

Facilities Services Annual Report

FISCAL YEAR 2019

SCHROEDER HALL



FACILITIES SERVICES
Illinois State University

A Message from the Associate Vice President

The Facilities Services departments at Illinois State University have accomplished much over the past year. Most notable is the transformation of Bone Student Center from a dark 1970s building to a contemporary open and inclusive hub for campus activity.



Accomplishments are too numerous to list individually, yet a few more noteworthy examples include the resurfacing of Milner Plaza, development of INTO space for international student recruitment, creation of a new Mennonite College of Nursing Garden, expanded electronic access across campus, installation of countless utility meters, and implementation of reserve zone parking concepts.

Fiscal Year 2019 also ended with a sense of renewed energy. Governor Pritzker has signed a capital bill, the first in Illinois since 2010. Included in the Bill is \$89.2 million for Milner Library and \$40.4 million for Capital Renewal. When joined with the already promised \$61.9 million for the College of Fine Arts and already received \$9.6 million for Fine Arts Deferred Maintenance, \$3.0 million for Fine Arts Emergency Repairs, and \$2.3 million for roofs at Turner Hall, Science Lab Building, and Ropp Agriculture Building, Illinois State University is looking toward a much brighter future. While the capital bill will take several years to fully fund and implement, an excitement is in the air throughout campus. Our facilities will soon receive some much-needed relief.

None of these projects could be completed without the loyal and dedicated employees within Facilities Management, Facilities Planning and Construction, Energy Management, as well as Parking and Transportation. You have always been the most important asset of the University and your work is appreciated by all. There is much yet to be done, and with a collaborative workforce that remains focused on common goals, we will continue to provide high quality services to the University. With perseverance, loyalty, and dedication, we will do our part for recruitment and retention and together will continue to make Illinois State University proud.

I hope you will enjoy reading more about our accomplishments in the pages that follow.

Chuck Scott
Associate Vice President for Facilities Management,
Planning, and Operations

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About Facilities Services

Facilities Services is a division within the Vice President for Finance and Planning. More than 400 Facilities personnel manages, operates, and maintains the Illinois State University campus buildings and grounds. Facilities Services is comprised of four departments: Energy Management, Facilities Management, Facilities Planning and Construction, and Parking and Transportation.



Facilities Services at a Glance



423
Facilities Services full-time employees



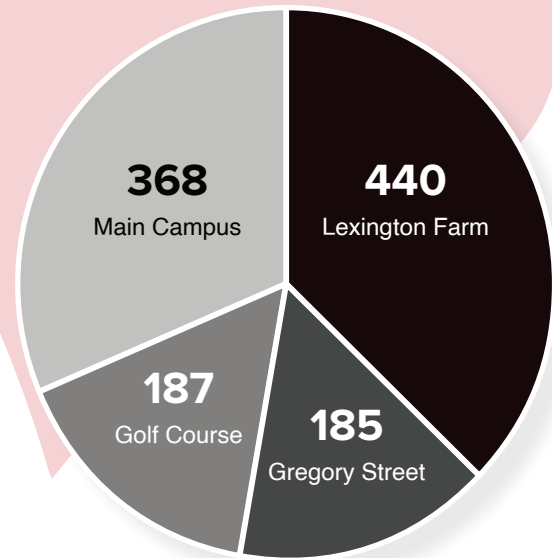
187
Buildings owned by the University



6.8M
Gross square feet of campus maintained

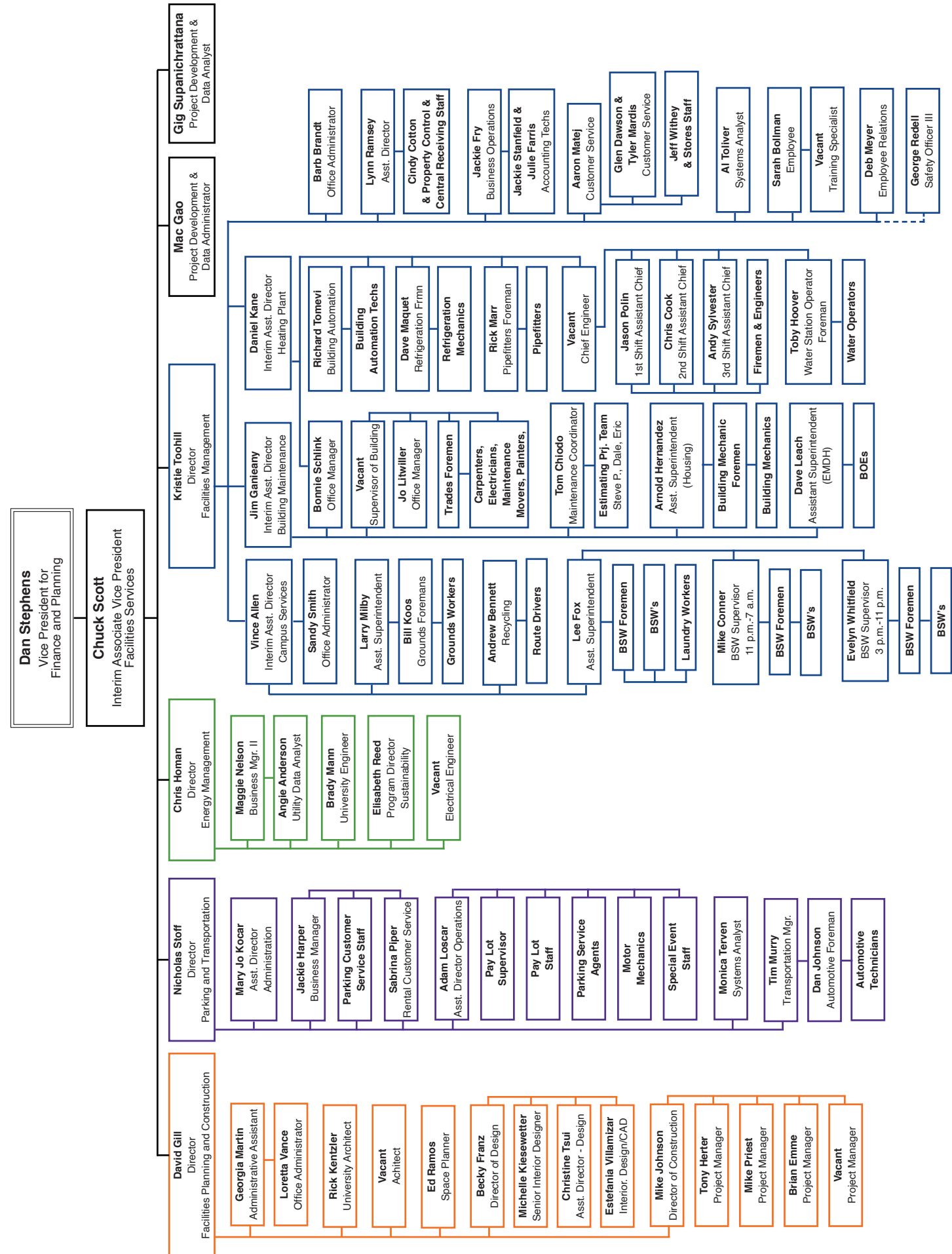


35
Miles of sidewalks maintained



Illinois State University is comprised of 1,180 acres.

