Physical Plant

Assessment Report
2010-2011

Mission/Purpose
The Physical Plant Department enhances the University of West Alabama's mission to provide opportunities for students to pursue a quality education by insuring a safe, clean, attractive physical environment for the University community.

I. Goals and Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

A. Goal: Provide effective administrative services to support the mission
Provide effective administrative services to support the mission

1. Objective: Complete service requests
The Physical Plant will complete all routine service requests and requests for special or emergency services. Work order records will reflect at least a 95% completion rate for all requests received for Physical Plant services. (This excludes departmental requests for special services.)

   a. Measure: Annual review of service requests in the work order database
   The Physical Plant will complete all routine service requests and requests for special or emergency services. A database of all requests for service will be maintained, documenting dates and nature of requests; dates of completion; and costs of materials and labor. Annually, a report will be compiled to verify the percentage of completed work orders. The Director of the Physical Plant will review the report to insure the timely completion of all requested services.

   Source of Evidence: Existing data

   1. Achievement Target:
   Work order records will reflect at least a 95% completion rate for all requests received for Physical Plant services. (This excludes departmental requests for special services.)

   2. Findings (2010-2011) - Achievement Target: Met
   Work order records reflect a 96% completion rate for all work orders received for Physical Plant services (excluding departmental requests for special services).

2. Objective: Complete 20% of all approved deferred maintenance projects
The Physical Plant will include all approved deferred maintenance projects in the five-year plan and schedule at least 20% for completion annually.

   a. Measure: Annual review of the five-year plan
   The five-year plan will be reviewed annually to confirm that at least 20% of all approved deferred maintenance projects have been completed. Completed projects will be removed from the five-year plan; those projects which have not been completed will be re-evaluated and carried forward to the following fiscal year. The Director of the Physical Plant will review budgets, records of completed work, and revise the five-year plan as necessary. He will plan for necessary
improvements to facilities and equipment that require additional or multi-year funding. He will assign an implementation date for each planned improvement.

Source of Evidence: Existing data

1. **Achievement Target:**
   Complete at least 20% of all approved deferred maintenance projects.

2. **Findings (2010-2011) - Achievement Target: Met**
   At least 20% of all approved deferred maintenance requests in the five-year plan were scheduled and completed.

3. **Objective: Carry out a preventive maintenance program**
The Physical Plant will carry out a preventive maintenance program for mechanical systems to reduce equipment failures, unbudgeted man-hours, and expenses incurred on emergency repairs.

   a. **Measure: Annual review of inspection/service records**
   All mechanical system components will be inspected and serviced as recommended by manufacturers. An inspection schedule has been incorporated into the work order database; this record will insure the schedule is being followed.

   Source of Evidence: Existing data

   1. **Achievement Target:**
      All mechanical system components will be inspected and serviced as recommended by manufacturers.

   2. **Findings (2010-2011) - Achievement Target: Met**
      All mechanical systems in the preventive maintenance program have been inspected and serviced as scheduled.

II. **Plans for Improvement**
   **A. Planned Improvements**
   1. **Replace doors and hardware**
      Replacement of doors and hardware for Wallace entrances, Pruitt, Webb stairwells, Brock, Bibb Graves, Spieth, Selden, and Patterson
      **Established in Cycle:** 2010-2011
      **Implementation Status:** Planned
      **Priority:** High
      **Implementation Description:** Doors and hardware will not be needed at Spieth and Selden because they will be completely renovated.
      **Completion Date:** 09/30/2012
      **Responsible Person/Group:** Robert Holycross
      **Budget Amount Requested:** $161,500.00
      **Implementation Notes:**
      5/27/2011 Doors and hardware will not be needed at Spieth and Selden because they will be completely renovated.

   B. **Plans In Progress**
   1. **Paving, landscaping, sidewalk & lighting improvements**
      Paving, landscaping, sidewalk lighting improvements
      **Established in Cycle:** 2010-2011
      **Implementation Status:** In-Progress
      **Priority:** High
2. Renovate 8 elevators
Renovate 8 elevators
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: Elevators at Wallace, Spieth, and Selden were renovated in 2009 - 10; one elevator at Webb and two at the SUB were renovated in 2010 - 11; the elevators at Bibb Graves and Stickney will be renovated in 2011 - 12.
Completion Date: 09/30/2012
Responsible Person/Group: Bob Holycross
Budget Amount Requested: $1,523,000.00
Implementation Notes:
5/27/2011 Spieth, Selden, and Wallace elevators were replaced in 2009 - 2010; Webb elevator and two at the Student Union will be replaced by September, 2011. The Stickney and Bibb Graves elevators will be replaced in 2012.

3. Replace 20% of special events equipment
Replacement of 20% of all special events equipment (chairs/tables/platforms) annually
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Completion Date: 09/30/2012
Responsible Person/Group: Robert Holycross
Budget Amount Requested: $2,000.00
Implementation Notes:
5/27/2011 20% of the inventory of folding chairs, tables, and platforms should be replaced annually to insure there is an adequate supply of equipment in good condition.

4. Replacement of boilers at SUB, Spieth, and Selden
Plans to replace the boilers at Selden and the SUB are in progress; the boiler at Spieth has been replaced.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: Plans to replace the boilers at Selden and the SUB are in progress; the boiler at Spieth has been replaced.
Completion Date: 09/30/2012
Responsible Person/Group: Bob Holycross
Budget Amount Requested: $200,000.00
Implementation Notes:
8/24/2011 Spieth boiler has been replaced.

