

# TOWSON UNIVERSITY DIVISION OF CAMPUS OPERATIONS

## ANNUAL REPORT

### **FY 2023-2024**

The end-of-year report for Towson University's Division of Campus Operations provides a comprehensive overview of the accomplishments, updates, and plans across several key departments.

# A MESSAGE FROM: **STEVE JONES, SENIOR VICE PRESIDENT, CAMPUS OPERATIONS**

## **CREATING SOLUTIONS AND DELIVERING RESULTS**

The Division of Campus Operations is the backbone of our University. It is responsible for the behind-the-scenes work that ensures our campus operates safely and efficiently. Our dedicated teams are committed to providing responsive solutions, services, and results with trained and knowledgeable staff. Our teams serve the campus in many ways, from maintaining our physical infrastructure to supporting our employees' professional growth and well-being and ensuring the safety and security of our campus.

“

As we conclude another successful year and welcome 2025, we are excited to present our inaugural end-of-year report for the Campus Operations Division. Our dedicated team has worked tirelessly behind the scenes to provide the best customer service to our campus community in a timely and efficient manner, and this report allows us to highlight our work to the campus community.

”

**Steve Jones**  
SVP Campus Operations





# FY23-24 Annual Report

## Table of Contents

**02**

**Welcome Letter**

**03**

**Mission and Values**

**04**

**Our Focus Areas**

**05**

**Our Teams**

**06**

**Campus Operations Executive Summary**

**07**

**Human Resources Executive Summary**

**13**

**Parking Transportation & Public Safety  
Executive Summary**

**16**

**Facilities Management Executive Summary**

**20**

**Business Support Services Executive Summary**

# About Us

The Towson University Campus Operations Division comprises several departments: **Human Resources, Facilities Management, Public Safety, Postal Services, Parking & Transportation Services, and Business Support Services.** With six major units and over 200 employees across all teams, our Division creates, maintains, and operates many essential services and systems, ensuring an overall positive and successful student experience.

## Welcome

Welcome to the Campus Operations Division at Towson University, where our integrated teams are dedicated to serving the diverse needs of our students, faculty, staff, and campus community. We comprise several essential departments working collaboratively to ensure a safe, sustainable, and supportive environment for all.

## Our Mission

The Operations Division delivers essential services to sustain a safe, healthy, efficient, and inclusive campus environment that supports the University's mission, while ensuring effective stewardship of campus resources and enriching the experiences for students, faculty, staff, and the greater TU community.



# Our Vision and Values

## Vision

We provide a sustainable, inclusive, and safe campus environment that inspires intellectual and personal growth, resulting in a positive TU experience.

## Values

We are committed to providing the best services to support the entire TU campus. Our division has developed these eight values to guide how we operate, communicate, and achieve success together:

**Integrity:** We build and maintain trust by being honest and transparent in our words and actions, honoring our commitments, and following through on decisions and outcomes.

**Accountability:** We follow through on commitments and take responsibility for our actions, decisions, and outcomes.

**Health and Safety:** We prioritize and foster physical, emotional, psychological, and environmental well-being.

**Diversity and Inclusion:** We encourage and value an environment that respects diverse community representation, contributions, and perspectives so individuals feel a sense of belonging.

**Communication:** We encourage and promote open, consistent, accurate, and timely communication.

**Collaboration:** Working together to build relationships that help advance or achieve common goals that support the University's mission.

**Stewardship:** We protect and ethically manage all resources (financial, material, human, natural) to ensure the highest efficiency and the most effective outcomes, balancing the short—and long-term impact on individuals, the University, and the world around us.

**Continuous Learning and Development:** We encourage continuous learning and development to adapt to organizational and individual needs.

# Our Teams

## Human Resources

We offer quality human resource services to support our faculty and staff's well-being and professional development. From recruitment and pay/benefits administration to learning management and retirement planning, we strive to create a supportive work environment that empowers our faculty and staff to thrive.

## Parking & Transportation Services

We provide parking and transportation services for students, faculty, staff, and visitors. Whether we facilitate parking permits, manage transit options, or promote eco-friendly transportation alternatives, we aim to enhance accessibility and mobility across campus.

