

# FACILITIES SERVICES ANNUAL REPORT

FISCAL YEAR 2017

SERVING THE MISSION OF ILLINOIS STATE UNIVERSITY



**FACILITIES SERVICES**  
*Illinois State University*

**Facilities Services**  
A Division of Finance and Planning  
<http://facilities.illinoisstate.edu/>







## A Message from the Associate Vice President



Facilities Services at Illinois State University continues to adapt in an agile manner in meeting the emerging needs of the academic enterprise. This first ever Annual Report includes Facilities Services facts and summarizes our major accomplishments in Fiscal Year 2017, by highlighting how we deliver myriad services, uphold fiduciary responsibilities, and care for the physical assets entrusted to us. This Report was created with a vision of Facilities Services being recognized for excellence and

responsiveness in service delivery and for being the provider of choice for maintaining our campus facilities and grounds.

It is my desire that this Report illustrates the value we place in maintaining strong, supportive, and collaborative relationships throughout campus. Thank you to all the Facilities employees for all their hard work and efforts that went into keeping the campus clean, safe, and secure for students, faculty, staff, and visitors at Illinois State University. A special thanks to Tanaporn "Gig" Supanichrattana and Mac Gao for the creative genius in compiling this Report.

### **Chuck Scott**

Associate Vice President for Facilities Management, Planning, and Operations

## DEPARTMENT/UNIT

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# FACILITIES SERVICES

Facilities Services, a division reporting to the Office of Vice President for Finance and Planning, is responsible for the planning, improvement, and maintenance of the Illinois State University campus buildings and grounds.

## DEPARTMENTS COMPRISING FACILITIES SERVICES

Facilities Management	Facilities Planning & Construction	Office of Energy Management	Parking & Transportation
<ul style="list-style-type: none"> <li>• Administrative Services</li> <li>• Automotive &amp; Fleet Services</li> <li>• Building Access</li> <li>• Building Maintenance &amp; Operations</li> <li>• Custodial &amp; Recycling Services</li> <li>• Grounds Services</li> <li>• Property Control &amp; Central Receiving</li> </ul>	<ul style="list-style-type: none"> <li>• Planning</li> <li>• Design</li> <li>• Construction</li> <li>• Furniture</li> <li>• Projects</li> <li>• Signage</li> <li>• Space Management</li> <li>• Real Estate</li> <li>• Leasing</li> </ul>	<ul style="list-style-type: none"> <li>• Building Control Systems</li> <li>• Heating and Cooling</li> <li>• Sustainability</li> <li>• Utilities</li> </ul>	<ul style="list-style-type: none"> <li>• Parking Lots/Decks</li> <li>• Permits</li> <li>• Transportation Options</li> <li>• Citations</li> <li>• Motorist Assistance</li> </ul>

## MISSION

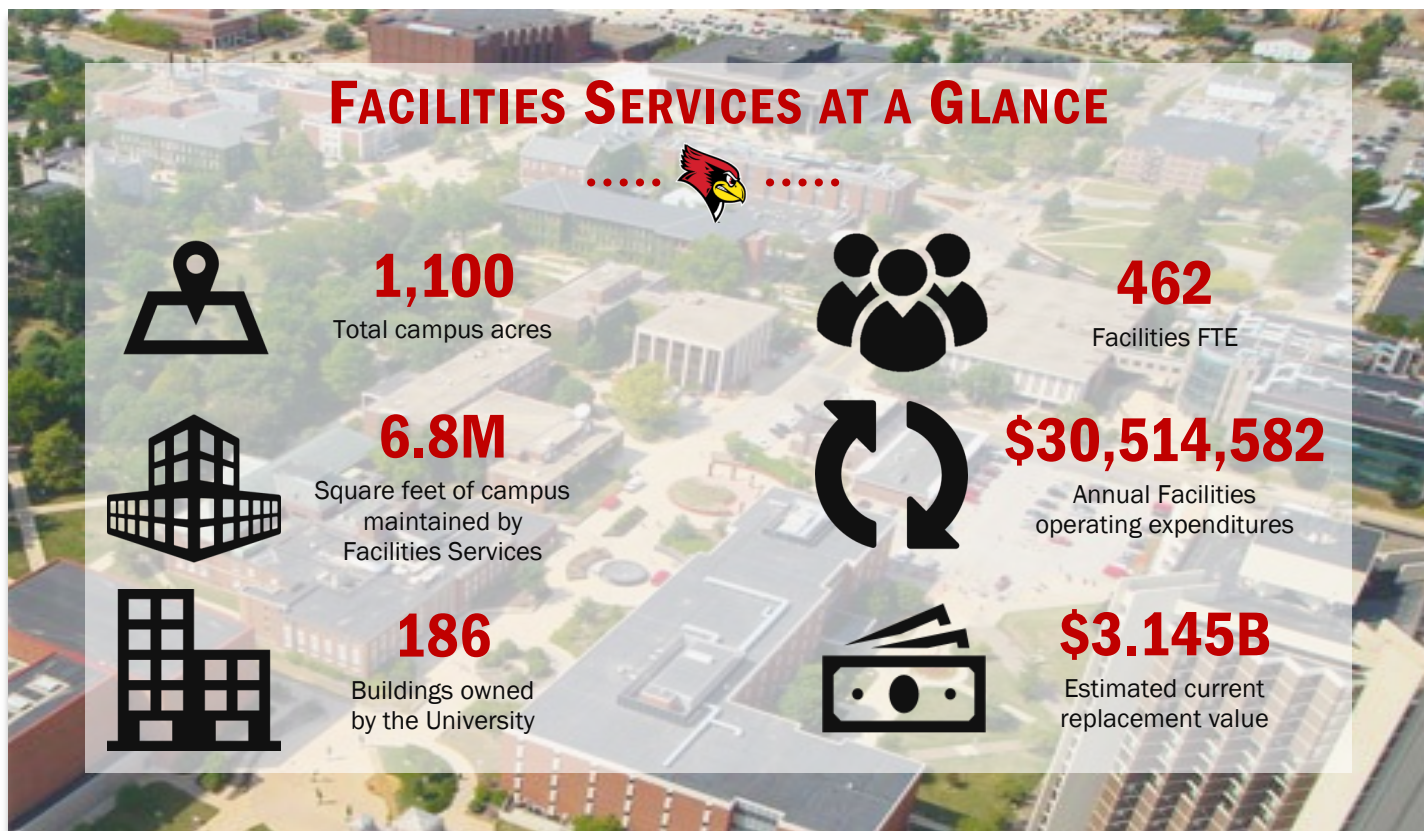
Provide safe, functional, aesthetically pleasing and environmentally sustainable buildings and grounds which are conducive to the delivery of education and support the mission of Illinois State University.

