

# EXCELLENCE AT WORK

YEAR IN REVIEW **2020**



UNIVERSITY of  
**SOUTH FLORIDA**  
Office of Administrative Services

# MESSAGE FROM THE VICE PRESIDENT



What is the Office of Administrative Services? What do we do? Our responsibilities include planning and construction, the maintenance and upkeep of university buildings and infrastructure, keeping the grounds maintained and looking great, managing campus parking facilities and the Bull Runner transit system, providing a healthy and safe campus environment, and helping the university successfully prepare for and respond to disasters and emergencies. The Administrative Services team is the foundation that keeps the University of South Florida, a small yet complex city, running.

The service philosophy of the Office of Administrative Services states, “we impact lives every day by exceeding expectations and creating wow moments”. Our team has especially exemplified this over the course of 2020. It was a difficult year. The COVID-19 pandemic created unique challenges that our team successfully met through hard work, planning,

collaboration, and their sense of dedication to the university. This was on top of the “normal” duties that already fill their busy schedules.

On the following pages you will get a glimpse of the outstanding work done by the Administrative Services team. This includes the response to the COVID-19 pandemic, the completion of the new Morsani College of Medicine & USF Health Heart Institute in downtown Tampa, campus safety enhancements, and the implementation of new technologies to improve work processes. I can’t overstate how proud I am of the Administrative Services team and the positive impact they have on USF.

**Christopher G. Duffy**  
Interim Vice President for Administrative Services



# TABLE OF CONTENTS

USF's Response to COVID-19	5
Visual Identity Updates to Campus Signage	7
License Plate Recognition Technology Implementation	8
Morsani College of Medicine + Heart Institute Completed	10
Technology Upgrades in Administrative Services	11
Professional Development	12
Safety Enhancements to Campus	13
Portable Chiller Towers	14



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**impact lives**  
*every day*  
by **exceeding**  
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*Mikael Stead uses an electrostatic disinfectant sprayer inside a Bull Runner bus. Parking and Transportation Services implemented enhanced cleaning protocols for all buses in the Bull Runner system.*



*Physical signage, barricade tape, and vinyl decals were designed and procured by the Office of Administrative Services Communications Team to reinforce proper behaviors that help prevent the spread of COVID-19. Facilities Management oversaw much of the signage installation.*



*Sean Rainey and Tobin McCall (left to right) inspect a hand sanitizer vending machine. The machines provide two bottles of spray sanitizer per month for USF students and employees.*

## USF'S RESPONSE TO COVID-19

Throughout the world, COVID-19 changed the way people interact and go about their daily lives. There was no exception in higher education, with USF transferring to a fully online format for Spring and Summer 2020. While students spent their time on coursework at home, the university got to work preparing for students eventual return to our campuses.

Every area of Administrative Services was heavily involved in the COVID-19 response. The Department of Emergency Management

played a lead role in coordinating efforts across the university, both on the response and the recovery efforts. The Communications Team designed the COVID-19 related public health signage and managed the inventory and distribution of the signs. The departments of Design & Construction and Planning were instrumental in adjusting our facilities to accommodate for physical distancing as well as installing signage to reinforce positive behaviors for prevention of the spread of COVID-19. The Administrative Services Business Center centrally purchased and distributed personal protective equipment, sanitation supplies, and other items for the entire university. The Operations and Services departments had enhanced duties to maintain the campus. Parking and Transportation Services made changes to their operations to

continue serving the community. Environmental Health & Safety helped establish protocols for disinfecting and return to campus operations.

These efforts include:

- 48,000 signs procured and installed
- A half mile of acrylic screens placed
- 31 sanitizer vending machines placed
- 900 outdoor seating spaces added
- 1,000's of face masks distributed
- 100's of classrooms reconfigured
- 200+ "sani-kits" throughout campus

It's impossible to list all of the efforts related to the COVID-19 response. Employees throughout the Office of Administrative Services made a substantial impact and have helped keep USF's positivity rate low.



*Facilities Planning adjusted classroom layouts to accommodate for physical distancing guidelines set by the CDC.*

# VISUAL IDENTITY UPDATES TO CAMPUS SIGNAGE

As part of a multi-phased approach, the Office of Administrative Services Communications Team and Facilities Management began updating existing signage to reflect the recent visual identity changes to the USF brand. This project started with a survey of all signage across the USF campuses, from large monuments to small office signage. This survey created a database of over 500 individual signage pieces across our three campuses.

The initial phase of this project involved updating the major signage pieces on the Tampa campus, including the monuments at each entrance and the exterior signage on the north side of the SVC building. This phase was completed in Fall of 2020.

