Division of Finance and Operations

In FY19, 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
- 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 responsible for working with Service Center departments on annual/bi-annual rate review development.

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

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

- **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 (external financial reporting, banking related activities, tax accounting, compliance and reporting, and e-commerce management) to ensure compliance with university, state, and Governmental Accounting Standards Board rules, laws, and regulations.
Accomplishments:

Departmental Accounting Services

• Began conducting the travel auditor function for the Evans Library.

• Transitioned Reed Arena from an in-house invoicing system to the iPayment system to bring them into compliance for recording their receivables.

• Established the master contract for the Becky Gates Children’s Center with Ben E. Keith, Scarmardo, and Borden Milk.

Financial Management Operations

• Implemented a Texas A&M University System Implementation of Change Request module and reimbursement of vendor id/service departments in AggieBuy.

• Implemented the Concur travel application for Texas A&M University – San Antonio.

• Converted 16 Texas A&M University System members to Payment Cards in Concur.

• Hosted first Texas A&M University System-wide Travel Fair and Accounts Payable/Business process user meetings.

• Negotiated larger travel discounts in contracts with American Airlines, United Airlines and Southwest Airlines for flights booked through Concur or Corporate Travel Planners.

• 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.

• Facilitated the transition of Texas Department of Emergency Management to the Texas A&M University System.

• Maryjo Derrick, Assistant Manager, and Clint Merritt, Director of Financial Management Services, completed JAGGAER eProcurement Administrator Certification.

• 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 university employee is 40% lower than peer institutions.

• Laura Quirino, Payroll Director, serves on the American Payroll Association’s Higher Education Best Practice subcommittee.

• Payroll Services continues to perform payroll functions via shared services agreements with Texas A&M University at Galveston, Texas A&M University System Offices, Texas A&M University Health Science Center, Texas A&M University - Central Texas, and Texas A&M University - Texarkana.

Student Business Services

• Student Business Services’ operating cost per student is 21% lower than peer universities.

• Implemented mandatory on-line photo submission as part of the “Check-in with New Student Conference” process to create a one-stop approach for new students/parents. Utilizing new texting capability to remind students of on-line photo submission immediately prior to conference to increase utilization (from 60% in 2018 to 95% in 2019).

• Re-designed the Student Business Services website creating an enhanced user experience with better navigation and online, self-service functionality.

• Improved response time efficiency and enhanced student experience by implementing a texting solution integrated into Oracle RightNow (our current Client Relationship Management System).

• Provided replacement cards for 18,000 Engineering students (both incoming and existing) for use beginning in Fall 2018 to facilitate improved entry/exit security to Zachary Engineering Education Complex through RFID technology.

• Jennifer Lightfoot, Executive Director for Student Business Services, presented “What We Learned From Hurricane Harvey” at the 2018 Texas Bursars for Universities and Colleges in Corpus Christi, TX.

• Collaborated with Enterprise Information Systems department to implement a new student profile function in the Howdy Portal based on current SBS dashboards, reducing overall service inquiry times by 25%.
• Jennifer Lightfoot, Executive Director, serves on Flywire’s Higher Education Advisory Board.

• Nancy Serna, Compliance Officer, serves as a committee member for the National Association of Campus Card Users (Education Committee), as well as the hosting committee for the national conference to be held in Austin, TX in 2020.

University Accounting Services

• Successfully transitioned TREC reconciliation software to a web-based cloud service that will facilitate increased productivity through frequent updates, reduced downtime, and more accessible support.

• Implemented upgrades to 1098-T reporting and successfully delivered completed forms to students by mid-January

• Preston DuBose, Accounting Services Manager, presented “Mobile Payments Revisited” at the Treasury Institute for Higher Education’s Payment Card Industry-Data Security Standard (PCI-DSS) annual conference. He was invited to serve as a panelist during the “PCI DSS Lightning Round” of the conference.

