

FACILITIES SERVICES ANNUAL REPORT

FISCAL YEAR 2018

SERVING THE MISSION OF ILLINOIS STATE UNIVERSITY



FACILITIES SERVICES
Illinois State University

Facilities Services

A Division of Finance and Planning
<http://facilities.illinoisstate.edu/>

Message

from the Associate Vice President



I welcome you to read this Facilities Services Annual Report. Facilities Services is comprised of Facilities Management, Facilities Planning, Energy Management, and Parking and Transportation. Combined, the over 500 employees of Facilities Services create and care for the physical assets of Illinois State University. Included in this Report are facts and summaries of our major accomplishments of Fiscal Year 2018. We recognize the value of the campus environment and appreciate its importance relating to the recruitment and retention of high quality students, faculty, and staff. It is my desire that our values of collaboration and inclusiveness are seen through your lens as you experience our beautiful campus. I thank all Facilities Services staff for their hard work that went into development of this Report and in keeping our campus clean, safe, and secure.

A handwritten signature in black ink, appearing to read 'CSK'.

Chuck Scott

Associate Vice President for Facilities Management,
Planning, and Operations



DEPARTMENT/UNIT

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Williams Hall

FACILITIES SERVICES OVERVIEW

Facilities Services, a division reporting to the Office of Vice President for Finance and Planning, is responsible for the planning, improvement, and maintenance of the Illinois State University campus buildings and grounds.

DEPARTMENTS COMPRISING FACILITIES SERVICES

Facilities Management	Facilities Planning and Construction	Energy Management	Parking and Transportation
<ul style="list-style-type: none"> • Administrative Services • Automotive Services and Fleet Reservations • Building Access • Building Maintenance & Operations • Building Services and Recycling • Grounds • Property Control and Central Receiving 	<ul style="list-style-type: none"> • Planning • Design • Construction • Furniture • Projects • Signage • Space Management • Real Estate • Leasing 	<ul style="list-style-type: none"> • Building Control Systems • Heating and Cooling • Sustainability • Utilities 	<ul style="list-style-type: none"> • Parking Lots/Decks • Permits • Transportation Options • Citations • Motorist Assistance

MISSION

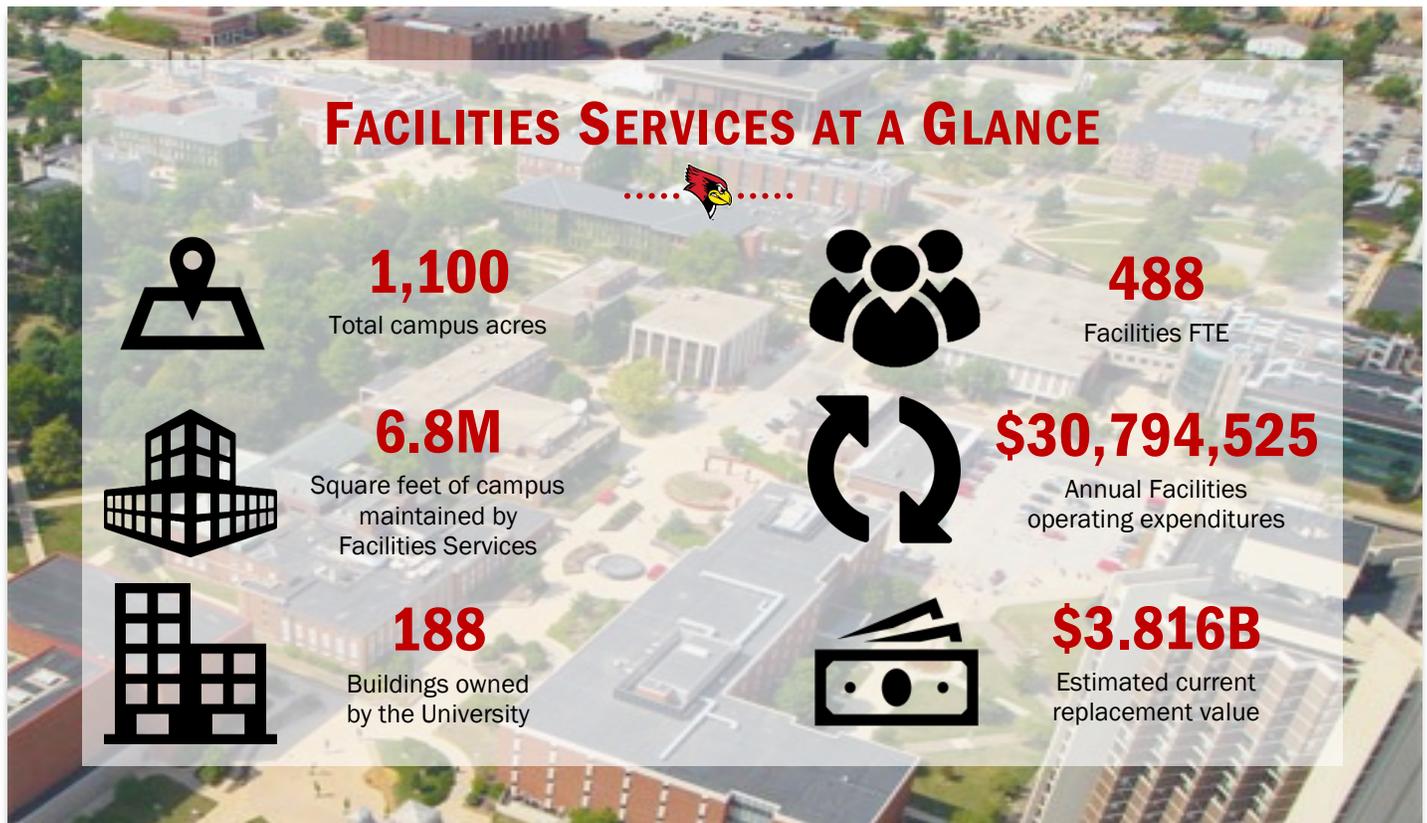
Provide safe, functional, aesthetically pleasing and environmentally sustainable buildings and grounds which are conducive to the delivery of education and support the mission of Illinois State University.

VISION

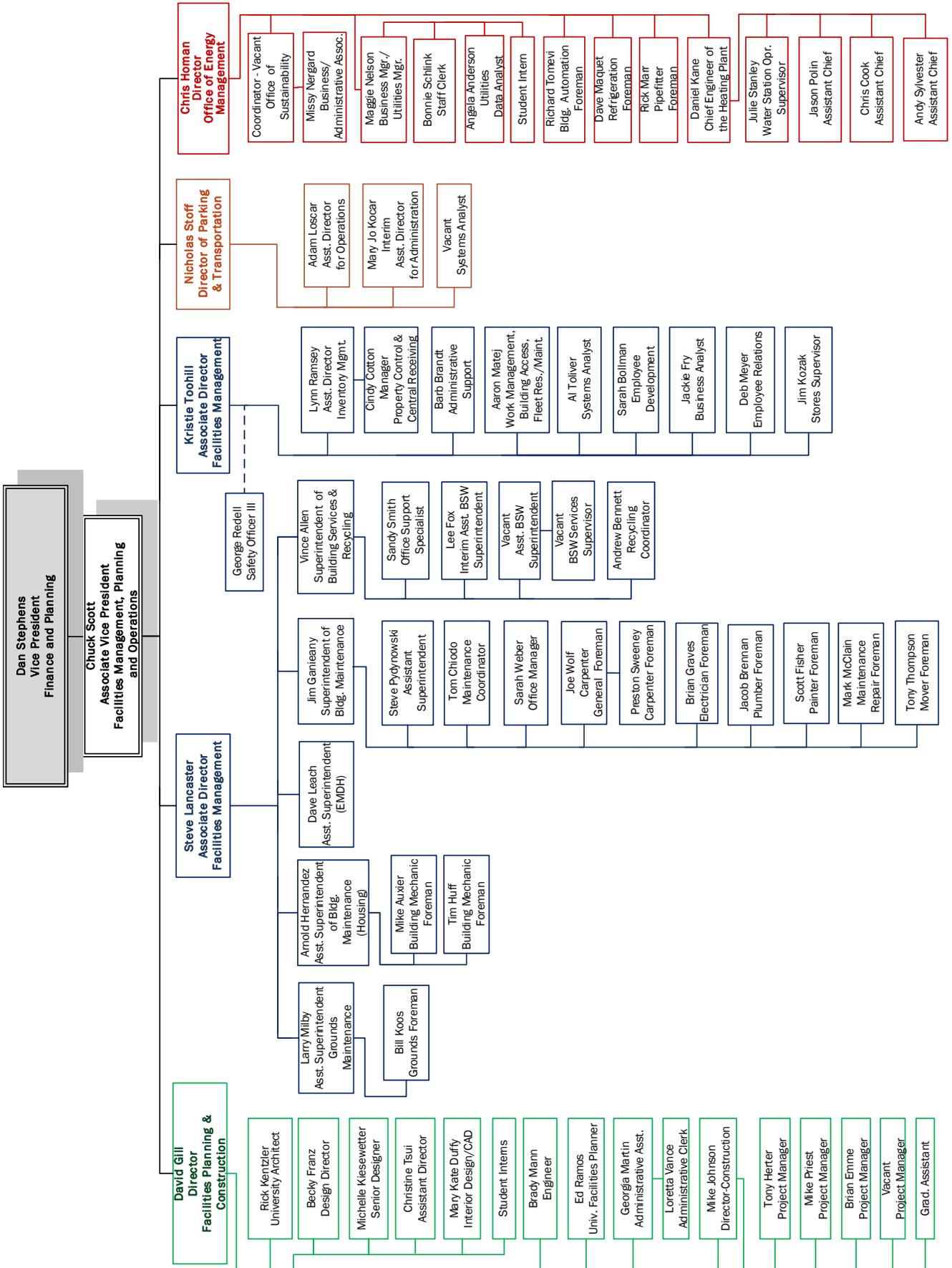
Leadership through service; recognized for excellence in service, as a partner in solving customer's problems, and the provider of choice for maintaining University buildings and grounds.

