

# SUMMARY OF SERVICES

2004—2005 Mid-Year Report

# FSD



Blueprint for  
**ACADEMIC  
MASTER  
PLAN**  
2002-2012

## Strategic Goals

**Academic Quality**  
Enhance academic quality by engaging in systematic efforts to strengthen and streamline its curriculum, attract meritorious students, develop and reward its faculty, and fully integrate technology

**Student-Centered Learning**  
Create and nurture a student-centered learning environment responsive to the needs of a diverse student body

**Establish Strategic Partnerships**  
Leverage resources by establishing mutually beneficial partnerships with business, industry, and non-profit organizations



**MIDDLE  
TENNESSEE**  
STATE UNIVERSITY  
MARCH 2005

**FACILITIES SERVICES DEPARTMENT**  
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*The mission of Facilities Services is to prepare and present the facilities/grounds to the university tenants and the public in a safe, clean, and functional condition while managing the resources and assets in accordance with applicable requirements, procedures, and constraints.*

A Tennessee Board of Regents University, MTSU is an equal opportunity, non-racially identifiable, educational institution that does not discriminate against individuals with disabilities.

Facilities Services is a department reporting to the vice president of the Division of Business and Finance.

DIRECTOR’S SUMMARY

DAVID GRAY

Looking back on our performance during the first half of the fiscal year, we see both progress and opportunities for improvement within our department. This Mid-Year edition of the Summary of Services provides information for each work unit within FSD highlighting various accomplishments and goals. The following projects and initiatives represent the wide-ranging scope of our work as well as the managerial focus on customer service and productivity.

**CAPITAL PROJECTS AND CONSTRUCTION RENOVATION PROJECTS**

- Ten capital construction projects were completed totaling \$10.6 million
- Five renovation projects were completed totaling \$63.6 thousand
- One phase of an energy project (DO #2) was completed totaling \$4 million

**CUSTOMER SERVICE AND COMMUNICATION**

- All work units combined to complete nearly 8,400 work orders
- A review of the departmental chargeback rates was completed with no adjustments required

*“...we continue to strive to maintain the campus in a safe, clean, and functional manner...”*

**MANAGEMENT AND PRODUCTIVITY**

- New TBR requirements involving capital project administration led to an organizational review of capital and renovation project processes. A department reorganization to be implemented in the 3rd quarter of the fiscal year has resulted.
- The custodial services taskforce continued to inspect the quality of custodial services being provided (in-house and contractor) and made recommendations for improvements
- Several in-house studies/assessments of activities and processes were initiated providing recommendations for improvement throughout the department



In summary, we continue to strive to maintain the campus in a safe, clean, and functional manner while aligning the department more closely with the University mission and the Academic Master Plan. As we pursue these goals, it is important that we hear from our customers.

Please review this document (and go to our department website) for our service delivery. As always, feel free to contact us and let us know how we can serve you better.

