



University of
Connecticut

Facilities Operations Service Fee/Charge Guidelines

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- Objectives:
 - FacOps Overview – Main Campus
 - Mission
 - Organization
 - Budget
 - Review of charges/fees
 - Suggest policy framework



Mission Statement

- Planning, execution and coordination of:
 - Day-to-day maintenance, custodial and general upkeep of facilities at the Storrs campus and all regional campuses
 - Repairs and preventive maintenance for buildings envelopes and major systems
 - Minor renovations
 - Sanitation, recycling
 - Groundskeeping
 - Maintenance and operation of campus utilities at Main and Avery Point Campuses

Building and Grounds and Routine Maintenance

Generally, Facilities Operations provides (without charge) minor, corrective, preventive and statutory maintenance and related services for “academic buildings” including:

- Maintenance of buildings, major systems & equipment (e.g. HVAC, electrical, plumbing, etc.)
- Renovation services
- Custodial and building cleaning services
- Lawn care and groundskeeping
- Snow removal
- Recycling and waste/trash management
- Production and maintenance of campus signage.

Long-term Repairs/Maintenance:

- **Deferred Maintenance (DM)** - Repairs, not completed through Maintenance or Capital Renewal accumulating to the degree that building deterioration is evident and has, or will soon, impair proper functioning of building.
- **Capital Renewal** - Repairs or replacement/rebuilding of major building components that are, or will be, at the end of their useful life within the next 10 years.
- **Plant Adaptation** - Expenditures required to adapt the facility to evolving needs of the university, or to changing standards, regulations and codes.

Day-to-Day Repair/Maintenance Activities:

- **Minor Maintenance** - Small jobs that will not take longer than three hours to complete within 1.25 days from submission of the request.
- **Corrective Maintenance** - Repairs that are required to bring an item back to working order when it has failed or worn out.
- **Preventive Maintenance** (PM) is maintenance which is carried out to prevent an item failing or wearing out by providing systematic inspection, detection and prevention of incipient failure. PM is usually programmed.
- **Statutory Maintenance** is when items such as lifts, fire systems, fume hoods and other systems are maintained in accordance with legislative, code and regulatory requirements. Facilities Operations typically treats these activities as PM.

Main Campus Utilities and Infrastructure:

Operates and maintains (directly or via contractual arrangements with third parties) all utilities required to operate the Storrs and Depot campuses, including:

- Generation and distribution of electrical power, emergency backup power, steam and cooling water;
- Production and distribution of potable water;
- Collection and treatment of campus sanitary waste;
- Collection and control of campus storm water;
- Maintenance of distribution/collection systems;
- Maintenance of campus hardscape, including roads and sidewalks.

Utilities and Infrastructure (continued)

- These central services are provided to building envelopes.
- Operating and maintenance costs of water, sewer, electrical, steam, chilled water systems are not fully billed to UConn end users based on actual usage.
- Metering provides capability to bill/monitor should administrative policy direction change prospectively.



Scope

- **Buildings, Grounds & Infrastructure**
 - 10,000,000 square feet
 - 463+ buildings
 - 13 miles of roads
 - 114 miles of sidewalks
 - 58 acres of parking lots; 14,910 spaces
 - 19 sewer lift stations
 - 109 steam manholes and vaults
 - 8 miles of steam and condensate pipes
 - 14.5 miles of water lines
 - 12.3 miles of sewer lines
 - 28.5 miles of storm water lines

