


University of South Florida
Office of Administrative Services

EXCELLENCE AT WORK
**YEAR IN
REVIEW**

2022



Message from Vice President Carole Post



Since assuming the role of Vice President back in March of 2022, I have seen firsthand the extraordinary efforts of the dedicated Administrative Services team. Our departments are responsible for keeping USF, the equivalent of a medium-sized city, moving forward. The “by the numbers” facts shown on the opposite page help paint that picture.

Each year, our *Excellence at Work* publication highlights a selection of the great work done by the Office of Administrative Services. The following pages provide a glimpse of the accomplishments of our amazing team during 2022.

ADMINISTRATIVE SERVICES BY THE NUMBERS

577
restrooms
serviced daily




500
acres of
green space
maintained

3
chilled water plants and
1 hot water plant
managed



1,905
exterior light pole
fixtures maintained

83
E&G buildings and
4.5 MM
SF maintained



295 MM
gallons of
potable water
produced
annually

40,349
work orders
processed and
completed
annually



700+
HVAC Units
maintained



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New technology and equipment is procured and implemented each year to improve efficiencies in our operations while also reducing costs for the university when possible.



New Technology & Equipment




BUILDING SERVICES

Increasing Safety And Efficiency


New Asset Management System Improves Building Services Workflow

The Building Services department provides custodial services to 83 buildings across campus every day. To access these facilities, the team manages 198 keyrings with about 100 of those used daily by team members. To improve the keyring sign-out/sign-in process, a new wall-mounted electronic key control system was implemented. The new KeyTrak system has multiple locker panels and allows more efficient

control and assignment of keys and other assets. Along with the physical security of having each key or locker individually locked down, the system enables the team to know exactly where keys and assets are at all times. With this new system, the turnaround time at the start and end of shifts has improved greatly, giving staff the ability to be in the field more and have better visibility and control of a potential security risk.



Stevette Reeves uses the new KeyTrak system to make managing keys and assets easier.

A man wearing a grey short-sleeved button-down shirt, dark pants, glasses, and blue gloves is operating a compact floor scrubber. The scrubber is black with yellow accents and has a large black tank on top. He is in a bathroom with white tiled walls and a white sink. The scrubber is on a light-colored tiled floor. A yellow power cord is attached to the machine. In the bottom left corner, there are several concentric white circles of varying sizes.

Nestor Reyes uses a new compact floor scrubber. These scrubbers make the cleaning process more efficient, effective, and safe while reducing strain on employees.

New Equipment in Building Services

New compact floor scrubbers improve efficiency, effectiveness, and safety when cleaning small spaces. Prior to this new equipment, small spaces were cleaned with brooms and mops; a process that was more time consuming and significantly less effective. Additionally, the new equipment puts less strain on the user's body while allowing them to reach under and around sinks, tables, and other furniture and fixtures.

In addition to maneuvering in small spaces, these compact machines also excel at quick cleanup of spills. With the new compact floor scrubbers, employees can clean with a liquid solution and vacuum up the dirty water at the same time. Surfaces become dry in under a minute, greatly reducing the risk of slip-and-fall injuries.

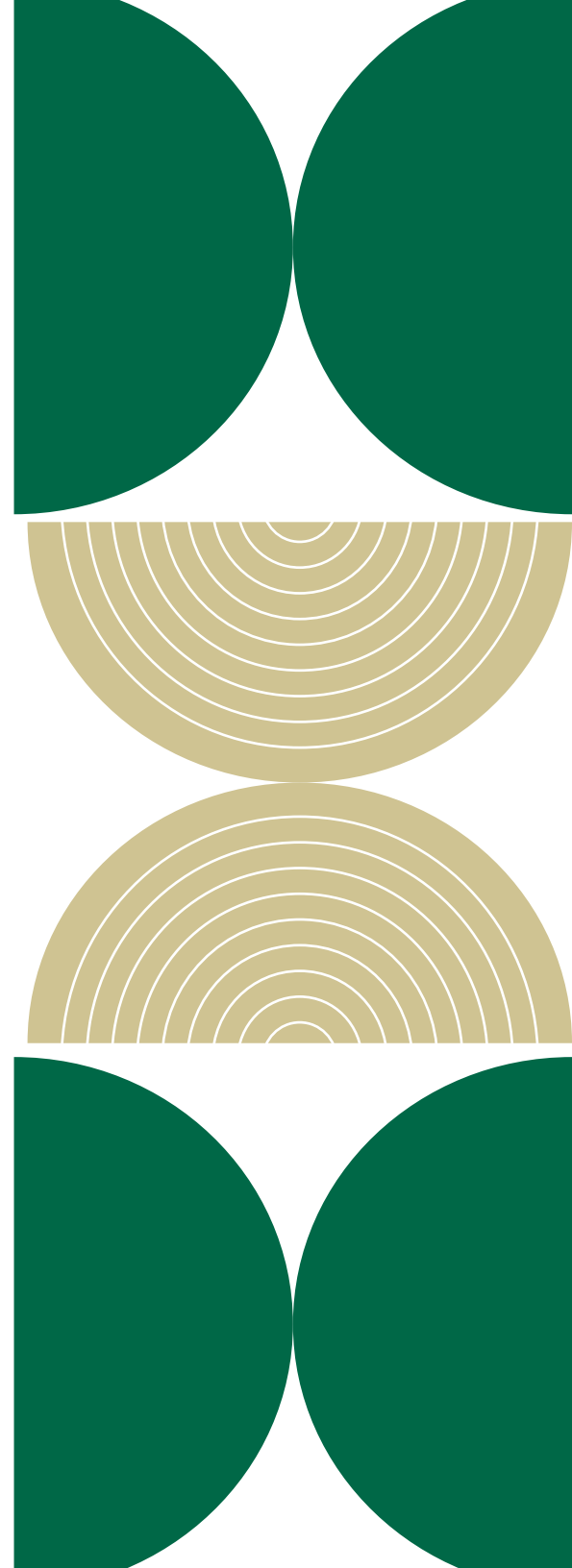
FAMIS Developments

Facilities and Asset Management Information System (FAMIS) is a cloud-based application with a self-service function to submit Facility Work Requests. FAMIS is utilized to submit requests to Facilities groups on all campuses as well as to Parking & Transportation Services on the Tampa Campus.

