Division of Finance and Operations

In FY20, the division was comprised of eight units with over 950 staff members.
How We Advance the Mission of Texas A&M University

The Division of Finance and Operations has identified six strategic initiatives that support the mission of the university.

- Providing outstanding service to our stakeholders
- Facilitating best practices and ensuring compliance with laws and regulations
- Creating a culture of life-long learning and professional development within our Division
- Creating an attractive, safe, and effective environment for the engagement, research, and teaching activities at Texas A&M University
- Supporting Texas A&M University’s efforts to create and maintain a diverse campus and welcoming climate
- Engaging in responsible stewardship of financial, environmental, and people resources in a sustainable manner
Accounting and Financial Services

Led by John H. McCall, Jr., Associate Vice President and Controller

Departments/Units:

- **Financial Management Operations (FMO)** provides a variety of financial services for the university and other Texas A&M University System members including accounts payable, accounts receivable, property and asset management, accounting entries and corrections, and financial system access and security.

- **Student Business Services (SBS)** processes all student financial interactions and obligations including tuition and fees, student waivers and exemptions, the Texas Guaranteed Tuition Fund, loans, collections, application of financial aid, student refunds, and production and distribution of university ID cards.

- **University Accounting Services (UAS)** is comprised of four sub-departments providing essential financial support functions both to internal and System-wide customers:
  
  - **Financial Services & Reporting** is responsible for external financial reporting, banking related activities, tax accounting, e-commerce management, and compliance with university, state, and Governmental Accounting Standards Board rules, laws, and regulations.
  
  - **Departmental Accounting Services** provides financial reporting, reconciliation, and transaction processing services to colleges and departments across the university. DAS is responsible for working with Service Center departments on annual/bi-annual rate review development.

  - **Payroll Services** manages critical payroll functions such as payment processing, distribution, imaging, and employment verification for the university and other Texas A&M University System members.

  - **Tax Compliance & Reporting** provides tax planning, tax compliance, and tax reporting for Employment taxes, International taxes, Unrelated Business Income Tax, and Retirement programs for the university and its employees.
Accomplishments:

Financial Management Operations

- Implemented an electronic User Access form and an electronic Delegated Signature Authority form through Laserfiche for multiple System members.

- Completed System-wide implementation of Oversight, a transactional risk analysis software that monitors 100% of our volume across all payment platforms for all System members. This should result in reduced fraud, errors, and improved compliance.

- Implementing and piloting a Digital Mail Room for AggieBuy and will roll out to other interested members in 2021. Eliminates manual entries which improves accuracy and processing time for FMO and all departments.

- Implemented a Payment/Travel Card Application in Laserfiche, which provides automated routing and approval and direct digital communication to Citibank to place the card order once approved. This application reduces duplicate entry as well as turnaround time for card ordering and processing.

- Finalized the conversion of Texas Division of Emergency Management to the Texas A&M University System in all aspects, which also included hiring and training additional staff.

- Significantly improved the collections database for tracking collection efforts, state holds, and outstanding invoice reporting. What was a two- to three-day manual reporting process now executes instantly. All System shared service customer information is consolidated into one, easily accessible database; and historical collection effort notes are digitally retained for each record, all leading to productivity gains and efficient state reporting.

- Todd Gregory, Director, is the Vice Chair of Texas Association of State Senior College and University Business Officers’ Property Management Committee and co-chair of a related sub-committee.

- Kyle Metcalf, Assistant Director, is a member of the Society of Collegiate Travel and Expense Managers and serves on the Membership Committee.
Student Business Services

• Based on the most recent National Association of College and University Business Officers benchmarking study, Student Business Services’ operating cost per student was 35% lower than peer universities.

• Improved efficiency of our service to SBS constituents by utilizing a texting application (Quiq) as the primary service tool instead of telephone calls. A text takes, on average, 7 minutes of time to respond while a phone call averages 20 minutes. In addition, texting leads to a higher resolution rate (94%) while long telephone hold times lead to caller frustration and high abandonment rates. Additional efficiencies and improvements to customer experience were achieved by integrating the texting app into our Client Relationship Management System.

• Participated in initial design and planning stages of a One-Stop-Shop concept involving Admissions, the Registrar, and Scholarships & Financial Aid.

• Supported the university's Student Success initiative by analyzing student data to identify students who are potentially facing financial challenges, allowing Financial Aid to award additional aid to students in need.

• Incorporated Texas A&M University at Galveston-specific information into the SBS website including the Aggie Answers search function to better serve the Galveston campus and its students.

