CSUSM ANNUAL FACILITIES REPORT
Facilities Development & Management FY 22-23

A Message From the AVP

The Facilities Development & Management (FDM) fiscal year (FY) 22-23 Annual Facilities Report is presented to FDM's internal and external stakeholders. This report highlights the progress and activities of FDM Administration, Energy Management & Utility Services, Facility Services, and Planning, Design & Construction. FDM had another productive year, achieving many of our goals. Notable accomplishments include developing a comprehensive standard operating procedure catalogue to facilitate the on-boarding of new members, began a multi-year project to upgrade the Building Automation System for greater HVAC efficiency, installation of 42 Bigbelly stations across campus to encourage efficient waste collection and sustainable composting practices, and conducted annual major trip hazard repairs to ensure the campus remains safe and accessible for all. Additionally, two of our employees received Employee of the Month awards from the president. Our story is the campus's story, reflecting the passion and dedication of our team members and their commitment to excellence, collaboration, teamwork, and supporting the campus community. We are proud of the work accomplished this year. I am so grateful and honored to work with such dedicated people.

Mark Norita
ASSOCIATE VICE PRESIDENT

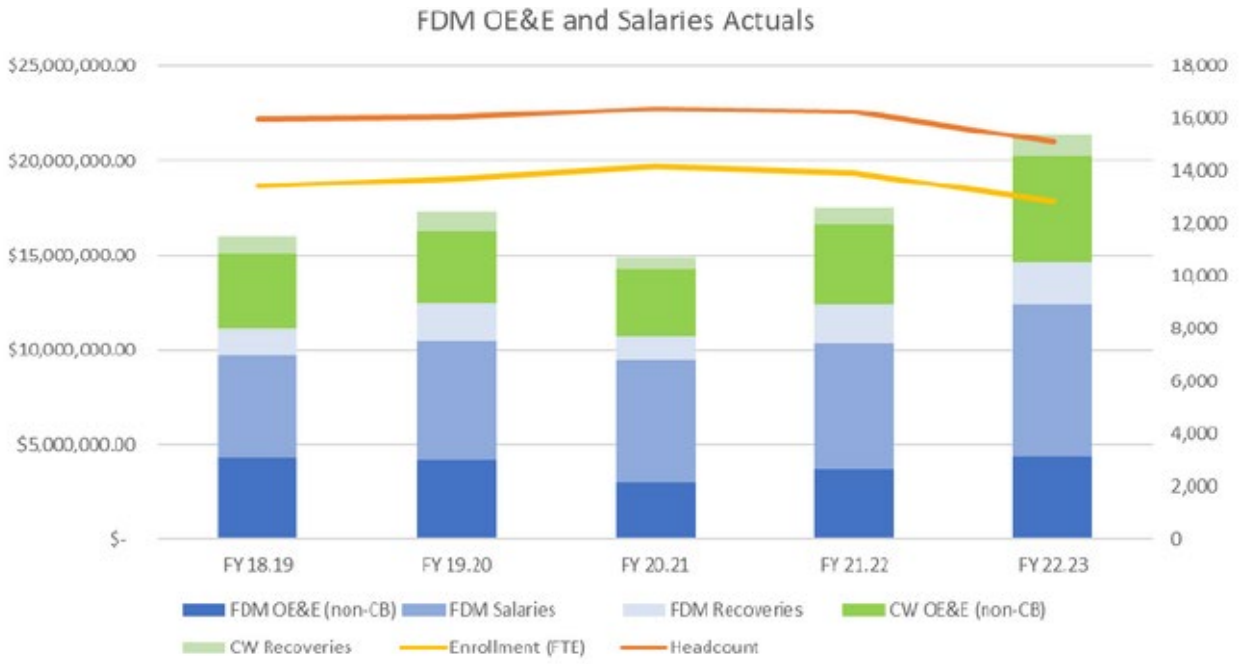
FDM Administration

FDM Administration (FDMA) serves as the hub of FDM. and consists of three main teams: Operations and Work Control, Administrative Support, and Distribution Services.

