

Council of Principal Investigators Update








September 11, 2024

Les Williams, AVP for Facilities & Energy Services
Heather Quiram, Director for Facilities Management
Charles Darby, Regional Director of Operations - Maintenance



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

FACILITIES & ENERGY SERVICES

	FACILITIES MANAGEMENT	Headcount: 67 Annual Budget: \$10 million Square Feet Managed: 28 million
	UTILITIES & ENERGY SERVICES	Headcount: 250 Annual Budget: \$100 million Campus Served: College Station, RELLIS, MCB, TAMUS Energy Program
	UNIVERSITY ARCHITECT	Headcount: 14 Annual Budget: \$2 million Projects Currently Managed: ~ 200
	FACILITIES ANALYTICS & MAPPING	Headcount: 11 Annual Budget: \$1.5 million State Reporting: 01,02,06,07,09,10,11,12,20,23,28,30,97
	FACILITY ACCESS & SECURITY	Headcount: 15 Annual Budget: \$2.7 million Keyless Access Points: 5,700 Cameras: 300
	DINING CONTRACT MANAGEMENT	Headcount: 800 Retail Sales / Semester: \$15 million Dining Hall Meal Swipes Spring / Fall Semester: 1.88 million
	SSC CONTRACT MANAGEMENT	Headcount: 1,100 Annual Budget: \$83 million Annual Work Orders Completed: 65,000

Facilities Update

24/7 Customer Service Center

Work Order Process Improvement

Critical Room List

Website Improvements

Deferred Maintenance

Facility Coordinator Awareness

Surveys / Quality Assurance



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

24/7 Customer Service Center

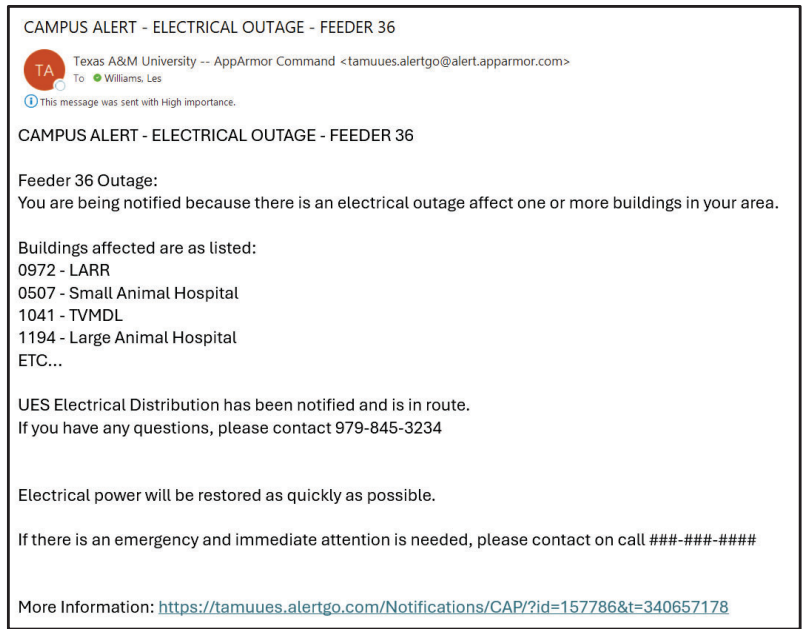
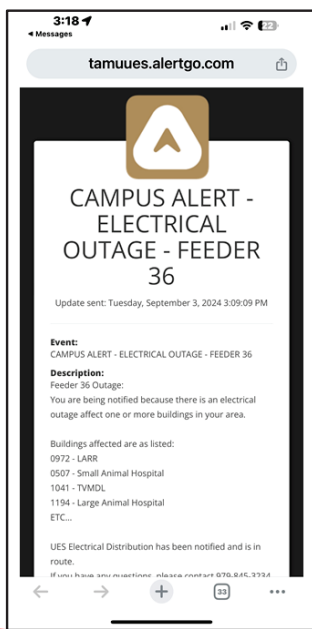
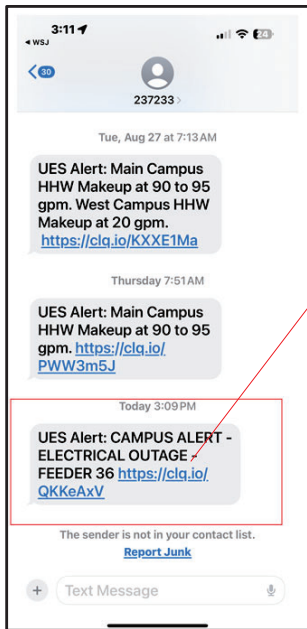
- Existing communication infrastructure has been called the Radio Room or Communications Center over the years
 - Focused primarily on fire alarms, elevator entrapments, emergency outages. Minimally staffed to meet these needs
- New Focus will be an information and resource coordination center
 - Increased staffing, staffed for emergency call in request
 - Act as a primary dispatcher for critical room list work orders, after hours work orders, call ins
 - Leverage existing technology (App Armor) to notify campus constituents via a text or app for service interruptions in electricity, thermals and water
 - Act as a hub for all campus facilities operations teams to ensure coordination

Go Live on October 1



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

24/7 Customer Service Center (continued)



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

Work Order Process Improvements

- Facility Coordinator approval of all work requests were mandatory under previous software design
- In most cases the value add of this process was minimal
- Unless specifically requested to be reviewed (Athletics, RELLIS), request will be pushed to the appropriate service center
- Should speed up the process from submission to technician response
- Capability did not exist and was created over the summer

Go Live on September 15



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

Critical Room List

- Work order goes straight to the Customer Service Center regardless of time of day
 - If not a critical issue, service will be scheduled for later. Service Center will talk with the requestor to determine status
- Nights and weekends will go to the Customer Service Center and the technician on call will be dispatched
- Customer Service number if the person wants to call in an emergency request
- 1,800 rooms on list (internally created) – list can evolve
- List vetted with VPR

Go Live on September 15



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

Website Improvements

- Hired communications manager who started mid-August. Focus will be on the following:
 - Updated Org charts on web site
 - Updated FC list
 - Emergency contact number for the Customer Service Center
- Demonstrate a more comprehensive relationship between TAMU and SSC staff and areas of responsibilities
- Publishing of contract performance metrics

Primary tweaks in bullet 1 completed by October 1, rest by November 1.



