Welcome to the Facilities & Real Estate Services FY19 Annual Report. I’m proud to be able to share this document with you and all that it represents of our division’s work in alignment with the principles of the Penn Compact 2022 — Inclusion, Innovation, Impact.

The Penn Compact is the vision that Dr. Gutmann has put forward to guide the University — a vision designed to motivate all members of the Penn community to:

- **BE RADICALLY INCLUSIVE**
- **INNOVATE**
- **AND TO POSITIVELY IMPACT THEIR LOCAL, NATIONAL, AND GLOBAL COMMUNITIES.**

For FRES, Inclusion means embracing diversity and striving for excellence. In our work, we reach out to those around us and find the value in what everyone has to offer. Inclusion is an exchange between Penn and our community — starting in West Philadelphia and reaching out globally.

Innovation occurs daily at FRES, as we make every effort for multidisciplinary excellence in the work we do for all of our schools and centers across campus. Few groups at Penn deal with the broad mix of customers, challenges, contractors, and neighbors that we do in Facilities. The ability to think creatively and act quickly is a valuable asset in our staff.

FRES makes an Impact each day with our work to establish and maintain a sustainable and innovative urban campus. Our guiding principles are found in our campus development plan, Penn Connects, which has led our vision since 2006, now in version 3.0.

As you review our projects and activities in FY19, keep in mind the diverse talents and skill sets of FRES staff that make our vision a reality. I’m sure you’ll agree that each of us plays a part in the success of this University and contributes to the Power of Penn.

Sincerely,

Anne Papageorge
Vice President—Facilities & Real Estate Services
**DESIGN AND CONSTRUCTION**

**COMPLETED PROJECTS**

The multi-phased renovations of the 250,000 GSF Stemmler Hall at the Perelman School of Medicine were completed in early 2019. Funded partly through the Century Bond program and supplemented by Perelman School of Medicine funding, this $124.2M renovation included infrastructure enhancements and replacements, as well as laboratory, office, and conference room improvements, creating a more energy-efficient and functional environment for the building’s research laboratories and support facilities.

Renovations to Richards Medical Towers A&B, also part of the Perelman School of Medicine, finished in early 2019. Designated a National Historic Landmark in 2009, the $30.3M restoration includes new lighting, mechanical, electrical, plumbing and fire protection (MEP/FP) systems, and creates new dry lab space for the Center for Cognitive Neuroscience (CCN) for research, office and conference room space.

Kelly Writers House, a gathering place and incubator for writers at Penn and the greater Philadelphia community, underwent a $2.2M renovation in FY19. Built in 1851, the Writer’s House is one of the oldest buildings on Penn’s campus. The front parlor known as the Arts Cafe, which stages community readings and public events, was revitalized and expanded to be more usable and technologically friendly.

Houston Market, located on the lower level of Houston Hall, underwent a $15.15M renovation over the summer of 2018 in order to update and modernize its space. The enhanced market offers revamped stations, a brighter, more comfortable and convenient atmosphere to eat and work, and extended hours for patrons -- including on Saturdays. Featuring breakfast, lunch, and dinner options, everything served at Houston Market is made from scratch, as well as sourced locally when possible.

The Design and Construction department implements the University’s capital plan for new construction and renovation of existing properties. The team works closely with the Schools and Centers, design teams, and contractors to ensure that capital projects are completed on time and on budget, while meeting the quality level expectations of the University. The Project Managers lead the Schools and Centers through the budget approval process, design, procurement, and construction of these capital improvement projects.

Also completed during this period:

- Enhancements to Museum Garage 7
- Van Pelt Library HVAC Improvements
- 3401 Walnut Street HVAC Improvements and Chilled Water Line Extension

The Cohen Admissions Visitor Center was relocated from College Hall to Claudia Cohen Hall in 2019, in order to increase its square footage and feature enhanced amenities including an auditorium to host potential students and their families. The $4.3M relocation and renovation was substantially complete in May 2019.

**ECONOMIC INCLUSION**

For years, a robust diversity program has been in place within Facilities & Real Estate Services to reach economic inclusion goals for minority and women-owned businesses and for minorities and women in the workforce.

From FY2015 through FY2019, annual construction spending on Penn capital projects over $5 million averaged 27% with minority and women-owned businesses.

From FY2015 through FY2019, the combined minority and women workforce on Penn capital projects of at least $5 million averaged 26%.

