

SUMMARY OF SERVICES

2003—2004 Mid-year Report

FSD



Blueprint for ACADEMIC MASTER PLAN

2002-2012

Strategic Goals

Academic Quality

Enhance academic quality by engaging in systematic efforts to strengthen and streamline its curriculum, attract meritorious students, develop and reward its faculty, and fully integrate technology

Student-Centered Learning

Create and nurture a student-centered learning environment responsive to the needs of a diverse student body

Establish Strategic Partnerships

Leverage resources by establishing mutually beneficial partnerships with business, industry, and non-profit organizations



**MIDDLE
TENNESSEE**

STATE UNIVERSITY

March 2004

FACILITIES SERVICES DEPARTMENT

Middle Tennessee State University | PO Box 32

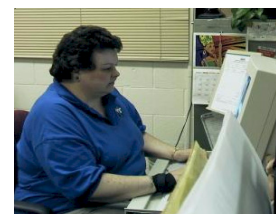
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The mission of Facilities Services is to prepare and present the facilities/grounds to the university tenants and the public in a safe, clean, and functional condition while managing the resources and assets in accordance with applicable requirements, procedures, and constraints.

A Tennessee Board of Regents University, MTSU is an equal opportunity, non-racially identifiable, educational institution that does not discriminate against individuals with disabilities.

Facilities Services is a department reporting to the vice president of the Division of Business and Finance.

DIRECTOR'S SUMMARY

DAVID GRAY

The Facilities Services Department (FSD) is committed to accomplishing its mission for the MTSU community. We believe that facilities need to be safe, clean, and functional to support the educational mission of the university. We strive to provide these important services as effectively and efficiently as



possible. To that end, we are proud of many accomplishments that have been achieved in recent years in the areas of facilities and grounds. New buildings, updated utilities infrastructure, modernization projects, and improved customer communications through on-line services are a few areas where real progress can be seen.

Many of these accomplishments have come in the face of serious challenges and constraints that remain today. Increasing campus population and footprint, aging facilities, inadequate capital maintenance funding, and reduced operating budgets all contribute to a condition of increasing needs and decreasing resources. For this reason, FSD continually pursues efficiency improvements and innovation in each area of responsibility to meet our mission.

"...facilities need to be safe, clean, and functional to support the educational mission of the university."

Many of our goals for 2003-2004 reflect our commitment to our mission and to continuous improvement by focusing on areas such as:

- Employee productivity (management, training, scheduling, etc)
- Customer service and communication
- Inter-departmental coordination
- Service providers, contractors and vendors
- Capital funding

The Summary of Services Report provides information related to routine work, highlights recent accomplishments, and outlines some near-term goals for each work unit in FSD. In documenting and presenting these items, we hope to be more open and accountable for our service to the university.