FDMA is responsible for:

- Strategic planning
- Employee engagement
- Development and management of a $12,620,444.00 operating budget
- Human resources
- Technology
- Procurement and accounts payable functions on behalf of FDM
- Campus mail/package services
- Property Control and Asset Management

FDMA consists of: Facility Services, Planning, Design, & Construction, and Energy Management & Utilities Services.



In line with enrollment, FDM's budget was on a steady increase until the pandemic in FY 20-21 in which FDM took a substantial budget cut. (Salaries and CW OE&E (Utilities)did not take any cuts).

Administrative Support Team

The Administrative Support team provides comprehensive support to all of FDM.

The responsibilities of the team include:

- Calendar Management for MPPs
- On-boardings, Pans & Separations
- Staff & MPP Recruitments
- Uniform Program management
- Professional Development Travel
- Morale event planning and execution
- Year end annual shop inventory
- Daily who's out notifications
- Apprenticeship Program
- Technology requests
- Timekeeping review & reconciliation
- Other personnel related support
- Management of student assistants

Projects

This fiscal year, each department within FDMA concentrated on creating, maintaining, and updating Standard Operating Procedures (SOPs). The Administrative Support team completed 17 SOPs! The objective, which was successfully executed, was to develop a comprehensive SOP catalogue to

facilitate the successful onboarding of new team members and ensure consistency in our operations.

The Priorities of the team:

- People
- Core services
- Safe environment
- Customer service
- Lead by example
- Culture of care

Changes to the Administrative Support Team

During this fiscal year, the Administrative Support team took on many of the responsibilities of the Technology team when a member of the Technology team moved to the university Instructional & Information Technology Services (IITS) department.

The tasks of the Technology team moved to the Administrative Support team included maintaining and implementing:

- iPads
- Cellular phones
- Data and data integrity
- Process improvement
- FDM website
- SmartSheets

Tasks transferred to IITS:

- Functionality of AiM and system upgrades

Employee Support

The Administrative Support team provides employee support to all of FDM through the planning and execution of engaging events, trainings and meetings.

In July, as a team building event all of FDMA participated in Strengths Finders for the team to develop an improved understanding of each others strengths.

Other employee activities include:

- Monthly Safety Meeting in collaboration
- with Safety Health and Sustainability
- Annual Safety Fair
- Morale events
    - Weekly Stretch Program
    - BBQ’s
    - Annual Chili Cook Off

    - Holiday Celebrations

Work Control & Operations Team

Work Control & Operations serve as the support system enabling facilities personnel to excel in maintaining and improving the physical campus. They ensure that all facility-related tasks are prioritized, documented, and executed with an emphasis on customer satisfaction, collaboration with campus business partners, and adherence to campus and Chancellor Office guidelines.

Their responsibilities include:

- Collaborate with campus business partners:
    - Procurement
    - Accounts Payable
    - Accounting
    - Budget
    - Self-Support
    - Auxiliaries
- Managing billing on behalf of FDM to the campus community
- Liaise with the Chancellor's Office for capital projects related to billing and funding
- Coordinate between the campus community and the facilities trades for intake and dispatch of all campus work orders
- Face of FDM customer service for the campus community
- Owner of the work order system

In FY 22-23, the number of requisitions to POs, invoices, and ProCard purchases continued to increase above pre COVID levels. ProCard spending saw a significant 21.5% increase from FY 21-22 to FY 22-23. This increase is attributed to the nationwide rise in material prices and the strategic shift to more frequent, lower-cost purchases from POs to ProCards, when appropriate. The number of POs remain consistent with historical increases.

