In FY18, the division was comprised of nine units with over 840 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
- Creating an attractive, safe, and effective environment for the engagement, research, and teaching activities at Texas A&M University
- Facilitating best practices and ensuring compliance with laws and regulations
- Supporting Texas A&M University’s efforts to create and maintain a diverse campus and welcoming climate
- Creating a culture of life-long learning and professional development within our Division
- 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:

• Departmental Accounting Services (DAS) provides financial reporting, reconciliation, and transaction processing services to colleges and departments across the university. DAS is also responsible for working with Service Center departments on annual/bi-annual rate review development.

• Financial Management Operations (FMO) provides a variety of financial services for the university and other System members. Services include accounts payable, accounts receivable, property and asset management, accounting entries and corrections, and financial system access and security.

• Payroll Services manages critical payroll functions for the university and other System institutions including payment processing, distribution, imaging, employment verification, and individual tax compliance and reporting.

• 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 of university ID cards.

• University Accounting Services (UAS) provides essential accounting functions for the university to ensure compliance with university, state, and GASB rules, laws, and regulations. Services include tax accounting, external financial reporting, banking related activities, and e-commerce management.
Accomplishments:

**Departmental Accounting Services**

- Began processing travel expense reports for Texas A&M University at Qatar, in addition to existing support of multiple units at Texas A&M Main.

- Successfully coordinated the initial infrastructure agreement with the Texas A&M University System Offices for the REllis campus.

- Expanded processing Sponsored Research Services invoices for the academic units on campus to include the Psychology Department, Math Department, Chemistry Department, and the College of Science administrative office.

**Financial Management Operations**

- Working with Business Services and IT Services, completed implementation of AggieBuy with the remaining 12 System members and created the AggieBuy Administration Help desk to provide ongoing system level support.

- Implemented the Concur travel application for Texas A&M University - Central Texas and Research Foundation.

- Transitioned to new Travel Management Company, resulting in a 100 percent increase in travel discounts compared to the previous arrangement.

- Implemented iPayments for Texas A&M AgriLife Research, Texas A&M AgriLife Extension Service, and Texas A&M Engineering Experiment Station to provide more visibility and a more efficient process for deposits, accounts receivable, and interdepartmental sales.

- Debbie Phair, Executive Director, serves on Concur’s Higher Education Advisory Board.

- Todd Gregory, Assistant Director, serves as the Vice Chair for Texas Association of State Senior College & University Business Officers’ Asset Management Committee.

**Payroll**


- Payroll cost per employee is 39% lower than our peer institutions.

- Laura Quirino, Payroll Director, serves on the American Payroll Association’s Higher Education Best Practice subcommittee.
Student Business Services

• Working with IT Services, developed an interactive Tuition Calculator for prospective and enrolled students and parents.

• Developed in-house cashiering system (Cashier Lite) to accept student payments without processing to increase efficiency and service to students and internal constituents.

• Created automated audit for all fee assessments to proactively identify errors.

• Developed training material with job aids for the following systems: Customer Relations Management System (RightNow), Student Business Services Dashboard, TouchNet Admin, Cisco Finesse, Campus Receivables Collector, and Student Loan Servicing System.

• Implemented a new Wells Fargo contract focusing on enhanced branding and service initiatives, rather than commissions (SBS is currently involved in campus-wide banking discussions for follow-on agreement).

• Reviewed and assessed several billing systems including NelNet, CashNet and OnPlanU as a replacement for TouchNet in the next three years.

• Developed an enhancement to the Fiscal Appeal Process to guide and better serve our students.

• Staff presented at the 2018 National Association of Campus Card Users in Reno, NV and the 2017 Texas Bursars for Universities and Colleges in Corpus Christi, TX.

• Hosted 60 attendees at the 2018 Texas Bursars for Universities and Colleges Regional Conference.

• The Executive Director of SBS, Jennifer Lightfoot, was President of Texas Bursars for Universities and Colleges and organized the 2017 annual conference in Corpus Christi, TX.

University Accounting Services

• Documented completion of 13 process improvements through 15Five (a Continuous Performance Management system) since April 2018, primarily involving banking processes such as reconciliations, imaging, foreign currency teller transactions, and physical process step elimination.