Last year, a gap analysis was done to determine areas of opportunity. The results included:
- Architecture, catering, consultant, design, engineering, furniture, printing, promotional, and various trades. New goals have subsequently been established:
  - Operations & Maintenance ~ trades diversity spend was around 25% last year and achieved 31% in FY19
  - Office of the University Architect ~ set a goal of 20-25% for on-call contracts and are currently at 29% for diversity spend
  - Real Estate ~ spent $1.3M with 19 WMBE vendors and increased spend in both capital and operations by over 10%

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PROJECTS IN CONSTRUCTION

Construction began on New College House West, the $169.5M, 250,000 GSF residential building designed specifically as an undergraduate college house. With 450 beds as well as dining services, New College House West will provide common areas including study, living, seminar and music practice rooms. New College House West is expected to be completed by August 2021 for student move in.

The 80,450 GSF Wharton Academic Research Building will link to the south side of Steinberg Hall-Dietrich Hall and include four floors of academic and research spaces, including flat floor classrooms, group study rooms, research centers and shared conference rooms. On the ground level, a new enclosed building lobby and Salvador 2 replaced the existing structure in work completed in February 2019. This $87.65M project is expected to be completed in summer 2020.

Also in construction during this period:
» Center for Programs in Contemporary Writing (CPCW) Relocations to McNeil and 3809 Walnut
» College Hall Phase 1 MEP Infrastructure upgrades
» Franklin Field Concrete Restoration Phase 2 (Upper South and Lower East sections) (pictured above)
» Huntsman Hall HVAC upgrades
» Lauder Institute Renovations
» Multiple Classroom Renovations in David Rittenhouse Labs and Silverman Hall
» Multiple Campus Façade Improvement Projects
» Quad Exterior Façade and Roof Repairs and Interior Maintenance Repairs
» Vance Hall Renovations - 3rd and 4th Floors

The Penn Museum continued renovations to its Coxe and Harrison wings throughout FY19. Two of three planned phases included renovation of the first and second floors of the Harrison wing, including the Harrison Auditorium, and a small portion of all three floors of the Coxe wing. There was also renovation of the Main (Kamin) Entrance and the construction of a new Main Entrance Gallery, which is the new home of the Sphinx. ADA accessibility and restroom improvements have been included. The estimated completion of phase one is November 2019.

In 2018, the University began a major update to Penn Athletics’ Penn Squash Center. The renovation improved the area’s circulation and connectivity and enhanced the spectator experience by relocating columns, renovating mezzanine seating, and updating lighting and design features. The number of squash courts was increased from 10 to 12, featuring two new glass exhibition courts, and all courts are now sized to International court dimensions. The $18.7M project was completed in September 2019.

Kings Court English College House and Du Bois College House had air conditioning installed in the summer 2019, and completed by Move In 2019.

The 83,410 GSF Wharton Academic Research Building will link to the south side of Steinberg Hall-Dietrich Hall and include four floors of academic and research spaces, including flat floor classrooms, group study rooms, research centers and shared conference rooms. On the ground level, a new enclosed building lobby and Salvador 2 replaced the existing structure in work completed in February 2019. This $87.65M project is expected to be completed in summer 2020.

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The Office of the University Architect is responsible for the oversight of the design, physical development, and preservation of University facilities, including off-campus facilities (Morris Arboretum and the New Bolton Center for Veterinary Medicine). The University Architect oversees the University’s design review process, campus planning, and designer selection, as well as zoning and accessibility requirements. The staff in the Department also facilitates the Capital Plan, oversees landscape design and improvements, signage, and sustainability efforts for the University. The Department is responsible for tracking and maintaining all space data, such as floor plans, square feet, and departmental areas for the University.

PROJECTS IN DESIGN

An upcoming $13.5M renovation to the Penn Boathouse will improve training and locker rooms in this historic landmark building, expand and upgrade locker rooms, and upgrade existing infrastructure in order to improve the functionality for the rowing team and broader recruitment.

The University is currently designing what will be a new Athletics Indoor Training Facility adjacent to Hollenbeck Carver. The 63,000 GSF, $28.25M project will feature a track, dedicated pole vaulting area, high jump, throwing area and spectator seating.

A view in the planning stage is a new $17.5M Energy Science and Technology Building. The 100,000 GSF building will be the home of the Vagelos Institute for Energy Science and Technology, and will house researchers from both the School of Arts and Sciences and the School of Engineering.

Design is in process to update and expand 3808-10 Walnut Street as a new University Meeting and Guesthouse for distinguished University visitors. The projected budget is $26.25M, and the estimated completion date for occupancy is early 2021.

Residential HVAC upgrades for Gregory College House are in design for the summer of 2020. Gregory will complete the air conditioning installation in all of the university’s college houses.