**David Gray**

CENTRAL ADMINISTRATION  
ACCOUNTING INFORMATION SERVICES

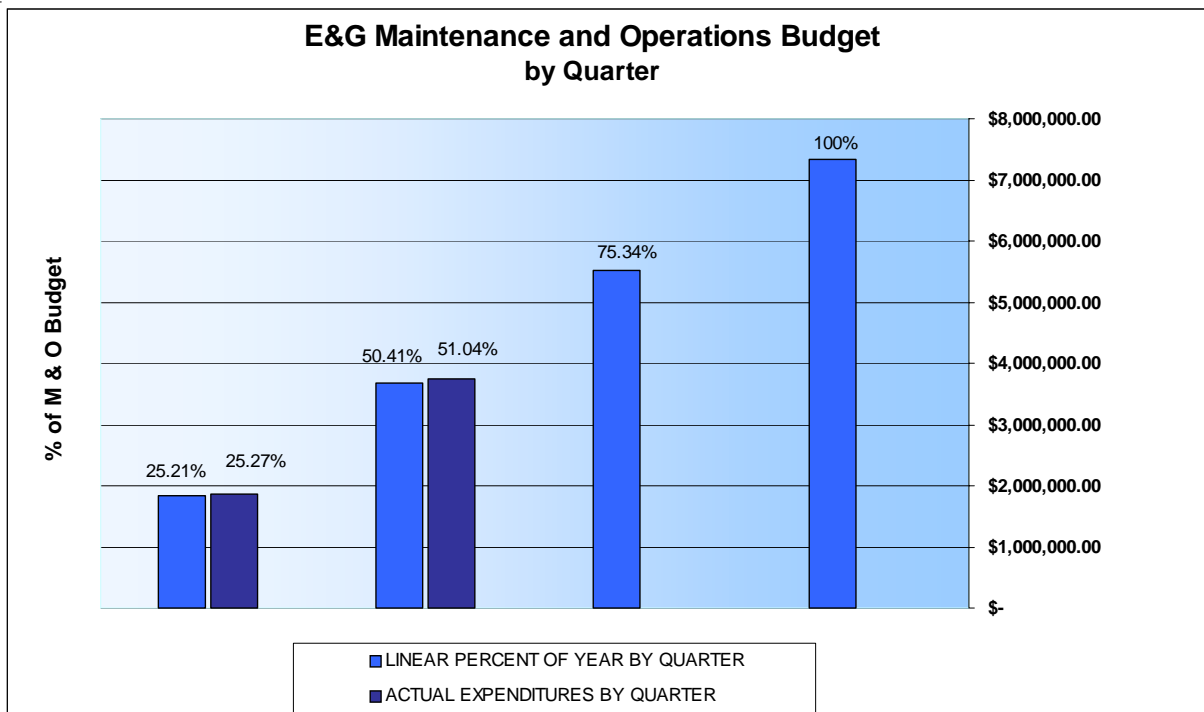
JOE WHITEFIELD  
LA'KEITH MILLER

04-05 Mid-Year Accomplishments/Highlights

- Completed review of FSD chargeback rates applied to non-E&G maintenance and renovations (no changes in rates)
- Completed review and modified campus utilities allocations as a result of energy projects (on-going)
- Completed review of Greek Row plant costs
- Served on THEC subcommittee for M&O and Utilities Funding Formula
- Attended Living Leadership Conference, October 2004, Nashville

04-05 End-of-Year Goals

- Evaluate and prioritize projects and initiatives based on available resources
- Coordinate FRS/Sungard SCT Banner updates with accounting services
- Review general standardized cost procedures with work orders unit



	1st Quarter	2nd Quarter	Mid-Year Totals
<b>Total M&amp;O Expenditures</b>	\$2,333,637	\$3,221,505	\$5,261,122
<b>Accounts Pay/Rec</b>	\$0	(\$294,020)	(\$294,020)
<b>Work for Others</b>	(\$477,649)	(\$740,953)	(\$1,218,602)
<b>Net E&amp;G Expenditures</b>	\$1,855,988	\$2,186,532	\$3,748,500
<b>E&amp;G Budget</b>	\$7,343,657	\$7,343,657	\$7,343,657
<b>% of Budget</b>	25.27%	29.77%	51.04%

**CENTRAL ADMINISTRATION  
CENTER FOR ENERGY EFFICIENCY**

JOE WHITEFIELD  
LINDA HARDYMON

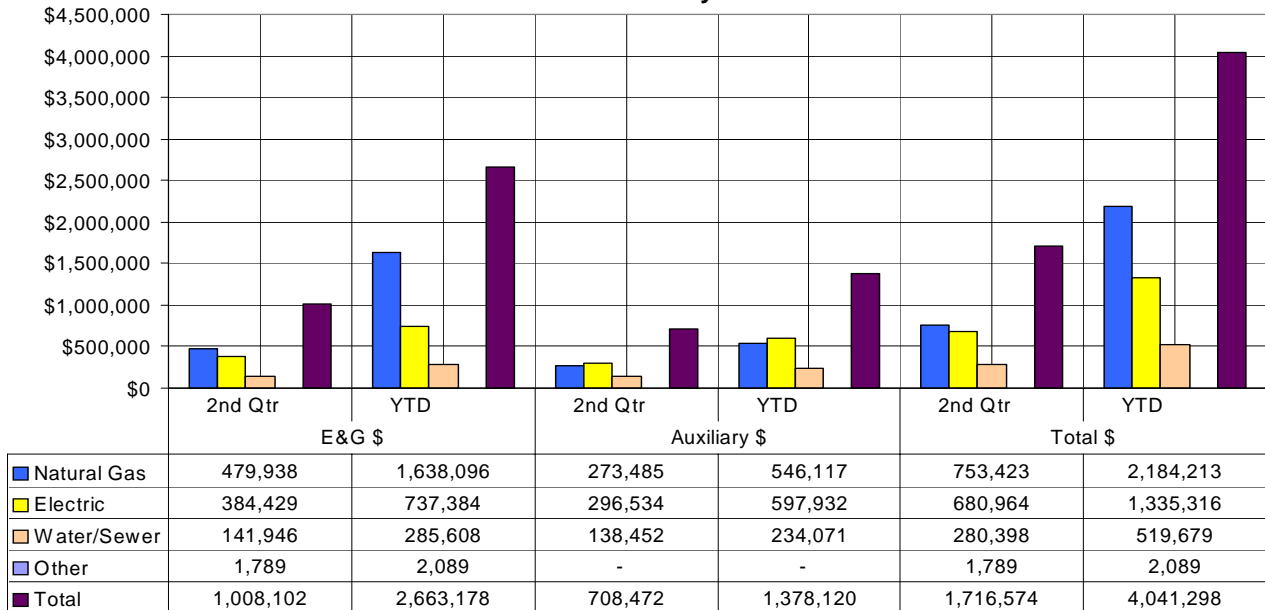
**04-05 Mid-Year Accomplishments/Highlights**