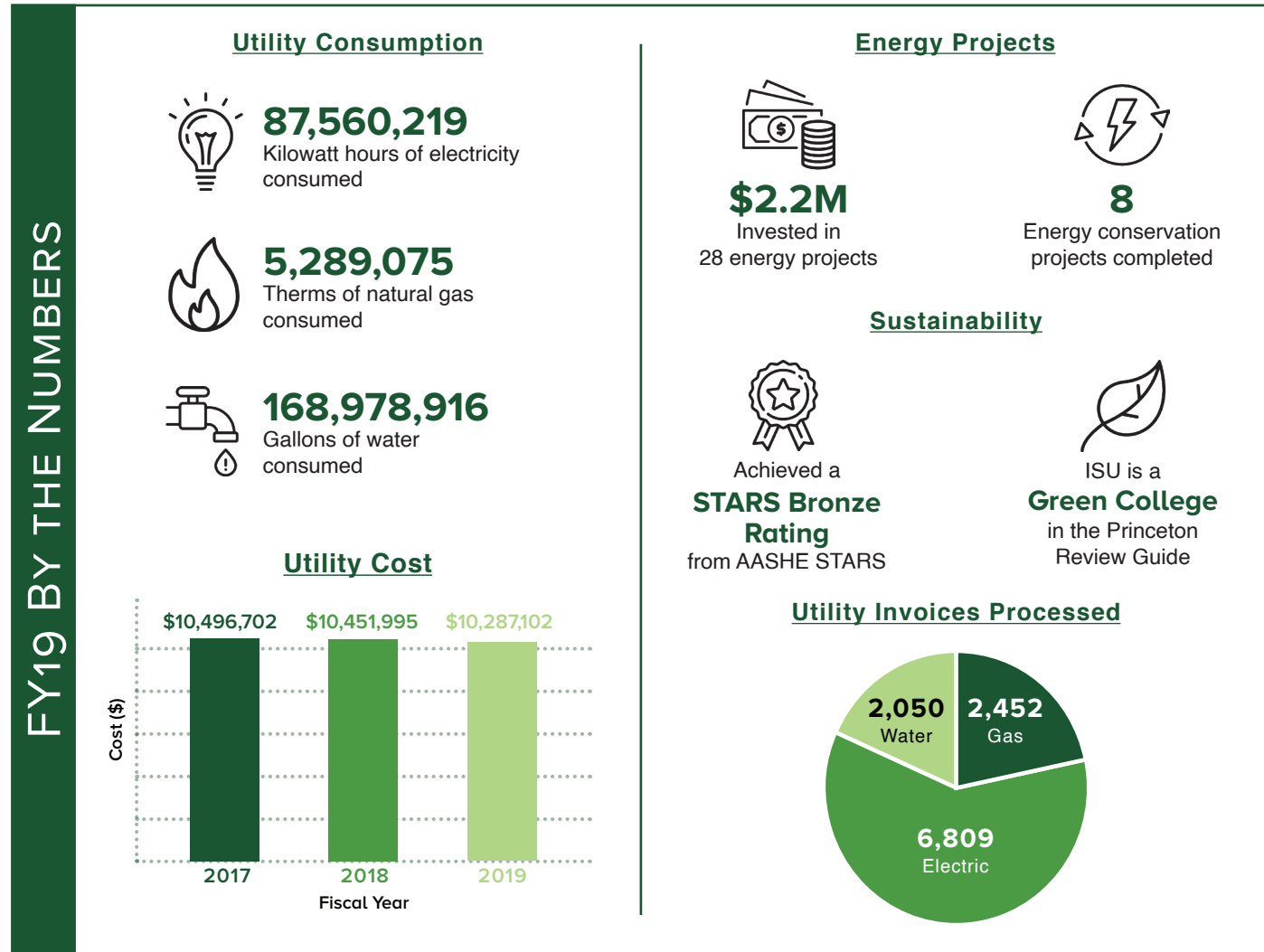
Illinois State University Facilities Services Organizational Structure



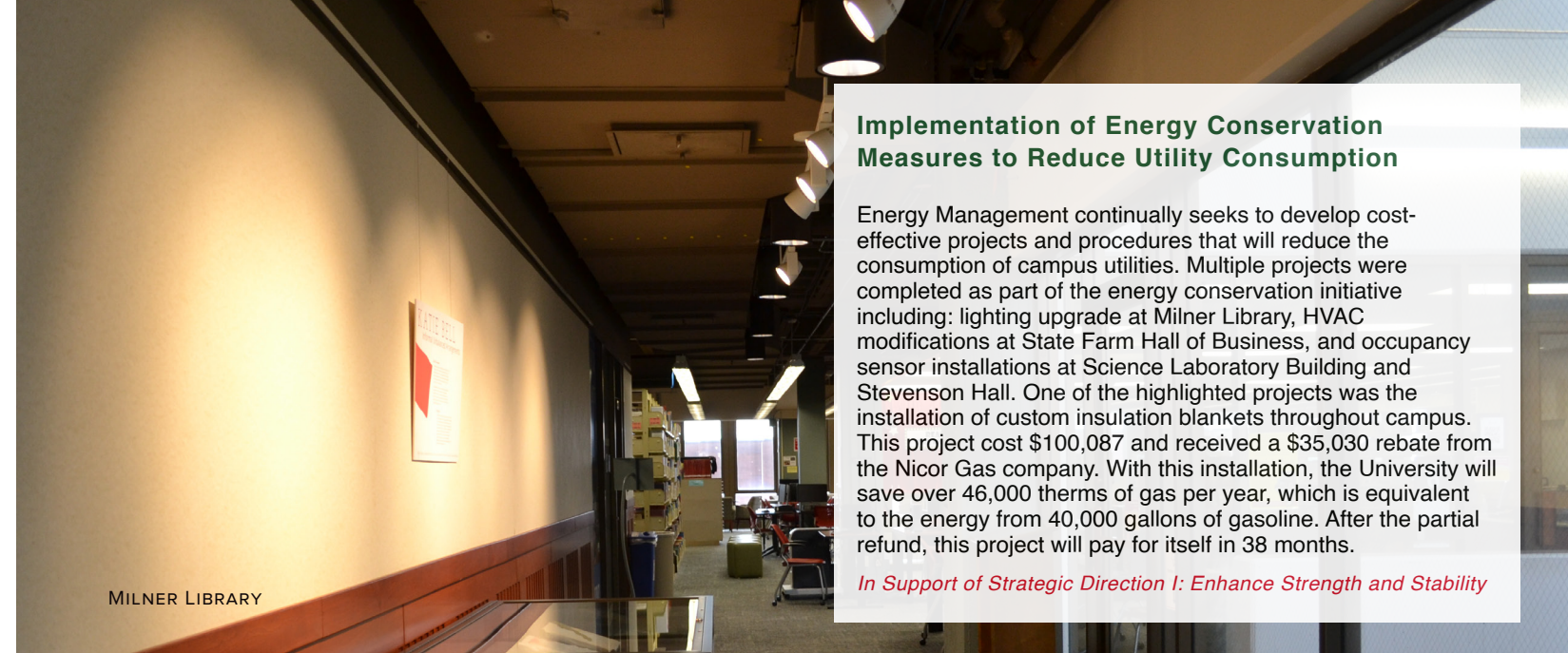
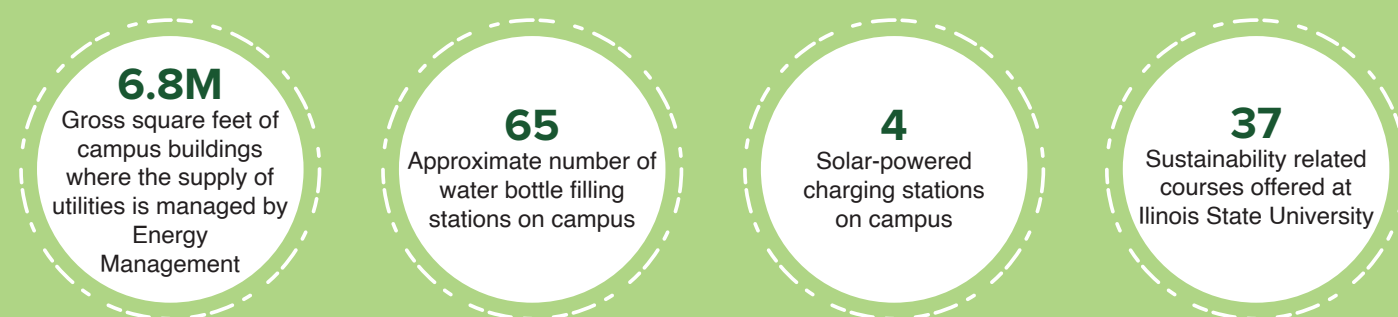
Energy Management

