional cleanable square footage at the Center for Global Citizenship and Wool Center.
- One part-time Custodian position was eliminated

### Distribution, Mail and Transportation Services

- Each department reports directly to the Assistant Vice President who oversees their daily operations and procedures

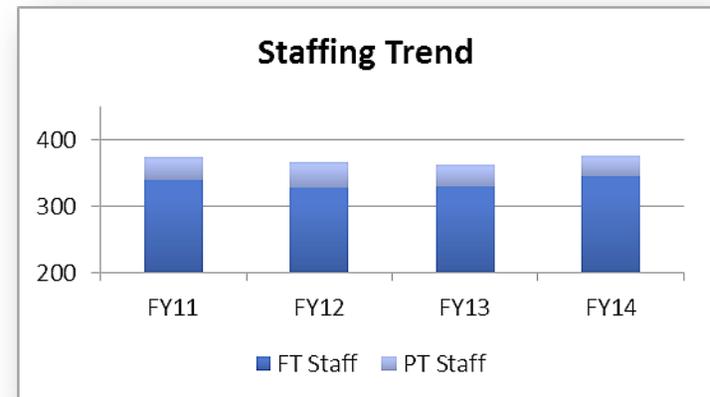
- Director-Mail Services position was eliminated
- One Delivery worker position was added to provide coverage for Scott Hall

### Facilities Administration

- Business Manager, who reports to the Director of Service Operations, provides daily operations oversight to the department. Previously the Business Manager reported directly to the Associate VP
- All transaction processing for Distribution, Mail and Transportation Services was transferred in FY14 to Facilities Administration in order to centralize these functions in the division
- The Accounting Assistant position was retitled to Financial Assistant, Sr.
- An additional Financial Assistant, Sr. position was created as part of the division financial consolidation efforts

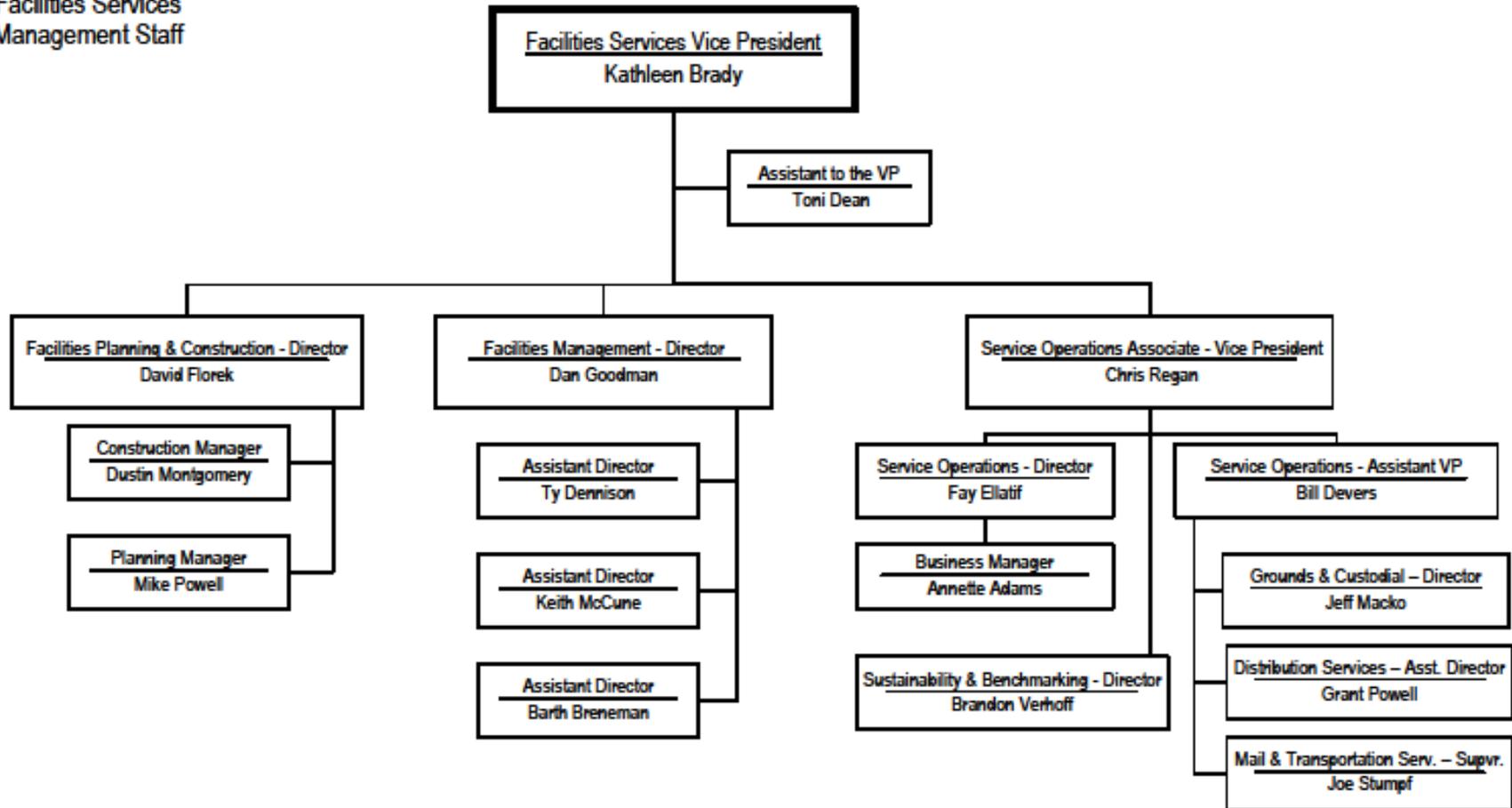
### Grounds

- Assistant Vice President of Service Operations works closely with the Director-Grounds and Custodial Services to oversee daily operations and procedures



## At a Glance - Facilities Services Staffing

**FT Staff: 345**   **PT Staff: 31**   **Total Staff: 376**   **Union Employees: 267**



## Strategic Planning Update

Built on the progress from our Year 1, Year 2 and Year 3 strategic initiatives, our Year 4 activities focused on improving execution in order to achieve our measureable outcomes by year-end.