• Implemented multi-term fee assessment for Fall 2019 to provide a single tuition and fee bill and payment point for students taking classes in both College Station and other campuses (such as Galveston or McAllen).

• Implemented a new collection module to automate students’ past due payment options after graduation, withdrawal, and other matters, providing flexible payment options and ensuring timely notices of past due balances.

• Jennifer Lightfoot, Executive Director for Student Business Services, presented the Student Profile poster display at the annual National Association of College and University Business Officers conference held in Austin in 2019.

• Jennifer Lightfoot, Executive Director, serves on Flywire's Higher Education Advisory Board.
University Accounting Services

- University Accounting Services continues to provide and expand shared services to many of the other Texas A&M University System Members in the areas of banking, e-commerce, financial reporting, payroll, and tax compliance.

- Preston Dubose, Manager for e-commerce services, currently serves on the Treasury Institute’s 2020 Payment Card Industry Workshop Planning committee.

- Joe Corn, Verna Fritsche, and Janet Guillory provided essential assistance to the Texas A&M University System Offices to successfully bring the Texas Division of Emergency Management into the Texas A&M University System, including setting up Workday and FAMIS for their day-to-day use.

- The Student Accounting group modified and adapted processes to accommodate several changes in student systems and workflows: AR Collect, Cashier Lite, and a database to house historical records from previous systems.
<table>
<thead>
<tr>
<th>Service</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
<th>% Change FY16-FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Departmental Accounting Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reconciliations and Verifications Prepared</td>
<td>3,812</td>
<td>3,727</td>
<td>3,620</td>
<td>3,360</td>
<td>3,329</td>
<td>-13%</td>
</tr>
<tr>
<td><strong>Financial Management Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Transactions</td>
<td>406,515</td>
<td>495,963</td>
<td>484,665</td>
<td>500,621</td>
<td>440,833</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Payroll Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Employees Paid</td>
<td>31,310</td>
<td>31,082</td>
<td>28,621</td>
<td>29,679</td>
<td>26,701</td>
<td>-15%</td>
</tr>
<tr>
<td><strong>Student Business Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Payments Processed</td>
<td>238,488</td>
<td>252,994</td>
<td>316,946</td>
<td>304,249</td>
<td>283,786</td>
<td>19%</td>
</tr>
<tr>
<td><strong>University Accounting Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eCommerce Transactions Processed</td>
<td>396,931</td>
<td>418,539</td>
<td>428,543</td>
<td>421,497</td>
<td>336,831</td>
<td>-15%</td>
</tr>
<tr>
<td>W-2s Issued</td>
<td>28,947</td>
<td>30,186</td>
<td>33,548</td>
<td>33,653</td>
<td>39,468</td>
<td>36%</td>
</tr>
</tbody>
</table>
Budget and Planning

Led by Deborah Wright, Associate Vice President

The Office of Budget and Planning is responsible for:

• Coordinating the preparation of the annual $2.02 billion operating budget for Texas A&M University.

• Preparing the biennial Legislative Appropriation Request.

• Preparing federal, state, and university system analysis and reports.

• Developing and overseeing the university's $923 million facilities capital plan.

• Analyzing the financial impact of tuition and fee rates.

• Monitoring current and future sources and uses of funds to ensure sufficient funding for strategic university priorities.

Accomplishments:

• Provided shared services with the Texas A&M University System to support governmental relations and legislative issues through (1) developing discussion document related to the statewide regional institution initiative; (2) analyzing appropriations scenarios and providing formula funding analysis for all institutions and agencies in the Texas A&M University System; and (3) completing a statutory tuition analysis for the State's Legislative Budget Board
• Involved in developing, testing, and evaluating the Position Budgeting Application with the Texas A&M University System and continued to implement customer requested enhancements.

• Worked with Financial Management Operations to coordinate university level expense tracking related to the Coronavirus (COVID-10) pandemic in order to respond to federal/state/system/university requests.