## Public Safety

We ensure campus safety and security with the efforts and commitment of our experienced and dedicated Towson University Police Department (TUPD). We prioritize the safety and well-being of everyone on campus through technology, emergency planning, crime response, general outreach, and providing enhanced safety technology such as the SaferMobility app.

## Facilities Management

We are responsible for Towson University's physical infrastructure, encompassing TU's extensive campus' planning, construction, maintenance, and operations. With a focus on responsive and reliable customer service, we ensure that our buildings and grounds are properly maintained to protect investments and meet the diverse needs of our community.

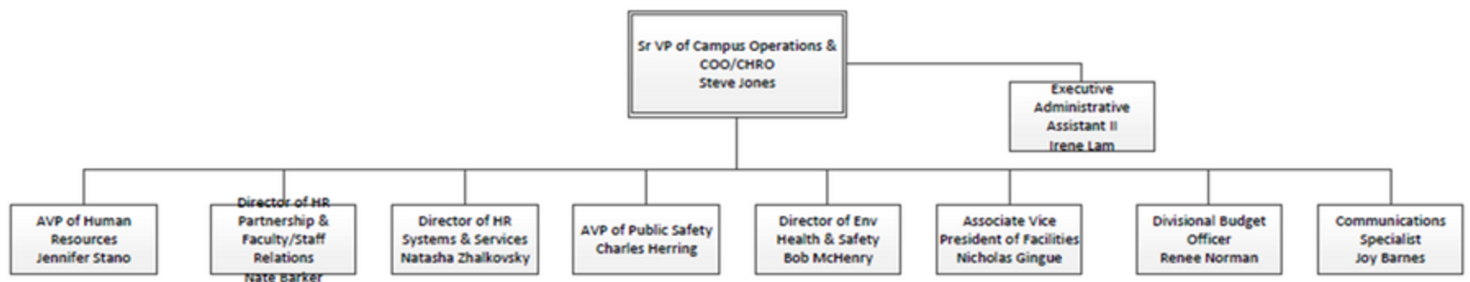
## Postal Services

We are dedicated to efficiently distributing incoming and outgoing mail and packages. Our commitment is to deliver reliable, timely, and professional postal services to support the needs of the Towson University community.

## Business Support Services

We deliver exceptional administrative and operational support that enhances the efficiency and effectiveness of the Division's business functions. We are committed to providing innovative solutions, superior customer service, and reliable resources to faculty, staff, and students.

# Campus Operations Executive Summary



Under the leadership of the Senior Vice President of Campus Operations, each unit works collaboratively to ensure Towson University provides a positive and successful experience for our students while supporting our faculty and staff. The **Facilities Management** team maintains and enhances campus buildings and infrastructure, ensuring a safe and comfortable environment for learning and activities.

The **Public Safety** team is dedicated to maintaining on campus, which fosters a sense of well-being for the entire TU community. This unit also manages essential support functions, such as emergency preparedness, access control, transportation, and smooth daily operations.

Our **Environmental Health and Safety Team** ensures that TU complies with the many local, state, and federal environmental requirements while also providing systems and processes for the overall health and safety of the TU community.

Our **Human Resources team** manages our greatest asset—our TU employees. This team focuses on our ability to attract, develop, and retain a qualified and diverse workforce to support our students.

While our **Communication Specialist** assists with messaging across the division to our University, our **Business Support** team ensures that we can best serve our campus cost-efficiently and use our resources wisely. Together, these roles are pivotal in creating an environment where Towson students can thrive academically, socially, and personally.

