

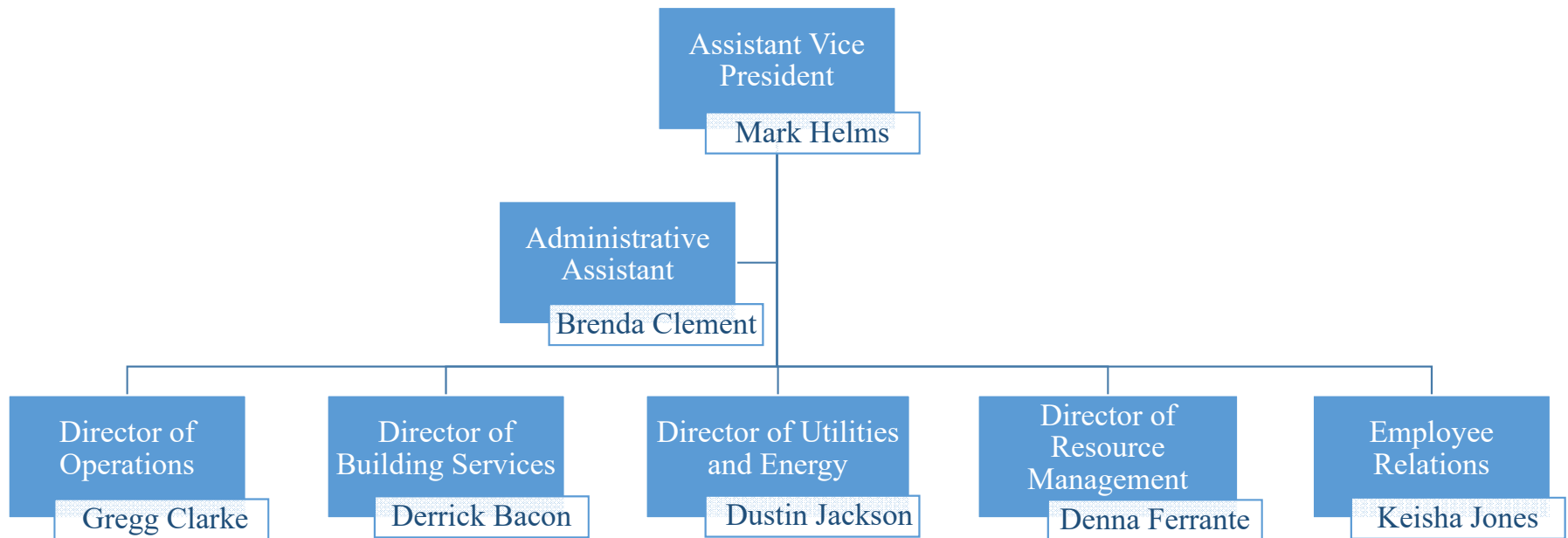


# Physical Plant Division Town Hall Meeting

*Maintaining the Foundation of the Gator Nation*

**April 17, 2017**

# Organization



# Mission

The Mission of the Physical Plant Division “is to maintain and improve a physical environment conducive to learning, teaching, research and service for the students, faculty and staff of the University of Florida and for visitors to our campus.”

# Operational Responsibility

- 12 million square feet in 464 campus buildings  
*(Campus & Health Science Center - Education & General Buildings (E&G))*
- Utilities – Electrical, Steam, Chilled Water, Domestic Water, Sanitary Sewer, and Storm Water Systems
- Grounds Care for UF's 2,000-acre campus
- 852 employees, skilled trades, custodial and professionals
- UF's Working Capital Trust Fund auxiliary  
*(Utilities, Refuse, Motor Pool, Contract Custodial and Repair Service for Non-E&G Facilities)*

# Vision for 2017

## ○ **Begin a comprehensive re-branding of PPD**

- We are a large complex organization and many of our customers do not clearly understand how we work.
- We as a senior management team must push change regarding: appearance, product and deal with client perception – slow, cost too much, etc. - to instill a sense of value among our staff.
- Transparency

