

An aerial photograph of a university campus featuring a large, multi-colored graphic overlay. The graphic consists of several overlapping shapes in shades of orange, red, and brown, resembling a stylized 'I' or a series of interconnected paths. The background shows green lawns, trees with autumn foliage, and various campus buildings and structures.

Toward Sustainable, Inclusive, & Inspiring
FACILITIES



Facilities & Services

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

LEAVING A LEGACY



Ehab Kamarah

Associate Vice Chancellor & Executive Director,
Facilities & Services

Facilities & Services has a responsibility to its current — and future — employees. We want to ensure the highest level of production and customer satisfaction; taking a longer view, that the next generation of employees uphold the standards we and previous generations have set.

Employee satisfaction surveys, collaborative project processes, interviews, and daily interpersonal interactions help drive the way our leadership understands the work of all our co-workers.

Many F&Sers are long-time employees, coming in every day for 10, 20, 30 or even 40 years, to fulfill duties that enable the university's teaching and research missions. Retirees visit shops and departments, particularly around the holidays, to

re-connect with long-time friends. Many consider working at F&S to be the height of a career in crafts and trades.

We are the largest administrative unit on campus, with approximately 1,100 full-time employees, and our workforce is fit to grow further. In coming months we will continue filling open positions across F&S and particularly in the building service area to strengthen our abilities to deliver excellent services the campus community expects from us.

Sincerely,

E. Kamarah

Dr. Ehab Kamarah

ROOFERS WARRANTY

F&S building maintenance and the roofing shop have come to an agreement with a private company to warranty work done high above the ground; the brand Sika Sarnafil is considered a leading manufacturer of PVC roofing and waterproofing systems in the United States.

Typically, F&S roofers would do inspections and repairs to existing campus roofs. Generally, new builds were done with contractors; now, the roofers shop can complete those jobs with the same warranty as when completed by outside builders.

The roofers shop is now identified as an "Authorized Roofing Applicators," meaning a full roof system warranty comes from the company that includes not only a warranty on the materials, but also a 20-30 year labor warranty. Before, the roofers shop could only get a material warranty. Additionally, the roofers shop can work on and repair any Sika Sarnafil-installed roof system by outside contractors without voiding the warranty.

F&S roofers are a one stop shop; they install, maintain, and repair with factory certification. New and updated roofs on campus buildings worked on by the roofing shop are eligible.

Shane Carr, roofer foreperson, is the person who "had the idea, vision and drive to accomplish this," according to Dave Boehm, director of building maintenance & grounds.



CAMPUS LANDSCAPE MASTER PLAN

The CLMP will develop a shared vision for the overall campus landscape along with specific design guidelines to achieve the framework and principles set forth in the Campus Master Plan. The CLMP aims to provide detailed objectives to create a campus landscape that fosters an appreciation for the Illinois natural and cultural heritage and protects historic university landscapes.

The CLMP will build on three foundational plans and a heritage of designed landscape campus planning that provide agreed upon direction for the campus landscape. The landscape vision set forth in the Campus Master Plan; the priorities outlined in the Resilient Landscape Strategy; and the components of the Illinois Climate Action Plan (iCAP) 2020 that pertain to land and water provide the broad framework for the campus landscape.

There are 14 goals to the plan:

- Care for historic assets and invest in the existing landscape
- Reflect the indigenous midwest across all campus landscapes
- Maximize innovation potential within the campus landscape
- Create more opportunity for mental health and well-being on campus
- Connect campus to the larger ecological context
- Position the landscape as a living laboratory
- Celebrate the culture, achievements and interests of current and past students
- Create a clear path to landscape investment for the next 50-75 years
- Reinforce the campus brand
- Apply a universal design approach to all campus landscape spaces
- Elevate maintenance capabilities
- Highlight sustainability as a core value of the university landscape
- Become a world leader in rainwater management
- Increase tree canopy across campus

F&S LED UNIVERSITY-WIDE EFFORTS TO CREATE THE FIRST-EVER CAMPUS LANDSCAPE MASTER PLAN (CLMP).