# Human Resources Executive Summary

## Talent Acquisition

## Learning Management

## HR Partnerships

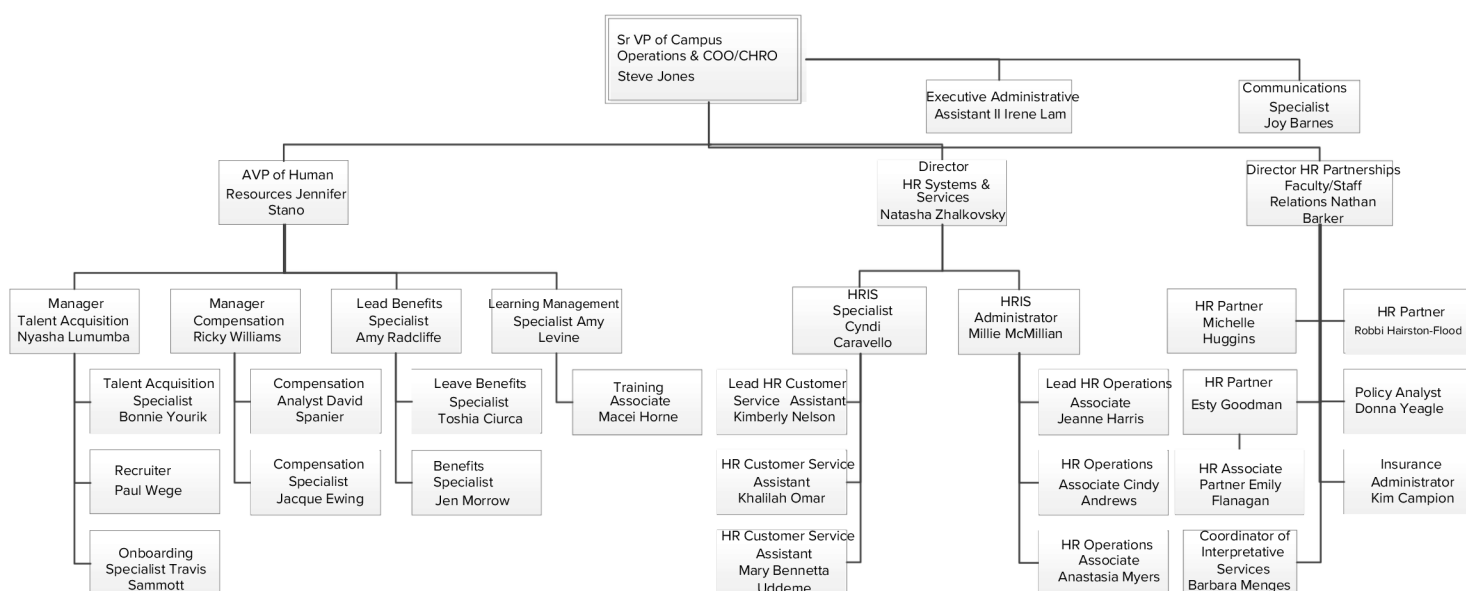
## Insurance Administration

## Compensation/Benefits

## Systems and Service

## Faculty/Staff Relations

## Interpretive Services



The Human Resources Department is dedicated to fostering a dynamic and supportive work environment through our specialized teams. Our **Talent Acquisition** team is focused on recruiting top talent, ensuring we attract and retain individuals who will contribute to our mission. **The Compensation and Benefits** team works diligently to provide competitive and comprehensive packages that meet the diverse needs of our employees at TU. They manage and administer our robust insurance plans, providing peace of mind.

**Our Learning Management** team offers continuous professional development opportunities, helping employees to grow and excel in their careers. Our **Systems and Service** team ensures our HR operations are efficient and effective, utilizing the latest technologies to streamline processes.

The **HR Partnerships and Faculty/Staff Relations** team is committed to building strong, collaborative relationships across the organization, ensuring a positive and productive workplace. Lastly, we have our **Interpretive Services** program, which supports communication and understanding within our diverse workforce. Through this program, we employ an in-house interpreter to support TU's deaf and/or hard-of-hearing faculty, staff, and visitors.

Together, these teams form a cohesive unit dedicated to the well-being and success of our employees, ensuring that our organization remains a great place to work.



# Human Resources

The Human Resources Department at Towson University has made significant strides in enhancing professional development, employee engagement, and operational efficiency. Notable achievements include the successful launch of a supervisor development track and the implementation of an employee referral program, which resulted in nine new hires. We've streamlined our processes by transitioning contingent contracts into Taleo and creating a position review process in Docusign. Developing a position description library in SharePoint has also improved accessibility and management.

Our benefits team conducted campus-wide outreach events to explain benefits and address employee questions, and we launched a new retiree website with updated information for all TU retirees. In employee relations, we formalized an Alternative Resolution Process while conducting several investigations of workplace concerns, reinforcing our commitment to a positive work environment.