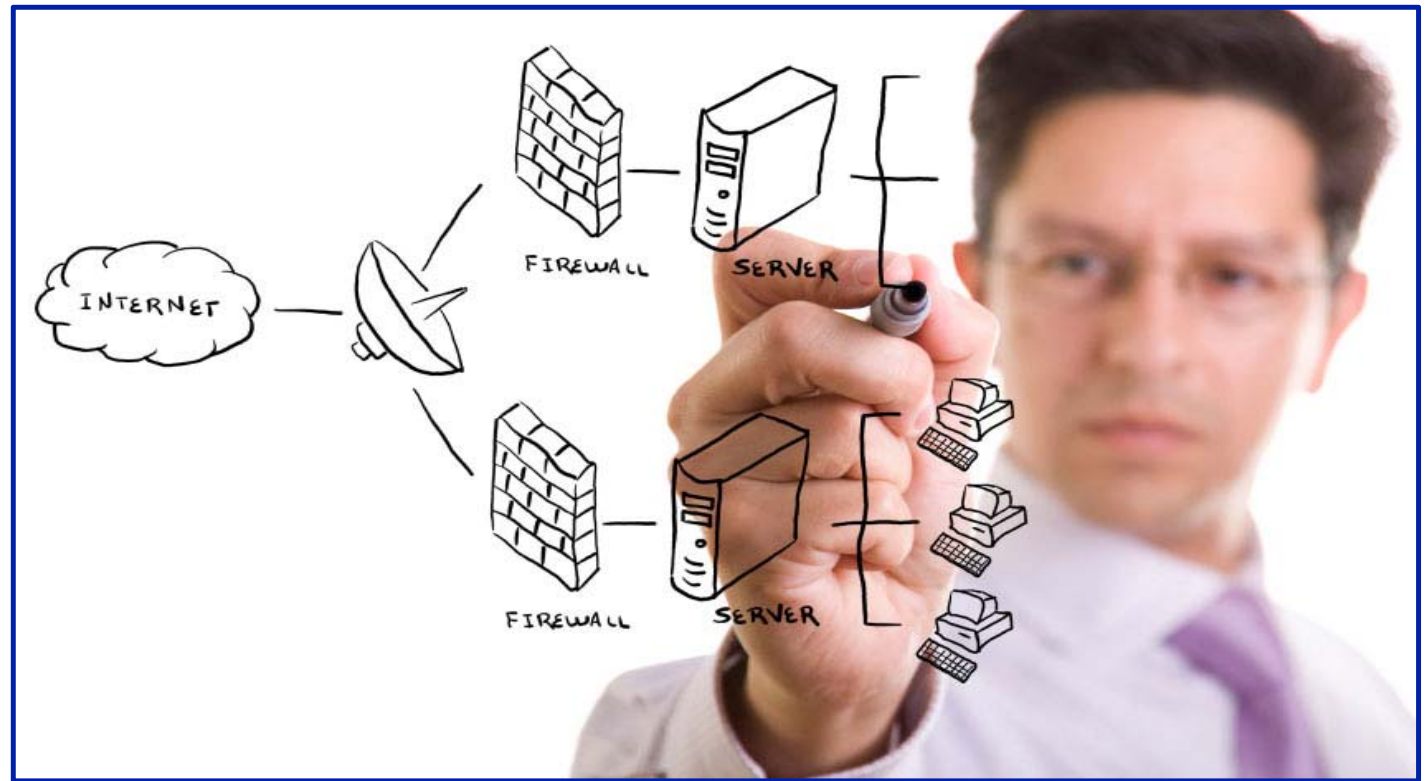
## ○ **Clearly define and prioritize deferred maintenance**

- Working with third party consultant to review over 10 million square feet of E&G space.