The oversight team identified expected outcomes for each action plan team and they were reviewed with the leaders early in Year 4. The oversight team was also instrumental in identifying major trends and issues that might have potential impacts for our Year 5 activities and drafted a proposal for the May review and revise session.

Action plan review sessions were held every other month to discuss, review and monitor the status of each plan. Action plan target status updates and progress reports are provided in a written format, as well as shared with all other action plan leaders at the meetings. Periodic coaching and review with the leaders also took place by either the facilitator or division liaison.

### Year 4 Accomplishments – Execution of Our Plans

Accomplishments from Year 4 action teams included: 1) developed a framework for building portfolios to highlight decisions regarding asset reinvestment; 2) finalized the strategic implementation of three action teams and operationalized their future activity: work orders, FS website and waste minimization action teams; 3) prepared 3 submittals that were selected to receive APPA's Effective and Innovative Practices Award; 4) continued to pursue sustainable initiatives and collaborate with internal and external stakeholders to increase our waste diversion rate and 5) identified expected behaviors that reflect our core values, P.R.I.D.E. in our work, for use in developing employee awareness and commitment with our plan.

Strategic leadership development plans were identified by each leader based on the results from their strategic assessment. The development plans were reviewed and discussed with Dave Munz and each leader worked on various activities to strengthen their knowledge and strategic abilities in the designated areas. Follow-up with each leader regarding progress on their development plan occurred in May 2014.

### Year 5 Preparation

The oversight team conducted their review and revise session in May where a proposal for the Year 5 strategic initiatives was reviewed, discussed and approved with slight modifications. The proposal highlighted 3 key strategic initiatives to pursue, and identified our remaining initiatives either as reduced in scope, operationalized or put on hold for future review and/or implementation. This information was presented to the division team at the June Facilities Services Strategic Planning session.

Our division is proud of the progress made with our strategic plan. We believe that these efforts have positioned our division to be a key player in the University's future strategic direction.



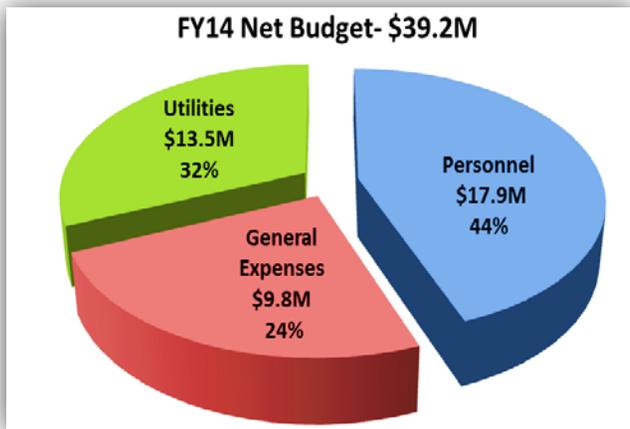
*We welcome the involvement  
and challenges that will come  
our way in FY15!*

# Financial Operations

*Below are several graphs representing the FS division budget categories*

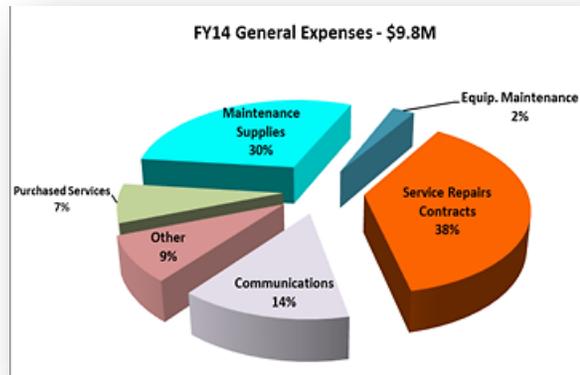
## Net Budget

The Facilities Services net budget for FY14 is \$39.2M, after excluding service dept. charges and recoveries. It consists of three major categories: personnel services, utilities, and general expenses. The personnel and utilities budgets represent 76% of our total budget. The chart (below) illustrates the breakdown of these major categories.



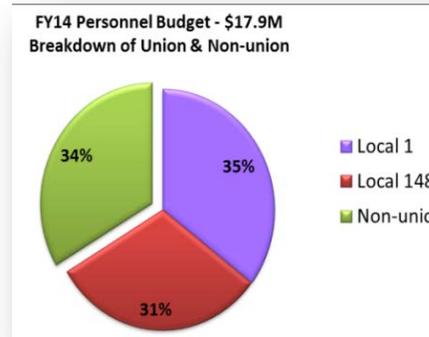
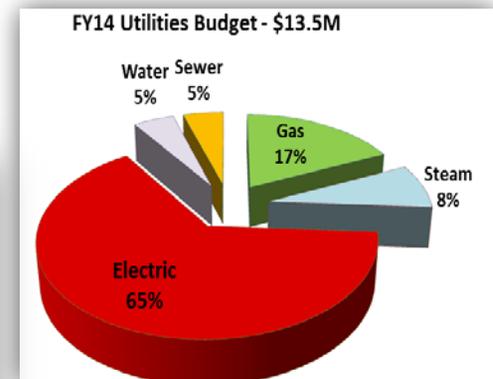
## General Expenses

The chart (right) illustrates the breakdown of the general expenses categories. The service repairs contract and the maintenance supplies are the two largest expense categories. They represent 68% of our total general expenses budget. The third largest category is communications. Mail expenses for the entire University (\$1.2M) and department phone lines are included under this category.