• Coordinated budget reduction planning required for mandated state budget reductions for FY20 and FY21.
Approved Capital Projects

<table>
<thead>
<tr>
<th>Year</th>
<th>Dollars</th>
<th>Number of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16</td>
<td>$1,000</td>
<td>30</td>
</tr>
<tr>
<td>FY17</td>
<td>$1,250</td>
<td>45</td>
</tr>
<tr>
<td>FY18</td>
<td>$1,000</td>
<td>30</td>
</tr>
<tr>
<td>FY19</td>
<td>$750</td>
<td>20</td>
</tr>
<tr>
<td>FY20</td>
<td>$300</td>
<td>10</td>
</tr>
</tbody>
</table>
Customer Satisfaction was measured on a five-point scale: very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, very unsatisfied. These surveys have been conducted biennially since FY15.
Business Services

Led by Dean Endler, Assistant Vice President and University Contracts Officer

Departments/Units:

- **Contract Administration** reviews, negotiates, executes, and administers University contracts.
- **E-Commerce** oversees the AggieBuy purchasing and vendor payment system.
- **Historically Underutilized Business (HUB) Program** facilitates opportunities to procure goods and services from Texas-based historically underutilized businesses.
- **Logistics Services** oversees Mail Services, Surplus Property, and Central Receiving.
- **Purchasing Services** acquires best value goods and services.

Accomplishments:

- Surplus Property generated $621,246 in FY20 in university-wide surplus sales via third-party auction sites Lonestar Auctions and Gov.Deals.
- Major contracts completed during FY20 include (1) a five-year contract with National Archives and Records Administration for services to the George H.W. Bush Presidential Library, (2) ten-year agreements with Wells Fargo and Aggieland Credit Union to provide financial services to students, faculty and staff, and (3) an extension of the existing beverage agreement with PepsiCo as the pouring rights contracting process was suspended due to COVID-19.
- The university’s Historically Underutilized Business program recognized HUB spend of 21.1% of total expenditures for FY20 compared to 17.1% for FY19.
<table>
<thead>
<tr>
<th></th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procurement Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase Transactions</td>
<td>2,386</td>
<td>2,309</td>
<td>2,516</td>
<td>2,277</td>
<td>2,666</td>
</tr>
<tr>
<td><strong>Contract Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts</td>
<td>1,611</td>
<td>1,626</td>
<td>1,560</td>
<td>1,476</td>
<td>1,378</td>
</tr>
<tr>
<td>Contract Dollars</td>
<td>$110,742,340</td>
<td>$110,143,659</td>
<td>$166,233,047</td>
<td>$125,410,106</td>
<td>$125,903,531</td>
</tr>
<tr>
<td><strong>Logistics Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Proceeds from Surplus Property Auctions</td>
<td>$497,050</td>
<td>$481,840</td>
<td>$617,855</td>
<td>$485,549</td>
<td>$621,246</td>
</tr>
</tbody>
</table>
Historically Underutilized Business (HUB) Expenditures

- Total HUB Expenditures
- HUB Percentage of All Expenditures
The increase between FY17 and FY18 is attributable, in part, to the reporting capabilities available in Aggie Buy versus BAM.
Process time is from original receipt of contract and includes communication and approvals from requesting unit, vendor, and Office of General Counsel.
Facilities and Operations

Led by Jane Schneider, Associate Vice President

Departments/Units:

- **Facilities and Dining Administration** is responsible for administering the maintenance, landscape, custodial, and dining contracts for the campus services outsourced to Compass Group in 2012.

- The **Office of Mapping & Space Information** collects, analyzes, and reports facilities, land use, and related spatial data to support and enhance the academic, research, and service missions of Texas A&M University and the Texas A&M University System agencies.

- The **Office of Sustainability** provides vision and leadership for campus sustainability, implements programs and planning to encourage sustainable practices, coordinates an annual institutional sustainability assessment, administers the Aggie Green Fund, and collaborates with other institutions of higher education through regional and national engagement.

- The **Office of the University Architect** provides leadership, vision, and professional guidance in the planning, design, and construction of the campus-built environment.

- **Utilities & Energy Services** produces, delivers, and manages utilities and energy serving over 30 million gross square feet on the Texas A&M University campus, including operation of the utility and energy infrastructure at the Texas A&M University Health Science Center and the Texas A&M University System RELLIS campuses in Brazos County. Other services provided include project review and management, solid waste and recycling services, domestic water production and delivery, operation of two wastewater treatment facilities, and building automation for comfort and environmental control.

Accomplishments:

**Facilities and Dining Administration**

- Renovated the Memorial Student Center’s upper level dining space for opening in Fall 2020.
• Extended the SSC custodial, landscape, and maintenance services contracts for an additional two years, which provides additional funding and aligns our SSC and Chartwells agreements on the same renewal date.

• Completed an air handling unit “refresh” program that proactively identifies units that would benefit from mechanical renovations and thereby extend the life of the units.

• Implemented a new electronic tracking process for project funding, resulting in better control and review of SSC invoices.