FAMIS Implemented at USF Health Downtown

FAMIS is now active for the four USF Health facilities located in Downtown Tampa as well as on the Tampa campus and other satellite locations.

Facilities Information Services (FIS) provided configuration, data loading, user account creation, and consultation services on the management of FAMIS for on- and off-campus facilities. During the implementation, FIS developed unique work types for self-service work requests and best practices for workflow rules to route requests to the appropriate area and maintenance staff.



Enhancements for FAMIS Desktop and Mobile Apps

FAMIS now enables keyword search at the property level to better assist users in requesting work for non-building related locations. Keywords such as: Lawn, Sidewalk, Roadway, Street, Intersection, and Traffic were added to external space properties in FAMIS to enable these properties to appear when searching. This allows the user to submit a work request or report issues that affect the campus but are not building related.

Multiple mobile app enhancements were made to improve the user experience, including consolidating and streamlining user account security profiles based on desktop app profiles, implementing the ability to scan barcodes and QR codes anywhere where the creation or searching for assets is supported, and implementing the ability to populate the property field based on the user's location and proximity to the building when submitting work requests.

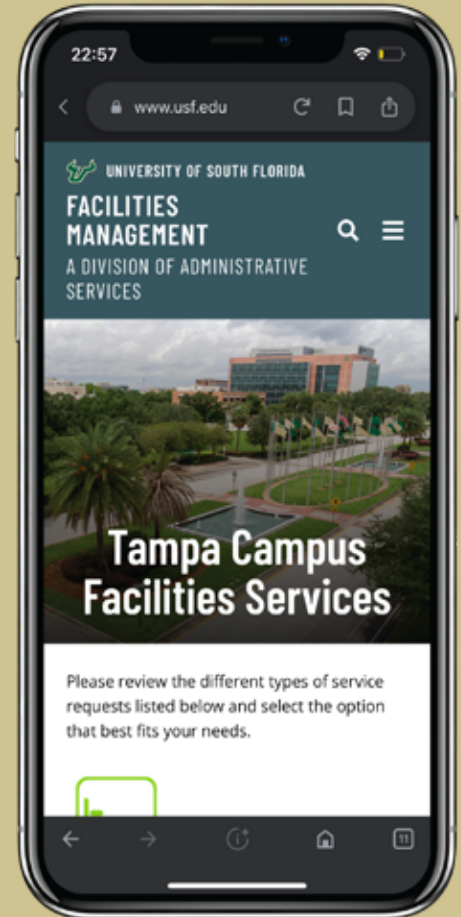
Improved Workflow for Space Impact Request (SIR) Review Process

The Space Impact Request (SIR) review process was migrated into the FAMIS work request system. Upon successfully migrating the SIR review process to FAMIS, SIR approval turnaround time decreased from one month to about one to two weeks. In FAMIS, requestors are provided more transparency and can track the status throughout the review process. Additionally, the new process provides a database for project history and records accessible to all Facilities Management staff.

Coinciding with this new process, the Communication and Engagement team created a new Space Impact Request Process page on the Facilities Management website to provide users with step-by-step information about the SIR process along with tips and answers to frequently asked questions.

New Facilities Service Requests Landing Page

To aid the USF community in finding the facilities-related service options they need, the Communication and Engagement team developed online landing pages for all three campuses. The landing pages provide links, contact information, and descriptions for various facilities-related service requests across Administrative Services, Housing, and IT all in one place. The pages are accessible from a link on MyUSF as well as the facilities management pages on each campus's website.