- ESPC Delivery Order #2, distributed generation installed and operational
- Completed Campus School lighting retrofit
- Completed contract amendment with Murfreesboro Electric Department for new variable power interruptible (VPI) electric rate
- ▶ Completed study on utility rate escalations, savings opportunities, and cost allocations
- Participated with MTSU/TVA partnership (provided sustainable design information)
- Adjunct for ETIS Energy and Environment courses
- Published Energy Savings Performance Contracting newsletters (*ESPC News*) for TBR (August)
- Attended Living Leadership Conference, October 2004, Nashville

**04-05 End-of-Year Goals**

- Implement ESPC remaining scope for ESPC Delivery Order #2
- ▶ Research and report on alternative fuel applications and delivery for campus
- Continue TBR Facilities Survey review
- Provide professional development and technical training opportunities to staff
- Support ETIS classroom instruction and projects where possible (on-going)

**Campus Utilities  
2004-2005 by Quarter**



**Energy Savings Performance Contract Project Status**

Delivery Order	Scope	Status	Investment
#1	Lighting improvements - 23 buildings Steam/controls - 1 building Central Plant - chiller optimization	Performance phase	\$1.6M
#2	Electrical distributed generation systems - 10MW	Performance phase	\$6.6M
	BDA - major mechanical improvements Co-generation system optimization Vending Misers	Pre-construction phase	

CENTRAL ADMINISTRATION  
 WORK ORDER SERVICES

JOE WHITEFIELD  
 JOYCE REED

04-05 Mid-Year Accomplishments/Highlights

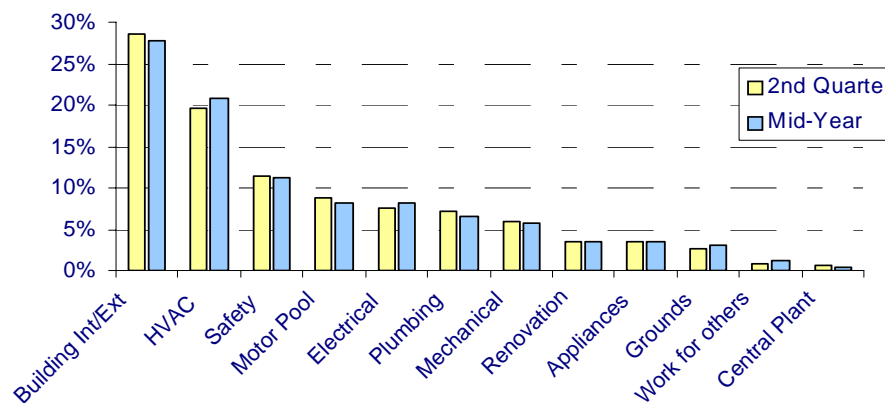
- ▶ Participated in performance improvement process (PIP) with HVAC to improve service delivery to customers by improving productivity and reducing costs
- Provided year-end data and reporting for both internal and external customers
- Assisted and supported engineering and building services with staff and procedures changes by modifying the work order process and providing data, reports, and training as needed
- Continued to provide desktop computer support by installing and troubleshooting software and printers; performing security checks and software updates; identifying, removing, and disinfecting viruses, adware, and spyware; and coordinating the installation of 21 new computers

Work Orders Originated				
Description	2nd Quarter		Mid-Year Totals	
	#WO	% of Total	#WO	% of Total
Appliances	143	3.48%	283	3.38%
Building Interior/Exterior	1,173	28.53%	2,317	27.67%
Central Plant	22	0.54%	37	0.44%
Electrical	309	7.51%	681	8.13%
Grounds	111	2.70%	252	3.01%
HVAC	805	19.58%	1,751	20.91%
Mechanical	245	5.96%	474	5.66%
Motor Pool	362	8.00%	689	8.23%
Plumbing	290	7.05%	554	6.61%
Renovation	146	3.55%	297	3.55%
Work for Others	37	0.90%	107	1.28%
Safety	469	11.41%	933	11.14%
Total	4,112	100.00%	8,375	100.00%

04-05 End-of-Year Goals

- Review work order process; update, revise, and streamline to incorporate departmental changes and improvements as needed
- Support and assist engineering and building services to design and implement standard rate structure for selected routine jobs
- Become familiar with new Sungard SCT Banner system; and update and revise work order billing process to properly support and interface with new campus standards and procedures