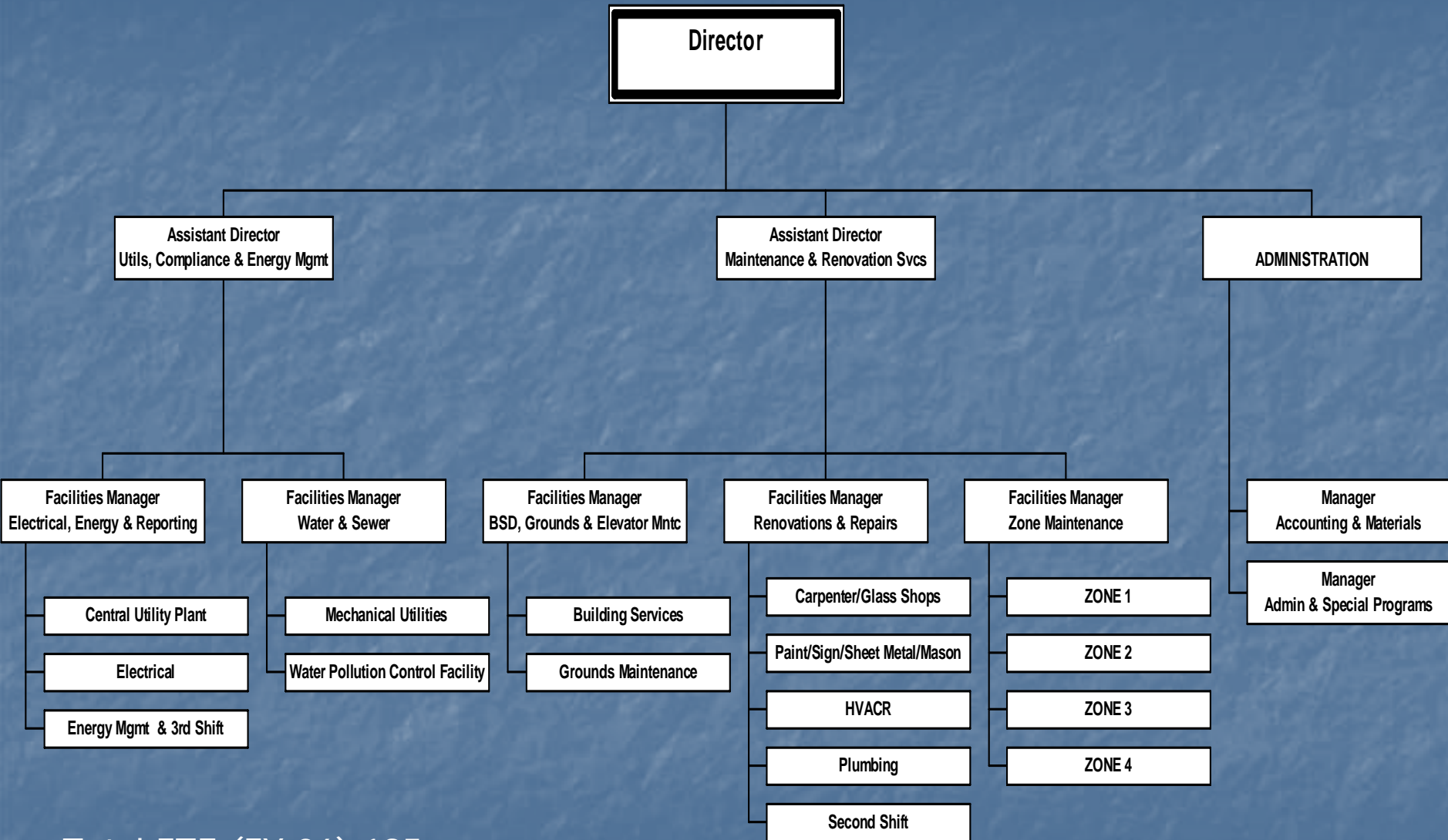
Storrs Campus Buildings, Grounds and Personnel Data

• Total number of buildings, including auxiliary buildings	463
• Total number of auxiliary buildings (included in above)	219
• Average age of buildings	50
• Gross sq. ft. of buildings, including auxiliary buildings	10.1 Million
- Gross sq. ft. by usage category	
Residential	3,010,537
Other	3,028,525
Research/Laboratory	691,436
Classroom/Admin	202,051
Retail Operations	562,682
Historic Buildings	1,529,299
Libraries	298,196
Parking Garages	792,215
• Gross sq. ft. of auxiliary buildings (included in above)	5.2 Million
• Total acres occupied by UCONN	3,843
• Acres maintained by Facilities Operation	430

Facilities Operations provides support for all of the buildings noted above.

Additional services may be provided by employees or contracted services in the following areas: Athletics, Parking & Transportation, DRL & Dining Services, Student Union, and CO-OP