Office of Mapping & Space Information (MSI)

• Began implementation of a computer-assisted space information system, with projected launch in early 2021.

• Bill Cox, Interim Director, serves as the Past-Chair for the National Association for College Auxiliary Services Certification Commission, which provides oversight and management of the Certified Auxiliary Services Professional program.

Office of Sustainability (OS)

• Texas A&M University received its fourth Gold rating in the Sustainability Tracking, Assessment & Rating System, a nationally recognized benchmarking tool. Texas A&M University ranks sixth amongst our fourteen peer institutions.

• One hundred and one undergraduate students have completed the Sustainability Internship Program.

• Kelly Wellman, Director, served as the Co-Chair of the Texas Regional Alliance for Campus Sustainability.

• Kelly Wellman (with Dr. Carol Binzer of Residence Life and Allison Wilson of Ayers Saint Gross) presented a webinar, “Sustainability Master Planning from All Perspectives”, for the Advancement of Sustainability in Higher Education (AASHE).

• Kelly Wellman co-facilitated the TRACS Networking Session at the 2019 Annual AASHE Conference & Expo in Spokane, WA.


• Hosted the first “Virtual Earth Month” in April, consisting of two Earth Day keynote sessions and 15 virtual sessions featuring Texas A&M University faculty, staff, and students.
Office of the University Architect (UA)

- In collaboration with other campus entities, developed the first phase of the Campus Wayfinding and Signage Plan which builds upon the criteria established in the 2017 Campus Master Plan to establish a new signage standard for the campus. The plan targets first-time or infrequent campus visitors and will begin implementation in Fall 2020.

- Lilia Gonzales, University Architect, serves as the Program Committee Chair for the annual conference of the Association of University Architects (an international organization).

- UA collaborated with multiple divisions and units throughout the project planning, design, and construction phases of more than 30 campus development projects of greater than $1 million to ensure compliance with the 2017 Campus Master Plan.

Utilities & Energy Services (UES)

- In coordination with Environmental Health and Safety developed and implemented a new mobile application (SafetyApp) to allow UES employees to report campus safety issues and near-miss events more easily and identify and correct safety issues while increasing worker engagement and participation.

- Completed an extensive campus exterior lighting survey to identify areas of concern with lighting levels and pole/fixture integrity and initiated improvements to replace substandard poles and fixtures.

- Completed an $11.4 million storm water project in 2020, improving drainage and reducing the effects of erosion on University property.

- Jim Riley, Executive Director, and Rene Rios, Controls Engineer, presented “A Case Study: Modernization of Utility Plant Control System” at the International District Energy Association Conference in Denver, Colorado in February 2020.

- Jim Riley, Executive Director, participated on a Blue Ribbon Panel with the Architect of the Capitol in Washington, D.C. to review and provide input on their Utility Master Plan.

Awards and Honors:

- AASHE named Texas A&M University a “Top Performer in Research” in the 2019 Sustainable Campus Index.
• Bill Cox, Interim Director of the Office of Mapping & Space Information, and SSC Grounds achieved recertification by the Professional Grounds Management Society of the Texas A&M Grounds Program at the 4-star (highest) level, up from its initial 2-star rating in 2017.

• Melissa Loyd, Utilities & Energy Services Supervisor for Water Production and Wastewater Treatment, received a 2020 President's Meritorious Service Award.
Office of Sustainability

Water Bottle Filling Stations and Water Bottles Diverted (Cumulative)

# diverted (millions) vs. # of stations

- FY16: 10 disposable bottles diverted, 15 water bottle filling stations
- FY17: 15 disposable bottles diverted, 20 water bottle filling stations
- FY18: 20 disposable bottles diverted, 25 water bottle filling stations
- FY19: 25 disposable bottles diverted, 30 water bottle filling stations
- FY20: 30 disposable bottles diverted, 35 water bottle filling stations

Legend:
- Yellow: Disposable Bottles Diverted
- Blue: Water Bottle Filling Stations
Office of Sustainability

Aggie Green Fund Projects by Fiscal Year & Category

Dollars

FY16
FY17
FY18
FY19
FY20

Recycling & Waste Reduction
Energy, Transit, & Water
Education & Outreach
Green Space
Utilities and Energy Services

The Campus Size includes all space served (Park West, Century Square, etc.).
Utilities and Energy Services

Greenhouse Gas Emissions

FY20 CO₂ Emissions data was not available at the time of publication. The Campus Size includes all space served (Park West, Century Square, etc.).
## Utilities and Energy Services