• Brad Bush, Financial Accountant II, presented “Marketplace Onboarding – Increasing Adoption Across Campus” at Touchnet’s COMTEC (Commerce Technology) conference.
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>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>% Change FY15-FY19</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>3,920</td>
<td>3,812</td>
<td>3,727</td>
<td>3,620</td>
<td>3,360</td>
<td>-14%</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>28,945</td>
<td>32,991</td>
<td>35,817</td>
<td>30,770</td>
<td>29,679</td>
<td>-1%</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>222,246</td>
<td>238,488</td>
<td>252,994</td>
<td>316,946</td>
<td>304,249</td>
<td>37%</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>369,970</td>
<td>396,931</td>
<td>418,539</td>
<td>428,543</td>
<td>421,497</td>
<td>14%</td>
</tr>
<tr>
<td>W-2s Issued</td>
<td>25,413</td>
<td>28,947</td>
<td>30,186</td>
<td>33,548</td>
<td>33,653</td>
<td>32%</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 $1.98 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 $1.1 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:

• Provided shared services with the Texas A&M University System to support governmental relations and legislative issues.
• Analyzed appropriations per student for Texas A&M University and the University of Texas at Austin to provide support for equity funding for the university, resulting in the awarding of an additional $55 million in equity funding for the biennium.
• Actively involved in the development, testing, and evaluation of the Position Budgeting Application with the Texas A&M University System.
• Completed Hurricane Harvey reimbursement for two impacted university units.
Represented the university on the following Texas A&M University System and State committees:

- Texas A&M University System Blended Benefit Working Group
- Texas A&M University System Finance Discovery Workgroup
- Texas A&M University System Merit Workgroup
- Texas A&M University System Position Budgeting Application Workgroup
- Texas A&M University System Workday Encumbrance Working Group
- Texas Association of State Senior College and University Business Officers Budget Committee
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. FY19 results were not available at publication.
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 $446,734 in FY19 in university-wide surplus sales via third-party auction sites Lonestar Auctions and Gov.Deals. A portion of these funds are returned to university departments.
- White Creek package delivery system utilizing 24/7/365 accessible lockers have allowed 1,229 packages in FY19 to be obtained by residents at their convenience (21% of which were obtained outside of regular business hours).
- E-Commerce and Contract Administration have initiated implementation of a contract manager suite under the AggieBuy platform with the goal of improving communication with contract originators and providing open access for departments to review the current status of the contract review process.
- HUB Program and Procurement Services have initiated new agreements in the office supply and scientific equipment categories to expand HUB spend opportunity for African-American owned businesses.
<table>
<thead>
<tr>
<th>Activity</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</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>2,474</td>
<td>2,386</td>
<td>2,309</td>
<td>2,516</td>
<td>2,277</td>
</tr>
<tr>
<td>Transaction Dollars</td>
<td>$160,083,589</td>
<td>$201,053,011</td>
<td>$261,445,905</td>
<td>$291,108,418</td>
<td>$239,302,454</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>1,752</td>
<td>1,611</td>
<td>1,626</td>
<td>1,560</td>
<td>1,476</td>
</tr>
<tr>
<td>Contract Dollars</td>
<td>$106,576,545</td>
<td>$110,742,340</td>
<td>$110,143,659</td>
<td>$166,233,047</td>
<td>$125,410,106</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>$617,015</td>
<td>$497,050</td>
<td>$481,840</td>
<td>$617,855</td>
<td>$485,549</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, 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 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**

- Led reconstruction efforts related to a severe hailstorm in 2018 that resulted in over $30 million in damage to University facilities.
• Extended the dining services contract with Chartwells for an additional two years, which provided financial savings to the university as well as an increased investment by Chartwells in our dining facility program.

• Bill Cox, Assistant Director, serves as the Chair for the National Association for College Auxiliary Services Certification Commission, which provides oversight and management of the Certified Auxiliary Services Professional (CASP) program. He also co-presented about the CASP program at the 2019 NACAS South Region Conference in Destin, FL.

• Established programs with SSC Service Solutions to (1) review tree health on campus, (2) remove/replace trees that are in decline, and (3) repair/replace damaged or uneven sidewalks.

• Chartwells partnered with MATTER and General Mills Foodservice to provide healthy snacks and nutrition education to help fight food insecurity on campus, providing 400 MATTERbox packages to the 12th Can Food Pantry. The 12th Can is a student-run food pantry that serves all students, faculty, and staff in need of assistance.

• Chartwells partnered with Epicures Catering to co-sponsor the 35th Annual Thanksgiving in the Brazos Valley charity event, with over 300 volunteers from the community providing 1,600 meals to needy families within the Bryan/College Station area.

Office of Mapping & Space Information (MSI)

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

• MSI assisted Texas A&M University at Galveston in preparing for its recent Texas Higher Education Coordinating Board facilities inventory audit.

Office of Sustainability (OS)

• Texas A&M University received its third 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.

• Finalized and released the 2018 Sustainability Master Plan.