ENVIRONMENTAL HEALTH & SAFETY

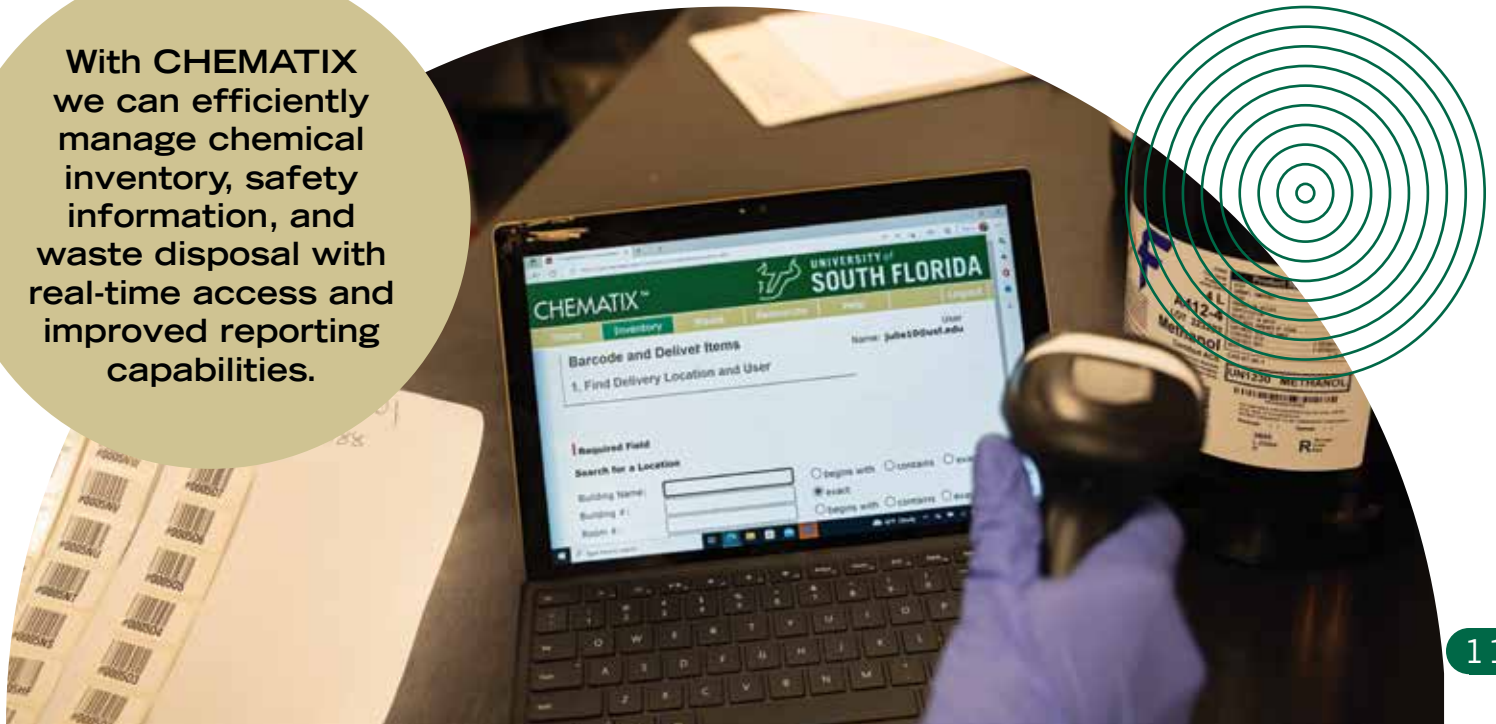
Software Upgrades

New Chemical Inventory System

EH&S transitioned to a new chemical inventory and waste management system which provides an enhanced online chemical inventory along with chemical container tracking capabilities. Utilizing barcoding/scanning technology, the system tracks chemical containers to their exact location within a building, lab space. etc. The system, CHEMATIX, is designed to provide real-time chemical inventory

information to users and emergency responders, access to important chemical safety information, and facilitate efficient, compliant disposal of chemical waste. CHEMATIX provides a more user-friendly experience, better safety information, and vastly improved searching and reporting capabilities, leading to more functional and structured inventory tracking and a safer USF campus.

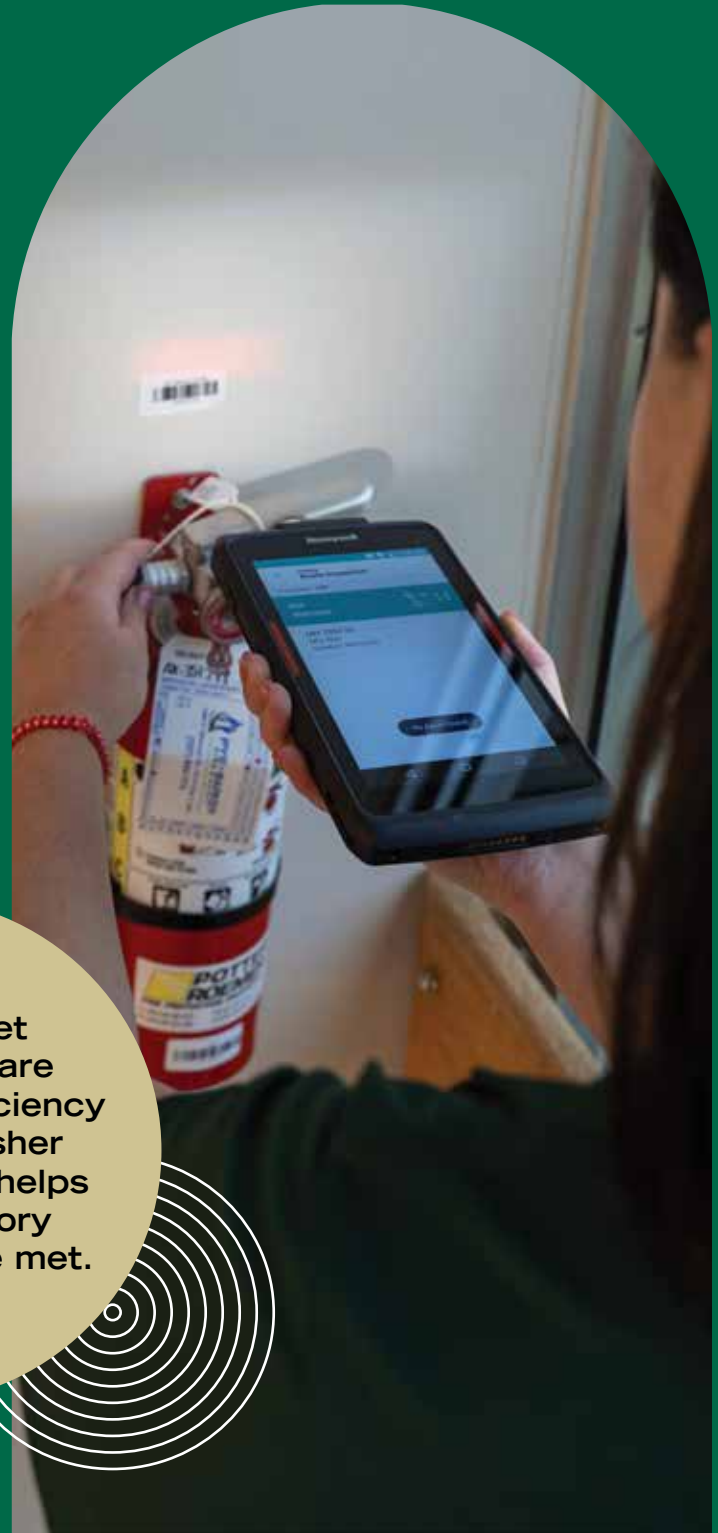
With CHEMATIX we can efficiently manage chemical inventory, safety information, and waste disposal with real-time access and improved reporting capabilities.