Work Orders Originated By Description



**CENTRAL ADMINISTRATION  
EMPLOYEE DEVELOPMENT SERVICES**

JOE WHITEFIELD  
CONNIE HAGBERG

**04-05 Mid-Year Accomplishments/Highlights**

- FSD training participation rate improved to 94% through mid-year (mid-year participation for 2003-2004 was 12%)
- Facilitated educational training sessions for FSD work units
- Served as coordinator for performance improvement process (PIP) for HVAC and work order units
- ▶ Completed assessment for the initial 8 buildings served by contractor, implemented assessment of additional buildings
- Served as liaison for FSD and custodial contractor regarding all aspects of provided services based on contract
- Attended ISSA InterClean 2004 Educational Conference & Tradeshow, November 2004 New Orleans
- Attended Living Leadership Conference, October 2004 Nashville

**04-05 End-of-Year Goals**

- Coordinate work unit training needs pursuant to requests of directors, managers, or supervisors
- Preparation of RFP for contracted custodial services
- Continue leading the custodial services taskforce for both contractor and FSD in-house custodial service regarding cleaning frequencies and quality
- Continue to serve as liaison for FSD and custodial contractor
- Attend educational programs and seminars with emphasis on facility cleaning, leadership, and safety

**FSD Staff Training Records - Mid-Year**

		Leadership/Professional Development			Technical Training		
By Training Type	Employees (Full-Time)	Employees	Total Hours		Employees	Total Hours	
			In-House	Conference		In-House	Conference
Central Administration							
Director's Office	3	2	2	33			
Accounting Info Svcs	2	2	2	6			
Center for Energy Effic	2	2	3	13	1		3
Work Orders	3	3	1.5				
Employee Development	1	1	1	15.5			
Engineering & Building Svcs	28	28	14.5	38	15	15	
Energy Services	20	18	10	6			
Construction Administration	3	2	1.5	6			
Construction/Renovation	4	4	2		1	4	
Grounds/Motor Pool Svcs	17	17	26	6	15	7.5	
Custodial Services	39	36	22				
Totals	122	115	85.5	123.5	32	26.5	3
By Hours per Employee (Full-Time)		Employees	0-1 Hours	1-10 Hours	11-20 Hours	>20 Hours	
Central Administration							
Director's Office		3	1		2		
Accounting Information Services		2		2			
Center for Energy Efficiency		2		1	1		
Work Orders		3		3			
Employee Development		1			1		
Engineering & Building Services		28		26	1		1
Energy Services		20	2	18			
Construction Administration		3	1	2			
Construction/Renovation		4		4			
Grounds/Motor Pool Services		17		17			
Custodial Services		39	3	36			
Totals		122	7	109	5		1

## ENERGY SERVICES CENTRAL PLANT AND HVAC

REGGIE FLOYD

### Central Plant

SAMMIE KELTON  
KEN BUGGS

#### 04-05 Mid-Year Accomplishments/Highlights

- Completed absorption chiller tower retrofit
- Responded to 145 callbacks compared to 202 at mid-year 2004
- Successful preventative maintenance (PM) program implemented by staff resulting in no unplanned steam plant or chilled water plant outages
- Established operating schedule for gas turbine generator
- Installed new high pressure condensate return units to increase condensate to Central Plant
- Completed annual inspection of all campus pressure vessels
- Supported installation of diesel distributed generation project
- Attended Living Leadership Conference, October 2004, Nashville

#### 04-05 End-of-Year Goals

- Maintain zero incident record for unplanned outages
- Install new feed water pumps during mid-May shutdown for preventative maintenance on steam plant
- Continue in-house training for new employees on Central Plant operation
- Continue to evaluate operating schedule for gas turbine generator with respect to natural gas and VPI electric rates
- Rebuild dealkalizer system during mid-May shutdown
- Review options on chilled water chemical price increase and issue report

#### Central Plant Equipment Peak Operational Levels

Natural Gas Fired Turbine/Generator				Steam Boilers				Chillers			
5 MW (nominal)				85,000 Pounds/Hour (peak)				6,000 Tons (peak)			
	1st Qtr	2nd Qtr	Mid-Year		1st Qtr	2nd Qtr	Mid-Year		1st Qtr	2nd Qtr	Mid-Year
Peak MW	4.99	5.09	5.09								
Ave MW	4.42	4.64	4.51	Ave Pounds/Hr	21,620	30,464	26,041	Peak tons	4,281	5,409	5,409
Total MWH	9,767.85	10,253.64	19,923.64	Peak Pounds/Hr	26,000	52,000	52,000				
Purchased power: 18,019.20 MWH											