Also in design during this period:
- School of Veterinary Medicine New Bolton Veterinary Diagnostic Lab Study
- Quad Renovations Feasibility Study
- Laboratory for Research on the Structure of Matter (LRSM) HVAC Replacement
- Secondary Campus Storm Line—South Street route
- Palestra Window Replacement
- SGB Elevator Controls Replacement
- 3401 Walnut Fagade Repairs
- Bartlett College Library
- Circulation, Traffic, and Parking Study
- High-Rise Facility Renovations
Creating Canopy

Since 2011, FRES has sponsored, in partnership with Philadelphia Parks and Recreation, the Creating Canopy tree giveaway for Penn and UPHS employees. The goal of the very popular program is to encourage the continual ‘greening’ of our communities in the Greater Philadelphia area. In 2019, we distributed about 300 trees to our staff and faculty.

Campus as an Arboretum

The University of Pennsylvania campus in West Philadelphia has been recognized with a Level II Accreditation by The ArbNet Arboretum Accreditation Program. The original Level 1 Accreditation was achieved in April 2017. Penn’s urban campus has achieved particular standards of professional practices deemed important for arboreta and botanic gardens.

Penn’s nearly 300 acres in West Philadelphia are the primary home of the University, populated by more than 21,000 graduate and undergraduate students and 17,000 faculty and staff. The Arboretum at the University of Pennsylvania encompasses the entire campus, and is now one of Penn’s two arboreta; the Morris Arboretum of the University of Pennsylvania is the official Arboretum of the Commonwealth of Pennsylvania, and is located in Chestnut Hill, a mature suburban community about 15 miles from Penn’s main West Philadelphia campus.

The Morris Arboretum and Penn have a robust partnership promoting shared research, outreach and education programs highlighting the importance of trees.

LEED CERTIFICATIONS

The campus development plan, Penn Connects, recommends sustainable development for all new projects. New buildings and major renovation projects currently under design are registered with the US Green Building Council, and are targeting LEED Silver rating or higher. We are very proud that many of our projects are receiving GOLD ratings.

- Expo Restoration – School of Dental Medicine
- Robbins House for Fisher M&T Program - Penn Engineering and Wharton
- Pennoni Center for Political Science and Economics
- Fan and Eli Green
- Richards Medical Towers A/B

Penn currently has approximately 25 projects with a LEED designation.

LANDSCAPE ARCHITECTURE

- Tree Campus USA
- Penn has earned the recognition of Tree Campus USA for the 10th year in a row. Tree Campus USA, an Arbor Day Foundation program, honors college and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation.

- Campus as an Arboretum
- The University of Pennsylvania campus in West Philadelphia has been recognized with a Level I Accreditation by The ArbNet Arboretum Accreditation Program. The original Level I Accreditation was achieved in April 2017. Penn’s urban campus has achieved particular standards of professional practices deemed important for arboreta and botanic gardens.

- Ecological Landscape Stewardship Plan
- The ELSP is a broad study of Penn’s landscape maintenance practices aimed at maintaining the ecological benefits of the campus landscape.

- A Conversation with Mark Kocent: Penn’s University Architect
- University Architect Mark Kocent stepped into this leadership position in July 2018. Kocent, who formerly served as Penn’s Principal Planner going back to 2004—alongside his staff at Facilities and Real Estate Services (FRES)—led the charge of the Penn Connects 3.0 plan that outlines Penn’s vision to unite the University’s 12 schools, bring communities on and off campus together, and look toward a sustainable future.

STAFF & FACULTY ECO-REPS

The Staff & Faculty Eco-REPs Program is a peer education program that provides the tools to improve the environmental sustainability of Penn offices and labs. Staff & Faculty Eco-REPs work with campus stakeholders and within their departments and offices to develop educational events, activities, and campaigns aimed at supporting the University's environmental goals and objectives. In FY19, the number of participants in this program grew to 130 members.

STUDENT ECO-REPS

Penn's Student Eco-REPs Program is an environmental leadership opportunity for students interested in advancing sustainability through the implementation of campus-based projects. Students work as paid employees of Penn's Sustainability Office and collaborate with our University partners to carry out projects in support of Penn's Climate Action Plan 2.0.

GREEN FUND SUPPORTS SUSTAINABILITY IDEAS

The Green Fund was created to support innovative ideas that align with Penn's CAP 2.0 goals and would otherwise be impossible to achieve. Beekeeping, clothing drying racks, analysis of bird strikes, bike repair stations, a student-run thrift store—these are just a few of the ideas that have come from within the Penn community to support the university's commitment to environmental sustainability since the Fund was established in 2009.

At a meeting in March, the leaders of four Green Fund projects presented their progress on recently funded projects:

- New Bolton Center Soil Conservation Plan
- StuffWELL: OffSW
- Bike Commuter Expense Reimbursement Program
- Penn Closet Thrift Store

Bike Friendly University

Penn again sponsored an information and educational handout for Philadelphia's Bike to Work Day, May 17. Between 7:30 - 9:30am at the Penn Museum, cyclists could make a stop and pick up maps, snacks, and freebies.