**Find out more at:
go.fs.illinois.edu/CLMP**

Or scan the QR code below:

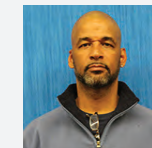


F&S PERSONNEL UPDATES

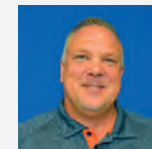
“WE VALUE AND UNDERSTAND THE IMPORTANCE WE PLAY IN PROVIDING JOBS OF ALL KINDS,” SAID ERIC SMITH, DIRECTOR OF HUMAN RESOURCES, DIVERSITY, & STRATEGY. “MORE THAN 1,100 EMPLOYEES WORK ACROSS CAMPUS FOR F&S. THEY’RE OFTEN CONSIDERED THE EYES AND EARS OF CAMPUS BUILDINGS, PARTICULARLY IN TIMES WHEN STUDENTS AND FACULTY ARE ABSENT.”



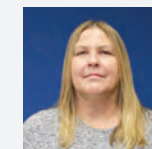
STEVE BAINBRIDGE
Building Maintenance
Superintendent



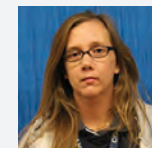
JOSH MURPHY
Assistant Superintendent of
Building Services



MIKE BROWN
Associate Director of Engineering &
Construction Services, Code
Compliance & Fire Safety



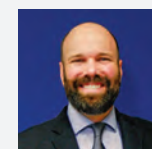
ELIZABETH NAVA
Preventive Maintenance Manager



AMY CHITWOOD
Assistant Superintendent of
Building Services



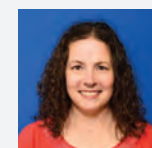
JEREMY NEIGHBORS
Director of F&S Safety & Compliance



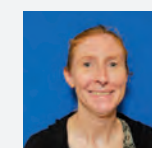
JON HASSELBRING
Associate Director of Capital Programs,
Project Management



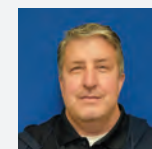
DREW SCHLOSSER
Associate Director of Employee Relations,
Human Resources and Diversity



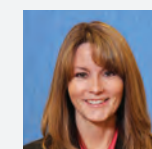
KELLY JO HOFFMANN
Associate Director of Engineering & Construction Services, Engineering Services



KATIE SPERL
Associate Director of Engineering & Construction Services, Code Compliance & Fire Safety



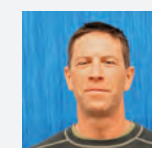
AL HOLT
Refrigeration Shop Foreperson



JENNY WATKINS
Director of Shared Administrative Services



DAPHNE HULSE
Zero Waste Coordinator



TOD WOODS
Electrician Foreperson



DORIS KELLEY CHRISTOPHER ILLINOIS EXTENSION CENTER



A \$45 million gift from a University of Illinois alumna will support the creation of an engagement-rich center located in the Arboretum on campus: the Doris Kelley Christopher Illinois Extension Center.

According to Jack Liong, F&S project manager, construction could start by 2024. For now, he's helping lead the project's design phase. The new building will consolidate all other Illinois Extension offices, currently spread across campus, into one location.

The building will unite six state Extension offices currently on campus into one vibrant, welcoming space. It will be integrated into the open spaces of the Arboretum and will serve as a bridge between discovery research conducted at the U of I and the translation of that work into communities around the state and beyond. Illinois Extension offers educational programs in all of Illinois' 102 counties.

The Extension Center will serve as a destination

portal for visitors to campus featuring pathways, demonstration/teaching gardens, and outdoor classroom/gathering spaces.



SURVEYING AND PLANNING FOR OUR PEOPLE

F&S is conducting a customer satisfaction survey, employee satisfaction survey, and new multi-year strategic plan. Each survey helps direct the future of the organization and addresses common work processes that can be learned from and improved.