In FY 22-23, the Work Control & Operations team:

- Managed 16 operating department budgets and 18 trusts
- Processed 2,487 operational invoices
- 1,570 ProCard transactions totaling $989,694.24
- 364 Requisitions turned to Purchase Orders
- Closed work order phases 20,028
- Created work order phases 23,648

One of FDMA's strategic goals in FY 22-23 was to increase efficiency by closing work orders in a timely fashion. We have achieved great progress with a 15.5% increase in closed work orders phases over last fiscal year.

Distribution Services

Distribution Services is comprised of three teams: Mail Services, Shipping & Receiving, and Property Control. This team serves as the campus hub for all incoming and outgoing mail shipments. Each teams plays a crucial role in the daily operations of the campus.

Mail Services

The Mail Services Team responsibilities include:

- Sorting and delivering of campus mail
- Daily mail routes
- Training campus community in mail policies/processes
- Receiving and sending mail via United States Postal Services
- Providing mail supplies to campus community
- Intercampus mail
- Business reply mail

Shipping & Receiving

The Shipping & Receiving responsibilities include:

- Receiving all standard, freight, private, and special courier deliveries and shipments
- Receiving purchase orders and processing the match in PeopleSoft
- Shipping and tracking of all campus packages and shipments
- Pick up and delivering of campus packages and shipments
- Provide forklift support for packages and shipments as needed

Property Control

The Property Control Team responsibilities include:

- Tracking all property assets by working with the campus community
- Oversees archive storage and archive shredding
- Responsible for tagging capitalized assets
- Oversees authorization for the sale and the subsequent sale of campus property

Distribution Services is dedicated to optimizing service that maximizes system resources while maintaining the highest level of professionalism, ethics and integrity in support of the university mission.

Distribution Services Stats

USPS Mail/Packages (in Pieces)

FY	Incoming	Outgoing
21-22	69,172	78,382
22-23	63,359	44,837

Shipping/Receiving (Freight/Packages)

FY	Incoming	Outgoing
21-22	23,960	Data not available
22-23	22,571	1,854

Property Controls Services

FY	E-Waste (lbs)	Shred Boxes
21-22	27,486	464 boxes/12,992 lbs
22-23	40,996	0 boxes/lbs

Property Control / Capital Assets

FY	Property Control Quantity	Additions ($)	Capital Assets Quantity	Disposals ($)
21-22	33	$848,515.81	15	$237,990.13
22-23	79	$1,406,739.56	13	$231,159.52

Energy Management & Utility Services

Energy Management & Utility Services (EMUS) is charged with the oversight and operations of the campus' utility infrastructure, energy efficiency projects, energy production and delivery, Heating, Ventilation, and Air Conditioning (HVAC) and elevators.

The team focuses on HVAC through the successful operation of the Central Plant and the Building Automation System.

The EMUS team's responsibilities include:

- Implementation of energy efficient building controls strategies
- Projects and equipment maintenance
- Forecasting budgets for electricity, natural gas, water, and sewer services.
- Working closely with Safety, Health & Sustainability, FS, and PD&C to provide program support to the campus
- Managing large HVAC and energy projects ensuring continuity of services

The scope of EMUS includes the ongoing maintenance and operation of:

- Electrical and natural gas service
- Domestic, well and sewer water
- HVAC
- Elevators
- Mechanical equipment
- Water chemistry
- After hours emergency response

- Resiliency planning
- Greenhouse gas emissions reduction

Energy Management & Utility Services

Creating and maintaining community partnerships is a strength of EMUS. Each of the partnerships plays a role in supporting the campus and campus community.

Four examples of community partnerships from this fiscal year:

HVAC Roadshow

When the community returned to campus following the pandemic, EMUS partnered with the Safety Health & Sustainability and Emergency Management to provide HVAC roadshows to various building occupants across campus to answer their COVID HVAC related questions as they pertained to building operations.

EMUS continued these meetings at the beginning of the 22-23 fiscal year. In the fall, EMUS met with occupants at SHCS, Kellogg Library, University Hall, SBSB, and Markstein.