ORGANIZATIONAL CHART



Total FTE (FY 06) 195

Average Work Week – 37.5 hours

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ZONES

- ZONE 1
- ZONE 2
- ZONE 3
- ZONE 4

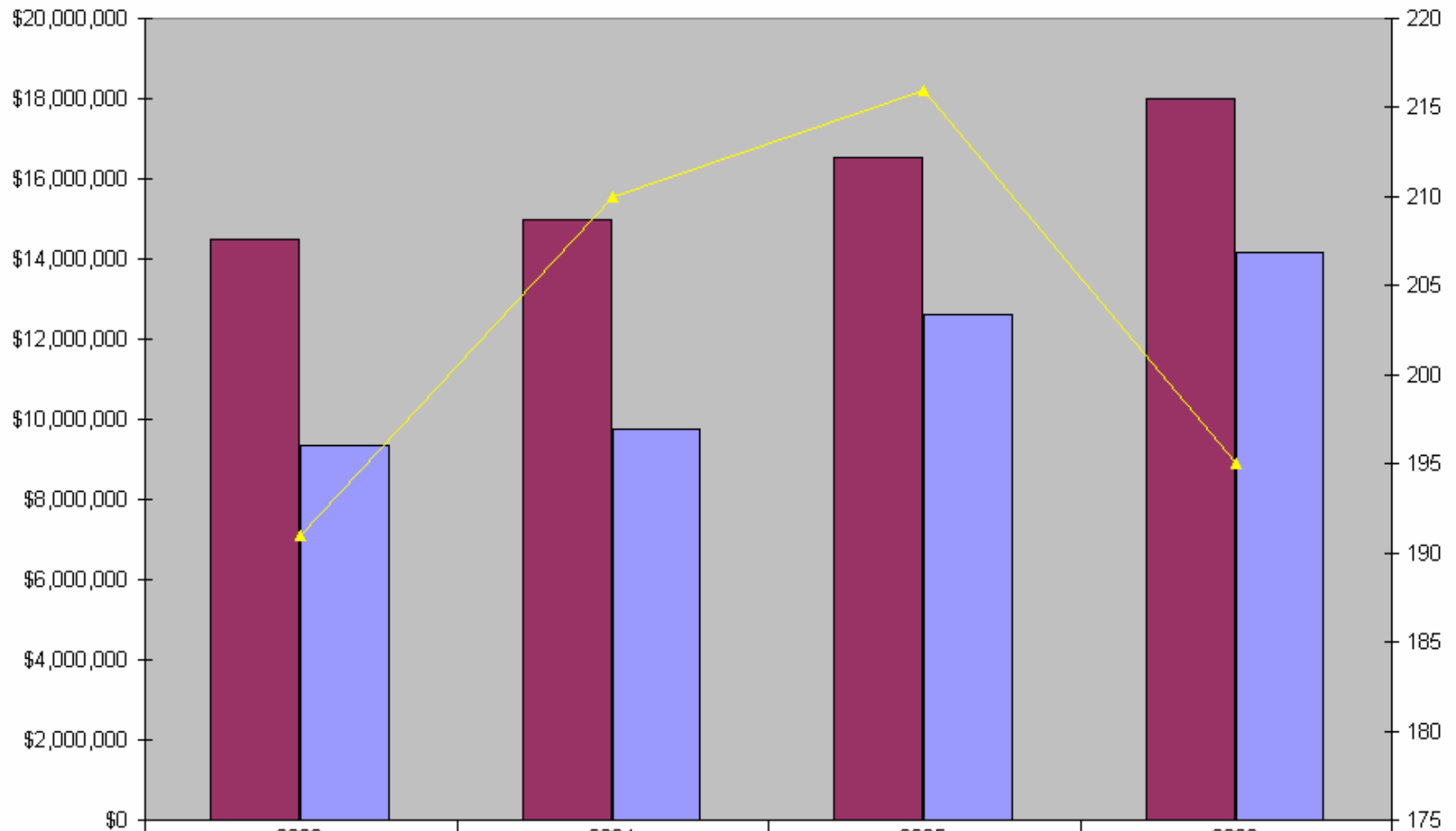
SHOPS



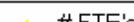
- CARPENTER SHOP
- GLASS SHOP
- HVAC SHOP
- MASON SHOP
- PAINT SHOP
- PLUMBING SHOP
- ROOFING SHOP
- SECOND SHIFT
- SIGN SHOP
- CUSTODIAL
- LANDSCPAING
- RECYCLING
- THIRD SHIFT
- SHEET METAL SHOP
- LANDSCAPE DEPARTMENT
- BUILDING SERVICES /
RECYCLING
- UTILITIES (WATER/SEWER)
- UTILITES (COGEN)
- CENTRAL UTILITY PLANT
- ELECTRICAL SHOP
- ENERGY MANAGEMENT SYSTEMS

Additional Storrs-based Facilities Maintenance and Repair Organizations

- Residential Life
- Athletics
- Academic Renovations

Expense & FTE History



 S & FB	\$14,506,000	\$14,967,000	\$16,541,000	\$18,020,000
 C & C	\$9,344,064	\$9,760,851	\$12,595,051	\$14,169,955
 # FTE's	191	210	216	195

FACILITIES OPERATIONS FY 2007 BUDGET

- Annual Budget FY '07 \$31,000,000
- Centrally Funded \$27,500,000
- Billable/Recoverable Expenditures \$ 3,500,000

Facilities Operations Storrs - Top 10 Dollar Value Purchase Orders

<u>Vendor</u>	<u>Value</u>	<u>Description</u>
Capitol Cleaning	\$ 7,200,000	Janitorial Services
Tru Green	\$ 750,000	Landscape & mowing
New England Water	\$ 432,000	Water management
NEMSI	\$ 375,000	Plumbing/HVAC project support
Otis Elevator	\$ 338,000	Elevator maintenance
Willimantic Waste	\$ 330,000	Trash hauling
Pondview Construction	\$ 250,000	Snow removal
Aaron Environmental	\$ 200,000	SPCC requirements
Harrington Engineering	\$ 150,000	Andover Control systems - EMS
Naugatuck Environmental	<u>\$ 120,000</u>	Removal/disposal sewage sludge
TOTAL	\$10,145,000	

Billable vs. Non-Billable Services Practice:

- Facilities Operations is centrally funded to operate and maintain campus utilities and for building repairs and maintenance resulting from normal wear and tear to public areas of buildings and grounds.
- Generally, FacOps is funded to maintain components of buildings that could be easily used by any academic or administrative department if the building were to change ownership.
- If the building systems, equipment or work does not meet this test then departments are responsible to fund the particular service.
- FO charges for services provided to Student Union facilities, Department of Residential Life facilities, Athletics facilities, classrooms and areas not scheduled by the registrar, grant funded labs and buildings, parking lots or any auxiliary facilities.