• During FY19, the Aggie Green Fund Advisory Committee awarded two Major Grants and eight Micro-Grants for a total of $101,513. Since 2011, the Aggie Green Fund has awarded $1.97 million to faculty, staff, and students for creative environmental improvements to campus.

• Eighty-one undergraduate students have completed the Sustainability Internship Program.
• Kelly Wellman, Director, and Ben Kalscheur, Assistant Manager, presented, “A New Hope: Training Social Sustainabilistas” at the 2018 Association for the Advancement of Sustainability in Higher Education (AASHE) Conference & Expo in Pittsburgh, PA. Ben Kalscheur later made the same presentation at the 2019 Texas Regional Alliance for Campus Sustainability (TRACS) Annual Summit in Austin, TX.

• Jamie Everett, Sustainability Operations Coordinator, co-presented “A New Era of Sustainability Planning: From Vision to Implementation” at the 2018 annual conference for the Association of Texas College & University Facilities Professionals in Austin, TX.

• Kelly Wellman, Director, presented “Integrating Social Equity: Texas A&M's 2018 Sustainability Master Plan” at the 2018 AASHE Conference & Expo in Pittsburgh, PA. She later presented the same program at the 2019 TRACS Annual Summit in Austin, 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 2018 annual conference for the Association of Texas College & University Facilities Professionals in Austin, TX.

• Dave Brown, Planner, presented “An Instigator and Path to Crafting a Campus Plan” with Ayers Saint Gross Architects at the Society for College and University Planning 2018 Southern Regional Conference in Austin, TX.

• Lilia Gonzales, University Architect, was a panelist for “Master Planning Rapid Fire: Community Resiliency” with Flad Architects at the Society for College and University Planning 2018 Southern Regional Conference.

• UA collaborated with multiple divisions and units throughout the project planning, design, and construction phases of more than 40 campus development projects of greater than $1 million.

Utilities & Energy Services (UES)

• UES manages the Texas A&M University System Energy Management Program which shares best practices and integrates data from 12 System campuses and 775 utility meters for centralized analysis and reporting. This program has improved overall operating efficiency and facilitated utility/energy project approval at five regional campuses with capital investment totaling over $56 million and achieved a projected cost avoidance of over $6.5 million annually.

• Following the successful 12-month Energy Performance Improvement (EPI) Pilot Program with cost avoidance of $500,000 in four facilities, the EPI Program has been expanded in FY19 to implement efficiency improvements in other campus buildings with high energy use.
UES connected and began providing utility and building automation services to over 1.5 million additional gross square footage of facilities during 2018-2019.

**Awards and Honors:**

- Valerie Hadley, Assistant Director for Facilities and Dining Administration, received a 2019 President’s Meritorious Service Award.
- AASHE named Texas A&M University a “Top Performer in Research” in the 2018 Sustainable Campus Index.
- The Office of Sustainability was presented with the 2018 Regional Solid Waste Planning Award by the Brazos Valley Council of Governments.
- Under the leadership of UES and with the assistance of facility managers, two buildings (the General Services Complex and the Agricultural and Life Sciences Building) received ENERGY STAR Certificates for the fourth straight year, signifying that these facilities are in the top quarter nationwide in terms of energy efficiency and building operations.
- Charlie Shear received the Association of Energy Engineers’ Region IV Energy Manager of the year award for 2019 for his management of the System-Wide Energy Management Program.
- The UES team was recognized with the 2019 Campus Safety, Health, and Environmental Management Association’s Innovation Award for its Personal Protective Equipment Program. The program included improvements made to reduce employee hazards such as eyes (safety glasses), feet (safety footwear), body (arc flash and electrical safety) as well as a full, documented, assessment work process improvement.
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). FY19 results were not available at publication.
Space Use Efficiency Scores are determined by the Texas Higher Education Coordination Board and range from 0 to 100.
Office of Sustainability

Water Bottle Filling Stations and Water Bottles Diverted

- Disposable Bottles Diverted
- Water Bottle Filling Stations
Office of Sustainability

Aggie Green Fund Projects

- Recycling & Waste Reduction
- Energy, Transit, & Water
- Education & Outreach
- Green Space
The Campus Size includes all space served (Park West, Century Square, etc.).
Utilities and Energy Services

Greenhouse Gas Emissions

FY19 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.
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; and administration of non-faculty staff titles and corresponding pay rates, and serves as the point of contact for departments regarding these matters.

