Business Operations and Facilities
Ancillary Support Services - Fleet, Mail & Records Management Services

Fleet Services
Fleet Services manage approximately 180 vehicles, providing maintenance, long-term vehicle leases, insurance, an online drivers safety course, driver verification and state reporting.

Approximate numbers:
- 300 Vehicle repairs
- Perform 270 safety and preventive maintenance inspections
- Manage a fleet of 200 vehicles, including keeping records for the State Vehicle Reporting System
- Manage all vehicle insurance policies and claims
- Purchased 15 vehicles per year
- Manage UTMB’s fueling depot (70,000 gallons of fuel used/fiscal year)

Mail Services
Mail Services provides efficient and economical receipt, sorting and delivery of interoffice and U.S. Postal Service mail for the university.

Primary services are: receipt and delivery of USPS mail, pickup and delivery of campus mail, processing of outbound First Class and Non Profit bulk mailings, distribution of accountable mail and packages, postal box rentals, forwarding service for box holders. In addition, they offer assistance with mail piece design ensuring compliance with postal regulations, mail automation for production mail to include folding and insertion of mail into envelopes along with postage metering.

Process approximately:
- 110,000 pieces of campus mail/month
- 379,000 pieces of USPS mail/month
- 50 pieces of USPS Express mail/month
- 125,000 pieces of bulk mail/month

Records Management
Records Management is responsible for the certification the UTMB Records Retention Schedule in accordance with 13 TAC 6.2. The team develops policies, directives, and instructional materials governing the organization, maintenance and disposition of records at UTMB, regardless of medium. Guidance, assistance and training in all aspects of the Records Management Program is provided to university departments. The team coordinates the retirement and retrieval of records to the University Records Center.

- Recertifies the University Records Retention Schedule every three years, as required by 13 TAC 6.2 (approximately 265 schedules)
- Provides Records Retention Schedule training at new employee orientation and one-on-one upon request
- Manages the University Records Center (monthly approximation)
  - Accession – 230 boxes
  - Circulation – 230 boxes
  - Disposition – 250 boxes
Business Operations and Facilities Service Level Agreements
Auxiliary Enterprises

Auxiliary Enterprises furnish housing, recreation, books, medical equipment, school supplies, parking, vending services, and retail food outlets for the staff, students, visitors and patients of UTMB. The department, which is self-supporting, provides these products and services at the lowest possible prices consistent with sound business practices. The department responds to its customers’ needs in a courteous and well-informed manner and ensures that all buildings, grounds, and equipment are maintained properly.

- Maintains a total of 288 units for student housing
- Provides all services related to campus parking (capacity of 5,280 spaces available)
- Maintains the UTMB Field House with 1,500 active members
- Manages the UTMB Bookstore, servicing approximately 27,000 customers each year
- Manages all vending services on campus (total of 110 machines)
- Maintains all retail food service areas across campus (total of 28,970 square feet)
Business Operations and Facilities Service Level Agreements
Design and Construction

Design and Construction is staffed with multi-disciplined highly trained professionals who can see a project through from project inception through move-in. The staff is made up of project managers, construction managers, and interiors managers, as well as skilled support to make sure projects keep flowing through accounting and procurement process. There is also a small in-house construction division who can do small work order requests as needed.

The staff of this very productive group:

- Manage an average of 100 projects (>\$10k) per year
- Provide management for approximately 2,200 work requests each year for moves, small construction, and signage (<\$10k)
- Process an average of 2,700 key/core requests each year

**Design**
During the design phase of a project our staff manages architects and engineers’ work to assure code-compliant projects that meet UTMB’s and the user’s needs for approved projects. During design the project managers provide:

- Management of design services including oversight of architect/engineers
- Management of project scope, schedule and budget to approved project
- Communication to end users and appropriate executives
- Coordination of bids, contract awards, and contractor Notice to Proceed
- Coordination with UT System Office of Facilities Planning and Construction

**Construction**
During construction our staff manages contractors, job order contractors, and in-house construction staff to build projects developed during the design phase. The Project Managers provide the thread of consistency. And with the project managers and construction managers they deliver:

- Management of over 100 construction projects per year
- Completion of approximately 2,200 work requests per year
- Scope for the Construction projects include:
  - Construction
  - Moves
  - Signage
  - Equipment installations and coordination
  - Furnishings
  - Coordination of telephone and data installation with IS
  - Artwork selection
  - Keying for project
**Business Operations and Facilities Service Level Agreements**

