

PHYSICAL PLANT SERVICES

Mission

Physical Plant Services provides for the design, construction, alteration, renovation, remodeling, maintenance, and utilities for facilities and improvements at OSU System and A&M Colleges, to ensure a safe environment and to enhance excellence in teaching, research, public service, and professional development.

Vision

Physical Plant Services will:

- Be transparent by supporting and maintaining an environment that enables people to accomplish their missions;
- Be the leader in higher education through performance accountability;
- Provide services that enhance the quality of university life;
- Be a model for effective communication, collaboration, coordination, and change;
- Plan and provide services that will enhance, promote, and maintain an atmosphere conducive to making a positive contribution to the learning experience of faculty and students;
- Ensure that campus facilities are professional appearing and in good working condition; and
- Instill pride in the fiscal assets of the campus.

Core Values

Excellence - We seek excellence in all our endeavors, and we are committed to continuous improvement.

Integrity - We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service - We believe that serving others is a noble and worthy endeavor.

Intellectual Freedom - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity - We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources - We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One: Technological Enhancement - Improve Physical Plant operational efficiencies and convenience of services by developing and utilizing best business practices and technologies.

Critical Success Factors:

- Issue no less than 95% of all services outage notifications via electronic medium
- Update Physical Plant web site for current information no less than monthly
- Conduct operational benchmarking in no less than two subunits for evaluation of performance annually
- Conduct customer surveys on no less than 75% of all in-house work

Objectives:

Objective 1.1: Eliminate paper processing of all forms and reports.

Strategies:

- Continue development of Physical Plant websites to provide campus information and business functions.
- Provide Physical Plant work order detail billings on e~print.
- Update CAFM system to include hazardous material records in buildings to support OSU compliance with state and federal regulations as well as University Emergency Management.
- Investigate computerized “imaging” systems for scanning and providing software for long term, efficient storage and retrieval of records.
- Use public service messages on the campus cable system for lab safety, fire safety, and weather-related events.

Objective 1.2: Improve operational efficiencies.

Strategies:

- Conduct various operational benchmarking reviews.
- Analyze data in Work Control System to identify areas of potential improvement in work management plans.
- Provide quality control on work performance.

Goal Two: Fiscal Stability - Promote effective utilization and leveraging of financial assets and maintain a strong viable fiscal condition.

Critical Success Factors:

- Review annually project budget and construction cost estimating techniques
- Issue annual energy management report
- Issue monthly Physical Plant financial analysis report
- Confer annually with Big XII and other peer institutions
- Request at least one audit candidate annually to Board of Regents Internal Auditors
- Issue change order analysis twice per year
- Annually evaluate the participation in alternate energy sources programs

Objectives:

Objective 2.1: Improve and expand on energy and resource conservation efforts to reduce expenditures.

Strategies:

- Lower utility consumption through energy management.
- Pursue additional lighting fixture upgrades.
- Increase the use of state-of-the-art building control technologies and metering.
- Examine methodologies for promoting campus cooperation to affect energy savings.
- Participate in various campus recycling programs as applicable.
- Evaluate alternative energy and fuel sources.

Objective 2.2: Develop a best practices process for renovation and construction projects.

Strategies:

- Research best practices in various states for project delivery methods including construction management and design build.
- Evaluate alternative project delivery methods and seek incorporation in Oklahoma Statutes where possible.

Objective 2.3: Review estimating system for projects.

Strategies:

- Research, develop, and organize existing information resources.
- Review methodologies for consistent application of information resources to the estimating process.
- Develop a means to keep costing information current.

Objective 2.4: Participate with Board of Regents Internal Auditors in annual audits of Physical Plant.

Strategies:

- Periodically audit various Physical Plant functions or operations.

Objective 2.5: Develop realistic construction documents schedule during project inception to include adequate review times by client and owner.

Strategies:

- Prepare and adopt standard document review schedules.
- Review the principles of “Life Cycle Analysis” and value engineering on all aspects of projects that seem reasonable.

Objective 2.6: Review Change Order process to ensure after-bid value received.

Strategies:

- Critically challenge all discretionary change orders.
- Prepare change order analyses.
- Scrutinize design error and omission change orders.

Objective 2.7: Research professional design fees and develop a fee schedule for implementation.

Strategies:

- Canvas all Big 12 and Big 10 universities for realistic schedules.
- Canvas local AIA and NSPE affiliates for reasonable compensation schedules.

Goal Three: Outreach/Communications - Improve perception of Physical Plant Services as a customer service organization and valuable resource for their use.