### HVAC

LES MAYBERRY  
JOHN DOWNS

#### 03-04 End-of-Year Accomplishments/Highlights

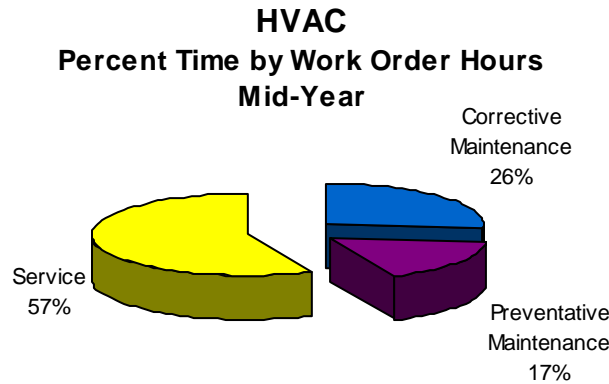
- Responded to 59 callbacks compared to 80 at mid-year 2004
- Completed multi-building coil replacement project (JUB, KUC, CAB, SAG) and valve replacement (Murphy Center)
- Completed review and issued report on percentage of work orders closed past due performance measures, mid-year comparisons: (2004 to 2005) corrective maintenance from 23% to 14%; preventative maintenance from 10% to 6%; and service work orders staying at 16%
- Reviewed HVAC work order performance improvement process (PIP) with work orders office and submitted report on specifics implemented to improve the process
- Installed new domestic hot water system and heat exchanger for pool water in natatorium

#### 04-05 Mid-Year Goals

- Review performance improvement processes (PIP) implemented between HVAC and work order office for continued improvement
- Continue support of BDA mechanical upgrade
- Review and report on recommendations on services to auxiliaries, zone maintenance, runners, and shift work
- Provide digital control training for HVAC mechanics



**ENERGY SERVICES**  
**CENTRAL PLANT AND HVAC**



**Corrective Maintenance (CM) Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
Appliances	44	113	164.0	419	3.7	3.7	22.73%	15.93%
Central Plant	2	2	3.5	3.5	1.8	1.8	0.00%	0.00%
HVAC	331	753	1,292.1	2,870.1	3.9	3.8	13.29%	15.41%
Mechanical	44	94	222.5	467.0	5.1	5.0	11.36%	5.32%
Total	421	962	1,682.1	3,759.6	4.0	3.9	14.01%	14.45%

**Preventative Maintenance (PM) Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
Appliances	5	10	4.0	9.0	0.8	0.9	60.00%	30.00%
Central Plant	8	12	82.5	163.5	10.3	13.6	25.00%	25.00%
HVAC	218	475	755.5	1,562.5	3.5	3.3	16.06%	8.21%
Mechanical	113	267	284.5	688.5	2.5	2.6	0.00%	0.00%
Total	344	764	1126.5	2,423.5	3.3	3.2	11.63%	5.89%

**Service Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
Appliances	25	49	67.0	126.0	2.7	2.6	28.00%	18.37%
Central Plant	15	22	3,470.3	6,004.3	231.4	272.9	13.33%	9.09%
HVAC	212	398	931.5	1768.0	4.4	4.4	15.57%	17.59%
Mechanical	24	45	73.0	190.5	3.0	4.2	0.00%	6.67%
Total	276	514	4,541.8	8,088.8	16.5	15.7	15.22%	16.34%

## ENGINEERING AND BUILDING SERVICES AND ENVIRONMENTAL HEALTH AND SAFETY

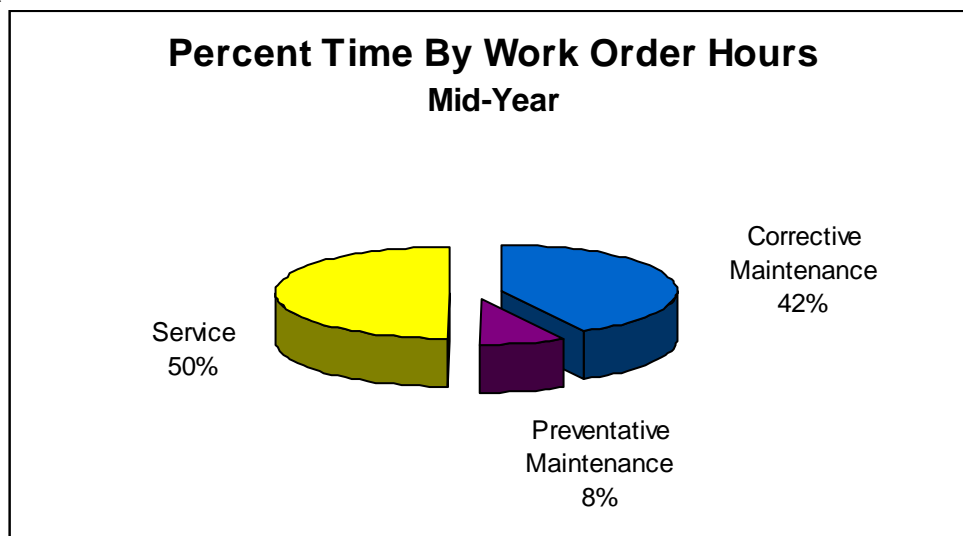
GERALD CAUDILL  
DON CHUMNEY  
ED WALL TERRY LOGAN