• Preston DuBose, Accounting Services Manager, led a system-wide project to update credit card terminal software as mandated by JP Morgan Chase Paymentech.
• Brooke Jensen, Financial Management Supervisor, successfully implemented reconciliation software for Texas A&M University - Central Texas under a new shared services agreement.

• Edward Zavodny, Tax Manager, was the lead analyst for the Texas A&M University System on the impact of the Tax Cuts and Jobs Reform Act and served as co-presenter on the topic at the Texas A&M University System CFO meeting in 2018.

• Karen McDade, Financial Management Supervisor, served on the Teacher Retirement System (TRS) working committee for the implementation of the new TRS Team reporting.
Customer Satisfaction was measured on a five point scale: very satisfied, satisfied, neither satisfied nor dissatisfied, unsatisfied, and very unsatisfied. The survey is conducted biennially.
## Transaction Processing Volume

<table>
<thead>
<tr>
<th>Service</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>% Change FY14-FY18</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</td>
<td>3,804</td>
<td>3,920</td>
<td>3,812</td>
<td>3,727</td>
<td>3,620</td>
<td>-5%</td>
</tr>
<tr>
<td>PrepaRed</td>
<td></td>
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<td></td>
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<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>365,600</td>
<td>390,374</td>
<td>406,515</td>
<td>495,963</td>
<td>484,655</td>
<td>33%</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>25,413</td>
<td>28,945</td>
<td>32,991</td>
<td>35,817</td>
<td>30,770</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Student Business Services</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Payments Processed</td>
<td>201,784</td>
<td>222,246</td>
<td>238,488</td>
<td>252,994</td>
<td>316,946</td>
<td>57%</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>299,387</td>
<td>369,970</td>
<td>396,931</td>
<td>418,539</td>
<td>428,543</td>
<td>43%</td>
</tr>
<tr>
<td>W-2s Issued</td>
<td>21,291</td>
<td>25,413</td>
<td>28,947</td>
<td>30,186</td>
<td>33,548</td>
<td>58%</td>
</tr>
</tbody>
</table>

*Payment Transactions includes Payments to Vendors, P-Card Transactions, and Travel Reimbursements.*
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 $1.8 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 $1.7 billion 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:

• Prepared the FY20-FY21 Legislative Appropriation Request of $840 million in advance of the 86th Legislative Session.
• Developed and delivered state-wide Legislative Appropriations Request training for Texas Association of State Senior College & University Business Officers meetings.
• Provided shared services with the Texas A&M University System to support governmental relations and legislative issues.

Awards and Honors:

• Shelly Janac was selected to participate in the state-wide 2018 Leadership Women Texas Program.
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. The previous survey was conducted in FY12.
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** guides university purchases toward 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 $617,855 in FY18 through university-wide surplus sales. A portion of those funds are returned to university departments for strategic initiatives.

- Mail Services coordinated with Residence Life to pilot an innovative package delivery system utilizing lockers accessible 24/7/365. In FY18, 819 packages were delivered to White Creek Apartment residents, with 25.6% of these packages obtained outside of regular business hours.

- Working with Accounting and Financial Services and IT Services, completed implementation of AggieBuy with the remaining 12 System members and created the AggieBuy Administration Help desk to provide ongoing system level support.

- HUB Program resulted in Texas A&M University's recognition as one of the top ten performing state agencies at the Irving Texas Spot Bid Fair.
Awards:

- Patti Winkler, Assistant Director for Procurement, was recognized for her ten years of service as an officer for the Texas, Oklahoma, Arkansas, and Louisiana (TOAL) National Association of Educational Procurement.

- Robby Bounds, Director of Procurement Services, received a Lifetime Certified Purchasing Manager certification from the Institute for Supply Management.
<table>
<thead>
<tr>
<th>Activity</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</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>2,537</td>
<td>2,474</td>
<td>2,386</td>
<td>2,309</td>
<td>2,516</td>
</tr>
<tr>
<td>Transaction Dollars</td>
<td>$175,315,662</td>
<td>$160,083,589</td>
<td>$201,053,011</td>
<td>$261,445,905</td>
<td>$291,108,418</td>
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<tr>
<td><strong>Contract Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts</td>
<td>1,724</td>
<td>1,752</td>
<td>1,611</td>
<td>1,626</td>
<td>1,560</td>
</tr>
<tr>
<td>Contract Dollars</td>
<td>$120,213,313</td>
<td>$106,576,545</td>
<td>$110,742,340</td>
<td>$110,143,659</td>
<td>$166,233,047</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>$769,890</td>
<td>$617,015</td>
<td>$497,050</td>
<td>$481,840</td>
<td>$617,855</td>
</tr>
</tbody>
</table>
Historically Underutilized Business (HUB) Expenditures

