



TEXAS

The University of Texas at Austin
Facilities Services

BEYOND THE BLEACHERS:

SUPPORTING TEXAS FOOTBALL'S HOME GAMES



Contents by Timeline

[Introduction](#)

[Before the Football Season](#)

[Days Before Game Day](#)

[Friday Before Game Day](#)

[Game Day](#)

[Sunday after Game Day](#)

[Ongoing](#)

[Mission Accomplished!](#)



Introduction: Beyond the Bleachers



Texas Memorial Stadium: Home of the Longhorns!

Before the Texas Longhorns head out on the field, they train and prepare.

There's another team of dedicated Longhorns that prepare the campus for home games each football season, too!

Look closely behind the scenes, and you'll find that supporting the home games at the stadium takes a multitude of hard-working crews and a whole lot of scheduling to make it happen.

Facilities Services goes ***Beyond the Bleachers*** to share their part in the complex, yet well-executed game plan to reveal how it all comes together!



Before the Football Season

[Landscape Services](#)

[Facilities Operations & Maintenance](#)



Landscape Services: Before the Football Season

Left:
Curtis Robillard,
East Campus
landscape supervisor



Right:
Markus Hogue,
irrigation & water
conservation program
coordinator



East Campus Landscape Supervisor **Curtis Robillard** is the point of contact for Landscape Services—a role he's played for 12 seasons.

Irrigation & Water Conservation Program Coordinator **Markus Hogue** and his crew mark the irrigation lines and work with Athletics to ensure tailgating tents and activities avoid damaging underground utility lines.

Curtis' crew is also responsible for placing the orange barrels used to collect trash on streets leading to the stadium.

The **Urban Forestry team** prunes trees, evaluating clearance for tailgating and RV needs.



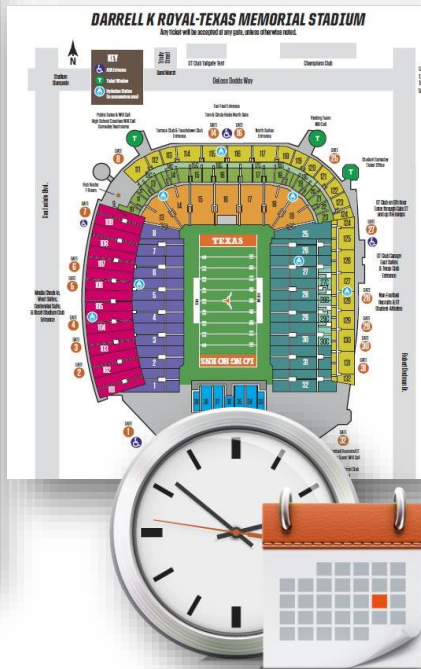
*The Urban Forestry
team*



Facilities Operations & Maintenance: Before the Football Season



David Henry,
Zone 3 supervisor



Before the season begins Facilities Operations & Maintenance (FOM) receives a main work order from Athletics to “make ready” the stadium.

The FOM lead for football games is **David Henry**, Zone 3 supervisor. He is responsible for ensuring electrical, plumbing and HVAC systems at the stadium are working properly, and he also coordinates with Facilities Services Support units.

David directs the **plumbers** in May to inspect and make needed repairs—more difficult to do during the Texas summer months. The **HVAC crew** starts their work a couple of weeks prior to the first game.

In June he begins establishing the schedule for who’s working the games. He knows from experience there may be as many as 60-70 issues to address during the season’s first weeks. He pairs the more experienced staff with those who need to learn the ropes.



Days Before Game Day

Landscape Services



Landscape Services: Days Before Game Day

Ground maintenance crew member mows the turf at PAC and LBJ.



At the beginning of the week the **ground maintenance crew** mows the turf by the Performing Arts Center (PAC), Music Building & Recital Hall (MRH), LBJ and other tailgate areas. Mowing days can vary, based on the weather and other scheduled events.

On Tuesday morning, all involved operations staff (100+) are briefed by Athletics at the North End Zone (NEZ). Curtis and other FS staff attend to stay on top of any changes.

On Thursday, a **landscape crew** puts out 10 red coal bins for BBQs at tailgating areas, retrieving them the following Monday.



FS staff attend the Athletics Meeting.



Coal bins are put out for tailgaters.