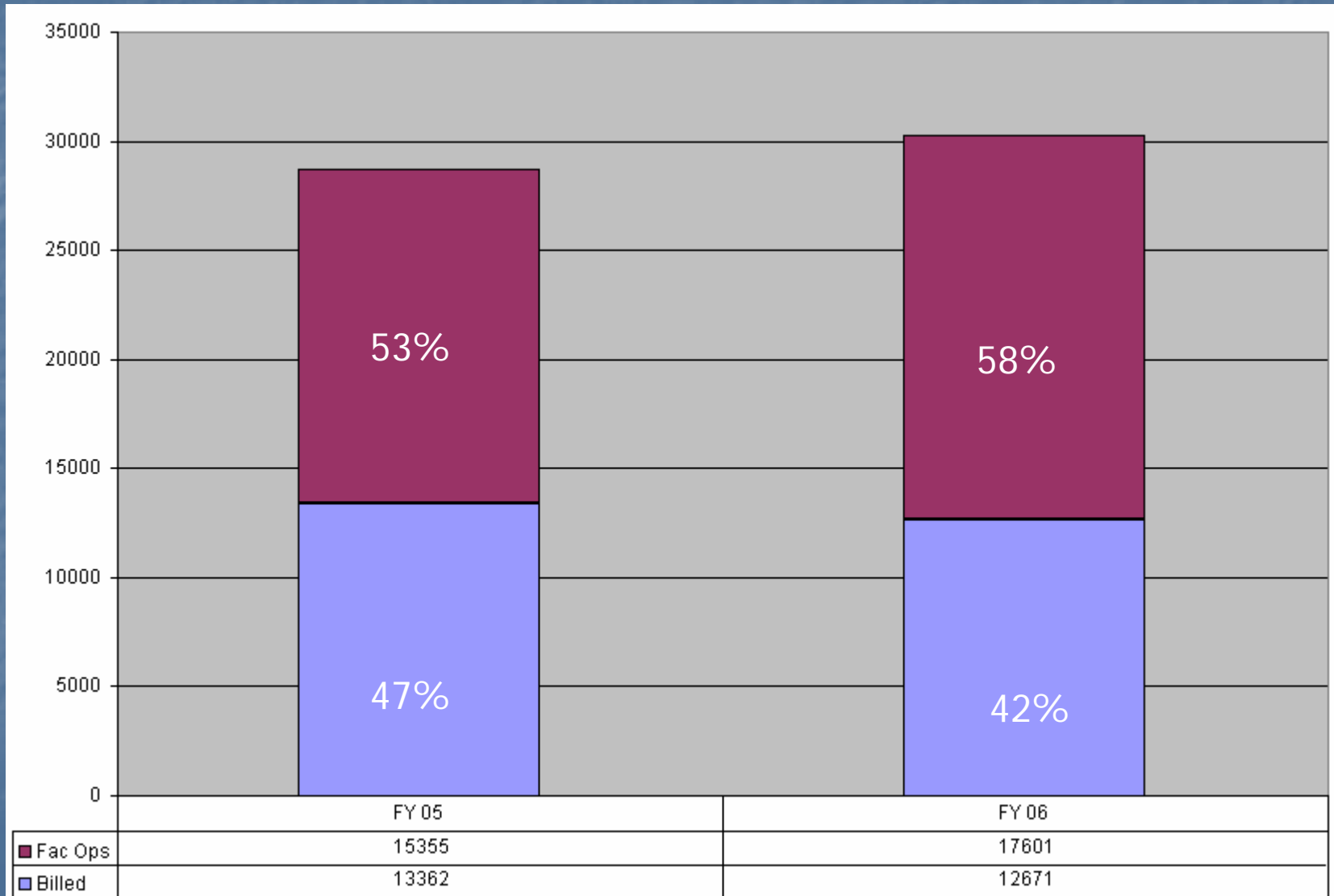
Basic Guidelines to Assist in Determining Centrally Funded vs. Departmental Funded Services:

Services Centrally Funded*	Services Requiring Departmental Funding
<i>Generally inclusive of all facilities that could be used by "any" occupant</i>	<i>Any activity in buildings that are not centrally funded</i>
Building Maintenance, exterior (roofs, masonry, windows etc.)	Carpentry (shelf, bookcase fabrication etc.)
Building Systems (central HVAC, plumbing, electric)	Maintenance of vivaria and other specialized research areas
Carpet cleaning annually (more frequently requires dept funding)	Signage -nameplates, office signs, banners etc.
Ceiling tiles	Environmental alarms
Doors	Environmental permit fees
Drinking fountains	Fume hood testing and repair
Elevator repairs	Furniture - offices, conference rooms etc. (other than classroom)
Emergency lighting	Interior finishes, non-scheduled painting etc.
Extermination/Pest Control	Lighting displays
Fire alarms	Moving and relocation activities
Grounds & landscaping	Security systems, repairs and servicing
Housekeeping - routine cleaning for academic space and offices	Sinks, faucets and drains (in kitchens, research labs)
Lighting fixtures	Special event support
Sinks, faucets and drains	Window A/Cs or dedicated systems for specific departmental use
Snow and ice removal	Window treatments, drapes, blinds, installation or washing
Trash removal	Window washing
Waste recycling	Remodeling of existing space
Utility infrastructure	Fabrication or installation of special items
Eye wash stations	DI & RO water systems
Classroom furniture repairs	Compressed air and special gas systems
	Vacuum systems
	Addition of electrical systems