### Service Reliability Index

<table>
<thead>
<tr>
<th>Service Line</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 99.90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chilled Water</td>
<td>99.98%</td>
<td>99.99%</td>
<td>99.99%</td>
<td>99.96%</td>
<td>99.98%</td>
</tr>
<tr>
<td>Heating Hot Water</td>
<td>99.98%</td>
<td>99.95%</td>
<td>99.97%</td>
<td>99.90%</td>
<td>99.95%</td>
</tr>
<tr>
<td>Domestic Cold Water</td>
<td>99.93%</td>
<td>99.92%</td>
<td>99.78%</td>
<td>99.99%</td>
<td>99.98%</td>
</tr>
<tr>
<td>Electrical Power</td>
<td>99.99%</td>
<td>100.00%</td>
<td>99.99%</td>
<td>99.99%</td>
<td>99.96%</td>
</tr>
</tbody>
</table>

The Service Reliability Index is based upon the availability of each service line, the square footage served, and the hours service is available for all buildings on campus. It includes both scheduled and unscheduled (unplanned) outages.
Recycled materials include waste such as paper, plastic, glass, cardboard, and aluminum; construction and demolition debris such as concrete, wood, metal and sheetrock, glass; and organic materials such as brush/limb clippings, manure, lab animal bedding, and food waste.
Human Resources and Organizational Effectiveness

Led by **Jeff Risinger**, Vice President

**Departments/Units:**

- **Organizational Consulting and Resolution Management** consults and partners with employees, supervisors and administrators to resolve employment relationships, and to enhance operational and organizational effectiveness.

- **Professional Development** offers a variety of workshops, programs, and consulting services designed to enhance the professional growth and effectiveness of Texas A&M University’s staff and faculty.

- **Talent Management** assists departments, hiring managers, and job seekers through the continuum of the recruitment and talent management processes.

- **Total Rewards** (formerly Benefit Services and Compensation) provides comprehensive benefits information and resources to administration, faculty, staff, graduate students, retirees, eligible dependents, and survivors; administers non-faculty staff titles and corresponding pay rates; and serves as the point of contact for departments regarding these matters.

**Accomplishments:**

- Developed training for over 500 Texas A&M University HR Liaisons for important operational issues encountered in workday, with knowledge transfer averaging 82% across all training modules two years post implementation.

- Piloted a new online reference checking system that has increased the speed and reliability of the reference checking process, with customers using this process receiving thorough reference checks within 24-48 hours.

- Completely repurposed the benefits support team, reducing average response time to benefits inquiries from 140 hours to 7 hours.
• Based on an extensive needs assessment, developed four new leadership development programs, with the first cohort completing the “Leading Others” program. In addition, all Professional Development programs were converted to a remote format in response to safety concerns related to COVID-19.

• Finalized significant partnerships with the Texas A&M Health Science Center and Texas A&M Academic Affairs and Business Services to offer efficient, campus-wide human resources services.

• Employee Relations Staff supported customers during the early stages of COVID-19 preparation by (1) recommending the use of unemployment insurance for student employees (saving Texas A&M University $1.2 million) and (2) evaluated over 840 faculty requests for fall semester teaching accommodations.
Organizational Consulting and Resolution Management

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics Points, Tell Somebody, Stop Hate Report - Claims Investigations</td>
<td>73</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>Alternate Work Location Approvals</td>
<td>59</td>
<td>92</td>
<td>60</td>
</tr>
<tr>
<td>Complaints and Appeals Investigations</td>
<td>49</td>
<td>36</td>
<td>32</td>
</tr>
<tr>
<td>Unemployment Claims</td>
<td>78</td>
<td>75</td>
<td>1031</td>
</tr>
<tr>
<td>Conflict and Resolution Management Cases</td>
<td>64</td>
<td>66</td>
<td>11</td>
</tr>
<tr>
<td>Americans with Disabilities Accommodations</td>
<td>15</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>Progressive Discipline Actions</td>
<td>88</td>
<td>98</td>
<td>65</td>
</tr>
<tr>
<td>Voluntary Termination Review Actions</td>
<td>7,793</td>
<td>6,506</td>
<td>14</td>
</tr>
<tr>
<td>Involuntary Termination Review Actions</td>
<td>218</td>
<td>232</td>
<td>75</td>
</tr>
</tbody>
</table>

The COVID-19 pandemic impacted activity during FY 20, particularly unemployment claims (most of these related to student employees not returning to campus after the onset of the pandemic).
Professional Development

Web-Based Training Completions

Others refers to trainings completed by non-employees – for example, summer camp workers completing the required Child Protection Training. The increase in FY18 can be attributed to additional trainings related to the implementation of Workday.
Events/Engagements includes both regularly scheduled courses open to all and specially requested courses for groups or departments. In FY19, the department underwent a complete overhaul including the redesign and reorganization of all courses thus the temporary decline in available courses. Excludes Web Based Trainings.
Time to fill includes posting the job, reviewing applicants, screening, interviewing, checking references, reviewing the offer, making the offer, background checking, and hiring. The date of hire is the end date of the process.