### 04-05 Mid-Year Accomplishments/Highlights

- Successfully completed the following projects:
  - Renovation of natatorium pool infiltration system and pool lining
  - Football stadium expansion joint project
  - Demolition of 217 College Heights
  - Exterior limestone cleaning of eight academic buildings
  - Elevator renovation at Keathley University Center
  - Roof repair for Davis Science Building
- Implemented a scheduler, planner, and estimator position by utilizing a current classified employee who recently graduated with B.S. from MTSU's construction management program
- Implemented a runner for acquiring parts from local suppliers by using a current classified employee
- Continued to monitor work order performance measures and provide communications to staff through monthly staff meetings and quarterly staff and technician meetings
- Reorganized shops to improve productivity by combining Shop 90 (construction renovation) and Shop 40 (building services)
- Initiated monthly building safety inspections
- Continued to provide required safety training for employees (TOSHA, EPA, general safety)
- Attended Living Leadership Conference, October 2004, Nashville

### 04-05 End-of-Year Goals

- Continue to monitor opportunities for improved services to all areas of the university by monitoring performance and evaluating zone and shift maintenance
- Develop the position of scheduler, planner, and estimator
- Pursue hiring an engineer to work on campus infrastructure issues, building systems, surveys, and special projects as assigned
- Develop a standard cost structure and billing system for repetitive non-maintenance work requests and construction/renovation projects
- Develop a model year concept for construction/renovation projects that would attempt to reduce time and costs for projects



**ENGINEERING AND BUILDING SERVICES AND ENVIRONMENTAL HEALTH AND SAFETY**

**Corrective Maintenance (CM) Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
<b>Appliances</b>	42	58	48.0	69.5	1.1	1.2	4.76%	6.90%
<b>Building Interior/ Exterior</b>	422	925	1,453.5	2,930.2	3.4	3.2	10.19%	7.89%
<b>Electrical</b>	199	423	728.6	1530.6	3.7	3.6	9.55%	7.57%
<b>Plumbing</b>	268	496	545.6	955.1	2.0	1.9	3.73%	2.82%
<b>Safety</b>	14	22	34.0	74.5	2.4	3.4	0.00%	0.00%
<b>Total</b>	945	1,924	2,809.7	5,559.9	3.0	2.9	7.62%	6.19%

**Preventative (PM) Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
<b>Building Interior/ Exterior</b>	155	169	433.5	447.5	2.8	2.6	2.58%	4.73%
<b>Electrical *</b>	44	75	24.5	34.3	0.6	0.5	0.00%	0.00%
<b>Safety</b>	412	818	287.5	572.3	0.7	0.7	0.24%	0.24%
<b>Total</b>	611	1,062	745.5	1,054.0	1.2	1.0	0.82%	0.94%

\* Includes generator PMs performed by Motor Pool

**Service Work Order Performance Measures**

Description	#WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
<b>Appliances</b>	6	13	3.0	6.0	0.5	0.5	0.00%	0.00%
<b>Building Interior/ Exterior</b>	542	1,056	1,844.4	4,248.1	3.4	4.0	7.93%	7.10%
<b>Electrical</b>	56	144	185.5	650.3	3.3	4.5	8.93%	7.64%
<b>Plumbing</b>	31	55	38.5	196.0	1.2	3.6	6.45%	7.27%
<b>Renovation</b>	132	234	569.0	1,137.5	4.3	4.9	36.36%	32.05%
<b>Safety</b>	36	73	182.5	287.2	4.8	3.9	5.26%	4.11%
<b>Total</b>	805	1,575	2,822.9	6,525.1	3.5	4.1	12.42%	10.67%

**CONSTRUCTION ADMINISTRATION AND  
CONSTRUCTION/RENOVATION SERVICES**

JAY WALLACE  
EARL BOGLE  
JULIE IM  
KIM SANDERSON  
TERRI CARLTON

**04-05 Mid-Year Accomplishments/Highlights**

- Graduation from APPA Institute of Facilities Management, a four track certification in two years (J. Wallace)
- Began implementation of process for streamlining capital project programming, design and construction
- Two members of construction administration led round table discussions at the 2004 State AIA Convention
- Attended Living Leadership Conference, October 2004, Nashville

**04-05 End-of-Year Goals**

- Set a policy of using the design development drawings as the benchmark to stop major redesign on projects, with major changes requiring higher level approval
- Engage outside consultants to review drawings for content and adherence to good, efficient construction practice and to review systems drawings for conformance to standard practices
- Successfully combine the work objectives of the university construction manager and TBR construction representative
- Continue participation in APPA's Facilities Management schools; ADA conferences and seminars; and renew association with CSI for educational opportunities
- Provide an environment that encourages staff growth and promotion