Accomplishments:

- Continued to provide leadership and support for the Workday implementation, through service on the Texas A&M University System-wide Workday Governance Committee.

- Completed a pilot program utilizing an external vendor for reference checking; based on customer feedback, we will be implementing the program more broadly in the future.

- Provided extensive organizational development services and custom training sessions for various organizational units, with particular focus on change management, strategic planning, teambuilding, and employee development.
• Partnered with Texas A&M University Health Science Center to integrate HR support with Texas A&M University.

• Designed and piloted two new development programs (*Leading Others* and *Workday for HR Liaisons*). Both programs involved significant customer input and are slated for broader implementation in the future.

• Began an organizational transformation process focused on enhancing customer service experience with HROE, which will result in mapping HROE processes with assigned service levels, developing strategic campus partnerships focused on staff development and support, developing outcome-based (rather than activity-based) performance metrics.
Organizational Consulting and Resolution Management

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

The above items are reported from FY18 due to a software conversion. Data from previous years does not align with the categories reported above.
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.
Professional Development Courses and Participants

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

FY 2013
FY 2014
FY 15
FY 16
FY 17
FY 18
FY 19

Percentage Complete

0%
20%
40%
60%
80%
100%
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:

- Designed and implemented technology shared services for division units that service entities across Texas A&M University including colleges, divisions, and Texas A&M University System members.
- Deployed online Awards Submission and Selection application for the Division of Student Affairs.
- Enhanced the Division’s computing environment with new hardware technology to incorporate a faster, more robust, and resilient infrastructure.
- Enhanced operational and data security at the desktop and infrastructure level by incorporating best practices from National Institute of Standards and Technology 800, Texas Administrative Code 202 and Texas A&M University Control Catalog standards.
- Developed technical applications to automate and streamline departmental functions and services.
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

• Enhanced the Continuity Planning Program by creating a new continuity plan template, online continuity course, and continuity planning workshop.
• Conducted outreach to 47 departments about continuity planning resulting in three continuity workshops and completion of 18 continuity plans for departments within Critical Infrastructure and Student Affairs.

• Designed and facilitated table-top exercises for Texas A&M University executive management and key university departments, as well as exercises for Texas A&M University at Qatar, Texas A&M University, Texas A&M University Health Science Center (both Bryan/College Station and Round Rock campuses).

• Conducted 31 education outreach opportunities consisting of guest lectures, departmental trainings, and new and graduate student orientations.

**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.

• Hosted Laboratory Safety Institute training for 49 participants, including individuals from Texas A&M University System components and others from out of state.

• Published the first EHS Annual Report for Fiscal Year 2018.

• Facilitated three technical projects as part of the Industrial Hygiene coursework during the spring 2019 academic semester for the Texas A&M University Health Science Center School of Public Health. These projects covered high-impact learning opportunities in general safety, air quality monitoring, and hearing testing.

• Implemented a new on-line chemical waste disposal request system, resulting in a reduction in response time for chemical waste removal from laboratories by two working days per waste pickup request.

• Developed EHS Professional Certificate program as an opportunity for EHS staff to gain technical, administrative, and leadership skills (the pilot program is currently underway).

• Sponsored “Stream Clean,” a campus environmental initiative that involves student groups in maintaining a clean campus environment. In Fall 2018, a group of 67 volunteers collected 50 bags of trash and several bulk-trash items from campus streams.
University Police Department

- Provided outreach and educational opportunities related to active shooter preparedness (1,695 participants), self-defense (304 participants), and underage drinking (936 participants).

- Co-hosted the 2018 campus National Night Out with the Department of Residence Life.

Awards and Honors:

- Emergency Management staff members Monica Martinez (Masters of Public Administration) and Jon Soriano (Masters of Public Service and Administration) completed degrees.

- EHS received two “Innovation Awards” from Campus Safety Health and Environmental Management Association (an international organization) for the “Radiation Permit System” and the “Personal Protective Equipment Program in UES.”

- EHS Director Christina Robertson received the President’s Meritorious Service Award for Supervisors.

- James Rainer was elected to Board of Directors of Center for Campus Fire Safety, an international safety organization.

- John Fellers was elected as Vice President/President Elect of Campus Safety Health and Environmental Management Association.

- 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.

- Police Officer III Mark Kozack was recognized by Mothers Against Drunk Driving for his efforts to apprehend impaired drivers.

- UPD received a “National Night Out 2018 Award” from the National Association of Town Watch in the Colleges/Universities division.