TEXAS A&M UNIVERSITY
Facilities & Energy
Services

Deferred Maintenance

- Current process categorizes DM in functional buckets and does not allow for collection and vetting of specific projects
- Take a fresh look at campus DM and thoroughly investigate and evaluate existing infrastructure and categorize projects
- Interview occupants, technicians for trouble areas

Data collection will tentatively begin in October / November based on resource availability



Deferred Maintenance (continued)

Bivins Nursing Center – West Texas A&M

Description	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Grand Total
Modernization	\$ 786,852		\$ 86,283								\$ 873,135
D2093XX0161XX0005 - Renovate Small Bathroom (1 to 3 Units, no shower)	\$ 54,088										\$ 54,088
D2093XX0161XX0006 - Renovate Small Bathroom (1 to 3 Units, with shower)	\$ 32,195										\$ 32,195
H1043XX0041XX0001 - Fully Renovate Space	\$ 786,852										\$ 786,852
Repair/Maintenance	\$ 158,401		\$ 1,626,503	\$ 7,727	\$ 593,680	\$ 84,995	\$ 164,840	\$ 107,336	\$ 10,302		\$ 2,753,785
B20131191010 - Repair clay brick wall			\$ 1,207,965								\$ 1,207,965
B20334101030 - Replace rool-up door (single)	\$ 18,029										\$ 18,029
B30136201020 - Replace gutter								\$ 5,151			\$ 5,151
B30136201070 - Replace downspout								\$ 1,736			\$ 1,736
C30132140030 - Refinish drywall							\$ 81,132				\$ 81,132
C30231120020 - Refinish concrete floor finished								\$ 18,029			\$ 18,029
C30234120020 - Replace vinyl sheet flooring								\$ 3,863			\$ 3,863
C30235100020 - Replace carpet								\$ 56,664			\$ 56,664
C30331050040 - Replace plaster ceiling			\$ 69,542								\$ 69,542
D202322RRR0004 - Replace water heater, electric				\$ 7,727							\$ 7,727
D20331300120 - Replace pipe and fittings			\$ 348,996								\$ 348,996
D2093946RR0005 - Replace compressor									\$ 9,015		\$ 9,015
D3043XX0294XX0003 - Replace Control Point Tech 3	\$ 140,371										\$ 140,371
D305328ORR0059 - Replace single zone rooftop unit									\$ 1,288		\$ 1,288
D40131103030 - Rebuild pressure backflow preventer							\$ 2,576				\$ 2,576
D501322RR0072 - Replace switchgear					\$ 51,512						\$ 51,512
D50132740030 - Replace secondary transformer					\$ 157,113						\$ 157,113
D5013XX0130XX0001 - Replace Motor Control Center					\$ 70,830						\$ 70,830
D50231280010 - Replace branch wiring					\$ 314,226						\$ 314,226
D50232400030 - Replace incandescent lighting fixture						\$ 84,995					\$ 84,995
D50337600030 - Replace fire alarm control panel							\$ 81,132				\$ 81,132
E1023XX0141XX0001 - Replace Interior Signage								\$ 21,893			\$ 21,893
Total	\$ 1,890,504	\$ -	\$ 3,425,573	\$ 15,454	\$ 1,187,360	\$ 169,991	\$ 329,679	\$ 214,673	\$ 20,605	\$ -	\$ 7,253,839



Facility Coordinator Awareness

- Facility Coordinators reaching out to PIs via email
 - Using BioRaft listing as a starting point, team is about 20% of the way through the list
- Would like to work with Division of Research team and arrange meetings with facilities team, lab managers and facility coordinator



Surveys / Quality Assurance

- Qualtrics surveys will be used for landscaping and custodial quality control.
 - Used by Facility Coordinators and college/unit operations liaisons
- Surveys of maintenance work are performed in two stages
 - The Facility Coordinator will review the work once the work order is placed in “FC Review”
 - The requestor will receive an email to answer the survey once SSC indicates the work is complete.

Data collection began August 1 as part of the new SSC contract



Surveys / Quality Assurance (continued)

Custodial survey link

https://tamu.qualtrics.com/jfe/form/SV_cHe2ddqTBB1YJXo

Landscape survey link

https://tamu.qualtrics.com/jfe/form/SV_6u183fmnyeOibmm

Work Order Feedback email example

From: noreply-facilitiesmanagement@tamu.edu <noreply-facilitiesmanagement@tamu.edu>

Sent: Tuesday, September 3, 2024 8:23 AM

Subject: Your 0969 Transit ServicesFlr: 01 Rm: 102 Request #: 356933 is completed.

Howdy!

With the completion of work request [356933: 0969 Transit ServicesFlr: 01 Rm: 102](#), we would like your feedback on the experience as a whole, from the completion of the work itself to the level of customer service received.

Your responses and feedback will help our teams provide the level of service expected in support of our university community. This [short survey](#) should take approximately 5 minutes to complete.

We appreciate your input.

Facilities Management Team



Services

Questions



TEXAS A&M UNIVERSITY
Facilities & Energy
Services