- **Total HUB Expenditures**
- **HUB Percentage of All Expenditures**

Year: FY14, FY15, FY16, FY17, FY18
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, 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 26.5 million gross square feet on the Texas A&M University campus. Other services provided include project review and management, solid waste and recycling management, domestic water production and delivery, operation of two wastewater treatment facilities, and operation of the utility and energy infrastructure at the Health Science Center and RELLIS campuses in Brazos County.

Accomplishments:

**Facilities and Dining Administration**

- Bill Cox, Assistant Director, serves as the Vice-Chair for the National Association for College Auxiliary Services Certification Commission, which provides oversight and management of the Certified Auxiliary Services Professional program.
During Hurricane Harvey, FDA staff worked with SSC and UES personnel in a coordinated response to facilities experiencing flooding and exterior damage throughout the storm.

Office of Mapping & Space Information (MSI)

- MSI implemented a routing service on the interactive campus map (AggieMap.tamu.edu) to provide directional information, including routes for those requiring accessibility considerations.

Office of Sustainability (OS)

- Texas A&M University received a second Gold rating in the Sustainability Tracking, Assessment & Rating System, a nationally recognized benchmarking tool.
- Texas A&M University became the largest Fair Trade Campus in the nation; “Fair Trade” designation involves ensuring that products sold are grown, harvested, crafted, and traded in ways that improve lives and protect the environment.
- During FY18, the Aggie Green Fund Advisory Committee awarded eight Major Grants and four Micro-Grants for a total of $136,562. Since 2011, the Aggie Green Fund has awarded $1.87 million to faculty, staff, and students for creative environmental improvements to campus.
- Kelly Wellman, Director, and Ben Kalscheur, Assistant Manager, presented, “Road to Gold: Sustainability Success Really is Written in the STARS” at the 2017 Association for the Advancement of Sustainability in Higher Education (AASHE) Conference & Expo in San Antonio, TX and at the 2018 Texas Regional Alliance for Campus Sustainability (TRACS) Annual Summit in Stephenville, TX.
- Kelly Wellman, Director, and Lara Hendrickson, Sustainability Operations Coordinator, presented “Dollars are Flying Out of Your Green Fund! Does That Equal Success?” at the 2017 AASHE Conference & Expo in San Antonio, TX and at the 2018 TRACS Annual Summit in Stephenville, TX.

Office of the University Architect (UA)

- Lilia Gonzales, University Architect, presented “An Instigator and Path to Crafting a Campus Plan” with Ayers Saint Gross Architects at Society for College and University Planning 2018 Pacific Regional Conference.
- 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.
Utilities & Energy Services (UES)

- Managed the Texas A&M University System Energy Management Program, which integrates data from 12 campuses and 750 utility meters for centralized analysis and reporting. This program has improved overall operating efficiency and facilitated Energy Service Company project approval for three regional campuses totaling over $34.4 million with a projected cost avoidance of $6.3 million annually.

- Completed all major utility infrastructure work at the RELLIS Campus.

- Piloted an Energy Performance Improvement Program in four campus buildings, with cost savings of over $400,000. In FY19, the program will be expanded to include select high energy use buildings across campus.

- Placed $60 million in major utility and energy infrastructure improvement projects in design or construction.

Awards and Honors:

- Texas A&M University Dining Services Vice President for Operations, Leland Rapport, received the National Penta Award from Chartwells for his work within the Texas A&M University Region for the second year in a row.

- Under the leadership of UES (and with the assistance of Steve Smith of MSI), two buildings (the General Services Complex and the Agricultural and Life Sciences Building) received ENERGY STAR Certificates for the third straight year, signifying that these facilities were in the top quartile nationwide in terms of energy consumption and building operations.

- Under the leadership of UES, Texas A&M received the International District Energy Association’s Gold Award for providing utility services to the highest number of new facilities than any other centrally-supplied energy distribution system in North America.