Position Filled – those posted and successfully filled by an internal or external applicant.

Position Closed – those closed due to a failed search or other reason.
Total Rewards

Compensation and Classification Actions

- Actions Processed
- % completed within one week
- % completed within two weeks
IT Services

Led by Andy Bland, Executive Director

- **Operations** provides the planning, implementation, and administration of the Division's computing infrastructure.
- **Development** designs, develops, and implements internal and external applications and web services.
- **Reporting** creates and provides reporting data for analysis by University personnel and administration.

**Accomplishments:**

- Designed and implemented technology services for division units that service entities across Texas A&M University including colleges, divisions, and Texas A&M University System members. This included implementation of a secure document upload application for submitting forms containing confidential information; expansion of the Online Photo Submission process to allow all students, faculty, and staff to electronically submit photos to obtain an TAMU ID card; development of a Past Due/Collections application for notification to campus departments and their customers; and implementation a secure and robust remote connectivity infrastructure to allow administrative units to support the university during FY20.

- Implemented a web Content Management System (Cascade) and migrated the Division of Finance and Operations Units web sites to this new infrastructure which facilitated greater accessibility and mobile compatibility.

- Enhanced the Division’s Alternate Work location technology infrastructure for Division employees to increase remote connectivity and productivity.
Safety and Security

Led by Christopher Meyer, Associate Vice President

Departments/Units:

- **Building Access** oversees both key control and card access systems.

- **Emergency Management** oversees university efforts in emergency planning and preparedness including the continuity of operations.

- **Environmental Health and Safety** (EHS) provides safety, health and environmental services for the Texas A&M University main campus, School of Law, Higher Education Center – McAllen, Texas A&M Engineering Experiment Station, AgriLife, RELLIS, and the Health Science Center. Services include but are not limited to safety inspections, occupational health services, environmental management and compliance, fire and life safety services, radiological safety and more.

- The **University Police Department** (UPD) provides public safety through field operations including crime prevention, criminal investigations, patrol, security, special operations, and victim advocacy.

Accomplishments:

**Emergency Management**

- Conducted outreach to 58 departments about continuity planning resulting in seven continuity workshops and completion of 39 continuity plans for departments within the Office of the Provost, Student Affairs, Texas A&M Engineering Experiment Station Centers, Health Science Center, and the Division of Finance and Operations.

- Designed and facilitated table-top exercises for Texas A&M University executive management and key university departments, as well as exercises for the Higher Education Center in McAllen and Texas A&M Health (Corpus Christi, Dallas, McAllen, Round Rock, and Temple).
• Conducted 20 education outreach opportunities consisting of guest lectures, campus outreach events, and new and graduate student orientations.

• Ongoing support for both the University and Brazos County responses to COVID-19 through leading coordination calls, information gathering and dissemination, data visualization, and medical surge plan development.

Environmental Health and Safety

• “A Plan-Do-Check-Act Case Study in Risk Management” has been accepted for publication in Professional Safety which was co-authored by Stephanie Colman, Nancy Eaker, John Fellers, Erich Fruchtnicht, Crystal Giles, Hiram Patterson, Christina Robertson, and Brad Urbanczyk.

• Partnered with the Chemistry Department to provide detailed door signage for 300 laboratories to ensure that hazards and appropriate personal protective equipment can be identified.

• Sponsored “Stream Clean,” a campus environmental initiative that involves student groups in maintaining a clean campus environment. In Fall 2019, a group of 58 volunteers collected 37 bags of trash and several bulk-trash items from campus streams.

• Implemented BioRAFT, a new enterprise management software system for management of laboratory, shop, and building inspections, chemical inventory management, laboratory safety training, and safety equipment management.

• Re-engineered the process of managing response checks of several hundred handheld detectors on campus. This effort allowed staff to reflect improved compliance from 76% to 95% in two months.

• In coordination with Utilities and Energy Services (UES), completed development and implementation of the SafetyApp to enable UES employees to report safety issues and near miss events more easily and through a mobile platform.