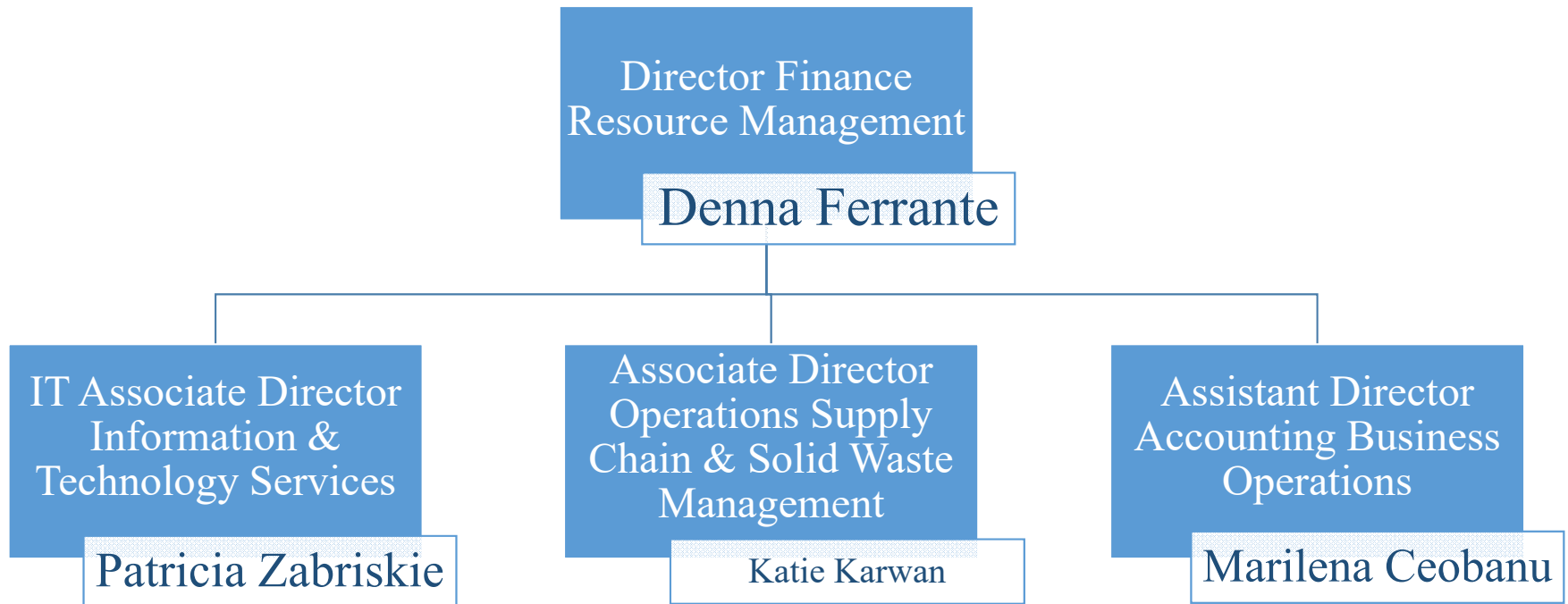
## ○ **Expansion of the High Performance Work Team Service Delivery Model**



# Resource Management



# Resource Management



# Resource Management

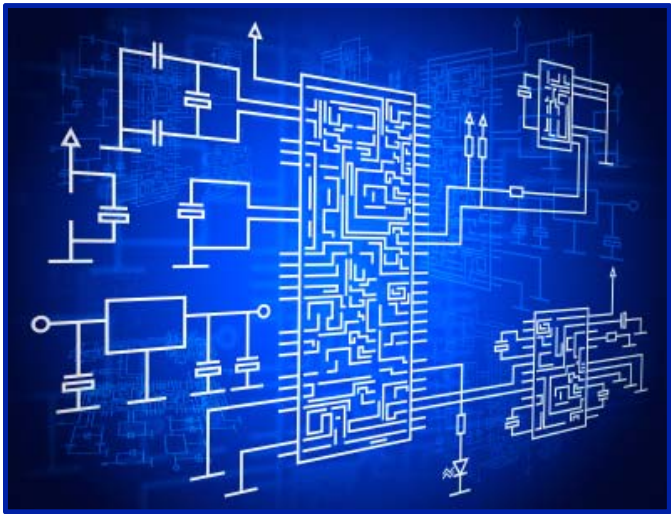
- Business Operations & Financial Management
- Information Technology Services
  - Access Control, Video Surveillance & Security Support
- Waste Management & Resource Recovery
- Warehouse Operations