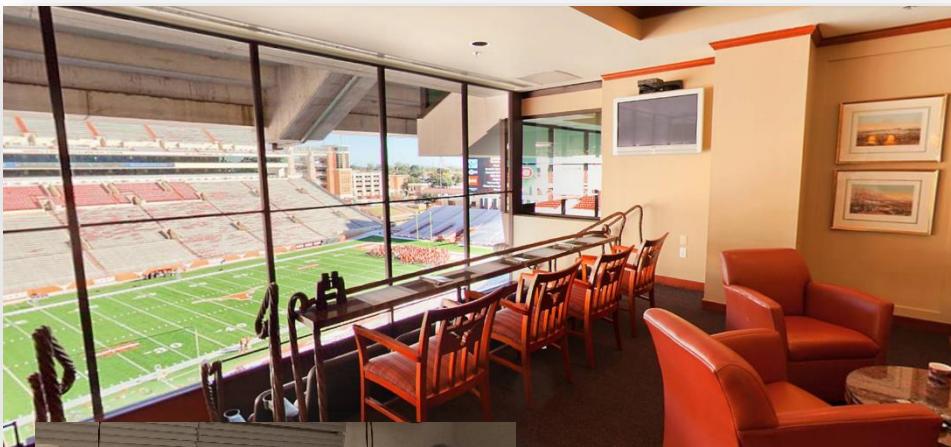


Friday Before Game Day

Facilities Operations & Maintenance Event & Moving Services



Facilities Operations & Maintenance: Friday Before Game Day



*Inside a West Side Suite
at the stadium*



*Armando Ortiz,
HVAC controls technician*

HVAC controls tech from Zone 3, **Armando Ortiz**, is responsible for checking the stadium's suites at Belmont (BEL), NEZ and Texas Memorial Stadium (STD) the morning before game day to ensure the HVAC systems are working properly by meeting temperature set points.

When not in use, the suites are in "unoccupied" mode to conserve energy. When the suites will be in use, the controls are switched over to "occupied" mode to allow temperature adjustments for personal comfort.



Facilities Operations & Maintenance: Friday Before Game Day



Armando Ortiz is in the HVAC controls center in Manor Garage for the pre-check before game day.

John Velarde, HVAC technician I, is on hand to pre-check HVAC controls in the stadium's suites before game day.



The HVAC controls center is located in Manor Garage. It handles the HVAC systems across all the stadium buildings. Armando has been working the controls there for 27 years. He leads a **crew of 6 techs** who work the stadium. “It’s a big team effort” among Utilities, PMCS and Facilities Services crews.

Because Texas weather is unpredictable, managing the environment in the suites can be challenging, but Armando and his crew stay on top of things to ensure the occupants’ comfort.



Event & Moving Services (EMS): Friday Before Game Day



Jesus "Chuy" Gurrola, crew leader, preps truck box before it's used for trash valet services.



Luciano Lopez, materials handler, is on hand to line boxes in trucks used for trash valet services.

Several work units provide "trash valet" services, which entails picking up and hauling recycling and waste away from the stadium. But before any of this can happen, the truck boxes must be lined with plastic to protect them from seepage from the trash bags since the trucks are also used for other purposes, such as moving furniture.

The day before the game, EMS staff stay late (about 2 hours) to line the trucks at the FC5 loading dock. **Jesus "Chuy" Gurrola**, a crew leader with 21 years at UT and **Luciano Lopez**, a materials handler with 12 years at UT, are pictured here. They've done this many times, and they complete their work efficiently.

The lined trucks are then cleaned out on Sunday to ready them for the work week.



Game Day

[Landscape Services](#)

[Fire Safety Systems Shop](#)

[Facilities Operations & Maintenance](#)

[Custodial Services](#)

[Event & Moving Services, Landscape Services, Solid Waste & Recycling](#)



Landscape Services: Game Day



Landscape Services fills the water barricades used to slow traffic at campus checkpoints.



It's game day! Even though today's game kicks off at 7 p.m., Landscape Services gets an extra early start.

From 4 to 11 a.m. they take their 2,000-gallon tank truck and fill up water barricades they set out for between 17-24 different checkpoints to slow traffic.

Game day also includes handing out trash bags to tailgaters and collecting waste around the stadium block.



Landscape Services: Game Day



At 1 p.m., Curtis meets with his staff at the Facilities Complex to review any changes or additional information. He hands out drinks to keep them well hydrated.

He credits the successful level of customer service they provide at games to “the folks who have done it for years and know what they’re doing.” He also pairs the seasoned “veterans” with new staff to “learn what it’s all about.”