## Utilities

Our utilities budget has five major components: electric, gas, steam, water, and sewer. There are many factors that impact the utilities budget such as consumption, rate, weather, energy conservation initiatives, and acquisition/sale/demolition/use of properties. The chart (below) summarizes the breakdown of the utilities budget. The utility budget increased by \$800,000. Of the \$800,000 budget increase, \$300,000 was a temporary increase and \$500,000 is a permanent increase.

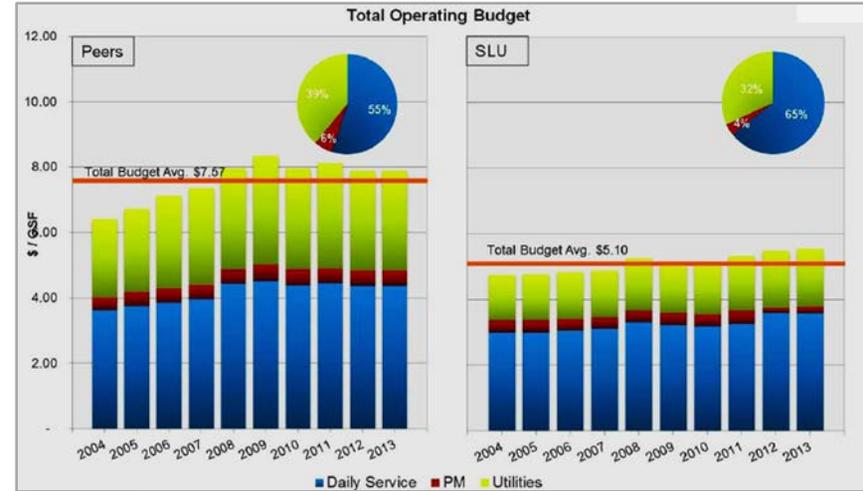
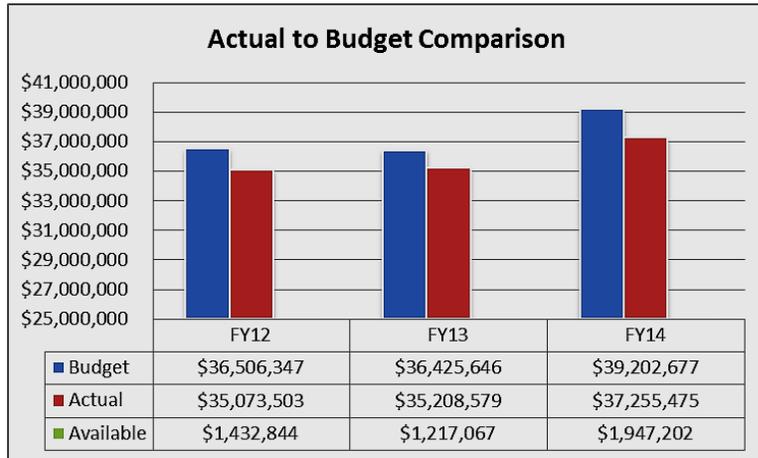


## Personnel

Our personnel budget consists of salary and wages for union and non-union employees. The budget for Local 1 and Local 148 employees represents 66% of our total personnel budget. The chart (left) illustrates the breakdown for the personnel budget between union and non-union employees.

## Actual to Budget Comparison

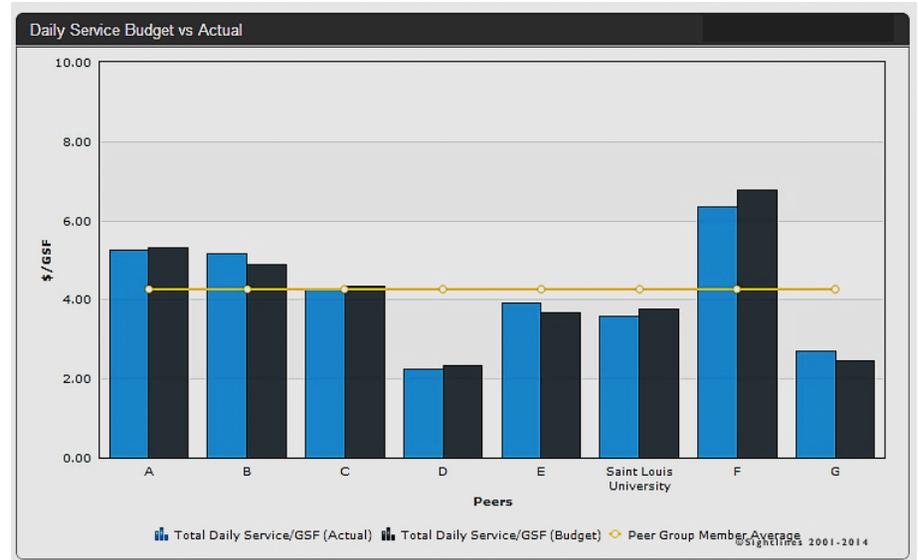
For the percentage of budget used, the trend has remained relatively flat with an average of 96% between FY12-FY14. Budget increases are generally due to increases in the following areas: personnel services, contractual agreements and utilities.



Facilities Services strives to be prudent stewards of the University's resources. According to Sightlines, when comparing the total operating budget with that of peers for FY13, **SLU spent over \$2/GSF less.**

## Daily Service Budget vs. Actual

Sightlines' benchmarking report showed that SLU was **below the peer average** for daily service activities in FY13, which includes materials, labor costs, service contracts, office expense, etc. associated with the regular maintenance, cleaning and grounds keeping of the campus.