CORE VALUES

- Professionalism
- Respect
- Integrity
- Dedication
- Excellence
- Communication
- Relationships
- Quality
- Teamwork
- Engagement
- Honesty and Transparency



Illinois State University Facilities Services



FACILITIES MANAGEMENT

ADMINISTRATIVE SERVICES

Facilities Management Administrative Services provides administrative support for all units of Facilities Services. The services include:

- **Building Access:** Provides appropriate access to campus facilities; develops and maintains the electronic access system.
- **Business Office:** Maintains and produces accurate financial data and handles expenses for products and/or services.
- **Data/Business Process Analysis:** Maintains Facilities related data and improves business processes and workflow.
- **Employee Relations:** Maintains employee records and assists the department with all Human Resources needs.
- **Stores:** Maintains a storeroom of materials and equipment and handles product/services procurement.
- **Training and Development/Communications:** Promotes growth and broadens the knowledge of Facilities employees.
- **Work Management:** Coordinates routine, non-routine, and emergency work to maintain campus buildings and grounds.

FY18 BY THE NUMBERS



How many **key requests** did we complete?

4,749 key requests were processed by Facilities Management Customer Services team.

4,153

Physical keys issued

293

Credentials issued

126

Ring of keys issued



84%

Customers extremely satisfied with work order requests



55

Facilities employees attended the Temporary Foreman Program



9,433

Approximate number of vendor invoices processed



15

Facilities employees graduated from the Temporary Foreman Program

Employee Training



911

Safety training hours completed by Facilities employees



6,400

Approximate number of Stores purchase orders issued



\$1.6M

Stores stock inventory value

DID YOU KNOW?

198

Electronic access control doors on campus

460

Approximate number of employee files maintained by Employee Relations

30,000

Approximate number of transactions for daily timesheets each year

8,000

Approximate number of stock items in Stores warehouse

Educating Illinois

GOAL 2: Provide rigorous, innovative, and high-impact undergraduate and graduate programs that prepare students to excel in a globally competitive, culturally diverse, and changing environment.

STRATEGY 3: Recruit and retain high-quality, diverse faculty and staff.

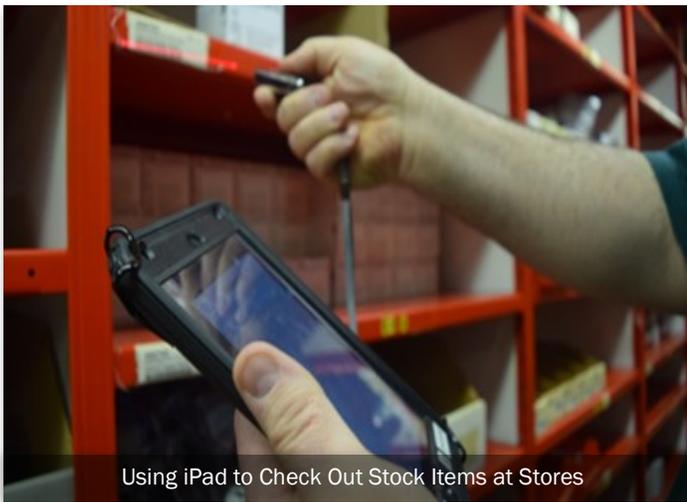


Developing employee leadership >

Facilities Services has continued to offer the Facilities Leadership Program (FLP) to promote employees' professional development and leadership. This year there were 10 employees from various areas participating. During the program, they had the opportunity to work more closely with co-workers and other Facilities leaders to expand and strengthen the Facilities Family. In addition to developing relationships, the participants practiced and applied the skills and concepts to become effective future leaders through sessions, group activities, and participation in projects and meetings.



2018 Facilities Leadership Program Team



Using iPad to Check Out Stock Items at Stores

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



Enhancing communication and collaboration >

Facilities Management started using Microsoft Teams to communicate critical information of unplanned utility outages with the campus community. With Teams, primary campus stakeholders receive immediate notifications and updates and can also ask questions directly of the team via group chat. Teams has become a powerful collaboration platform for the department to communicate and engage for this specific purpose.

Educating Illinois

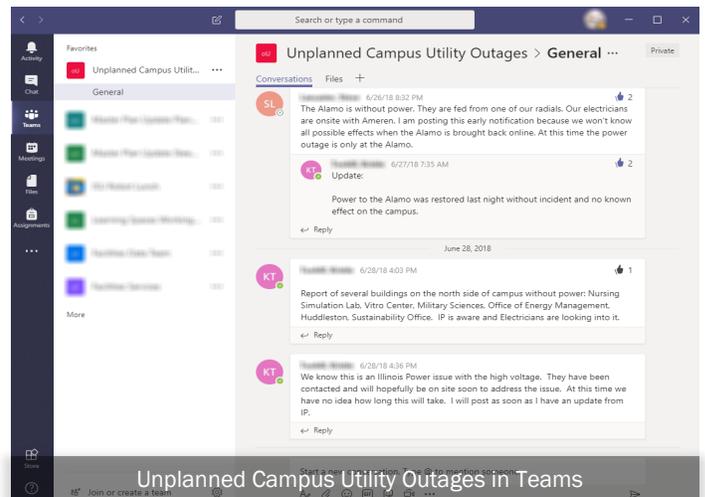
GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



< Improving check-out process with technology

After the past few years of research and testing, the e-Material Check-Out initiative was officially rolled out in December 2017. Several Craft Trades were trained to utilize MobileTMA GO application on iPads with Bluetooth scanners to check out stock items at Stores. This initiative has changed the check-out process from manual data entry to automatic data input, which helps to significantly reduce paper usage, increase data accuracy, and improve process efficiency.



Unplanned Campus Utility Outages in Teams

FACILITIES MANAGEMENT

AUTOMOTIVE SERVICES AND FLEET RESERVATIONS

Automotive Services provides vehicle maintenance and repair for University vehicles. The unit operates a full garage, including:

- Regular vehicle maintenance and repair
- Maintain vehicle service records
- Pickup and delivery of vehicles in need of repair
- Provide vehicle cost reports

Fleet Reservations provides travel assistance for all University departments and Registered Student Organizations (RSOs) through a rental fleet program. Some of the fleet services include:

- Vehicle and bus reservations
- Daily vehicle inspection and preparation
- Passenger van and minibus training
- Transportation billing and cost reports

FY18 BY THE NUMBERS



How many **automotive work orders** did we complete?

More than **1,794** work orders were completed by Automotive Services.