Campus Way Cafe Opening

North City, a developer next to campus, constructed the Campus Way Café on the first floor of the Quad last summer. In the summer of 2023, weeks before the university year began, the site's superintendent asked for CSUSM's help because the electronics required to start up the building were on backorder.

EMUS contacted our contractor account representatives to help expedite certain parts from the factory. We were also able to help with their SDG&E gas connection by expediting that process as well.

Capstone 490 Senior Experience

In the spring 2023 semester, EMUS partnered with faculty and three students in a Capstone 490 class. The students earned class credit while determining how to optimize campus building usage.

The students quantified the cost savings and greenhouse gas savings for the university if the buildings were scheduled more densely during early mornings, evenings and weekends.

Campus Connect Support

Each year, CSUSM conducts a cohort, called Campus Connect, of about 30 participants representing a broad crosssection of the campus community.

During fiscal year 22-23, EMUS hosted two tunnel tours and Central Plant tours in June 2022 and March 2023.

One of EMUS' goals is to educate the community on how buildings are heated and cooled and how we are working to meet our sustainability goals.

Energy Management & Utility Service Projects

The following are some of the projects, emergency situations, and initiatives completed by EMUS:

- In May and June 2022, the Central Plant crew helped renovate the Kellogg PASS lab's HVAC system.
- In the fall, EMUS kicked off a multi-year project to upgrade the Building Automation System (BAS). This system controls the campus lighting, HVAC, and schedules remotely via computer. At the end of FY 22-23, the new server was installed, and about one third of the campus graphics had been generated. This project is necessary because the old BAS system is obsolete, unsupported, and replacement parts are expensive and hard to find. The new system is non-proprietary and parts are easy to procure. It will also help ensure our buildings are running as efficiently as possible to meet our campus sustainability goals.
- In Science Hall 1, Science Hall 2, Social and Behavioral Sciences Building, and Markstein the air handling units (AHUs) were epoxy coated, sheet metal was repaired, fan wheels were balanced, and cooling coils were replaced.

Pictured is the Science Hall 2 AHU-2 epoxy coating before and after:



Figure 1: Before



Figure 2: After

- Over 40 air handler units (AHUs) across campus were retrofitted with outside airflow monitoring stations. These sensors report the rate of outside air entering the building to the BAS. This is useful for troubleshooting, energy projects, flushing buildings, and predicting mechanical failures.

- In August 2022, EMUS completed a project to upgrade the SDG&E meters at the Central Plant. The old meters prohibited the campus from being able to install more solar on campus. Shortly after the meter installation, we also completed the solar generation and battery storage feasibility study. A request for proposal for solar and battery storage on campus will be posted in 2024.
- In August 2022, the Science Hall 2 exhaust fan was replaced in-house. The EMUS team also assisted PD&C and contractors to Test and Balance the new HVAC system in the new wet lab.
- In December 2022, the motor bearings on one of the Central Plant chillers was replaced.
- In fall/winter 2022, the Central Plant team supported the Commons Custodial Renovation project by installing new HVAC systems in the newly renovated space.
- Due to COVID, Cal OSHA required that HVAC systems operate outside of their intended design. This caused several motor failures days before the 22-23 school year began (this requirement has since been changed). The Central Plant organized two crane lifts and 4 motor replacements before the first day of classes.
- One of the crane lifts was at the Extended Learning Building on the same day as move-in at North Commons. EMUS performed that crane lift at 3:00 am to ensure they would not impact the move-in traffic.

Pictured here is the Central Plant team who coordinated a crane lift, and planned the rigging to install an 800 pound motor.





Planning, Design & Construction

Planning, Design & Construction (PD&C) serves the campus community in the development of environments that promote learning, interaction, innovation, and collaboration in support of the vision, values, and goals of CSUSM.

The PD&C team includes Project Management, Campus Planning, Campus Signage, and Campus Moves. Each team collaborates internally, and with the campus community, external partners and vendors to provide to the best service.

Along with managing all construction projects on campus, PD&C also manages all relocations, reconfigurations, including removal of office furniture. The Campus Moves team and Project Managers work together to oversee moves, minor and major capital projects on campus.

