# EXCELLENCE AT WORK
# 2021 YEAR IN REVIEW

Office of Administrative Services

UNIVERSITY of SOUTH FLORIDA
Office of Administrative Services

MESSAGE FROM THE INTERIM VP

# CHRISTOPHER DUFFY

Each year we open our Year in Review with an overview of what the Office of Administrative Services does. In large part it is the behind the scenes, yet critically important, yeoman's work that keeps USF moving forward. For example, our responsibilities include maintenance, repair, and custodial services for 83 university buildings, totaling over 4.5 million square feet, as well as grounds care and maintenance of 500 acres, 13 water features, and 30 miles of sidewalk. We provide and maintain utilities services for the entire Tampa campus, over 240 buildings totaling 10.5 million square feet. We receive and complete over 29,000 work orders and manage an average of 350 construction and renovation projects annually. Additionally, we maintain four parking garages and 93 surface lots, totaling over 20,500 parking spaces, and operate USF's Bull Runner transit system consisting of 26 buses running six routes. Our team is also responsible for campus master planning, operation of an on-campus post office, waste management and recycling, and university-wide Emergency Management and Environmental Health & Safety programs. In short, the departments and dedicated team members that make up Administrative Services are crucial in keeping the University of South Florida, a small yet complex city, running.

Throughout 2021, the Administrative Services team has reflected our service philosophy, continuing to work through the challenges of COVID-19 and successfully meeting the demands of day-to-day responsibilities while "impacting lives, exceeding expectations, and creating wow moments". The following pages offer a few highlights from the past year including the kick-off of four major construction projects, USF's first electric bus, nationally recognized accreditation of our emergency management program, 10 years of "Tree Campus USA" recognition, the implementation of various new technologies, and improvements to our university safety training program.

These featured accomplishments are just a small representation of what this amazing group achieves in service to USF and the enormous positive impact they have on our university.



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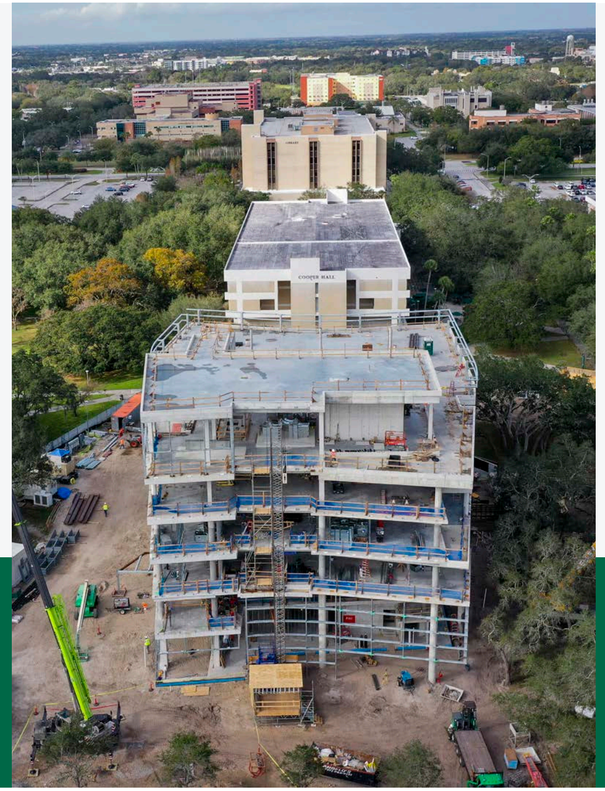
JUDY GENSHAFT