- AASHE named Texas A&M University a “Top Performer in Research” in the 2017 Sustainable Campus Index.
Customer Satisfaction was measured on a five point scale regarding overall satisfaction with the unit: strongly agree, agree, neither agree nor disagree, disagree, strongly disagree (or equivalent). Surveys are conducted biennially for the Office of the University Architect and the Office of Mapping and Space Information. Surveys are conducted annually for Utilities & Energy Services (beginning in FY17).
Office of Mapping and Space Information

Space Use Efficiency Score

Space Use Efficiency Scores are determined by the Texas Higher Education Coordination Board and range from 0 to 100.

Texas Higher Education Coordinating Board Requirement 75 of 100.
Office of Sustainability

Water Bottle Filling Stations and Water Bottles Diverted

- New Water Bottle Filling Stations Added
- Disposable Bottles Diverted Annually

<table>
<thead>
<tr>
<th>Year</th>
<th># of stations</th>
<th># of bottles diverted (millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY15</td>
<td></td>
<td></td>
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<tr>
<td>FY16</td>
<td></td>
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<tr>
<td>FY17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY18</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Office of Sustainability

Aggie Green Fund Projects by Fiscal Year & Category

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

Energy Consumption

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

FY18 CO₂ Emissions data was not available at the time of publication.

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

Led by Andy Bland, Executive Director

- Plans, implements, and administers the computing environment within the Division.
- Reviews developmental needs and designs, implements, and supports both internal and third-party applications and web services.
- Develops and implements reporting data for management analysis.

Accomplishments:

- Promoted shared services (to support document imaging, the Presidential Meritorious Awards Program, University-wide rate studies, account reconciliations, and payroll) through the technical implementation of applications and services used by multiple Texas A&M University System members.
- Working with Accounting and Financial Services and IT Services, completed implementation of AggieBuy with the remaining 12 System members and created the AggieBuy Administration Help desk to provide ongoing system level support.
- Incorporated secure smart card technology into the student, faculty, and staff ID Card.
- Installed new Division computing server infrastructure into the new Texas A&M University West Campus Data Center.
- Enhanced the Aggiecard Photo Upload service so that it can be used by all students, faculty, and staff to electronically upload a photo when obtaining their Texas A&M University ID Card.
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) oversees the following areas related to campus safety:
  • AgriLife Safety
  • Asbestos Program
  • Automated External Defibrillators (AED)
  • Chemical Inventory Program
  • Chemical Waste
  • Engineering Safety
  • Environmental Compliance
  • Environmental Management
  • Ergonomics
  • Fire and Life Safety
  • Food Safety
  • General and Occupational Safety
  • Hazardous Material Shipping
  • Hearing Conservation
  • Indoor Air Quality
  • Inspections
  • Laboratory Safety
  • Radiological Safety
  • Respiratory Protection
  • Unmanned Aerial Systems

• 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

• Updated existing emergency operations plans for six Health Science Center campus sites throughout the state.
• Coordinated emergency preparedness outreach initiatives for 206 participants as part of the 2017 Campus Safety Awareness Week with assistance from University Police Department, Environmental Health & Safety, the Division of Student Affairs, and the College Station Fire Department.

• Designed and facilitated three table-top exercises for executive administration and key university departments to test emergency plans and train first responders.

• Conducted 34 education outreach opportunities consisting of guest lectures, departmental trainings, and new- and graduate- student orientations.

Environmental Health and Safety

• Achieved compliance rate of 99% with required safety training via the UES Safety Program.

• Facilitated four technical projects as part of the Industrial Hygiene coursework during the spring 2018 academic semester for the Texas A&M University Health Science Center School of Public Health. These projects covered high-impact learning opportunities in environmental management, air quality monitoring, hearing testing, and radiological safety programing.

• Performed 41 ergonomic assessments and provided outreach to 24 departments to support the Wellness Works program in the Texas A&M University Health Science Center School of Public Health.

• Sponsored “Stream Clean,” a campus environmental initiative that involves student groups in maintaining a clean campus environment. In Fall 2017, a group of 52 volunteers collected 60 bags of trash from campus streams.

• Staff members Babette Perkins (Masters in Educational Technology) and Derek Phillips (Masters in Nuclear Engineering) completed degrees.

University Police Department

• Obtained reaccreditation status with the Commission on Accreditation for Law Enforcement Agencies; nationwide, only 4.3% of all Law Enforcement Agencies have achieved this accreditation.