Fire Inspections Made Easier with New Asset Tracking Software

A new asset tracking software was implemented to increase the efficiency of regulatory-required inspections of fire extinguishers across USF campuses. Per applicable code requirements, EH&S inspects approximately 44,712 fire extinguishers on an annual basis (this works out to approximately 3,726 per month!) to ensure they are available and functional in the event of a fire. The new asset tracking software replaces the previous manual process. The new software has scanning and data upload capabilities which speeds up inspections and implementation of required corrective actions while also improving reporting and tracking.

The new asset tracking software improves the efficiency of fire extinguisher inspections and helps ensure regulatory requirements are met.






MAINTENANCE & UTILITY SERVICES

Equipment Investments Generate Immediate Return in Cost-Savings

Insourcing Industrial Pump Overhaul and Installation Capability

The Maintenance and Utility Services department manages the pumping systems that distribute space heating and cooling water to Tampa campus facilities. The overhaul service of the large industrial pumps used in the Tampa campus heating and cooling plants is a specialized, non-competitive industry. With the rising costs and the increased service times seen in outsourcing pump overhaul and repair services, the Maintenance and Utility Services team decided to look at an alternative solution. Through investment in staff development and new equipment, the team successfully insourced the pump overhaul and installation capability. Performing this work in-house has reduced the overhaul and repair costs by 40% to 50%. In the event of an unexpected failure or forced outage, it is essential that repairs are completed as quickly as possible. With pump overhauls being performed in-house, repairs can be completed promptly and at a lower cost than ever before.



Plant Mechanics, Clint Franklin and Terry Pilon, stand in front of a pump that saved an estimated \$6500 in sunk costs for removal and reinstall fees, labor costs, and part sourcing.

New System Implemented for Work on Piping Systems

A new *hydra-stop* valve system allows the Maintenance and Utility Services team to perform planned, routine, or emergency work on potable water, wastewater, chilled water, or hot water piping systems up to 12" without having to shut down any portion of the system. The new hydra-stop system can be installed in half the time as traditional methods, and it eliminates the costs associated with system shutdowns and re-starts.



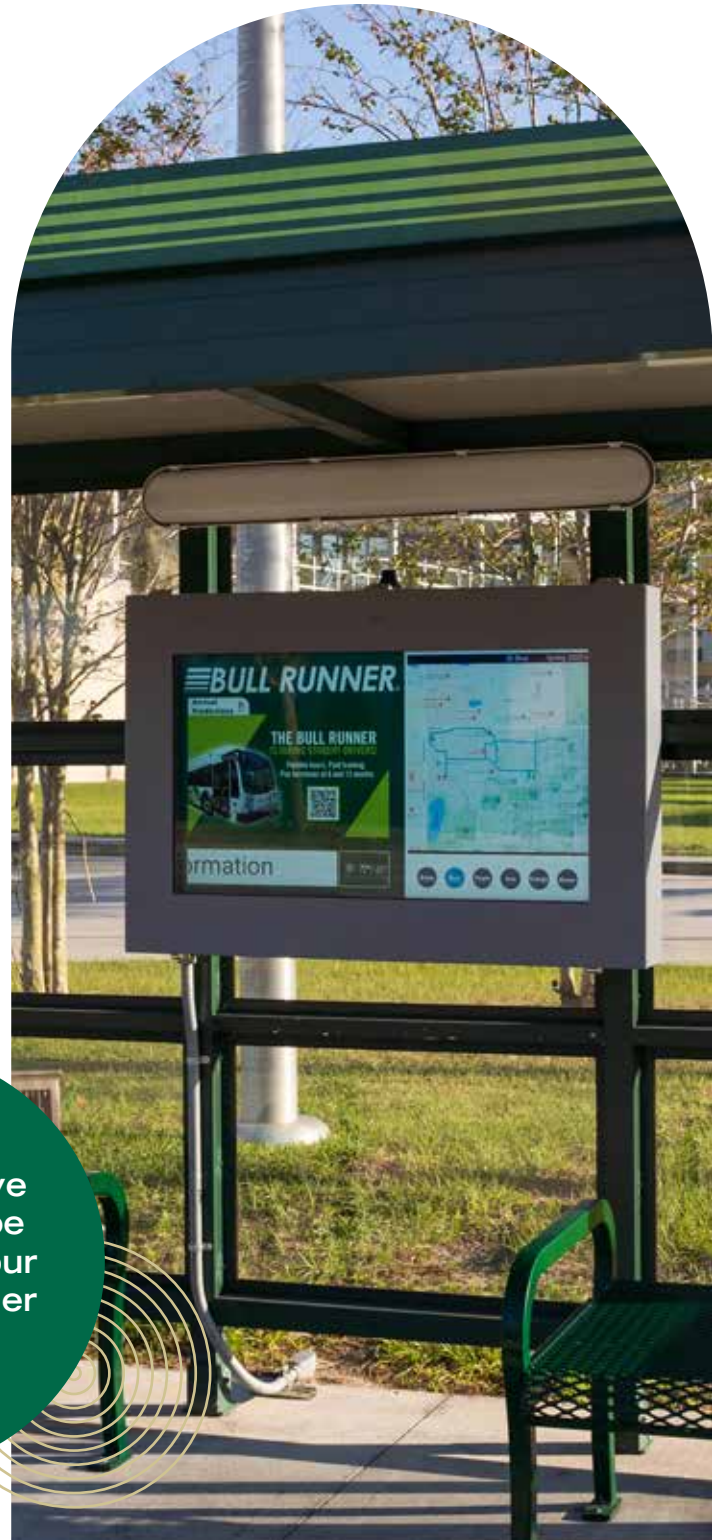
The installation of the hydra-stop insertion valve is accomplished through a single circular hole cut into the top of the pipe without the need to ream or sever the pipe. By installing the valve right where a control point is needed, you gain a permanent asset. This provides increased system control and maintenance and means costs can be depreciated over time. The new system is safer and more economical than other methods; OAS has saved an estimated \$2,000-\$7,000 on each of the four systems installed so far.