David Gray



CENTRAL ADMINISTRATION
ACCOUNTING INFORMATION SERVICES

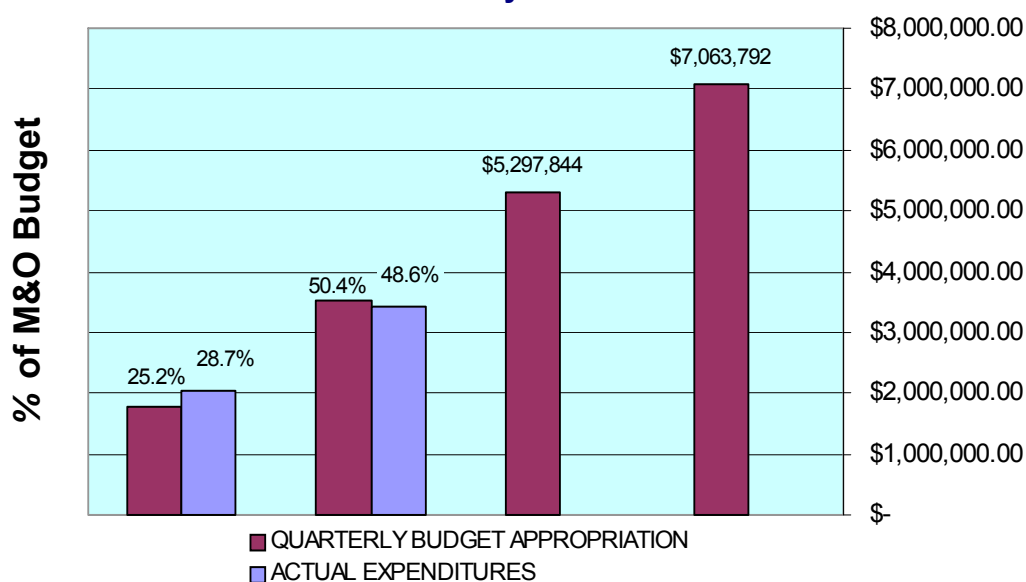
JOE WHITEFIELD, LA'KEITH MILLER

Mid-Year Accomplishments/Highlights

- Updated billing procedures
- Updated Murphy Center custodial services accounting procedures
- Served on THEC Subcommittee for M&O and Utilities Funding Formula

End-of-Year Goals

- Evaluate and prioritize projects and initiatives to meet available resources
- Established energy savings accounting procedures for energy projects
- Employee training

E & G Maintenance & Operations Budget
by Quarter


	1st Quarter	2nd Quarter	YTD Totals
Total M&O Expenditures	\$2,870,100	\$2,423,594	\$5,293,694
Accounts Pay/Rec	\$145,000	\$145,000	\$145,000
Work for Others	(\$987,159)	(\$1,018,348)	(\$2,005,507)
Net E&G Expenditures	\$2,027,941	\$1,550,246	\$3,433,187
E&G Budget	* \$7,063,792	* \$7,063,792	* \$7,063,792
% of Budget	28.71%	21.95%	48.60%

* Note: \$401,600 appropriated for Property Insurance not included in Total Budget

CENTRAL ADMINISTRATION **CENTER FOR ENERGY EFFICIENCY**

JOE WHITEFIELD, LINDA HARDYMON

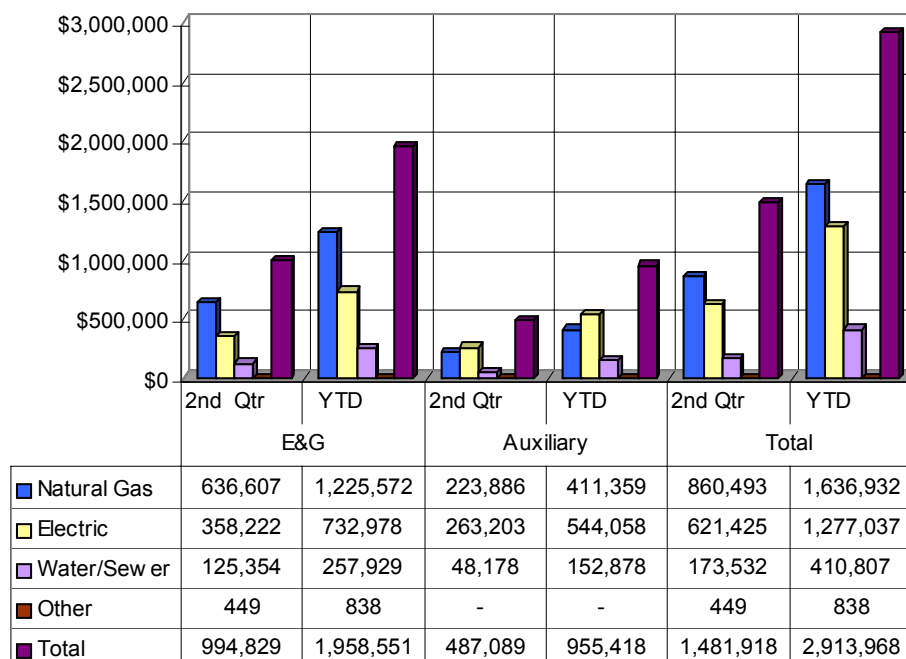
Mid-Year Accomplishments/Highlights

- Implemented Delivery Order #1 for MTSU Energy Savings Performance Contract (ESPC)
- Obtained State Building Commission approval for Delivery Order #2 for MTSU ESPC
- Updated electrical cost allocation for non-E&G customers
- Served on Research Council for APPA
- Participated with MTSU/TVA Partnership
- Assisted TBR with Facilities Survey

