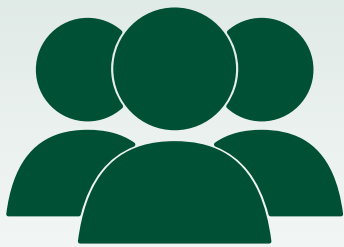




FM BY THE NUMBERS | FY23

Facilities Management

Facilities Management at UNC Charlotte is responsible for the operation, maintenance, and the enhancement of the university’s physical infrastructure and campus environment. With a focus on supporting the university’s mission, FM ensures that all buildings, grounds and utilities are well-maintained and provide a safe, functional, and aesthetically pleasing environment for students, staff, faculty, and visitors.



354

Total FM Employees

FM AVC & Real Estate	4	4
BES&R	126	
Design & Construction	16	
Engineering	15	
FFQBO	31	
Grounds	42	
Maintenance	108	
Planning	7	
Sustainability	5	

101

New FM Hires

43%

of FM Leaders with 10+ Years of Service

31%

of current staff are Internal UNCC Hires

SUSTAINABILITY



The **Office of Sustainability** collaborates with faculty, staff and students to measure progress, propose solutions, initiate changes, develop skills and share experiences that create conditions contributing to environmental, social and financial dimensions of sustainability.

771
Tons of Recycled
Waste

1,953
Tons of Garbage (Solid
Waste)

52
Garden Day
Volunteers for Earth
Month

92
Campus Cleanup
Volunteers for Earth
Month

ACCOUNTING & BUSINESS ANALYTICS



Our **Accounting & Business Analytics** Team plays a vital role in supporting the university's financial operations, decision-making processes, and strategic planning through the use of descriptive, diagnostic, and predictive analytics.

\$13.3M
Operational Budget
Managed

+158K
\$ spent on Training
and Staff Development

98%
Percentage of FM
operating budget
spent

13%
GF expenses are
associated with
contracts

BUILDING ENVIRONMENTAL SERVICES & RECYCLING (BES&R)



Building Environmental services & recycling (BES&R) cares for the campus built environment by routinely cleaning, recycling and conserving university resources.

66

**Buildings Cleaned
Daily**



(OS1) process with ISO 9001 standards, focused on science, engineering & professionalism

3.5M

Cleanable SQ FT



10,512

**lbs. of Recycled
Material from Student
Moveout**

1 Autonomous
Sweeper

1,839

**lbs. of Food Donated
during Student
Moveout**



1 Tennant T7AMR
Robotic Floor
Scrubber

ENGINEERING



Our **Engineering** Team helps to drive innovation, sustainability, energy and efficiency particularly in building automation systems (BAS) resulting in energy savings.

47

**Design Reviews
Performed**

4%

Energy Savings

\$549K

Energy Savings

\$13.8M

Spent on Utilities

FLEET MANAGEMENT & SERVICE CENTER



Our award-winning **Fleet Management and Service Center Team** serves as the central administrators for UNC Charlotte-owned vehicles, leased vehicles and grounds equipment. We manage a fleet of more than 600 university vehicles so that you can travel with confidence. In addition, we manage a fuel farm which supplies fuel; provides vehicles and equipment maintenance services; and pooled vehicle resources to FM and campus customers.

19

**Total Motor Fleet
Vehicles**

410

**Total FM Fleet
Vehicles**

548

Vehicle Reservations

UNC Charlotte Fleet Management and Service Center is the 2022 Southeast Governmental Fleet Managers Associations Award Winner

FM 311 CUSTOMER SERVICE CENTER



The **FM 311 Customer Service Center** serves as the first point of contact and conduit for information between the requesting customer and the appropriate department in Facilities Management. Campus work requests are submitted via the ARCHIBUS FM 311 Customer Portal and are triaged by a dedicated team responsible for information gathering and initiation of work flow.

5,677

Calls received

260

**Emergency Work
Orders Routed**

4,286

**Critical Work Orders
Routed**

19,453

**FM 311 Work Requests
Processed via
Archibus**

GROUNDS



Our award-winning **Grounds** Team is responsible for the upkeep of the camps landscapes, including lawns, gardens, trees, and outdoor amenities.

951

Acres Maintained

245

Trees Planted

89

Event Set Ups

450

Yards of Mulch

86

Total Moves

UNC Charlotte was awarded the Tree Campus USA Award for the ninth year in a row.



