



University of Illinois at Urbana-Champaign



PRIMARY BUSINESS UNITS & SERVICES

- Building Maintenance
- Building Services (Custodial Services)
- Campus Code Compliance & Fire Safety
- Capital Planning
- Capital Project Management
- Car Pool
- Crafts & Trades
- Communications
- Contractor Services
- Customer Relations
- Deferred Maintenance
- Division of Responsibility Coordination
- ESCO Management
- Engineering Design
- Engineering Quality Assurance
- Environmental Compliance
- Facilities Information Resources
- Fleet Maintenance
- Grounds Maintenance
- Job Order Contracting (JOC)
- Occupational Safety & Health
- Recycling
- Retrocommissioning
- Service Office
- Space Management
- Stores & Receiving
- Sustainability
- Systems & Controls
- Transportation Services
- Transportation Demand Management
- Utility Production & Distribution
- Waste Management

Facilities & Services provides and maintains a physical environment that is conducive to supporting learning, discovery, engagement, and economic development at the University of Illinois.

OFFICE OF THE EXECUTIVE DIRECTOR

The Executive Director leads all physical plant, operational, and essential services in support of the research, teaching, and public engagement activities of the University of Illinois.

Customer Relations & Communications

Customer Relations & Communications (CRC) creates, coordinates, and directs all aspects of customer relations and communications for F&S. CRC is responsible for all internal and external communications, marketing, executive communications, media relations, and customer relationship management. CRC works as a liaison between the campus community and all divisions within F&S to manage expectations and help provide the best possible customer service.

Sustainability

The Associate Director helps incorporate sustainable practices into programs and operations, working with the university, student groups, and the community to meet target goals set forth by the Illinois Climate Action Plan (iCAP).

DIVISIONS OF FACILITIES & SERVICES

Capital Programs

The Capital Programs Division provides administration of capital improvement projects on the Urbana campus in support of the strategic objectives of the academic enterprise. They engage all stakeholders in the project delivery process, including campus units and administration, faculty, staff, students, and surrounding communities that may be affected and work in close association with the University Office of Capital Programs and Real Estate Services.

There are two departments within the Division, Capital Project Planning and Capital Project Management. The Capital Project Planning department focuses on planning and managing campus assets as outlined in the Campus Master Plan. Planners assist campus units with developing solutions for their facilities to meet their programmatic needs, secure appropriate campus and university approvals and employ all professional consultants for design of resulting capital projects. The Capital Project Management Department directs the design, procurement, and construction of large capital projects, including new construction, major renovations and essential campus infrastructure. The university is a leader in sustainable building design updating its requirements to LEED® Gold certification for all new construction and major renovations more than \$5M.

LEED® is a registered trademark of the U.S. Green Building Council.

Engineering & Construction Services

The departments within the division include Construction Services, Engineering Design, Engineering Quality Assurance, Facilities Information Resources, Campus Code Compliance & Fire Safety, Division of Responsibility Coordination, and Transportation Demand Management. Construction Services provides oversight and delivery for projects ranging from the installation of a new room sign to the remodeling of a laboratory. Three delivery options are available to meet the campus demand for non-capital construction: Contractor Services, F&S Crafts & Trades, and Job Order Contracting.

The Engineering Design and Quality Assurance departments provide analysis, commissioning and inspection, design, and review services. Facilities Information Resources maintains all documentation for buildings and infrastructure, the space database, and the geographic information system. Campus Code Compliance & Fire Safety is responsible for code compliance, fire, and life safety programs for the campus. The Division of Responsibility coordinator creates DoRs for new buildings, reviews and updates DoRs for existing buildings, and ensures the DoR guidelines are consistent and fairly applied across campus.

Transportation Demand Management works with regional transportation planning partners to coordinate the networks for all forms of campus travel, including walking, bicycling, transit, and vehicles.

Operations, Maintenance & Alterations Division

The operational areas of the division include Building Maintenance, Building Services (custodial), Grounds, Waste Management, and Transportation Services. General repairs to buildings and preventive maintenance of systems and equipment are the responsibility of Building Maintenance. Building Services provides custodial services to campus general fund facilities. To keep the outdoor spaces looking their best, Grounds trims hedges, fills flowerbeds and planters, mows grass, prunes trees, empties exterior trash containers, and coordinates and executes landscaping projects. Waste Management is charged with reducing the amount of material entering the waste stream. The Waste Transfer Station operates daily recycling routes in addition to trash collection. Transportation Services provides fast and convenient car rental, repair, transportation, and equipment maintenance services to campus.

Division of Safety and Compliance

Safety and Compliance assists campus units in fulfilling their responsibility to protect the environment and provide a safe and healthy place of employment and learning. The Occupational Safety & Health Department and the Environmental Compliance Department provide consulting and training resources, develop new programs, and oversee occupational safety and environmental management programs and policies for the campus community.

Shared Administrative Services Division

Shared Administrative Services supports all F&S business units by controlling costs and improving service delivery. The division develops business processes and procedures, provides timely and accurate reporting on management information, processes all user requests and provides our customers with quality products, competitive pricing, and timely pick-up and delivery services. The departments within Shared Administrative Services include Employee Relations & Human Resources, Financial Operations, Information Technology Services, Procurement Services, Service Office, and Stores & Receiving.

Utilities & Energy Services

The Utilities & Energy Services manages and maintains campus utility production and distribution systems, including Abbott Power Plant, engages in a variety of energy conservation initiatives, responds to hot/cold customer complaints, and oversees utility rate setting and billing. The division provides environmentally compliant, reliable, and cost effective energy and other utilities to support the campus' research and education efforts. Its departments include Systems & Controls, Retrocommissioning, Energy Performance Contracting, Utilities Production, Utilities Distribution, and Business Operations.