End-of-Year Goals

- Complete ESPC Delivery Order #1
- Implement ESPC Delivery Order #2
- Support MTSU Engineering Technology and Industrial Studies classes related to energy and the environment
- Provide opportunities for professional development and relevant technical training to energy professionals and to each FSD employee

Campus Utilities **2003-2004**



Energy Savings Performance Contract Project Status

Delivery Order	Scope	Investment	Status
#1	Lighting improvements - 23 buildings Steam/controls - 1 building Central Plant - chiller optimization	\$106M	Construction phase
#2	BDA - mechanical work Generator sets	\$6.6M	Pre-construction phase

CENTRAL ADMINISTRATION WORK ORDER SERVICES

JOE WHITEFIELD, JOYCE REED

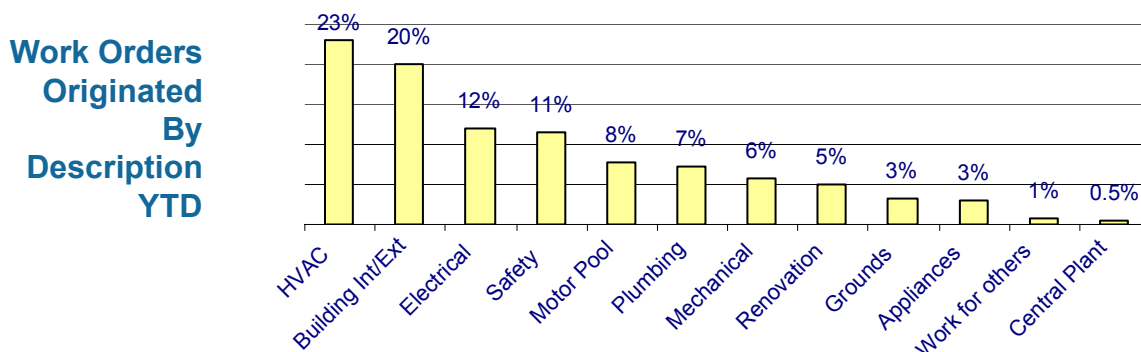
Mid-Year Accomplishments/Highlights

- Established new procedures for tracking and posting invoices, with emphasis on contract work
- Upgraded computer operating systems and office productivity software; staff trained on new systems
- Added Tennessee Miller Coliseum maintenance activity to work order system.
- Conducted daily production meetings with Engineering & Building Services, directed reports to enhance communication and work order process

End-of Year Goals

- Train FSD managers/supervisors to access and utilize work order data.
- Design easily customizable reports to be accessed and updated by department personnel.
- Continue efforts to upgrade older computers, server, and operating systems to meet minimum campus standards; install new version of work order software on server and all client computers.

Work Orders Originated				
	2nd Quarter		YTD	
Description	#WO	% of Total	#WO	% of Total
Appliances	99	2.85%	232	3.02%
Building Interior/Exterior	705	20.28%	1,543	20.08%
Central Plant	15	.43%	30	0.39%
Electrical	447	12.86%	923	12.01%
Grounds	103	2.96%	250	3.25%
HVAC	705	20.28%	1,776	23.11%
Mechanical	224	6.44%	450	5.85%
Motor Pool	300	8.63%	599	7.79%
Plumbing	248	7.13%	565	7.35%
Renovation	170	4.89%	383	4.98%
Work for Others	26	0.75%	60	0.78%
Safety	434	12.51%	875	11.38%
Total	3,468	100.00%	7,786	100.00%