• Provided outreach and educational opportunities related to active shooter preparedness (1,787 participants), self-defense (366 participants), and underage drinking (1,353 participants).

• Co-hosted the 2017 campus National Night Out with the Department of Residence Life.
Awards and Honors:

• EHS received two “Innovation Awards of Honor” from the Campus Safety Health and Environmental Management Association for the “AgriLife Inspection Report Program” and “Laboratory Equipment Decontamination Policy.”

• UPD received the “Destination Zero General Officer Safety Award” presented by the National Law Enforcement Officer Memorial Fund, the first university police department to receive this national award.

• UPD received $70,227 in grants for the purchase of rifle resistant body armor from the Texas Office of the Governor, Criminal Justice Division.

• 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 (MADD).

• Police Officer II Mike Spencer was recognized by MADD for his efforts to apprehend impaired drivers.

• Police Officer III Felipe Lopez received the College Station Kiwanis Club “Law Enforcement Officer of the Year” award.

• UPD received a “National Night Out 2017 Award” from the National Association of Town Watch in the Colleges/Universities division and was recognized with the “Outstanding Crime Prevention Programs for National Night Out” by the Central Texas Crime Prevention Association.
University Police Department

Service Calls

- # of Calls
- Response Time (minutes)

FY14: 60,000 calls, Average Response Time 2:39
FY15: 60,000 calls, Average Response Time 2:39
FY16: 50,000 calls, Average Response Time 2:19
FY17: 40,000 calls, Average Response Time 2:09
FY18: 65,000 calls, Average Response Time 2:39

- Calls for Service
- Calls Requiring Police Reports
- Average Response Time

FY14: 10,000
FY15: 20,000
FY16: 30,000
FY17: 40,000
FY18: 50,000

- FY14
- FY15
- FY16
- FY17
- FY18
<table>
<thead>
<tr>
<th>Activity</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>University Police Department</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Policing Interactions</td>
<td>420</td>
<td>422</td>
<td>414</td>
<td>310</td>
<td>398</td>
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<tr>
<td>Crime Prevention Programs</td>
<td>209</td>
<td>202</td>
<td>272</td>
<td>218</td>
<td>272</td>
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<tr>
<td>Child Safety Seat Installations</td>
<td>61</td>
<td>52</td>
<td>65</td>
<td>77</td>
<td>57</td>
</tr>
<tr>
<td>Average Hours of Instruction Per Officer</td>
<td>133</td>
<td>107</td>
<td>137</td>
<td>101</td>
<td>103</td>
</tr>
<tr>
<td><strong>Environmental Health &amp; Safety</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labs Inspected</td>
<td>3,934</td>
<td>3,491</td>
<td>3,273</td>
<td>3,934</td>
<td>3,693</td>
</tr>
<tr>
<td>Residence Hall Rooms Inspected</td>
<td>5,492</td>
<td>5,339</td>
<td>5,460</td>
<td>5,900</td>
<td>6,700</td>
</tr>
<tr>
<td>Recycled fluorescent light bulbs, pounds</td>
<td>50,376</td>
<td>41,299</td>
<td>58,993</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biomedical waste disposal, pounds</td>
<td>72,000</td>
<td>47,819</td>
<td>52,982</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of personnel trained in how to operate a fire extinguisher</td>
<td>557</td>
<td>663</td>
<td>833</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documented EHS training completions</td>
<td>8,824</td>
<td>14,857*</td>
<td>8,937</td>
<td></td>
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</tbody>
</table>

*Participation was higher than usual due to a grant funded program that awarded prizes for course completion.
Transportation Services

Led by Peter Lange, Associate Vice President

Transportation Services provides fleet, parking, and transit services to the Texas A&M University community.

Accomplishments:

• Provided transportation service and other support for Texas A&M University at Galveston students during Hurricane Harvey. In addition, provided traffic control and other 24-hour services to the local community during and following Hurricane Harvey.

• Successfully planned and executed parking and transit services for the One America Appeal benefit concert.

• Hosted the second annual “Donations for Citations,” event, which resulted in more than 1,100 pounds of food and personal items being donated to the Brazos Valley Food Bank.