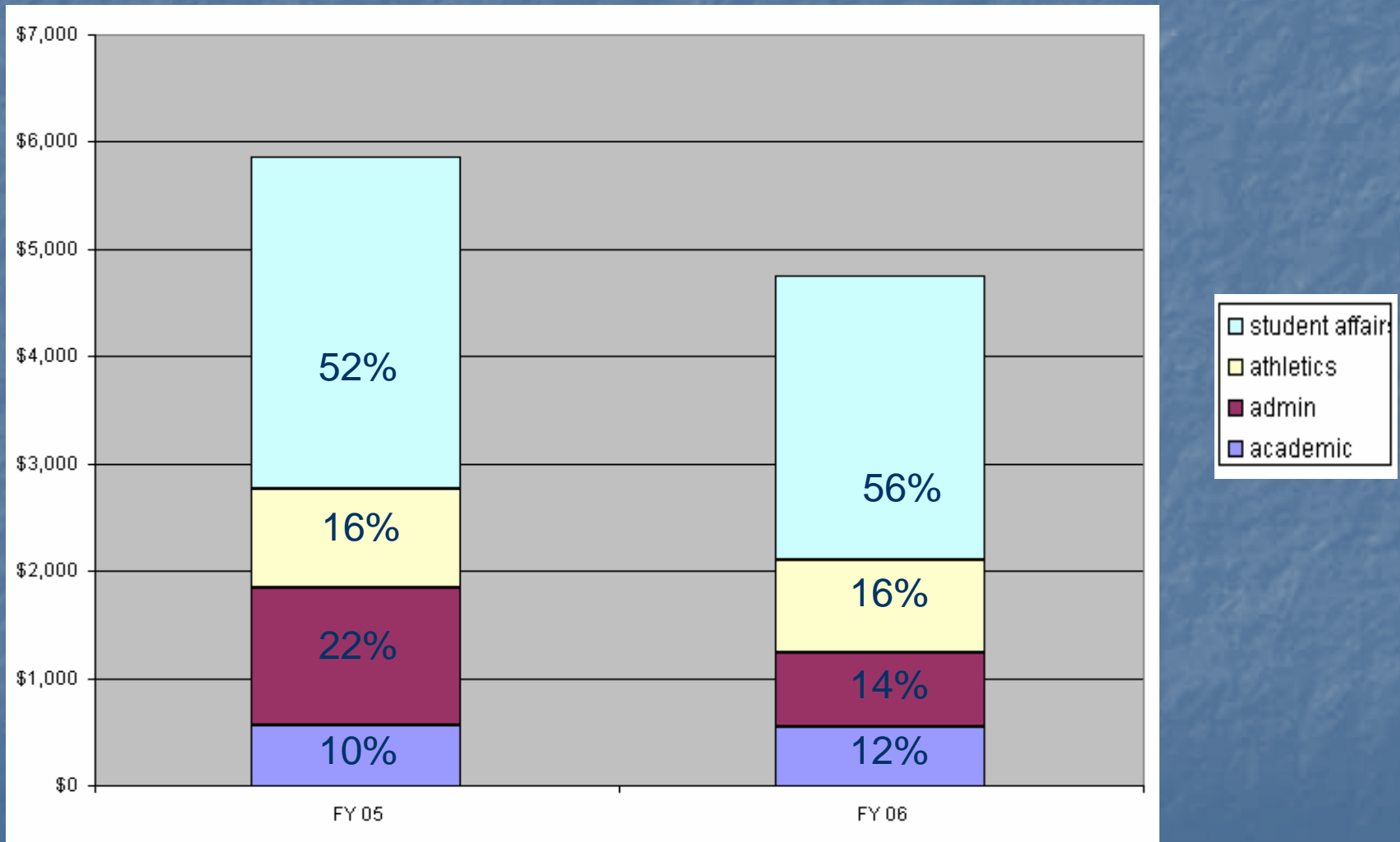
* Only for buildings and functions that are centrally funded

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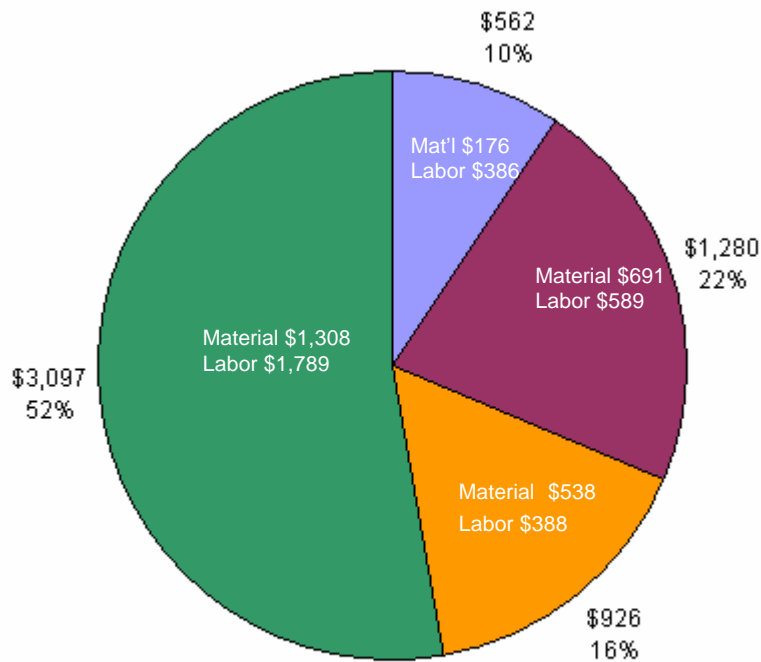
FY 05 and FY 06 Billable vs. Non-Billable Work Orders