CENTRAL ADMINISTRATION EMPLOYEE DEVELOPMENT SERVICES

JOE WHITEFIELD, CONNIE HAGBERG

Mid-Year Accomplishments/Highlights

- Facilitated educational training sessions for FSD Central Administration
- Reviewed internet-based employee safety training programs for Engineering and Building Services and Safety Officer
- Customized FSD employee evaluation process
- Performed various M&O productivity and cost studies for FSD
- Attended APPA/NACUBO Educational Leadership Forum, International Conference on Cultural Diversity, and the MTSU College of Business "Leadership Essentials: Improving Your Leadership Potential"
- Assisted with production and editing of the FSD Summary of Services Mid-Year Report

End-of-Year Goals

- Organize and coordinate work unit training pursuant to requests of managers or supervisors
- Follow-up on internet-based employee safety-training program
- Further review and analysis regarding productivity and cost studies
- Attend educational programs and seminars

FSD Staff Training Records

		Leadership/Professional Development			Technical Training		
By Training Type	Employees (Full-Time)	Employees	Total Hours		Employees	Total Hours	
			In-House	Conference		In-House	Conference
Central Administration							
Director's Office	3	2		24			
Accounting Info Svcs	2	2	4	5			
Center for Energy Effic	3	3	8	17	2		23
Work Orders	3	3	12				
Employee Development	1	1	6	28.5			
Engineering & Building Svcs	25	2			2		80
Energy Services	21	1	3				
Construction Administration	4	1		30			
Construction/Renovation	4	0					
Grounds/Motor Pool Svcs	16	0					
Custodial Services	41	0					

By Hours per Employee (Full-Time)	Employees	0 Hours	1-10 Hours	11-20 Hours	>20 Hours
Central Administration					
Director's Office	3	1	1	1	
Accounting Information Services	2		2		
Center for Energy Efficiency	3		1	1	1
Work Orders	3		3		
Employee Development	1				1
Engineering & Building Services	25	23			2
Energy Services	21	20	1		
Construction Administration	4	3			1
Construction/Renovation	4	4			
Grounds/Motor Pool Services	16	16			
Custodial Services	41	41			

ENERGY SERVICES

CENTRAL PLANT AND HVAC

REGGIE FLOYD

Mid-Year Accomplishments/Highlights—Central Plant

- Responded to 202 callbacks
- Assisted in contract re-bids for turbine maintenance and natural gas
- Moved into another phase of campus underground steam line replacement project
- Employee of the Year Award from the Division of Business and Finance presented to Ken Buggs (2003)
- No unplanned steam plant outages
- No unplanned chilled water plant outages

End-of-Year Goals—Central Plant

- Minimize unplanned outages
- Ezell chilled water line
- Keep E & G energy costs under \$1.78/SF
- Review zone maintenance and multiple shifts
- Employee training

Central Plant Equipment Peak Operational Levels								
Natural Gas Fired Turbine/Generator			Steam Boilers			Chillers		
5MW (nominal)			85,000 Pounds/Hour (peak)			6,000 Tons (peak)		
	2nd Qtr	YTD		2nd Qtr	YTD		2nd Qtr	YTD
Output	5	5	Ave Daily #/hr	30,885	23,960	Peak tons	3,194	4,847
			Peak #/hr	45,000	46,000			

Mid-Year Accomplishments/Highlights—HVAC

- Responded to 80 callbacks
- Assisted in completing Facilities Survey for TBR

End-of-Year Goals—HVAC

- Support Wellness Center Addition
- Begin coil replacement project
- Complete Saunders Fine Arts chilled water study
- Control project for James Union Building
- Complete productivity study on zone maintenance, shift work, etc.
- Investigate percentage of work orders closed past due reported in performance measures
- Employee training