Energy Management, a department within Facilities Services, strives toward sustainable development through collaboration and partnership. The department is comprised of Energy Management, Engineering, and Sustainability. Services include the following:

- **Energy Management** manages the procurement of utilities and tracks utility usage.
- **Engineering** develops and implements projects to maintain and improve efficiency and reliability of campus mechanical and electrical systems.
- **Sustainability** strives toward a sustainable campus environment by promoting environmental awareness and fostering a culture of sustainability through community partnerships, outreach, and engagement.



Did You Know?



MILNER LIBRARY

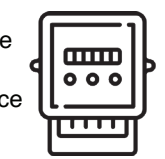
Implementation of Energy Conservation Measures to Reduce Utility Consumption

Energy Management continually seeks to develop cost-effective projects and procedures that will reduce the consumption of campus utilities. Multiple projects were completed as part of the energy conservation initiative including: lighting upgrade at Milner Library, HVAC modifications at State Farm Hall of Business, and occupancy sensor installations at Science Laboratory Building and Stevenson Hall. One of the highlighted projects was the installation of custom insulation blankets throughout campus. This project cost \$100,087 and received a \$35,030 rebate from the Nicor Gas company. With this installation, the University will save over 46,000 therms of gas per year, which is equivalent to the energy from 40,000 gallons of gasoline. After the partial refund, this project will pay for itself in 38 months.

In Support of Strategic Direction I: Enhance Strength and Stability

Increasing Installation of Utility Meters in Buildings

Metering is an indispensable tool to drive improvements in utility usage. For the last several years, Illinois State has continued to install electricity, steam and chilled water meters in all major buildings that are not-submetered. In this past year, 17 meters have been installed at multiple locations including Cook Hall, Hovey Hall, Felmley Hall of Science Annex, Moulton Hall, Old Union, Centennial West, and Center for the Visual Arts. The installation of submetering provides building-level data that allows for benchmarking against other institutions, accurately measures utility consumption rates, and identifies opportunities for improvements.



In Support of Strategic Direction I: Enhance Strength and Stability



Improvements of Utility Data Collection and Reporting System

Energy Management works actively toward developing a utility data management plan in order to track and share data in a much more efficient manner. A new system for data collection and reporting was designed to consolidate multiple data sources into a single platform. The effort began with integration of the historical and current natural gas data into Microsoft Power BI, which provides real time reporting. More than 42,000 utility records have been entered into the new utility data system. In the near future, other utility consumption data, such as electricity and water, will also become available in Power BI for in-depth analysis and forecasting of utility consumption.

In Support of Strategic Direction I: Enhance Strength and Stability

2019 Student Sustainability Projects & Grants

The Student Government Association Committee at Illinois State continues to enhance the campus through advocacy, policy, and the allocation of the Student Sustainability Fund. For fiscal year 2019, \$177,021 from the Student Sustainability Fund was allocated to support numerous innovative and sustainable projects.

- Illinois State Tailgating Recycling helped to educate fans and promote recycling at Illinois State University's home football games. Student volunteers interacted with tailgaters and handed out free recycling and trash bags to encourage them to properly recycle.
- Installation of five new water bottle filling stations in the Felmley Hall of Science building to cultivate a reusable lifestyle and reduce waste generated on campus.
- Supports the Illinois State Solar Car Team to provide students with the unique opportunity to work as a team to design, build, and race solar-powered vehicles while educating the public on new sources of technology.
- The High-Resolution Mapping/Subsurface Tile Drainage research to map subsurface tile drainage in agricultural fields using Unmanned Aerial Systems. Mapping tile is significant in the areas of agriculture, water resources, and environmental sustainability.
- The Pennycress/Oilseed research to develop pennycress as a new sustainable oilseed cover crop to be grown throughout the Midwest.
- The study of the deep bedrock aquifer to assess long term sustainability of pumping from the St. Peter Sandstone and to assess characteristics of a deep bedrock aquifer system which is a major source of Illinois water.
- Costa Rica Program, a week-long experience in Costa Rica, to provide students with the opportunity to visit fair trade certified farms and learn about fair labor, sustainable agricultural practices, and their impact on community development.

In Support of Strategic Direction IV: Enrich Engagement

Administrative Services

Administrative Services, a unit within Facilities Management, provides administrative support for all units of Facilities Services. Services include the following:

- **Building Access** provides appropriate access to campus facilities, and develops and maintains the electronic access system.
- **The Business Office** maintains and produces accurate financial data and handles expenses for products and/or services.
- **Data and Business Process Analysis** maintains Facilities data, provides reporting and improves business processes.
- **Employee Relations** maintains employee records and assists the department with all Human Resource needs.
- **Property Control** maintains the inventory of all equipment and assets belonging to Illinois State University.
- **Central Receiving** provides efficient delivery services for the Illinois State University community including receiving shipments, delivering items, and shipping return items to vendors.
- **Stores** maintains a storeroom of materials and equipment and handles procurement of product/services.
- **Training and Development/Communications** promotes growth and broadens the knowledge of Facilities employees.
- **Work Management** coordinates work orders for maintenance of campus buildings and grounds.

Developing Teaching and Learning Environment

In collaboration with various departments, furniture in several classrooms has been updated to reflect a modern classroom style and enhance the learning experience. This fiscal year a newly formed committee was able to analyze campus furniture needs and prioritize furniture enhancements in classrooms. Six classrooms in the Center for the Visual Arts, Schroeder Hall, and Stevenson Hall received new tables and chairs, four classrooms in Schroeder Hall and Williams Hall have new flexible tablet armchairs, and five tier classrooms in Stevenson Hall and Williams Hall were upgraded with new armless chairs.