To strengthen our relationships on campus and improve customer service and satisfaction, we recognize we need honest feedback from customers and employees. We don't want to just meet customer expectations, but exceed them. As we identify the sources of satisfaction and dissatisfaction in both the customer and employee satisfaction survey, we recognize that we will have work to do and must be proactive and transparent in doing the work.

CUSTOMER SATISFACTION

The last customer satisfaction survey was done in 2017. F&S' vision remains the same since then: to be a responsive, reliable, and highly-valued service provider. Your feedback is extremely valuable to F&S.

That year, approximately 900 individuals viewed the survey across campus with more than 375 respondents fully completing the online form. The updated survey format was designed to allow F&S to more closely benchmark against Big Ten peer institutions.

EMPLOYEE SATISFACTION

F&S is the largest employer for an individual unit at the University of Illinois. With that in mind, F&S values the voice of the workforce. The survey will give insight into the morale and motivation of individual employees and departments.

The previous survey was completed in 2018. The 2018 employee survey brought in more BSWs and craftspeople than in the previous survey (2013), bringing the participation number up to 782. Statements which did not hit an "agreement" threshold were addressed in the next strategic plan.

Some of the highest-percentage agreement statements included: 95% of employees understood the importance of customer interactions and were comfortable with customer communication. 82% said workplace conditions were adequate, 81% said they function as a team with co-workers, and 79% said their supervisor is open to suggestions.

BIG BLUE CRANE ACQUIRED TO USE ON UGL RENOVATION

The Undergraduate Library is changing.

The underground facility long used by students is moving most of its resources to the Main Library. Demolition is part of the makeover, and F&S operating engineers play a big role.

As put by The Daily Illini: "After it shuts its doors... the Undergraduate Library will be closed for construction as part of a project to transform it into a new 'Special Collections Facility' for the University Libraries Rare Book and Manuscript Library."

F&S, with the help of project-specific funds, purchased the crane which is more cost-effective compared to daily rental fees.

"This is a \$700,000 piece of equipment that provides F&S with the flexibility and agility to respond to project needs, utility work, and other major construction tasks," said Pete Varney, director of Transportation & Building Services.

Most campus buildings can now be addressed, across different types of work, including that done for snow removal, utilities and high voltage maintenance, and roofing.



The new crane enables crews to remove and insert equipment and supplies to the lower level in the courtyard.

"Our old unit would not reach this area," said Shawn Patterson, transportation manager.

- 80-ton capacity
- 154-foot main boom length
- 58 feet of jib extension
- Tier-5 Diesel Emissions Rating from Environmental Protection Agency (EPA)
- Meets new safety standards

At construction sites, duct work, carpet, and piping, or 'construction & demolition waste' (C&D) is diverted from the landfill to recycling. As of early March, 231,936 pounds of materials had been sent to recycling, a 54% diversion rate. Most of that is scrap metal, but carpet tile makes up more than 20,000 pounds, which was reclaimed by the manufacturer to re-use in the future.

"This project emphasizes the significance of our 'end of life' mindfulness: when we are constructing new spaces or re-imagining old spaces on campus, how can we be more mindful of our environmental footprint," said Daphne Hulse, F&S zero waste coordinator. "Our C&D projects play a crucial role in amplifying and advancing our waste objectives. The UGL project has done a wonderful job, and our numbers corroborate it!"

OUR MAMMOTH HISTORY

A new mammoth sculpture is found in the same place its ancestors wandered 30,000 years prior. That's even older than the neighboring Natural History Building (NHB), built in 1892 and renovated in 2014, from where it draws inspiration.

The mammoth is there thanks to Art in Architecture (AiA), a Board of Trustees and State of Illinois policy that directs all new building and major remodeling projects requiring Board approval to devote 0.5% of the construction budget to securing works of art for nearby public areas. F&S manages AiA projects on campus.

In 2014, NHB underwent a \$70 million renovation to "transform the interior into a modern learning environment while preserving the architectural details that led to its place on the National Register of Historic Places," according to the College of LAS.

Said Erika Lee, F&S interior designer and mammoth project manager: "Because of the nature of the academic activities that take place at NHB, there was interest in artwork that would depict and communicate in a realistic, naturalistic, or even abstract way, an aspect of the geological and biologic history of Illinois."