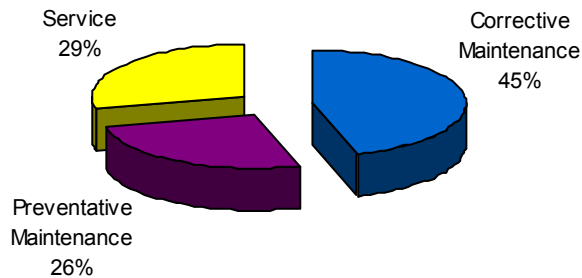
ENERGY SERVICES, CONTINUED

CENTRAL PLANT AND HVAC

REGGIE FLOYD

HVAC

Percent Time by Work Order Hours YTD



Corrective Maintenance (CM) Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Appliances	48	120	201.5	483.0	4.19	2.39	22.92%	19.17%
HVAC	241	592	1,110.8	2,646.6	4.61	4.47	26.97%	25.17%
Mechanical	36	61	364	812	10.11	13.31	22.22%	21.82%
Total	325	773	1,676.3	3,941.6	5.16	5.10	25.85%	23.42%

Preventative Maintenance (PM) Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Central Plant	6	11	165	3,56.5	27.5	32.4	0.00%	9.09%
HVAC	223	473	662.5	1,529	3	3.2	20.63%	16.07%
Mechanical	216	354	525	901	2.4	2.5	4.63%	2.82%
Total	445	838	1,352.5	2,786.5	4.47	4.28	12.58%	10.38%

Service Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Appliances	11	37	39.0	102.0	3.5	2.8	27.27%	35.14%
Central Plant	9	8	3,075.5	6,838.3	341.7	346.6	44.44%	33.33%
HVAC	204	610	716.5	1,666.6	3.5	2.7	24.02%	21.64%
Mechanical	169	331	1,173.5	2,475.8	6.9	7.5	1.78%	1.81%
Total	393	986	5,004.5	11,083.7	4.5	4.3	15.01%	15.76%

ENGINEERING AND BUILDING SERVICES AND ENVIRONMENTAL HEALTH AND SAFETY

GERALD CAUDILL

Mid-Year Accomplishments/Highlights

- Improved condition of exterior lights on campus
- Initiated use of PDA's in order to move toward a paperless work order system
- Re-built LRC 221 lecture hall seating and desks
- Keyed Horse Science and Miller Coliseum
- Implemented electronic access control in Cope Administration Building, Athletic Enhancement, Dyslexia Center and Telecommunications Building
- Completed Fairview Building renovation
- Completed renovation of multiple offices in Ezell
- Supported academics in removal of hazardous waste from MTSU facilities
- Hosted three inspections by Tennessee Division of Risk Management and insurance carrier loss control personnel
- Various staff attended the TOSHA Congress for E, H & S training and began the series of maintenance management certification courses at the University of Alabama
- Coordinated generation of PMs with motor pool to improve completion rates
- Assisted in TBR Facilities Survey

End-of-Year Goals

- Complete review of Central Plant switchgear project
- Review of services to auxiliaries on campus
- Review of zone maintenance and multiple shifts
- Review issue of personnel replacement/outsourcing
- Investigate percentage of work orders closed past due reported in performance measures
- Employee training

Corrective Maintenance (CM) Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Appliances	25	54	81.5	113.0	3.26	2.09	12.00%	7.41%
Building Interior/ Exterior	362	820	862	2,477.3	2.4	3.0	19.67%	8.29%
Electrical	329	672	802.7	1,539	2.4	2.3	7.29%	6.25%
Plumbing	218	498	517.2	1,035	2.4	2.1	5.50%	4.42%
Safety	14	33	51	102	3.6	3.1	0.00%	3.03%
Total	946	2077	2315	5266	2.4	2.5	7.49%	6.40%

Preventative (PM) Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Building Interior/ Exterior	37	76	50.5	92.0	1.4	1.2	2.70%	18.42%
Electrical *	35	58	8.3	16.5	0.2	0.3	62.86%	56.90%
Safety	386	779	253	534.5	0.7	0.7	0.26%	0.13%
Total	466	926	453	918	1.3	1.4	5.15%	5.18%