Curtis addresses his team before they head out to their different zones on game day.



Landscape Services: Game Day



Kai Wester (in cart), Gary Jones (center) and Andrew Jackson (right) fill their carts to prep for game day.



John Paul Kelly (left) and Gary Jones (right) fill up their carts before they head over to campus.



Joan Dilley (left) talks with FS student Devyyn Rhodes (right) about covering Little Longhorn.



Andrew Jackson (left) and Nick Escalante (right) prep for game day.

The **Landscape Services team** “goes live” for this game day from 2 to 9 p.m. providing grounds support for 7 landscaping zones:

- Mike A. Myers Stadium & Soccer Field (MMS)
- Steve Hicks School of Social Work (SSW)
- LBJ Library (LBJ)
- North of the stadium
- East Campus
- Tailgate areas
- Little Longhorn (north of campus by Arno Nowotny building and John W. Hargis Hall)

The team of 13 pairs up into crews of 2 per zone, with the exception of Little Longhorn, which is covered solo by Crew Leader **Joan Dilley**, who has been with UT since 2012. She says the one thing she likes best about game day is that she gets an opportunity to interact with fans.



Landscape Services: Game Day



David Rodriguez walks back to his cart after dropping off bags to RV tailgaters.

Curtis encourages his crew stationed at the tailgating areas to provide fans with recycling or trash bags and provide the best “service with a smile” as “campus concierges.”

Throughout the game day they assist with emptying waste and recycling receptacles. The crew shares they often get questions from fans about proper recycling, compost and landfill waste, and they’ve seen an improvement in the diversion rate (landfill avoidance) because of this involvement.

This team, who started at 4 a.m., stays until 2 hours after kick-off to collect as much trash as they can to lessen the amount of trash to be collected from the grounds on Sunday.



Fire Safety Systems Shop (FSSS): Game Day



*Tammy Swaton,
Fire Safety
Systems
Shop
supervisor*



*Joe
Sandoval,
fire-life-
safety
systems
technician*



*Randy Stubblefield (left) and
Larry Moore (right) in the North
End Zone of the stadium.*

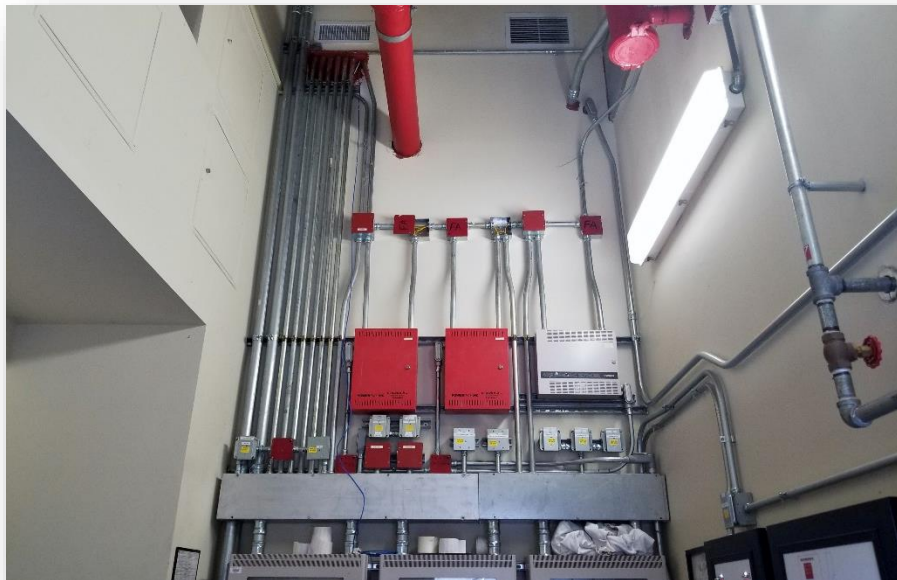
FSSS is on deck, starting 4 hours prior to the game, at the Fire Systems room and throughout the stadium. The team of 6 stay until 30 minutes post game.

FSSS has been up and running in the stadium since 2010. They take turns rotating between the main buildings, BEL, Moncrief-Neuhaus Athletic Center (MNC) and the north side of the stadium. In their station near Gate 16, they monitor the elevators, smoke ventilation and the fire sprinklers.