- Police Lieutenant Bobby Richardson was awarded the Outstanding Crime Prevention Manager by the Central Texas Crime Prevention Association.

- UPD received the “Outstanding Crime Prevention Agency” award from the Texas Crime Prevention Association.
University Police Department

Service Calls

<table>
<thead>
<tr>
<th>Year</th>
<th># of Calls</th>
<th>Response Time (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15</td>
<td>60,000</td>
<td>2:55</td>
</tr>
<tr>
<td>FY16</td>
<td>52,000</td>
<td>2:44</td>
</tr>
<tr>
<td>FY17</td>
<td>45,000</td>
<td>2:32</td>
</tr>
<tr>
<td>FY18</td>
<td>50,000</td>
<td>2:21</td>
</tr>
<tr>
<td>FY19</td>
<td>51,000</td>
<td>2:09</td>
</tr>
</tbody>
</table>

- **Calls for Service**
- **Calls Requiring Police Reports**
- **Average Response Time**
### Activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</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>422</td>
<td>414</td>
<td>310</td>
<td>398</td>
<td>601</td>
</tr>
<tr>
<td>Crime Prevention Programs</td>
<td>202</td>
<td>272</td>
<td>218</td>
<td>272</td>
<td>204</td>
</tr>
<tr>
<td>Child Safety Seat Installations</td>
<td>52</td>
<td>65</td>
<td>77</td>
<td>57</td>
<td>64</td>
</tr>
<tr>
<td>Average Hours of Instruction Per Officer</td>
<td>107</td>
<td>137</td>
<td>101</td>
<td>103</td>
<td>119</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>3,491</td>
<td>3,273</td>
<td>3,934</td>
<td>3,693</td>
<td>3,603</td>
</tr>
<tr>
<td>Residence Hall Rooms Inspected</td>
<td>5,339</td>
<td>5,460</td>
<td>5,900</td>
<td>6,700</td>
<td>7,214</td>
</tr>
<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></td>
</tr>
<tr>
<td>Biomedical waste disposal, pounds</td>
<td>72,000</td>
<td>47,819</td>
<td>52,982</td>
<td>19,587</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>732</td>
<td></td>
</tr>
<tr>
<td>Documented EHS training completions</td>
<td>8,824</td>
<td>14,857**</td>
<td>8,937</td>
<td>15,723***</td>
<td></td>
</tr>
</tbody>
</table>

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

Led by Peter Lange, Associate Vice President

Departments/Units:

- The Transit unit operates 96 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. The unit also provides Paratransit service for our temporarily and permanently disabled students, 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 certified.

- Parking Operations include oversight of permitting for 35,000 surface parking spaces and six 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:

- Together with the Brazos Transit District (BTD), received a BUILD Grant that will provide 24, 40-foot buses, three electric buses, and the ability to purchase six additional 40-foot buses in coordination with BTD.

- Began construction on the 1,700-space Polo Road Garage, which will add an additional 1,000 parking spaces in the engineering corridor. In addition, the Polo Garage will include offices for Transportation Services, a dining facility, and a new student recreation facility.

- Fleet Operations partnered with Utilities & Energy Services to provide alternative fuel sources during natural disasters to include the ability to utilize red dye diesel and to purchase from non-contracted vendors.
• Fleet Operations entered into an agreement with Enterprise Leasing, which provided us with new and innovative options for our customers, while simultaneously preserving our capital replacement account. The program provides the ability to upgrade our customer’s vehicles more quickly for the same cost or less, while minimizing maintenance costs.

• Customer Service hosted the third annual “Donations for Citations,” campaign benefitting the Brazos Valley Food Bank. 180 citations were waived in exchange for donations of more than 1,970 pounds of food (equivalent to 1,640 meals) to the Brazos Valley Food Bank.

• Successfully incorporated parking at the Texas A&M University System RELLIS campus into our systems and business processes. This includes License Plate Recognition enforcement and a permit-less parking system. This collaborative effort internally involved our Customer Service, Facilities Maintenance, and Special Events groups, along with Texas A&M University System RELLIS campus leaders.

• Transit unit reallocated bus resources from lower-utilized routes to create a new route between the Texas A&M University and the Texas A&M University System RELLIS campuses without additional equipment, providing full bus service to support Blinn College and the Texas A&M Gateway program on the Texas A&M University System RELLIS campus.

• IT and Customer Service assisted the Vice President of Student Affairs to provide a highly successful “one stop shopping” for New Student Conferences, where students can register for the conference, purchase parking permits, housing, and meals.

