

# UTSA<sup>®</sup> Facilities

## Annual Report

*Fiscal Year 2021*



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# LETTER FROM THE ASSOCIATE VICE PRESIDENT



The University of Texas at San Antonio (UTSA) is committed to our three [bold destinations](#). In support of these destinations, Facilities remains dedicated to keeping our campus safe, maintaining our facilities and providing an excellent environment to live, learn and work.

Facilities was challenged like never before throughout fiscal year 2021 (FY 2021). We kicked off the year adjusting to the effects of a reduced workforce due to the pandemic. Our remote staff quickly adapted as we shifted from paper to electronic processes, while our essential workers continued working on campus to keep facilities operational. In February, like most Texas universities, we experienced flooding and equipment damage from Winter Storm Uri. Many of our staff left their homes during the storm and stayed on campus for several nights to clear paths, control flooding and make repairs.

Despite facing numerous challenges, Facilities has always risen to take care of our campus community, and this year was no different. We celebrated the completion of large projects and major improvements, including upgrades to classrooms and study spaces that support the academic success of our Roadrunners. Additionally, we began to operate and maintain four new buildings: The Science & Engineering Building, the Roadrunner Athletics Center of Excellence, the Student Success Center and Guadalupe Hall. In response to COVID-19, we distributed pandemic supplies, disinfected spaces and completed major upgrades to the HVAC system to ensure our campus had a safe, clean, and healthy learning and working environment.

As we move into fiscal year 2022, we are faced with exciting new challenges and even greater opportunities. With the planning and project management teams joining the new Real Estate, Construction and Planning Department, Facilities will realign and streamline operations. A new contract and support services team that includes the Downtown Campus will focus on structural maintenance, support activities and moves, housekeeping and grounds. We're also excited to begin working with the Southwest School of Art and the new School of Data Science and National Security Collaboration Center. Our Downtown Campus team is already preparing for these new properties.

While the labor market remains a challenge, we recently received additional funding and quality candidates for our trade shops. This will better enable us to fulfill our mission of improving the university's physical environment.

Under the excellent leadership of Veronica Salazar, chief financial officer and senior vice president for Business Affairs, our division has a fresh [strategic plan](#) aligned with the university's destinations. Each department in Business Affairs developed goals aligned with our division's destinations, and Facilities continues to record and surpass metrics associated with our goals.

The future is bright, and Facilities looks forward to a productive and fulfilling 2022! In the meantime, I invite you to look back at some of our proudest highlights in our first annual report.

All the best,

A handwritten signature in white ink that reads "Paul Goodman". The signature is written in a cursive, flowing style.

Paul Goodman  
Assistant Vice President for Facilities

# FACILITIES AT-A-GLANCE

## Overview

Facilities supports the university's academic and research efforts by operating and maintaining campus buildings, grounds, and utilities to enable a more comfortable campus environment. Below is our At-A-Glance highlights for FY 2021.



Utilities	\$10,670,000
Materials & Services	\$3,920,000
Custodial & Grounds	\$3,580,000
Deferred Maintenance	\$3,000,000
Renovations	\$1,580,000



Maintenance	37,007
QA Inspections	24,308
Projects	739
Other*	657
Event/Moves	596

\*Includes Annual Work Orders, O&M Estimates, QA Assessments, and Report of Defects

## Campus Size



**758**

Total Acres

Main Campus	600
Downtown Campus	18
Hemisfair Campus	15
Park West Campus	125



**139**

Buildings

**5,925,250**  
Gross Square Footage

## Staff & Fleet



**145**

Full-Time Employees



**357**

Total Vehicles

Licensed Vehicles	201
Utility & Golf Carts	156

## COVID Response

The safety of the Roadrunner community remained a top priority in FY 2021. Facilities continued to provide sanitizing and disinfecting services for classrooms, offices, vehicles and work areas. The HVAC air filtration system received major upgrades to enable a healthier academic and work environment. Additionally, thousands of COVID-19 signage was placed throughout the university and care kits were made available to the campus community.



## Annual Survey Results

In FY 2021, Facilities' outstanding customer service efforts paid off. The annual customer satisfaction survey results revealed a **3.98 customer satisfaction rating** out of a five-point scale.



## OPERATIONS & MAINTENANCE

### UTSA Receives NAFA Clean Air Award After Major HVAC System Upgrades

In prioritizing a safe return to campus, Facilities followed recommendations from the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) for the reopening of buildings. HVAC improvements included superior ventilation and filtration upgrades to a total of 56 large air handler units. MERV 13 filters were installed to help trap and filter airborne particles and other contaminants, promoting a superior indoor environment. Additionally, another 65 units received an evaporator coil cleaning and disinfection process. This included electrostatic spraying and an advanced probiotics treatment to aid in disinfecting units for healthier indoor ventilation.

In August, UTSA was honored by the National Air Filtration Association with a 2021 Clean Air Award that recognizes organizations for their leadership and excellence in air filtration. As only one of two university recipients in Texas, the NAFA award is a testament of UTSA's commitment to providing a clean and healthy environment for building occupants during the COVID-19 pandemic.