## VISION

Leadership through service; recognized for excellence in service, as a partner in solving customer's problems, and the provider of choice for maintaining University buildings and grounds.

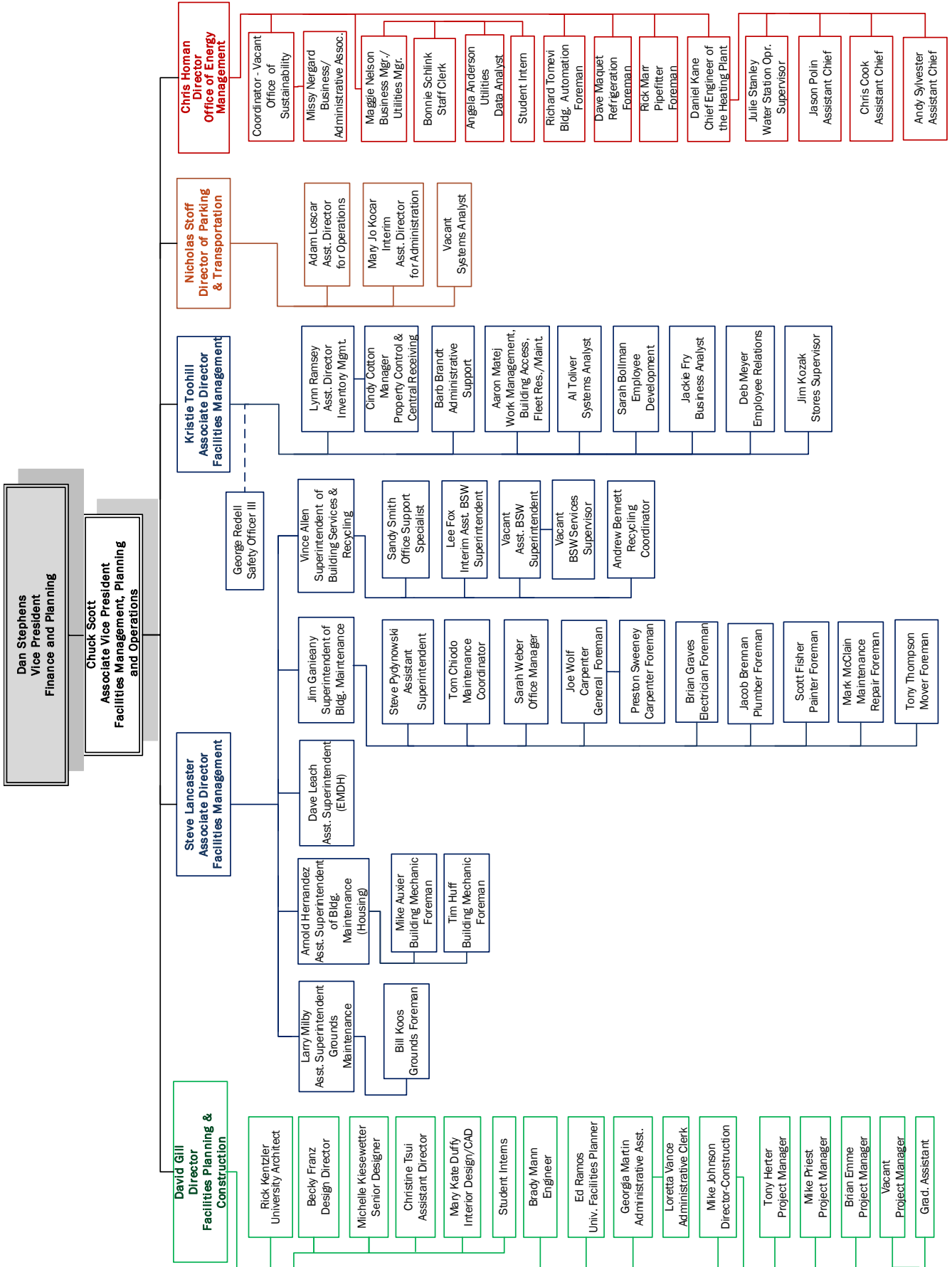
## CORE VALUES

- Professionalism
- Respect
- Integrity
- Dedication
- Excellence
- Communication
- Relationships
- Quality
- Teamwork
- Engagement
- Honesty and Transparency





# Illinois State University Facilities Services



# FACILITIES MANAGEMENT

## ADMINISTRATIVE SERVICES

Facilities Management Administrative Services provides administrative support for all units of Facilities Services. The services include:

- **Building Access:** Provides appropriate access to campus facilities; develop and maintain electronic access system.
- **Business Office:** Maintains and produces accurate financial data and handles expenses for products and/or services.
- **Data/Business Process Analysis:** Maintains Facilities related data and improves business processes and workflow.
- **Employee Relations:** Maintains employee records and assists the department with all Human Resources needs.
- **Stores:** Maintains a storeroom of materials and equipment and handles product/services procurement.
- **Training and Development/Communications:** Promotes growth and broadens the knowledge of Facilities employees.
- **Work Management:** Coordinates routine, non-routine, and emergency work to maintain campus buildings and grounds.

## FY17 BY THE NUMBERS



How many **key requests** did we complete?

4,655 key requests were processed by Facilities Management Customer Services staff.

**4,414**

Physical keys issued

**314**

Fobs/Prox cards issued

**132**

Ring of keys issued



**87%**

Satisfied with maintenance services (The surveys were sent out for every 5th work order completed.)



**10,000**

Approximate number of vendor invoices processed



**6,044**

Stores purchase orders issued with a total value of \$2,829,268



**\$1.5M**

Stores stock inventory value



## DID YOU KNOW?

**187**

Electronic access control doors on campus

**470**

Approximate number of employee files maintained by Employee Relations

**30,000**

Approximate number of transactions for daily timesheets each year

**8,000**

Approximate number of stock items in Stores warehouse



### Educating Illinois

**GOAL 2:** Provide rigorous, innovative, and high-impact undergraduate and graduate programs that prepare students to excel in a globally competitive, culturally diverse, and changing environment.

**STRATEGY 3:** Recruit and retain high-quality, diverse faculty and staff.



#### Facilities Leadership Pilot Program >

In fiscal year 2017, eight Facilities leaders went through the Facilities Leadership Pilot Program and completed all required sessions and activities. The program was adjusted based on feedback from the participants and officially rolled out in Spring FY18. The program provides more opportunities for Facilities employees to build and develop their talent, to connect to the emerging professionals (next leaders), as well as to share leadership values and expectations with others.



*Facilities Leadership Pilot Program Team with First Lady Marlene Dietz*



*Work Orders Accessed through WebTMA GO on iPad*

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 1:** Review processes and practices to ensure efficiency and effectiveness in the University's operations.