# HONORS COLLEGE

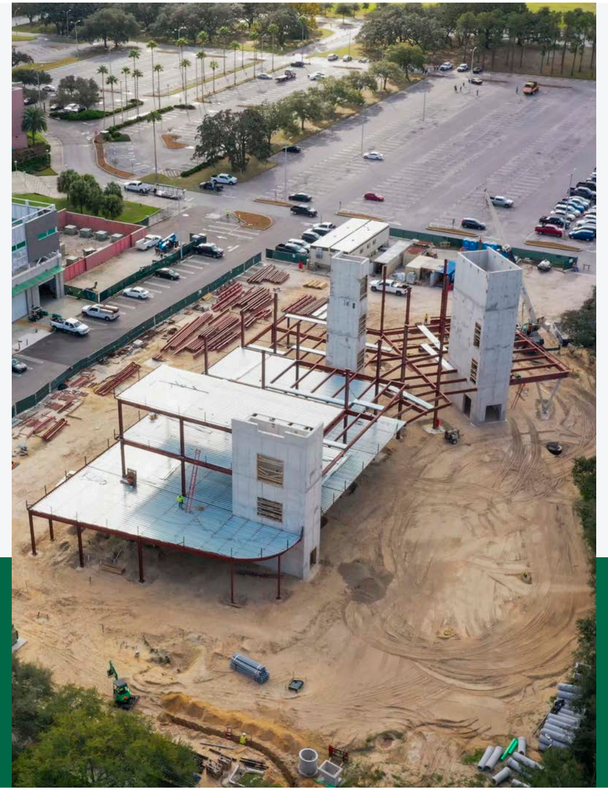
The new home of the Judy Genshaft Honors College continues to rise on campus near Sessums Mall. This five-story, 85,000-square-foot facility was designed by the internationally recognized architectural firm Morphosis, in partnership with the local firm FlesichmanGarcia Architects and Planners. This project, managed by the Facilities Management Design and Construction major projects group, will help to attract top national talent to the university. The new facility features interwoven spaces that encourage casual interactions among students, faculty, and staff, which fosters the spirit of innovation and interdisciplinary collaboration. The construction of the project is expected to be completed in late Spring 2023.

**The $54 million project was primarily donor funded, with over $20 million being a direct gift from former USF President Judy Genshaft. Dr. Genshaft initially established the honors college during her tenure as president.**

*Photo taken of the construction site on January 10, 2022.*







USF STUDENT

# WELLNESS CENTER

In June, USF broke ground on the USF Student Wellness Center building. This three-story, 47,000-square-foot facility will expand the capacity of student wellness services by increasing the space available by nearly four times as much as the current Student Health Services facility. This new Student Wellness Center is being built next to USF Campus Recreation and right across USF Genshaft Drive from the Judy Genshaft Honors College building. This $27.4 million project was completely funded through the Capital Improvement Trust Fund (CITF) fee, which is a student fee collected over time that state law requires to be used for constructing a facility or acquiring real property on a one-time funding basis. The project is expected to be completed by Fall 2022.

**USF Tampa campus students have been contributing their CITF fee revenues toward the construction costs of the new Student Wellness Center since 2015 when the plan was first introduced and approved by the CITF Advisory Committee and the student body.**

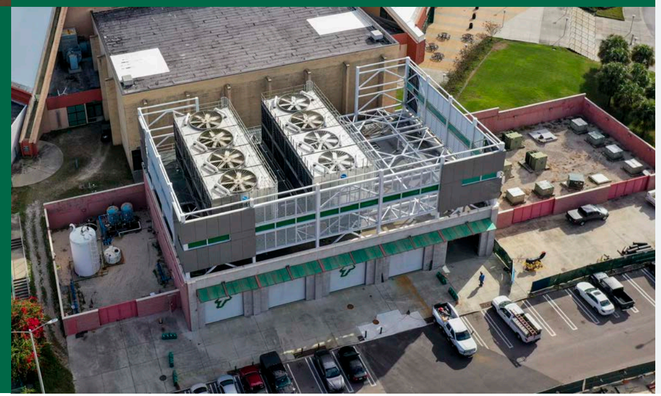
*Photo taken of the construction site on January 10, 2022.*

## INDOOR PERFORMANCE FACILITY

USF Athletics in conjunction with Design and Construction broke ground on a 88,000 square-foot indoor performance facility in September 2021. It will encapsulate an entire football field, be climate controlled and have a lobby and observation deck. This facility is one step further in creating an environment for success for all of USF's collegiate sports. The $22 million Indoor Performance Facility is completely donor funded and in a future phase is expected to include the Football Operations Center. Construction is expected to be completed by Fall 2022.