Stephen Marshak is Professor emeritus, Department of Earth Science & Environmental Change and Director emeritus, School of Earth, Society, & Environment (SESE). Both units are in LAS.

Marshak along with Fred Delcomyn, former director of the School of Integrative Biology (SIB), made the original proposal for a realistic mammoth.

Seeing it installed March 20, Marshak said he was, "delighted!"

"The final product is better than we had hoped for," he said. "It looks artistic, not like a traditional museum diorama. It is scientifically accurate right down to the jaw shape and the toenail color. And it's certainly eye-catching."

- Taylor Studios, located in nearby Rantoul, won the commission, and they consulted, together with paleontologists and the AiA committee, on details to make the animal realistic. A 3-D model was designed, and once approved, used to do a scale model using 3-D printing. That provided the template for the full-scale sculpture.
- Do not climb! Climbing it is considered dangerous and not possible without ropes or ladders.

- The statue has a sturdy steel internal skeleton that will support substantial weight. It was bolted to three concrete foundation cylinders that extend three feet below ground level.
- The sculpture's tusks came from a mold made from real fossilized mammoth tusks.
- The sculptor is Shawn Hensley, and the painter is Angela Norman.



WRESTLING FACILITIES

The Fighting Illini wrestling program is set to receive a best-in-class facility following an October announcement of the Illinois Wrestling Training Center by Illinois Director of Athletics Josh Whitman.

The \$14 million Illinois Wrestling Training Center will feature approximately 19,000 square feet of space, including a wrestling room with three mats, strength and conditioning and sports medicine facilities, team locker room, coaches' locker room and offices, and a multipurpose meeting room. Another

\$1.3 million in site work and improvements to State Farm Center parking will be included in this project. Groundbreaking is scheduled for spring 2024, with completion expected in late 2025.

14 MILLION



19,000 SQFT



RECOMMISSIONING

Recommissioning teams are groups of highly talented and experienced professionals who follow methodical processes of auditing existing facilities' energy systems and equipment to make sure they are still functioning according to the original design intent, and come up with innovative solutions for any corrections needed. This process is often recommended to be performed within 5-7 years of construction completion, even for buildings that were thoroughly commissioned at the time of their original design.

A department or building manager's goal is generally to minimize their total energy cost and have better control on their building energy systems for more efficient performance. This largely consists of a few key elements:

- Lowering energy consumption
- Lowering plant and equipment costs
- Operational efficiency
- Better indoor air quality for a productive environment
- Increasing building staff capabilities
- Improved documentation and facility standards

Because recommissioning and controls upgrades teams focus on a diverse set of goals besides basic energy savings, their approach brings a lot more comfort, health and well-being, and morale to the occupants of the facility, while fostering a strong sense of mutual trust and respect among F&S personnel and the facility managers and department stakeholders.

For instance, nearly 50% additional energy savings were realized by the recommissioning team at Coordinated Science Lab (CSL), just 5-6 years after the building had already been retro-commissioned. The efforts performed in CSL proved a concept of energy savings that was shared across other teams to apply in future recommissioning and retrocommissioning projects. Recently, about 87% of maintenance cost was avoided at Madigan Laboratory, where work completed in August 2022 addressed the building's critical HVAC system controls and equipment upgrades, with a focus on long-term maintainability and reliability of hardware and software. During a recent visit to the Speech and Hearing Building, the recommissioning team received great feedback from their staff and facility coordinator for providing quick solutions to their occupants' discomfort and other building issues.

THE GOAL IS GENERALLY TO MINIMIZE THEIR TOTAL ENERGY COST AND HAVE BETTER CONTROL ON THEIR BUILDING ENERGY SYSTEMS FOR MORE EFFICIENT PERFORMANCE.



Facilities & Services

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

Published by Facilities & Services' Customer Relations & Communications department.

Editor: Travis Tate

Graphic Designer: Katie Balch

Questions, ideas, or comments?
Email fscustomerrelations@illinois.edu.