Project Managers:

- Construction management
- Resource management
- Building design
- Code compliance
- Construction safety management
- Project management

Campus Planning:

- Master planning
- Space utilization
- SFDB reporting
- Space management
- Long range capital planning
- Interior design decisions
- CEQA management
- Annual reporting to Chancellor's Office

Campus Moves:

- Space planning
- Campus moves/Requests
- Furniture
- Code compliance
- Installation, add, change, and moves
- Furniture donation to Mexico

Campus Signage:

- Campus wayfinding
- Building wayfinding
- Signage requests
- As-built management
- Document requests

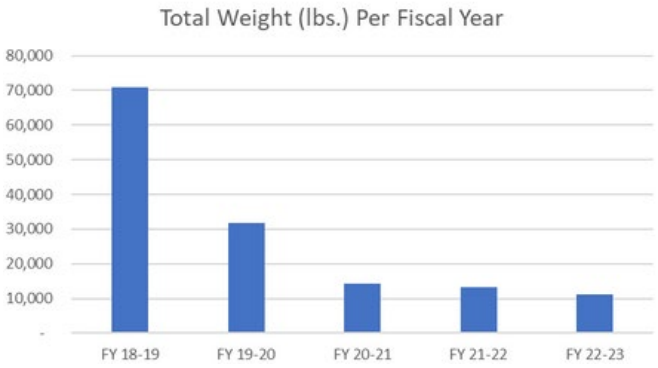
The number of projects completed by PD&C vary greatly from year to year. In fiscal year 22-23,

there was a decline in the number of completed projects with many of them being larger and more involved projects. These included creating a permanent home for our custodial team, the West Facade Replacement of the Administrative Building, the installation of 42 Bigbellys and to the creation of the Athletic Long Jump.

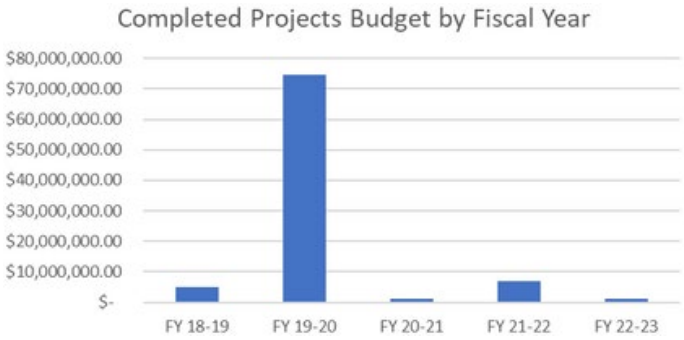
In FY 22-23, we received schematic design Board of Trustee approval for the University Village Housing and Dining project. This project will feature 555 beds, with 390 designated as affordable, along with a 10,000 square foot dining hall. This project is partially funded by a $91 million grant from the California legislature.

Please note that this data does not account for additional scoping and pre-design work on tertiary projects and/or shared projects with Facility Services and Energy Management and Utility Services.

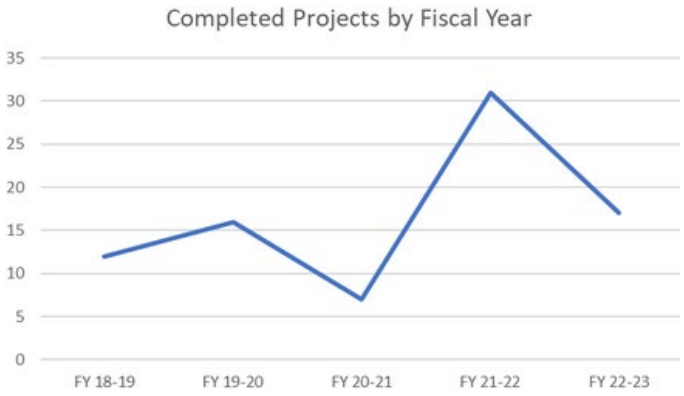
Planning Design & Construction Move Data



In FY 19-20, the method of donation weight changed from the total exact weight to the total estimated weight based on number of truck loads. There was a drop in donations due to COVID.