## Summary of Changes from FY13

Facilities Services tracks department-related metrics quarterly and annually in a *dashboard* format in order to better understand division performance. These metrics are used to track the efforts that each department undertakes and to understand trends, highlight performance, and inform decision making. Although these metrics are used internally, the Board of Trustees receives a Dashboard of these metrics quarterly and at year end. Here we take the opportunity to identify the changes that are reflected in the FY14:FY13 data comparison as the fiscal year closed.

### Work Orders

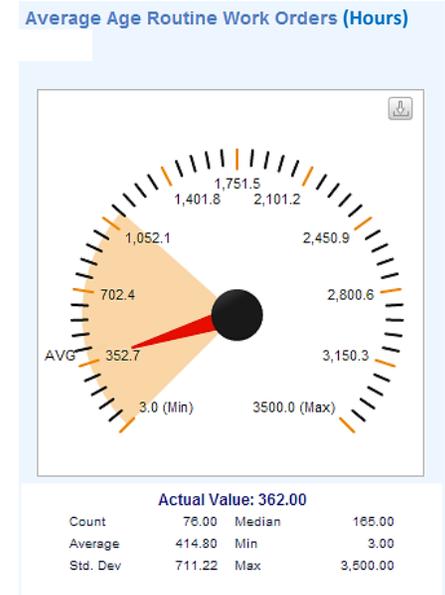
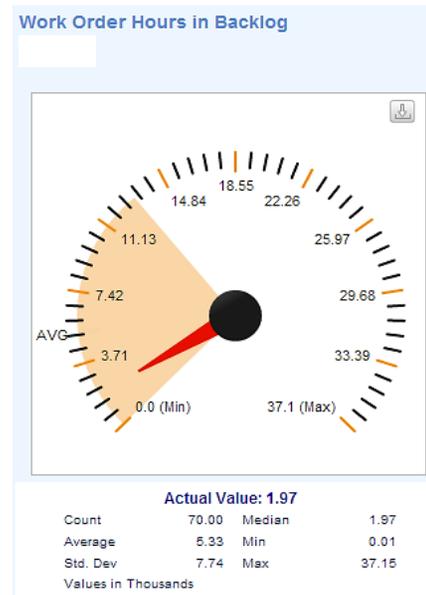
An increase in focus and attention, as well as the reconsideration of prior work order categorization based on industry standards, produced a decrease of nearly 30% in division-wide unplanned work order activity. As the use and understanding of the FAMIS work order system and reporting increases, work order tracking and benchmarking will enable Facilities Services (FS) to better approach labor, staffing and operational performance.

The APPA FPI (Facilities Performance Indicators) report showed that FS is performing 13% better than the participant database average, on the *average age of routine work orders* metric, by 52 hours or 2.2 days. Additionally, the amount of work order hours that are carried into the next year at SLU is well below the industry average.

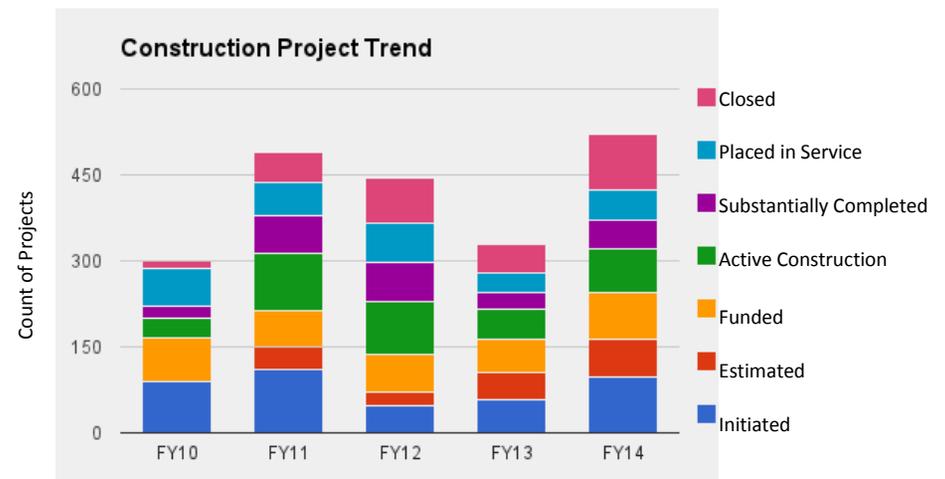
### Projects

The construction project workload trend shows how the projects moved through the life-cycle from initiation to closure. Analyzing the trends will allow FS to project departmental needs to continue to serve the SLU community's expectations.

The total number of projects in FY14 increased by 59% over FY13, with the number of projects initiated rising by 72%.



**FACT** Total Work Order Hours is 112,162



## Energy & Water Consumption

Facilities Services understands the necessity to plan for the growing demands and rising costs of natural resource use. Because of this, FS has implemented a strategic action team with the aim of conservation and cost reduction, setting goals for energy and water reduction of 20% by 2020. Part of planning is reviewing consumption trends. The graph at right shows that FY14 saw a reduction of 16% in water consumption. This reduction has come from faster detection, response and correction of leaks and water main breaks in FY14 over FY13.