# Current Initiatives

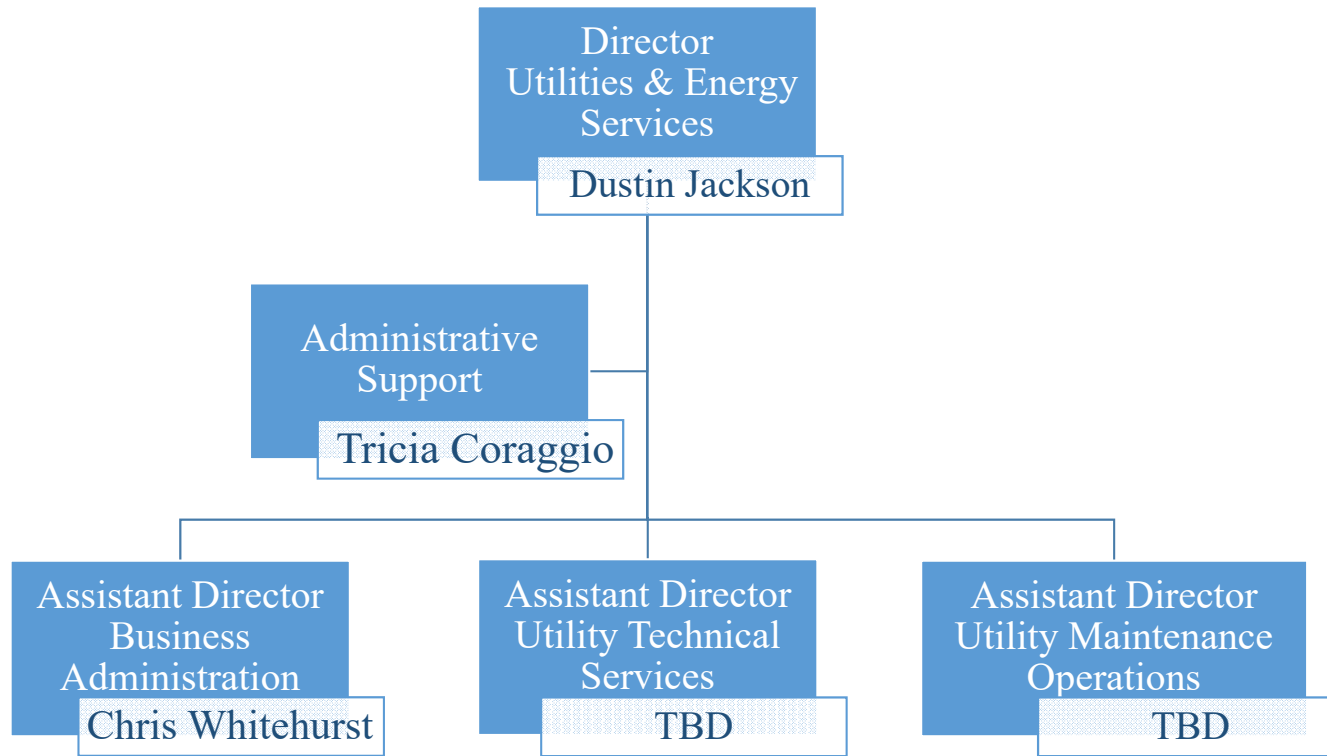
- Billing Portal: Currently Utilities
- Campus Composting
- Fleet Conversion To Alternative Fuel Vehicles
- Electronic Timekeeping
- Paper Towel Inclusion In Organic Collections
- Warehouse At Zero Waste / 100% Carbon Neutral
- Work Request E-mail Notification

# Utilities & Energy Services



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# Utilities & Energy Services



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# Business Administration

Provides centralized administrative functions for  
Utility Operational Business Units

- Metering & Billing
- Budgeting, Reporting & Financial Analysis
- Rate Setting

# Technical Services

In-house licensed Professional Engineers in Civil, Electrical, Mechanical & Environmental Engineering

- Analysis, Design & Planning of Infrastructure Projects
- Utility System Modeling
- Construction Management & Administration



# Utilities Operations

Operation, Maintenance & Repair of Campus Utility Systems

- Electricity
- Steam
- Chilled Water
- Potable Water
- Waste Water Treatment
- Reclaimed Water
- Storm Water