Critical Success Factors:

- Participate in no less than three quarterly meetings with City Commission and Staff
- Meet bi-annually with University research council representatives
- Meet no less than quarterly with College facility coordinators
- Meet no less than annually with College Deans and staff
- Participate in ADA coordination meetings no less than six times per year
- Review Emergency Operations Manual on an annual basis
- Review and Update Snow Plan no later than October 1st of each year
- Issue one new or revised marketing brochure annually
- Issue one design standard semiannually and review all standards biennially

Objectives:

Objective 3.1: Strengthen our relations with customers by developing effective methods of information distribution.

Strategies:

- Provide a Physical Plant representative to the OSU Research Council to serve as a resource for the planning and budgeting process for capital improvement and grant proposal projects.
- Meet with various system clientele on a periodic basis.
- Meet with various external boards, commissions, and agencies as needed.

Objective 3.2: Improve effective communications and timing of communications to reach all constituencies.

Strategies:

- Maintain strategies to keep all informed of work status.
- Meet with specific campus departmental personnel at prescribed times to discuss Physical Plant operations.
- Increase frequency of customer project coordinating meetings with staff.
- Revise questions on the Work Order Survey sent out as a follow-up to completed work for varying areas of interest.

Objective 3.3: Encourage and facilitate the development of methods for emergency communications throughout OSU.

Strategies:

- Maintain Emergency Operations Manual.
- Maintain OSU's current snow and ice control plan.

Objective 3.4: Market Physical Plant's services.

Strategies:

- Develop informational signage on vehicles and other venues.
- Create brochures describing Physical Plant Services.
- Create presentations for orientation meetings and classes for faculty, staff, and students.

Objective 3.5: Improve consistency of communications among Physical Plant design and construction departments, and with outside design consultants and contractors.

Strategies:

- Accelerate development of Physical Plant design and construction standards.
- Generate an internal policy that requires regular review and approval of existing design and construction standards.

Goal Four: External Relations - Develop relationships with external constituencies to foster good working partnerships with OSU and the Physical Plant.

Critical Success Factors:

- Review Physical Plant policies and procedures for currency at least annually
- Review all proposed legislation as requested by University administration
- Attend at least one national and regional conference annually
- Meet at least once annually on an informal basis with the City Commission

Objectives:

Objective 4.1: Review policies and statutes to enhance and simplify processes to meet the requirements of the changing world business environment.

Strategies:

- Review Physical Plant policies and procedures.
- Offer critical suggestions to change existing statutes.
- Critically review public works statutes for application to OSU.

Objective 4.2: Develop relationships with other institutions of higher education, state, federal, and city leaders focusing on means to improve and streamline higher education processes.

Strategies:

- Attend regional and national facilities conferences.
- Develop relationships with campus entities responsible for promoting OSU agenda items with state, federal, and private sources.
- Continue to work with state and local agencies on items of interest to all parties.

Goal Five: Physical Integrity - Promote and maintain an inviting campus environment that captures the heart and mind.

Critical Success Factors:

- Meet with students, staff, and faculty annually to review adequate coverage of campus lighting and “blue light” emergency telephones
- Provide Fall and Spring color-bed programs
- Maintain utility services to campus with a 99% reliability
- Work with the Vice President for Research annually regarding conversion of outdated, non-compliant research facilities

Objectives:

Objective 5.1: Promote and maintain an impressive atmosphere that fosters a pleasant, safe and secure campus environment.

Strategies:

- Continue to be the primary office for the OSU System for facilities and land use planning.
- Improve environments through a published comprehensive Campus Master Plan.
- Assess needs and identify funding sources for campus infrastructure extensions, upgrades and improvements.
- Establish an on-campus research strategy to support new technology and research and convert existing outdated, non-compliant research space into needed classroom space.

Objective 5.2: Promote a campus environment where both indoor and outdoor activities can be conducted comfortably and uninterrupted.

Strategies:

- Purchase and install state-of-the-art controls system for OSU Power Plant steam generation equipment.
- Purchase and install 4000 to 5000 tons of chiller capacity for the west chiller plant.
- Continue to review OSU’s utility distribution systems to ensure adequacy of services.

Goal Six: Empower People - Foster an environment of creativity and innovation that encourages personal empowerment and contributes to individual well being, motivation, and satisfaction.

Critical Success Factors:

- Convert no less than two units annually to broadbanding system
- No less than 500 development contact hours per year for all staff
- No less than 1% of workforce will be a diverse student population
- Apply for no less than one (1) work-study student per year
- Meet or exceed general population diversity statistics within Physical Plant workforce

Objectives:

Objective 6.1: Attract and retain qualified personnel.

Strategies:

- Encourage diversity in hiring and promoting practices.
- Achieve licensure and certification through training and education.
- Participate in various University employee recognition programs.
- Continue to research market data on equitable wages and salaries for Physical Plant employees.
- Implement department wide broadbanding system of classification.

Objective 6.2: Enhance employment opportunities to all students.

Strategies:

- Partner with relevant academic units in developing opportunities for student employment.
- Mentor students that are currently employed within the Physical Plant.