#### < iPad utilization

All Building Mechanics and Building Operating Engineers use WebTMA GO on iPads, helping them track and manage their work orders. This process has moved from manual paper to digital, which reduces paper usage, increases accuracy, and improves timeliness in reporting. Facilities Management Administrative Services continues to work with Craft Trades to explore opportunities to improve workflow and processes.

### Educating Illinois

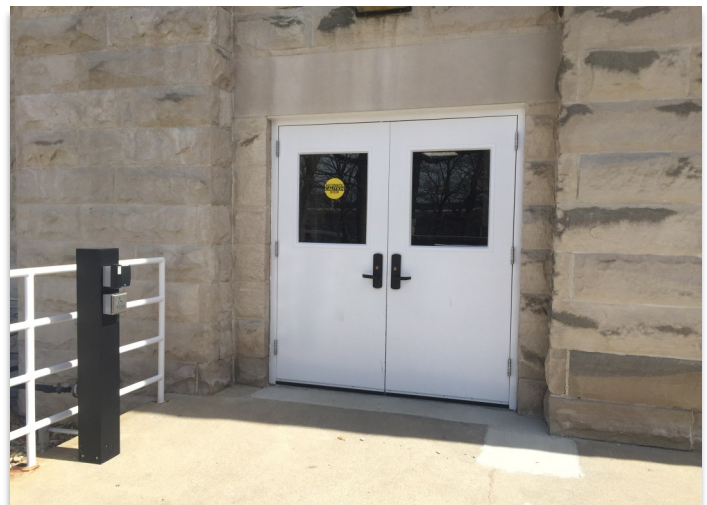
**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Electronic access control upgrade >

In fiscal year 2017, Velocity Software was upgraded, as well as 47 Identiv Hirsch panels. In addition to the upgrade, new access control technology was installed at several campus locations including Cook Hall, Felmley Hall of Science, Nelson Smith Building, and Alumni Center to limit campus facility access and enhance university property security.



*New Access Control Installed at Cook Hall*

# FACILITIES MANAGEMENT

## AUTOMOTIVE SERVICES & FLEET RESERVATIONS

Automotive Services provides vehicle maintenance and repair for University vehicles. The unit operates a full garage, including:

- Regular vehicle maintenance and repair
- Pickup and delivery of vehicles in need of repair
- Maintain vehicle service records
- Provide vehicle cost reports

Fleet Reservations provides travel assistance for all University departments and Registered Student Organizations (RSOs) through a rental fleet program. Some of the fleet services include:

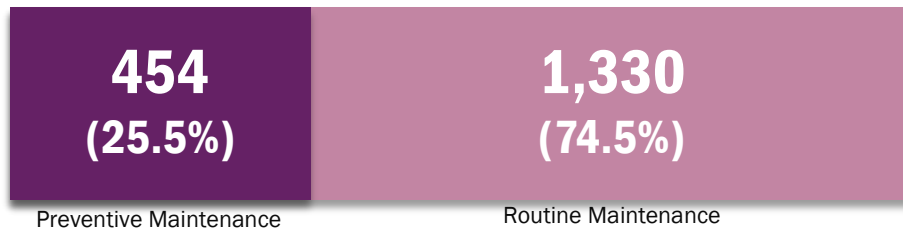
- Vehicle and bus reservations
- Passenger van and minibus training
- Daily vehicle inspection and preparation
- Transportation billing and cost reports

### FY17 BY THE NUMBERS



How many **automotive work orders** did we complete?

More than 1,784 work orders were completed by Automotive Services.



**2,362**

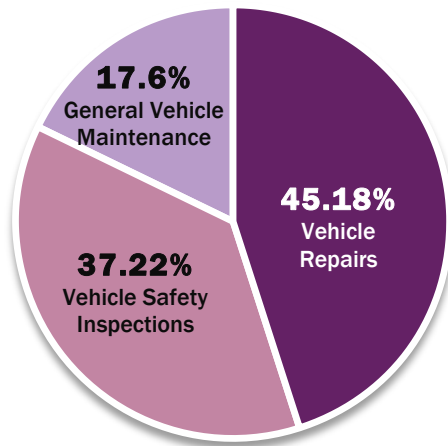
Rental fleet reservations



**9,896**

Customers transported using rental fleet vehicles

What **type of work** did we complete to maintain University vehicles?



**627,467**

Miles driven in rental fleet vehicles



**95,872**

Gallons of gasoline used from University fuel pumps

### DID YOU KNOW?

**700**

Gallons of motor oil used to maintain University Vehicles per year

**272**

University vehicles (includes 41 rental fleet vehicles)

**13**

Hybrid University vehicles (6 rental fleet vehicles and 7 departmental vehicles)

**357**

Bus reservations (includes 71 charter bus bookings and 286 school bus bookings)



### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Sustainable transportation alternative >

Automotive Services has been transitioning its fleet to be more sustainable. In fiscal year 2016, five new 2017 Ford Fusion Hybrid sedans were purchased under state contract for our rental fleet and were placed into service in fiscal year 2017. The Hybrid version of the Ford Fusion seamlessly switches between gas engine and electric motor, or a combination of both, which better delivers fuel efficiency than non-hybrid vehicles. The Ford Fusion Hybrid has become the most popular rental vehicle for our customers this year.



2017 Ford Fusion Hybrid for University Rental Fleet

*"Our mission is to support the campus community mission with safe dependable travel, promote sustainable and cost effective practices for vehicle/equipment replacement, and provide cost effective preventative maintenance and repairs."*

*- Tim Murry, Transportation Manager*



Forklift Repair by Automotive Technician

### Educating Illinois

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**STRATEGY 1:** Review processes and practices to ensure efficiency and effectiveness in the University's operations.



#### < Supporting departments with repair needs

Not only does the Automotive Services staff perform all types of repairs on all types of vehicles, but they also repair all types of equipment, from a Gator type vehicle to a large 60-foot lift. This saves the department time and money not having to wait for a service technician to arrive, usually from out of town, and paying for travel expenses and a high hourly labor rate.

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Providing sustainable transportation >

Automotive Services purchased three 12-passenger Ford Transit vans, which are available for use by the ISU community, to improve the safety and transport capacity of the current vehicle pool. The new Transit vans have a higher roof, wider seats, and larger rear storage, and are ideal for transporting large groups around town or on a long road trip.



