About FM

Facilities Management is part of the Division of Administration & Finance. FM is headed by Associate Vice President/Chief Facilities Officer Charles R. Reuning. We have about 750 employees, in six departments and offices.

**Building & Landscape Maintenance**
Executive Director Harry Teabout; 320 Employees

**Engineering & Energy**
Director Mary-Ann Ibeziako; 20 Employees

**Facilities Administration**
Director Ken Riebert; 66 Employees

**Human Resources**
Director Ava-Lisa Macon; 10 Employees

**Operations & Maintenance**
Executive Director Jack Baker; 229 Employees

**Planning & Construction**
Executive Director Bill Olen; 95 Employees

**Safety & Emergency Management**
Program Director Glynnis Bowman
Facilities Management plans, designs, constructs, equips, maintains and operates buildings, infrastructure and grounds, and provides related services to support the University's mission of education, research and public service, including:

- Academic and classroom facilities maintenance/management/repair
- Special events and move support
- Emergency/weather response
- Capital project management (College Park and client institutions)
- Facilities inventory, mapping, master planning
- Recycling, waste management, pest control
- Landscape and Arboretum maintenance
- Energy and utilities management
- Small project and renovation management
The ongoing projects are all the more critical because renovation needs and space shortages remain our greatest long-term programmatic and fiscal challenges.

- UMD President Wallace D. Loh, Testimony to the Maryland General Assembly, March 9, 2018
Capital Projects

**Completed**

College Park
- A. James Clark Hall
- Edward St. John Learning & Teaching Center

Service Center Campuses
- Bowie State University Center for Natural Science
- Frostburg State University Public Safety Building

**Under Construction**

College Park
- Cole Field House Phase 2
- Brendan Iribe Center

Service Center Campuses
- Universities at Shady Grove Biomedical Sciences and Engineering Education

**In Design**

College Park
- Cole Field House Phase 3

Service Center Campuses
- University of Maryland Eastern Shore School of Pharmacy
Customer Service

• FM continues to reorganize and improve processes, procedures and record-keeping, to improve customer response and communication

• In 2017, the Incident Response Unit was established to provide assessment and triage for nighttime and weekend emergencies and events

• In 2018, surveyed key customers B&LM, OFA and O&M customers (conducted by Sightlines)
  • Scores improved in many areas compared to 2015
  • Areas for improvement
    • Communication and feedback
    • Understaffing (in some areas)
    • Aging building systems require frequent repairs, can contribute to service issues

Selected comments from the 2018 Customer Survey

Housekeeping is great! They always do exactly what they say they will, and in the event of an accident, they always take care of it quickly and effectively.

Emergency work is great. Sometimes work that needs to be done, that is complicated and not an emergency gets put on the back burner without much communication

I’ve heard some Faculty grouse about the $$ spent on these efforts. However, it contributes to the pleasant atmosphere of the campus and likely promotes greater respect for campus property from everyone here. I know the grounds keepers are diligent.

The Skilled Trades Maintenance is generally excellent. However, there are times when things are not communicated exactly and that leads to some issues with the researchers.
2016
- Employees completed the campus-wide Thriving Workplace survey

2017
- FM departments held meetings to discuss results and make improvement plans
- The second survey in Fall, 2017 showed
  - More FM employees completed the survey (online and on paper)
  - Results improved on most questions, and in most areas of FM
  - Standout departments – O&M and B&LM

2018
- FM continues efforts to engage employees, including formation of a Rewards and Recognition Committee
FM supports the university’s sustainability program in many ways. From recycling and waste management to utilities monitoring and green building, including outreach programs to the campus community, FM strives to incorporate sustainability principles into its work.

• The U.S. Environmental Protection Agency (EPA) recently ranked the University of Maryland #14 on its list of the largest green power users. UMD is using more than 96 million kilowatt-hours (kWh) of green power annually, which is enough green power to offset 34% of overall electrical consumption, and accounts for 85% of purchased electricity.

• FM’s waste management and recycling programs continue to compare favorably to UM System, local and Big 10 colleges and universities.
  - UMD achieved strong results in RecycleMania 2018, a nationwide competition for colleges and universities
  - UMD’s current waste diversion rate is 81% (vs. 19% to landfills)

• The State of Maryland High Performance Building Program requires new buildings and major renovations to be certified LEED Silver, or be built to the 2012 International Green Construction Code as amended by the Maryland Green Building Council.

The university will continue to show its long-term commitment to environmental leadership by not only continuing to invest in renewable energy projects but also in various energy conservation projects that help to reduce greenhouse gas emissions, energy use and water use.

- Mary-Ann Ibeziako
  Director, Engineering & Energy

Incident Response Unit  Staffed this new unit. Completed numerous tasks ranging from proactive building inspections to major incidents; more than 2200 locations inspected, 100 minor incidents (1-2 Day operation time), 60 moderate incidents (3-5 Day operation time), 11 major incidents (large multi-week or large impact events), managed flood contractor responses totaling more than $140,000.

Customer Response Center  Restructured employee shifts to enhance operations. Refreshed customer contact lists, created a system for continual updates. Implemented process improvement technologies and standard operating procedures (monitors, communications, information tracking, emergency logs, shift reports, work induction improvements, etc.)


Safety  Workplace Safety Training - 179 FM employees attended 4-hour Fall Protection Methods training. 32 employees from O&M, E&E, and B&LM completed 30-hour OSHA General Industry training program. Seven P&C employees completed 30-hour OSHA Construction Industry training program.

Preventive Maintenance Program  Completed data dictionary and Program Manual; asset inventories completed for the first five pilot buildings.

Human Resources  Piloted an expanded and customized on-boarding program; completed revamp of the Exit Survey, moving from paper to online with improved data capture.

We are honored to yet again be recognized as a Tree Campus USA... As a campus that is an arboretum and botanical garden in itself, Maryland understands the stewardship needs of its urban forest, including consistent maintenance of our many campus trees and opportunities to involve the campus community.
- Charles R. Reuning, AVP-FM

In 2018, UMD was recognized as a Tree Campus USA for the 10th year in a row.
2018-19 Objectives

- Continue implementation of Preventive Maintenance program
- Continue implementation of performance metrics dashboard
- Work to understand, react to and improve Thriving Workplace results from the first two surveys
- Create FM Strategic Plan
- Create FM Common Contracting Initiative

Congratulations to FM’s 2018 Division of Administration & Finance PROPs Awards Winners!

- FM-OFA Customer Response Center
- FM-B&LM Special Services
- (pictured below with Vice President Carlo Colella)
- Makisha Thomas, B&LM Housekeeping (at right)
Contact FM

24/7 Customer Response Center  301-405-2222

Service Building  7757 Baltimore Ave
Severn Building  5245 Greenbelt Rd
Wye Oak Building  4201 Landscape Ln

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