• Initiated a bike share program in spring 2018, which began with 500 bikes and increased to 4,000 bikes. As part of this program, partnered with numerous entities and researchers (Texas A&M School of Public Health, Texas A&M Transportation Institute, Transformation Mobility Plan Task Force, Texas A&M Department of Residence Life, Texas A&M Marketing and Communications, the City of College Station, and the City of Bryan) in data collection, educational, and marketing campaigns.

• Completed the first internal, in-frame, engine overhauls on Transit buses to convert 15 Millennium buses to perimeter seating, increasing passenger capacity.

• Enhanced customer service experiences through (1) developing online validations and guest permit purchases for limited access lots and (2) creating a one-step process for RV customers to renew, purchase, and exchange passes for use during athletic events.

• Coordinated major road repair projects for Adriance Lab Road and the ongoing Memorial Student Center streets.
Awards and Honors:

- Marketing Department was honored in 2018 at the International Parking Institute Conference for being selected as the Parking Matters Marketing & Communications Award “Best of Year” winner for outstanding departmental contributions to the Texas A&M University mobile application.
Percentages include faculty, students, and staff. Respondents may select multiple modes of transportation.

FY18 data was not available at the time of publication.
Customer Satisfaction was measured on a five point scale: very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, and very dissatisfied.
Texas A&M University
Pillars of Excellence

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

Summary of Support of the Pillars of Excellence

<table>
<thead>
<tr>
<th>Pillar(s)</th>
<th>Classroom Instruction</th>
<th>Other Mentoring/Instruction</th>
<th>Class Projects</th>
<th>Faculty/Graduate Student Research</th>
<th>Internship/Professional Employment</th>
<th>Campus/Community Impact</th>
<th>Professional Recognition/Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting and Financial Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Emergency Management</td>
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<tr>
<td>Environmental Health and Safety</td>
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<td>X</td>
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<tr>
<td>Mapping and Space Information</td>
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<td>X</td>
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<tr>
<td>Office of Sustainability</td>
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<tr>
<td>Office of the University Architect</td>
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<tr>
<td>SSC / Facilities &amp; Dining</td>
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<tr>
<td>Transportation Services</td>
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<tr>
<td>University Police</td>
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<tr>
<td>University Risk and Compliance</td>
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<tr>
<td>Utilities &amp; Energy Services</td>
<td>X</td>
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</tbody>
</table>

TL = Transformational Learning
DI = Discovery and Innovation
IM = Impact
## Detail of Support of the Pillars of Excellence

<table>
<thead>
<tr>
<th>Accounting and Financial Services</th>
<th>TL</th>
<th>DI</th>
<th>IM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting and Financial services participates in the University's teaching, research, and outreach missions through:</td>
<td></td>
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<tr>
<td>- Guest lecturing in ACCT 322 on career opportunities within Texas A&amp;M University and higher education</td>
<td>X</td>
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<tr>
<td>- Participating in panels and programs at the University of Texas Higher Education Taxation Institution and National Association of Campus Card User Conferences</td>
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<tr>
<td>Units within Accounting and Financial Services (Financial Management Operations, Departmental Accounting Services, and Student Business Services) employ student interns and student assistants in areas that provide practical work experience directly related to careers in accounting and finance</td>
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</table>