• In the 15 months since our Alternative Transportation group’s bike share program started (ofo and later VeoRide), we have registered 700,000 rides by 33,000 unique riders, for a total of 525,000 miles traveled.

Awards and Honors:

• For the third consecutive year our Marketing and Communications unit was honored at the 2019 International Parking Institute Conference with the Parking Matters Marketing & Communications Award “Best of Year” winner for outstanding departmental internal and external communications during Texas A&M Football Thursday.

• Director Doug Williams was honored by the Campus Parking and Transit Association with the prestigious “Pyramid of Success” award (the organization’s highest honor).

• Through the efforts of the Alternative Transportation group, the university was recognized with a silver designation as a “Bike Friendly University.”
In FY18 the cost per ride in major Texas metropolitan areas were as follows: Austin $8.61, Dallas $14.56, El Paso $4.90, Ft. Worth $9.65, Houston $4.29, and San Antonio $5.04.
Percentages include faculty, students, and staff. Respondents may select multiple modes of transportation.

FY19 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.
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 three-part Commitment to 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>TL, DI</td>
<td>X</td>
<td>X</td>
<td>IM</td>
<td>X</td>
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<tr>
<td>Information Technology (Division)</td>
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<tr>
<td>Surplus Property</td>
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<td>X</td>
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<tr>
<td>Emergency Management</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Environmental Health and Safety</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Office of Mapping and Space Information</td>
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<tr>
<td>Human Resources and Organizational Effectiveness</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Office of Sustainability</td>
<td>X</td>
<td>X</td>
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<td></td>
<td>X</td>
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<tr>
<td>Facilities &amp; Dining (Compass-Chartwells/SSC)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Transportation Services</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>University Police Department</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Utilities &amp; Energy Services</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Office of the University Architect</td>
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<td>X</td>
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<tr>
<td>Procurement Services/Contracts</td>
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<td>X</td>
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</tbody>
</table>
## Support of the Pillars of Excellence - Detailed

<table>
<thead>
<tr>
<th>Accounting and Financial Services</th>
<th>TL</th>
<th>DI</th>
<th>IM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting &amp; Financial Services participates in the University's teaching, research, and outreach missions through campus and System partnerships such as:</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Serving as a Focus Group Leader for the MSC Fall Student Leadership Conference</td>
<td></td>
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<tr>
<td>- Serving on the Student Rules and Regulations Committee</td>
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<tr>
<td>- Participation in other campus and System panels, committees, and programs supporting advancement of the institution's financial and IT systems, Business Officer processes, and leadership development programs</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Units within Accounting &amp; Financial Services utilize student participation to enhance unit functions and processes:</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Employing student interns and student assistants in areas that provide practical work experience directly related to careers in accounting and finance (Departmental Accounting Services, Financial Management Operations, Student Business Services, and University Accounting Services)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- Utilizing student surveys and student focus groups to improve customer service through the “Aggie Answers” FAQ database and website enhancements (Student Business Services)</td>
<td></td>
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<tr>
<td>- Partnering with classes in Mays Business School to review internal accounting processes and recommend modifications (University Accounting Services)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting &amp; Financial Services professionals contribute and provide service to the campus and community through:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Organizing food drives and food-serving missions</td>
<td></td>
</tr>
<tr>
<td>- Collecting supplies and essentials for school children and the homeless</td>
<td></td>
</tr>
<tr>
<td>- Participating in fundraising activities for health initiatives and charities</td>
<td></td>
</tr>
<tr>
<td>- Participating in campus initiatives such as Ring Day, First Class Day events, and The Big Event</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting &amp; Financial Services professionals represent Texas A&amp;M University on the following state and national organizations:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>- AAU Bursars</td>
<td></td>
</tr>
<tr>
<td>- Concur Higher Education Advisory Board</td>
<td></td>
</tr>
<tr>
<td>- Society of Collegiate Travel Managers</td>
<td></td>
</tr>
<tr>
<td>- Texas Association of State Senior College &amp; University Business Officers (serving as Vice Chair of the Asset Management Committee in 2019)</td>
<td></td>
</tr>
<tr>
<td>- Texas Bursars For Universities and Colleges (served as President in 2018)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Technology (Division)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Finance and Operations Information Technology Services Unit employs a student worker providing mentoring opportunities by professional web/applications developers and opportunities to create real world website content and develop applications to enhance units' business processes.</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Surplus Property</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Surplus property works with the Department of Educational Psychology. Summer camp students utilize surplus property items and space to complete camp assigned group projects.</td>
<td>X</td>
</tr>
</tbody>
</table>
**Emergency Management**