**Construction Administration Capital Project Summary**

	1st Quarter Totals		2nd Quarter Totals		Mid-Year Totals	
	# Projects	\$ Projects Value	# Projects	\$ Projects Value	# Projects	\$ Projects Value
<b>Beginning Active Projects</b>	9	\$16,709,927	9	\$16,481,592	9	\$16,709,927
<b>Added Projects</b>	4	\$2,075,265	3	\$294,000	7	\$2,369,265
<b>Completed Projects</b>	4	\$2,303,600	6	\$8,255,235	10	\$10,558,835
<b>Ending Active Projects</b>	9	\$16,481,592	6	\$8,520,357	6	\$8,520,357

**Construction/Renovation Project Summary**

	1st Quarter Totals		2nd Quarter Totals		Mid-Year Totals	
	# Projects	\$ Projects Value	# Projects	\$ Projects Value	# Projects	\$ Projects Value
<b>Beginning Active Projects</b>	11	\$49,809	14	\$35,460	11	\$49,809
<b>Added Projects</b>	5	\$35,052	21	\$272,830	26	\$307,881
<b>Completed Projects</b>	2	\$49,400	2	\$11,941	5	\$63,585
<b>Ending Active Projects</b>	14	\$35,460	33	\$296,349	32	\$294,106

**GROUNDS SERVICES /  
MOTOR POOL SERVICES**

JAMES LUTER

DALE WITTY

LARRY SIZEMORE

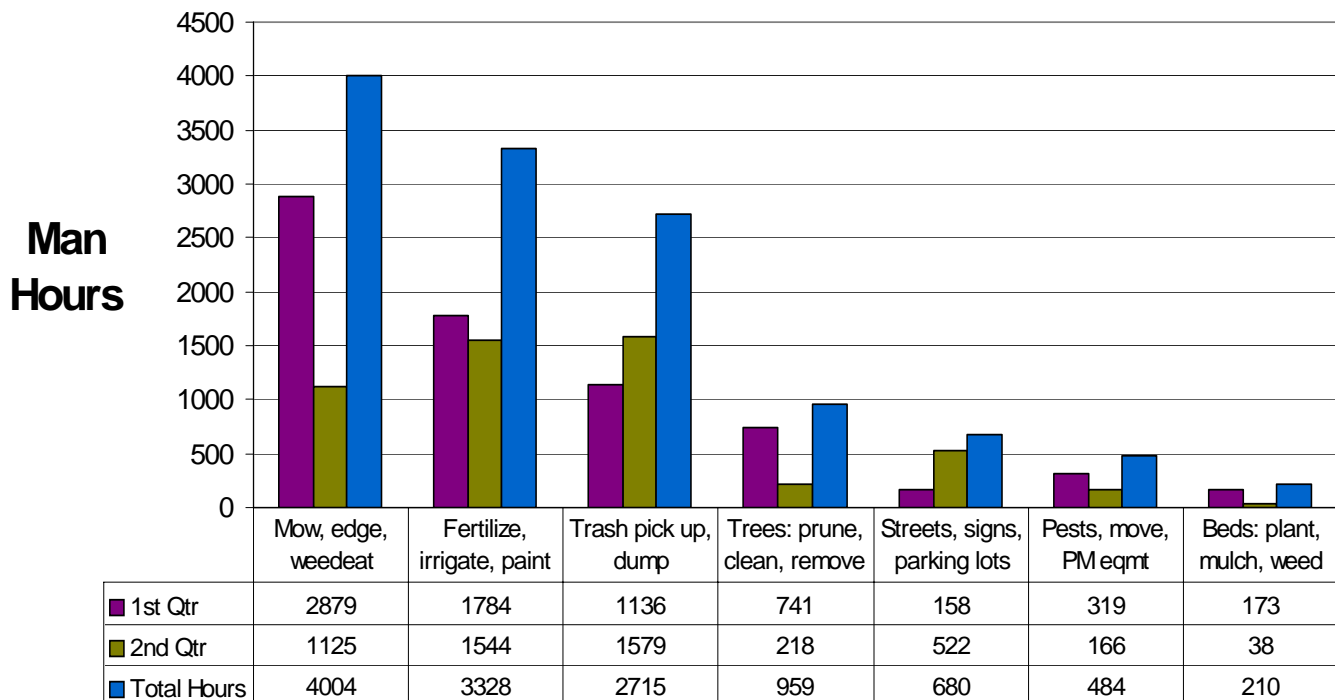
**04-05 Mid-Year Accomplishments/Highlights**

- ▶ Outsourced major repairs of motor pool vehicles and auxiliaries
- Created second shift motor pool mechanic position to perform preventative maintenance
- Re-graveled a number of parking lots (1,877 spaces)
- Completed final construction on practice soccer field
- Purchased new motor pool vehicles (5 vans, 12 cars)
- Installed car identification signage at motor pool
- Provided landscaping (trees) book to campus planning (irrigation and low voltage lights)
- Attended Living Leadership Conference, October 2004, Nashville