<table>
<thead>
<tr>
<th>Emergency Management</th>
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</thead>
<tbody>
<tr>
<td>Emergency Management participates in the University's teaching, research, and outreach missions through:</td>
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<tr>
<td>- Providing internship opportunities for graduate students in the Bush School of Government and Public Service.</td>
<td>X</td>
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<tr>
<td>- Guest lecturing to classes in Department of Health &amp; Kinesiology, School of Public Health, and Bush School of Government and Public Service</td>
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<tr>
<td>- Working with the Health Science Center in pursuing an X-grant and a Texas General Land Grant Office grant to conduct research on disaster resiliency of medically vulnerable populations</td>
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<tr>
<td>- Presenting “Partnerships: Foundation of Successful Emergency Response” at the South Texas Chapter of the Health Physics Society Annual Meeting</td>
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<tr>
<td>- Designing and facilitating a community-wide full-scale emergency exercise simulating a plane crash and hostage situation at the Nuclear Science Center</td>
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<tr>
<td>- Coordinating emergency preparedness outreach initiatives as part of Campus Safety Awareness Week (with University Police, Environmental Health and Safety, and representatives from the Division of Student Affairs and the College Station Fire Department)</td>
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<table>
<thead>
<tr>
<th>Environmental Health and Safety</th>
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<tbody>
<tr>
<td>Environmental Health and Safety participates in the University's teaching, research, and outreach missions through:</td>
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</tr>
<tr>
<td>- Guest lecturing to classes in chemical engineering, nuclear engineering, public health, and bioenvironmental sciences</td>
<td>X</td>
<td>X</td>
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<tr>
<td>- Conducting mock interviews, reviewing student resumes, and serving on informational panels for bioenvironmental sciences students to enhance their preparation for employment</td>
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<tr>
<td>- Supporting projects for graduate students enrolled in PHEO 640</td>
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<tr>
<td>- Sponsoring “Stream Clean”, an initiative that involves student groups in maintaining a clean campus environment</td>
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<tr>
<td>Department</td>
<td>Description</td>
<td>TL</td>
<td>DI</td>
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</tbody>
</table>
| **Environmental Health and Safety**           | Provides meaningful professional and educational experience through:  
- Academic internships for students in the School of Public Health and the College of Agriculture and Life Science  
- Employment of 18 student workers who receive training in Fire and Life Safety and Radiation Safety as well as the opportunity to work with professionals in those fields.                                                                 | X  |    |    |
|                                                | Received the following recognitions:  
- Innovation Award from Campus Safety, Health, and Environmental Management Association for “Radiological Survey Master Control”  
- Certificate of Appreciation from the Department of Energy for their efforts related to nuclear materials management and safeguards system reporting                                                                                   | X  |    |    |
| **Office of Mapping and Space Information**    | Participates in the University's teaching, research, and outreach missions through:  
- Assisting Department of Geography faculty in using the campus area for mapping classwork and training  
- Serving as a mentor to the Texas A&M Geography Society  
- Leading students in a GIS web development class project  
- Serving as a co-Principal Investigator with faculty from the College of Geosciences on a grant from the Office of Diversity to research and develop ADA routing through campus for a campus interactive map  
- Collaborating with the College of Geosciences in activities surrounding “Texas A&M GIS Day.”                                                                 | X  | X  | X  |
|                                                | Works with graduate students to assist in developing and maintaining building floorplan information, allowing these students to gain private sector employment in this area following graduation.                                                                                      |    |    | X  |
| **Office of Sustainability**                   | Provides an internship course (GEOG 484) that requires students to create and provide sustainability-related educational content for the campus community, reaching over 2,000 members annually.                                                                 | X  | X  |    |
|                                                | The Aggie Green Fund (overseen by the Office of Sustainability) provides funding to projects by faculty, staff, and students that develop actionable and creative environmental improvements to our campus. This program has funded over 70 projects for a total of $1.87 million.      | X  | X  | X  |
|                                                | Under the leadership of the Office of Sustainability, Texas A&M University earned the following recognitions from Association for the Advancement of Sustainability in Higher Education:  
- STARS Gold Rating in recognition of its sustainability achievements  
- Designation as a “Top Performer” in Research in the 2017 Sustainable Campus Index                                                                 | X  | X  | X  |
|                                                | Participates in the University's teaching, research, and outreach missions through:  
- Guest lecturing in BESC 411, COCS 450, HLTH 429, HLTH 630  
- Providing support to Student Activities' Service learning Faculty Fellows Program  
- Participating in panel discussions and presenting at the Association for the Advancement of Sustainability in Higher Education and the Texas Regional Alliance for Campus Sustainability                                                                 | X  | X  |    |
<p>|                                                | Through the Sustainable Office Certification, the Office of Sustainability works with faculty and staff throughout campus to become more environmentally, economically, and socially responsible. Over 35 offices currently participate in the program.                                                        | X  | X  |    |</p>
<table>
<thead>
<tr>
<th><strong>Office of the University Architect</strong></th>
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<th>DI</th>
<th>IM</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Office of the University Architect participates in the University's teaching, research, and outreach missions by partnering with College of Architecture undergraduate students, graduate students, and faculty on various class projects related to the campus built environment.</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>The Office of the University Architect employs graduate students from the College of Architecture in a variety of professional tasks, providing them with meaningful professional and educational experiences.</td>
<td>X</td>
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<table>
<thead>
<tr>
<th><strong>Facilities &amp; Dining Administration</strong></th>
<th>TL</th>
<th>DI</th>
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</thead>
<tbody>
<tr>
<td>SSC (Chartwells) and Facilities and Dining Administration worked with volunteers from the 12th Can and Student Government Association to provide food items to the 12th Can Food Pantry for students, faculty, and staff in need of assistance.</td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>Transportation Services</strong></th>
<th>TL</th>
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<th>IM</th>
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</thead>
<tbody>
<tr>
<td>Transportation Services participates in the University's teaching, research, and outreach missions through:</td>
<td>X</td>
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</tr>
<tr>
<td>• Supporting class projects in URPN 310, PLAN 674, and ISEN 460</td>
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<tr>
<td>• Investigating ridership recruitment and policy implications associated with a mobility-disadvantaged autonomous shuttle service (with TTI and Bush School)</td>
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<tr>
<td>• Assisting a Computer Science faculty member in research projects involving behaviors of existing patrons and real-time count information for parking lots.</td>
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<tr>
<td>Transportation Services engaged in the following community outreach activities:</td>
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<tr>
<td>• Through the Transportation Services Community Involvement Committee, provided supplies to Urgent Animals of Hearne/Robertson County, support to Hurricane Harvey relief efforts, toys in response to a toy drive, and canned food to 12th Can food pantry</td>
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<tr>
<td>• Hosted the first “Donations for Citations” event, which resulted in donations of more than 1,100 pounds of food and personal items to the Brazos Valley Food Bank.</td>
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<tr>
<td>Transportation Services was honored in May 2018 at the International Parking Institute Conference for being selected as the Parking Matters Marketing &amp; Communications Award for outstanding departmental contributions to the Texas A&amp;M University mobile app.</td>
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<tr>
<td>Transportation Services initiated a bike share program in spring 2018, which includes partnerships in data collection, educational and marketing campaigns, and overall program launch with researchers in the School of Public Health and TTI, chair of the Transformation Mobility Plan task force, Residence Life, University Marketing and Communications, and Cities of Bryan and College Station.</td>
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<thead>
<tr>
<th><strong>University Police Department</strong></th>
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<tbody>
<tr>
<td>University Police Department provided 197 training and educational programs for over 9,200 members of the campus community, covering a variety of topics involving safety, drug and alcohol awareness, sexual harassment and rape prevention, and frauds and scams.</td>
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<tr>
<td>University Police Department participated in the state's Memorial Day “Click-It-Or-Ticket” and Labor Day “Impaired Driving Mobilization” programs.</td>
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</tbody>
</table>
University Police Department received the following recognitions:
- “National Night Out Award” from the National Association of Town Watch in the Colleges/Universities division
- 2017 Outstanding Crime Prevention Program by the Central Texas Crime Prevention Association for their efforts on National Night Out.
- Reaccreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA), a national assessor that recognizes excellence in law enforcement (less than 5% of all law enforcement agencies are accredited)