In Support of Strategic Direction II: Foster Innovation



CENTER FOR THE VISUAL ARTS ROOM 132

FY19 BY THE NUMBERS

Building Access and Work Management



21,500

iServiceDesk work requests processed by customer service team



4,361

Physical keys and credentials issued



86%

Customers extremely satisfied with work order requests

Property Control and Central Receiving



3,654

Inventory items added to the database with a total value of \$8.5M



34,935

Equipment items in the University inventory



11,000

Pounds of electronics recycled

Business Office and Stores



5,824

Vouchers processed for payment



6,700

Stores purchase orders issued



\$1.3M

Stores stock inventory value

Process Improvement with Technology

A request for estimated departmental projects is now available through iServiceDesk. This new request form helps customers know exactly what information is needed to create an efficient estimate process. In addition, to better serve customers, Facilities Management can now track all estimate data through TMA Systems which has changed the estimate tracking process by reducing manual data entry, increasing data accuracy, and improving process efficiency.

In Support of Strategic Direction II: Foster Innovation

Equipment Threshold Change

Property Control went through the transition of implementing the new State Law for Inventory \$1,000 and above. Approximately 14,000 inventory items that no longer meet the reporting threshold and are not on the high risk for theft list were removed from Datatel. Property Control training was provided for all campus departments. During training, departments were informed of items being removed from inventories and instructed to place Do Not Inventory (DNI) tags on listed items. Detailed instructions and lists of removed items were also provided to departments that were unable to attend the training. The change benefits the University by spending less time on inexpensive items and focuses on tracking higher value items during the annual inventory.

In Support of Strategic Direction IV: Enrich Engagement

The University saved approximately \$353,292 from 1,042 items of reissued surplus equipment.

371 Electronic Items (Tagged)

59 Non-Electronic Items (Tagged)

63 Electronic Items (Untagged)

549 Non-Electronic Items (Untagged)

Fiscal Year 2019 Surplus Equipment Reissuance

Employee Leadership Development

Facilities Services offered the Facilities Leadership Program for the third consecutive year. This growing program promotes professional development and leadership. This year there were 10 employees that participated in the program. During the program, participants expanded their knowledge in building relationships, teamwork, communication, and leadership. There were a variety of Facilities Services leaders that delivered the sessions and facilitated round table discussions. Participants were also given the opportunity to visit campus facilities such as the High Ropes Course and the Redbird Activity Center, as well as Ewing Manor Cultural Center.

In Support of Strategic Direction I: Enhance Strength and Stability



2019 FACILITIES LEADERSHIP PROGRAM TEAM

Other Training in Fiscal Year 2019



891

Safety training hours completed by Facilities Services employees



9

Facilities Services employees graduated from the Temporary Foreman Program

Did You Know?

208

Electronic access doors on campus

6,700

Parts stocked at the Stores warehouse

41,071

Packages delivered by Central Receiving

47


Facilities Services employees currently enrolled in the Temporary Foreman Program

Building Maintenance


Building Maintenance, a unit within Facilities Management, provides maintenance services in support of the University's operations, including repair and maintenance of buildings and equipment throughout campus. Services include the following:

- **Craft Trades** provide maintenance and repair services including carpentry, electrical, maintenance, moving and hauling, painting, and plumbing to the University community.
- **Building Mechanics** handle maintenance issues for University Housing Services.
- **Building Operating Engineers** handle maintenance issues for Event Management, Dining and Hospitality.
- **Project Services** provides estimates and oversight for large repairs and maintenance projects.
- **Elevator Services** provides oversight of elevator maintenance.


FY19 BY THE NUMBERS



110
Formal maintenance project estimates completed for customers



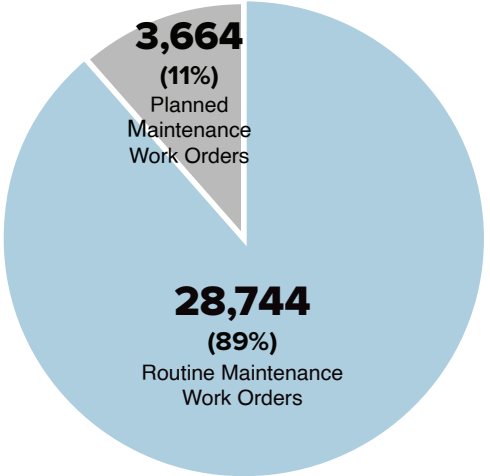
55,800
Square feet of carpet squares installed in various rooms throughout campus




2,600
Gallons of paint used in classrooms, public areas and parking lots throughout campus

Work Orders


77 full-time employees, working in Building Maintenance, completed 32,408 work orders to maintain and enhance campus facilities.



Category	Count	Percentage
Planned Maintenance Work Orders	3,664	11%
Routine Maintenance Work Orders	28,744	89%



3,363
Residence hall rooms maintained

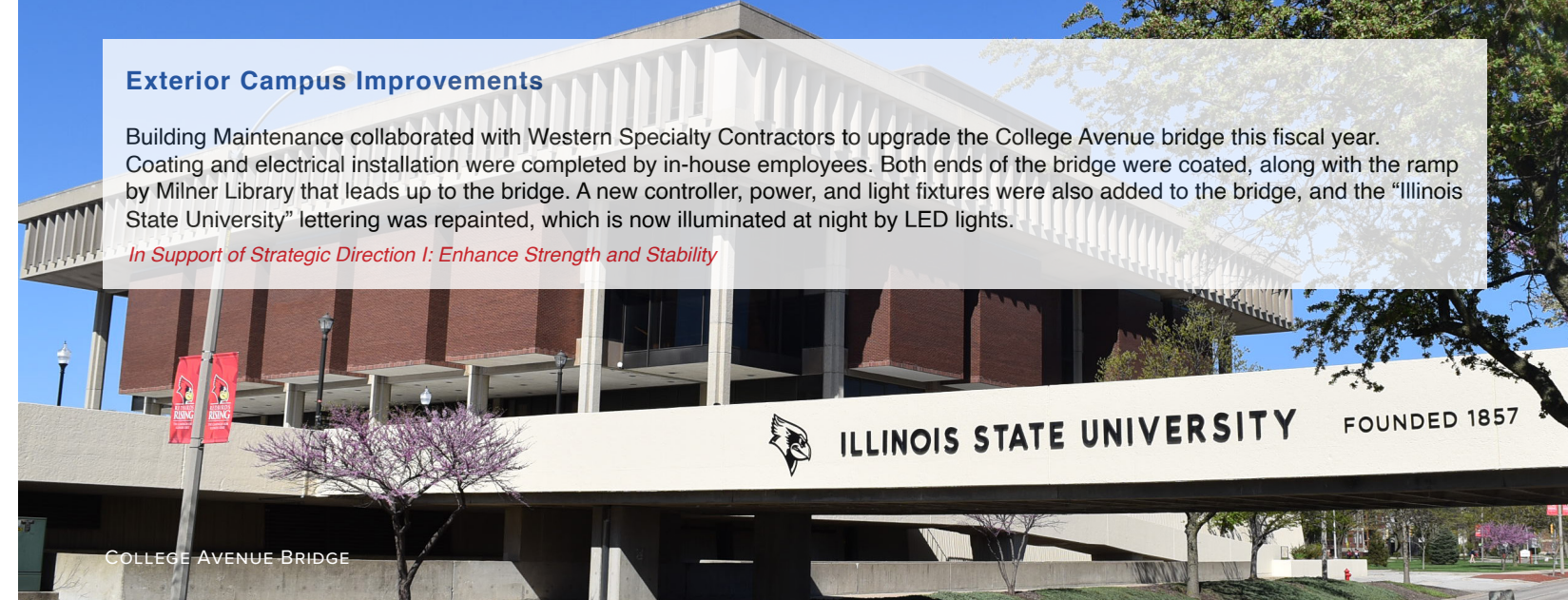


87
Elevators on campus maintained

Exterior Campus Improvements

Building Maintenance collaborated with Western Specialty Contractors to upgrade the College Avenue bridge this fiscal year. Coating and electrical installation were completed by in-house employees. Both ends of the bridge were coated, along with the ramp by Milner Library that leads up to the bridge. A new controller, power, and light fixtures were also added to the bridge, and the "Illinois State University" lettering was repainted, which is now illuminated at night by LED lights.