In November, Penn was again named to the list of Bike Friendly Universities by the League of American Bicyclists, part of a group of 193 colleges and universities in 46 states and the District of Columbia that are transforming the American landscape by providing more bicycle-friendly campuses for the benefit of students, staff, and community members.

Penn offers employees a Bike Commuter Expense Reimbursement Program as part of the Climate Action Plan 2.0, as well as numerous services and programs for those who bike to campus.
OPERATIONS & MAINTENANCE

Utilities
One of the priorities for O&M has been the reliability and redundancy of the generation and distribution systems for thermal and electrical utilities. Their team examines costs, reliability, and environmental sustainability issues related to Penn’s utility services. Some of the results this year include:

• Substation K2 Academic Research Building was replaced as part of the Wharton project at 3750 Spruce Street.
• Related to domestic water service, redesign and reconditioning of equipment is ongoing. This program is increasing reliability of water service to campus buildings. To date 37 buildings are complete and 12 are in progress.

O&M’s utilities management team has been monitoring the University’s LSE (load serving entity) and utility providers, and participating in strategy discussions. They continue to encourage energy conservation across campus to our schools and centers, often in collaboration with the Penn Sustainability team.

FRES continues to make strides forward in monitoring our systems, with completion this year of the integration of the SCADA system. SCADA is the centralized computer management system that monitors the operation of critical campus building infrastructure.

Operations and Maintenance sustains the University’s resources by providing maintenance and repair of existing facilities infrastructure. The Department also manages campus-wide energy related initiatives, provides technical support to construction projects and service contracts, and special events.

FRES’ Operations & Maintenance leadership team has pledged to strive for excellence in eight Focus Areas. These Focus Areas have management staff support and expectations in: attitude, approach, productivity, resiliency, work environment, human assets, information, and finance.

Housekeeping
FRES is in the third year of the Enhanced Housekeeping Program that was fully implemented in June 2017. This program was designed to assess and align how we manage the 6 million cleanable square feet in 160 buildings on Penn’s campus.

Housekeeping leadership has reviewed the reports and customer satisfaction information so far and continue to strive to expand the positive results of the program including:

• Use of microfibers
• 72% reduction in the number of chemical products
• Improved equipment preventative maintenance
• Established inventory par levels (periodic automatic replenishment)
• Customer involvement in QA/QC program (quality assurance/quality control)

An independent consultant audit confirmed a high level of expressed customer satisfaction:

• Our overall quality scores since 2015 have gone up 3.8%
• The improvement on “daily serviced items only” is up 5.7% since 2015

Emergency Preparedness
FRES’ responsibilities stretch across Penn’s urban campus. These include elements of Emergency Preparedness — an FRES participates in the Mission Continuity Program.

• This program organizes a University-wide tabletop exercise (TTX) annually.
• All University organizations use the same event scenarios as the basis for their TTX. The goal is to test an organization’s ability to plan, respond and recover in the event of an outage or disruption in order to continue operations and uphold the core mission of the University.

Preventative Maintenance
In response to step-by-step situations, we have committed resources as well:

• Operations & Maintenance has increased focus spent on Preventative Maintenance (PM) by 2.5%, compared to FY18.
• O&M has implemented this year a repair program on our campus walkways, addressing the most critical tripping hazards.
SEASONAL RESPONSE: FRES is key to keeping campus functioning and safe no matter what the weather, so the Urban Parks team has a well-planned and organized snow and leaf removal process in place.

• There’s a lot to cover: FRES is responsible for clearing sidewalks and walkways on Penn’s campus which generally encompasses the areas from the Schuylkill River to 41st Street, and from the School of Medicine buildings to Chestnut Street.

• The campus has an estimated 1.3 million square feet of walkways that FRES is responsible for clearing after each snow or ice storm.

• Collected leaves in the autumn are used to make compost tea that is distributed back on campus to provide nutrients for lawns, among other purposes.

BUSY SEASON: Summer Turnaround is a fast “repair and refresh” that takes place every summer. The women and men of FRES housekeeping and trades, under the leadership of our strong trades and housekeeping managers, do some serious work cleaning, painting, and enriching our buildings and green spaces. In a time period that is under 60 days, Housekeeping cleaned over 1.3 million additional square feet, including 3,200 rooms and suites. FRES’ trades staff completed more than 7,300 work orders over the same period, ensuring that the buildings and public spaces on campus looked great by the time students returned for the fall 2018 semester. FRES has consistently good reports from colleagues around the University on this annual stream of fast-paced work.

SAFETY IS #1: FRES' commitment to workplace safety remains a top priority for the O&M team. FRES’ ongoing and continually updated programs include the SAFE card program (or, Safety Alert From Employees program) and tailored OSHA training classes relevant to different trades. The SAFE card program allows an employee to report a safety issue and that employee is then kept in the loop as it is addressed and resolved.

