



Facilities & Services



Facilities & Services provides and maintains a physical environment that is conducive to supporting learning, discovery, engagement, and economic development at the University of Illinois and is an active partner in research, teaching, and learning.

Office of the Associate Vice Chancellor and Executive Director

The Associate Vice Chancellor and Executive Director leads all physical plant, operational, and essential services in support of the research, teaching, and public engagement activities at the university.

Customer Relations & Communications

Customer Relations & Communications (CRC) is the liaison between the campus community and all divisions within F&S. CRC is responsible for all internal and external communications, media relations, and customer relationship management. The Service Office serves as the initial point-of-contact for all maintenance and construction activities, as well as the “call center” for F&S that handles 190 work requests, 10 outage requests, and 15 locates each day.

Sustainability

Sustainability helps incorporate sustainable practices into programs and operations, working with the university, student groups, and the community to meet target goals set forth by the Illinois Climate Action Plan (iCAP), which F&S helps develop objectives in areas such as transportation, zero waste, and energy management every five years.

Divisions of Facilities & Services

Building Maintenance & Grounds

Building Maintenance is responsible for performing general repairs to buildings and preventive maintenance of systems and equipment. The maintenance department is focused on helping the university to fulfill its mission of teaching, research, public engagement, and economic development. To keep the outdoor spaces looking their best, Grounds trims hedges, fills flowerbeds and planters, mows grass, prunes trees, empties exterior trash containers, and coordinates and executes landscaping projects.

Capital Programs

The Capital Programs division provides administration of capital improvement projects on the Urbana campus in support of the strategic objectives of the academic enterprise. They engage all stakeholders in the project delivery process, including campus units and administration, faculty, staff, students, and work in close association with the University Office of Capital Programs and Real Estate Services.

(Capital Programs continued on back)

PRIMARY BUSINESS UNITS & SERVICES

- Building Maintenance
- Building Services (Custodial)
- Campus Code Compliance & Fire Safety
- Capital Planning
- Capital Project Management
- Car Pool
- Craft & Trades
- Communications
- Construction Services
- Customer Relations
- Deferred Maintenance
- Division of Responsibility Coordination
- Energy Performance Contracting Management
- Engineering Services
- Engineering Quality Assurance
- Environmental Compliance
- Facilities Information Resources
- Fleet Maintenance
- Grounds
- Job Order Contracting (JOC)
- Occupational Safety & Health
- Procurement
- Purchasing
- Recycling
- Retrocommissioning
- Service Office
- Space Management
- Stores & Receiving
- Sustainability
- Systems & Controls
- Transportation Services
- Transportation Demand Management
- Utilities Production & Distribution
- Waste Management

(Capital Programs continued from front)

There are two departments within the division, Project Planning and Project Management. The Project Planning department focuses on planning and managing campus assets as outlined in the Campus Master Plan. Planners assist campus units with developing solutions for their facilities to meet their programmatic needs, secure appropriate campus and university approvals, and employ all professional consultants for design of resulting capital projects. The Project Management department directs the design, procurement, and construction of large capital projects, including new construction, major renovations, and essential campus infrastructure. The university is a leader in sustainable building design, updating its requirements to LEED® Gold certification for all new construction and major renovations more than \$5M.

Transportation Demand Management works with regional transportation planning partners to coordinate networks for all forms of campus travel, including walking, bicycling, mass transit, and vehicles.

LEED® is a registered trademark of the U.S. Green Building Council.

Engineering & Construction Services

The division includes Construction Services, Engineering Services (consisting of Engineering Quality Assurance and Division of Responsibility coordination units), Facilities Information Resources, and Campus Code Compliance & Fire Safety. Construction Services provides oversight and delivery of small-scale projects. Three delivery options are available to meet the campus demand for non-capital construction: Contractor Services, F&S Crafts & Trades, and Job Order Contracting. The Division of Responsibility (DoR) coordinator creates DoRs for new buildings, reviews and updates DoRs for existing buildings, and ensures the DoR guidelines are consistent and applied fairly.

The Engineering Services department provides analysis, commissioning and inspection, design, and review services. Facilities Information Resources maintains all documentation for buildings and infrastructure, the space database, and the geographic information system (GIS). Campus Code Compliance & Fire Safety is responsible for code compliance, fire, and life safety programs.

Safety & Compliance

Safety & Compliance assists campus units in fulfilling their responsibility to protect the environment and provide a safe and healthy place of employment and learning. The Occupational Safety & Health department and Environmental Compliance department provide consulting and training resources, develop new programs, and oversee occupational safety and environmental management programs and policies for the campus community.

Shared Administrative Services

Shared Administrative Services supports all F&S divisions, departments, and shops by controlling costs and improving service delivery. The division develops business processes and procedures, provides timely and accurate reporting on management information, and processes all user requests and provides customers with quality products, competitive pricing, and timely pick-up and delivery services. The division includes Financial Operations, Information Technology Services, Procurement Services, and Central Stores & Receiving.

Transportation & Building Services

The Transportation department provides fast and convenient car rental, repair, transportation, equipment maintenance services to campus, and manages the UI Ride System's shuttle service between the Urbana and Chicago campuses.

The Building Services department provides custodial services to campus general fund facilities. Waste Management is charged with reducing the amount of material entering the waste stream. The Waste Transfer Station operates daily recycling routes in addition to trash collection.

Utilities & Energy Services

The Utilities & Energy Services division manages and maintains campus utility production and distribution systems, including Abbott Power Plant, engages in a variety of energy conservation initiatives, responds to hot/cold customer complaints, and oversees utility rate setting and billing. The division provides environmentally compliant, reliable, and cost effective energy and other utilities to support the campus' research and education efforts. Departments include Systems & Controls, Retrocommissioning, Energy Performance Contracting, Utilities Production, Utilities Distribution, and Business Operations.