PARKING & TRANSPORTATION SERVICES

Improvements in Transportation Technology

Parking and Transportation Services has partnered with transit technology company Passio to upgrade the Bull Runner bus tracking system with more accurate arrival times. As part of this partnership, touchscreen infotainment displays were installed around campus at the four most popular Bull Runner shelters. These displays provide real-time arrival prediction and route information. Additionally, if there is a need to reroute the buses due to accidents, students will now know immediately and will be alerted in case of a campuswide emergency.

**New interactive
displays can be
found at the four
main Bull Runner
shelters.**





The Bull Runner bus system served over 390,000 riders and drove a combined 358,100 miles in 2022.

VEHICLE MAINTENANCE

Improving Productivity with New Equipment

Service speeds have improved with the purchase of a drive-on car lift for Vehicle Maintenance. The equipment holds up to 7,000 pounds and is used to service small to medium vehicles. This new equipment is faster and more efficient, allowing technicians to complete more jobs and spend less time raising and lowering vehicles.



Campus Improvements

New USF pole banners line many of the roads on the Tampa campus as well as Fletcher Ave. and Fowler Ave. The banners experience natural wear and must be replaced every two to three years.

The Communication and Engagement team designed and coordinated the installation of 314 banners on 157 light poles across the Tampa campus.

Building Signage Refurbished

All 53 building identification monuments on the Tampa campus have been refurbished. The monuments, many with badly faded paint and peeling lettering, were redone to both improve their appearance and to make wayfinding easier and more accessible for pedestrians and drivers. The renovations included sandblasting, repainting with high-quality vehicle paint for long-lasting effects, and applying new reflective vinyl lettering in a new font. The new font is more legible, and the reflective vinyl will help drivers find buildings when it's dark. Updating university signage makes the campus look more cohesive and appealing to visitors and the USF community. The Communication and Engagement team designed the new look of the monuments, mapped all of the monument locations, and created digital files for the lettering on each monument. All of the refurbishment work was completed in-house by the Grounds team in the Facilities Services department.

Refurbishment of building identification monuments on the Tampa campus makes wayfinding easier and more accessible.



Major Construction Projects

Porter Family Indoor Performance Facility

Construction was completed on the Porter Family Indoor Performance Facility. The 88,000-square-foot facility features a 100-yard artificial turf field, observation deck, reception lobby, outdoor plaza, and a video production area. The facility will be open to all student-athletes and provides them with an indoor space to practice. This is an enormous benefit in Florida's climate for sports like football, soccer, and lacrosse.

The completion of the Porter Family Indoor Performance Facility provides immense benefits to USF student-athletes, especially during inclement weather.





Once complete, the Judy Genshaft Honors College will enhance students' educational opportunities and provide welcoming and engaging spaces for the community.