In Support of Strategic Direction I: Enhance Strength and Stability



COLLEGE AVENUE BRIDGE

Campus Light Improvements

Various exterior and interior light fixtures throughout campus have been upgraded. These include upgraded LED exterior ground lights at the State Farm Hall of Business, replacement of interior hallway lights at Felmley Hall of Science, and installation of new LED flat panel fixtures between Felmley Hall of Science and Felmley Hall of Science Annex. These upgrades make campus lighting more sustainable and promote cost savings. Lighting improvement projects will continue to expand to other public areas throughout campus in the upcoming year.

In Support of Strategic Direction I: Enhance Strength and Stability

Supporting Bone Student Center Revitalization Project

As part of the first phase of the Bone Student Center Revitalization project, Craft Trades employees completed the renovations for Braden Auditorium restrooms in Spring 2019. These renovations included upgrade of the infrastructure system and installation of new fixtures and finishes, which provide a fresh and elegant look.

In Support of Strategic Direction II: Foster Innovation



REVITALIZED RESTROOM ON THE FIRST FLOOR OF BONE STUDENT CENTER

Maintaining the University's Identity

Facilities Management has continued to maintain a strong and consistent visual identity for Illinois State University. Building Maintenance coordinated with the contractor this spring on repairing the entrance to Rachel Cooper. The building was built in 1952, so the entrance steps, made of pieces of granite, had settled down and away from the building. Along with the steps, the sidewalk leading up to them had cracked and settled. The stone side walls had weathered away from years of salt damage, so pieces of the side walls were replaced with new limestone. The base of the stairs was repaired with new concrete and the steps were cleaned and put back to their original elevation and then sealed with caulk. The sidewalk leading up to the steps was also replaced with new concrete.

In Support of Strategic Direction I: Enhance Strength and Stability



EAST ENTRANCE AT RACHEL COOPER

Did You Know?

39
Fire hydrants on campus inspected each year to ensure proper functioning

2,090
Inspections of the emergency showers and eye wash stations each year

181
Backflow preventers inspected each year to ensure proper operation

11,552
Fire alarm devices inspected each year to ensure campus safety

Campus Services

Campus Services, a unit within Facilities Management, maintains a clean, sustainable, and safe environment of campus buildings and grounds that contributes to Illinois State University's mission.

Services include the following:

- **Building Services** provides routine cleaning and interior waste removal within most campus buildings and support facilities. Other specialty services include floor refinishing, carpet cleaning, exterior window washing and detailed cleaning for events and other occasions. Maintenance and repair of cleaning equipment is also part of Building Services.
- **Grounds** maintains and manages the campus landscape (Athletic fields, turf, horticulture and tree planting, and exterior pest control) and hardscape (parking lots and sidewalks). Additional services include snow removal, trash abatement, exterior trash removal and graffiti removal.
- **Laundry Services** provides quality laundry services for University departments.
- **Recycling** provides regular collection of recyclable materials on campus and promotes proper recycling to campus community members. This includes recycling collection, confidential paper recycling, electronic waste collection, and other special recycling service requests.












Enhancement of Campus Landscape

Grounds has developed new approaches to the design and development of the campus landscape. Shadow stones have been added in landscape beds to create a diverse and more welcoming environment. Improvement locations include Edwards Hall, the Honors Program Building, the Professional Development Building Annex, 308 Kingsley Street, Ropp Agriculture Building, Hovey Hall and Bone Student Center. This new design is a sustainable alternative that reduces maintenance cost and time. In addition, a number of flower plots have been installed to add vibrancy to the campus sidewalks on College Avenue, South School Street, the College Avenue bridge and other locations.

In Support of Strategic Direction I: Enhance Strength and Stability

FY19 BY THE NUMBERS

Building Services	Grounds	Laundry Services and Recycling
 21.9M Linear feet of roll paper towels consumed	 74 Trees planted improving Fell Arboretum	 1,276 Laundry Services requests completed
 3.9M Folded paper towels consumed	 15,000 Flowers planted on campus	 8 New Bigbelly waste stations installed
 1,290 Gallons of floor finish applied to University floors	 20,500 Gallons of salt brine used on campus	 285 Collections of confidential paper recycling

Expansion of Bigbelly Stations

In collaboration with University Housing Services, Event Management, Dining, and Hospitality, and the Athletics Department, Grounds has expanded Bigbelly's smart waste and recycling stations on campus.



BIGBELLY AT NORTHWEST SCHROEDER HALL

Eight new Bigbelly stations have been installed at high traffic areas including Center for the Performing Arts, Hovey Hall on the Quad side, Schroeder Hall Plaza, northwest Schroeder Hall, north and east Redbird Arena, Watterson Dining Commons, and Watterson Towers. Illinois State University currently has 16 Bigbelly stations throughout campus. These new containers make it easier to choose recycling as an option, reduce campus litter and increase waste collection efficiency with advanced compaction.

In Support of Strategic Direction I: Enhance Strength and Stability

Increased In-House Window Cleaning Services

Building Services has continued to provide exterior window cleaning services up to three floors on campus buildings. The team successfully completed cleaning of exterior windows for many campus buildings, such as Hovey Hall, Student Fitness Center and McCormick Hall, Milner Library and Turner Hall. Employees have also been fully trained in window cleaning methods on an annual basis to ensure safety and quality service.

In Support of Strategic Direction I: Enhance Strength and Stability

Recognition of APPA's 2019 Effective and Innovative Practices Award

The APPA organization selected Illinois State University to receive the 2019 Effective and Innovative Practices Award for the "Salt Plant Operations" by Facilities Management Grounds Department. The award recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue or otherwise benefit the educational institution. The salt plant operations include salt brine and bulk salt plants, which were built in-house. Grounds began making salt brine and treated bulk salt in late fall 2018. These in-house processes significantly save on the cost of salt brine and treated salt while allowing the unit to maintain a consistent level of service.

In Support of Strategic Direction II: Foster Innovation



TREATED SALT PRODUCTION PLANT



SALT BRINE PRODUCTION PLANT

Did You Know?