We also revised vital policies to support flexible work arrangements (telework), updated the exempt employee separation process, and refined the time/attendance policy.

Support for faculty and staff hiring remained robust, and we responded to the high demand for HR training by offering Microsoft Excel courses to the campus community.

Overall, the Human Resources Division has made substantial progress in fostering a supportive environment for the Towson University community. This reflects our commitment to achieving results through continuous improvement and customer service.

## TU IS PEOPLE POWERED Professional Development

Our campus-wide teams have hosted trainings at TU on topics from somatic breathing to Microsoft Excel. Training expansion is expected to continue, adding content on managing student workers and more. This expansion also includes a supervisor and administrative assistant track, with training hours tailored for specificity.

### DID YOU KNOW

**DID YOU KNOW TU HAS A  
SPECIFIC PROFESSIONAL  
DEVELOPMENT TRACK FOR  
SUPERVISORS AND CHAIRS?**



### DID YOU KNOW

# 100%

**OF TU FACULTY  
AND STAFF POSITIONS HAVE  
BEEN MATCHED TO MARKET  
PAY DATA SOURCES.**



Faculty & Staff Relations	Updates	Outcomes
Policy Revisions	Updated time, attendance, and flexible work policies.	Revised for clarification and better practical application.

## What is an HR Partner?

Towson University’s Office of Human Resources uses a partner model, a best practice in HR, to provide strategic support, faster response times, and higher customer satisfaction. HR partners, leveraging extensive experience, serve as a single point of contact for strategic HR-related matters, offering services such as:

- Counsel and advice on policy interpretation and application of policies
- Guidance on faculty/staff relations, including performance coaching/counseling
- Analysis of key metrics for improving retention and diversity
- Consultations on resource strategies and organizational changes
- Advising on pay equity and job classifications
- Interpretation and administration of University policies and procedures





## Telework at TU

As of March 2023, 1,048 employees were eligible for telework arrangements. Between January and August 2023, 46 employees increased their telework days from 1 to 2 days per week, and 11 employees reduced their telework from 2 to 1 day per week. 73% of telework-eligible employees are approved to work from home 2 days a week.



Eligible for Telework

**1,048 EMPLOYEES**



Employees with 2-day Telework

**73% OF EMPLOYEES**



Most Popular Telework Day

**FRIDAY**

## Employee Referrals

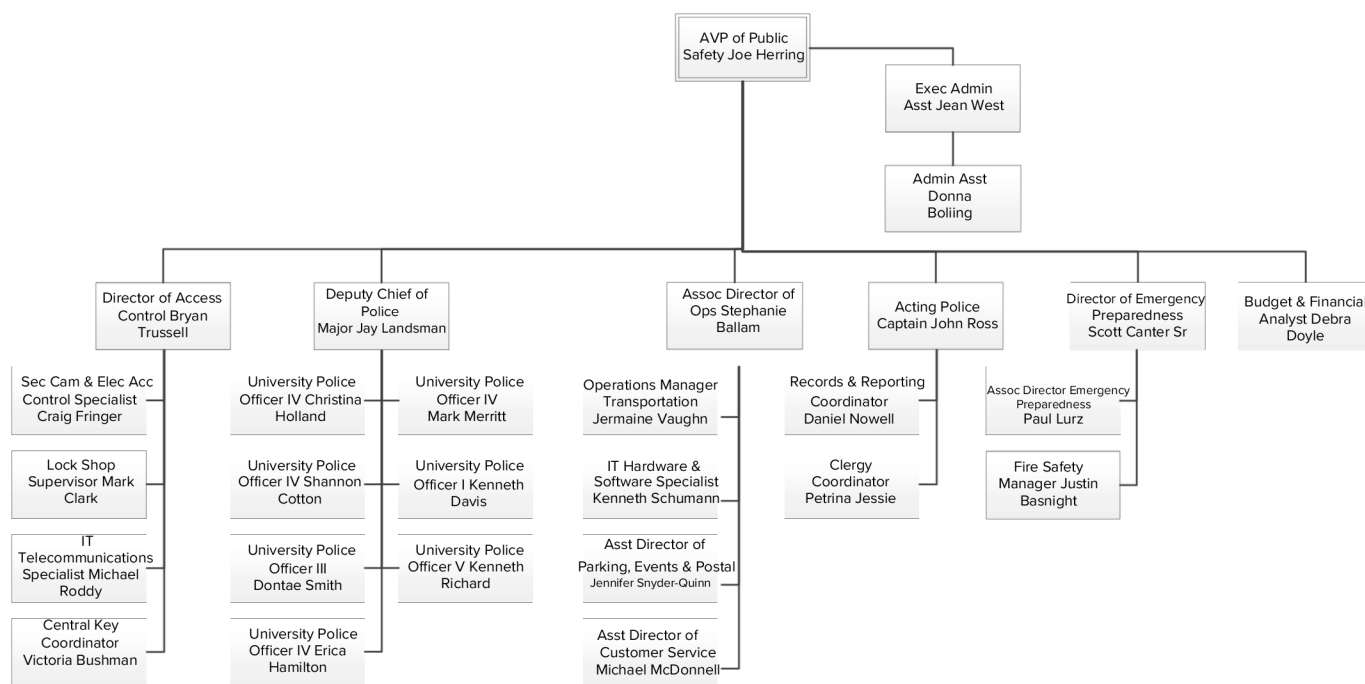
Beginning August 2023, faculty and staff became eligible to receive a bonus totaling \$1750.00 for referring a qualified external candidate who was ultimately selected for a **regular, full-time staff position**. We had **9 employees referred in FY23-24**.