* Generator PMs performed by Motor Pool

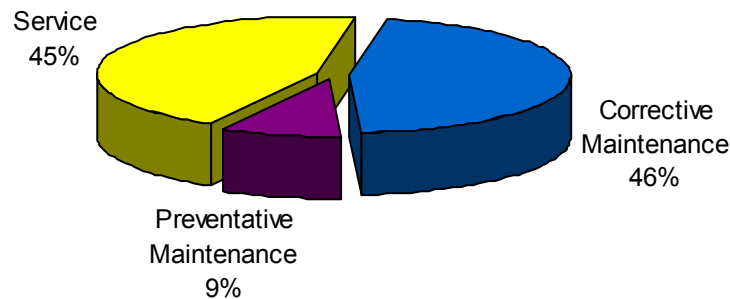
ENGINEERING AND BUILDING SERVICES AND ENVIRONMENTAL HEALTH AND SAFETY, CONTINUED

GERALD CAUDILL

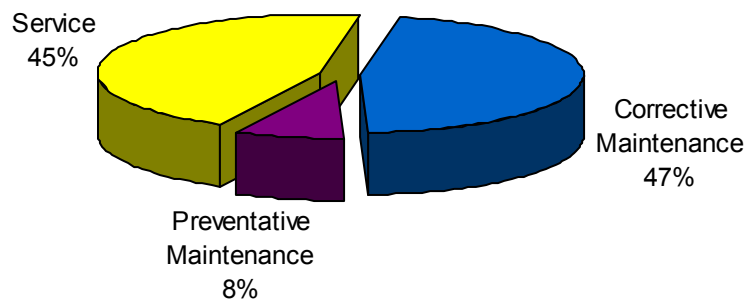
Service Work Order Performance Measures

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Appliances	7	28	3.50	38.0	0.5	1.4	28.57%	7.14%
Building Interior/ Exterior	235	525	860.7	2,118.8	3.7	4.0	15.74%	15.05%
Electrical	81	152	246.5	463.6	3.0	3.0	23.46%	19.74%
Plumbing	22	52	19.2	71.5	0.9	1.4	18.18%	9.62%
Renovation	160	357	1,054.5	2,340.7	6.6	6.6	15.63%	16.25%
Safety	24	51	47.7	78.2	2.0	1.5	12.5%	7.84%
Total	529	1,165	2,232.1	5,110.7	4.4	4.4	16.64%	15.11%

Percent Time by Total Work Order Hours 2nd Quarter



Percent Time by Total Work Order Hours YTD



CONSTRUCTION ADMINISTRATION AND CONSTRUCTION/RENOVATION SERVICES

JAY WALLACE

Mid-Year Accomplishments/Highlights

- Designed a web-based sign-off procedure and published construction schedules to assist customers in understanding the process which will hold project managers and vendors accountable
- Completed capital projects: Wood-Stegall Center, steam line project Phase IV, Rutherford Blvd. parking lot (980 spaces), and Founder's Lane parking lot (187 spaces)
- Construction Administration published periodic construction updates in "The Record" with several articles highlighting Construction/Renovation personnel
- Various staff participated in the APPA Institute for Facilities Management conference in California, NEOCON session in Atlanta, IIDA LEED and Design seminars, a regional SCUP convention, the AIA Tennessee convention, and an MTSU Leadership session

End-of-Year Goals

- Enhance customer understanding and satisfaction through increased communication relative to construction scheduling and periodic financial reporting
- Educate customer base through periodic informative articles in various University publications and publication of architectural design milestones
- Schedule sufficient time for final bid document review prior to release
- Provide environment that encourages staff growth and promotion
- Educate and encourage campus community to submit projects early
- Participate in construction partnerships using private donations to help complete planned growth of MTSU

Construction Administration Capital Project Summary

	1st Quarter Totals		2nd Quarter Totals		Mid-Year Totals	
	# Projects	\$ Projects Value	# Projects	\$ Projects Value	# Projects	\$ Projects Value
Beginning Active Projects	10	\$17,434,650	9	\$16,972,324	10	\$17,434,650
Added Projects	1	\$197,674	2	\$1,642,259	3	\$1,839,933
Completed Projects	2	\$660,000	2	\$1,284,410	4	\$1,944,410
Ending Active Projects	9	\$16,972,324	9	\$17,330,173	9	\$17,330,173