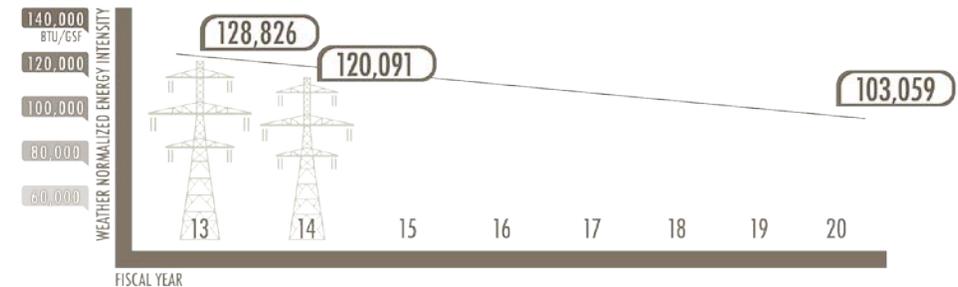
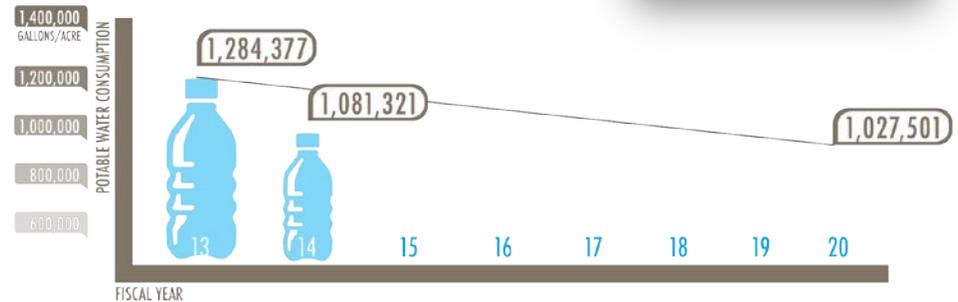
### Water Main Breaks

- Grand Forest and Marchetti Towers (20" line Laclede Mall) – 9/13
- Marguerite Hall – 12/13
- Doctors Office Building (two 3" supply lines) repaired

## By the Numbers

### FY14 vs FY13

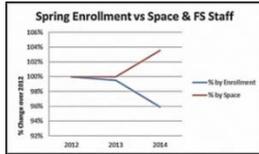
- 47% of division work orders were planned activities
- Vehicle rentals decreased by 7%
- Shuttle passengers decreased by 14%
- 6% increase in recycling waste diversion
- Bulk item pickup increased by 31%
- Record storage increased by 15%
- Total WOs increased by 16%
- Item reuse increased by 187%
- Energy intensity decreased by 7%
- Total rainfall decreased by 20%
- 16% decrease in total water consumption per acre
- Total GSF of buildings decreased by 2%
- 0 net new buildings were added to the campus portfolio



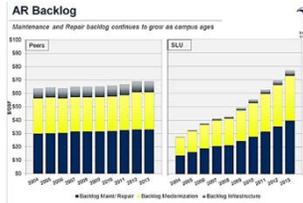
### FY14 vs FY11

- Total savings in BCC increased by 18%
- Total GSF is 4% higher
- Total acres have increased by 10%
- Total # of buildings have decreased by 18%

## Challenges and Opportunities



**Space.** The growth and development of a beautiful urban campus kept pace for many years with its growing enrollment. More recently however, we are seeing an inverse relationship develop between enrollment and space utilization. Continuing such a trend would not be sustainable at a tuition driven institution such as SLU. We have an opportunity through development of a campus master plan, to address this trend and align our facility plans with our strategic academic, research and patient care priorities.



**Asset Reinvestment.** FS partners with Sightlines, a third-party physical assets consultant group, to assess the stewardship of SLU's physical asset portfolio in relationship to selected peers. SLU's space trend, coupled with historic funding levels more than 20% below the peer average, resulted in an estimated \$540 million deferred maintenance backlog. In FY14, FS partnered with Business and Finance on a 6 year Capital Budget plan to increase annual stewardship funding to \$10 million by FY19. Although, FS currently has identified and estimated over \$100 million in physical infrastructure projects necessary over the next ten years, continuing the Capital Budget plan is critical to maintaining a safe and functional physical infrastructure for the campus community.



**Sustainability.** The challenges and opportunities related to sustainability are far reaching but complex to address across a university. Progress on significant university sustainability initiatives has been hindered by the inability for one division to address such a complex and far reaching issue. Collaboration among divisions campus-wide is required to address large sustainability issues. Environmental Resource Optimization is a key objective of the FS strategic plan and the division will continue working diligently to partner with stakeholders at SLU on sustainability in order to: develop a sustainability plan with goals and measurements, increase awareness, identify resource opportunities, promote initiatives, improve facility operations and performance, and provide educational opportunities and data to allow for informed decisions.



**Data.** Analyzing data, adjusting processes and procedures, finding ways to mitigate problems and enhance customer service must become a constant focus within FS' vision and future planning. As FS works to complete implementation of the new enterprise management system FAMIS (Facilities Administration Management Information System), the increasing quantity and complexity of data available presents challenges in technical capability, systems and the personnel required to transform the collected data in a meaningful way, enabling it to inform operational practices. The challenges presented by enhanced use of data collection technology by FS are being addressed in partnership with the division of ITS. Using technology to identify important data trends and inform decision-making will allow us to take advantage of the tremendous opportunities possible in campus planning and operational improvement.



**Workforce.** Facility managers nationwide face a variety of workforce challenges. In the area of building maintenance, there is an aging workforce, rapidly changing technology requiring more specialized training, and fewer job applicants with the necessary experience. Additionally, collective bargaining agreements can sometimes hinder flexibility in meeting changing expectations with campus services, hours of operation, and the changing use of facilities. And workforce turnover and worker's compensation claims have presented challenges but are being addressed in partnership with Risk Management and Human Resources. As always, ongoing training and development opportunities will enhance the ability for FS staff to be a strategic partner in the University's future.



**Cost Containment.** In the new world of global higher education competition and with increasing emphasis on cost containment strategies, FS is an essential partner to be relied upon to efficiently maintain and enhance the University's investment in its physical infrastructure. The Division strives to optimize its budget through prudent allocation of resources.