Maintenance, Walkways and Sidewalks: FRES Snow Removal

Century Bond: The first round of Century Bond-funded projects are nearing completion in FY19. Century Bond is a special pool of funds directed towards financing upgrades in lighting and HVAC systems that support energy efficiency and reduce deferred maintenance. The utility cost savings realized through lighting and HVAC upgrades will be used to offset debt service and the principal repayment of the HVAC projects will be used to fund future projects.

Lighting upgrades have been completed on more than 57,000 fixtures in 45 buildings at a total project cost of $8.5M. HVAC projects have been completed in 8 buildings and are underway in 1 building at a total project cost of $190M. The FRES' energy management team has been looking at the project cost and the resulting reduction in energy use in each building. Early estimates are showing an average of 28% savings. Average energy reduction is a combination of electric, chilled water, and steam weighted by square footage. Also of interest, the team has found that in buildings with completed Century Bond projects, there has been a significant reduction in work orders.
The Real Estate department is responsible for the strategic planning, management, and operation of the non-academic property for the University. The primary centers within the Department are Real Estate Development, Retail, Off-Campus Housing, Office Leasing, Warehouse, and Third Party Leasing. Core disciplines include acquisition and disposition of assets, development partnerships in residential, mixed use and office, operations of real estate holdings and office leasing for academic schools and centers. Working in conjunction with other FRES departments, Real Estate implements urban land development and planning that increases the quality of life for Penn and its surrounding community.

RETAIL
Both the Shop Penn retail district brand, as well as Franklin’s Table Food Hall, turned one year old in March 2019. In its first year, the Shop Penn district welcomed nearly a dozen new retailers, including Pitruco Pizza, Goldie Falafel, High Street Provisions, OK Sushi, and HQ Burger (all located within Franklin’s Table) as well as Lemonery, Just Salad, Lululemon, Panera Bread, and SoBol Philly. Franklin’s Table has become a popular gathering place for the Penn community to connect over fresh and innovative food, and has been featured in dozens of local and national news outlets, including Food & Wine, the Philadelphia Inquirer, and Philadelphia Magazine. Awareness of the Shop Penn district continues to grow via social media, which highlights the array of restaurants, retail, and cultural events in a thriving University City.

Lululemon, the national chain popular for its yoga and athletic clothing, opened a pop up store on Penn’s campus in August 2018. Located at 3661 Walnut Street, the seasonal store offers the Penn community free in-store yoga and organized group athletic events in addition to a wide selection of apparel.

The campus welcomed a Panera Bread to 40th and Walnut in June 2019. This bakery café became instantly popular among the student population in the West Philadelphia neighborhood, with its proximity to the Penn Dental school.

SoBol Philly, a fast-casual option serving açai bowls and smoothies, opened their second Philadelphia location at 38th and Spruce in August 2018. The centerpiece of the menu is the customizable açai bowl, layered with homemade granola, bananas, strawberries, and blueberries, and topped with coconut flakes and a honey drizzle. The bowls and smoothies at SoBol are all customizable and made-to-order using produce delivered daily.

Shop Penn Day
October 2018 featured the first ever Shop Penn Day, a single-day event introducing Penn’s newly united retail brand to the University City audience. Our Shop, Dine and Play partners featured giveaways, free tastings, and bargains as part of the celebratory day, and helped further position the compact, dynamic retail district as a premier destination for food, fashion, art, culture, and more.

ARTS AND CULTURE, COMMUNITY
The 40th Street Summer Series—co-produced by University City District, Penn, and The Rotunda—continues to be one of the most popular events in University City. This free outdoor concert series features talented performers throughout the summer, including a performance by the Sun Ra Arkestra at Pennovation Works. In 2019, the series moved to a new location at 39th and Walnut streets, adjacent to Locust Walk.

The Shop Penn retail brand was advertised in a number of print and online publications in FY19, as well as featured in advertisements on KYW 1060. Some of the top performing ad pieces were placed in the Philadelphia Inquirer, Philadelphia magazine, and the Discover PHL visitors park.

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REAL ESTATE DEVELOPMENT

In mid-2019 construction wrapped up on Luna on Pine, a 70,000 SF, five-story apartment located at 40th and Pine with 119 individual units. Designed for graduate and professional students, the $17.2M building is close enough to campus that those with non-traditional work and study schedules can get to and from their laboratories, hospital, and research spaces safely and easily.

The new ten-story, 68,000 sq. ft. Tangen Hall will house both the Penn-Wharton Entrepreneurship and Wharton Small Business Development staff. Supporting student entrepreneurship and innovation, the building will include incubator spaces to pilot student-led ventures such as a Makerspace, Test Kitchen, and Integrated Product Design (IPD) space in partnership with the School of Engineering and Applied Science and Penn Design. This $46.5M project is anticipated to be completed in fall 2020.