Future phases include replacing exterior building and monument signage on all

campuses. Following those updates, the goal is to then replace wayfinding signage across the Tampa campus. Finally, interior signage ranging from vinyl graphics to office and departmental signage will be replaced. These steps are important in creating a consistent visual identity across USF.



*An enforcement officer drives this car, which is equipped with license plate recognition technology, throughout parking facilities to look for parking violations.*

## LICENSE PLATE RECOGNITION

Over the last year, Parking and Transportation Services has introduced license plate recognition technology. Parking Enforcement vehicles equipped with this technology can read license plates to check for active permits as they drive through each lot.

This technology is much faster at checking a parking lot than traditional enforcement efforts and will allow the enforcement team to cycle through campus parking lots in approximately two hours. This means a higher likelihood of having a closer spot to your destination, as

those without a permit are much more likely to be identified. This is the first step in the transition to a virtual permit system at USF.

In Fall 2021, Parking and Transportation Services plans to implement a virtual permit system. Physical permits will no longer be needed, the permit will be assigned to your license plate. This also means customers will be asked to park with their license plate facing out. The move to virtual permits will result in cost savings for PATS and enhance the customer experience.



*Students began taking classes at the new downtown facility in the Spring 2020 Semester.*

# USF HEALTH MORSANI COLLEGE OF MEDICINE + HEART INSTITUTE DOWNTOWN COMPLETED

After five years of planning and construction, the new USF Health Morsani College of Medicine + Heart Institute building in Downtown Tampa has been completed! Multiple Administrative Services departments played a major role, each dedicating substantial time and effort over the course of the project; the most expensive construction project of any state university in Florida (\$172 million).

In 2015, after approval by the USF Board of Trustees, the Planning Department and the Design and Construction Department spent months working with the design firm and USF leadership on the design of the building.

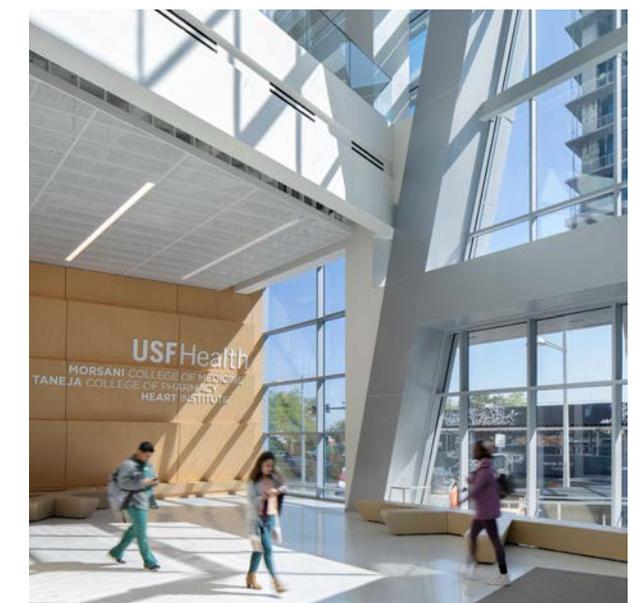
Design & Construction managed the project with Skanska as the construction firm. They also managed coordination with Strategic Property Partners, as part of the Water Street development, and provided tours of the building to key stakeholders and the media.

The Building Code Administration program, part of Environment Health & Safety, supported the project from design through construction. This included plans reviews and code inspections to ensure the construction

and building occupancy met code compliance schedule requirements.

The Administrative Services Business Center's construction accounting team managed the accounting for this largest ever major construction effort for the university. Their efforts resulted in over a million dollars in total tax savings for the project.

1,800 students, faculty, and staff from USF Health can take advantage of this state-of-the-art medical learning and research facility.



# TECHNOLOGY UPGRADES

The Office of Administrative Services is focused on excellence in all aspects of our work and interactions. One of our “pillars of success” focuses on the best uses of technology and equipment to increase efficiency. One major upgrade this year was the transition to *FAMIS* as our work order system. This online platform is both more user friendly for clients and more streamlined for our facilities team.

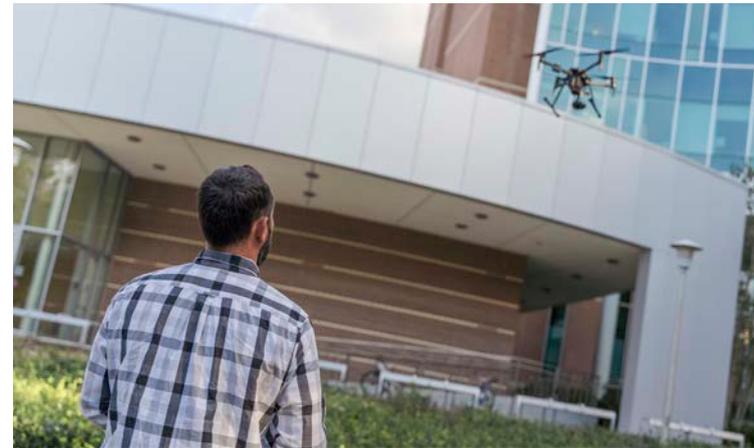
The Administrative Services Business Center made major upgrades as well. The Support



*Lourdes Garcia, with the Administrative Services Business Center's Supply Chain Management Team, tags and records small inventory into Veoci.*

Services Team migrated to a paperless payroll system using *DocuSign*. The Supply Chain team added PPE vending machines for the Services Department to have faster access to the equipment as needed as well as implemented a web-based tracking system for small and appealing inventory.