12-Passenger Van for University Rental Fleet

# FACILITIES MANAGEMENT

## BUILDING MAINTENANCE & OPERATIONS

Building Maintenance and Operations provides maintenance services in support of the University's operations, including repair and maintenance of buildings and equipment throughout campus. The areas of service includes:

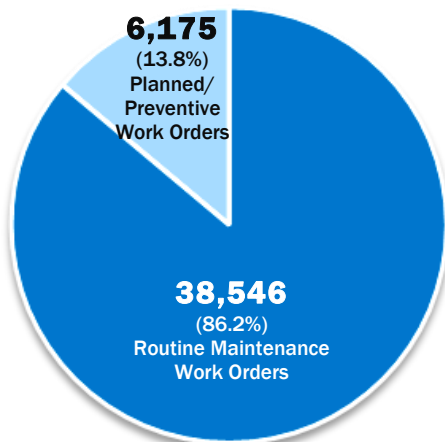
- **Maintenance and Repairs:** Craft Trades provides maintenance and repair services including carpentry, electrical, maintenance, moving and hauling, painting, and plumbing to the University community. Most residential and campus dining maintenance problems are handled by the Building Mechanics and Building Operating Engineers.
- **Projects and Elevator Maintenance:** The services include: providing estimates for large repairs and maintenance projects, managing maintenance projects, determining maintenance needs and repairs, coordinating various projects with Facilities Planning and Construction, and providing oversight of elevator maintenance.

### FY17 BY THE NUMBERS



#### How many work orders did we complete?

More than 44,721 work orders were completed by ISU Craft Trades in FY 2017.



**84**

In-house FTEs working in Building Maintenance and Operations



**84**

Elevators on campus maintained by Building Maintenance and Operations



**6.8M**

Square feet of campus maintained by Building Maintenance and Operations



**\$8.2M**

Total expenditures for Building Maintenance and Operations



**89**

Maintenance project estimates completed (\$1,000 minimum)



**2,663**

Approximate number of residence rooms maintained by Building Maintenance and Operations

### DID YOU KNOW?

**39**

Fire hydrants on campus maintained and inspected each year to ensure proper functioning

**2,400**

Approximate number of emergency shower and eyewash stations inspected each year

**184**

Backflow preventers inspected each year to ensure the proper operation

**11,552**

Fire alarm devices in all campus buildings and residence halls inspected each year to ensure campus safety



### Educating Illinois

**GOAL 1:** Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

**STRATEGY 5:** Provide integrated and holistic services that support students' individual needs.



#### All-gender restrooms on campus >

Illinois State University has continued to provide a supportive and safe environment, including equal access to restrooms and other essential facilities, for people of all identities. Existing single-use restrooms are converted to all-gender facilities and appropriately labeled as "All Gender Restrooms" with designated signage in place. This project was successfully completed by ISU Craft Trades. All-gender restrooms are available at several campus locations including the Alumni Center, Bone Student Center, Center for Community Engagement and Service Learning, Center for the Visual Arts, Fell Hall, Hovey Hall, Linkins Dining Center, Rachel Cooper, Redbird Arena, Schroeder Hall, Watterson Towers, and the 308 Kingsley Street Building.



All-Gender Restroom at Hovey Hall

### Educating Illinois

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#### < Ongoing residence halls door lock projects

Facilities Management and University Housing worked together on upgrading new locks at the west campus complex (Wilkins/Haynie/Wright) and Linkins Dining Center to ensure safety and security. ISU carpenters removed old locks and replaced with 4,700 individual interchangeable cores within the four buildings. The new upgrade continues to provide safe and secure residence facilities. This is an ongoing project to upgrade all residence hall locks.



Entrance Door at Wright Hall

### Educating Illinois

**GOAL 3:** Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

**STRATEGY 3:** Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.



#### Marketplace at Linkins refresh >

Marketplace at Linkins was renovated by in-house staff to enhance dining services. The project included repainting the interior of the facility, upgrading the electrical and lighting, and replacing new carpet. The new dining environment has a much more modern appearance than before and becomes a more welcoming and comfortable gathering space for the Illinois State University community.



Marketplace at Linkins After Renovation

# FACILITIES MANAGEMENT

## CUSTODIAL & RECYCLING SERVICES

Custodial Services maintains a clean and safe environment within all academic, residential, and administrative buildings on campus supporting Illinois State University's mission and goals. The unit provides custodial services to the University community; including routine cleaning, trash and recycling removal, and specialty cleaning. Other services include: laundry services, janitorial equipment repair, as well as equipment and supplies delivery for University departments.

University Recycling Services provides quality recycling and waste management services for the Illinois State University community; including waste and recycling collection, confidential materials pickup, and other special service requests. The unit also promotes sustainability awareness and recycling practices throughout campus.

### FY17 BY THE NUMBERS



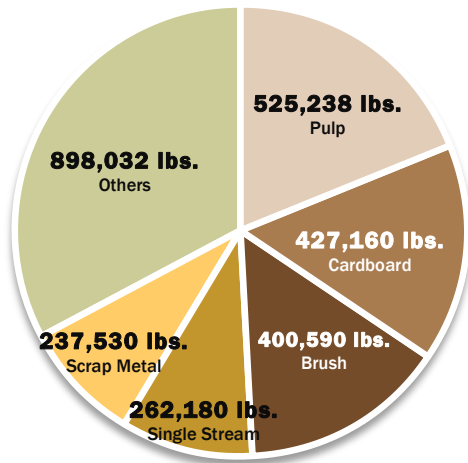
#### How much did we **recycle** on campus?

Illinois State University has achieved a 47% diversion rate in FY17. University Recycling has continued to develop partnerships with other departments and the community to reduce waste and increase recycling opportunities through sustainable activities and events.



More than **2,750,730** pounds of materials recycled in fiscal year 2017.

#### What **materials** does Illinois State recycle?



**18M**

Linear feet of roll paper towels consumed



**4.9M**

Folded paper towels consumed



**1,240**

Gallons of floor finish applied to University floors



**4,379**

Material requests submitted in TMA

### DID YOU KNOW?

**48**

Exterior recycling bins on campus

**270**

Collections of confidential materials each year

**6**

Team cleaning areas on campus (SFHB, Fell Hall, DeGarmo, Stevenson, Science Lab, and Milner) to maximize the efficiency of resources

**3.3M**

Square feet of campus cleaned by Building Service Workers



### Educating Illinois

**GOAL 1:** Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

**STRATEGY 5:** Provide integrated and holistic services that support students' individual needs.



#### Floor refinishing >

In fiscal year 2017, the custodial team successfully completed several floor refinishing projects at multiple campus locations including Metcalf Gym, Kemp Recital Hall Stage, and U-High Stage and Gym. The new floors provide a clean and safe environment to support student learning and activities.



*U-High Stage and Gym Floor Refinishing*



*New Coca-Cola Bins Used at Festival ISU Event*

### Educating Illinois

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**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### < Sustainable practices on campus

Illinois State University was awarded 50 new specialty recycling bins from the Coca-Cola/Keep America Beautiful Public Space Recycling Bin Grant. The bins have been placed in several campus areas including the west campus residence halls, Redbird Arena, Redbird Plaza, and Hancock Stadium to expand recycling opportunities in public spaces. The bins are also used during special events on campus to increase recycling opportunities.