In June, Penn announced plans to move forward with the development of a Lab Building in the Pennovation Works site. A five-story, 71,400 square-foot structure with 35,000 square feet of wet lab, office and flex space. It will cater to growing and next stage companies with 10 to 25 employees that need from 2,000 square feet to 10,000 square feet. Work on the building began in summer 2019 and will be completed by August 2020.

REAL ESTATE CONTINUED

PENNovation Works

In FY19, two cohorts passed through the Penn LPS Coding Bootcamp at the Pennovation Center. In July, and again in October, members of the graduating cohort presented their projects from the 6-month-long bootcamp to members of the public and industry experts.

Pennovation Accelerator

The Pennovation Accelerator invites a cohort of local startups to engage in a six-week program to develop their business strategy and cultivate their network. Cohort companies are hosted at the Pennovation Center and participate in weekly educational sessions presented by subject matter experts.

The Pennovation 2018 Year in Review

Tangen Hall

The new seven-story, 68,000 sq. ft. Tangen Hall will house both the Penn-Wharton Entrepreneurship and Wharton Small Business Development staff. Supporting student entrepreneurship and innovation, the building will include incubator spaces to pilot student-led ventures such as a Makerspace, Test Kitchen, and Integrated Product Design (IPD) space in partnership with the School of Engineering and Applied Science and Penn Design. This $46.5M project is anticipated to be completed in fall 2020.

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The Pennovation 2018 Year in Review

Tangen Hall

The new seven-story, 68,000 sq. ft. Tangen Hall will house both the Penn-Wharton Entrepreneurship and Wharton Small Business Development staff. Supporting student entrepreneurship and innovation, the building will include incubator spaces to pilot student-led ventures such as a Makerspace, Test Kitchen, and Integrated Product Design (IPD) space in partnership with the School of Engineering and Applied Science and Penn Design. This $46.5M project is anticipated to be completed in fall 2020.
The Administration department is responsible for Finance and Business Planning, Information Technology, and Human Resources. Responsibilities include management of the capital planning and approval process for the University, financial planning and analysis, evaluation of accounting treatments for our real estate and development transactions, payroll, purchasing transactions, and capital accounting for design and construction projects. The Department also supports the Division's technology needs, purchasing transactions, and capital accounting for design and construction projects. The Administration department is responsible for Finance and Business Planning, Information Technology, and Human Resources.

**INCLUSION**

- INNOVATION
- IMPACT

| FRES Annual Report FY2019 |

In July 2019, Penn Central Human Resources Division rolled out Workday@Penn, a cloud-based human capital management-related system for staff recruitment, benefits administration, payroll, and time management. Strengthen and efficient, as well as accessible from a smartphone, Workday@Penn enables staff to manage personal information, view compensation, request time off, view benefits, and more. Housekeeping, trades, and all administrative staff attended training sessions for the new system before the rollout began in summer 2019. FRES recently implemented a new recruiting process. The goal is to create efficiencies by having FRES HR act consultatively with Hiring Managers, utilizing a streamlined process to enhance consistency in recruiting new employees. Various FRES departments, including Operations & Maintenance, Office of the University Architect, and Real Estate established economic inclusion goals. Similar to these established by Design & Construction annually, but specific to each department, these goals are intended to increase diverse spending across all FRES divisions. As of fall 2019, each department has exceeded its spending goals.

**ADMINISTRATION**

In July 2019, FRES began holding New Employee Orientation training on a quarterly basis. These training sessions, which feature short presentations from the executive directors of each department, as well as a welcome video from Penn’s leadership, and special welcome by Anne Papageorge, allow new employees to ask questions, meet other new employees, and understand the many benefits of being part of the Penn community. Throughout FY19, many FRES staff took advantage of valuable professional Development and Training opportunities offered by the University. These include STUP, an advanced leadership skills course for mid-level managers, and Leadership@PENN, a program for senior leaders. Additionally, managers and staff participated in training for Kronos, the FRES time management system, and attended a presentation from Penn’s Department of Public Safety about emergency procedures and resources. Finally, author and motivational speaker Steve McClatchy delivered staff training on Time Management and Personal Leadership.

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In addition, 231 trades personnel received vendor-developed safety training that aligned with their specific job duties and tasks, such as electrical, full protection, confined space, and work place hazard awareness. Housekeeping staff completed job-specific standard operating procedures training over the same period, including waste collection, blackboard/whiteboard cleaning, and more. Housekeeping and maintenance staff completed training for Kronos, the FRES time management system, and attended a presentation from Penn’s Department of Public Safety about emergency procedures and resources. Finally, author and motivational speaker Steve McClatchy delivered staff training on Time Management and Personal Leadership.