Finally, the Design & Construction Department began using a drone with an infrared camera to inspect buildings for needed insulation and roof repairs and replacement.



*Rob Baynard, with Design & Construction, flies a thermal imaging drone to inspect buildings for needed insulation and roof repairs. In the past, this process could take hours for one building - now it only takes minutes.*

# PROFESSIONAL DEVELOPMENT

Training and professional development is one of the “Pillars of Success” for the Office of Administrative Services (OAS), supporting our goal of being the best place to work in the Tampa Bay area. Administrative Services encourages and makes available professional development opportunities for all OAS employees. These range from individual training sessions like the 280 training sessions provided to Parking and Transportation Services employees in 2020, to professional certification programs like the Cleaning Management Institute's (CMI) Certified Custodial Technician program that Building Services employees complete.

OAS mid-level managers have the opportunity to take the Leadership Enrichment course offered by the Division of Human Resources. The five-month program gives participants the opportunity to expand and improve their leadership skills, styles, and behaviors. The program consists of ten sessions led by a leadership expert. The first cohort completed the program in 2020 and found it very beneficial.

*Imane El Aasouli, in Building Services, completed the CMI Basic Certified Custodial Technician program. She found the program so beneficial that she is now in the process of completing the Advanced certification program.*

To supplement the university's employee tuition waiver program, OAS offers scholarships to assist employees who are enrolled in degree seeking courses at USF. The scholarship program is funded by donations made by fellow OAS employees during the USF Foundation's annual Faculty & Staff Campaign. 18 scholarships were awarded in 2020 to OAS employees who are furthering their education at USF.



# CAMPUS SAFETY ENHANCEMENTS

The safety of our community at USF is the highest priority we have. A safe campus is key for a stable learning environment. Many Administrative Services departments contribute to campus safety each year.

Environmental Health & Safety and the Department of Emergency Management host trainings on multiple topics including fire safety, active threat response, hurricane preparedness,

*The Design and Construction team continued the emergency door lock installation project in classrooms throughout campus.*



and lab safety. 1,000's of USF community members go through the different trainings offered by our departments. This is one of the many preparedness efforts USF implements to create a safe learning environment.

Additionally, the Operations Department alongside Facilities Planning implemented changes to exterior lighting as part of a study that reviewed street and parking lot lighting on campus. This study helped the department standardize light fixtures and introduce LED lighting across campus. This change provided cost savings resulting from both energy and operational efficiency. It also enhanced pedestrian safety and is a deterrent to crime on campus.

Emergency Management and Design & Construction continued progress on the emergency door lock program as well. Starting in 2017, emergency door lock buttons were installed in the 20 largest classrooms on campus. This began a multi-phase approach to installing push button locking systems throughout the Tampa campus. This safety program allows occupants to quickly and easily lock down the room during emergency situations. A total of 358 classrooms now have these emergency door locks. 231 of these were installed in 2020. Another 39 are left to be installed in the final phase of the plan.



*This portable chiller can be deployed to any of the chiller plants as needed. It will be used for routine maintenance downtime, downtime related to mechanical issues, or for Physical Plant projects that require a main chiller to be turned off.*

## PORTABLE CHILLERS

The Operations Department of Facilities Management is responsible for the three chiller plants that provide air conditioning for over nine million square feet of space on the Tampa campus. Like any mechanical equipment, as the chillers reach the end of their life they become less effective, less reliable, and increasingly more expensive to repair and maintain.

While USF has started replacing older chillers, there is still downtime due to replacement, repairs, and maintenance. During those times, campus needs must be met by renting portable chillers.

When cooling at the downtown Morsani College of Medicine + Heart Institute was needed before the district cooling plant was completed by the developer of Water Street Tampa, a temporary solution was necessary. After a financial analysis, it made sense to purchase rather than rent two portable chillers, so USF purchased two portable units. Afterwards, the chillers were brought to the Tampa campus and are now available to cover downtime at any of the USF campuses. This is an example of long-term planning and financial stewardship by our Facilities Management team that results in benefits to the university for years to come.



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