# Parking, Transportation & Public Safety

## Parking & Transportation Police Department

## Access Control Emergency Preparedness



TU's Public Safety Department ensures a safe and secure environment for all campus students, faculty, staff, and visitors. Our commitment to public safety encompasses comprehensive security measures, emergency preparedness, and responsive law enforcement services.

The team comprises various units, each specializing in different aspects of public safety. The **Emergency Preparedness** unit is responsible for developing and updating Continuity of Operation Plans (COOP), Incident Action Plans (IAP), and a formalized Training Plan, focusing on planning, training, and executing exercises to prepare the campus community for emergencies.

The **Parking & Transportation Department** manages parking permits, operational systems, and transportation services, ensuring individuals have efficient and effective movement on campus. Responsibilities include addressing parking disputes and providing transportation services to the campus community. The **Towson University Police Department (TUPD)** offers full-service law enforcement and dispatch services to maintain campus safety while involved in criminal investigations, accreditation processes, and innovative programs such as the Comfort Dog initiative with Bruno and Cpl. Jafar Taru.

Lastly, the **Access Control** unit is dedicated to the security of campus facilities through electronic access upgrades and CCTV enhancements. Our team collaborates with contractors and subcontractors to maintain and improve the safety infrastructure across various campus locations.



# Parking & Transportation

TU's Parking and transportation team is crucial to the fabric of the entire campus community. Committed to providing innovative solutions and teamwork, the department had a year of significant achievements marked by resilience and excellent problem-solving skills.

## 2024 Highlights

- Transporting the Towson University Marching Band to out-of-state events after a last-minute vendor cancellation and completing 160 charters across the academic year.
- Ensuring seamless operations for significant events like NCAA Lacrosse Quarterfinals, commencements, and move-in days.
- Upgraded event and visitor parking systems from ParkMobile to OffStreet.
- Issued 2,762 Faculty/Staff Permits and 2,790 Core Campus Annual Permits.
- Coordinated and issued over 50 permits for various groups, non-affiliates, and affiliates.
- Resolved long-standing "lost package" issues caused by software errors, recovering packages in lockers for months.
- Developed Standard Operating Procedures (SOPs) for previously undocumented areas.



**DID YOU KNOW THAT WE  
OFFER FREE RIDES TO PICK  
UP YOUR STATE ID?**



# Public Safety

TU's Public Safety Department plays a vital role in ensuring the well-being of the entire campus community. Committed to providing a safe and secure environment, the department has consistently demonstrated leadership through proactive strategies, continuous improvements, and a focus on innovation.