**Environmental Health and Safety**

**Biological & Chemical Safety**
Supports the research, healthcare and academic arenas to ensure regulatory compliance in chemical safety, biosafety and laboratory safety. This program provides consultation and support to the Institutional Biosafety Committee, the Chemical Safety Committee and the Institutional Animal Care and Use Committee. The Select Agent Program and The National Biosafety Training Program are also supported.
- Manages HEPA filtered units, biosafety cabinet and chemical fume hood certifications
- Performs biological and chemical safety consultation services
- Offers specialized training online and in the classroom, many courses with hands-on training opportunities

**Environmental Protection Management**
Ensures regulatory compliance with all local, state and federal environmental laws, including; hazardous waste, medical waste, radioactive waste, air pollution emissions from industrial operations, underground storage tanks, storm water runoff and wastewater discharges.
- Provides required training for various permits, and compliance issues
- Performs safety and compliance inspections
- Administers the following programs: Hazardous Waste Management, Emergency Spill Response, Source Reduction/Waste Minimization, Title V Clean Air Act Compliance, and Municipal Solid Waste Type V Facility Compliance & reporting

**Fire and Life Safety**
Responsible for institutional compliance with fire and safety code requirements, including Life Safety Risk Assessments, and implementing Interim Life Safety Measures. They also perform specification, testing and inspection of: fire alarms, suppression and sprinkler systems, fire egress pathways, fire drill requirements, fire extinguisher training as well as addressing specific safety concerns.
- Offers 4 classes, both online and classroom, plus hands-on training
- Performs various safety inspections
- Provides consulting and committee support to various institutional committees
- Responds to all fire alarm calls on campus

**Radiation Safety**
Ensures UTMB is in compliance with regulations and recommendations for radioactive materials, X-rays, other radiation devices and lasers. The program supports the Radiation Safety Committee, Radioactive Drug Research Committee, Laser Safety Subcommittee and have representations in the General Safety Committee and subcommittees of the Environment of Care.
Services include but are not limited to providing training on radiation safety, laser safety and MRI safety for non-MRI personnel, registering of radiation producing devices with TDSHS, assisting in the registration and permitting of authorized users, facility evaluations for shielding, area and personnel monitoring and calibration of survey meters.
- Offers 9 classes and hands on training
- Performs mandatory audits for radioactive materials and lasers
- Provides consultation, inspection and evaluation services concerning Radiation Safety
Facilities Portfolio Management is staffed with high level professionals who assure that Facility Strategic Planning, Real Estate Leases and Acquisitions, Master Plans, and Space Usage support the UTMB Strategic Plan. By thoroughly understanding the use of space, the assignment of space and current real estate snap-shot, this group will be able to assist UTMB in strategic investments in future facilities and real estate.

This high level staff:
- Provide consultation services (triage, project inception, programming, real estate transactions and feasibility studies) for over 100 requests per year
- Provide long-term planning services and is keeper of the UTMB Master Planning documentation
- Provide space analysis and growth analysis to support executives in future needs assessments
- Provide real estate management
- Provide insurance oversight and coordination with UT System Risk Management
- Provide facility documentation and assure appropriate facility archives

**Strategic Planning and Space Management**
- Annual assessments of snapshot of space
- Annual departmental needs and gap analysis
- Projection of future needs
- Consultation for feasibility of potential projects and programming services
- Master Planning for UTMB
- Facilities Capital Improvement Plan

**Real Estate Management**
- Oversight of lease program
- Oversight of property acquisitions

**Insurance**
- Oversight of insurance program for UTMB
- Coordination with UT System Office of Risk Management

**Facility Documentation**
- Oversight of facility documentation
- Oversight of facility archives
Develops and manages all institutional emergency plans, including: Preparedness, Mitigation, Response, and Recovery. Also coordinates the annual requirements for emergency preparedness exercises.

- Offers Emergency Management / Incident Command trainings
- Performs Institutional review and analysis services for Hazard Vulnerability and Emergency Plans
- Conducts grant administration for Hospital Preparedness Grants, and 404 & Pre-disaster Mitigation Grants.
Business Operations and Facilities Service Level Agreements
Property Services

Property Services
Property Services is committed to provide safe and reliable systems that support Business, Academic, Research and Patient Care functions within all UTMB facilities. Their goal is to prevent unplanned interruptions of operations and services within the facilities.