Emergency Management participates in the University's teaching, research, and outreach missions through:
- Providing internship opportunities for graduate students in the Bush School of Government and Public Service.
- Guest lecturing to classes in Department of Health & Kinesiology, School of Public Health, and Bush School of Government and Public Service.
- 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.
- Presenting "Partnerships: Foundation of Successful Emergency Response" at the South Texas Chapter of the Health Physics Society Annual Meeting.
- Designing and facilitating a community-wide full-scale emergency exercise simulating a plane crash and hostage situation at the Nuclear Science Center.
- 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).

**Environmental Health and Safety**

Environmental Health and Safety participates in the University's teaching, research, and outreach missions through:
- Guest lecturing to classes in the College of Agriculture and Life Sciences, College of Engineering, and School of Public Health.
- Conducting mock interviews, reviewing student resumes, and serving on informational panels for bioenvironmental sciences students to enhance their preparation for employment.
- Supporting projects for graduate students enrolled in the School of Public Health.
- Sponsoring "Stream Clean", an initiative that involves student groups in maintaining a clean campus environment.

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, Laboratory Safety, Radiation Safety, and Shop Safety as well as the opportunity to work with professionals in those fields.
- Lectures to International Atomic Energy Agency scholars from the Caribbean on radiation safety, personal protective equipment, and tour of Brazos County Emergency Operations Center in support of the International Atomic Energy Agency School of Radiation Emergency Management, hosted by TAMU/TEES Nuclear Power Institute.

Environmental Health and Safety was recognized with innovation awards from the Campus Safety, Health, and Environmental Management Association for “Lab Equipment Decontamination Policy” and “AgriLife Inspection Report Program”.

**Office of Mapping and Space Information**

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.
- Collaborating with the College of Geosciences in activities surrounding “Texas A&M GIS Day”.

Mapping and Space Information 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.
### Human Resources and Organizational Effectiveness

Human Resources and Organizational Effectiveness participates in the University's teaching, research, and outreach missions and provides meaningful professional and educational experience by:

- Guest lecturing in the College of Education and Human Development
- Teaching undergraduate courses in the College of Education and Human Development and Mays Business School
- Providing internship, assistantship, and full-time employment opportunities to students in the College of Education and Professional Development and School of Public Health
- Supporting assignments and projects for students in graduate courses in the College of Education and Human Development and undergraduate courses in Mays Business School.
- Collaborating with the Texas A&M Health Community Clinic, the College of Medicine, College of Nursing, College of Pharmacy, and the Health Science Center's Office of Interprofessional Education and Research to offer employee, dependent, and retiree flu vaccine clinics
- Participating on the Student Employment Working Group to evaluate student employment opportunities on campus and provide recommendations as part of the Provost's Student Success Initiative

### Office of Sustainability

The Office of Sustainability provides a designated “High Impact” internship course in the College of Geosciences that requires students to create and provide sustainability-related educational content for members of the campus community, reaching over 2,000 members annually

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 80 projects totaling more than $1.96 million

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 2018 Sustainable Campus Index

Through the Aggie Sustainability Alliance, the Office of Sustainability works with faculty, staff, and offices throughout campus to facilitate more environmentally, economically, and socially responsible behaviors

The Office of Sustainability participates in the University's teaching, research, and outreach missions through:

- Guest lecturing in College of Agriculture and Life Sciences, College of Architecture, Mays Business School, and School of Public Health
- Providing support to Student Activities' Service learning Faculty Fellows Program
- Participating in panel discussions and presenting on higher education sustainability best practices at conferences hosted by the Association for the Advancement of Sustainability in Higher Education, Texas Regional Alliance for Campus Sustainability, and the Association of Texas College and University Facilities Professionals

### Facilities & Dining Administration (Compass-Chartwells/SSC)

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.

Compass-Chartwells/SSC employs students in a variety of positions, providing them with meaningful professional and educational experiences.
**Transportation Services**

Transportation Services participates in the University's teaching, research, and outreach missions through:
- Supporting class projects in the College of Architecture and College of Engineering.
- Working with Texas A&M Transportation Institute (TTI) and Transformational Mobility Group for bike-share dashboard and data analysis.
- Working with Urban Planning faculty member Dr. Tara Goddard to enhance our mode split survey in data quality and analysis.