Construction/Renovation Project Summary

	1st Quarter Totals		2nd Quarter Totals		Mid-Year Totals	
	# Projects	\$ Projects Value	# Projects	\$ Projects Value	# Projects	\$ Projects Value
Beginning Active Projects	30	\$1,031,479	32	\$603,314	39	\$1,031,479
Added Projects	15	\$246,145	5	\$22,684	20	\$268,829
Completed Projects	22	\$674,310	22	\$347,915	44	\$1,022,225
Ending Active Projects	32	\$603,314	15	\$278,083	15	\$278,083

GROUNDS / **MOTOR POOL SERVICES**

JAMES LUTER

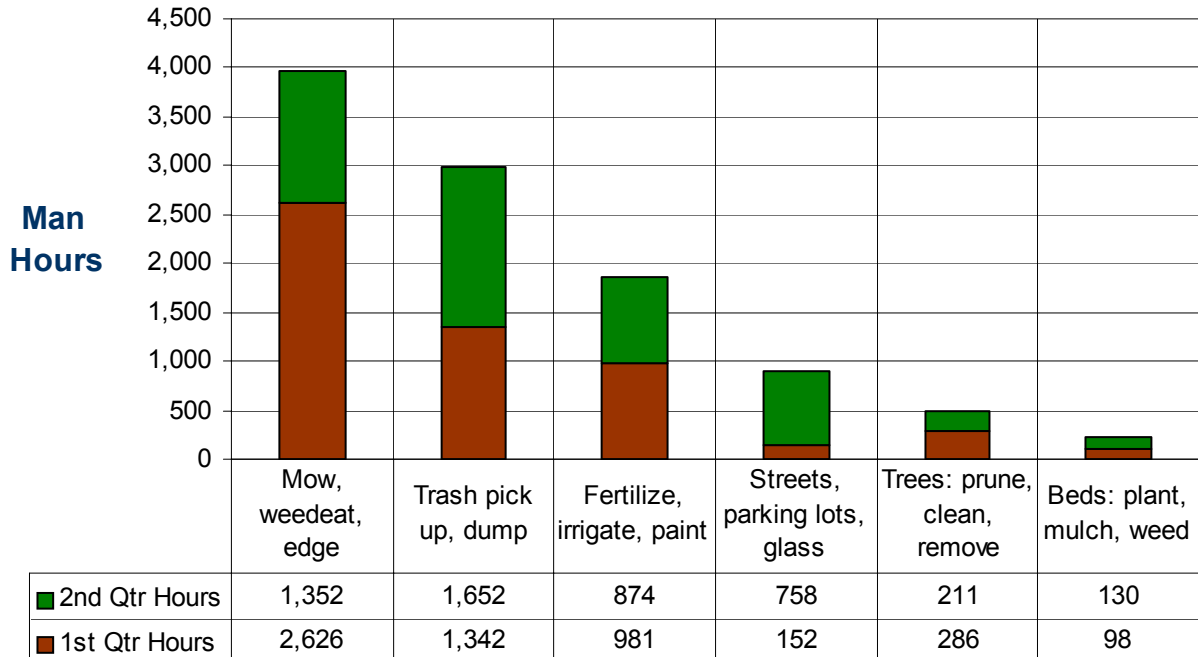
Mid-Year Accomplishments/Highlights

- Provided support for ROTC to land helicopter in KUC courtyard
- Purchase sanitation truck
- Support recycle/reuse resources on campus (roof rocks and soil)
- Landscaped James Union Building
- Prepared rainfall/temperature records
- Planted dedication trees on campus
- Purchased two new Micro Buses for Motor Pool
- Major effort to collect and close-out old paperwork

End-of-Year Goals

- Continue 25-year tree planting plan
- Landscape Ezell
- Support campus special events
- Review department work loads
- Continue campus renovation support
- Continue to improve paperwork for Motor Pool
- Reorganization of preventive maintenance for campus vehicles
- Training program for department employees
- Better coordination of PMs on generators