## SOUTHEAST CHILLER PLANT

To support these new construction projects on the Tampa campus, upgrades to the Southeast Chiller Plant were also needed. The Southeast Chiller Plant, one of three main plants on campus that help regulate temperature and humidity in campus buildings, added a 2,300 ton chiller and companion cooling towers to increase the plant's capability for cooling. The plant continues to be the most efficiently operated on USF campuses, as its operations are fully automated with the most advanced electronic controls. This facility is a prime example of visionary planning, proper execution, and excellent management.





ARCHITECTURE, ENGINEERING, CONSTRUCTION

# STUDENT EXPERIENCE

Having four major construction projects on the Tampa campus occurring simultaneously, all within proximity of one another, provided the opportunity for a unique, one-of-a-kind, interdisciplinary learning experience for USF students who are interested in architecture and engineering. The Architecture, Engineering, and Construction (AEC) Experience program, developed and coordinated by Facilities Management, is centered around the Judy Genshaft Honors College building, the Student Wellness Center, the Athletics Indoor Performance Facility, and upgrades to the Southeast Chiller Plant. With each site offering distinct differences and challenges, members of various the project teams work together to provide a comprehensive learning experience for the students taking part in the program. The program consists of interactive sessions as well as tours of the construction sites. Students who complete the program requirements each semester receive a digital badge supported by Credly, a global credentialing program, which will enhance their professional profiles. So far, over 200 students have taken part in the program.

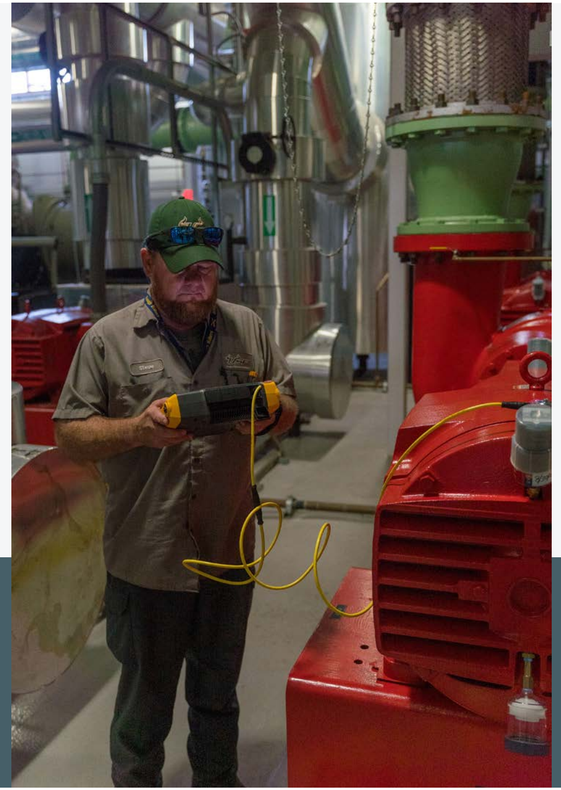
*"What better classroom than the real world. We have an unusual situation where we have four significant projects, all at the same time and within a block and a half of each other. A lot of things that we are doing in these projects are not only unique in the industry, but most students would not get to learn some of this, or even see this first-hand, probably until four or five years after graduation."* - Steve Lafferty, Director, Design and Construction


Steve Lafferty, Director of Design and Construction, leads students on one of the on-site construction tours of the major projects as part of the AEC experience. These tours occur twice a semester and provide updates on each of the four major projects to participants.

TECHNOLOGY & EQUIPMENT

# UPGRADES

Technology and Equipment is one of the pillars of the success within Administrative Services. Thats why each year we take strides to ensure we have the necessary equipment and utilize advances in technology, where possible, to improve efficiencies in our operations while also reducing costs for the university. Through this focus, Administrative Services improves USF's operations both internally within our units and externally with our customers.