5. Replacement of kettles & cooktops at cafeteria
Replacement of kettles cooktops at cafeteria
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: Kettles have been replaced; cooktops will be replaced.
Completion Date: 09/30/2012
Responsible Person/Group: Robert Holycross
Additional Resources Requested: None
Budget Amount Requested: $100,000.00
Implementation Notes: 5/27/2011 The kettles have been replaced; the cooktops will be replaced as necessary over the next two years.

C. Plans On Hold
1. Replacement of fire suppression equipment for Information Systems
   Replacement of fire suppression equipment in Webb IS
   Established in Cycle: 2010-2011
   Implementation Status: On-Hold
   Priority: High
   Completion Date: 09/30/2011
   Budget Amount Requested: $80,000.00
   Implementation Notes: 5/27/2011 This project is on hold pending funding from Information Systems. The existing water suppression system piping has been moved so the new gas system can be installed at a later date.

III. Analysis Answers
A. What specific strengths did your assessments show? (Strengths)
   Our assessments verify that the department has been able to continue to provide Physical Plant (O M) services. The completion rates for both preventive maintenance and routine requests show we are meeting our basic objectives.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
   Our assessments show that even though we are completing Physical Plant (O M) services, the time between opening and closing work orders has increased. The number and scope of the completed projects that were not on our plans for the year is another indicator of the challenges we face.

C. What plans were implemented?
   1. Installed new HVAC at Webb Data Processing, Homer Fieldhouse, and Campus School
   2. Replaced the elevator at Webb and two at the SUB
   3. Installed new water heaters in Pruitt, Brock, Cafeteria, Patterson A,B, and C
   4. Moved Webb water heater to basement
   5. Upgraded restrooms in Bibb Graves, Library, Pruitt, Stadium, Webb, Wallace, SUB, Cafeteria, Brock, and kitchens and bathrooms at President's home, and International House
   6. Completely renovated restrooms at Craiger House and Campus School
   7. Renovated shower rooms at Homer
   8. Installed emergency generators at Bibb Graves, Moon, Campus School, Craiger House, and two at Wallace
   9. Ran hot water lines to restrooms at Bibb Graves, Pruitt, Wallace, Foust
   10. Ran gas lines to new HVAC at Campus School
   11. Replaced sewer lines and storm sewer lines at stadium; ran sewer lines to street at Craiger House and International House
   12. Installed plumbing in Java City, installed new pump and strainer at pool
   13. Piped down spouts to storm drains at International House
   14. Upgraded plumbing in Wallace science labs
   15. Replaced drains, sinks, cabinets and countertops in Patterson A and C
   16. Replaced domestic hot water storage tank and piping at Spieth
17. Replaced domestic hot water boiler at Homer Fieldhouse
18. Installed new hot water system, two new boilers, and two new storage tanks at Stickney
19. Ran underground electrical service to the International House and rewired the electrical
service at the Craiger House
20. Upgraded electrical service at Pruitt and Webb
21. Oversaw construction of the Hoover Apartments addition and renovation of Hoover 1 and
2
22. Renovated the Brown property for use as the International House and extended the porch
23. Renovated the Craiger House for the Campus Police Department
24. Installed new carpeting in SUB lobby, Stickney computer lab and hallways, and Pruitt
lobby
25. Oversaw construction of the wrought iron gates at the stadium entrances and installed the
Tiger
26. Laid Walk of Honor pavers at Webb and built the Liza Howard Courtyard
27. Planted and maintained over 200 new trees as well as beds at Webb, Y-Hall, Bibb Graves,
North entrance, and Wallace
28. Cleaned and prepped Craiger property, International House property, and Wilkins House
property
29. Graded parking area for Rodeo Arena
30. Converted ungroomed property to highly groomed at the Duck Pond, and at the fence
lines by Stickney, behind Guy Hunt, and behind the Livingston Motel
31. Purchased Bush Hog service cutter for campus, four PTO-powered pond aerators, sprayer
and tank for Lake LU
32. Remodeled all picnic areas at Lake LU and purchased new grills
33. Maintained the Lake LU Nature Trail and produced a monthly newsletter
34. Completed first phase of renovation to the Graduate Studies offices in Bibb Graves
35. Renovated office space in the upper level of the SUB
36. Renovated old curriculum library in Bibb Graves for use as BEST Room
37. Coordinated design plans for Gilbert Hall

D. What plans were not implemented?
1. Replacement of doors and hardware for Wallace entrances, Pruitt, Webb stairwells,
   Brock, Bibb Graves, and Patterson
2. Replacement of SUB and Selden boilers
3. Replacement of elevators at Bibb Graves and Library
4. Replacement of cooktops at the cafeteria

E. How will assessment results be used for continuous improvement?
The Physical Plant Department will continue to use these results to insure that work that falls
within the Operations and Maintenance budget is completed. As more calls are made on the
department for assistance with projects outside the OM budget, it has become very difficult to
complete preventive maintenance and routine requests in a timely manner. The work order and
preventive maintenance programs allow us to monitor our progress constantly and change
priorities when necessary to meet our objectives.