They maintain and repair fixed equipment (physically attached to the building) and buildings systems in order to provide a reliable environment for all operations. (Note – Maintenance is not budgeted to install, add, move, or change the environment, equipment, or building systems)

MAINTAIN

1. PREDICTIVE – Use of the latest technology to predict the potential failure of equipment to plan and prepare for the repair and prevent unplanned interruptions of operations and services within a facility. Maintenance is employing predictive technologies on 10% of critical rotating equipment.
2. PREVENTIVE (PM) – Physical inspections of equipment that is scheduled at a set frequency (see below) intended to maximize the useful life of equipment and ensure reliable function.
   • “A” PM = Critical equipment that supports life and/or the prevention or passage of pathogens through water or air to patients in the Healthcare facilities. The PM tasks require a completion rate of no less than 100% and complete 100% on-time based on the requirements of the Joint Commission.
   • “B” PM = The remaining critical equipment in Healthcare facilities requires a PM’s tasks completion rate of no less than 90% and complete 100% on-time based on the Joint Commission definition of on-time.
   • “C” PM = Critical equipment that is necessary to the prevention or passage of pathogens through water or air to others in the Non-Healthcare facilities. The PM tasks require a completion rate of no less than 100% and complete 100% on-time based on the requirements of the Joint Commission.
   • “D” PM = The remaining critical equipment in non-healthcare facilities requires a PM’s tasks completion rate of no less than 80% and 100% on-time based on the Joint Commission definition of on-time.

REPAIR

1. STAT = Response to situations that are life threatening or could pose significant financial damage to the institution and/or equipment where time compounds the impact directly. Response time to the impacted area is less than 30 minutes, with repairs completed as soon as possible.
2. URGENT = Repairs to equipment and systems that are impacting our customer’s ability to provide their service or maintain operations. Most repairs are completed within 48 hours.
3. ROUTINE = Repairs to equipment and systems that does not impact our customer’s ability to provide their service or maintain operations. Most repairs are completed within 2 weeks.
4. PROJECT = Major repairs that require per-planning and scheduling to minimize interruption to our customer. Most repairs are completed within 4 weeks.
Business Operations and Facilities Service Level Agreements
Property Services (Continued)

Clinical Equipment Services
The Clinical Equipment Services mission is to excel in providing service to the community by maintaining safe and reliable clinical equipment with a responsive, professional staff. Known as “CES” the staff repair and maintain clinical equipment, and deliver a specialty pool of clean equipment for inpatients. In addition CES cleans ICU and isolation room equipment. They also maintains the television service, nurse call and inpatient beds, and are available to consult and assist with equipment acquisition questions.

- Clean and deliver approximately 5,050 distribution pooled equipment to nursing units each month
- Deliver approximately 32,500 isolation gowns each month
- Clean and sanitize ICU clinical equipment (approximately 5,800 hours/year)
- Repair all patient room, lounge, cafeteria and clinic televisions (current inventory is 568)
- Repair/replace patient room pillow speakers
- Repair/replace nurse call systems
- Performs preventive maintenance on clinical equipment in the CES inventory (11,350/year)
- Repair clinical equipment in the CES inventory (current count is 8,100 repairs/year)
- Provide a technician to cover needs during hours of anesthesia service at Victory Lakes Surgery Center
- Provide PM and repair services for UTMB clinics located more than 1 hour from campus
- Provides approximately 2,500 hours/year consulting services for requests related to equipment
- Maintain equipment asset inventory for assets assigned to Nursing in JST, JSA, Waverly, OR, TDCJ and ER

Environmental Services
The Environmental Services or “ES” mission is to maintain a facility that promotes cleanliness, safety, and pride, thereby enhancing the healing environment for our patients, their families, and visitors in order to positively impact their well-being.

The key to the ES Department’s success is making the patient, visitor, and customer experience the heart of everything they do. Every day the staff finds new ways to make today a better day for everyone they serve.

Maintaining, cleaning and sanitizing over 6 millions square feet allows all people to have a clean, pleasant, and safe work area that promotes a healthy work environment in which they have pride in everyday.

- Perform our 7-step cleaning process on approximately
  - 300 patient rooms every day, 7 days/week
  - 100 exam rooms each day, 5 days/week
  - 1,000 offices each day, 5 days/week
  - 100 laboratories each day, 5 days/week
  - 50 public restrooms each day, 7 days/week
  - 50 public areas (waiting areas, corridors, etc.) each day, 5 days/week
Shared Administrative Services (SAS) provides financial and administrative support services for the IS and Logistics Departments. This includes PeopleSoft Manager Self Service and Talent Acquisition Management transactions.

SAS monitors and updates Kronos time keeping, provides pre-travel arrangement services, travel reimbursements, requisitions, vouchers, various budgeting, financial forecasting, reporting and other administrative services as required for Business Operations and Facilities and IS.

In addition to the above, Shared Administrative Services (SAS) manages the campus wide Outbound Shipping Service (e-ShipGlobal, Inc.), the Automated Office Equipment Leasing Service (AOEL/Xerox), and the Procurement Card Program.