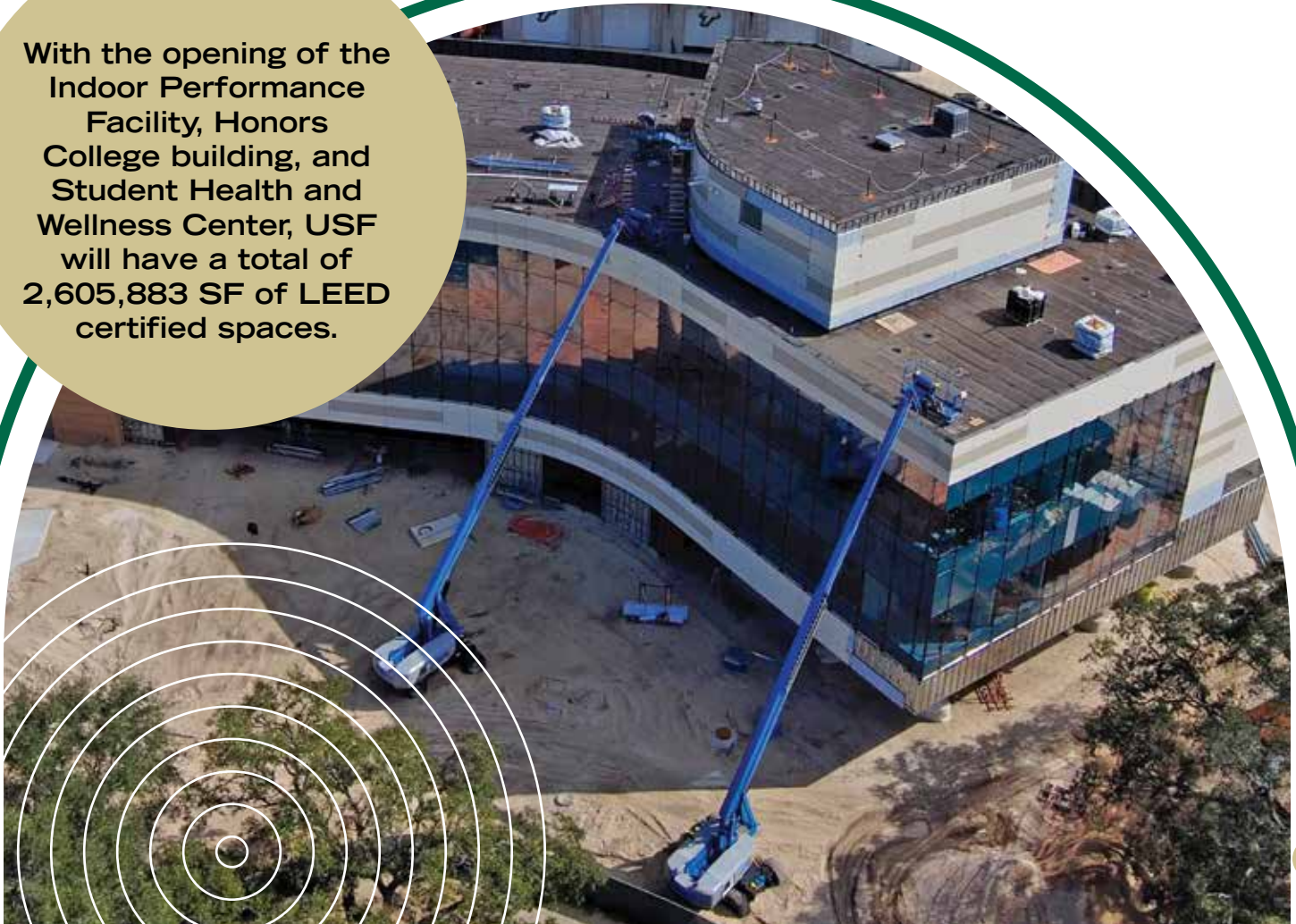
Judy Genshaft Honors College

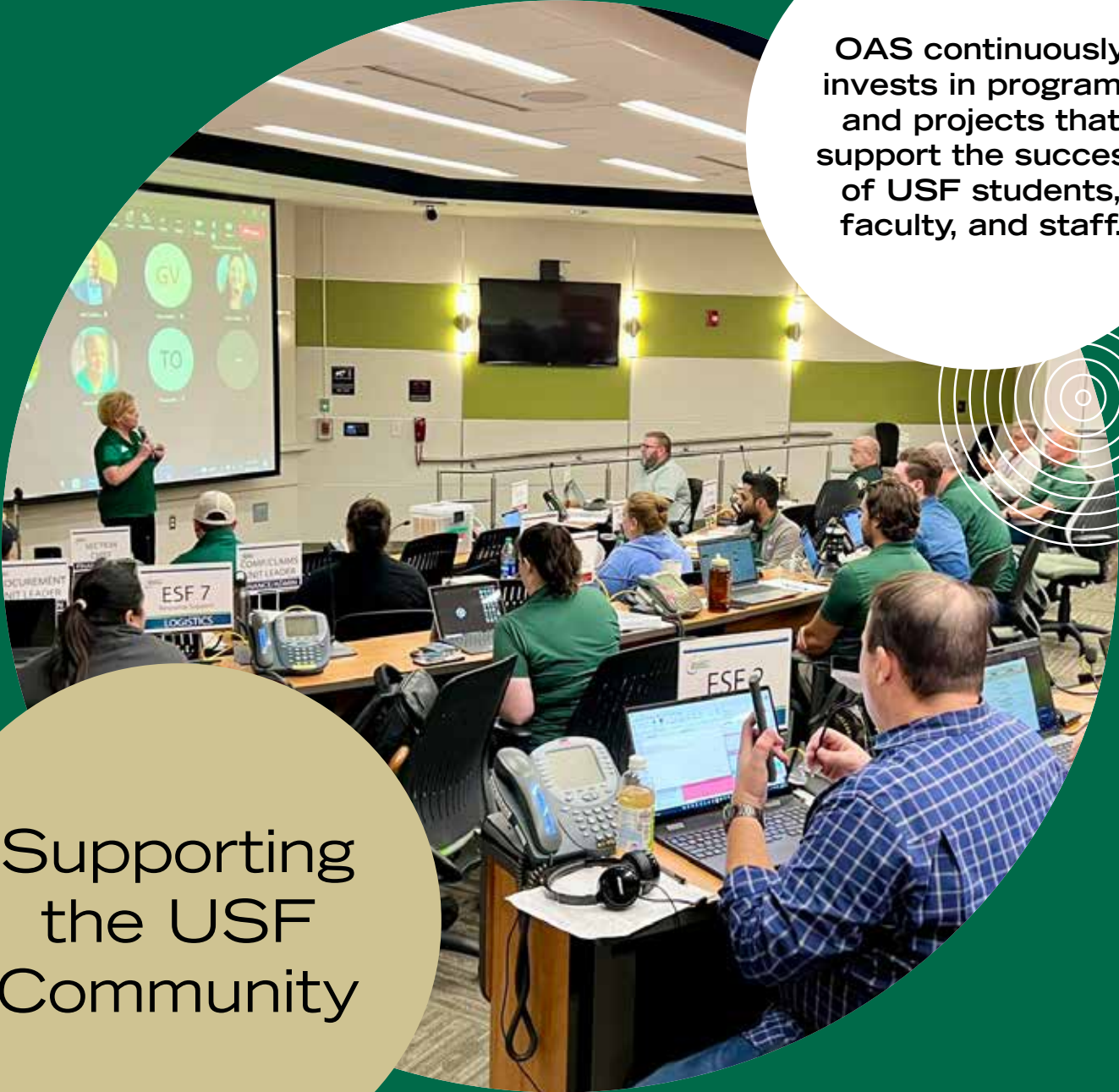
The Judy Genshaft Honors College building, the new state-of-the-art home for the USF Honors College, will be opening for the 2023 summer semester. The 86,500 square foot, five-story building includes a lecture hall, classrooms, study areas, a technology lab with audio and video recording suites, a music studio, an art studio, a food and cultural studio, multiple classrooms, conference rooms, collaboration spaces, offices, and a Buddy Brew café.