On hand are Fire Sprinklers Crew Leader **Randy Stubblefield** (16 years at UT), FSS Supervisor **Tammy Swaton** (15 years at the helm), Fire Alarms Crew Leader **Joe Sandoval** (14 years), and Fire-Life-Safety Systems Tech **Larry Moore** (3 years).



Fire Safety Systems Shop (FSSS): Game Day



Fire safety controls in the North End Zone of stadium

Some of the **FSSS staff** are stationed in the main control rooms on each side of the stadium in BEL, NEZ and STD, while other staff roam to assist where needed.

They work closely with the Operations Box on the 8th floor of NEZ and the maintenance techs in the field. A large leak could involve FSSS, FOM *and* Custodial Services all working together to resolve the issue quickly.

NEZ is the newest side of the stadium, but it is also the most populated with fans on the concourse.

Another high-traffic area is BEL's 11th floor leading to the upper deck. Because of the facility's age, it can be more challenging to keep functioning properly than the newer parts of the stadium.



Facilities Operations & Maintenance: Game Day



Armando Ortiz and Carlos Ybarra in the HVAC controls center in Manor Garage on game day.

Armando and crew are on point for game day. They come in as early as 6 hours before and turn on Game Day controls. They do a walk-through at all suites to see if areas are reaching temperature set points and that there are no issues with airflow. Armando typically schedules a two-person crew (himself and another tech inside the stadium) to troubleshoot issues. Depending on weather and winds, he tweaks multiple settings in different areas the entire time fans are in the stadium. He likes being in the background and knowing all the hard work he does on game day lets fans have the best atmosphere possible.

On staff today is Zone 3 HVAC Tech **Carlos Ybarra**. He reveals he is learning to navigate the stadium and “Armando has the knowledge to give me very accurate and helpful directions.” These precise relays directly impact the quality of the atmosphere they provide to Longhorn fans.



Facilities Operations & Maintenance: Game Day



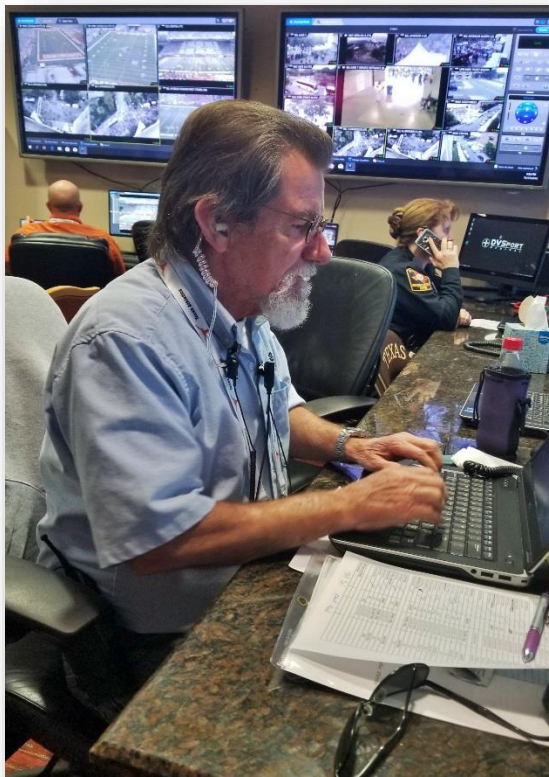
The “Ops Box” serves as the “brain” of football game day operations.

The **Operations Box (“Ops Box”)** is the “brain” of football game day operations. This comprehensive team includes Athletics, Fire Prevention Services, UTPD, Facilities Services (FS) and others.

FS staff typically arrive 2 to 3 hours prior to the game and serve as dispatch for any facilities-related issues. They monitor calls that come in and dispatch the appropriate tech via radio to respond. They document incidents in Athletics’ system and in FAMIS. They take notes and photos to fully document the incidents and schedule any work that can’t be done during the game.



Facilities Operations & Maintenance: Game Day



David Henry at the helm on game day. His team handles the facilities-related issues at the stadium.

Representing FS in the Ops Box is **David Henry**, who has been with UT for 22 years. In the last 8 years he has worked the UT football games, in addition to his everyday duties in Zone 3.

He says working the games can be hectic at times, but eventually becomes routine. He is in charge of approximately 30 techs each game, and is getting used to where they are needed the most.

On average, they get about 5-10 calls per game (“on a good day”) and as many as 60-70 calls on a more difficult day.

David shares this will be his last season at the helm before he retires. He will be missed, but he has diligently brought a couple of staff up to speed for a smooth transition.