2,328

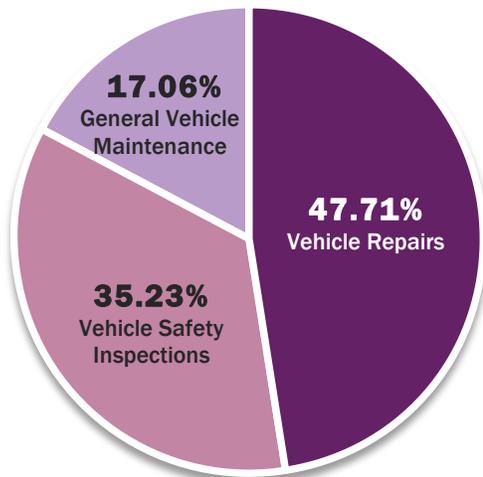
Rental fleet reservations



11,091

Customers transported using rental fleet vehicles

What **type of work** did we complete to maintain University vehicles?



583,479

Miles driven in rental fleet vehicles



101,509

Gallons of gasoline used from University fuel pumps

DID YOU KNOW?

620

Gallons of motor oil used to maintain University vehicles

267

University vehicles maintained by Automotive Services

14

Hybrid University vehicles

330

Bus reservations processed by Fleet Reservations

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



Promoting safety practices >

Automotive Services partnered with the Environmental Health and Safety (EHS) Department to enhance fire safety on campus by requiring each Trades vehicle to be equipped with a portable fire extinguisher. The fire extinguishers and mounting brackets were being installed in each vehicle. This additional equipment has become part of the annual vehicle service operation, exchanging the fire extinguisher with one that has been inspected, tested and retagged. This will insure that if the equipment is needed, they will operate as designed and meet the requirements of the State Fire Marshal.



Fire Extinguisher Installed in Trades Vehicle



Full Service Cleaning and Fueling Completed by Porter

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operation.



< Improving cleaning and fueling process

With a new team member in a Porter role, Automotive Services is able to provide the full service of cleaning and fueling for rental fleet vehicles. The Porter efficiently speeds up the vehicle preparation process including cleaning and refueling so it will be ready to be picked up by the customer. In addition, this gives the Automotive Technicians more time and they can focus on preventive maintenance and repairs for the vehicles.

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operation.



Enhancing customer service >

Fleet Reservations has continued to maintain high levels of customer service. This year we sent feedback emails every two weeks to both requestors and drivers, inviting them to share their experiences and opinions about rental fleet, vehicles, and personnel. Receiving additional customer feedback has helped us improve and deliver better services to meet our customer needs. Through the results, more than 95 percent of customers were satisfied with our services.



Agile Fleet Customer Satisfaction Survey Indicator

FACILITIES MANAGEMENT

BUILDING MAINTENANCE AND OPERATIONS

Building Maintenance and Operations provides maintenance services in support of the University's operations, including repair and maintenance of buildings and equipment throughout campus. The areas of service includes:

- **Maintenance and Repairs:** Craft Trades provide maintenance and repair services including carpentry, electrical, maintenance, moving and hauling, painting, and plumbing to the University community. Most residence halls and campus dining maintenance issues are handled by on-site Building Mechanics and Building Operating Engineers.
- **Projects and Elevator Maintenance:** The services include: providing estimates for large repairs and maintenance projects, managing maintenance projects, determining maintenance needs and repairs, coordinating various projects with Facilities Planning and Construction, and providing oversight of elevator maintenance.

FY18 BY THE NUMBERS



How many **work orders** did we complete?

More than **44,910** work orders were completed by ISU Craft Trades and Maintenance.



90

In-house FTEs working in Building Maintenance and Operations



84

Elevators on campus maintained by Building Maintenance and Operations



6.8M

Square feet of campus maintained by Building Maintenance and Operations



\$8.2M

Total expenditures for Building Maintenance and Operations in Fiscal Year 2018



124

Maintenance project estimates completed (\$1,000 minimum)



2,653

Approximate number of residence hall rooms maintained by Building Maintenance and Operations

DID YOU KNOW?

39

Fire hydrants on campus maintained and inspected each year to ensure proper functioning

2,090

Inspections of the emergency showers and eye wash stations each year for compliance

181

Backflow preventers inspected each year to ensure proper operation

11,552

Fire alarm devices in all campus buildings and residence halls inspected each year to ensure campus safety

Educating Illinois

GOAL 3: Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

STRATEGY 2: Increase pride, engagement, and sense of community among University stakeholders.



Maintaining the University's identity >

The massive light fixtures around the Felmley Hall of Science (FHS) building entrances were original to the building since 1930. All the exterior light fixtures were painstakingly disassembled for restoration. Broken parts and rusted fasteners were refurbished and replaced by our in-house Senior Mechanic Welder. During the process, new historically correct replacement glass was identified, cut, and furnished by a restoration glass specialist. The fixture sub-assemblies and parts were delivered to a vendor for sandblasting and powder coating. Once all restored metal parts and new glass pieces were received, the fixtures were reassembled, rewired, and had new LED lamps installed. The fixtures were reinstalled in their original locations on the building except for the obscured east side.



Educating Illinois

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STRATEGY 2: Increase pride, engagement, and sense of community among University stakeholders.



< Preserving historical resources

This fountain was part of the landscape for the first men's dormitory at Illinois State Normal University (ISNU), Smith Hall. Located where the South Campus residence halls once stood, south of the Student Fitness Center, the three-story wood framed home was first leased and then purchased from local Civil War veteran, Colonel D.C. Smith. Smith Hall served as a home for hundreds of ISNU men from 1934 to 1959, including during World War II when the house also served as barracks for the Navy V-12 College Training Program stationed on campus. The fountain served as a focal point for Smith Hall's spacious gardens, providing quiet study and peaceful walks for Smith Hall's residents and guests. It was given a new home at the entrance of the Office of Residential Life (ORL) Building.



Educating Illinois

GOAL 1: Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

STRATEGY 5: Provide integrated and holistic services that support students' individual needs.



Developing teaching and learning environment >

In collaboration with various departments, several classrooms campus-wide have been renovated to support teaching and students' learning. This fiscal year we successfully completed a large classroom renovation in DeGarmo Hall (DEG), room 24 for the College of Education. This project converted a traditional classroom area into a new flexible learning environment that includes three upgraded classrooms and a special education/technology library. The space emulates the modern classroom in P-12 classrooms, which requires a flexible, non-traditional space to enhance the learning experience.



FACILITIES MANAGEMENT

BUILDING SERVICES AND RECYCLING

Building Services maintains a clean and safe environment within all academic, residential, and administrative buildings on campus supporting Illinois State University's mission and goals. The unit provides custodial services to the University community; including routine cleaning, trash and recycling removal, and specialty cleaning. Other services include: laundry services, janitorial equipment repair, as well as delivery of janitorial equipment and supplies for University departments.

Recycling provides quality recycling and waste management services for the Illinois State University community; including waste and recycling collection, confidential materials pickup, and other special service requests. The unit also promotes sustainability awareness and recycling practices throughout campus.

FY18 BY THE NUMBERS



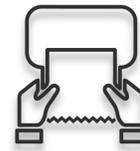
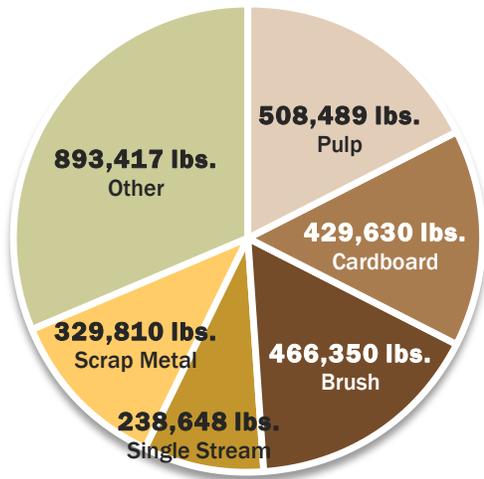
How much did we **recycle** on campus?

Illinois State University has achieved a **45.5%** diversion rate in fiscal year 2018. University Recycling has continued to develop partnerships with other departments and the community to reduce waste and increase recycling opportunities through sustainable activities and events.



More than **2,866,344** pounds of materials recycled in fiscal year 2018.

What **materials** does Illinois State recycle?



22M

Linear feet of roll paper towels consumed



4.1M

Folded paper towels consumed



975

Gallons of floor finish applied to University floors



4,327

Material requests submitted in TMA

DID YOU KNOW?