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A number of FRES staff gathered for a festive brunch in Houston Hall’s Hall of Flags on March 13 to celebrate their coworkers’ individual achievements. This was the 12th Annual Employee Recognition Ceremony, and awards were presented for years of service, earning STUP, or over the past year, and participating in an FRES Employee Community. Joe Barclay received special recognition for his 40 years of service as a steamfitter at FRES, with his speech, thanked Penn and FRES for making it a “great ride.” Darryl Newman was recognized for his 40 years as a FRES housekeeper. FRES VP Anne Papageorge spoke about the high standards FRES staff display in their daily work, evidenced by feedback from colleagues across the university, and FRES HR Director Christina Martin spoke about the “attitude of gratitude” she feels every day working with her colleagues.
Lorenzo Jackson, Pillar of Excellence Award

On December 10, FRES staff gathered to celebrate the season with a shuttle to Our Campus Arboretum holiday party. The delicious food options included our Shop Penn brand partner Happy Veg, Federal Donuts, and the Greek Lady. The weather was cool and perfect for some brand new “reindeer games,” including a snowball and reindeer toss and a snowman building contest. Staff also enjoyed the photo booth (and the props!) and had a good time while taking pictures of the beautiful winter scenery. The annual FRES Winter Picnic is a great opportunity to celebrate the season with a delicious lunch, fun activities, and music and conversation with colleagues.

On April 25, FRES participated in the national Go Red for Women campaign, with 65 FRES staff children in attendance. The event featured games and music, and fun with colleagues as the picnic was relocated to the lobby of the Left Bank due to a forecast of thunderstorms. The Go Red for Women campaign raises awareness of women’s heart health, as well as information and handouts about Penn-specific health initiatives like Penn Sustainability’s 30x30 Challenge and University-sponsored programs to quit smoking. This year’s activities included a healthy lunch buffet, with a continental breakfast at FRES, followed by sessions around campus including a CPR demonstration from the ISC Office of Information Security, and an Art & Architecture program from the School of Design. The event was expanded by sessions around campus including a CPR demonstration from the ISC Office of Information Security, and an Art & Architecture program from the School of Design.

On March 29, FRES offered a healthy lunch to all staff in conjunction with Go Red for Women, the American Heart Association’s national movement to end heart disease and stroke in women. The lunch included a presentation by an AHA representative about how the campaign brings awareness to women’s heart health, as well as information and handouts about Penn-specific health initiatives like Penn Sustainability’s 30x30 Challenge and University-sponsored programs to quit smoking. The event was expanded by sessions around campus including a CPR demonstration from the ISC Office of Information Security, and an Art & Architecture program from the School of Design. The event was expanded by sessions around campus including a CPR demonstration from the ISC Office of Information Security, and an Art & Architecture program from the School of Design.

On April 30, FRES participated in the national Take Our Daughters and Sons to Work campaign, with 835 Trades mechanics, an IT team, and a human resources team. The event’s activities kicked off with a continental breakfast at FRES. Following by sessions around campus including a demonstration from the Penn Parking Dog Center, a live flying demonstration from the ISC Office of Information Security, and an Art & Architecture program from the School of Design.

INFORMATION TECHNOLOGY

The SCADA project was completed in FY19. FRES IT worked side by side with Engineering and Penn’s project management team to ensure the technical infrastructure was implemented as designed and all testing and quality assurance performed to meet established security standards. This year, FRES IT worked with the Human Capital Management (HCM) team and the time clock application license to develop interfaces that would send data to Workday and receive data back from it. These integrations went live on July 1 during the transition to Workday.

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INCLUSION

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FRES Annual Report FY2019

Penn in the News

The PERelman Center for Political Science and Economics (PCPSE) team received a Models of Excellence Honorable Mention, as did the Urban Parks Team, received an honorable mention in the same category. Since 2014, the award has recognized developmental excellence and innovative leadership, increased efficiency, and a deep commitment to service. The FRES Urban Parks Team was expanded in 2019 and joined with another group of exceptional staff members to receive the Pillar of Excellence Honorable Mention, as did the Library Technology group.

On October 10, FRES staff gathered to celebrate the season with a shuttle to Our Campus Arboretum holiday party. The delicious food options included our Shop Penn brand partners Happy Veg, Federal Donuts, and the Greek Lady. The weather was cool and perfect for some brand new “reindeer games,” including a snowball and reindeer toss and a snowman building contest. Staff also enjoyed the photo booth (and the props!) and had a good time while taking pictures of the beautiful winter scenery. The annual FRES Winter Picnic is a great opportunity to celebrate the season with a delicious lunch, fun activities, and music and conversation with colleagues.

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AWARDS

A number of Penn building projects and sustainability initiatives received honors and recognition between June 2018 and July 2019. FRES proudly shares these with the University community on facilities.upenn.edu.