In FY 19-20, there was a large increase due to the completion of the Extended Learning Building.

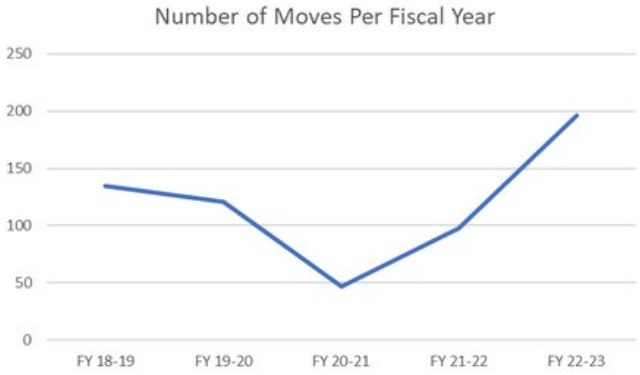


Completed Projects:

- 17 Minor Cap
- Combined budget of $1,297,867.00

Active Projects:

- 39 Minor Cap
- 9 Major Cap



Moves Totals;

- 196 Moves
- 78 Move days

During FY 22-23, the number of the campus moves doubled from the prior year due the West Facade Replacement of the Administrative Building.

Planning Design & Construction Partnerships



In partnership with Facility Services, Safety, Health, & Sustainability, PD&C installed 42 Bigbelly stations.

Bigbellys are smart, solar powered sensor equipped waste and recycling stations that communicate real-time status to streamline waste management operations. Bins were installed throughout campus as part of our Campus Commitment to Sustainability.

Planning Design & Construction Projects

Administrative Building West Exterior Wall Replacement and Repair Project

This project replaced and repaired the West elevation of the Administrative Building to address the numerous leaks reported over the years.







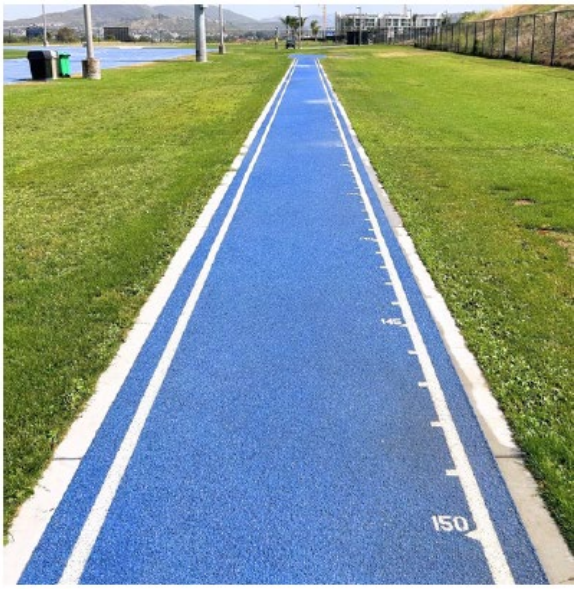
Commons Custodial Project

In 2019, when custodial staffing transitioned in-house, there was no permanent space available. This project created a permanent home for the Custodial Team. The Custodian's new home is a one stop shop for all their custodial supplies and needs. The space includes a breakroom, locker rooms, a warehouse for their supplies as well as offices for the managers and it is centrally located in the heart of the campus. This project renovated approximately 3,500 square feet of custom storage space in the Commons Building.

Athletic Long Jump

The Athletics Department received a donation for an additional Long & Triple Jump Track & Pit near the existing Mangrum Track. The additional Long & Triple Jump Track & Pit supports the program's growing needs and campus spirit.








Facility Services

Facility Services (FS) proudly maintains a clean, sustainable, learning, and working environment for the students, faculty, and staff.