University Police Department

• Provided outreach and educational opportunities related to active shooter preparedness (1,684 participants), self-defense (467 participants), and underage drinking (341 participants).

• Co-hosted the 2019 campus National Night Out with the Department of Residence Life.
Awards and Honors:

• Emergency Management staff members Monica Martinez and Jonathan Soriano obtained a Master Continuity Practitioner Level 2 certificate from Federal Emergency Management Agency

• EHS Program Coordinator I Tommy Garza was awarded College of Pharmacy Staff of the Year Award

• EHS received the following awards from Campus Safety Health and Environmental Management Association (an international organization)
  • Marketing Single Media Award – Winter 2019 Safety Dispatch Newsletter
  • Innovation/Process Improvement – EHS Professional Certificate Program
  • Innovation/Resource Enhancement – Health Science Center (Cs-137) Irradiator Removal

• EHS Assistant Director Latha Vasudevan was selected as Fellow, Health Physics Society. In addition, she was elected to Health Physics Society Board of Directors and selected as Board delegate for International Radiation Protection Association

• EHS Assistant Director John Fellers was installed as President of Campus Safety Health and Environmental Management Association.

• EHS Senior Health Physicist Erich Fruchtnicht was installed as Treasurer of State of Texas chapter of Health Physics Society

• EHS Senior Health Physicist Dan Menchaca was installed as President of Academic, Industrial, and Research Radiation Safety Section of Health Physics Society

• EHS Coordinator III Gregory Washington earned Associate Safety Professional credentials.

• Police Lieutenant Bobby Richardson, Police Officer IV Dee Donovan, and Police Officer IV Kristi Hosea were awarded the Underage Drinking Prevention Award by Mothers Against Drunk Driving for the third year in a row.

• Police Officer IV Kristi Hosea was awarded the Hometown Hero Award from Experience Bryan College Station.

• Police Officer III Andrew Niemeyer was recognized by Mothers Against Drunk Driving for his efforts to apprehend impaired drivers.

• UPD received a “National Night Out 2019 Award” from the National Association of Town Watch in the Colleges/Universities division.
An additional statistic, Computer-Aided Dispatch Entries/Activity, includes all calls for service and officer-initiated activity such as traffic stops, foot patrol, and parking lot checks. "Calls for Service" only includes the calls officers were dispatched to resolve.
<table>
<thead>
<tr>
<th>Activity</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
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<tbody>
<tr>
<td><strong>University Police Department</strong></td>
<td></td>
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<tr>
<td>Community Policing Interactions</td>
<td>414</td>
<td>310</td>
<td>398</td>
<td>601</td>
<td>418</td>
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<tr>
<td>Crime Prevention Programs</td>
<td>272</td>
<td>218</td>
<td>272</td>
<td>204</td>
<td>127</td>
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<tr>
<td>Child Safety Seat Installations</td>
<td>65</td>
<td>77</td>
<td>57</td>
<td>64</td>
<td>27</td>
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<tr>
<td>Average Hours of Instruction Per Officer</td>
<td>137</td>
<td>101</td>
<td>103</td>
<td>119</td>
<td>73</td>
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<tr>
<td><strong>Environmental Health &amp; Safety</strong></td>
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<tr>
<td>Labs Inspected</td>
<td>3,273</td>
<td>3,934</td>
<td>3,693</td>
<td>3,603</td>
<td>3,316</td>
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<tr>
<td>Residence Hall Rooms Inspected</td>
<td>5,460</td>
<td>5,900</td>
<td>6,700</td>
<td>7,214</td>
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<tr>
<td>Recycled fluorescent light bulbs, pounds</td>
<td>50,376</td>
<td>41,299</td>
<td>58,993</td>
<td>24,439*</td>
<td>14,045*</td>
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<tr>
<td>Biomedical waste disposal, pounds</td>
<td>72,000</td>
<td>47,819</td>
<td>52,982</td>
<td>19,587</td>
<td>21,735</td>
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<tr>
<td>Number of personnel trained in how to operate a fire extinguisher</td>
<td>557</td>
<td>663</td>
<td>833</td>
<td>732</td>
<td>193</td>
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<tr>
<td>Documented EHS training completions</td>
<td>8,824</td>
<td>14,857**</td>
<td>8,937</td>
<td>15,723**</td>
<td>12,555**</td>
</tr>
</tbody>
</table>

*Decrease due to decreased number of building renovations.
**FY17 participation was higher due to a grant funded program for course completion. FY19 and FY20 numbers reflect trainings conducted at the Health Science and in Utilities & Energy Services which were not previously reported.
Transportation Services

Led by Peter Lange, Associate Vice President

Departments/Units:

- **The Transit** unit operates 95 buses, four cutaway buses, and five paratransit vans that provide safe and efficient transportation to the students, faculty, staff and visitors to the Texas A&M University campus. This amounts to approximately 7 million rides annually (during a normal school year). The unit also provides paratransit service for our temporarily and permanently disabled students and faculty and staff and charter services at competitive rates.