In collaboration with key University stakeholders, we have worked diligently to maintain our status as one of the safest campuses in the University System of Maryland (USM). This year, our team has made significant strides in areas ranging from emergency preparedness and law enforcement accreditation to technological advancements in campus security. As we address evolving safety needs, we remain dedicated to fostering a culture of security, trust, and resilience, ensuring that all students, faculty, and staff can thrive in a protected environment.



## 2024 Highlights

- **CALEA Accreditation:** We completed year 3 of the four-year accreditation cycle with the **Commission on Accreditation for Law Enforcement Agencies (CALEA)**, ensuring continued recognition of the department's commitment to excellence.
- **Campus Safety:** Maintained one of the safest campuses within the USM system, continuing efforts to provide a safe and secure environment for all students, faculty, staff, and visitors.
- **Access Control & CCTV System:** The new CHP facility's access control and CCTV systems were brought online collaboratively, enhancing security measures.
- **Emergency Preparedness Training:** Developed and executed a formal multi-year training plan, culminating in a comprehensive full-scale on-campus emergency preparedness exercise.
- **Parking & Transportation System Upgrades:** Upgraded the event and parking operational system to improve customer service and flexibility in handling parking disputes.

## More About CALEA

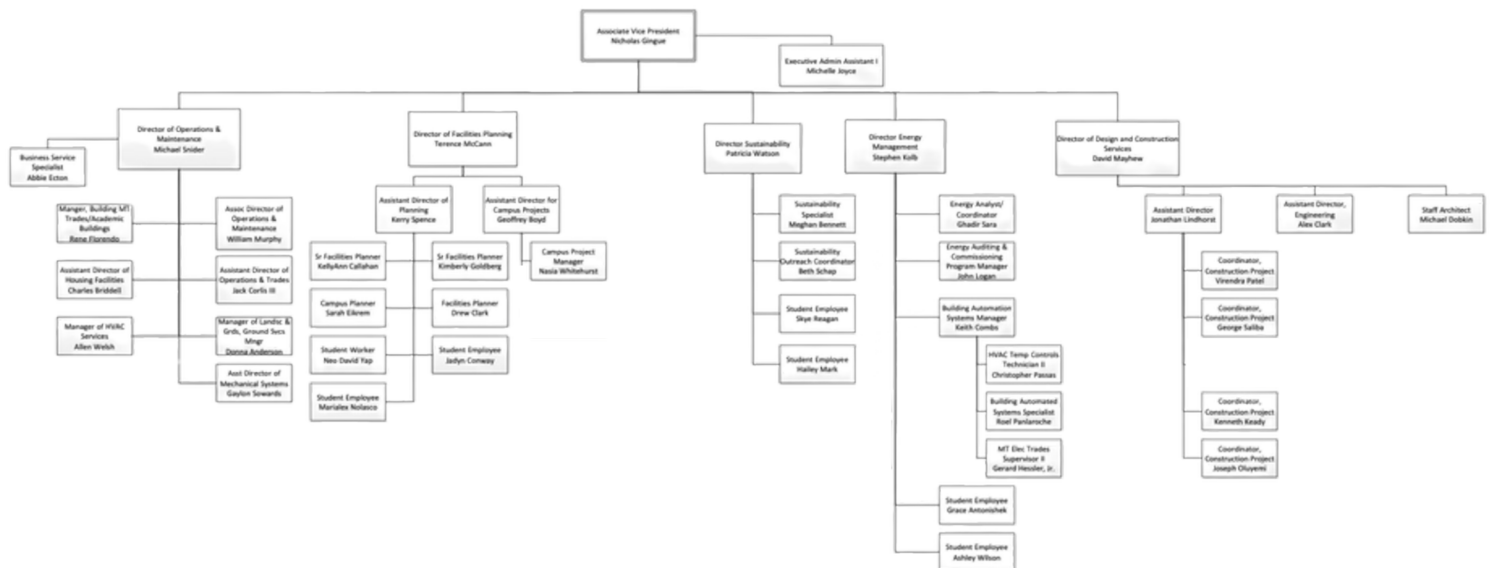
The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA®) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations. Accreditation creates a forum where law enforcement agencies and citizens work together to prevent and control challenges confronting law enforcement and provides clear direction about community expectations.