Student Health and Wellness Center

Construction is also being completed at the end of the 2023 spring semester on the USF Student Health and Wellness Center. The 50,615 square foot, three-story building is four times larger than the current clinic and brings student wellness services together in a one-stop facility. The wellness center complex will deliver general medical, urgent care, and specialty services like physical therapy, immunizations, gynecology, psychiatry and behavioral health, and nutrition, as well as laboratory services and a pharmacy.

With the opening of the Indoor Performance Facility, Honors College building, and Student Health and Wellness Center, USF will have a total of 2,605,883 SF of LEED certified spaces.





OAS continuously invests in programs and projects that support the success of USF students, faculty, and staff.

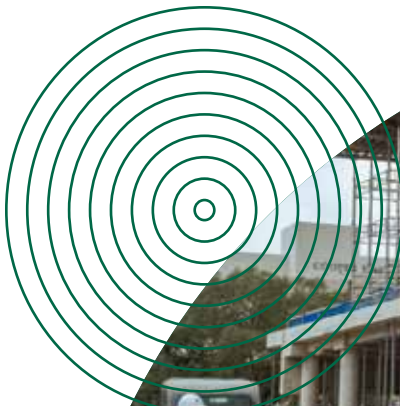
Supporting
the USF
Community

DESIGN & CONSTRUCTION

Enhancing Student Learning: The AEC Experience

The Design and Construction department provided students with a unique interdisciplinary learning opportunity through a program called the Architecture, Engineering, and Construction (AEC) Experience. Students who take part in the program participate in guided, interactive tours of active construction sites on campus and attend lecture sessions that highlight key aspects and challenges of the projects. During the tours and lectures, students interact with Design and Construction team members as well as professionals from the architectural, engineering, and construction

firms working on the projects. Participants also have access to project webcams and regular 360-degree camera site walks where they can learn about the unique features of each site and see how the construction components fit together over time. Students who complete the program requirements each semester receive a digital badge supported by Credly, a global credentialing program. Over the past 3 semesters, 12 online sessions were completed, almost 1,000 students have taken tours, and more than 75 digital badges have been awarded.



The AEC Experience uses current USF construction projects to offer students interested in architecture and engineering a unique interdisciplinary learning opportunity.



EMERGENCY MANAGEMENT

Hurricane Preparation and Recovery

The preparation for hurricanes begins long before a storm hits and involves every department in OAS. Hurricane Ian was an example of this team effort. For example, once it was known that USF was in Hurricane Ian's path, the Maintenance and Utilities team checked for clogs in all roof and exterior drains and placed approximately 600 sandbags around campus. Parking and Transportation Services led a

support group that assisted the administrative team by checking the garage capacities and helping move vehicles from unsecured areas to sheltered areas on campus. PATS also had a volunteer evacuation team of student drivers responsible for safely transporting St. Petersburg students to the Tampa campus before the storm and driving them back once it was safe.

Emergency Management held work group meetings with all key components of the Emergency Support Functions to ensure there would be no unmet needs during the storm.



Emergency Management activated the Emergency Operations Center and prepared all departments to ensure they had all resources available. The coordinated, repeatedly exercised effort made Emergency Management ready for each stage of the storm. Everyone performed their roles efficiently because of their extensive preparation for emergency events. There were ride-out teams who sheltered on campus during the storm and were readily available to address any concerns that may have appeared once the storm hit.

Within four hours after the storm, members of the Land Use and Planning and the Design and Construction departments conducted a rapid damage assessment and decided what immediate actions to take. The team walked the campus and inspected about 160 buildings to identify the level of the impact of the storm. Within 72 hours after the storm, Environmental Health and Safety did a cost estimate for the repairs using information gathered from the damage assessment and reported these numbers to FEMA.

Chris Ilse surveys potential water damage. Immediately following Hurricane Ian, OAS employees spent a day and a half surveying facilities, projects, and landscaping and assessed repair needs.





Rob Marlowe
demonstrating how to
put on a tourniquet and
explaining what it feels
like, with the help of a
volunteer from an active
threat training session.

EMERGENCY MANAGEMENT

Preparing the University for Emergencies: Active-Threat Training

Emergency Management provides active-threat training to any department or student group that wants to receive it. The training was made mandatory for all OAS departments this year. There were 35 training sessions held in the past year and approximately 500-600 people received training. During the training, participants learn general protective measures as well as what types of behaviors and

indicators to look for that may signify someone is planning an active threat. The training has become more interactive and includes a scenario where participants learn how to physically confront and take down a threat if that is the only option available to them. They also learn “stop the bleed” techniques, such as how to apply a tourniquet or how to compress a gunshot wound.