The Operations Department has implemented new predictive maintenance technologies like vibration analyzers and infrared cameras. These technologies are now part of the annual inspection process for centrifugal pumps and motors and have reduced maintenance costs, energy use, and labor costs in addition to increasing machine reliability by discovering anomalies before components fail.


## REMOTE CONTROLLED MOWER

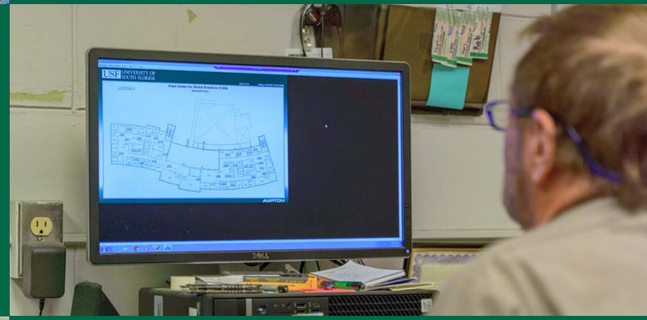
### GROUNDS UNIT

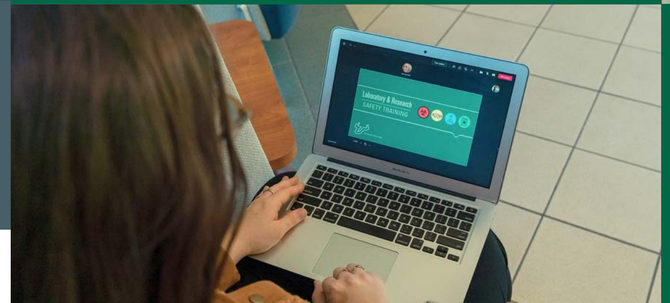
The Grounds team now has remote-controlled mowers used for difficult to mow landscapes and steep slopes like the edges of ponds or the grass covered slopes on the sides of Ferguson Hall (or "the bunker") which is home to the College of Business. These mowers increase both efficiency and safety for the grounds unit.

## IMPROVING EFFICIENCY

### FACILITIES MANAGEMENT

Facilities Management has purchased variety of technical tools and testing appliances to assist with problem-solving on projects. Tools like ground-penetrating radar, a UAS (drone) with both visual and thermal imaging and video, handheld thermal imaging tools, HVAC (heating, ventilation, and air conditioning) test and balance and temperature trend monitoring equipment (pictured right), electrical load monitoring devices, and acoustical measurement devices. These in-house capabilities have significantly improved timeliness and the ability to monitor new construction and to diagnose complex conditions in our existing buildings.






## TRAINING PROGRAM REVAMP

### ENVIRONMENTAL HEALTH & SAFETY

In order to improve the efficiency and effectiveness of training delivery as well as respond to the COVID-19 pandemic, Environmental Health & Safety updated and transitioned the majority of their safety/compliance training courses to online formats through the Canvas learning management system or through Microsoft Teams. Typically, over 9,000 student, faculty, and staff across USF take safety/compliance trainings through Environmental Health & Safety each year.

# EMERGENCY MANAGEMENT PROGRAM
# RECEIVES EMAP ACCREDITATION

In 2021, USF was recognized for maintaining a high-quality emergency management program, earning accreditation by the Emergency Management Accreditation Program (EMAP), positioning USF as one of the top higher education institutions in the nation for emergency preparedness. EMAP is a voluntary accreditation program that utilizes peer assessment from other emergency management professionals around the world to assess the strength of an emergency management program. USF now is one of fewer than 10 universities in the country with this national recognition, which generally is only obtained by state and local emergency management programs. USF is also the first university with a multi-campus structure to receive this accreditation. USF joins the ranks of institutions like the University of Alabama, Washington University in St. Louis, and Michigan State University as institutions that hold this prestigious designation. USF's Emergency Management Program began working toward this accreditation in 2015, after conducting a needs assessment and identifying areas to build on to better align with the international standard that EMAP uses, which includes over 60 different criteria.