Transportation Services implemented the following innovations:
- New process to support the “one-stop shop” payments for New Student Conferences.
- Real-time trip planner function in Aggie Maps (developed in partnership with University GIS).
- License plate recognition and permit-less parking system at the RELLIS campus.

In conjunction with the Brazos Transit District, Transportation Services received a BUILD grant, which will provide 28 buses (including three electric buses).

In collaboration with TTI, Transportation Services provided an internship opportunity for a student earning a Certificate in Transportation Planning (the student presented data he collected to the Transportation Research Board in Washington, D.C.).

Transportation Services will be honored at the International Parking Institute Conference for being selected as the Parking Matters Marketing & Communications Award for outstanding communications related to Texas A&M University's Thursday Night Football game (this is the third consecutive year that Transportation Services has been recognized with this award).

Transportation Services (Alternative Transportation) helped the University attain a silver “Bike Friendly” designation (bronze designation was previously achieved in 2016).

**University Police Department**

University Police Department provided 169 training and educational programs for over 8,100 members of the campus community, covering a wide variety of topics involving safety, drug and alcohol awareness, sexual harassment and rape prevention, and frauds and scams.

University Police Department received the following recognitions:
- “Destination Zero General Officer Safety Award” by the National Law Enforcement Officer Memorial Fund for “best in class” training programs and procedures (Texas A&M is the first university police department to be recognized with this national award).
- “National Night Out Award” from the National Association of Town Watch in the Colleges/Universities division.
- 2018 Outstanding Crime Prevention Program by the Central Texas Crime Prevention Association for their efforts on National Night Out.
- “Outstanding Crime Prevention Manager Award” by the Central Texas Crime Prevention Association (awarded to Lt. Bobby Richardson).
- “Bill G. Daniels Outstanding Administrator Award” by the Texas Association of College and University Police Administrators (awarded to Chief J. Michael Ragan).

Mothers Against Drunk Driving recognized University Police Officers Dee Donovan, Kristi Hosea, Mark Kozack, and Lt. Bobby Richardson for their efforts related to the prevention, detection, and apprehension of intoxicated drivers.
## Utilities and Energy Services

Utilities & Energy Services (UES) participates in the University's teaching, research, and outreach missions through:

- Guest lecturing to classes in the College of Engineering, College of Geosciences, and College of Science on utility billing and building automation systems
- Providing instruction as a faculty member in the College of Engineering
- Providing access to data for students in undergraduate, masters, and doctoral programs in the College of Engineering
- Providing employment and professional experience 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
- Energy stewards provide building HVAC and mechanical systems tours to faculty and students in the College of Engineering and to professionals in the Department of Residence Life
- Providing plant tours and campus presentations for campus constituents and visitors
- Publishing articles in American Society of Heating, Refrigerating, and Air Conditioning Engineers' professional journals

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

UES completed an Energy Performance Improvement Pilot Program in FY 2018 to reduce energy consumption with increased engagement and participation by facility occupants, resulting in $500,000 in cost avoidance. In FY 2019, this program is being expanded to include the College of Veterinary Medicine and Biological Sciences (three facilities), HSC campus facilities (two facilities), Kyle Field, the Memorial Student Center, and Biochemistry/Biophysics building.

Upon completion of the Utility Infrastructure Master Plan, UES is proceeding with implementation of programmed capital renewal to ensure the campus growth and operational requirements are effectively met.

UES engaged in the following community outreach activities:

- “Food for Families” campaign (through Brazos County Food Bank)
- “Salvation Army Angel Tree Program” by providing donations and purchasing Christmas gifts for local families

## Office of the University Architect

The Office of the University Architect participates in the University's teaching, research, and outreach missions by partnering with College of Agriculture and Life Sciences and College of Architecture undergraduate students, graduate students, and faculty on various class and campus projects related to the campus built environment.

The Office of the University Architect employs undergraduate and graduate students from the College of Architecture, providing them with meaningful professional and educational experiences and the opportunity to interact with professionals within their field.

## Procurement Services and Contract Administration

Procurement Services and Contract Administration have collaborated with Prairie View A&M University on a summer internship program to allow minority students majoring in Supply Chain Management an opportunity to learn about and work in state procurement and state contracting as possible career paths.

Summer internship program – PVAMU students work in Procurement, Contracts and HUB for a 13 week period to learn about state procurement and contracting.