48

Exterior recycling bins on campus

250

Collections of confidential materials each year

6

Team cleaning areas on campus to maximize the efficiency of resources

3.3M

Square feet of campus cleaned by Building Service Workers

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



Continuing to support campus waste reduction >

In honor of Earth Day, Recycling teamed up with Campus Recreation to raise environmental awareness of using single-use plastic bottles through the Water Bottle Exchange Event. A free reusable Camelbak water bottle was handed out to members of the campus community who brought a plastic water bottle to recycle. All used water bottles were collected by Recycling to properly recycle. This event has continually become a huge reminder for the campus community to consider the impact of using reusable water bottles on campus.



Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



< Improving recycling operations

University Recycling invested in a new baler machine to enhance recycling operations. The new baler is capable of producing 1,000 to 1,300 pound bales of waste. By installing the new baler, our recycling operation has the ability to compact and bale cardboard and styrofoam on site, which reduces large amounts of materials to smaller and more manageable units. Baling recyclables significantly reduces transportation time and costs. In addition to those savings, we are able to effectively fulfill the demands of our waste collection services while maximizing recycling revenue.

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



Providing new window cleaning services >

Building Services purchased a new window pressure washer to offer more in-house cleaning services. In the past several years, window cleaning services have been contracted. With this new equipment, a full service of window cleaning (up to the fourth floor of a building) can be provided. Building Service employees have been extensively trained to provide the highest quality service to our campus community.



FACILITIES MANAGEMENT

GROUNDS

Grounds is committed to providing a safe, horticulturally diverse, sustainable, and academically supportive campus environment that contributes to Illinois State University's mission. The unit provides maintenance of campus landscape and hardscape for Illinois State University; including:

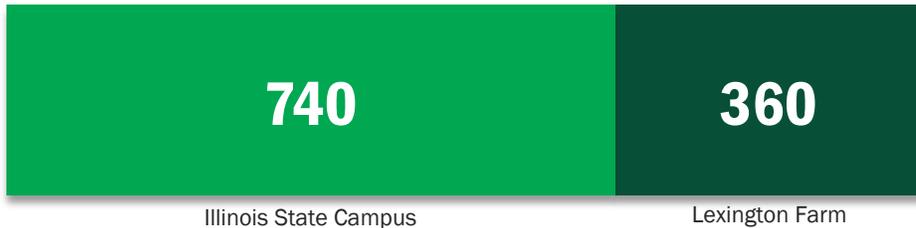
- Athletic fields maintenance
- Turf maintenance
- Horticulture and tree planting
- Tree protection and preservation
- Exterior pest control
- Parking lot and sidewalk maintenance
- Other landscape improvement projects
- Snow removal
- Trash abatement
- Sustainable practices

FY18 BY THE NUMBERS



How many acres on campus?

Illinois State University is comprised of 1,100 acres.



124

Trees planted improving the Fell Arboretum



4,400

Pounds of fertilizer used on campus



Most flowers planted on campus are grown in the University's greenhouses.

15,000 were grown in fiscal year 2018.



5,000

Pounds of grass seed used on campus



191 Exterior trash bins on campus maintained by Grounds staff



760,000

Pounds of salt used on campus roads and sidewalks

DID YOU KNOW?

24

In-house FTEs working in Grounds

35

Approximate miles of sidewalks on campus maintained by Grounds

154

Approximate number of tree species on campus

2,500

Approximate number of trees on campus

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



Fostering sustainable campus >

Fiscal Year 2018 was the 10th year that Illinois State University was recognized as a Tree Campus USA by the Arbor Day Foundation for its continued efforts and commitment to tree care, environmental stewardship, and community outreach. Grounds has continually partnered with the Fell Arboretum to maintain and foster sustainable campus forestry. Each year in April, the campus community members plant several trees on the main campus to celebrate the recognition and continue to support the mission of the Fell Arboretum.



Arbor Day Tree Planting Event in 2018

Educating Illinois

GOAL 1: Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

STRATEGY 5: Provide integrated and holistic services that support students' individual needs.



< Providing supportive learning environment

Through the successful collaboration of Building Maintenance and Operations with Grounds, a new playground area was created at the Thomas Metcalf Laboratory School to promote students' physical activities and learning. Playground equipment was moved from another area on Campus and repaired before moving it to the Metcalf School playground area. A ribbon cutting ceremony was held on May 9th, 2018, to celebrate the new playground equipment.



New Metcalf Playground Area

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



Improving operational practices >

After three years of research efforts and the availability of budgeted funds, Grounds has a new salt brine plant on campus. This project was successfully implemented with support from Parking and Transportation and Building and Maintenance Operations. The Grounds crew can now make salt brine for more than 50% less than purchasing pre-made salt brine. Since the brine stays effective longer, the crew can pre-treat areas 48-72 hours before any ice forms, which dramatically decreases slippery conditions across campus. The salt brine solution is 70 percent less corrosive than regular rock salt, thereby decreasing the negative effects on campus infrastructure and equipment.



Salt Brine Plant on Campus

FACILITIES MANAGEMENT

PROPERTY CONTROL AND CENTRAL RECEIVING

Property Control maintains the inventory of all equipment and assets belonging to Illinois State University. This includes:

- Identify and tag equipment
- Update inventory file
- Conduct an annual inventory
- Report the status of the University's equipment to the State
- Manage surplus inventory including reissuance and/or disposal of surplus equipment

Central Receiving provides efficient delivery services and serves as Illinois State University's central location for

- Receiving shipments for the campus community
- Delivering items to University departments
- Shipping return items to vendors

FY18 BY THE NUMBERS



How much **surplus equipment** did we reissue to departments?



44,100

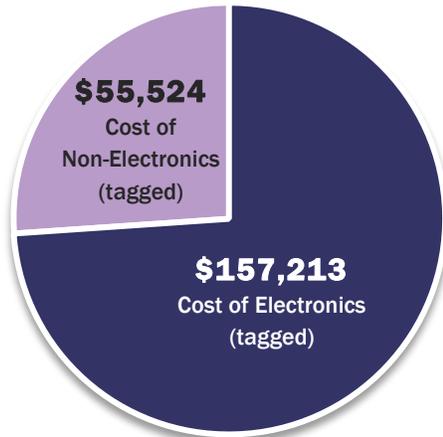
Pounds of surplus items went to the Illinois Department of Central Management Services (CMS) for recycling



31,600

Pounds of electronics recycled

How much money did we save from **surplus reuse**?



42,649

Equipment items in University inventory with a total value of \$186,798,623



913

Surplus pick-up/delivery requests submitted through iServiceDesk

DID YOU KNOW?

100%

Of the packages delivered on the day received

40,503

Packages delivered by Central Receiving in fiscal year 2018

3,647

Inventory items added to the database in fiscal year 2018 with a total value of \$11,024,119

0.04%

Equipment inventory loss in fiscal year 2018

Educating Illinois

GOAL 3: Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

STRATEGY 3: Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.

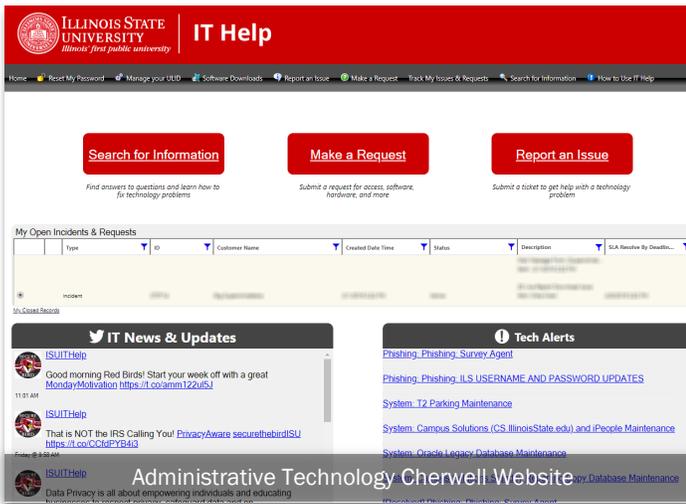


Building strategic partnership >

Property Control partnered with all state agencies, especially the Illinois Department of Corrections (IDOC) and Illinois Department of Transportation (IDOT) regarding the reissuance of surplus furniture and equipment. This partnership is mutually beneficial in that it provides IDOC and IDOT fixed assets that significantly enhances and improves their operations free of charge while providing Illinois State University a sustainable method of disposing of unwanted surplus equipment.