3.3M Square feet of campus maintained by Building Services	2,500 Approximate number of trees on campus	215 Bike racks across campus maintained by Grounds	10th year as a Tree Campus USA University
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Heating Plant Operations

Heating Plant Operations, a unit within Facilities Management, operates, maintains, and monitors the University energy systems, which generate and distribute either steam or chilled water for the heating and cooling of most campus buildings. The Heating Plant Team is comprised of Assistant Chief Engineers, Stationary Engineers, Building Automation Technicians, Stationary Firemen, Pipefitters, Refrigeration Mechanics, and Water Operators. Services include the following:

- Unscheduled/emergency repairs and regular preventive maintenance for utility systems
- Maintenance and repair of heating, ventilation, and air conditioning (HVAC) and mechanical systems
- Automation and management of building control systems

FY19 BY THE NUMBERS



50,486

Building Automation points controlling temperature in campus facilities



400

Approximate number of air handling units

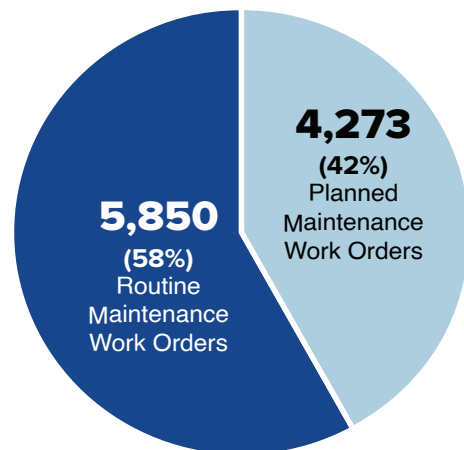


175

Approximate number of pumps

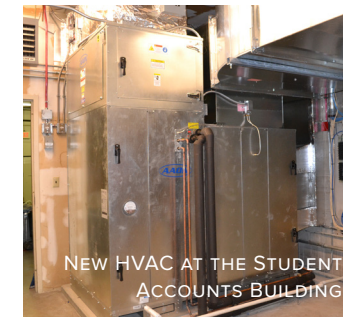
Planned vs. Routine Maintenance

Work orders totaling 10,123 were completed by the Heating Plant Team. The majority of planned maintenance tasks focus on inspections and tests of mechanical equipment such as HVAC, water system, air compressors, boilers, and emergency generator testing. Both inspections and testings are scheduled throughout the year to ensure the continued reliable and safe operations. The team will continue to develop the Preventive Maintenance Plans by periodically reviewing ongoing task and scheduling routines.



HVAC System Upgrade

The Heating Plant Team continues to work collaboratively with the department of Energy Management to improve energy efficiency of campus buildings. This year the team upgraded existing HVAC systems at Bone Student Center and the Student Accounts Building with new air handling units and control systems. The upgrade helps to maximize energy savings while improving occupant comfort. The



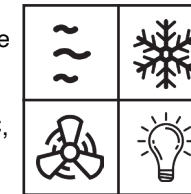
NEW HVAC AT THE STUDENT ACCOUNTS BUILDING

AHU and exhaust fan schedule at Milner Library have also been modified through the Building Automation System to better control facilities' heating and cooling. These improvements will reduce the long-term energy expenditures and ensure a stable operation.

In Support of Strategic Direction I: Enhance Strength and Stability

Building Automation System Upgrade

Heating and air conditioning in most campus buildings is controlled using the APOGEE Building Automation System (BAS) by Siemens. The current BAS is being upgraded to Siemens Desigo CC, which enables our team to efficiently monitor and control campus building systems.



In Support of Strategic Direction II: Foster Innovation

Utility System Upgrade at West Campus Residence Halls

The chilled water and steam condensate metering systems were installed in the west campus residence halls. This enables the University to measure and better track energy consumption in residence hall buildings. Additionally, new automatic changeover valves have been installed to eliminate the manual changeover process from heating to cooling when the weather changes. With these improvements, the Facilities staff can determine efficiencies for steam and chilled water production and respond to changes when problems are discovered.

In Support of Strategic Direction I: Enhance Strength and Stability



AFTER INSTALLATION OF AUTOMATIC CHANGEOVER VALVES AT WILKINS

Do You Know How We Keep Campus Comfortable and Sustainable?

The Heating Plant was built in 1915 and is adjacent to Schroeder Hall on South University Street. The plant is the heart of the University's heating system and operates 24/7 year round. There are four boilers that produce steam to warm and humidify air in campus buildings, approximately five million square feet.



THE BOILER ROOM IN HEATING PLANT

The campus chilled water system is served by six central chilled water plants. There are 16 chillers that generate chilled water to provide air conditioning in campus buildings.



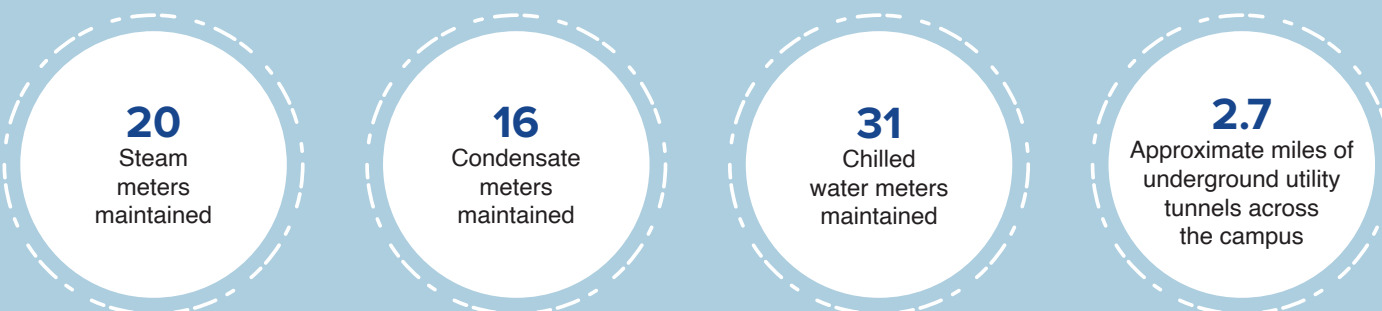
CHILLED WATER PRODUCTION AREA AT THE SOUTHEAST CHILLED WATER PLANT

In addition to the heating and chilled water systems, the utility tunnel is also essential to the operation of Illinois State University. Steam and chilled water produced in the plants are distributed to the buildings in underground utility tunnels or in direct buried pipes.



The Heating Plant Team utilizes the Building Automation System to monitor the HVAC system. With automated control, the team can effectively maintain optimal comfort conditions in campus facilities while conserving energy when space is unoccupied.

Did You Know?



Facilities Planning and Construction

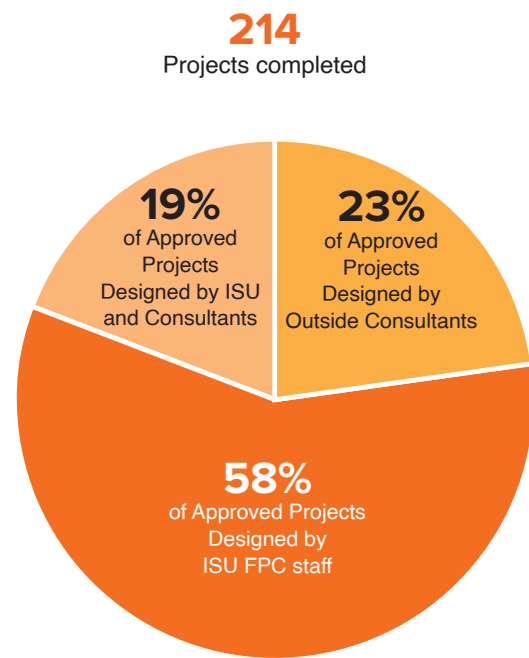
Facilities Planning and Construction, a department within Facilities Services, consists of 15 full-time staff who have a combined total of 196 years of service to the University, offering technical expertise in planning, design, and construction aligned with the goals of "Educate Connect Elevate: Illinois State – The Strategic Plan for Illinois' First Public University 2018-2023."