# Facilities Management & Postal Services

**Operations & Maintenance**  
**Planning**  
**Postal Services**  
**Sustainability**

**Energy Management**  
**Design and Construction**  
**Postal Services**



The Facilities Management Department maintains and optimizes the University's buildings, infrastructure, and systems. This includes supporting the physical environment across campus through innovative strategies, sustainable initiatives, and operational efficiency. The department is critical in ensuring a safe, functional, and aesthetically pleasing environment for students, faculty, staff, and visitors.

# Facilities Management

Our Facilities Management team at Towson University has made significant strides in supporting the campus infrastructure, sustainability efforts, and overall operational efficiency. Our key achievements over the past year reflect our dedication to enhancing the campus environment, conserving resources, and improving service delivery.

In collaboration with University stakeholders, we strive to ensure that our facilities not only support the academic and operational needs of the institution but also align with TU's master planning and sustainability goals. Our team has achieved significant milestones this year, including implementing energy-saving initiatives, completing critical construction projects, and advancing in campus-wide utilities management. As we continue to address the evolving needs of the campus, we remain dedicated to providing a well-maintained, efficient environment that fosters and supports success for students, faculty, and staff alike.

## 2024 DEPARTMENT ACCOMPLISHMENTS

### Standard Operating Procedures:

We developed and implemented Standard Operating Procedures (SOPs) to enhance workflow consistency and operational effectiveness.

### Campus Projects:

Facilities Management currently oversees and coordinates 30 active campus projects, reflecting a strong focus on infrastructure improvements and facility upgrades.

### Recycling and Sustainability Achievements:

**We reported the highest recycling rate in campus history for Calendar Year 2023 (CY23).**

**Our Sustainability Team participated in a number of initiatives, including:**

- **Campus Race to Zero Waste**
- **Worldwide Climate and Justice Week Teach-In**
- **Earth Day**
- **Arbor Day**



# BUILDINGS AND SAVINGS



### Campus Water Metering Project:

We designed and initiated the installation of Phase III of the Campus-Wide Water Metering Project, which is projected to save the University more than \$100,000 annually through improved water management.

### Energy Efficiency and Rebates:

Our team received a \$95,000 rebate from BGE for the HVAC and LED lighting upgrades in the University Union, reflecting significant progress toward campus-wide energy efficiency.

## OUR WORK HIGHLIGHTS

Campus Water Bill Savings  
**\$100K**

Work Orders Filled  
**48K**

Energy Bill Rebate  
**\$95K**



Our teams completed the construction of the CHP building project in Fall 24.

We also have commenced the demolition and abatement of Smith Hall and are continuing to make progress on campus renovations across Towson.

Our team completed the \$20M Furniture, Fixtures, and Equipment (FF&E) package for the Health Professions building, ensuring it is fully equipped for academic and healthcare training needs.

## NEW AND IN-PROGRESS BUILDING HIGHLIGHTS

### SMITH HALL

New home of COFAC and FACET  
In-Progress

### CHP

College of Health Professions  
Completed



## MORE 2024 ACCOMPLISHMENTS

### NEW STANDARD OPERATING PROCEDURES (SOPS)

#### **We Optimize Processes**

We continue production and distribution of Standard Operating Procedures to enhance workflow and operational consistency across all facilities.

### SIGHTLINES

#### **We Manage Assets**

We manage ongoing efforts with Sightlines to improve asset management, ensuring strategic planning and benchmarking for long-term facility sustainability.

### WATER SUB- METERING PROJECT

#### **We Prioritize Resource Conservation**

We have completed the installation of Phase III of the Water Sub-Meter Project across campus, a significant step toward enhanced water conservation and cost savings.

### PEDESTRIAN LIGHT AUTOMATION

#### **We Prioritize Safety**

We have automated over 1,000 outdoor pedestrian lights into the Automated Logic System, resulting in increased energy savings and improved campus safety.

### MASTER PLAN 2025

#### **We Plan For The Future**

We contributed to developing the Master Plan 2025 to guide future campus expansion, sustainability goals, and infrastructure improvements.