Surplus Area at Property Control Warehouse



Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



< Streamlining business process

Property Control has begun utilizing the Administrative Technology (AT) Cherwell Software system. This was a huge step for the department to have the ability to access up-to-date equipment information. The department is using this as another tool to track assets and gather additional equipment information, as well as using it as a supplemental source to verify assets, locations, and customer information in a effort to keep the University compliant with State of Illinois rules and regulations.

Educating Illinois

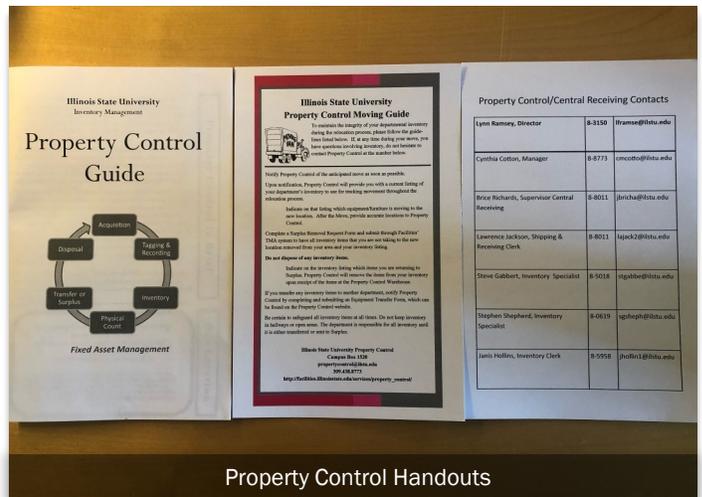
GOAL 3: Foster an engaged community and enhance the University's outreach and partnerships both internally and externally.

STRATEGY 3: Develop partnerships with business, educational, and government entities that provide learning, financial, and mutually-beneficial opportunities.



Developing campus partnership >

The enhanced partnership with the Office of the Provost allows the Property Control department to be part of the Administrators' Retreat which is held annually. The department has the opportunity to directly provide employees with a Property Control Guide and answer any questions they may have to ensure that they acknowledge and are aware of the rules and regulations of equipment and assets belonging to the University.



Property Control Handouts

FACILITIES PLANNING AND CONSTRUCTION

Facilities Planning and Construction (FPC) is the on-campus resource for Real Estate, Special Projects, Design, and Construction Management.

The full-time staff of 14 has a combined 182 years of service to the University, offering technical expertise in space planning, design, renovation, and construction as aligned with the goals of Educating Illinois. FPC provides service and support from conception to completion to improve and enhance the Illinois State University experience for students, faculty, staff, and the community.

FY18 BY THE NUMBERS



In fiscal year 2018, Facilities Planning and Construction received **358 new project requests** resulting in:



210

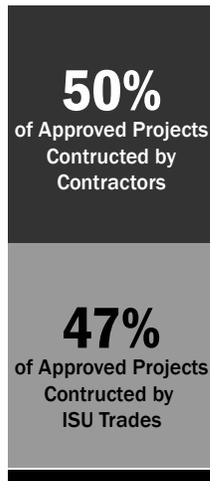
Projects Completed



CURRENT ACTIVE PROJECTS

269 with estimated value of **\$202M**

Under investigation, planning, design, and construction



3%
of Approved Projects Constructed by ISU Trades & Outside Contractors



APPROVED PROJECTS

180 with approved budgets of **\$97M**

Managed by Facilities Planning and Construction in planning, design, and construction stages



APPROVED CONTRACTS

137 For planning, design, and construction being initiated and completed to facilitate project implementation

DID YOU KNOW?

6.8M

Square feet of campus

188

Buildings owned by the University

732

Classrooms and laboratories

525,865

Square feet of learning spaces

Educating Illinois

GOAL 1: Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

STRATEGY 5: Provide integrated and holistic services that support students' individual needs.



Supporting student learning >

Renovating CVA 50 was a challenge. Evolving classroom pedagogy requiring instruction in auditory design courses dictated a need for updating the area. The results are a state-of-the-art area visually designed to enhance the learning experience for students. A series of collaboration areas were created with individual monitors and whiteboards. Freshening up the room was a priority. Old walls and door frames were patched and painted; new and updated floor coverings and rubber cove base were installed; worn out whiteboards were replaced with fresh, new whiteboards. In addition to new tables and chairs, the classroom received the latest technology with electrical renovations to support the new functions.



Center for the Visual Arts (CVA) Classroom 50

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 4: Continue to promote University planning efforts and ensure all plans are integrated with Educating Illinois.



< Providing new outdoor recreational opportunities

The new Redbird Activity Center (RAC) is located at the Illinois State University Gregory Street Property. In early 2014, Facilities Planning and Construction worked with Campus Recreation to hire an Architect to develop a Master Plan for the Redbird Activity Center. The plan used a Campus Recreation requirement list of items for this location to have the ability to offer expanded and improved services. Improved facilities would be essential to the continuation of growing wellness opportunities for students. The new Redbird Activity Center meeting room will be used for training and organizing of intramural or club sports planning to use the recreation fields, conducting orientation meetings for sponsored trips and any number of other recreational uses.



New Redbird Activity Center

Educating Illinois

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STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



Improving accessibility >

Since Milner Library opened in 1976, the restrooms have had only modest upgrades. Over the recent years, Facilities Management has seen an increase in the volume of emergency repairs to the plumbing system. As is typical in older buildings, accessing the 40-year old pipes was difficult. Replacing the plumbing triggered a code requirement for modifications. These restrooms would need to meet the American with Disabilities Act (ADA) accessibility requirements. The project replaced the plumbing system connecting all six floors and renovated the restrooms to meet ADA requirements. In addition, all of the finishes were appropriately upgraded for a heavily used facility, giving the restrooms a much-needed modern facelift.



Milner Library Public Restroom

ENERGY MANAGEMENT

Energy Management provides energy management services for the Illinois State University campus. The department consists of energy management, heating and cooling plant operations, and sustainability. The services include:

- Procurement and distribution of utilities
- Automation and management of building control systems
- Operation and maintenance of facility mechanical systems
- Water testing and treatment
- Improvements of infrastructure systems

FY18 BY THE NUMBERS



89,986,181

Kilowatt hours of **electricity** consumed by the University



5,272,111

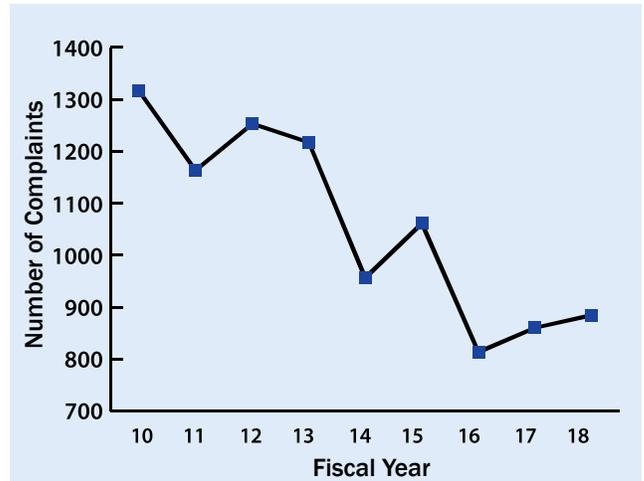
Terms of **natural gas** consumed by the University



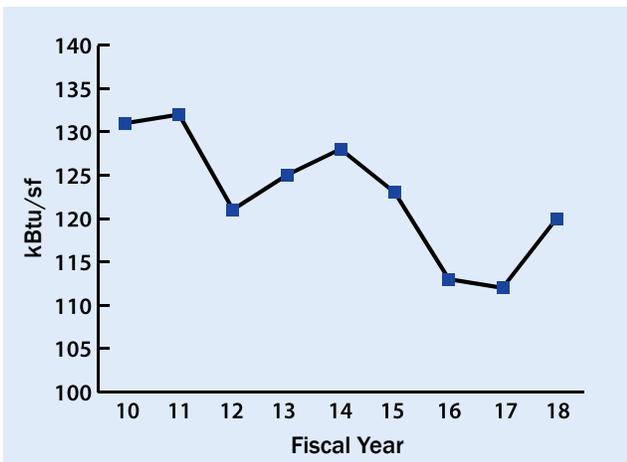
192,796,180

Gallons of **water** consumed by the University

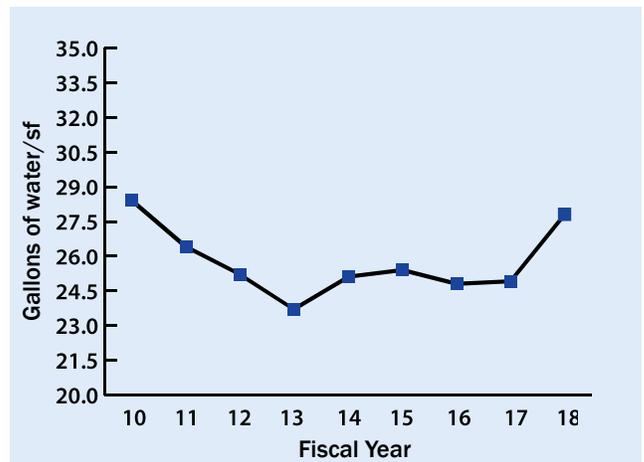
Illinois State University Hot/Cold Complaints



Site Energy Use Intensity (EUI)



Gallons of Water Per Sq. Ft.