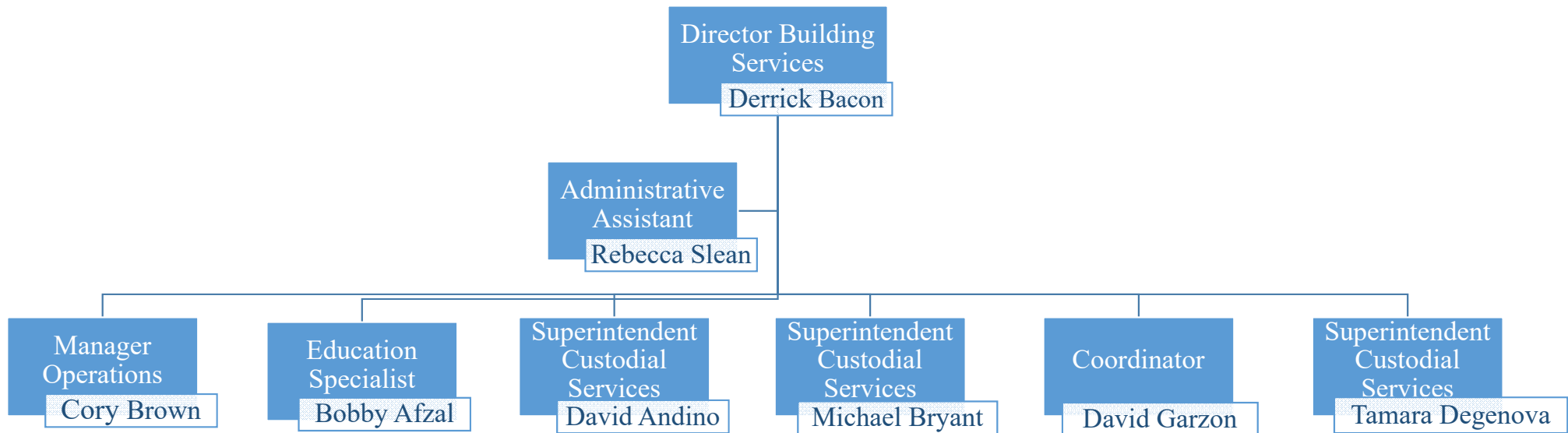
# Other Services

- Pole Mounted Signs & Banners
- Walkway, Street & Pole Lighting
- Traffic Signal Maintenance
- Dig Permitting & Underground Utility Line Locating

# Key Initiatives

- Master Planning of Infrastructure Needs
- Capital Improvements to Existing Systems
- Energy Reporting Website / Dashboard

# Building Services



# Custodial Services

[https://www.ppd.ufl.edu/departments/bs\\_custodial.shtml](https://www.ppd.ufl.edu/departments/bs_custodial.shtml)



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# Building Care



# Floor Care

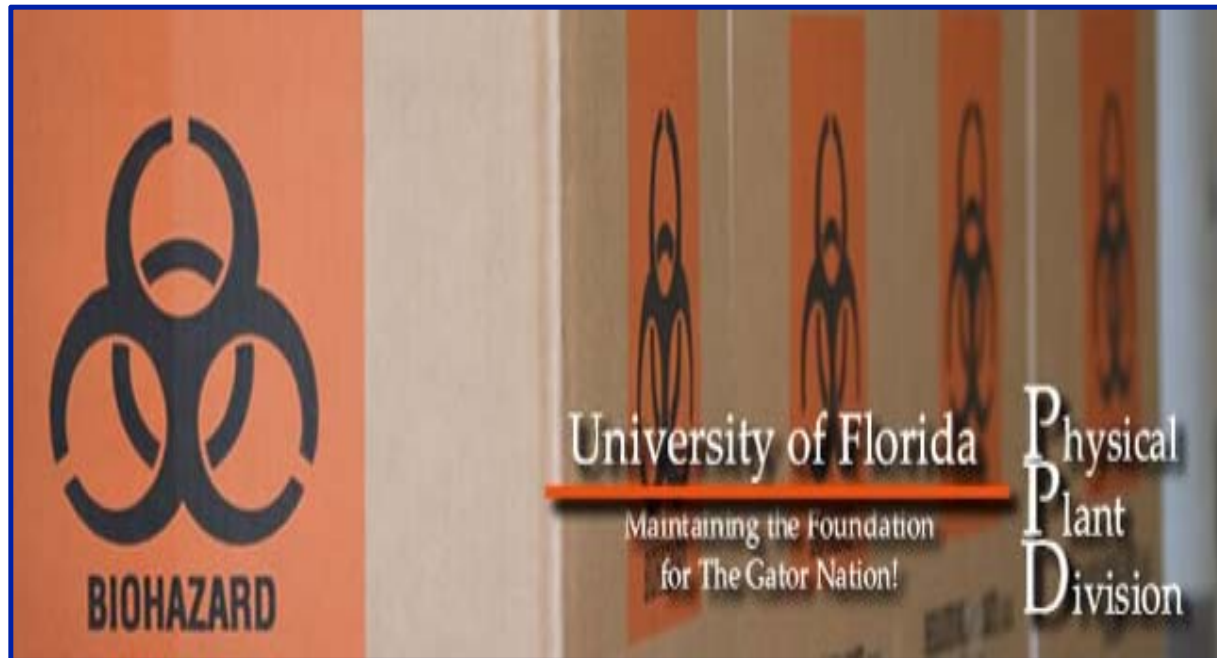


# Special Events Cleaning/Rentals



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# Biomedical Waste Handling



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# Moving Services





# Initiatives

We saved labor resources by reducing the number of cleaning assignments (not at HSC or Auxiliary areas) and were able to:

- Create *The A-Team*, 16 employees filling in for absent cleaning assignments. *The A-Team* supervisor receives feedback from other custodial supervisors on *The A-Team's* performance, dependability, and willingness to cooperate.
- Add supplemental labor to Night Shift Floor & Carpet Crews
- Restore Window Washing Services
- Implement *Custodial Master Plan B* (demonstrates equity among job assignments and details individual jobs with when-where-how)
- Add *Smart Inspect* (formal, technology-based, quality inspection and reporting tool, can track cleaning by area types, items cleaned, zones/floors/rooms and users/employees)
- Introduce microfiber sweeping and mopping and microfiber cleaning rags

# High Performance Work Teams

The *High Performance Work Team* units are responsible for:

Maintenance, repair, and custodial services to the general building interiors, exteriors, mechanical, and electrical systems for the buildings in the particular HPWT Zone.

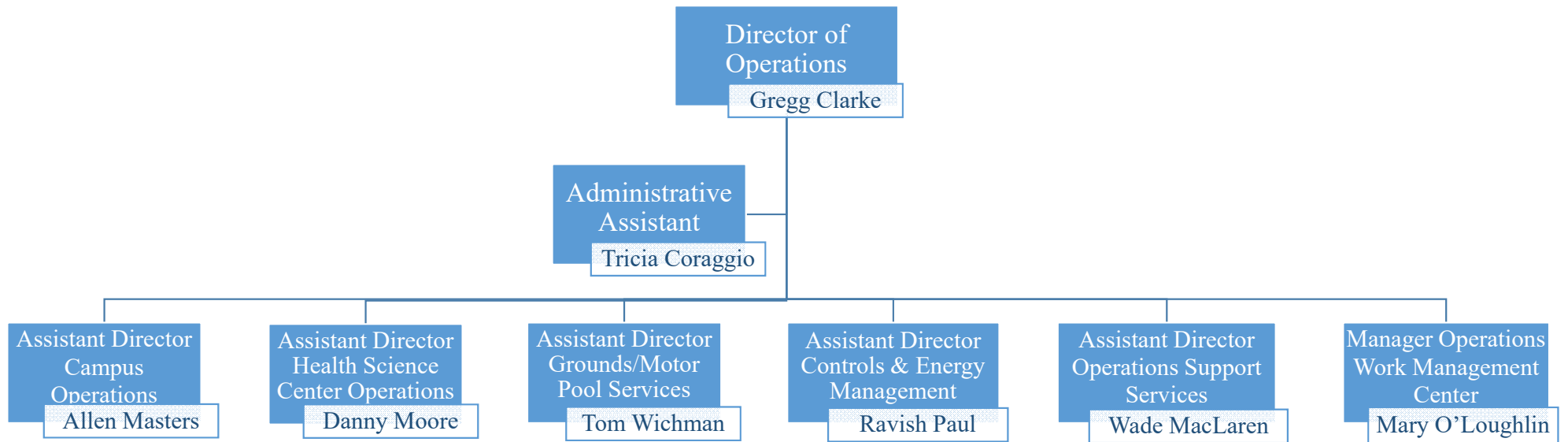
All members of the team perform daily tasks consisting of building service and basic maintenance needs for offices, classrooms, restrooms, labs, general common areas, and other areas within the facility

# Operations



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# Operations Department



# Operations Department

- Campus & Health Science Center Maintenance Operations
- Controls & Energy Management
- Grounds
- Motor Pool
- Operations Support Services
- Work Management Center



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# Campus & Health Science Center Operations

Skilled trades staff perform maintenance and operational activities on building systems and equipment.

- Carpentry & Masonry
- Grounds
- Electrical
- Elevators
- Fire Alarms/Fire Sprinklers
- Keys & Locks
- Roofing & Sheet Metal
- Painting
- Plumbing
- Signs (Campus)



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# Energy Management & Control Systems

This team is responsible for the proper operation of the microprocessor based energy management/temperature control system designed to control Heating and Air Conditioning (HVAC) and lighting systems.

This helps:

- Minimize energy usage and control costs through conservation
- Optimize existing equipment operations
- Operate energy consuming equipment efficiently
- Building scheduling & occupancy control
- Utilize SkySpark analytics software automatically analyzes building, energy and equipment data to identify issues, faults and opportunities for savings.



# Grounds

A diverse staff of professionals dedicated to providing a safe, clean and pleasant environment for the community.