### Educating Illinois

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**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Campus waste reduction >

University Recycling collaborated with Campus Recreation to promote awareness of recycling and to reduce waste reduction through the water bottle exchange event. The event is one of the Earth Day activities that encourages students to use reusable plastic bottles instead of one-use plastic bottles.



*Water Bottle Exchange on the Quad*

# FACILITIES MANAGEMENT

## GROUNDS SERVICES

Grounds Services is committed to providing a safe, horticulturally diverse, sustainable, and academically supportive campus environment that contributes to Illinois State University's mission. The unit provides maintenance of campus landscape and hardscape for Illinois State University; including

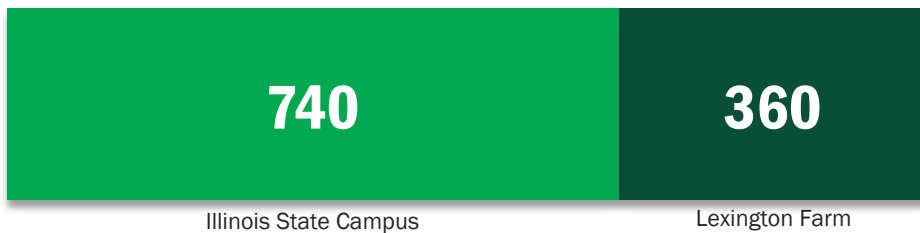
- Athletic fields maintenance
- Turf maintenance
- Horticulture and tree planting
- Tree protection and preservation
- Exterior pest control
- Parking lot and sidewalk maintenance
- Other landscape improvement projects
- Snow removal
- Trash abatement
- Sustainable practices

### FY17 BY THE NUMBERS



#### How many acres on campus?

Illinois State University is comprised of 1,100 acres.



**114**

Trees planted improving the Fell Arboretum



**6,550**

Pounds of fertilizer used on campus



Most flowers planted on campus are grown in the University's greenhouses.

**12,000** were grown in the 2017 fiscal year



**18,800**

Pounds of grass seed used on campus



**191** Exterior trash bins on campus maintained by Grounds staff



**800,000**

Pounds of salt used on campus roads and sidewalks

### DID YOU KNOW?

**24**

In-house FTEs working in Grounds Services

**35**

Approximate miles of sidewalks on campus maintained by Grounds

**150**

Approximate number of tree species on campus

**2,500**

Approximate number of trees on campus



### Educating Illinois

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**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Reforest campus >

Illinois State University Grounds achieved Tree Campus USA status from the National Arbor Day Foundation for the 9th time in 2017. The honor of the Tree Campus USA designation is a point of pride for the Illinois State University community and recognizes ISU's dedication to tree care, environmental stewardship, and community outreach. In April 2017, ISU students, faculty, and staff celebrated Arbor Day by planting trees on campus to promote a sustainable campus and to support the mission of Fell Arboretum.



*An Arbor Day Tree - Planting Event*

*"As the settlements move out into the prairie, people will turn their attention to the cultivation of forest trees. This, in some neighborhoods, has already been done."*

*- Jesse Fell to his parents, 1833*



*New Exercise and Wellness Trail at Metcalf Playground Area*

### Educating Illinois

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**STRATEGY 5:** Provide integrated and holistic services that support students' individual needs.



#### < Landscape improvement

In collaboration with Facilities Planning and Construction, Grounds employees completed the installation of bricks with a new asphalt trail at Thomas Metcalf School. The smooth asphalt path made the trail great for student activities and exercise classes in physical fitness.

### Educating Illinois

**GOAL 3:** Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

**STRATEGY 3:** Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.



#### "Bike Share 309" on campus >

ISU Grounds, the Office of Parking and Transportation, and the Office of Sustainability collaboratively worked with the Town of Normal on integrating a new bike plan onto campus. Illinois State University joined a new public bike-sharing program, "Bike Share 309," to provide more transportation alternatives for students, faculty, and staff. The rental bike stations are located at Cardinal Court, Schroeder Hall, west campus residence halls, and Watterson Towers.



*Public Bike Sharing Program on Campus*



# FACILITIES MANAGEMENT

## PROPERTY CONTROL & CENTRAL RECEIVING

Property Control maintains the inventory of all equipment and assets belonging to Illinois State University. This includes:

- Identify and tag equipment
- Update inventory file
- Conduct an annual inventory
- Report the status of the University's equipment to the State
- Manage surplus inventory including reissuance and/or disposal of surplus equipment

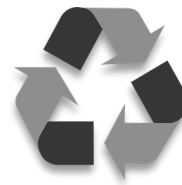
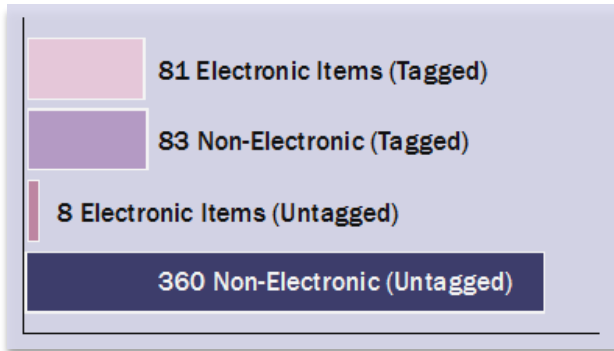
Central Receiving provides efficient delivery services and serves as Illinois State University's central location for

- Receiving shipments for the campus community
- Delivering items to University departments
- Shipping return items to vendors

### FY17 BY THE NUMBERS



How much surplus equipment did we reissue to departments?



**30,500**

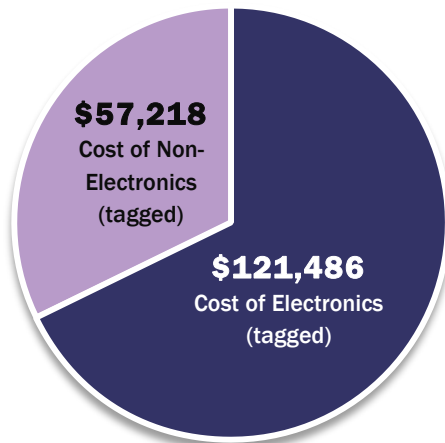
Pounds of surplus items went to the Illinois Department of Central Management Services (CMS) for recycling



**50,500**

Pounds of electronics recycled

How much money did we save from surplus reuse?



