2019 Facilities & Services Customer Forum

PLENARY SESSION

Executive Director
Dr. Mohamed Attalla

Wednesday, May 1, 2019

Inspiration • Innovation • Leadership • Perseverance • Agility
Mission and Vision

Mission
Facilities & Services provides and maintains a physical environment that is conducive to learning, discovery, engagement, and economic development at the University of Illinois, and an active partner in Research, Teaching, and Learning.

Vision
We will be a responsive, reliable, and highly valued service provider.
Strategic Goals

People
Ensuring a positive, respectful, and inclusive workplace culture

Accountability
Holding the organization to the highest level of accountability

Change Management
Establishing a change management framework
Strategic Plan Principles

• Active Contributor
• Partner to Create Synergies
• Innovator for Cutting-Edge Solutions
• Leadership
Strategic Plan Themes

- People
- Project Management
- Customer and Stakeholder Relations; Communications
- Financial Accountability
- Safety and Environmental Protection
- Deferred and Preventive Maintenance
- Accessibility
- Academic Collaboration
- Space Management
- Energy Management and Sustainability
FY20 Initiatives

- Diversity and Inclusion Action Plan
- Review of the Work Environment Recommendations
- Respect in the Workplace Training
- Change Management: Crowe LLP
- Employee Satisfaction Survey Results
- Apprenticeship Program
- Capital Review EY
Academic Collaboration

Contribute significantly to the research and teaching mission of the university

• Contribute industrial expertise to research projects
• Serve as co-principle investigator as needed
• Provide data for research projects
• Make facilities available as living, learning and research laboratories
• Offer tours for classes and special events
• Engage students in experiential learning opportunities
• Provide grants for research projects and endorse research initiatives with federal granting agencies
Service Levels

• Establish service levels for all F&S services
• Communicate service levels annually
• Listen to customer feedback and review service levels as necessary
Key Performance Indicators

• Develop and maintain Key Performance Indicators
• Benchmark against our peers and ourselves
• Publish KPIs quarterly
Deferred Maintenance/Condition Assessment

- Retain a consultant and conduct a full review of Condition Assessments, including pavement.
- Seek appropriate resources.
- Complete assessment of 20% of university assets annually.
- Update pavement, grounds and site condition assessment in 2021 and every five years thereafter.
## University Building Prioritization FY2019

### Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
<th>Weights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Strategic and Master Plan Alignment: To what degree does this building align with the Campus Strategic and Master Plan?</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>People: How many people utilize this building (per week)? Number of students and researchers per SF.</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Visibility: How visible is this building to campus visitors?</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Attractiveness for State or Donor Funding: To what degree is this building likely to attract state or donor funding?</td>
<td></td>
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<td>Building Aesthetics: General appearance, non functional</td>
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<td>Building Fabric: Envelope condition, functional items such as roof, walls, windows</td>
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<tr>
<td>Importance of Deficiencies: Impact deficiencies have to operations that take place in the facility</td>
<td></td>
<td>45</td>
</tr>
<tr>
<td>Unit/College Prioritization of the Building: How does the unit/college rank this facility against others within the unit/college?</td>
<td></td>
<td>10</td>
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</tbody>
</table>

Total Building Score: 75 / 100
Quad Chart

Facility Planning Committee Projects by Scores

- Maintain / Repurpose
- Maximum Investment
- Traditional Buildings (No Investment)
- Minimum Investment

FCI (Building Condition Index)

ILLESNOIS
Facilities & Services
• *Units rank item (8) in the ranking chart*

• *Facility Planning Committee ranks items 1→7 for each building*

• *The total building prioritization score will be generated*

• *On the Quad chart the building location will be defined based on its combined FCI & Building prioritization*
# University Building Prioritization FY2019

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<td>7</td>
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<td><strong>2. People:</strong> How many people utilize this building (per week)? Number of students and researchers per SF.</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td><strong>3. Visibility:</strong> How visible is this building to campus visitors?</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>4. Attractiveness for State or Donor Funding:</strong> To what degree is this building likely to attract state or donor funding?</td>
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<td><strong>7. Importance of Deficiencies:</strong> Impact deficiencies have to operations that take place in the facility</td>
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<td><strong>8. Unit/College Prioritization of the Building:</strong> How does the unit/college rank this facility against others within the unit/college?</td>
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**Total Building Score:** 75

Weights:
- Unit: 10
- People: 10
- Visibility: 5
- Attractiveness: 5
- Aesthetics: 5
- Building Fabric: 10
- Importance of Deficiencies: 45
- Unit/College Prioritization: 10

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Assume FCI = 0.13

Facility Planning Committee Projects by Scores

- **Low FCI (Building Condition Index):**
  - Minimum Investment
  - Traditional Buildings (No Investment)
- **High FCI (Building Condition Index):**
  - Maximum Investment
  - Maintain / Repurpose

Legend:
- **Y:** Building Prioritization
- **X:** FCI (Building Condition Index)

- **100 (High):**
- **75:**
- **0 (Low):**
Project Management/On Time/On Budget

Our Strategic Plan Objectives

• Timely communication
• On-time/on-budget projects
• Risk management intelligence
• Simplified project delivery and workflow process
• Standardized reporting mechanisms
Current Challenges/Risks

1. Projects completion on time
2. Projects completion on budget
3. Value of Change Orders (CO)
4. Value of Field Directives (FD)
5. Time gap between FD & CO
6. Lack of Standardized Reporting - E & Y
Data Sources/Analysis

- Preliminary Ernst & Young report
- F&S Reports/Analysis
- Observations
1. State Procurement Process
   Legislative Relief
2. Collaboration With Academic Units
3. F&S Culture
4. Hold Contractors And Consultants Accountable - E & Y
5. Improve Project Management Process - E & Y
Rate Review

• Complete rate reviews per Rate Review Committee schedule
• Establish cost-effective rates subject to Governmental Costing Guidelines
• Open and transparent communication of required rates
• Benchmark rates with Big Ten and other university peers
Energy Management and Sustainability

- Develop an Energy Management Plan
- Increase renewable energy
- Reduce energy and water consumption
- Reduce waste to landfill
- Reduce nonpoint source pollutants
- Enhance sustainable landscapes
- Decrease vehicles on campus
Space Management

- Assess and optimize space utilization
- Benchmark against peers
- Work with campus committees and customers
Campus Safety Focus

- Campus has 7 outstanding IL OSHA citations
  - Job Hazard Assessments and PPE certifications
  - Enforcement of eye/face protection
  - Fall protection at heights greater than 4 ft
  - Lockout/tagout equipment-specific procedures
  - Machine guarding
  - Annual audiograms
  - Emergency showers/eyewashes

- Communicate efforts to comply with citations
Discussion

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