Grounds Services **Allocation of Labor by Activity**



Grounds / **Motor Pool Services, CONTINUED**

JAMES LUTER

Grounds Work Order Performance Measures

	# WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Maintenance	15	31	85	122	3.5	3.9	13.33%	6.45%
Preventative (PM)	10	10	34	34	3.4	3.4	10.00%	10.00%
Corrective (CM)	7	23	19	89	2.7	3.9	14.29%	4.35%
Service	86	210	1,075	2,139	12.5	10.2	18.60%	14.76%
Total	101	241	1,127	2281	11.2	9.4	17.82%	13.69%

Motor Pool Work Order Performance Measures

	# WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD	2nd Qtr	YTD
Maintenance	96	197	215	627	2.2	3.2	32.29%	39.09%
Preventative (PM)	77	154	147	311	1.9	2.0	33.77%	43.51%
Corrective (CM)	19	43	68	312	3.6	7.3	26.32%	23.26%
Service	169	331	1,174	2,477	6.9	7.5	12.43%	10.27%
Total	265	528	1,389	3,104	5.2	5.9	19.62%	21.02%



CUSTODIAL SERVICES

DAVID FEAGANS, JOHN KNOX, JOHN BOURGEOIS

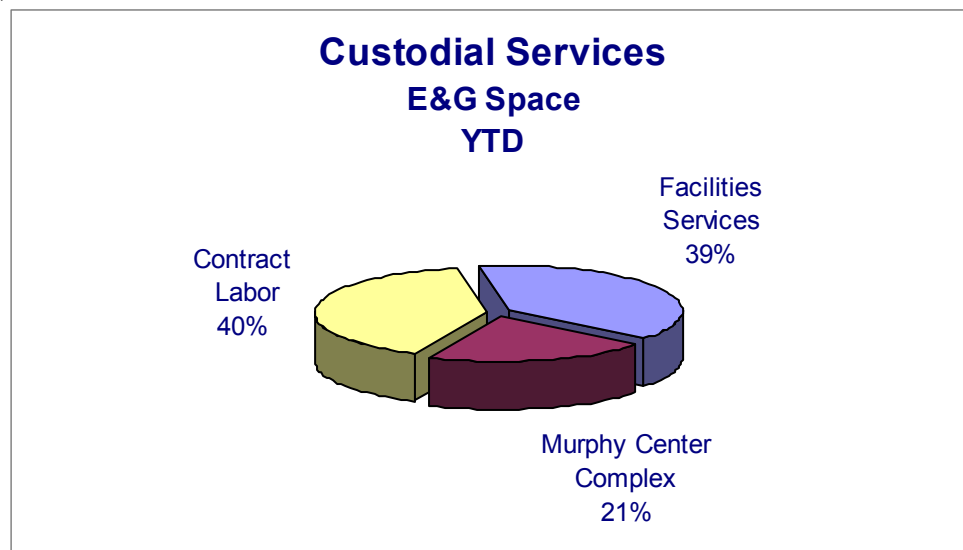
Mid-Year Accomplishments/Highlights

- Improved utilization of personnel on trash pick-up
- Initiated equipment inventory tracking procedures
- Provided custodial services for new facilities: Tennessee Miller Coliseum, Horse Science Center, Paul W. Martin, Sr. Honors Building, Wood-Stegall Center, Fairview Building, and the new office for Parking and Transportation Services
- Supported special events

End-of-Year Goals

- Revisit standard operating sheets for cleaning
- Bring Todd Building on-line
- Clean to an established level at a reduced rate
- Continue improvement in productivity
- Ongoing support of campus events
- Review contractor performance

YTD Gross Square Footage E&G Space	
Facilities Services	1,046,893
Murphy Center Complex	575,142
Contract Labor	1,093,248
Total	2,715,283





Summary of Services Mid-Year Report

This report is produced by the FSD director and staff and published by FSD Central Administration.
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