Billable Work Orders by Area

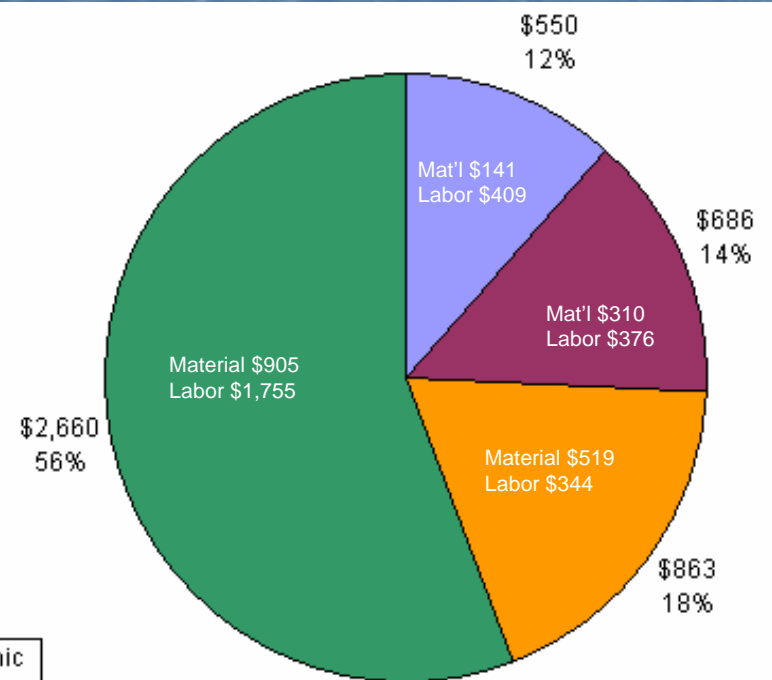


FY 05 Department Billings by Area



FY 05 Total \$5.865

FY 06 Billings by Area



FY 06 Total \$4.815

- academic
- admin
- athletics
- student affairs

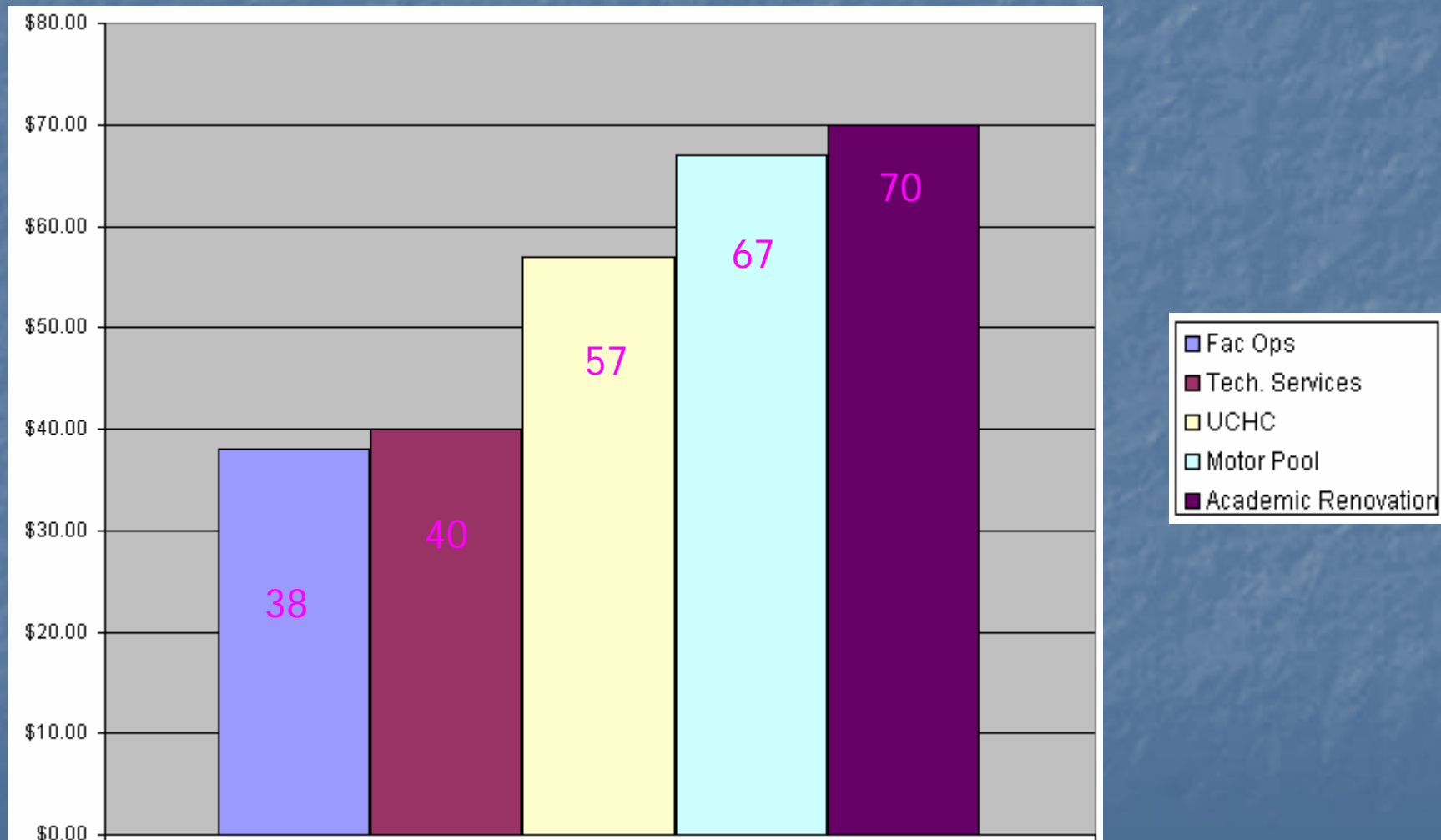
Facilities Operations FY 06 Recovered Revenue by Shop