- Construction
- Equipment & Repair Shop
- Maintenance - Mowing, edging, weed-eating, fertilizing, pulling weeds, and litter collection
- Irrigation – We use Reclaimed Water
- Street Sweeping
- Tree Care



# Motor Pool

ASE Master Certified Technicians providing vehicle and equipment maintenance and repairs for state-owned vehicles.

- 24-Hour Refueling
- New Vehicle Registrations
- Safety Inspections
- Preventative, Routine & Emergency Repairs
- Towing



# Operations Support Services

## Providing Professional Services:

- Building Plan Archives
- Capital Renewal & Deferred Maintenance Program
- Construction Auxiliary Group
- Construction and Renovation Quality Assurance Reviews & Inspections
- Construction Warranty Service
- Facilities Condition Assessment
- PPD Safety Programs
- Water & Storm Water Permitting
- Utilities Mapping



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# Initiatives

- Career Progression Program
- Electronic Field Access to Archives
- Energy Management Program
- Facilities Condition Assessments
- Landscape Beautification Program
- Leadership Development
- Operations Controls/Monitoring Center
- Focused Efforts to Provide “Service Excellence”





# Work Management Center

*“One call does it all” – 392-1121*



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# Work Management Center

- *The Work Management Center (WMC) is the central point of contact between the University Community and Physical Plant Division. We are here to serve you 24/7, 365 days year-round.*
- The Work Management Center handles all requests and inquiries for facility-related emergencies, maintenance work, repairs, custodial, landscaping, temperature issues, events and moving, etc.
- Our customers include approximately 50,000+ students and 12,000 UF staff, plus visitors and vendors
- From January 1, 2016 – December 31, 2016, over 71,000 maintenance work orders were created:
  - 33,000 Preventative Maintenance work orders
  - 17,700 Service Calls – Customer requested
  - 10,900 Corrective
  - 7,650 Reimbursable
  - And other work orders - Contract Services, Special Events, Special Services

# Work Requests

Type of requests that flow through the WMC:

- Automotive Repair & Fuel Facilities
- Central Warehouse: Parts & Supplies
- Custodial Services
- Dig Permits & Utilities Damage Prevention
- Energy Audits & Conservation Programs
- Equipment Rentals / Special Events
- Heating & Air Conditioning Repairs
- Landscaping & Grounds Maintenance (except Athletic/IFAS)
- Preventive Maintenance & Repairs
- Refuse Collection & Recycling
- Road, Curb & Sidewalk Maintenance
- Trade Related Services: Electrical, Plumbing, Fire Alarm, Elevators, Painting, Key & Locksmith Services
- Utility Systems & Campus Infrastructure
- And more.....

# Requesting Work

## To Request Work:

### ○ For **Emergency** Requests

- For all facility related emergencies immediately call 392-1121 (2-1121 from a campus phone).

### ○ For Routine Requests

- The preferred option for requesting non-emergency services is our on-line request via PPD website, <https://www.ppd.ufl.edu/>, “Submit Work Request”
- You can also send an email, answered 8:00 - 4:00 M-F, to the Work Management Center, [WorkOrder@admin.ufl.edu](mailto:WorkOrder@admin.ufl.edu).

### ○ Submitting Requests - When submitting a request by any method please be prepared to provide the following information:

- The first and last name and contact information of the requestor.
- The first and last name and contact information of an alternate requestor.
- The exact location of where work is needed, including room number.
- A complete description of the work requested to help PPD determine response time/priorities.