Facility Services strives to provide quality facility maintenance, operations, and support services that foster a university of first choice while enhancing the learning environment.

Each of the Facility Service teams is specialized to best serve the needs of maintaining and improving the campus. Preventative and deferred maintenance (DM) continues to be a priority of the Facility Services team.

Facility Services Team includes:

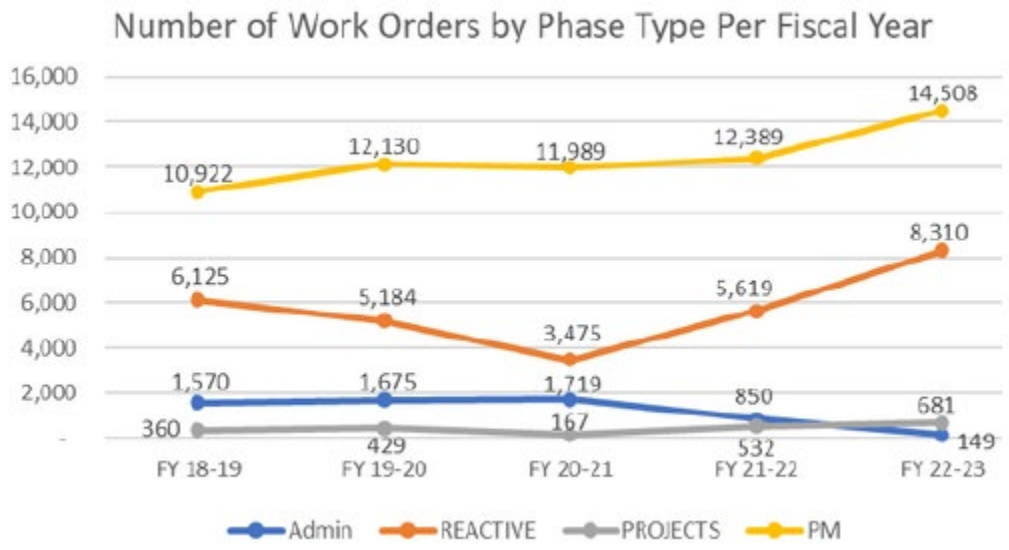
- Building Maintenance Shop
- Automotive Shop
- Custodial Services
- Electrical Shop

- Plumbing Shop
- Grounds Shop
- Paint Shop
- Carpentry Shop
- Lock Shop

Facility Services is responsible for:

- Preventative maintenance
- Daily building maintenance
- Automotive maintenance and sourcing
- Daily custodial services
- Electrical
- Plumbing
- Grounds
- Paint
- Carpentry
- Key and lock services
- Deferred maintenance
- Capital renewal planning

Work orders are completed by FS and EMUS teams, however the bulk reside with Facility Services. In FY 22-23, there was a rise in PM, Reactive, and Project Work Orders.



FS currently maintains 2,455,156 square feet campus-wide at an APPA level 2. As the campus population grows, the square footage per student decreases, leading to increased campus density. Compared to universities with similar institutional profiles, CSUSM is a dense campus. This high density results in heavy usage of doors, elevators, restrooms, furniture, flooring, and other building components, as well as landscapes, athletic fields, roads, and parking lots. Consequently, these components and infrastructure experience significant wear and require constant attention.

Additionally, the increased density complicates scheduling for cleaning and maintenance, as available timeframes are limited.

Facility Services Deferred Maintenance Projects

All FDM teams work together to refine the annual process of reviewing and prioritizing the campus' deferred renewal and maintenance needs (DM).

Annually the campus provides FDM with about $770,000 for deferred maintenance projects. These funds are used to complete high priority projects that fit within the FY budget. Any project above this budget is moved to the Five Year Capital Plan to request funding from the Chancellor Office to complete.

The goal of this process is to holistically approach coordination, planning, and maximize available funding to reduce CSUSM's deferred maintenance backlog. This data is vital in securing funding to maintain the campus systems running beyond their expected life span.