- **Fleet Operations** provides all 600 university vehicles under an extensive leasing, fuel, and maintenance program. Maintenance is provided at the Transportation Center, a modern repair facility where all technicians are Automotive Service Excellence (ASE) certified.

- **Parking Operations** include oversight of permitting for 35,000 surface parking spaces and seven parking garages on campus, traffic control and parking enforcement, parking support for the hundreds of events held on campus each year, recreational vehicle parking, and signage for events.

Accomplishments:

- Transit is now a certified, third-party Commercial Drivers’ License testing facility, allowing us to hire and train our drivers in a timelier manner, thereby increasing productivity, providing cost savings, and facilitating the hiring process.

- Fleet decommissioned two buses and donated them to the Texas A&M Engineering Extension (TEEX) Fire School.

- Special Events unit developed an option for the Texas A&M Hotel and Conference Center for self-parking guests to facilitate arrival and departure.
• Fleet worked with Purchasing to secure a contract with a new fueling partner, Fikes Inc., which provides improved and efficient communications and billing through innovative automated processes. This was a cooperative purchase agreement with Agrilife, TEEX, Brazos County, the cities of College Station and Bryan and the independent school districts of College Station, Bryan, and Hearne.

• Information Technology enhanced their technology platform to provide more dynamic bus route updates and locations for our customers, allowing riders to obtain more timely information about bus re-rerouting and route changes.

• Alternative Transportation’s bike-share program continues to have a positive effect on campus transportation; over the 2.5-year life of the program, we have registered 1.5 million rides by 71,015 unique riders, for a total of 1,045,000 miles traveled.

• The MSC Streets project was completed this year. It provides a renovated and safer street design for Joe Routt Blvd., Gene Stallings Blvd., West Lamar St., and Central Houston St., with widened sidewalks of up to 30 feet, new sidewalks surrounding Simpson Drill Field, better lighting, bus shelters, and bi-directional bike lanes.

• Completed construction of the parking section of the Polo Rd. Garage, with construction of offices, recreation center, and dining to be completed by end of 2020. Relatedly, the Polo Road reconstruction project will realign crosswalks, add turn lanes into the garage, and accommodate the large volume of pedestrians in this area.

**Awards and Honors:**

• Jeremy Beckmann received the President’s Meritorious Service Award.

• Debbie Hoffmann received the President’s Award for Exemplary Leadership from the Association for Commuter Transportation

• The following employees received awards from the International Parking and Mobility Institute:
  • Kenneth Kimball (Professional Excellence Award for Finance)
  • Melissa Bubela (Professional Excellence Award for Marketing)
  • Carol Yeager (Professional Excellence Award for Operations)

• Transportation Services received its re-accreditation by International Parking and Mobility Institute as a “Parking Organization with Distinction”

• Olsen Remote Vehicle Park received recognition as the “Best RV Park” for the sixth consecutive year in the 2020 “Best of College Station Awards,” and is now in the College Station Business Hall of Fame.
In FY19 the cost per ride in major Texas metropolitan areas were as follows: Austin $8.54, Dallas $15.67, El Paso $5.29, Ft. Worth $11.12, Houston $6.38, and San Antonio $6.56.

FY20 Ridership decreased as a result of the shift to virtual classes due to the COVID-19 Pandemic.
Percentages include responses from faculty, students, and staff. Respondents may select multiple modes of transportation; therefore percentages may sum to greater than 100%.

FY20 data was not collected due to the COVID-19 Pandemic.
Support of the Pillars of Excellence - Summarized

The Division of Finance and Operations helps to fulfill the pillars of Transformational Learning, Discovery and Innovation, and Impact that represent the University's Commitment to Excellence.

<table>
<thead>
<tr>
<th>Pillar(s)</th>
<th>TL</th>
<th>TL, DI</th>
<th>TL, DI, IM</th>
<th>DI</th>
<th>TL</th>
<th>IM</th>
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TL = Transformational Learning, DI = Discovery and Innovation, IM = Impact