**41,308**

Equipment items in University inventory with a total value of \$186,798,623



**715**

Surplus pick-up/delivery requests submitted through iServiceDesk

### DID YOU KNOW?

**100%**

Of the packages delivered on the day received

**40,605**

Packages delivered by Central Receiving in FY17

**1,590**

Inventory items added to the database in FY17 with a total value of \$5,685,866

**0.04%**

Equipment inventory loss in FY17

### Educating Illinois

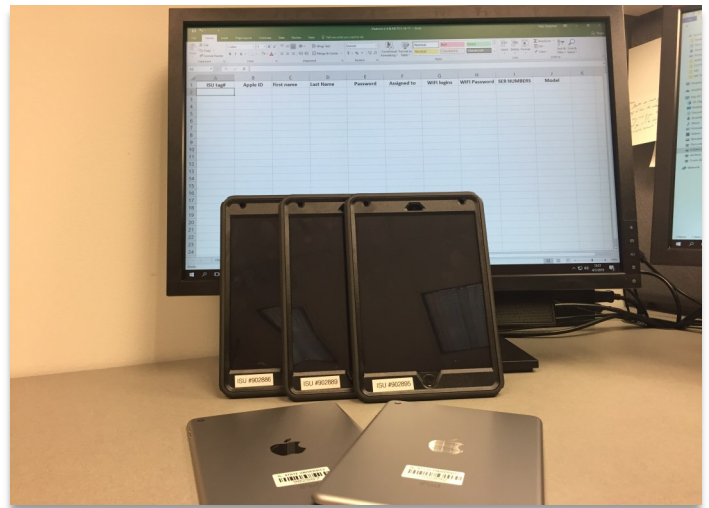
**GOAL 3:** Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

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#### Efficient inventory process >

Property Control partners with TechZone to ensure that equipment being sold is processed according to the Property Control Rules and Regulations as set forth by the State of Illinois. TechZone staff are trained to tag equipment as it is being sold. In addition, a process was developed with Dell to tag certain equipment. This partnership enhances the efficiency of the inventory management.



Electronic Equipment Tagged with Barcode Label



eRecycling Station at University Warehouse

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### < Reissuance of surplus electronic equipment

Property Control continues to help the University reduce its volume of waste through more recycling and reuse. Property Control works closely with Administrative Technologies (AT) on maximizing the use of surplus electronics. Through this strong partnership, processes were developed to track technical equipment. AT staff assists in identifying viable equipment for reuse and wipes all data from the devices prior to reissuance or other disposition.

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#### Maintaining partnerships across campus >

Property Control maintains an important partnership with the Comptroller's Office. We work together to ensure all purchased equipment items are tagged and entered into the Inventory System while remaining compliant with the State of Illinois Property and Accounting rules and regulations.



# FACILITIES PLANNING & CONSTRUCTION

Facilities Planning and Construction (FPC) is the on-campus resource for Real Estate, Special Projects, Design, and Construction Management.

The full-time staff of 14 has a combined 168 years of service to the University, offering technical expertise in space planning, design, renovation, and construction as aligned with the goals of Educating Illinois. FPC provides service and support from conception to completion to improve and enhance the Illinois State University experience for students, faculty, staff, and the community.

## FY17 BY THE NUMBERS



In fiscal year 2017, Facilities Planning and Construction received **323 new project requests** resulting in:



**227**

Projects Completed



### CURRENT ACTIVE PROJECTS

**282** with estimated value of **\$180M**

Under investigation, planning, design, and construction

**35%**  
of Approved Projects  
Designed by  
Contractors

**50%**  
of Approved Projects  
Contracted by  
Contractors

### APPROVED PROJECTS

**120** with approved budgets of **\$103M**

Managed by Facilities Planning and Construction in planning, design, and construction stages



**65%**  
of Approved Projects  
Designed by  
In-House FPC Staff

**47%**  
of Approved Projects  
Contracted by  
ISU Trades

### APPROVED CONTRACTS

**94** For planning, design, and construction being initiated and completed to facilitate project implementation



**3%**  
of Approved Projects Constructed by  
ISU Trades & Outside Contractors

## DID YOU KNOW?

**6.8M**

Square feet  
of campus

**186**

Buildings owned  
by the University

**714**

Classrooms  
and laboratories

**516,717**

Square feet of  
learning spaces



## Educating Illinois

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**STRATEGY 5:** Provide integrated and holistic services that support students' individual needs.



### Building collaborative spaces >

The classrooms in today's K-12 environments are moving away from the traditional configuration that features a single point of knowledge (the teacher), and are moving towards a design that supports collaboration, flexibility, and multiple points of knowledge creation. This model requires a classroom space that can be reconfigured to accommodate multiple types of activities, ranging from lecture to small groups to independent study. The College of Education is building upon its current efforts to provide teacher candidates and practitioners with a flexible classroom collaboration environment where faculty can model contemporary teaching methods, and students can have access to 21st-century classroom materials and assistive technologies in a hands-on learning space.



DeGarmo 21

## Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 4:** Continue to promote University planning efforts and ensure all plans are integrated with Educating Illinois.



### < Redbird Plaza

Rambo House was approved for demolition by the Board of Trustees in February of 2014. Demolition was completed in November of 2015. A blank slate for site improvements was created as part of the demolition. A student leadership initiative reactivated a dormant plan to provide a student gathering space that was first conceptualized in 2008. "Redbird Plaza" was a concept to provide an area on the former Rambo House site, which was to reflect student pride as well as a place to gather for celebrations or to memorialize other local, state or world events. A bronze bust statue of the Redbird head is a significant part of this gathering area. Redbird Plaza was dedicated in May 2017.



Redbird Plaza

## Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 1:** Review processes and practices to ensure efficiency and effectiveness in the University's operations.



### Rebuilding south campus chiller plant >

On April 28, 2016, a capacitor failed in the high voltage switchgear motor control center at the South Campus Chiller Plant. The capacitor failure caused a significant explosion, essentially destroying the majority of the Motor Control Center for Chiller No. 1 and knocking both chillers out of service immediately, reducing ISU's campus cooling capacity by 2,000 tons of chilled water. Through a quick cooperative effort, ISU would get a 1,000-ton rental chiller hooked up and running while the existing switchgear was rebuilt in place, restoring the switchgear, and allowing the cooling systems to be operational again.