The Zone 3 supervisor oversees game day operations on behalf of FS since the stadium is located in this zone.



Facilities Operations & Maintenance: Game Day



David Henry (left) and Assistant Supervisor Richard Eaves (right) are at the Ops Box on game day.

Anthony Brannon (left), Zone 3 plumber, teams up with a Utilities technician to work on a line back-up at the stadium tunnels.



It's 4 hours before kick-off and David Henry is already stationed at the Ops Box. At this point, he's assigned work to staff for the calls already reported. Techs radio in when they arrive.

At each game, David's team consists of **10-12 electricians, 10-12 plumbers, 2 carpenters and 5 I & C techs**, stationed throughout the stadium to respond to maintenance requests that arise during the game. His collaborative team includes techs from FS, PMCS and Utilities. "The FS techs really like the chance to interact with other groups and learn more about the campus and how other departments work."



Facilities Operations & Maintenance: Game Day



Randy Kobza, Zone 3 plumber, is a seasoned member of the team. He and others on staff stay on the job even after the game ends to resolve issues.

Techs are assigned areas around the stadium based on their longevity, skills, and David's knowledge of typical problem areas. He does this to reduce response times and to send the right person to fix the issue the first time. Newer staff are sent with seasoned techs so they can learn how to navigate the stadium on game day and learn as much as possible on the job.

However, "Just because the game is over doesn't mean our work is over," says David. Issues arise (like a major plumbing leak) where they have to stop the water from flowing so it doesn't cause damage to other parts of the stadium. "We stay until the issue is resolved."



Facilities Operations & Maintenance: Game Day



Hud Huddleston, Zone 1 supervisor, serves as the facilities rep at the Emergency Operations Center at the UT police station on game day.

Stationed to assist the **Emergency Operations Center** (EOC) at the UT police station for this game is Zone 1 Supervisor **Richard “Hud” Huddleston**, who has been with UT for more than 2.5 years.

Since David Henry is overseeing the Ops Box, and Tammy Swaton is at the helm for FSSS, it’s up to the remaining FOM shop supervisors to fill the EOC role.

During the game, Hud helps monitor Athletics’ work management system as well as schedule in FAMIS any work that can’t be done during the game.



Facilities Operations & Maintenance: Game Day



The Emergency Operations Center (EOC) is located in the University Police Building (UPB) and provides campus-wide monitoring on game days.

The **EOC** is there in case any large-scale or campus-wide emergency issues arise and must be coordinated. While the Ops Box team is on watch from the stadium, the EOC is responsible for the entire stadium block, including tailgates and checkpoints as well as the transportation of teams, equipment, bands and spirit groups to and from the stadium.

Hud says that, for the most part, the game day goes without incident, “but when everyone is doing their job, that’s how it should be.” Often it’s about monitoring what’s going on around campus.



Custodial Services: Game Day



The Custodial Services team at Bellmont Hall are ready for game day services.

Custodial Services provides porter services, such as cleaning up spills, replenishing restroom paper supplies and soap, as well as cleaning services and waste collection (both landfill and recycling) for the general education buildings on campus.

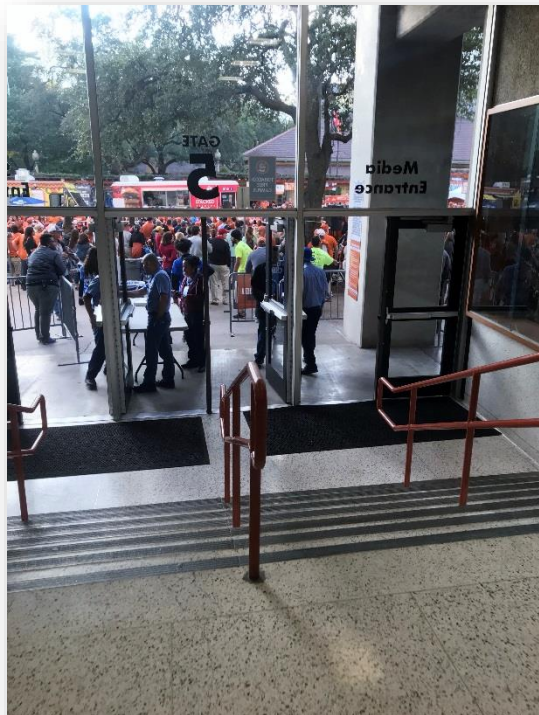
For game day, that means BEL, from the 4th floor up to the 8th floor. Depending on when the game starts, porter services begin 2 hours prior.