Emergency management programs include more than just the emergency management department and staff. The programs encompass all activities that mitigate against, prevent, prepare for, respond to, and recover from any type of disaster or emergency, such as an active threat, hurricane, or pandemic. At USF, thousands of employees are included in this program as essential personnel. The EMAP accreditation highlights the university's overall commitment to a safe and prepared campus.

*"This accreditation is really the result of years of hard work from both the emergency management staff on all campuses and our emergency operations personnel. It showcases USF is prepared for what could come our way and should make the community feel safer and more confident while on our campuses."* - Jen Fleischman, Director, Emergency Management


**1,000's**

of employees across the university in departments like University Police, information technology, business and finance, facilities management, student success, academic affairs, housing, parking and transportation services, and athletics are among the areas that played a part in securing this accreditation across all three campuses.


## BULL RUNNER'S
# ELECTRIC BUS

Parking and Transportation Services, alongside the Student Green Energy Fund, purchased USF's first zero emission electric bus in 2021. Beginning service in April on Earth Day, the new bus weighs approximately 37,000 pounds and can hold 70 passengers. It can travel up to 350 miles on a single charge and can be fully charged from zero percent battery life in approximately six hours. The new Bull Runner electric bus reduces carbon dioxide emissions by 230,000 pounds annually, which is equivalent to planting 5,000 trees.

An electric bus charging station and supporting infrastructure was installed to accommodate this new electric bus. Future bus purchases are also planned to be electric as PATS transitions to an all electric Bull Runner fleet over time. As Raymond Mensah, Director of PATS, puts it, "by launching a zero-emission electric bus, we are making a large stride in reaching our sustainability goals and reducing our carbon footprint."

## Over 10 years of
# Tree Campus Higher Education

The Facilities Management Planning Department continues to take the lead in the Tree Campus Higher Education recognition sponsored by the Arbor Day Foundation (Formerly Tree Campus USA). The award is received for effective urban forest management. 2020 marked the tenth year in a row that USF has received this honor.

As part of this recognition, USF hosts an Arbor Day celebration each year where trees are planted (pictured above). This effort has resulted in over 1,000 trees being planted at USF since 2016.

## LEADERSHIP ENRICHMENT

### MID-LEVEL MANAGERS

Throughout Administrative Services, current mid-level managers as well as those who are interested in moving into management positions, are encouraged to complete the Mid-Level Manager course offered by Central Human Resources. 34 OAS employees have completed this training. Additionally, over 30 OAS employees earned Leadership Enrichment certificates in 2021.

## AUTOCAD TRAINING

### PROJECT MANAGERS

Project managers in the Planning Department and the Design and Construction Department completed over 850 hours of AutoCAD software training and related training, improving efficiency and quality of work. AutoCAD is a computer aided drafting program that allows our teams to precisely map out and design everything from roads to electrical systems and buildings.

## CMI CERTIFICATION

### BUILDING SERVICES

In 2021 all Building Services staff team members completed the Cleaning Management Institute (CMI) certification program. The Cleaning Management Institute is one of the most recognized education and certification providers in the professional cleaning industry.


## PROFESSIONAL DEVELOPMENT & TRAINING

The Office of Administrative Services' commitment to providing professional development and training opportunities is a "win-win" proposition for our employees and the university. Rob Baynard, a project manager in Design and Construction, is a great example. Rob earned his certification as a Registered Roof Observer (RRO) from the International Institute of Building Enclosure Consultants, recognizing his experience in monitoring the roofing construction process in order to assure roofing projects stay in compliance with approved construction drawings, specifications and best-practice or warranty-stipulated installation procedures. He is currently pursuing certification at the next level as Registered Building Enclosure Consultant. Rob has also achieved certification as a Level III Master Thermographer, the highest level of certification in the industry, to enhance Facilities Management's ability to analyze roofing and building envelope conditions. Through the implementation of the Building Envelope Commissioning Program, the incidence of leaks and moisture intrusion issues and the requirements for extensive roofing replacement projects has been significantly decreased and many of those that have been identified have been successfully tied to warranty claims or reductions in project scope, this has saved the university hundreds of thousands of dollars in just 2021 alone.

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