High Voltage Switchgear Motor Control Center at the South Campus Chiller Plant

# OFFICE OF ENERGY MANAGEMENT

The Office of Energy Management (OEM) provides energy management services for the Illinois State University campus. The department consists of energy management, heating and cooling plant operations, and the Office of Sustainability. The services include:

- Procurement and distribution of utilities
- Automation and management of building control systems
- Operation and maintenance of facility mechanical systems
- Water testing and treatment
- Improvements of infrastructure systems

## FY17 BY THE NUMBERS



**89,676,257**

Kilowatt hours (kWh) of **electricity** consumed by the University with a total cost of \$6,416,045



**4,648,568**

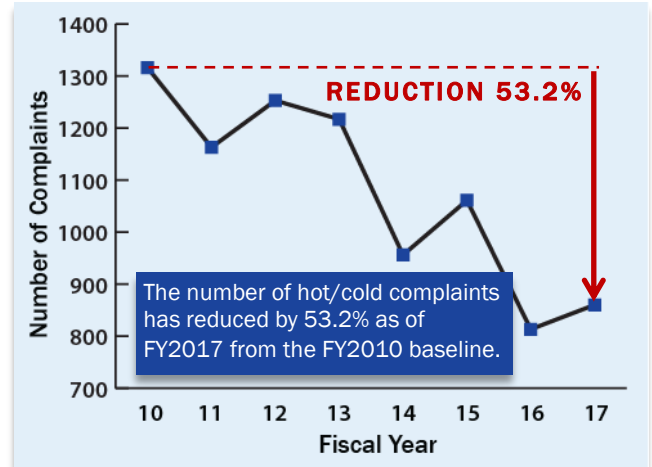
Therms of **natural gas** consumed by the University with a total cost of \$2,501,252



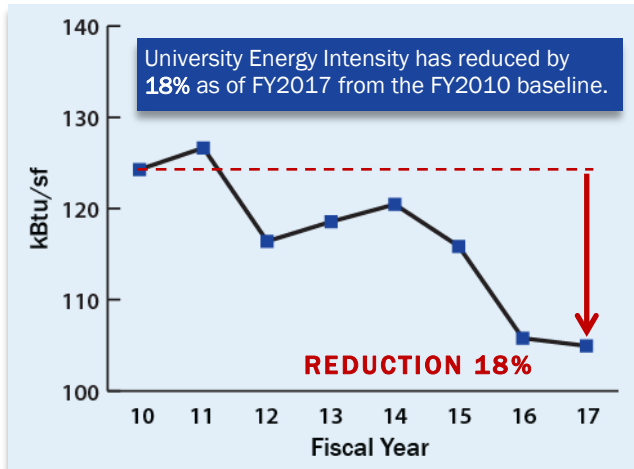
**171,283,332**

Gallons of **water** consumed by the University with a total cost of \$1,719,689

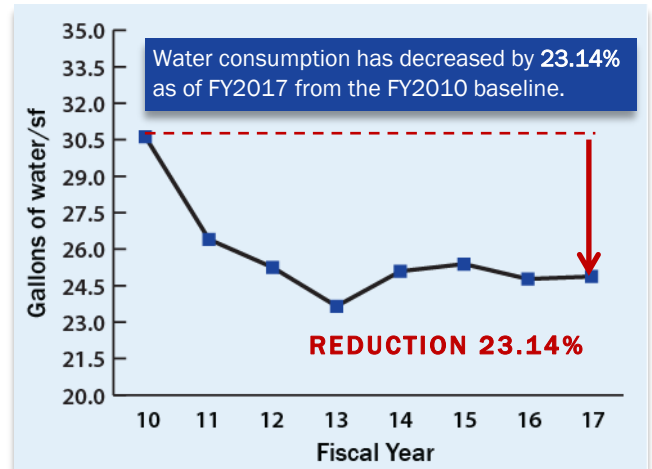
### Illinois State University Hot/Cold Complaints



### Site Energy Use Intensity (EUI)



### Gallons of Water Per Sq. Ft.



## DID YOU KNOW?

**5.3M**

Square feet of campus buildings are heated by the University Heating Plant

**49**

In-house FTEs working in the Office of Energy Management

**4.8M**

Square feet of campus buildings are air conditioned by central chilled water loops

**4**

Boilers in the University Heating Plant generate steam to heat campus buildings



### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 1:** Review processes and practices to ensure efficiency and effectiveness in the University's operations.



#### Energy efficiency measures >

In fiscal year 2017, meters were installed at Stevenson Hall, Horton Field House, University High School, Metcalf Lab School, Felmley Hall of Science, Felmley Hall of Science Annex, Williams Hall, and the University Heating Plant. Sub-metering enables our team to measure where the utilities are being used and compare building efficiency while looking for patterns and trends that indicate the need for attention. In fiscal year 2018, the Office of Energy Management team will continue to install building level sub-meters in campus buildings.



*Installation of Condensate Meter at Stevenson Hall*



*Replacement of Non-Functional Heating Hot Water Valves at the Center for Visual Arts*

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Campus energy efficiency improvement >

In fiscal year 2017, the OEM team completed testing and tuning two of the four boilers to meet U.S. Environmental Protection Agency (EPA) standards. Boiler tune-ups improve the efficiency of boilers, allowing the equipment to use less energy and last longer. In addition to the boiler tune-ups, the team performed an EPA mandated emissions test for boiler 8. This required installing a steam vent/muffler and some additional boiler plant work to allow for better operation of the boiler for an extended period at 90% of rated capacity. The boiler passed the test.

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### < Heating and cooling system enhancement

Heating and cooling shut off valves were replaced at the Center for Visual Arts (CVA) to prevent damage to property and to provide for more reliable operation in the coming years. The project was successfully completed by in-house staff. The OEM team actively worked with Craft Trades on replacing the HVAC water piping and heating isolation valves throughout the CVA building.



*Boiler#8 at University Heating Plant*



# OFFICE OF ENERGY MANAGEMENT

## OFFICE OF SUSTAINABILITY

The Office of Sustainability strives toward a sustainable campus environment through teaching, research, and service to the people of Illinois, the nation, and the world by endeavoring to use environmentally sound business and operating practices and fostering a culture of sustainability among all members of the campus community.

In addition, the office partners with other departments and the community to make sustainability part of the educational experience, to create a culture of sustainability through outreach, and to promote sustainability on campus.

### FY17 CAMPUS SUSTAINABILITY PROJECTS AND PROGRAMS



#### Student Sustainability Committee

This Student Government Association Committee works to enhance the campus through advocacy, policy, and the allocation of the Student Sustainability Fund. Programs that they supported in 2017 include: The Fair Trade International Course; Tailgate Recycling; Outdoor Classroom at the Horticulture Center; Water Bottle Filling Stations; Student Scholarship; New Baler for Recycling; the Audubon Cooperative Sanctuary Program; and the Solar Car Team.

#### Environmental Laboratory Restoration

Work began on an ecological and creek habitat restoration of the five acre site of the former biological laboratory situated between Cardinal Court and the Carter Harris Building. The project also includes the development of processes and procedures to accommodate the site's mixed use requests from each of the Colleges. In FY17, two teams were created to begin the planning for the restoration and the academic function and administration of the site.