DID YOU KNOW?

5.3M

Square feet of campus buildings are heated by the University Heating Plant

4

Boilers in the University Heating Plant generate steam to heat campus buildings

4.8M

Square feet of campus buildings are air conditioned by central chilled water loops

16

Chillers on campus generate chilled water to provide air conditioning in campus buildings

Educating Illinois

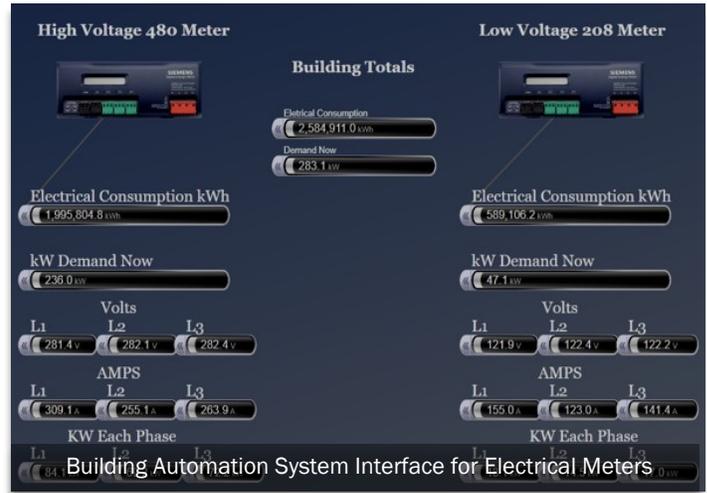
GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



Saving energy by submetering >

Energy Management primarily focuses on energy efficiency and conservation initiatives that help to ensure a sustainable campus environment and energy savings. Several building level submeters were installed for electricity, steam and chilled water at many campus locations. Installing separate metering allows the energy team to accurately measure energy consumption at large buildings and the efficiency of large central chilled water plants.



Chilled Water System at Southeast Chilled Water Plant

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Review processes and practices to ensure efficiency and effectiveness in the University's operations



Making better informed decisions with data >

Energy Management has begun generating monthly reports which show the trends and patterns of energy consumption at the campus buildings. Comparison reports are also being generated showing usage per square foot by building. This information is being used to help the department allocate the maintenance and project resources to those buildings which have the highest energy intensity and those that show a significant increase in usage.

Educating Illinois

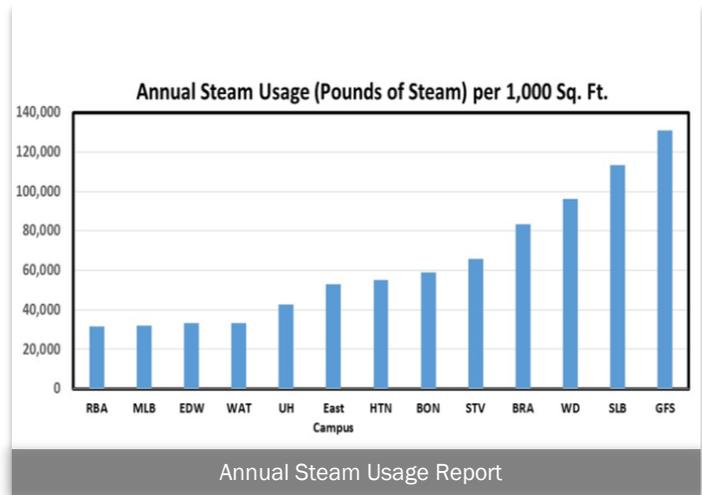
GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



< Improving campus energy efficiency

A plan has been developed to interconnect chilled water loops together to provide greater energy efficiency and redundancy. The first phase of this program was successfully completed by connecting the Southeast Chilled Water loop to the Northeast Chilled water loop. This completion has been beneficial since we were able to provide Stevenson Hall with chilled water for air conditioning during a planned maintenance outage at the Southeast Plant. Furthermore, our team has been able to maintain chilled water temperatures for buildings served by the Northeast loop when maintenance was required at this plant. The Northeast loop had no reserve capacity prior to this interconnect, so it provides for significantly greater reliability for the buildings served by the loop.



Annual Steam Usage Report

ENERGY MANAGEMENT

SUSTAINABILITY

Sustainability strives toward a sustainable campus environment through teaching, research, and service to the people of Illinois, the nation, and the world by endeavoring to use environmentally sound business and operating practices and fostering a culture of sustainability among all members of the campus community.

In addition, Sustainability has continued to partner with other departments and the community to make sustainability part of the educational experience, to create a culture of sustainability through outreach, and to promote sustainability on campus.

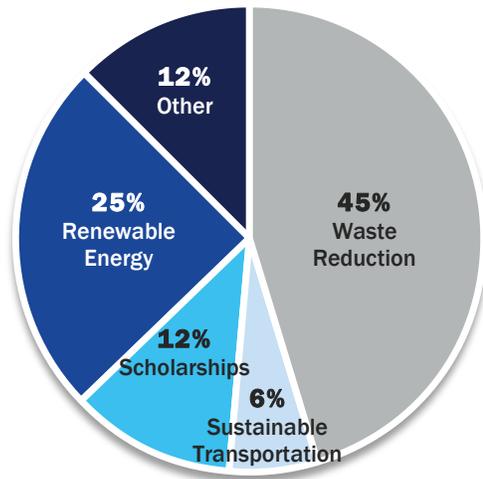
FY18 CAMPUS SUSTAINABILITY PROJECTS AND PROGRAMS



Student Sustainability Projects and Grants

The Student Government Association Committee continues to enhance the campus through advocacy, policy, and the allocation of the Student Sustainability Fund. The funding supports various sustainability projects which are including :

- (1) Waste Reduction: Water Bottle Filling Stations, Tailgate Recycling, Recycling of Post-Consumer PET, Water Conservation in SLB Labs
- (2) Sustainable Transportation: BikeShare 309
- (3) Scholarship: MREA Scholarship and Renewable Energy Student Scholarships for the MREA PV Classes
- (4) Renewable Energy: Solar Car Team and DOE Race to Zero
- (5) Other: Committee Sponsored Events and ADA Auditory Assistance for CFA



\$121,841

In grants from Student Sustainability Fund supporting campus sustainability projects



4

Solar-powered charging stations on campus



37

Approximate number of sustainability related courses offered at Illinois State University



60

Approximate number of water bottle filling stations on campus

HONORS & AWARDS

ISU has a **STARS Silver Rating** (Sustainable Tracking and Rating System)

ISU is a **Green College** in the Princeton Review Guide to Green Colleges

ISU has been designated as a **Certified Audubon Cooperative Sanctuary** for Weibring Golf Club as of March 2018

Educating Illinois

GOAL 1: Provide a supportive and student-centered educational experience for high-achieving, diverse, and motivated students that promotes their success.

STRATEGY 3: Increase opportunities for students to engage in high-quality, high-impact educational experiences.



Promoting sustainable practices >

The Sustainability Expo was held in Spring 2018 on the Quad with the continued support from the Student Sustainability Committee, Sustainability, and the University Program Board. The Expo provides campus community members with information and valuable resources about sustainable practices. Bottle Swap is one of the activities in this event that makes sustainability part of the educational experience. Students simply brought an empty clean glass bottle to exchange for a potted plant or flower, and then the bottles that were collected from the event were properly recycled.