### New Construction/Major Renovation



**Hitting Facility** This project consisted of constructing a new hitting facility next to the existing Athletics’ baseball stadium on the Frost Campus. The facility will be used for baseball and softball students and includes: four (4) batting cages, small lockers and storage space. The project was completed in early March 2014. The facility is currently in use by University Athletics and has increased the training capabilities of the department.



**Hammer Cage** The installation of a new NCAA competition hammer, discus, and shot put throwing area was completed in early December 2013. This project, at Compton and Chouteau Avenues, included bleachers relocated from Hermann Stadium to allow spectators to view the events. The new facility allows the track team to practice at a designated location on campus and to hold NCAA competitions at the University. A small parking lot for the facility was added and completed in April 2014.

**Morrissey and Shannon Halls Renovation** This project involves renovations to Morrissey and Shannon Halls on the Frost Campus for use by the College of Arts & Sciences. The \$17.4M project involves full building renovations and repurposing of the space for the relocation of departments within the College of Arts & Sciences. The following departments will be relocated to Morrissey Hall: Psychology, Medical Family Therapy, Sociology & Anthropology, and Modern & Classical Languages. After the move of Psychology to Morrissey Hall, Shannon Hall will be renovated for relocation of the Physics department and Chemistry labs that are currently in leased space. Demolition and abatement work started May 2014. In



addition, framing, electrical and overhead rough-in is underway. Design documents for the renovations to Shannon Hall are in the final phases.

**DuBourg Hall exterior restoration** Work has begun on exterior restorations to DuBourg Hall including: masonry/tuck-pointing repairs; restoration of wood window elements; and installation of aluminum window cladding system over all window mullions. A thermal assessment was done and utilized to identify weather infiltration/heat loss problem areas prior to the start of repairs, and is planned for during the course of repairs and upon completion, in order to evaluate the effectiveness of the repairs. Currently the north and quad areas of DuBourg Hall are in progress with scaffolding in place. The project is scheduled to be completed in December 2014.



**College Church steeple repair** Tuck-pointing and stonework repairs began in June 2014 at St. Francis Xavier College Church to address the structural integrity of the steeple and bell tower. Work will occur in parallel with work being done on the exterior of DuBourg Hall. Scaffolding erection is underway and anticipates a completion date of September 2014.



<p><b>Restoration/Improvement</b></p> <ul style="list-style-type: none"> <li>• Med school tunnel renovated</li> <li>• Replace multiple fire alarm systems</li> <li>• CCTV cameras installed</li> <li>• Doisy AC unit installed for data rooms</li> <li>• New roofs installed at DOB and School of Nursing</li> <li>• Roof sealed over Schwitalla</li> </ul>	<p><b>Infrastructure &amp; Landscape</b></p> <ul style="list-style-type: none"> <li>• Rainworks project</li> <li>• Scott Hall planters at Docket</li> </ul> <p><b>Demolition</b></p> <ul style="list-style-type: none"> <li>• Wolf Hall</li> </ul>
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## Operations & Maintenance

Facilities Services provides the necessary day-to-day operations and maintenance activities in order for the campus environment (buildings, systems and equipment) to function as intended. The following is a brief list of activities performed by Division staff this year:

- Daikin cooling system and air curtain installed at Pius Library
- Frost campus chiller monitor stations and softener inspected
- DOB water main water supply line repaired
- Macelwane Hall humidifiers replaced
- Introduction of the Scott Hall Shuttle
- Support for Museum exhibits
- Dining halls menu monitors improved
- Solar installation applications submitted for 13 buildings
- Replacement of campus banners
- Annual backflow device inspection
- Renovation of the Griesedieck dish room and dining counter tops
- Schwitalla Hall lecture hall remodeling
- Key core audit



### HVAC Replacements

DuBourg  
Macelwane  
Monsanto  
Pius XII Library  
SLUMA



Facilities Management was instrumental in developing an energy efficient lighting display (175 blue LED luminaires) that will draw attention to the SLU/Mid-town area



Implementation of the \$30,000 Solid Waste Management District grant took place at Chaifetz Arena, introducing consistent recycling opportunities to event suites, concourse, and entrance gates inside and outside.

Grounds Services also added additional BigBelly Solar trash and recycling containers on campus. Compactors decrease labor and fuel costs by automatically sending alerts *only* when the receptacle is in need of being emptied. Because of this, Grounds workers no longer have to inspect these receptacles routinely.

# Planning & Process Improvement

This year an oversight team was developed to advance the implementation of modules within the FAMIS system. Much work has been completed that will ensure full-featured use and reporting capabilities in FY15.

FAMIS Implementation	
PHASE	STATUS
Capital Projects	Live - October '13
Utilities	Pending – Q1 FY15
Facilities Assessment	Pending – Q1 FY15
Keys	Audit Complete
Maintenance	Ongoing Training
Space/Visual Maps	Updating
SOP Archive	Complete
Oracle & FAMIS Upgrade	Complete

Vehicle rotation planning and designated annual funding provided Facilities Management with a new state-of-the-art lift bucket truck. The new truck increases the reach and will allow our crews to complete additional work that was previously outsourced. FS' fleet vehicles are rotated in a 10 year plan in order to ensure that the fleet remains efficient, reliable and represents the University in an appropriate fashion.



Facilities Management began using Waste Management's Diversion and Recycling Tool (DART) to track and report on the waste diversion efforts during move-in/move-out. The online tool provides data to show emerging trends and benchmarking opportunities for improvement.



Facilities Services identified best practices with regards to operations and maintenance, some of which include: enhanced water stone rock structures, paper shredding during the e-waste drive, refresh on tent safety and set-up standards, and programmatic changes to refocus attention on event recycling at Chaifetz Arena. The Division is committed to continuous improvement through education of best-in-industry standards.