### GIS MAPPING AND INVENTORY

#### **We're Strategic With Our Resources**

We continue to develop GIS utility mapping and building inventory to improve facility tracking, resource management, and future campus planning.

### FREE FOOD ALERT APP

#### **We Love Free Food**

We aim to pilot the Free Food Alert App to reduce food waste on campus while supporting student needs.

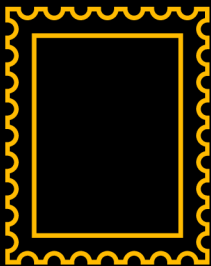
# Postal Services

Our Postal Services team works hard to ensure packages and mail arrive at their intended destinations as efficiently as possible. In the summer of 2024, our team added 115 Towson University package lockers and 46 Amazon package lockers. In total, TU has 574 package lockers throughout campus.

In our commitment to providing opportunities for real-world experience to assist with Postal operations, our office welcomes collaborations with multiple internal and external departments, including the Hussman Center for Adults with Autism and the Post Secondary Functional Academic Learning Support Program (PSFALS).



Full Time Employees  
**6 FULL TIME**



Student Employees  
**11 STUDENTS**



Post Secondary Program Employees  
**1 POST SECONDARY**

## WE ALWAYS DELIVER

Since the start of the Fall 2024 semester, our team has:

- Delivered 2,640 packages interdepartmentally across campus.
- Processed 32,381 packages for students.
- Distributed 23,407 (over 70% of processed student packages) via campus package lockers.

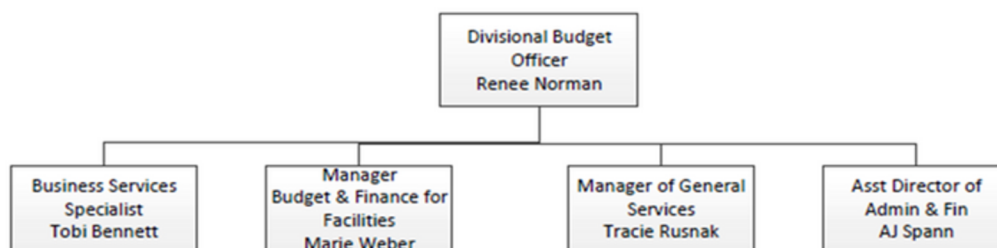
The average time an item spends in a package locker on campus is just over 12 hours, and 50% of all packages are retrieved the same day they are loaded into one of our lockers.



# Business Support Services

## Parking, Transportation, and Postal Services (PTPS) Business and Support

## Facilities Business and Support Contract Services



TU's Business Support Services team ensures the seamless operation of essential campus-wide services and facilities. The team ensures that critical services are maintained, focusing on contractual oversight, financial management, budget development and management, and operational efficiency. Our team consists of the following:

The **Contract Services** unit oversees major campus-wide service contracts, managing contractual obligations for housekeeping, uniforms, pest control, waste and recycling, composting, walk-off mats, and window cleaning. Effective management ensures that the campus remains clean, safe, and compliant with all service agreements, significantly contributing to the University's overall environment.

The **Facilities Business and Support** team is responsible for managing budgets across all Facilities operating departments, which includes processing invoices related to services, operations, and maintenance, as well as managing work order chargebacks. Additionally, this team supports procurement processes, oversees invoice management for capital projects, and coordinates with external funding sources while maintaining accurate financial summaries for campus projects.

Our **Parking, Transportation, and Postal Services (PTPS) Business and Support** unit oversees the financial and operational aspects of campus parking, transportation, and postal services, which involves managing department budgets, coordinating marketing and communications efforts, and efficiently handling day-to-day financial transactions.





Our efforts, grounded in collaboration, communication, and accountability, have laid the foundation for continued success in FY25. We are confident in the strength of our team and the alignment of our goals. Together, we will look for ways to leverage our successes to continue supporting the safe and efficient operation of the TU campus. Please contact us with any questions if you need more information or want to share ideas and suggestions to help make us better.

## CONTACT US



Phone

**(410) 704-2000**



Website

**<https://www.towson.edu/operations/>**



Office Address

**7720 York Road, Towson, Maryland**