Shop/Zone	Materials	Labor	Total
Carp	\$120	\$363	\$483
Custodial	\$494	\$60	\$554
Electrical	\$197	\$622	\$819
EMS	\$16	\$53	\$69
ETS	\$38	\$274	\$312
Glass	\$22	\$44	\$66
HVAC	\$200	\$441	\$641
Landscape	\$199	\$35	\$234
Mason	\$47	\$88	\$135
Paint	\$13	\$215	\$228
Plumbing	\$133	\$255	\$388
Recycling	\$4	\$1	\$5
Sheet Metal	\$16	\$81	\$97
Sign	\$22	\$56	\$78
Third Shift	\$3	\$41	\$44
Utilities	\$5	\$47	\$52
Zone 1	\$68	\$146	\$214
Zone 2	\$46	\$127	\$173
Zone 3	\$9	\$49	\$58
Zone 4	\$18	\$70	\$88
Total	\$1,670	\$3,068	\$4,738

Dollars shown in thousands

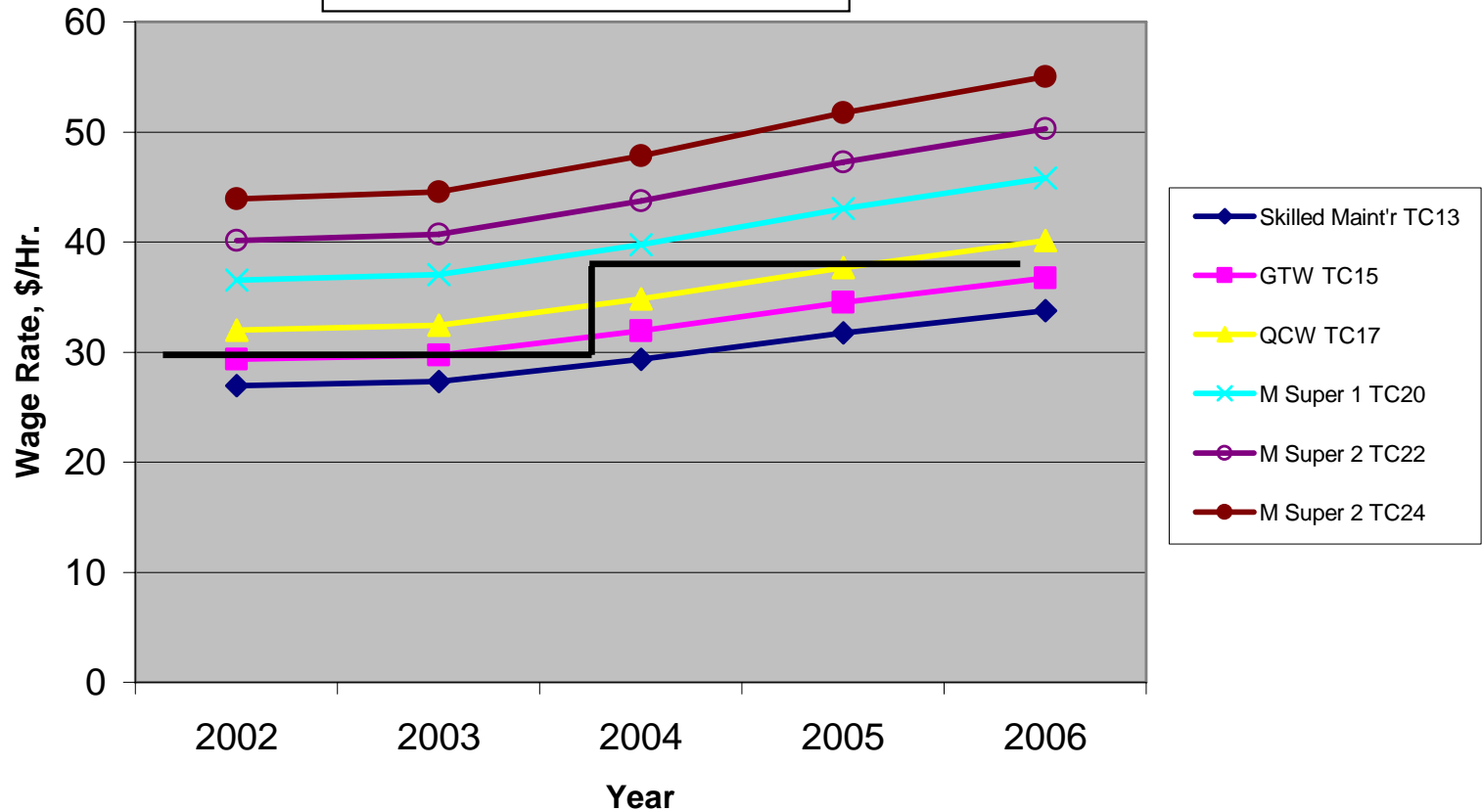
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Charge Rates for Billable Services