The department provides service and support from the initial conception to completion to enhance the Illinois State University experience for students, faculty, staff, and the community. Services include the following:

- Capital Budget Planning and Management
- Architecture, Engineering, and Interior Design
- Space Planning and Management
- Project Management
- Facility Furniture Planning and Procurement
- Leasing and Real Estate Management
- Contract Administrative and Financial Management Services

Facilities Planning and Construction received 275 new project requests resulting in:

FY19 BY THE NUMBERS



306
Current projects with estimated value of **\$241M** under investigation, planning, design and construction



273
Approved projects with approved budget of **\$270M** managed by Facilities Planning and Construction in planning, design, and construction stages



143
Approved contracts for planning, design, and construction being initiated and completed to facilitate project implementation

Did You Know?

6.8M
Square feet of campus

187
Buildings owned by the University

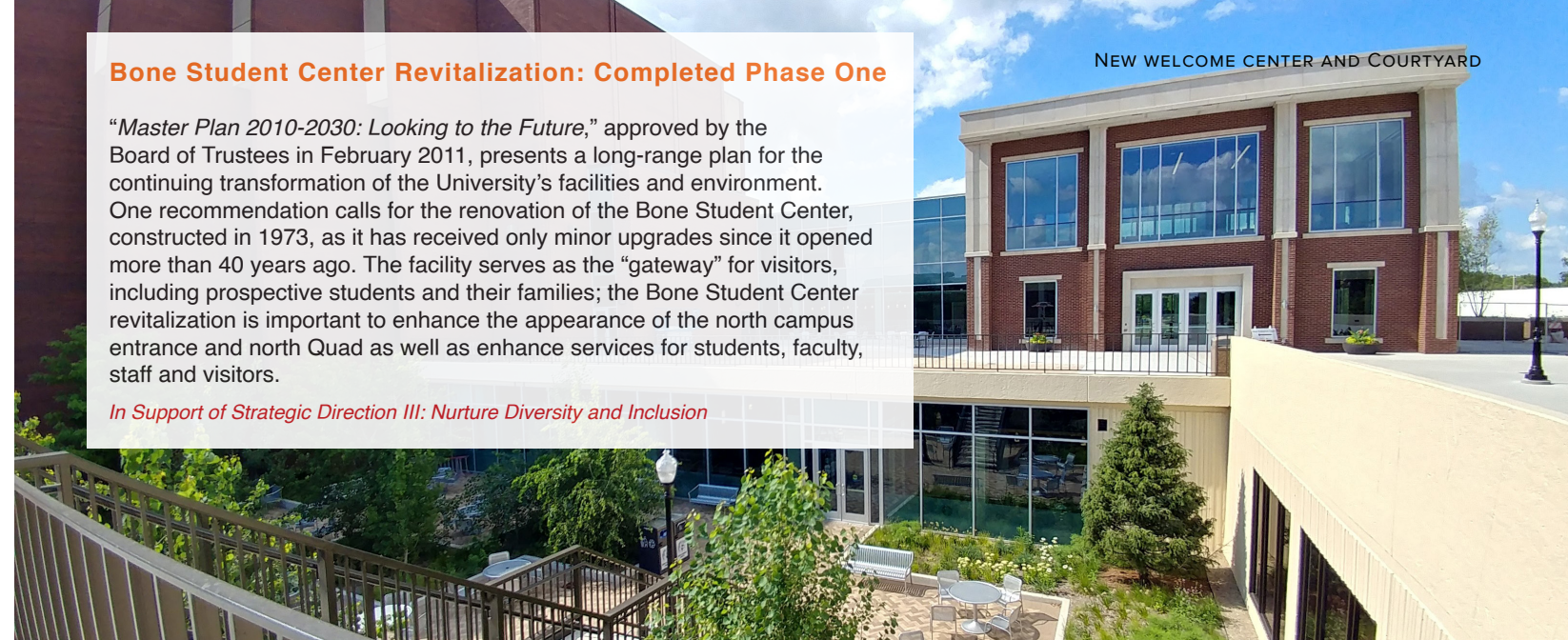
740
Learning spaces including classrooms and laboratories

528,683
Square feet of learning spaces

Bone Student Center Revitalization: Completed Phase One

"Master Plan 2010-2030: Looking to the Future," approved by the Board of Trustees in February 2011, presents a long-range plan for the continuing transformation of the University's facilities and environment. One recommendation calls for the renovation of the Bone Student Center, constructed in 1973, as it has received only minor upgrades since it opened more than 40 years ago. The facility serves as the "gateway" for visitors, including prospective students and their families; the Bone Student Center revitalization is important to enhance the appearance of the north campus entrance and north Quad as well as enhance services for students, faculty, staff and visitors.

In Support of Strategic Direction III: Nurture Diversity and Inclusion



Improvements of Existing Learning Spaces Across Campus

Facilities Planning and Construction has worked collaboratively with the departments to enhance the existing learning environment to meet changing needs. Classrooms in DeGarmo Hall, Center for the Visual Arts, State Farm Hall of Business, and Felmley Hall of Science have received major renovations. A refresh of these renovated spaces includes updated furnishings, new flooring and light fixtures, new ceiling tiles along with upgraded classroom technology. These renovations have made the learning spaces more engaging and support multiple types of teaching and learning activities.

In Support of Strategic Direction II: Foster Innovation



DEGARMO HALL ROOM 206

Continued Support of INTO Program

Illinois State University established a strategic partnership with INTO to enhance campus diversity and increase international student enrollment. In the past year, Facilities Planning and Construction has managed and supported multiple projects to accommodate INTO functions and the anticipated growth of international students on campus. Several project components have been accomplished in Fell Hall, such as the renovation of the second-floor restrooms, improvements in classrooms and the upgrade of office spaces.