Deferred Maintenance Projects

Campus Major Trip Hazard Repair

This project mitigated various trip hazards throughout the campus by replacing the slate tiles that were lifting up at Chavez Circle, University Hall Plaza, and Academic Plaza. It also replaced the concrete at Social and Behavioral Sciences Building loading area, re-coated the Commons second deck with a thicker aggregate for slip hazard. This project is a part of our yearly campus trip hazard mitigation plan.

FDM's leadership team meets systematically throughout the year on DM Projects to:

- Present projects
- Prioritize projects
- Value projects
- Completed in order of priority and funding availability

This process is integrated with the annual Facilities Renewal and Capital Improvement Plan used by the Chancellor's Office to fund large-scale DM projects.

Tunnel Cleaning & Support Structure Repairs

This project addressed tunnel and support repairs by replacing the inoperable tunnel hatch by Chavez Circle. This inoperable hatch posed a safety issue because there would be a lack of egress during an emergency.

Repairs to the leaking cold joint, corroding pipe support base and lagging insulation were completed, as well as a cleaning of the tunnel.

Facility Services Customer Requests

Facility Services skilled trade teams also perform customer improvement projects around campus

as resources allow. These projects are requested and paid for by the requestors.

Examples of Customer Requests include:

- Painting walls/offices
- Patching drywall/paint
- Installing keypads
- Installing noise machines
- Adding an electrical outlet
- Landscaping a specific area for
- the Athletics or Track
- Adding or removing a door/wall
- Adding carpet and cove bases
- Hang a picture/whiteboard
- Install a hydration station

Many customer requests take one or more shops to complete. With each shop having a specialization, they each work together to complete these requests.

Customer Request

- Installation of new ball tracking camera in Sports Center for live streaming events.
- Retrofit of all interior and exterior light fixtures at Student Health and Counseling Services.

Facility Services Sustainability

As part of Facility Services commitment to sustainability, we refresh rooms and furniture across campus whenever possible. Shown here is an example of a refinished conference table and fresh painting of walls.



Figure 3: Before



Figure 4: After

Facility Services Preventive Maintenance

As part of Facility Services commitment to maintaining and up keeping each of our buildings and assets, each of our shops have Preventive Maintenance (PM) Work Orders. Our Plumbing Shop inspects this water heater every 3 months to ensure it was working well.



Figure 5: water heater at Academic Hall.

Facility Services has a strong commitment to maintaining our campus acreage, our Grounds Team has specific PM Work Orders to landscape and prevent erosion. One example of this work replacing all the aged sandbags with new sandbags.



FDM Highlights

This fiscal year 22-23 highlighted the successes and achievements that are a result of the teams working closely together across different administrative areas, from strategic planning to project execution and emergency response. The collaborative efforts were key to prioritizing and completing each project, ensuring customer satisfaction, and maintaining our beautiful campus.

CSU Joint Apprenticeship

A hallmark of FDM has been the CSU Joint Apprenticeship program, which has played a crucial role in FDM's operations and employee development. This program supports the university's mission of student success by offering internal promotions that enable our staff to earn journey level certifications, thereby enhancing social mobility. Traditionally, when an apprentice graduates, FDM collaborates with the VP and Budget Offices to secure funding for new opportunities.

This FY, our Air Conditioning & Refrigeration (AC/R) Apprentice graduated and was given a full time journey level position with EMUS. With this, FDM created a new Building Service Engineer apprentice position, which was filled by an internal Facility Services employee. This 4-year apprenticeship program, when completed, will have provided an employee with the opportunity to become a journey level Building Service Engineer, funded and trained by our own teams.

CSUSM and FDM

Throughout all our projects, FDM's aim is to enhance building operations and support CSUSM's goals, such as sustainability, while also fostering collaboration with the campus community, including faculty, students, and staff. These efforts maximize building usage and create new spaces for our ever-expanding campus.