Trade Wage Rates Over Time (w. fringes)

(Charge Out Rate Shown in Black)



Nov. 3, 2006

Facilities Operations Storrs Materials Recovered (x100)

	FY 04	FY 05	FY 06	FY 07 As of 10/23/06
Totals	<u>\$2,152</u>	<u>\$3,149</u>	<u>\$1,722</u>	<u>\$540</u>
Material Cost	\$1,725	\$2,525	\$1,375	\$430
Mark-up	\$427	\$624	\$347	\$110

2006 Data

Administrative/Management Costs

Total GSF	10,114,941
In-house S & FB	\$1,745,000
In-house non-labor costs	\$500,000
Preliminary Cost / GSF	\$0.22/GSF
2002 Range \$0.10 - \$1.44 / GSF	

Building Maintenance/Trade Costs

Total GSF	10,114,941
In-house S & FB	\$11,600,000
In-house non-labor costs	\$5,624,000
Contracted Services	\$3,900,000
Preliminary Cost / GSF	\$ 2.09/GSF
2002 Range \$0.27 - \$2.97 / GSF	

Custodial Operating Costs

Total GSF	4,670,000
In-house S & FB	\$1,125,000
In-house non-labor costs	\$ 500,000
Contracted services	\$7,245,000
Preliminary Cost / GSF	\$1.90/GSF
2002 Range \$0.39 - \$2.56 / GSF	

Landscaping & Grounds

Total Acres	430
Total GSF (Acres x 43,560)	18,730,800
In-house S & FB	\$ 1,000,000
In-house non-labor costs	\$ 204,000
Contracted Services	\$ 777,000
Preliminary Cost / GSF	\$0.11/GSF
2002 Range \$0.01 - \$0.39 / GSF	

Preliminary Strategic Financial Measures Report

	<u>2006 Data</u>
Facilities Operating Expenditures	\$ 65,000,000* (inc. energy costs)
Current Replacement Value (CRV)	\$3,031,518,700
Facilities Operating Exp / CRV	2.20%
Gross Institutional Expenditures (GIE)	\$806,000,000
Facilities Operating Exp / GIE	8.06%
Building Gross Square Footage	10,114,941
Facilities Operating Exp / GSF	\$6.43/GSF
Capital Renewal Expenditures	\$3,500,000
Capital Renewal / CRV	0.16%

Preliminary Internal Process Measures

Percent Priority #2 High Request Work Orders	47%
Priority #2 High Request work orders cycle time:	
Material on-hand	30 hours
Material to be ordered	72 hours
Average age of reactive and preventative	168 hours
Staff hrs. in backlog for completing reactive & preventative work orders	3000 hours
FTE dedicated to perform work orders	120
FTE times 1950 payroll hours	234000 hrs
Backlog as percent of years effort work	1.2019%
MMBTU of Energy	1,277,251
BTU consumption per GSF	126,273
UCONN annual utility expenditure	\$30,995,392

CRV Calculations – Storrs Campus

<u>Usage Category</u>	<u>GSF</u>	<u>Current Construction Costs/GSF</u>	<u>Computed CRV</u>
Research / Laboratory	691,436	\$450	\$311,146,200
Classroom / Administration	202,051	\$300	\$60,615,300
Residential	3,010,537	\$300	\$903,161,100
Parking Garages	792,215	\$50	\$39,610,750
Libraries / Museums / Archives	298,196	\$350	\$104,368,600
Special / General Use (retail, student union, athletic facilities)	562,682	\$300	\$168,804,600
Historic Buildings	1,529,299	\$350	\$535,254,650
Other	<u>3,028,525</u>	\$300	<u>\$908,557,500</u>
Total	10,114,941		\$3,031,518,700

Work Order System

- FAMIS is our new enterprise system for managing space, capital projects and work orders for entire University:
Storrs/Regionals/Health Center
- Replaces CAPSTAT
- Trend information for two years

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