In Support of Strategic Direction III: Nurture Diversity and Inclusion

The first phase of the Bone Student Center Revitalization project was completed and fully opened to the public in Summer 2019. Phase One renovations include:

- Improvements to the East side of Bone Student Center:
 - Construction of a new two-story atrium and Welcome Center on the third floor
 - Redevelopment of the courtyard
 - Relocation of the InfoCentre and Barnes and Noble Bookstore to the Bone Student Center first floor
 - Addition of new dining venues including Starbucks and The Landing on the first floor and Qdoba on the second floor



STARBUCKS AT BONE STUDENT CENTER

- Improvements to the West side of Bone Student Center:
 - Renovation of Brown Ballroom and construction of the new Ballroom's pre-function space
 - Construction of the Bone Student Center circle drive

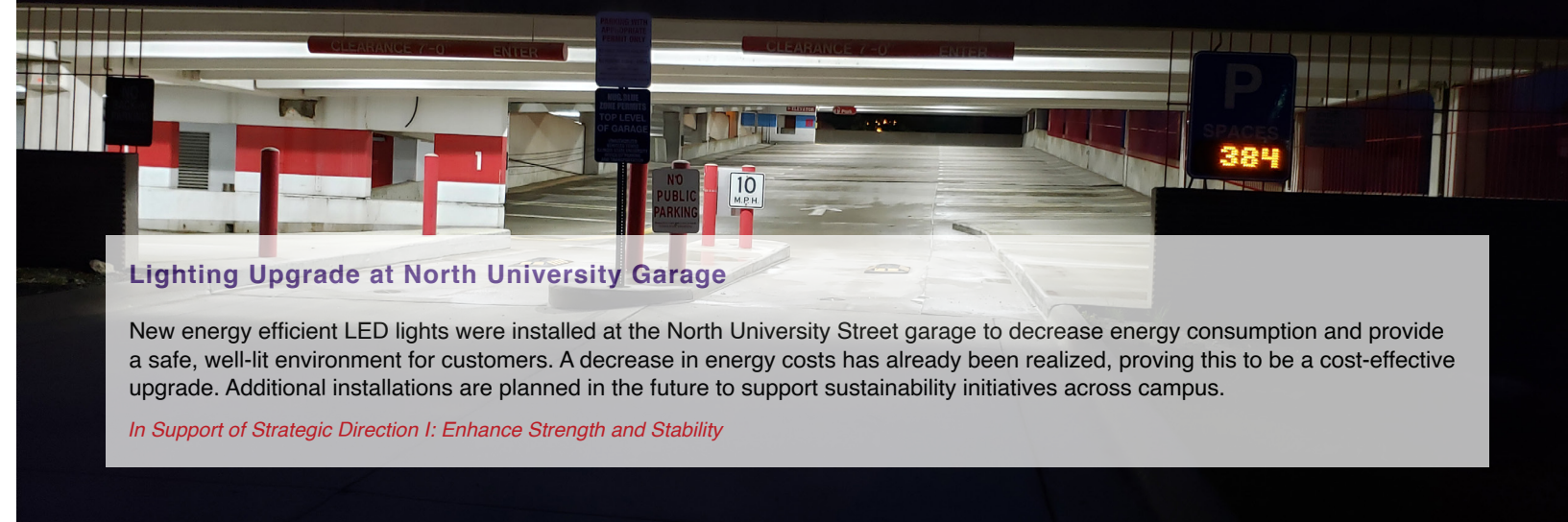


BONE STUDENT CENTER CIRCLE DRIVE

Parking and Transportation

Parking and Transportation, a department within Facilities Services, maintains campus parking facilities and provides efficient parking and transportation services for the campus community, visitors, and guests. Services include the following:

- **Parking Services** operates and maintains campus parking facilities, including parking garage and surface parking lots.
- **Automotive Services** operates a full garage including vehicle maintenance and repair, daily vehicle inspections and preparation for University fleet rental, vehicle procurement, and disposal of vehicles.
- **Fleet Reservations** assists University departments and Registered Student Organizations with transportation needs through a rental fleet program. These include vehicle and bus reservations along with passenger van and minibus training.
- **Other Transportation Services:**
 - Bus service around campus and throughout the Bloomington-Normal community
 - Shuttle services for special Athletic events
 - Motorist Assistance Program helps University community members and visitors who need assistance with a jump start, unlocking a vehicle, running out of gas, or air for a flat tire.












Lighting Upgrade at North University Garage

New energy efficient LED lights were installed at the North University Street garage to decrease energy consumption and provide a safe, well-lit environment for customers. A decrease in energy costs has already been realized, proving this to be a cost-effective upgrade. Additional installations are planned in the future to support sustainability initiatives across campus.

In Support of Strategic Direction I: Enhance Strength and Stability

FY19 BY THE NUMBERS

Customer Service	Transportation	Fleet Reservations
 80 Special events supported by Parking and Transportation	 12,865 Annual parking permits issued	 3,274 Rental fleet reservations
 16,915 Customer inquiries received via phone calls and emails	 14,973 Parking citations issued	 10,604 Customers transported using rental fleet vehicles
 499 Campus motorist assistance calls	 617,716 Connect Transit ridership	 564,924 Miles driven in rental fleet vehicles

Implementation of Motor Pool Program

Fleet Services has instituted a campus motor pool program. The pilot program was developed in July 2018 and fully implemented in January 2019. The collaborative nature of the motor pool allows the University to reduce the number of vehicles in use, thereby cutting overall expense. These vehicles are equipped with a telematics device that automatically documents mileage upon check out and check in. The device also tracks the amount of time the vehicle idles allowing the motor pool staff to address and promote appropriate vehicle usage as well as University sustainability initiatives.

In Support of Strategic Direction I: Enhance Strength and Stability

Implementation of All Garage Permit Program

Parking and Transportation converted a portion of the School Street parking garage to reserved zone parking, which allows for greater flexibility and better utilization



of the existing space. Parking staff can better monitor areas and potentially accommodate additional parkers, without building additional infrastructure. At the time of the School Street zone development, a new expanded parking permit was created. The All Garage Red Reserved Zone permit allows for parking in the three University

parking garages located at North University Street, South University Street and School Street as well as two parking lots (F71 and F62) located at west campus.

In Support of Strategic Direction I: Enhance Strength and Stability

Expansion of the Pay by Cell Program

Parking and Transportation expanded the Passport Parking payment to all campus parking meters. In parking lot M47, located between Alamo II and Watterson Dining Commons, individuals can pay for parking using the pay stations or the Parking app. In all other metered lots, the meter heads remain so the customer can still pay by putting coins in the meter. This mobile technology not only makes parking on campus easier, but also enables the department to enhance customer service and make data-driven decisions.

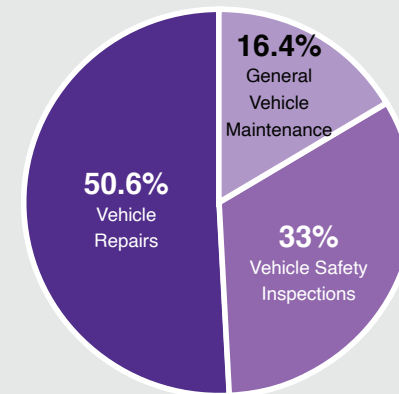
In Support of Strategic Direction II: Foster Innovation

Working Towards a Cleaner Environment

Five new hybrid vehicles were added to the rental fleet for a total of 11 hybrid vehicles. These hybrid vehicles are available to be reserved for University business use. The new fleet additions support the University's sustainability initiatives and are a tangible demonstration of the University's commitment to a cleaner environment.

In Support of Strategic Direction II: Foster Innovation

Automotive Services completed 1,757 work orders.



Fiscal Year 2019 Work Orders by Work Types

Organizational Strategic Alignment

Automotive Services and Fleet Reservations were realigned to be part of Parking and Transportation. The realignment of these associated functions under one umbrella makes the organizational structure stronger. Additionally, the new business model ensures increased efficiency, improved coordination and greater satisfaction for the customer.

In Support of Strategic Direction I: Enhance Strength and Stability

Did You Know?

378 Bus reservations processed by fleet reservations	98,847 Gallons of gasoline used from University fuel pumps	265 University vehicles maintained by Automotive Services	9,884 Campus parking spaces maintained
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