Agenda

- Organization Overview
- Customer Service Metrics
- What we do
- Summer Project Updates
#1 Thing to Know

Call us!

Work Control
work.control@unt.edu
940-565-2700

@UNTFacilities
UNTFacilitiesDept
facilities.unt.edu
Total Facilities Employees: ~35

Associate Vice President
Facilities
David Reynolds

Sr. Director Maintenance
Chad Crocker
- Auxiliary Maintenance
- Custodial Services
- Structural Services
- Grounds Maintenance
- Utilities
- Electrical Maintenance
- Fire Maintenance
- Construction Services

Director FPDC
Helen Bailey
- Campus Planning
- Auxiliary Planning
- Engineering
- Information Services
- Estimating
- Inspection

Director Support & Services
Hilary Liscano
- Budget
- Access Control
- Utilities Billing
- Solid Waste
- Work Control
- Automotive Services
- Contract Administration
- Safety and Training
- Purchasing Liaison
- Stores/Warehouse

Personnel/Real Estate
Rob Pearson
DAVID REYNOLDS. P.E., F. SAME, CEFP
Associate Vice President, Facilities

- Joined UNT in 2013
- 36 Years of Installation/Campus Operational Management
  - 30-year career as a Colonel in the US Air Force including Installation (Campus), Major Command (System), Pentagon and combat assignments
- President, Texas Association of Physical Plant Administrators

Bachelor of Science, Civil Engineering  
Georgia Institute of Technology
Master of Political Science  
Midwestern State University
Master of Civil Engineering  
Clemson University
Master of National Security & Strategic Studies  
US Naval War College
CHAD CROCKER, CEFP
Sr. Director Facilities Maintenance

- 26 years facilities experience
- 22 years higher education/government including:
  - Texas Wesleyan University
  - Eastern Michigan University
  - Lone Star College
  - Tarrant County College

HELEN BAILEY, AIA, LEED AP, CEFP, NCARB
Campus Architect
Director, Facilities Planning, Design, & Construction

- 13 years UNT Campus Architect
- 30 years experience in architectural practice
- Renovation/renewal/new construction for E&G, Housing, Dining, Athletics under $4M
- Major infrastructure and MEP replacement projects
- Oversees approx. $20M+ in construction completion annually
HILARY LISCANO
Director, Facilities Support and Services

- 7 Years with UNT
- 5 Years Director of Facilities Support and Services
- 13+ year experience in operations
- Currently oversees $35 Million budget for Facilities plus construction funding

ROB PEARSON
Personnel & Leasing Manager

- 4 Years with UNT
- 12 years Commercial Property Management including CFO, Property and Leasing Manager
- 25+ years in Healthcare Administration including CEO and CFO positions in acute care facilities & nursing homes
UNT Campus

7.5 Million Gross Square Feet (gsf)

- E&G ~ 4.3 M gsf
- Auxiliary ~ 3.2 M gsf
- 906 Acres
- 176 Facilities
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<th>School</th>
<th>Gross Sq Ft (M)</th>
<th># of Facilities</th>
<th>Acres</th>
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*THECB and other sources*
# O&M of Plant Spending

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<th>2014 Plant O &amp; M ($M)</th>
<th>2015 Plant O &amp; M ($M)</th>
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Source: Annual THECB Sources and Uses Report
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</tbody>
</table>

Source: Annual THECB Sources and Uses Report
Includes Facilities, Risk Management and Police (Portion)
Are customers generally satisfied with the quality and the timeliness of the work being done?
Customer Service Metrics

Scale: 0.00 (Poor) - 5.00 (Excellent)

Ease of Process: 3.96
Overall Satisfaction: 3.94

Response Timely?: 0.94
Technician Courteous?: 0.74
Problem Solved?: 0.91

Scale: 0.00 (Poor) - 1.00 (Excellent)
What we do!
WORK CONTROL

• Need Maintenance?
  Online: www.facilities.unt.edu
  or
  Call: 940-565-2700

• Need to know who your Building Rep is?
  Go to: https://facilities.unt.edu/resources/building_reps
Modernizing Work Order Management

iPad Mini’s used with Computerized Maintenance Management System (CMMS)

✓ Faster response time
✓ Less paper
Facilities Ops and Maintenance

- **Custodial**
  - Day Porters for restocking and emergencies 10:00 AM until 6:30 PM
  - Discovery Park additional 11:00 AM – 4:00 PM
  - Night Shift from 12:30 AM to 9:00 AM
  - David Barkenhagen 940-369-7311
    David.Barkenhagen@unt.edu

- **Grounds Maintenance**
  - Lawns, flower beds
  - Outdoor refuse/Big Belly’s
  - Recycling
  - If it looks out of place, call us!
  - Erik Trevino  940-369-8099
    Erik.Trevino@unt.edu

Call 940-565-2700 if you have concerns/questions
Facilities Ops and Maintenance

- Building Maintenance and Repair
  - Plumbing/Electrical/Structural
  - Maintenance costs you NOTHING….Call us at 565-2700
  - Enhancements *may* cost your department......
    - Call Dave/Chad/Helen...there may be options!
Facilities Access Control Office is located in Sycamore Hall Suite 006.

- Cuts all keys for the University students, faculty, and staff. 24 hour turnaround after receiving request for keys.
- Programs and manages all exterior building e-locks and users.
- Repairs all mechanical door locks and closers.
- Re-keys locks when necessary.
- Maintains all ADA electric door openers.
- Issues appx. 5000 keys annually.