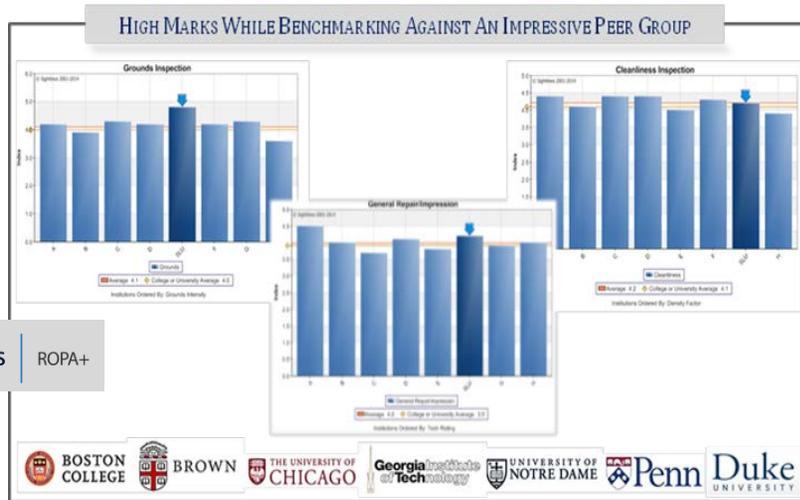
**TQM Program**

Management conducted total quality management (TQM) sessions with Distribution Services staff on a bi-monthly basis.

## Sightlines Report

FS works with Sightlines to assess our level of service, resource stewardship, staffing appropriation, and facility asset management practices annually, comparing against their database of 400+ institutions. Their Return on Physical Assets (ROPA) process uses in-depth analysis and benchmarking to evaluate performance, set targets and track progress across the years. The strategic peer group selected was due to their high performance, U.S. News & World Report Top 50 inclusion, and Sightlines participation.

The annual report through Sightlines showed that FS maintains a challenging campus profile due to its density and technical complexity, not to mention that the campus is older than peers and has a large amount of square footage that is reaching critical lifecycles. Review of capital funding levels in comparison to deferred maintenance needs highlighted that FS is facing a significant accumulation of backlog.

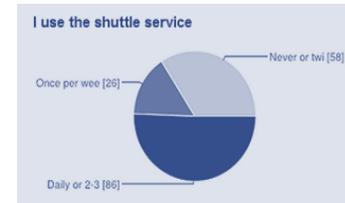


A core concept that Sightlines noticed is that lower operating costs and increasing demands are beginning to impact operational performance. However, the Grounds, Custodial and Maintenance departments are still receiving better than average inspection scores when compared with peers.

## Customer Service

**Shuttle Survey Results** 173 responses were received during the survey period in February. The results of the survey showed that:

- **84%** were satisfied with the interior cleanliness of the shuttles and felt shuttle drivers are courteous and professional
- **82%** felt that the habits of the shuttle drivers are safe
- **67%** believe information about the shuttle service is easily accessible, think the routes and stops are convenient and run on a timely basis
- **75%** acknowledge that the shuttle tracking application is useful

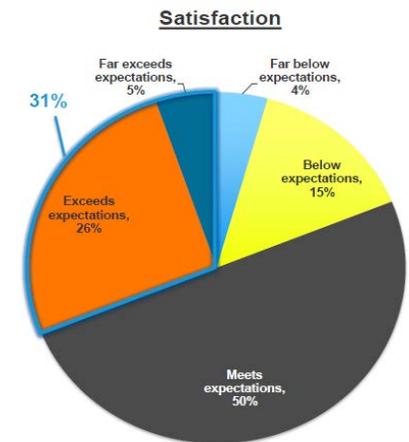


## Customer Satisfaction Survey Results

With a total of 653 responses, the annual survey conducted by Sightlines indicated:

- **81%** satisfaction rate for Facilities performance
- **31%** said services exceed or far exceed their expectations
- Majority of users believe that Facilities Services work is performed courteously and competently
- Areas for improvement included: communication and feedback

Steps are being taken to address the areas identified. The work order process has been broken down and technical applications are being researched in order to better communicate to users of the work order system.



## Achievements

We are proud of the many accomplishments that have resulted from our focus toward becoming strategically and operationally excellent across a wide spectrum of our responsibilities. Below is a short description of recent recognitions and honors achieved through our efforts:

### APPA Effective & Innovative Practices Award

The Association for Leadership in Educational Facilities, (APPA), selected Saint Louis University's Division of Facilities Services (FS) as a recipient of the 2014 Effective & Innovative Practices Award in these areas:

- *Strategic Planning and Culture Change Practice*
- *Improving Waste Management*
- *In-House Construction Program*

The APPA Award recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue, or otherwise benefit the educational institution.



Jeff Macko, Chris Regan and Barth Breneman were in attendance to accept the award and \$4,000 check at the national APPA Award Reception in July.

### Emerging Leader Nominee – Growing Green Awards

The Department of Facilities Planning & Construction received the nomination for the award because of their sustainable accomplishment in repurposing the West

Pine Gym into the Center for Global Citizenship. The USGBC-Missouri Gateway Chapter provides the award to recognize the individuals, groups and organizations actively transforming the built environment. The project challenged the Department with maintaining the allure of classic St. Louis architecture while championing green building practices. Their choices enhance the overall experience with improved acoustics, air quality and ambiance by using sustainable materials that provide form as well as function.

"I am proud of APPA's recognition of SLU's Facilities Services division", said Kathleen Brady, Vice President for Facilities Services, "and excited for the staff of the division who all deserve this honor; particularly those who worked so hard on advancing our Strategic Plan, on our Billiken Construction Crew and on our Waste Minimization efforts."