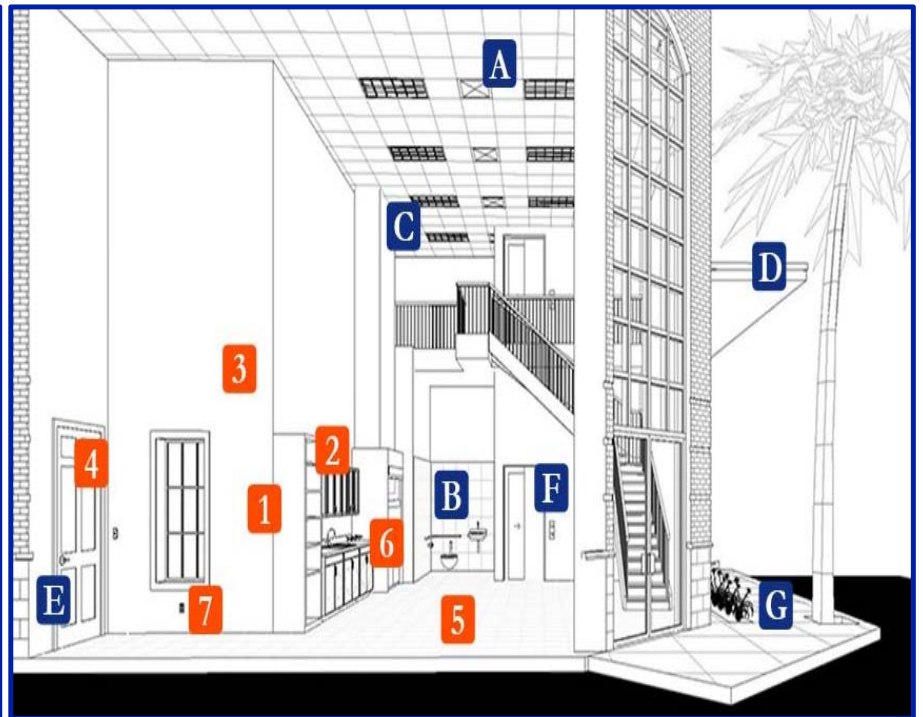
# Work Classification – Physical Plant Division

## Examples of the services provided by Physical Plant Division

- A. Air Conditioning/Heating Repairs
- B. Plumbing Repairs
- C. Electrical/Lighting Repairs
- D. Exterior/Roof/Window Repairs
- E. Locks/Keys/Keycards
- F. Elevator Maintenance
- G. Landscaping

**Other services not depicted:**  
Custodial  
Utilities  
Refuse Collection & Recycling  
Dig Permits and Utility Marking  
Moving/Rental Services

PPD Work Request



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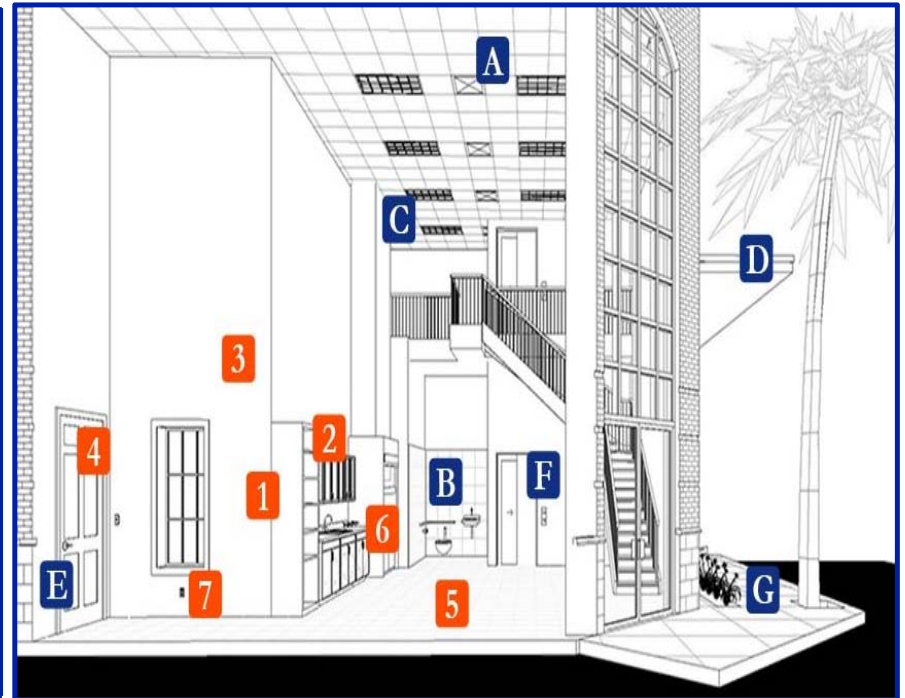
# Work Classification - Planning, Design & Construction

Examples of the services provided by **Planning, Design & Construction**

1. Renovations
2. Cabinetry modifications
3. Painting or adding/removing walls
4. Adding/moving doors
5. Flooring replacement
6. Installing lab hood or equipment
7. Installing electrical outlet

**Other services not depicted:**  
New facility study  
Land planning or real estate study  
Facility addition  
Space use change  
Roof or HVAC replacement  
Modular furniture installations

**PDC Project Request**



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# Questions??

The logo for the University of Florida, consisting of the letters 'UF' in white on an orange square background. The logo is centered on a decorative horizontal band at the bottom of the slide. This band features a pattern of blue and orange dots, with a white dotted area above the orange and blue dotted areas.

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