- Makes travel arrangements and processes requests for travel reimbursement.
- Performs all HR Management functions for BOF, HR, IS and Campus Police
- Enters requisitions for goods and services, and tracks process through to payment
- Processes all Kronos functions for Logsitics and IS
- Prepares billing for shipping and copier services
Business Operations and Facilities Service Level Agreements
Supply Chain

**Purchasing**
Purchasing assists the entire institution with purchasing supplies, equipment and services. It is their responsibility to ensure that we all follow best value principles, applicable laws, regulations, and best industry practices.

**Receiving, Shipping & Delivery**
This area receives all merchandise coming into UTMB and delivers it to the appropriate department. They also ship UTMB outbound packages. While out on routes the delivery personnel will pick up surplus items and deliver them to the Surplus Inventory Area.

**Materials Management Warehouse**
Responsible for providing various consumable medical and surgical supplies, dry ice, gas cylinders and hurricane supplies to UTMB departments. These items are stored in the warehouse on 13th and Strand, and can be delivered to you, or you can go to the warehouse to pick up your supplies.

**Materials Management Hospital Supply**
Supply chain activities for UTMB’s hospital and clinic operations are managed by this group. They store and distribute medical supplies throughout the hospitals and clinics with the use of Omnicell supply cabinets. Staff is responsible for keeping the Omnicells filled with the supplies needed to serve our patients.

**Data Analytics**
Provides supply chain data to the institution. As an active part of the Value Analysis team, they provide reports to departments, showing spending patterns and product utilization figures. They are also responsible for creating and maintaining the electronic supply catalogs that are available for use in the clinical, research, and business areas.

**Informatics**
Monitors Logistics Supply Chain Software Systems (Digimax Stock Inventory, Phoenix Fleet Services Program, SCL Delivery, Acutrax Cylinder, Gain Records Management, Catalyst Punch-out Program, Materials Management Shopping Cart) to ensure availability and accuracy. Responsible for providing reports to assist in various activities throughout Logistics. Also maintains the Logistics web site.

**Surplus Inventory**
Responsible for the storage, management and disposal of UTMB’s surplus property. Departments send a variety of equipment and furniture to the surplus warehouse, where it is made available to be used by other UTMB departments and state agencies. Surplus property that is not reclaimed is then sold in a public auction.
Business Operations and Facilities Service Level Agreements
Utilities

Business Operations and Facilities (BOF) Utilities provide UTMB with a safe, productive and energy efficient work environment. This is accomplished by the production and distribution of utilities from district energy plants, providing engineering and technical support to Facilities and Campus Services through the application of sound economic and business practices. BOF Utilities consists of four groups: District Energy Operation, Engineering, Sustainability and Business Operations.

District Energy Operations
Operations is responsible for the 24/7/365 distribution and control of chilled water and steam for campus building air conditioning and heating, as well as maintaining the Building Automation System. They serve as second level support for hot and cold calls, and coordinate and control utility system outages for planned maintenance and construction projects, and provide portable energy power, cooling and heating services to critical areas should an event interrupt normal campus operations. They are also responsible for pick-up, treatment, and disposal of regulated waste from UTMB facilities.

Engineering
The Engineering area of Utilities provides engineering and technical expertise to BOF Planning, Maintenance, Utilities, Emergency Operations, and Environmental Health and Safety projects. The Engineering team supplies information and provides assistance to project design and basis of design, equipment selection review, and review of exceptions to the campus standards. Additionally, Engineering reviews Energy Performance Compliance Submittals, maintains the Pressure Dependant Space Report, Power Quality reporting, Title V reports on boilers and incinerators to TCEQ (Texas Commission on Environmental Quality), and is responsible to maintain the Campus Design and Construction Standards.

Sustainability
Sustainability acts as the primary conduit between BOF and the Campus community for energy consumption and sustainability goals. They reconcile utility consumption and energy purchases, and maintain that data for by building. They conduct energy policy compliance audits, and coordinate the Municipal Solid Waste services to the main campus. Sustainability facilitates recycling services to the main campus and off-site clinics, including paper, cardboard, pallets, landscape debris, metal, plastics, e-waste, e-records, and toner and inkjet cartridges, and promotes Sustainable concepts through community outreach projects such as UTMB’s Earth Day Event. They are responsible to coordinate the Transit Program which includes Shuttles services to and from the mainland, vanpool opportunities, and on-island transportation options available through Island Transit to the patients, visitors, and staff.

Business Services
Business Services provides support for all of BOF computer applications including but not limited to work order tracking, space utilization database, and electronic document management. They provide general IT consulting for web management, database design and reporting, audio/visual services, and PC inventory and refresh programs. They are responsible for Business Service Center planning and reporting, invoice processing, processing of contract amendments and modifications, and coordinate the connect and disconnect of public utilities as necessary.