Environmental Sustainability Awards
Environmental Protection Agency
Green Power Partnership Top 30 College & University List
April 2019

After Day Foundation
Tree Campus USA
April 2019

Partnership for a Healthier America
Healthy Campus Initiative Partner
February 2019

Second Nature
Climate Leadership Award
November 2018

League of American Bicyclists
Silver Bicycle Friendly University Award
November 2018

Association for the Advancement of Sustainability in Higher Education
Top-performing University
September 2018

Other Recognition
Preservation Alliance of Greater Philadelphia
Lifetime Achievement Award to former University Architect David Hollenberg
March 2019

Larry Robbins House
American Institute of Architects (AIA), New York Chapter
Honor Award, Adaptive Reuse/Historic Preservation—August 2018

Architecture Press Release
Certificate of First Award
February 2019

Richards Medical Research Labs
Preservation Alliance of Greater Philadelphia
Grand Jury Award
March 2019

Houston Market
National Association of College and University Food Services
Gold Loyal E. Horton Dining Award
April 2019

Penn Dental Robert Schattner Pavilion and Clinic
American School & University Magazine
Special citation for renovation and modernization
December 2018

Stephen A. Levin Building
Preservation Alliance of Greater Philadelphia
Lifetime Achievement Award
March 2019
**Leadership**

<table>
<thead>
<tr>
<th>Division Leadership</th>
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<tbody>
<tr>
<td>Anne Papageorge</td>
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<td>Vice President</td>
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<tr>
<th>Office of the University Architect</th>
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<tbody>
<tr>
<td>Mark Kocent</td>
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<tr>
<td>University Architect</td>
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<td>David Hollenberg</td>
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<td>University Architect, Special Projects</td>
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<tr>
<td>Daniel Garofalo</td>
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<td>Environmental Sustainability Director</td>
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<td>Chris Hanson</td>
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<td>Data and Document Manager</td>
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<tr>
<td>Robert Lundgren</td>
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<td>University Landscape Architect</td>
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<th>Design &amp; Construction</th>
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<tr>
<td>Michael Dausch</td>
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<td>Executive Director</td>
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<td>Mariette Buchmann</td>
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<td>Director</td>
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<tr>
<td>Chris Kern</td>
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<td>Director</td>
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<td>Jennifer Wetzel</td>
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<td>Director</td>
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<td>George Zafiropoulos</td>
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<td>Director</td>
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<tr>
<td>John Zurn</td>
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<tr>
<td>Director</td>
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<tr>
<td>Sudha Menon</td>
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<td>Senior Capital Account Manager</td>
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<tr>
<td>Ed Datz</td>
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<tr>
<td>Executive Director</td>
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<td>Steve Becker</td>
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<td>Director, Project Management</td>
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<tr>
<td>Dennis Flannery</td>
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<td>Operations Manager</td>
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<td>Laura Park-Smith</td>
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<td>Director, Portfolio Management</td>
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<tr>
<td>Faramarz Vakilizadeh</td>
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<td>Executive Director</td>
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<td>James Bean</td>
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<td>Director, Labor Relations</td>
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<td>John Hopler</td>
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<td>Woodland Director</td>
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<td>HarveenKaur Kothari</td>
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<td>Locust Director</td>
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<td>Betsy Robinson</td>
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<td>Special Projects</td>
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<tr>
<td>Ben Suplick</td>
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<td>Director, Engineering &amp; Energy Planning</td>
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<th>Finance &amp; Administration</th>
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<tr>
<td>Elizabeth Hansen</td>
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<tr>
<td>Executive Director</td>
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<td>Marilyn Jost</td>
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<td>Executive Director, FRES Special Projects</td>
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<td>Karen DiMaria</td>
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<tr>
<td>Controller</td>
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<td>Anita Hall</td>
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<td>Financial Manager</td>
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<td>Victoria Iannotta</td>
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<td>Director, Information Technology</td>
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<td>Cheereese Martin</td>
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<td>Director, Human Resources</td>
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<td>William McKeaney</td>
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<td>Director, Finance and Accounting</td>
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<tr>
<td>Mike Stack</td>
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<td>Director, Facilities Administration</td>
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<tbody>
<tr>
<td>Jennifer Rizzi</td>
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<tr>
<td>Director, Communications</td>
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<tr>
<td>Heidi Wunder</td>
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<tr>
<td>Associate Director, Communications</td>
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<tr>
<td>Emily Renwick</td>
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<tr>
<td>Communications Associate</td>
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<tr>
<td>Credit for Photography:</td>
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<tr>
<td>Tom Crane Photography, ESTO, Michael Moran Photography, Scott Spitzer Photography, Stuart Watson Photography, Penn University Communications, Carol Feeley</td>
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