**04-05 End-of-Year Goals**

- Reduce landfill costs by obtaining permits allowing the burning of storm damaged trees
- Replacement of storm damaged trees (35 damaged, 50 replaced)
- ▶ Continue study for memorializing individuals associated with MTSU
- Assist parking services with the planning of oil and chipping of the remaining gravel parking lots

**Grounds Services  
Allocation of Labor by Activity**



- On-going planting of a variety of native trees and shrubs

**GROUNDS SERVICES /  
MOTOR POOL SERVICES**

**Grounds Work Order Performance Measures**

	# WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
<b>Maintenance</b>	19	33	89.5	148.0	4.7	4.5	6.06%	9.09%
<b>Preventative (PM)</b>	8	8	59.0	59.0	7.4	7.4	25.00%	25.00%
<b>Corrective (CM)</b>	11	25	30.5	89.0	2.8	3.6	0.00%	4.00%
<b>Service</b>	99	218	1,633.9	3,244.5	16.5	14.9	13.13%	17.89%
<b>Total</b>	118	251	1,723.4	3,392.5	14.6	13.5	16.16%	15.14%

**Motor Pool Work Order Performance Measures**

	# WO Completed		Man Hours		Avg MH/WO		% Closed Past Due	
	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year	2nd Qtr	Mid-Year
<b>Maintenance</b>	144	274	369.3	678.1	2.6	2.5	52.08%	60.95%
<b>Preventative (PM)</b>	135	247	153.3	284.3	1.1	1.2	55.56%	67.21% *
<b>Corrective (CM)</b>	9	27	216.0	392.8	24.0	14.5	0.00%	3.70%
<b>Service</b>	240	433	1174.5	2,370.5	4.9	5.5	2.50%	4.85%
<b>Total</b>	384	707	1543.8	3,046.6	4.0	4.3	21.09%	26.59%

\* Preventative maintenance done in accordance with emissions testing requirement dates



**CUSTODIAL SERVICES**

DAVID FEAGANS, JOHN KNOX

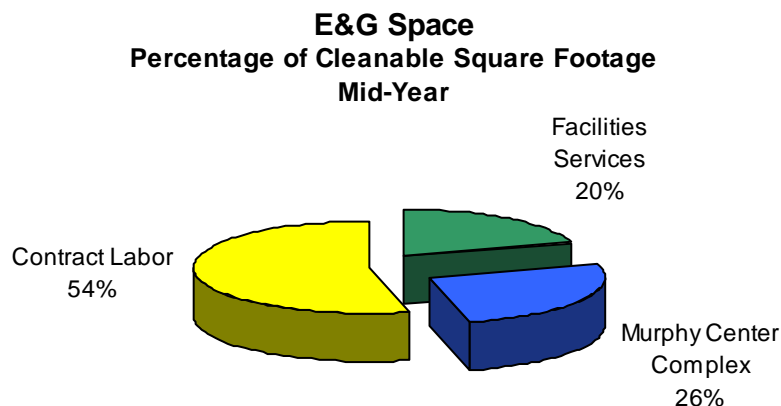
**04-05 Mid-Year Accomplishments/Highlights**

- Taskforce inspection of FSD in-house staff custodial services regarding agreed upon cleaning frequencies and quality; implementation of standard operating sheets for custodial staff and day porter at Kirksey Old Main and Midgett Building.
- Reviewed and reported on current department equipment and provided suggestions for purchase of new equipment to better meet or improve campus cleanliness
- Initiated review of standards for event support and cleaning requirements (JUB, KUC, Alumni Center)
- Painted restrooms in KOM and Midgett Building to improve appearance, primarily relating to cleanliness
- Worked with custodial service contractor, including holding contractor accountable for cleaning frequencies and expectations

**04-05 End-of-Year Goals**

- Implement the RFP for custodial services contract
- Continue scheduling meetings and communications with custodial service contractor regarding contract work expectations, special issues or concerns
- Evaluate and report on custodial role supporting recycling and refuse pickup
- Bring Todd Building on-line
- Continue the review of standards for event support and cleaning requirements (JUB, KUC, Alumni Center)

<b>E&amp;G Space Mid-Year</b>		
	<b>Gross Square Footage</b>	<b>Cleanable Square Footage</b>
Facilities Services	923,315	381,095
Murphy Center Complex	587,842	487,751
Contract Labor	1,218,194	998,680
Total	2,729,351	1,867,526





*Summary of Services  
04-05 Mid-Year Report*

This report is produced by the FSD director and staff and published by FSD Central Administration.  
Linda Hardymon, Publishing Coordinator



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