Mothers Against Drunk Driving recognized University Police Officers Michael Spencer, Dee Donovan, Kristi Hosea and Lt. Bobby Richardson for their efforts related to the prevention, detection, and apprehension of intoxicated drivers.

### Open Records

The Office of Open Records employs a student worker providing hands-on-experience with employment in the field of regulatory risk and compliance

### Utilities & Energy Services

Utilities & Energy Services (UES) participates in the University’s teaching, research, and outreach missions through:
- Guest lecturing to classes in the Colleges of Engineering, Sciences, and Geosciences on utility billing and building automation systems
- Providing access to data for thesis and dissertation efforts
- Providing employment to student workers in technical positions
- Sponsoring Residence Life’s Utilities Challenge competition
- Participating in Campus Sustainability Day, America’s Recycling Day, and Campus Earth Day Celebrations
- Providing plant tours for campus constituents and visitors
- Publishing three articles in professional journals during the last year

Under the leadership of UES, two buildings (the General Services Complex and the Agricultural and Life Sciences Building) have received ENERGY STAR Certificates for the third consecutive year.

UES implemented an Energy Performance Improvement Pilot Program to reduce energy consumption with increased engagement and participation by facility occupants, resulting in over $400,000 in cost avoidance (based on its success, this program will be expanded in FY 2019).

Completed Utility Infrastructure Master Plan to allow for effective capital planning, ensure campus growth and operations requirements are met, and continue implementing cost-effective ways of improving utility service, safety, and reliability.