Their main goals include managing crowds through locking down gates, placing stanchions by escalator landings and keeping the open part of BEL cleaned and restrooms stocked throughout the game day.

The team works through obstacles, such as when leaking pipes made their work more challenging until repairs were made.



Custodial Services: Game Day



The Custodial Services team in front of Belmont just before they zip-tie the doors together that must be closed during game day.

The **Custodial Services** team has been on the job for this game since around 3 p.m. They've been split into pairs, assigned as a crew of two per floor. Their shift doesn't end until everyone has left the stadium.

Some of the crew share they've been with Custodial Services and working game days for 10 years. What they like the most about game day is when there's a victory. "When the Longhorns win, people are happy. And when the people are happy, we are happy." When the Longhorns are winning, their fans are less messy and don't throw their trash on the ground as much. They'll also say "Thank you" for cleaning up after them, which makes the crew feel appreciated.



Event & Moving Services, Landscape Services, Solid Waste & Recycling: Game Day



Trash valet services are provided by LIBS with a multi-unit team from Event & Moving Services, Landscape Services, and Solid Waste & Recycling.

Waste is collected and transported from the stadium and taken to Lot 53, where it gets sorted into the recycling, landfill and compost streams.



New to Facilities Services this year is the **“trash valet” service**, carried out by a collaborative team who collects and transports waste from the stadium and tailgate areas to Lot 53, where it gets sorted. It’s no small feat!

With a 7 p.m. kick-off, the trash valet service begins at 5 p.m. and runs all the way until 3 a.m.! The 18-member team is drawn from **Event & Moving Services (EMS)**, **Landscape Services (LS)**, and **Solid Waste & Recycling (SWR)**. It’s a carefully orchestrated process to stay ahead of the curve, with 2 shifts of multi-unit crews.



Event & Moving Services, Landscape Services, Solid Waste & Recycling: Game Day



Milton Roberson, Jr., crew leader, takes trash transported from the stadium and places in appropriate waste dumpster at Lot 53.

Materials handlers put transported waste into the dumpsters. The last shift works until 3 a.m. on game night.



The first shift consists of **6 materials handlers** on hand from 5-11 p.m. (before and during the game). Three 2-person crews transport waste using pick-up trucks from 3 strategic service locations (with nearby freight elevators) around the stadium and tailgate areas:

- Moncrief (STD and MNC)
- Robert Dedman/Littlefield (east of NEZ)
- Loading dock (northwest NEZ and BEL)



Event & Moving Services, Landscape Services, Solid Waste & Recycling: Game Day



Roy Jones, Solid Waste & Recycling supervisor, oversees trash valet services for home games.

The second shift team transports waste from the stadium to Lot 53 on campus.



The second shift consists of **12 materials handlers**, who come on board from 9 p.m. until 3 a.m. This larger group of six 2-person crews transports waste from the stadium's same 3 locations.

Overseeing the crew is Supervisor **Roy Jones**, who is leading the efforts for the entire duration the trash valet services are provided.

All trash valet crews transport the waste from the stadium to the proper dumpsters at Lot 53 on campus, where on Sunday it is sorted into 3 categories: landfill, recycling and compost.



Sunday After Game Day

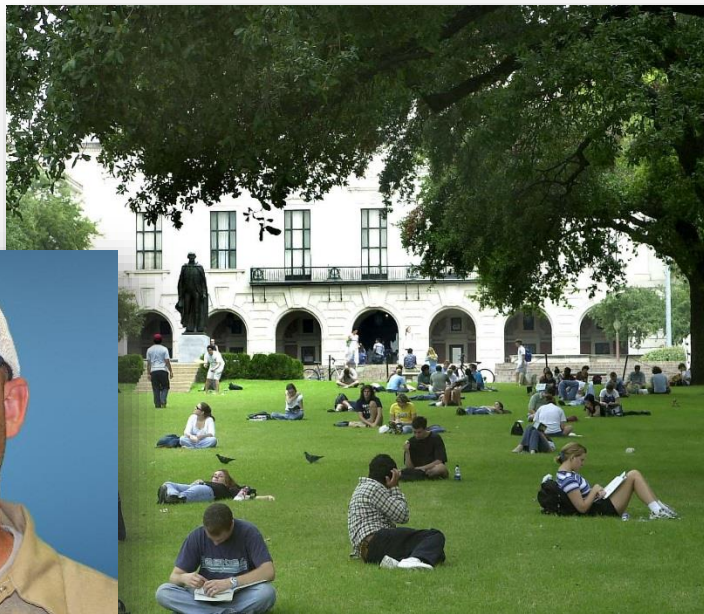
[Landscape Services](#)