2018 Sustainability Expo on the Quad

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



< Exploring alternative energy

Over the past few years, the State of Illinois incentives, implemented with energy legislation, has significantly reduced the cost of solar power in Illinois. Sustainability has continued to investigate the installation of solar panels on campus to gain the in-depth knowledge of renewable energy. This is still an ongoing process, and the department will continue to explore different options to make campus more sustainable.



Solar Panels

Educating Illinois

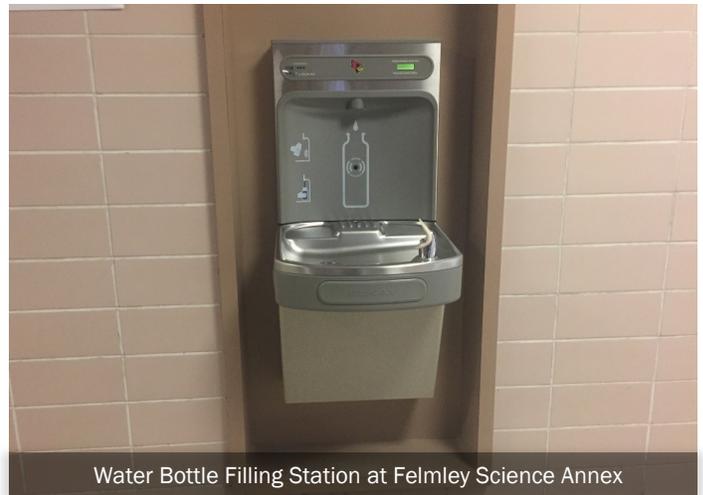
GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 5: Promote a safe and environmentally sustainable campus.



Reducing campus waste >

The water bottle filling station expansion is one of the campus initiatives that Sustainability continues to support. This year water bottle filling stations were installed at the Center for the Visual Arts, Centennial East, Center for Performing Arts, Cook Hall, Ropp Agriculture Building, Hudelson Building, Felmley Hall of Science, and Felmley Science Annex. The installations occurred in areas with high pedestrian traffic including hallways, main entrances, and public restrooms. The input from students has been a great influence on maintaining a sustainable campus, in particular, to support the use of reusable water bottles to decrease campus waste generated by using disposable bottles.



Water Bottle Filling Station at Felmley Science Annex

PARKING AND TRANSPORTATION

Parking and Transportation provides a variety of parking and transportation services for Illinois State University faculty, staff, students, and visitors. These services include:

- Bus service around campus and throughout the Bloomington-Normal area for University community members.
- Shuttle services to transport the University community and visitors to athletic events.
- Operation and maintenance of campus parking facilities, including parking garages and surface parking lots.
- A Campus Motorist Assistance Program (MAP) for 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.

FY18 BY THE NUMBERS



Customer Inquiries



79

Special Events Supported by Parking and Transportation



12,133

Annual parking permits issued



Connect Transit Ridership

582,119



15,167

Citations issued



473

Campus motorist assistance calls

DID YOU KNOW?

4

Electronic vehicle recharging stations on campus

3

University parking garages on campus

7

"Bike Share 309" stations located on campus

9,884

Parking spaces maintained

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



Developing parking structure >

Parking and Transportation has continued to improve on campus parking structures. One of the largest projects the department has completed was parking lot G53 resurfacing. Parking lot G53 is a commuter lot with 265 commuter parking spaces. The lot borders West College Avenue and West Main Street. The access and egress of the parking lot is from Kingsley Street. The parking lot was resurfaced with HMA surfacing, a special pavement mix that provides characteristics such as friction, smoothness, noise control, rut and shoving resistance and drainage. In addition, it serves to prevent the entrance from excessive quantities of surface water into the underlying base. The parking lot was also renovated with concrete gutters and curbs to divert and control water run off and provide an attractive look.



Parking Lot G53 After Resurfacing

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



< Expanding parking space

The department has continually developed a strategic plan to determine the best approach to expand and modify the parking system. This ensures that existing spaces are fully utilized to meet the increasing parking demand. After further evaluating existing spaces, we found that the space in front of Centennial East across from the School Street parking garage could be better utilized. This area on School Street was turned into parking lot F36 to accommodate 10 additional Faculty/Staff permit holders.



Additional Parking Available by Centennial East

Educating Illinois

GOAL 4: Enhance institutional effectiveness by strengthening the organizational operation and enhancing resource development.

STRATEGY 1: Review processes and practices to ensure efficiency and effectiveness in the University's operations.



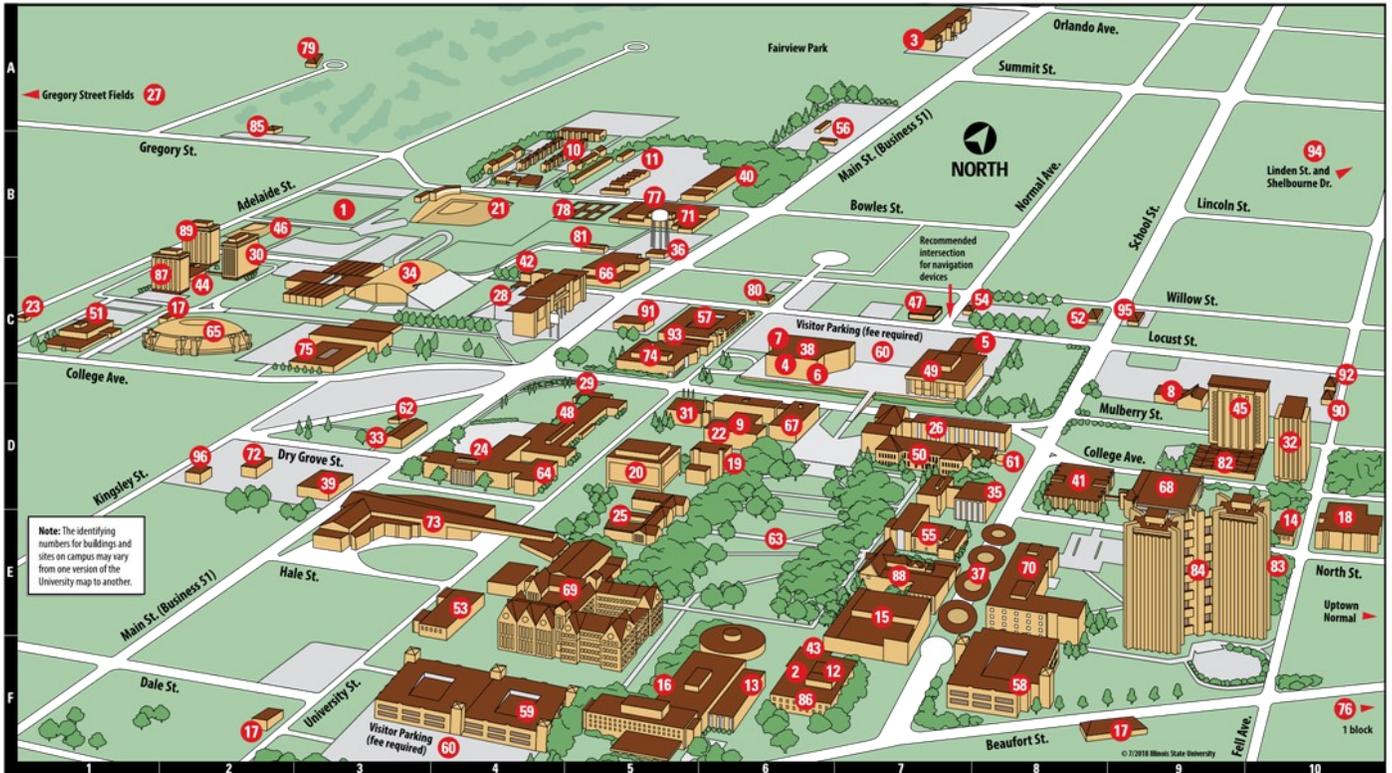
Enhancing business process >

In parking lot M47, located between the Watterson Dining Center and the Alamo II bookstore, coin operated parking meters have been replaced. To pay for parking in the lot, individuals can pay at one of two multi-space pay stations or by using the Passport Parking application. The pay station accepts bills, coins, credit, and debit cards. With this new Pay by Cell technology, campus community members don't need to look for cash or credit or debit cards. They can simply enter their parking space number and amount of time into the app. The app will tell how much time is left and will extend the parking time if needed, which provides a nice convenience without having to walk back to the meter.