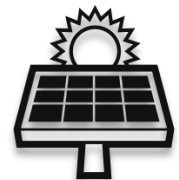
#### Water Conservation (Initiated in FY17, Continuing into FY18)

We are working with the Department of Chemistry to reduce water fixture leakage that is causing significant water loss in the labs. Estimates of nearly 90,000 gallons lost annually prompted the Chemistry department to address the faulty fixtures. A Sustainability student worker has been working with the Chemistry lab manager and plumbing foreman to map and number the fixtures for each lab, create a preventive maintenance program, and develop a plan to address the immediate leaks. A video module has been created for the labs to assist staff with the program. The pilot program will be tested, modified and then made available for other departments to adopt to assist with water conservation and preventive maintenance strategies that will allow for long range planning and facilities budgeting.



More than  
**55**

Water bottle filling stations on campus



**4**

Solar-powered charging stations on campus (Campus Rec, DeGarmo Plaza Deck, and Milner Plaza Deck)



More than  
**37**

Sustainability related courses offered at Illinois State University



**\$180,000**

In grants from Student Sustainability Fund supporting campus sustainability projects

## HONORS & AWARDS

ISU has a  
**STARS Silver Rating**  
(Sustainable Tracking and Rating System)

ISU is a  
**Green College**  
in the Princeton Review Guide to Green Colleges

ISU won  
**AASHE'S Campus Sustainability Award**  
(Association for the Advancement of Sustainability in Higher Education) for the Fix-It-Friday Program in 2017

ISU has earned  
**3 certifications**  
as an Audubon Cooperative Sanctuary Golf Course

### Educating Illinois

**GOAL 1:** Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

**STRATEGY 3:** Increase opportunities for students to engage in high-quality, high-impact educational experiences.



#### Supporting student learning and development >

The Office of Sustainability collaborated with the Fashion Design and Merchandising Association (FDMA) to educate and create awareness of sustainable fashion. The goal is to reduce overconsumption of clothing through the Fix It Friday program. Students have the opportunity to learn and develop their skills outside the classroom. The program is a free textile repair service developed by an ISU student and staffed by student volunteers. This program won a national sustainability award and was recognized at the annual 2017 AASHE Conference (Association for the Advancement of Sustainability in Higher Education).



*Fix It Friday at Illinois State University*



*Solar-Powered Charging Stations at Student Fitness Center*

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### < Renewable energy initiative

The Office of Sustainability partnered with Campus Recreation to install solar-powered charging stations in front of the Student Fitness Center, providing the University community a new sustainable location to charge electronic devices. These outdoor power sources help the campus community enjoy more time outside and they no longer need to worry about losing power.

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 5:** Promote a safe and environmentally sustainable campus.



#### Promoting sustainable practices >

In collaboration with Health Promotion and Wellness, the Office of Sustainability hosted the Healthy You Healthy Earth Wellness and Sustainability Fair. This fair not only presented environmental wellness related topics, but also provided the great opportunity for the Illinois State community to bring unwanted items to be recycled or disposed of properly.



*Healthy You Healthy Earth Wellness and Sustainability Fair*

# OFFICE OF PARKING & TRANSPORTATION

The Office of Parking and Transportation provides a variety of parking and transportation services to Illinois State University faculty, staff, students, and visitors. These services include:

- Bus service around campus and throughout the Bloomington-Normal area for University community members.
- Shuttle services to transport the University community and visitors to athletic events.
- Operation and maintenance of campus parking facilities, including parking garages and surface parking lots.
- A campus motorist assistance program for University community members and visitors who need assistance with a jump start, unlocking a vehicle, running out of gas, and air for a flat tire.

## FY17 BY THE NUMBERS

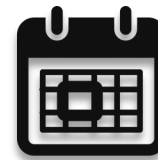


### Customer Inquiries



Phone Calls

Emails



**80**

Special Events Supported by Parking and Transportation



**10,408**

Annual parking permits issued



### Connect Transit Ridership

**576,831**



**16,604**

Citations issued



**543**

Campus motorist assistance calls

## DID YOU KNOW?

**4**

Electronic vehicle recharging stations on campus (Nelson Smith, Bone Student Center, Science Lab, and The Alamo II)

**3**

University parking garages on campus (North University St., South University St., and School St.)

**4**

“Bike Share 309” stations added to campus (Watterson, Schroeder Hall, Haynie Hall, and Cardinal Court)

**9,884**

Parking spaces maintained (including both parking garages and surface parking lots)



### Educating Illinois

**GOAL 3:** Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

**STRATEGY 3:** Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.



#### Improving tailgating experience >

In partnership with University Athletics, the Office of Parking and Transportation provides parking direction and assistance to University community members and visitors during athletic events. The department regularly provides updated parking information on their web site at <https://parking.illinoisstate.edu/> to ensure that the visitors know how and where to park while enjoying the event.



Tailgating During Football Game



Variable Message Sign (VMS) Conveying Real-Time Data to Drivers

### Educating Illinois

**GOAL 4:** Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

**STRATEGY 1:** Review processes and practices to ensure efficiency and effectiveness in the University's operations.



#### < Parking Logix installation

The Office of Parking and Transportation rolled out new efforts to help ISU students, faculty, and staff find available parking spots. "Parking Logix" wireless sensors were installed at the North University and South University Street parking garages. The sensors count vehicles as they enter and exit, and update the actual count of available spaces in each garage. With this new wireless technology, finding a parking spot on campus becomes less time-consuming and more streamlined.

### Educating Illinois

**GOAL 3:** Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

**STRATEGY 3:** Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.



#### Continuing to provide universal access >

Illinois State University continually seeks to provide sustainable, efficient, and safe transportation services for students, faculty, staff, and visitors. The Office of Parking and Transportation negotiated a two-year (FY18/FY19) agreement with local transit provider Connect Transit to continue fare-free access on any Connect Transit routes for ISU Redbird Card holders.



Connect Transit — Redbird Express at Cardinal Court







## **Illinois State University Facilities Services**

A Division of Finance and Planning  
<https://facilities.illinoisstate.edu/>

### **Facilities Management**

Carter Harris Building  
600 West Gregory Street  
Campus Box 9000  
Normal, IL 61790-9000

<https://facilities.illinoisstate.edu/about/management/>

### **Facilities Planning and Construction**

College Place Uptown  
100 South Fell, Suite 102  
Campus Box 3390  
Normal, IL 61790-3390

<https://facilities.illinoisstate.edu/about/planning/>

### **Office of Energy Management**

305 North School Street  
Campus Box 9150  
Normal, IL 61790-9150

<https://facilities.illinoisstate.edu/about/energy/>

<https://sustainability.illinoisstate.edu/>

### **Parking and Transportation**

Bill Waller Parking and  
Transportation Building  
709 North Main Street  
Campus Box 9250  
Normal, IL 61790-9250

<https://parking.illinoisstate.edu/>



**FACILITIES SERVICES**  
*Illinois State University*

This document is available in alternative formats upon request by contacting Facilities Services at [Facilities@IllinoisState.edu](mailto:Facilities@IllinoisState.edu).

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