FACILITIES INFORMATION SERVICES

Interactive Campus Map

The Interactive Campus Map has been published and released online and is publicly accessible. This was a major milestone in providing a valuable interactive tool that includes building and wayfinding information to the university community. The application is intended to help students, staff, and visitors, find their way around our campuses using an interactive graphical tool that includes informative links to department websites, points of interest, and the many varied amenities at the USF campuses. Not only can the interactive map transform how wayfinding happens on campus, but it also greatly enhances the accessibility of campus maps.

*Use this QR code to access
the Interactive Campus Map
or visit gis.usf.edu/ICM*



VEHICLE SHOP

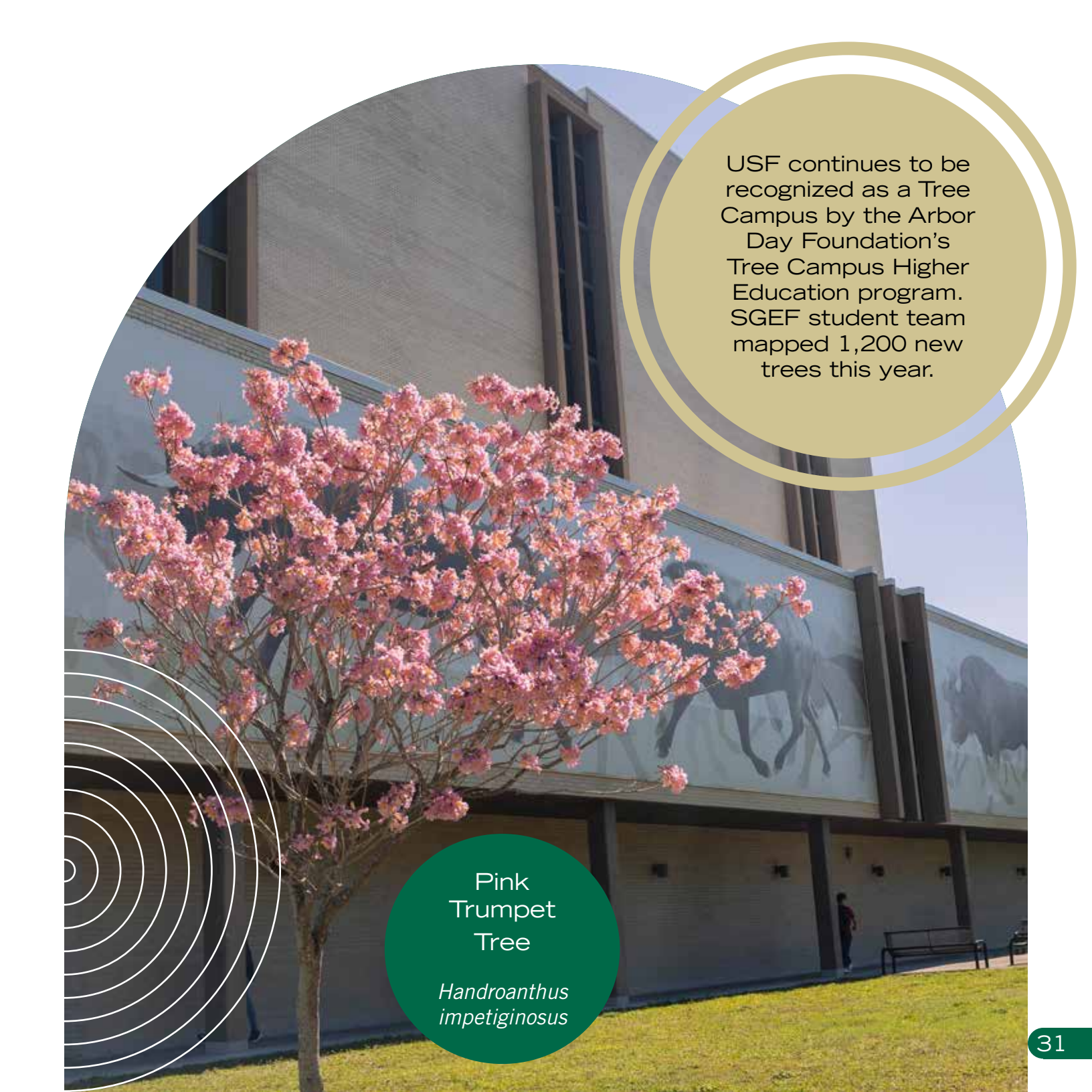
Recycling with Efficiency

The Vehicle Shop introduced a new bulb recycling program that is saving more than \$32,000 annually. Previously, the shop was taking bulbs from around campus, stacking them in boxes on pallets, and paying to ship them to a company that would crush and recycle the bulbs.

The new program utilizes equipment that crushes the bulbs and stores them in waste bins which are picked up to be recycled. Bulbs

are collected from around campus daily, the majority coming from housing and maintenance, and four waste bins with approximately 1,200 bulbs are picked up to be recycled every two to three months. Crushing the bulbs before shipping them greatly reduces shipping costs and saves a huge amount of space in the room where the bulbs are stored and tracked, creating a cleaner and more productive work environment.





USF continues to be recognized as a Tree Campus by the Arbor Day Foundation's Tree Campus Higher Education program. SGEF student team mapped 1,200 new trees this year.

Pink
Trumpet
Tree

*Handroanthus
impetiginosus*



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