[Solid Waste & Recycling](#)

[Custodial Services](#)



Landscape Services: Sunday After Game Day



It's 4 a.m. on Sunday, and **Jake Trinkle**, an arborist, has reported for duty on campus to pick up and drain the water barricades. He says whenever he sees people on campus relaxing under the trees it makes him happy. He is proud of the way the landscaping contributes to the enjoyment of everyone who comes on campus.

Even at 4 a.m., on water barricade duty, Arborist Jake Trinkle thinks about the beauty and value of the work that Landscape Services brings to the UT Community.



Landscape Services: Sunday After Game Day



The team arrives early on Sunday to clean up the campus grounds after game day.

This dedicated team works many hours, and their hard work pays off when the UT Community returns on Monday to find the grounds looking great!



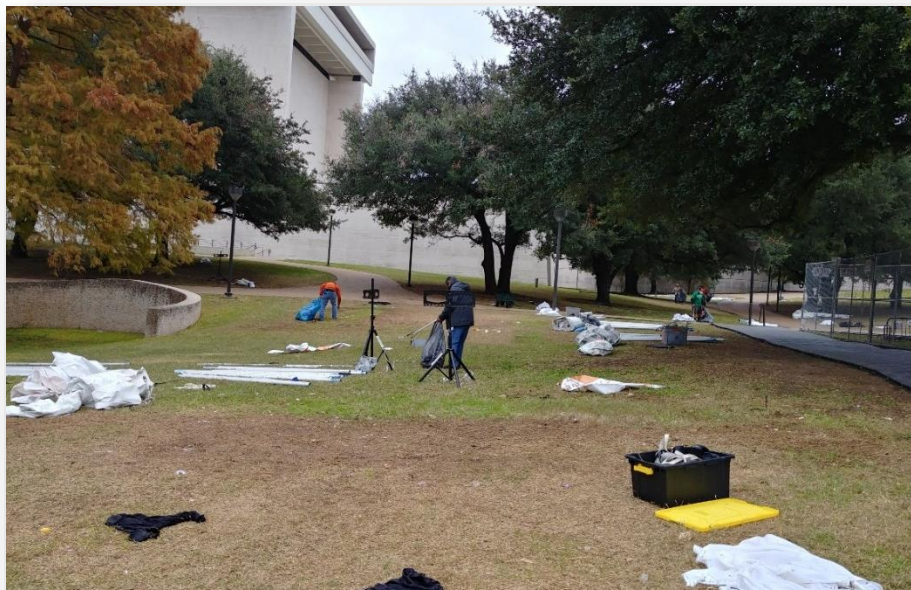
More of the **Landscape Services team** arrives at the Facilities Complex by 7 a.m. to gather and properly dispose of the waste strewn on the campus grounds after every home game.

In addition to cleaning up after Bevo Boulevard festivities, this team has been providing post-game grounds clean-up for numerous years.

Typically it takes the 16-member crew around 6 hours to complete their work. Multiple trucks are dispatched toward Red River St., San Jacinto Blvd., Robert Dedman Dr. and another truck coming from the south. The crews pick up all the waste on the road and grounds. They also target MLK Blvd. and head south as they make their way back to the Facilities Complex and the RV section across from there.



Landscape Services: Sunday After Game Day



Landscape Services works hard to rejuvenate the landscape that gets damaged during the football season.

Generally, they are excited to help keep the campus clean. However, there is also disappointment when, after 3-4 home games, the grounds they worked so hard to maintain become damaged by the crowds.

They rejuvenate the landscape at the football season's end. It takes them through the end of February. They must get the grounds in top condition before the annual Explore UT event in early March.



Solid Waste & Recycling (SWR): Sunday After Game Day



The Solid Waste & Recycling (SWR) team arrives at 6 a.m. near the stadium with compactor trucks.

It's 6 a.m. when the **SWR team** arrives at the southwest side of the stadium and BEL with their large compactor trucks. On average, they bring 2 trucks: one for recycling and one for trash.

Even though the trash valet services team made multiple trips with multiple trucks to the Lot 53 dumpsters on game day, there's still a quantity left that must be transported from the stadium to the City of Austin's waste facilities. This service is the specialty of the SWR team.