### Winter Storm Uri Efforts

In February, the campus experienced flooding and equipment damage as a result of Winter Storm Uri, despite ample severe weather preparations. While most of the campus community was away during the campus shutdown, Facilities staff provided remote assistance, cleared paths, controlled flooding, and made repairs. Additionally, many Facilities staff stayed overnight to take care of the campus community.

As of today, Facilities has completed 78% of the 234 winter storm-related work orders. Operations & Maintenance staff continues to assess and make repairs to domestic water, fire sprinkler, and condensate lines that received damage due to ice.

# ENERGY & UTILITIES MANAGEMENT



## North Thermal Energy Plant (NTEP) Chiller #3 Replacement Project

In 2021, the North Thermal Energy Plant (NTEP) received major improvements. Energy & Utilities Management replaced a 1978 3,000-ton chiller with a new 2,500-ton chiller. Additionally, a 5,000-kilovolt ampere transformer that supplies electric power to the chiller was replaced with a new transformer. Together, the \$2.9 million improvements provide reliable and efficient cooling to campus buildings.

## Natural Gas Distribution Study & Improvements

Facilities completed a natural gas distribution study last spring as part of a project to install a generator in the John Peace Library data center. The study assessed natural gas capacity and distribution. The findings enabled Facilities to identify a simple piping distribution modification to resolve a capacity deficiency. Natural gas distribution improvements were completed in early December 2021 and ensure critical emergency backup generators are ready in the event of a campus wide electrical outage.

## FY 2021 Utility Savings & Adjustments

Education & General  
Utilities Budget



Energy Use Intensity  
(BTU/Sq Ft/Yr)



Water Use Intensity  
(Gal/Sq Ft/Yr)



Boiler & HVAC Systems  
Adjustments



Limited campus operations enabled cost-saving adjustments to the boiler and HVAC systems, including reduced steam pressure and locked HVAC system fan speeds.



## PLANNING & PROJECT MANAGEMENT

### Classroom Improvements

As Roadrunners began the fall 2021 semester, Facilities celebrated improvements to nearly two dozen classrooms on the Main Campus. Improvements included new learning technology, desks and furniture, as well as flooring, glass marker boards and fresh coats of paint. These upgrades demonstrate the university's commitment to enhancing the learning environment to support the academic success of our Roadrunners.



### Corridor and Outdoor Furniture

Facilities made significant upgrades to improve seating and studying comfort in corridor and outdoor areas on the Main Campus. These upgrades include new furniture with electrical charging areas, glass boards, monitors, and a trash and recycling section. These much-needed renovations provide comfortable study and collaborative spaces for the campus community.



### JPL First-Floor Restroom Renovations

Restrooms on the first floor of the John Peace Library received a transformative makeover. The year-long project to improve the original restrooms included an impressive top-to-bottom upgrade of the men's and women's restrooms, along with the addition of a new lactation room and an all-gender restroom. Together, these improvements support UTSA's growth and a more inclusive work and academic environment.



# BUSINESS & CUSTOMER SERVICES

## Employee Spotlight

<b>NAME</b> Earnest Davenport	<b>DEPARTMENT</b> Operations & Maintenance
<b>POSITION</b> Mechanical Maintenance Technician I	<b>FAVORITE SHOW</b> The Twilight Zone
<b>TIME AT UTSA</b> 1 Year 2 Months	<b>FAVORITE FOOD</b> BBQ



### Service Level Agreement Updates

In 2021, the Service Level Agreements (SLA) used for auxiliary customers received major improvements that enhances communication efforts, clarifies shared maintenance expenses and streamlines the monthly billing processes. New improvements included weekly reports that enable SLA customers to monitor maintenance activities. Updates to SLA contracts define shared (split) maintenance expenses and revised split percentages to current space assignments. This ensures that Facilities and auxiliary customers are charged equitably for their maintenance costs. Most importantly, Business and Customer Services automated split maintenance cost calculations through a computerized maintenance management system where 21 new split cost centers were created to assign the correct shared maintenance percentage to work orders. The new billing process will improve billing accuracy and eliminate manual adjustments.

### Marketing Improvements

A new marketing area was established to spearhead Facilities' marketing communications. The marketing team has developed a new marketing plan that establishes a marketing strategy to strengthen brand identity and awareness efforts for Facilities while aligning marketing efforts with UTSA Business Affairs' marketing strategy. Since implementing the new marketing strategy, Facilities has seen big changes that include the redesign of the notification template, standardized project signage, re-launch of the [Employee Spotlight Series](#) with new graphics, creation of a digital portfolio called [Campus Improvements](#), and an increase in social media presence.

### Social Media at a Glance

#### Overview

In 2021, the marketing team raised awareness for Facilities and strengthened its social media presence by implementing captivating digital content that highlights staff in action. Next year, the team plans to create a Student Check-In series to support student engagement efforts among social media.

#### Instagram



<b>Followers</b>	<b>615</b>	<b>743</b>
	January 2021	August 2021
<b>Follower Growth Rate</b>	<b>+ 20.8%</b>	
	As of August 2021	

#### Twitter



<b>Followers</b>	<b>116</b>	<b>163</b>
	January 2021	August 2021
<b>Follower Growth Rate</b>	<b>+ 40.5%</b>	
	As of August 2021	

The University of Texas at San Antonio

# UTSA<sup>®</sup> Facilities

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