MAINTENANCE OPERATIONS (MO)



Maintenance Operations (MO) Team conducts inspections, repairs and upgrades to address issues such as plumbing or electrical problems heating and cooling malfunctions, or wear and tear due to daily usage.

37K

of Total Work Orders Completed

25,165

of Routine Work Orders Completed

269

of Emergency Work Orders Completed

2

New Drone Pilots for Building Envelope

MATERIALS, ACQUISITION & LOGISTICS (M.A.L)



Our **Materials, Acquisition & Logistics (M.A.L)** Team works closely with a number of business partners responsible for inventory and supply-chain management and ensures best pricing, delivery and availability for FM work orders.

98%

**On-Time Deliveries
with a Target of 90%**

\$33,336

**Average Total Saving
per month**

1,138

**Stock Items added to the
Warehouse**

137

**Average number of
POs placed**

PLANNING & SPACE MANAGEMENT



Planning, & Space is responsible for the initial planning documents for construction and renovation projects, space allocations and other efforts.

24

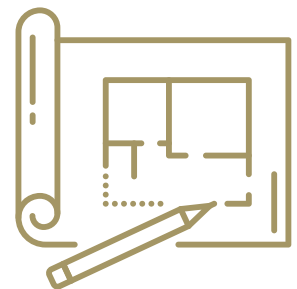
**Average Age of
Campus Buildings**

8.9M

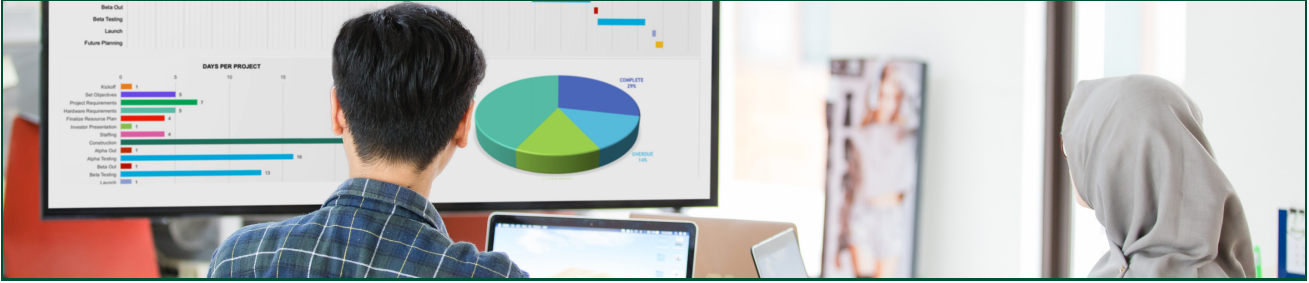
**Campus Net
Assignable SQ FT**

36%

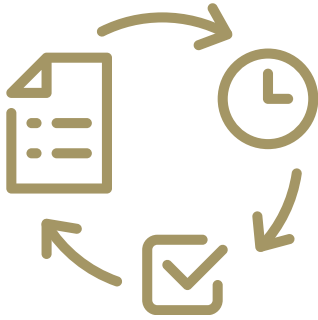
**Buildings on Campus
>40 Years old**



PROJECT MANAGEMENT



Project Management is responsible for implementing the University's master plan and managing repair and renovation projects.



225
Total Number of
Projects valued at
\$257M

\$45M
Authorized Capital
Budget

\$39M
Capital Expenditures
on Existing Space

PROCESS IMPROVEMENT & SPECIAL FINANCE



Our **Process Improvement and Special Finance** Team utilizes Six Sigma methodology, empowers FM to optimize operations, enhance performance, and deliver exceptional educational experiences for students. Special Finance supports larger capital construction projects by allocating dedicated funds and implementing specialized financial strategies to ensure the successful completion of construction initiatives for state-of-the-art facilities that supports the academic mission.

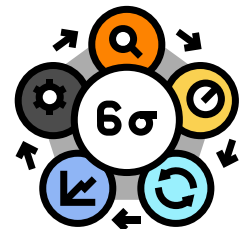
15

Lean Six Sigma

- 2 Black Belts
- 5 Green Belts
- 2 Yellow Belts
- 1 Orange Belt
- 5 White Belts

13

Process Improvement Projects Initiated





UNIVERSITY OF NORTH CAROLINA
CHARLOTTE