Solid Waste & Recycling (SWR): Sunday After Game Day



Solid Waste & Recycling teams up with Lauren Lichterman from Athletics (center) for the Sunday waste collection at Gate 1.

The night before, once the stadium was cleared of fans, Athletics' contract crew did a final sweep. They put the waste in different bags for recycling, landfill and compost and left the bags on the concourse ramps.

Now it's Sunday morning, and Athletics staff drive around in carts to gather the bags left on the ramps and take them to the **SWR team** with their compactors parked at Gate 1.



Solid Waste & Recycling (SWR): Sunday & Monday After Game Day



Brian Fisher (left) and Milton Roberson, Jr. (right) run the recycling compactor as they collect waste at Gate 1.

Once all the bags from the stadium have been deposited into the SWR compactors, the team heads back to the Facilities Complex with their full trucks.

On Monday, when the City of Austin's recycling and landfill centers are open, they will come in early and do an extra run to these facilities to remove the game-day waste from their trucks so they can complete their normal routes that morning as well.

Behind the wheel of a recycling compactor is Crew Leader **Milton Roberson, Jr.** (18 years at UT) and Solid Waste Worker **Brian Fisher** (19 years). They both talk about how they appreciate the opportunities that working the games provides.



Custodial Services: Sunday After Game Day

The Custodial Services team cleans Belmont Hall after game day.



Stanchions are removed.



Cleaning includes floor care.

It's 8 a.m., and a **Custodial Services team** is starting the shift at BEL. The team cleans the whole building: 40 landings and 10 floors. They divide into two 7-person crews for the north and south sections. They provide floor care (vacuuming, mopping and buffing), restroom cleaning, trash pick-up, removing stanchions and opening gates to sealed areas. They finish around 2 p.m.

Crew Leader **James Shults** is on hand this morning—a departure from his usual night shift. He's been working football games for the past 5 years. He says he likes this work because it's something different from his everyday (actually, nightly) duties.



Resource Recovery – Zero Waste: Sunday After Game Day



Zero Waste Senior Program Coordinator (left) and Zero Waste Program Coordinator Lindsey Hutchison (right) perform audit waste on concession vendors to look for landfill diversion opportunities.

Each season Athletics enlists assistance from Resource Recovery's Zero Waste (ZW) team on various aspects of their program. Today, it's a waste audit of the concession stands to see if waste from there is being sorted properly. These waste audits help to increase diversion rates by revealing opportunities for process improvements.

It's 10 a.m., and the ZW coordinators are performing the audit of the waste bagged by concession vendors. The audit revealed there were indeed diversion opportunities, providing Athletics with data that can be used to make the needed improvements.



Ongoing

Resource Recovery – Zero Waste

Resource Recovery – Surplus Property



Resource Recovery – Zero Waste: Ongoing



Resource Recovery's ZW experts provide guidance and data to the Texas Athletics Sustainability staff pictured here. Joining Athletics and ZW is Jim Walker (right), director of the Office of Sustainability at UT.

Athletics' Sustainability staff sort waste transported by the trash valet services team on game day.



Resource Recovery's Zero Waste (ZW) team provides expertise to the Texas Athletics Sustainability program efforts at football games throughout the season at the request of Athletics staff.

ZW coordinators play a critical role in increasing the impact of the university's sustainability efforts. In past years, ZW staff and student employees monitored and instructed volunteers to sort into the proper waste stream. The ZW coordinators also provided Athletics with research on compostable packaging and analysis of waste data.

Athletics was able to increase their program's student staff, so they are now able to take on the waste sorting without continuous support from Resource Recovery's student employees.



Resource Recovery – Surplus Property: Ongoing



Another way Facilities Services continues to support Athletics' sustainability program is through the sale of Athletics' official Longhorn apparel and equipment via the Surplus Property online auctions and the UT Surplus Reuse Store.

Proceeds from the sale of these items goes back to Athletics' sustainability program to compensate their student staff who sort waste after the games.



Facilities Services Mission Accomplished! Sunday After Game Day



It's the early afternoon and by now the Facilities Services crews have completed their post-game work and departed campus before reporting back to work early the following Monday morning.

As the sun sets on another home game at The University of Texas at Austin's stadium, the dedicated team with Facilities Services carries out their game plan and scores another big win. In our book, they're all MVPs!

Hook 'em, Horns!