- Kathleen Brady, VP-Facilities Services



SLU was named an official 2013 Tree Campus USA for the 2nd year in a row

### Keystone Award Finalist – AGC St. Louis

Facilities Planning & Construction was recognized as a Keystone Award Finalist by the Associated General Contractors for the Center for Global Citizenship project completed in 2013. The award celebrates construction excellence, using criteria to evaluate the project's complexity, site safety, innovation, team communication, diversity, community benefit and value engineering.

### Scott Hall received many honors this year, including:



- Receipt of the **Best Practice Award** by the St. Louis Council of Construction Consumers for front-end planning, constructability and team building.
- Submission for the **Shaw Design Award** (Interiors award specifically for the carpeting used in the building) - Award Pending
- Highlighted in the **May issue of Sound and Communications** for the audio/visual equipment installed within the classrooms

## VISION AWARD WINNERS – EMPLOYEE RECOGNITION

Vision Awards are presented twice a year to recognize exemplary employee's efforts based on the exhibition of Division's core values: P.R.I.D.E.: Passion in their work; Resourceful in how they work; Innovative in bringing about change in their work; Dependable in their work with others; Expertise used and developed in their work.



**2013 Winter Vision Award winners include:**

Tim Walker, Wanda Guyton, Les DeClue and Latoya Vanderford



**2014 Summer Award winners include:**

*Vision Award:* Don Weindel and Bujar Hysa (Greg Lyeki and Herschel Smith, not pictured)

*Mini-Vision Award:* Theodore Strickland and Javelyn Clark (Jeff Gill, Eric Handley and Charles Shelton, not pictured)

**Professional Development:** Below is a list of various trainings, seminars and conferences FS staff attended

- Custodial Services conducted comprehensive training on:
  - Proper chemical use and carpet care techniques
  - Proper restroom sanitizing and equipment operation
  - Hazard Awareness, FAMIS work order system, Recycling Practices
- Presentation for UMR-ACUHO Conference (Andy Reeves)
- Ameren Biz Savers seminar and RCGA Green Business Challenge seminars
- FAMIS: Facilities Assessment, Deferred Maintenance, Cloud platform
- Google documents, GIS, Hazardous and Universal Waste, Emergency preparedness
- Career development sessions: interviewing and orientation essentials, performance management, strategic planning, risk management and critical thinking essentials
- HR leadership program (Jeff Macko, Dave Florek, Dan Goodman)
- Philips LED lighting ROI, LEED v4: Net Positive Campuses
- Chemtron chemical testing and chemistry of water treatment, water and wastewater utility, Moen faucets, lightweight concrete insulation
- Trane variable flow systems, LEED changes for HVAC, refrigeration and EPA regulations
- Exceptional customer service in the field

### Conference Attendance

Accruent's FAMIS Insights 2014 premier user Conference  
Association for the Advancement of Sustainability in Higher Education (AASHE) – *Resiliency and Adaptation Conference*  
Webster University – *Critical Conversations on Sustainability: Energy Conference*  
Society for College and University Planning (SCUP) - *Embracing Accelerated Evolution and Redefining Viability*  
ISSA/InterClean Conference  
MOAPPA Conference for Higher Education Facilities Officers  
Association for Leadership in Educational Facilities (APPA) 2013 national conference

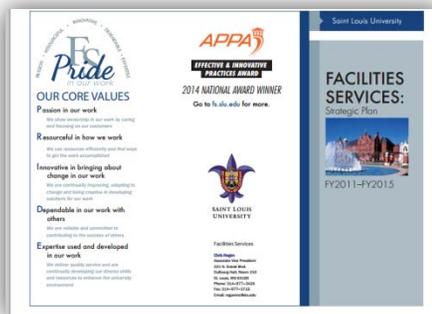
## Growing...Learning...Engaging

The Division of Facilities Services continues to strive for operational excellence. To move forward this year, FS has identified the following priorities:

## Planning

### Strategic Planning

- Complete the final year of FS 5-year strategic plan
- Participate in the development of the University's strategic plan and develop a new 3-year division strategic plan in support of the University's new strategic plan



### Master Plan Preparation

- Complete the preparation of a master plan for the Medical Center Campus, incorporating plans for ownership of current Tenet-owned properties and development of new medical facilities being planned on SLU-owned property north of SLU Hospital
- Prepare and issue RFP for Master Plan for Frost Campus to be developed in parallel with the University's strategic plan

### Budget

- Identify opportunities to reallocate budget resources to more strategic objectives and/or reduce operating costs, while maintaining SLU's campus standards
  1. Billiken Construction Crew
  2. Custodial Services

### Data

- In partnership with ITS, complete the implementation of Facilities Administration Management Information System (FAMIS)



- Provide reliable and accessible data on the University's physical assets to support planning and decision making for strategic and operational planning/campus master planning/multi-year capital investment planning
- Establish standard reports for VPs, Deans and administrators to use in planning and decision making

## Sustainability

- Work to improve SLU's AASHE STARS rating from Bronze to Silver
  1. Reduce energy and water consumption 20% by 2020
  2. Complete a transportation survey
- Advance initiatives would need to be implemented in other areas to achieve silver status
  1. Academic and Research
  2. Planning and Administration
  3. Engagement



**For more information about SLU's sustainability efforts, please visit:**

[GreenBilliken.SLU.edu](http://GreenBilliken.SLU.edu)

## Major Capital Projects

- Provide design and construction oversight: Healthcare facilities, Student housing and STEM

## Climate Survey

- Develop strategies and plan to address climate issues contained in the University's climate survey results

**Designed and Distributed by:**

**Service Operations  
Division of Facilities Services  
Saint Louis University**

**September 2014**