

**Facilities Division  
2002-2003 Annual Report**

**I. Programs**

**A. Changes in Scope of Activity**

- Bond program has advanced to the construction phase for College of Engineering, Phase I, Centennial Campus Utility Plant, College of Veterinary Medicine Research Building, Centennial Biomedical Campus Infrastructure, Partners III Research Building and Public Safety Facility
- Maintenance responsibility added for Flex Building, renovated Clark Hall, and Sullivan I Shops
- Construction completed on Flex Research Facility, Arboretum Education Center, Beef Educational Unit, Research and Teaching Feed Mill, Clark Hall Upper Floors, Sullivan Services Facility, Phase I, Wendell Murphy Football Facility, Carter Finley Practice Field, Sigma Nu and Kappa Alpha Renovations, College of Veterinary Medicine Indoor Air Quality Renovations, D.H. Hill Library Learning Resource Center for Digital Age and Stair and Elevator Addition

**B. Volume of Activities**

**Facilities Operations**

- 98 New staff members hired, oriented, and trained

	<u>2001-02</u>	<u>2002-03</u>
Total Work Orders Processed	34,761	40,109
Campus Acreage Maintained	928	946
Gross Sq. Ft. Maintained-Maintenance	7,716,712	7,805,684
Gross Sq. Ft. Maintained-Custodial	5,955,881	6,103,215
Tons Recycled	2,420	2,488
Tons of Trash to Landfill	5,590	3,765

**Real Estate**

Number of Leases	103	100
Acquisitions (Acres / Value)	513 / \$5,640,575	650 / \$1,938,290
Sales (Acres / Value)	161 / \$290,700	39 / \$47,775

**Facilities Planning & Design/Construction Management**

Number of Formal and Informal Projects (# / \$ Value)		
Projects Initiated	188 / \$145,786,123	226 / \$218,826,536
Projects Completed	236 / \$52,099,014	189 / \$42,801,382
Classroom Hotline Calls	436	400

**University Architect**

Facilities Modification Requests Processed	121	97
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**C. Special Achievements of Significance**

- TEAM Excellence leadership team met quarterly to promote the TEAM Excellence program. The entire staff received TEAM Excellence updates through monthly flyers and the Facilities website. At the annual Recognition Luncheon, the chancellor thanked the staff for their TEAM Excellence efforts. Team Excellence orientation video for new employees was produced November 2002.
- Rezoning of 159-acre tract approved
- NC Wildlife Resources ground lease executed on Centennial Campus
- First Design-Build Project for UNC system completed – Flex Building
- Completed transition from contract maintenance to in-house for Centennial Campus including briefings to campus community
- Emergency response and Campus recovery from December 2002 ice storm
- Construction Management Project Managers increased their review of projects during design, thus eliminating potential change orders and increased costs

**D. Special Program Reviews, Studies or Plans**

- Master Plan updated and poster printed for distribution
- Polk Hall infill study completed
- Spring Hill public planning process initiated
- Incorporated the State Energy Office Utility Savings Initiative activities into the energy management functions of the Utility Services Group

## II. Compact Plan: Major Initiatives

- Conducted Historically Underutilized Businesses (HUB) Designer Outreach Program and Hispanic Outreach Program
- Held regular HUB Advisory Committee meetings and private meetings with HUB contractors and designers
- HUB goals and “good faith effort” requirements were actively addressed at pre-bid meetings with contractors and pre-interview meetings with designers. Post-bid documentation was evaluated for adherence to the intent and letter of the law.
- Developed and presented six courses for small businesses (contractors) with average participation of 28
- Developed and actively updated HUB website
- HUBS were awarded 18.25% of all formal projects dollars and 23.7% of all informal projects dollars
- Re-organized Housekeeping at CVM
- 16 employees participated in English as a Second Language classes
- 12 participated in Workplace Spanish classes
- 10 participated in the Clerical Development Program with graduation set for December 2003
- 15 active participants in Adult Basic Education with one receiving GED
- 86 supervisors received supervisory skills training
- More than 150 Building Liaisons received training on basis responsibilities
- Facilities Archiving Software is now operational and contains building and room inventory data for over 12 million gross square feet of facilities, and a complete inventory listing of as-built drawings on file

## III. Diversity: Initiatives and Progress

- New hire racial diversity: 46 Blacks, 43 Whites, 6 Hispanics, 2 Asians, and 1 American Indian
- Coordinated Facilitated Workshops for Diversity Training using 11 facilitators and training 583 employees
- Interpreter service provided in Spanish, French, and Chinese for supervisors and employees to facilitate communication and job fulfillment
- Four employees participated in C.T. Vivian Race Awareness Seminar

## IV. Staff

### A. Major New Appointments

- Lynn Burris hired as Executive Assistant to Associate Vice Chancellor
- Bill Martin hired as Real Estate Project Manager
- Lisa Maune promoted to Facilities Planning and Design Project Manager / Special Programs Coordinator

### B. Kudos, Professional Activities and Recognition

- Michael Harwood elected Secretary of the Hillsborough Street Partnership Board of Directors
- Bill Beardall appointed as Secretary to the Executive Committee of El Pueblo, Inc. Board of Directors and appointed to a 3-year term on the Wake County Triangle United Way Board of Directors
- Ted Devens selected as Finance and Business Awards for Excellence winner and University Awards for Excellence winner.

## V. Recommendations and Concerns for the Future

- Difficulty in retaining qualified employees with the lack of legislative salary increase and decrease in employee benefits
- Difficulty hiring qualified technicians to maintain and operate complex automated building systems that are being installed campus-wide
- Concern with significant increase in areas to be maintained given the increased construction activities and the current level of new maintenance and operations funding
- Exhaustion of capital R&R funding
- Dissatisfaction of building occupants during phased renovations and campus construction
- Completion of the sale of 159-acre tract and acquisition of replacement properties
- Disposition of Chinqua-Penn Plantation
- Continue Centennial Campus Development – North Shore Condominiums, Lot 9 Private Lab Building and N4 Office Cluster
- Continue foundational planning work for Phase II of Bond Program
- Centennial Biomedical Campus zoning submission