Rod Moran – 940-369-7335
Fleet Management

483 Total University Fleet Vehicles
• 287 “Detroit” Vehicles
• 196 Golf/Utility Carts

We service 2,206 vehicle work orders annually

102,000 gallons of fuel

State reporting we are responsible for:
• Total fleet count
• Mileage
• Fuel usage/purchased

Federal reporting we are responsible for:
• Vehicles purchased annually
  • 75% must be flex fuel

Rental Fleet:
• Outsourced to Enterprise in April of 2017
• New contract with D&M Leasing
• Call Fleet manager, Rod Moran, at 369-7335
### Capital Improvement Plan

#### FY18 [in $000's]

<table>
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<tr>
<th>Project</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
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**Newly Approved Projects Total:** $22,500,000

### FY19 [in $000's]

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**Newly Approved Projects Total:** $22,500,000
Facilities Planning, Design & Construction

- Big-picture planning for capital development
- Assessments & feasibility studies
- Campus aesthetics & design standards
- Estimating & budgeting
- Project/construction management
- Campus Mapping
Campus Planning
- Interior remodeling & exterior hardscape
- Cubicle reconfiguration
- Move coordination
- Furniture planning & procurement
- New buildings/additions (under $4M)
SHOULD I INITIATE A PROJECT OR REQUEST AN ESTIMATE?

IDEA

$ DO YOU KNOW HOW MUCH MONEY YOU HAVE TO SPEND ON THE PROJECT?

No →

Request an estimate
Simply enter a work order in the Facilities website: https://facilities.cuny.edu/ and in the request field type that you would like to request an estimate and enter project information.

Yes →

Do you know what you want done on your project?

No →

Yes →

Initiate a project
Because you know what you want done and how much you want to spend you are ready to start working with our talented project managers.

Once the project is designed you will be given a project budget before deciding to move forward.

How do I do that?
Submit a project initiation worksheet found here: https://facilities.cuny.edu/resources/forms-and-documents - filing to this email address: projectrequest@cuny.edu

Once received you will be partnered with one of our talented project managers to begin planning your project.
WHAT IS AN OPINION OF COST ESTIMATE?

An opinion of cost estimate is an estimate for an upcoming project that is still in the planning or conceptual stages. It is a high level overview of a complex project that includes initial pricing opinions that are likely to change as the project develops.

THE ESTIMATE IS:
- A way to better understand what an upcoming project could cost and determine financial feasibility.
- A tool used to create a budget to request funding.
- A resource to help determine a cost sharing plan between departments for upcoming facilities work.

THE ESTIMATE IS NOT:
- A quote.
- A guaranteed price of final project costs.
- Based on a fully detailed set of plans and product requirements for construction.
1. Submit a PRE estimate request
2. Facilities prepares estimate
3. Funding Approval
4. Project Initiation (PIW)
5. Concept design & scoping
6. Concept design approval
   Budget Approval
   Funds x-fer
7. In-house Design or A/E procurement then design
8. Design Approval
9. Contractor procurement
10. Construction
11. Substantial Completion
12. Move-in

Client Action Item
Facilities Estimator Action Item
Project Manager Action Item
Budget Office Action Item
Construction Manager Action Item
Welcome to UNT Facilities. How can we help you?

We are a team dedicated to delivering outstanding customer service and excellence in sustainable operations, maintenance, and development.

REQUEST SERVICE ➔

follow us on
twitter
UNT FACILITIES
@UNTFacilities
On the Horizon.....

- City of Denton Hickory St improvements
- City of Denton Bonnie Brae Improvements
- More Mechanical/Electrical Project Upgrades
  - Willis Library
  - USB HVAC and Studio
  - Terrill Hall
  - Life Science HVAC/Lab Exhausts
  - Matthews Hall electrical
  - Wooten Mechanical
- Lot 20 Completion
- New Dining Facility
- New Art Studio
- Frisco Inspire Park Labs/Classrooms
- New Frisco Campus
Highlights Of Recent Projects
General Use Classroom Improvements
Art Building 223
Introducing Campus Wayfinding Signage

North Texas Blvd Highland
SRB Greenhouse
Under construction - Completing Fall 2019
Sage Hall 2nd Floor – construction in progress

Completion December, 2019
Life Science Lab Exhaust
New Lab Fans on Both Bldg A & Bldg B
Life Science Lab Exhaust
New Exhaust Snorkels in Classroom Lab A341
Addition of covered walkway from Avenue C to building provides a more defined entryway, and serves as protection from the elements.
Music Courtyard

Reinventing courtyard as a more visible and inviting area that will serve as a future reception space after music performances.
Starbucks – completing Fall 2019
Support and Services Building
COLISEUM RE-ROOF/METAL BANDING
Music MEIT Leaks

Roof top issues
- Crumbling masonry
- Old roof membrane
- Impacting areas under renovation
- Repairs this summer/fall

GAB Water Infiltration

Foundation Moisture Penetration
- Old conduit joints leaking
- Ground shifting
- Repairs underway now
Life Science

- Water infiltration @ Foundation
- Aged Infrastructure
- Clogged storm drains
- Water in classroom/under foundation
- Repairs complete
2019 TAPPA Stars Across Texas Award

2018-2019 Conference Champion
EPA's College & University Green Power Challenge

Awards

Arbor Day Foundation

Tree Campus USA

Bee Campus USA

Making The World Safer For Pollinators
One Campus At A Time

EST. 1890

UNT