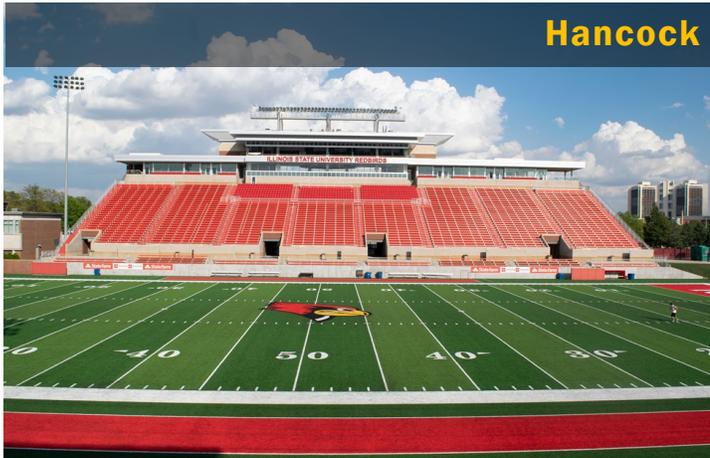
Pay Station by The Alamo II

CAMPUS MAP



- | | | | |
|---|---|--|--|
| 1 Adelaide Street Field B3 | 29 Hayden Auditorium D5 | 55 Old Union E7 | 78 University High School Tennis Courts B5 |
| 2 Allen Theatre F6 | 30 Haynie Hall C2 | 56 Parking and Transportation Building, Bill Waller B7 | 79 University Residence A3 |
| 3 Alumni Center A7 | 31 Heating Plant D5 | 57 Parking Garage, North University Street C6 | 80 Vidette Building C6 |
| 4 Bone Student Center C6 | 32 Hewett Hall D10 | 58 Parking Garage, School Street F8 | 81 Vitro Center B5 |
| 5 Bowling and Billiards Center C8 | 33 Honors Program Building | 59 Parking Garage, South University Street F4 | 82 Vrooman Center D9 |
| 6 Braden Auditorium C6 | 34 Horton Field House C3 | 60 Parking, Visitor C7 and F4 | 83 Watterson Dining Commons E10 |
| 7 Brown Ballroom C6 | 35 Hovey Hall D8 | 61 Planetarium D8 | 84 Watterson Towers E9 |
| 8 Campus Religious Center D9 | 36 Hudelson Building B5 | 62 Professional Development Annex D3 | 85 Weibring Golf Club A2 |
| 9 Capen Auditorium D6 | 37 In Exchange E8 | 63 Quad E6 | 86 Westhoff Theatre F6 |
| 10 Cardinal Court B5 | 38 InfoCentre C6 | 64 Rachel Cooper D4 | 87 Wilkins Hall C2 |
| 11 Carter Harris Building B5 | 39 Instructional Technology and Development Center D3 | 65 Redbird Arena C2 | 88 Williams Hall E7 |
| 12 Centennial East F7 | 40 John Green Food Service Building B6 | 66 Ropp Agriculture Building C5 | 89 Wright Hall B2 |
| 13 Centennial West F6 | 41 Julian Hall D8 | 67 Schroeder Hall D6 | 90 209 North Fell Avenue Apartment Building D10 |
| 14 Center for Community Engagement and Service Learning E10 | 42 Kaufman Football Building C4 | 68 Science Laboratory Building D9 | 91 210 North Main Building C5 |
| 15 Center for the Performing Arts E7 | 43 Kemp Recital Hall F6 | 69 State Farm Hall of Business E5 | 92 211 North Fell Avenue Apartment Building D10 |
| 16 Center for the Visual Arts F5 | 44 Linkins Dining Center C2 | 70 Stevenson Hall E8 | 93 211 North University Street Building C5 |
| 17 Chiller Plant C2, F2, and F9 | 45 Manchester Hall D10 | 71 Stroud Auditorium B6 | 94 300A Shelbourne Drive Building B10 |
| 18 College Place Uptown E10 | 46 Marian Kneer Softball Stadium B2 | 72 Student Accounts Building D2 | 95 302 North School Street Apartment Building C9 |
| 19 Cook Hall D6 | 47 MCN Nursing Simulation Laboratory C7 | 73 Student Fitness Center and McCormick Hall E3-E5 | 96 308 Kingsley Street Building D2 |
| 20 DeGarmo Hall D5 | 48 Metcalf School D5 | 74 Student Services Building C5 | |
| 21 Duffy Bass Field B4 | 49 Milner Library C7 | 75 Turner Hall C3 | |
| 22 Edwards Hall D6 | 50 Moulton Hall D7 | 76 University Galleries F10 | |
| 23 Eyestone School Museum C1 | 51 Nelson Smith Building C1 | 77 University High School B5 | |
| 24 Fairchild Hall D4 | 52 Office of Energy Management C8 | | |
| 25 Fell Hall E5 | 53 Office of Residential Life Building E4 | | |
| 26 Felmley Hall of Science D7 | 54 Office of Sustainability C8 | | |
| 27 Gregory Street Fields A1 | | | |
| 28 Hancock Stadium C4 | | | |

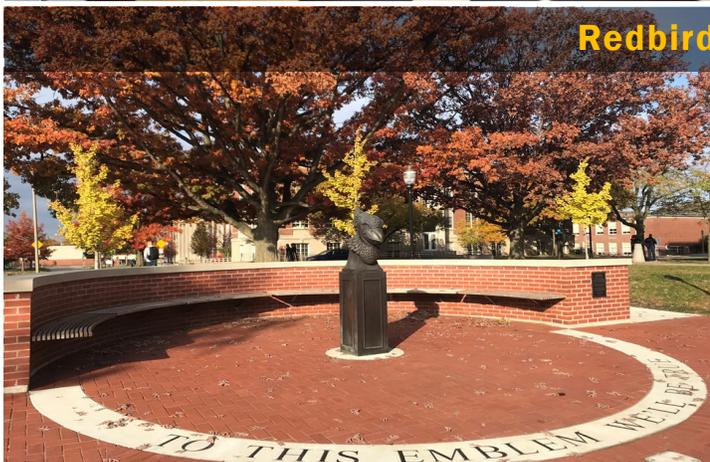
Hancock Stadium



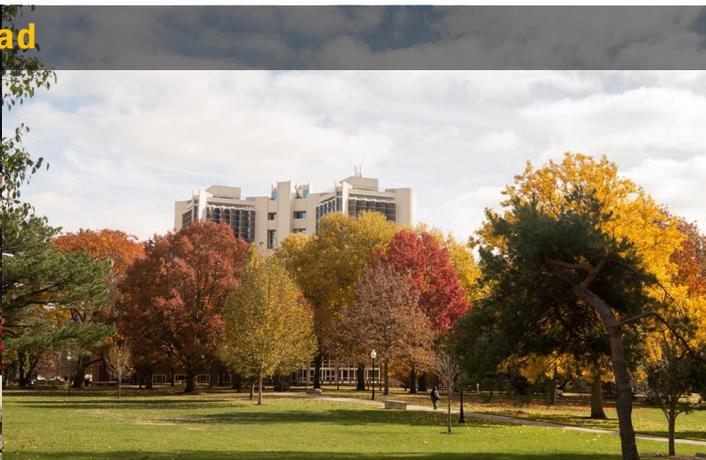
Hovey Hall



Redbird Plaza



Quad



Illinois State University Facilities Services

A Division of Finance and Planning
<https://facilities.illinoisstate.edu/>

Facilities Management

Carter Harris Building
600 West Gregory Street
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Normal, IL 61790-9000

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Facilities Planning and Construction

College Place Uptown
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Campus Box 3390
Normal, IL 61790-3390

<https://facilities.illinoisstate.edu/about/planning/>

Energy Management

305 North School Street
Campus Box 9150
Normal, IL 61790-9150

<https://facilities.illinoisstate.edu/about/energy/>
<https://sustainability.illinoisstate.edu/>

Parking and Transportation

Bill Waller Parking and
Transportation Building
709 North Main Street
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Normal, IL 61790-9250

<https://parking.illinoisstate.edu/>



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Illinois State University

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